



Your guide to

# **HOT AND COLD WATER SUPPLY**

**Your responsibility**



## Railway Housing Association

# HOT AND COLD WATER SUPPLY

You are responsible for the hygiene of the water system within your home and for reporting any problems to the Association.

This leaflet provides practical advice on how to keep the water in your home hygienic, as well as some general water saving tips.

### Water hygiene

The water supplied to your home by the water company must meet the strict standards of the Water Supply (Water Quality) Regulations 2016 and 2018. The water companies are monitored by the Drinking Water Inspectorate, which carry out regular tests to ensure the water quality meets the required standards on -

- **Bacteria**
- **Chemicals** (such as nitrates and pesticides)
- **Metals** (such as lead)
- **The way the water looks and tastes**

Things we do in the home can affect water quality and even encourage bacterial growth.

### USEFUL TIPS!

#### Hot and cold water system

If you have a back boiler in your home do not reduce this setting or the setting of your boiler thermostat, as bacteria can multiply at lower temperatures. If you have a combination boiler or multi-point water heater do not reduce the hot water thermostat setting. If you are away from home for long periods of time, e.g. holidays, the water in your bath taps or over bath shower can deteriorate if not regularly used.

When you return home, heat up your system to the normal temperature, open up each tap and run it for at least five minutes. Cold taps should be flushed until the water runs cold. When flushing taps and other outlets, open slowly and take care not to cause splashing or release a spray of droplets into the atmosphere.

#### Tap hygiene

Tap spouts on your bath, basin and sink may become contaminated from external sources. To be safe sterilise tap spouts by wiping with a dilute bleach solution. If the tap is heavily scaled or contaminated this can be removed using a nylon brush.

## Showers

If you have a shower fitted with a flexible hose make sure that a hose retaining ring is fitted to prevent the shower head falling into the bath water. Do not use rubber push-on shower hoses on your bath taps.

Clean and disinfect your shower head regularly. If you are away from your home for an extended period run the shower to the operating temperature, whilst taking care not to make or release spray droplets to the atmosphere.

## Other fittings and appliances

If you have an outside tap fitted the installation must comply with the 1999 Water Supply (Water Fittings) Regulations and incorporate a Backflow Prevention Device, usually a double check valve.

Any appliances you buy which are connected to the water supply, e.g. dishwashers and washing machines, must also comply with these Regulations, a copy of which can be viewed at: [www.dwi.gov.uk](http://www.dwi.gov.uk)

Hose pipes should not be left connected to cold water taps to prevent dirt being sucked back into the water mains.

## WATER SAVING TIPS!

- Fill the kettle with only enough water for your needs
- Use your washing machine and dishwasher only when you have a full load
- Cooling water in the fridge means you don't have to run the tap for a period to get cold water
- Turn off the tap whilst you brush your teeth
- If you have a dual flush control on your toilet, don't forget to use it
- Use a water butt in your garden to collect water that can be used on plants.

## General

- Know where your main stop tap is and make sure it works so that in case of a leak you can isolate the supply to prevent waste of water and damage to your property
- If your water is heated by an immersion heater look out for excessively hot water coming out of the tap, excessive noise or 'bubbling' from the hot water cylinder and hot water coming out of cold water taps. If you notice any of these, please contact us on freephone: 0800 0287 428



Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di\_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece\_i kabartma alfabesiyle veya Teyp kaseti \_eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu\_unuz. (E\_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu\_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک ، لطفاً از یک کارمند سوال کنید. ( آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انباریانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده ننگ. نه گه ر پیویسنت به ز انباری زورتر، یارمه تی و یا ناموزنگاری هه یه، تکایه پرسپار بکه له که کیک له کارمه نده کان. ( نه وان کاریکی و اده که ن که به زمانی خوت له گه لتا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھری ہوئی کھائی، ہینڈا شخص کے پڑنے کی کھائی) کی ای ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

## Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: [info@railwayha.co.uk](mailto:info@railwayha.co.uk)

[www.railwayha.co.uk](http://www.railwayha.co.uk)

[/railwayha](https://twitter.com/railwayha)

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Registered Social Landlord: A1855 | Registered Charity: 1188450

Member of the Housing Ombudsman Service

