YOUR GUIDE TO
Legionella

Legionella bacteria are commonly found in rivers and streams, sometimes making their way into the water supply of your home. Legionella bacteria, if inhaled, for example from a shower or a spray tap, can lead to a respiratory disease called Legionnaires' disease.

Preventing legionella in your home

The bacteria will not pose a problem if you make sure to take the necessary precautionary measures. To help prevent Legionnaires' disease, you should:

- Keep hot water systems set to at least 50°C.
- Avoid allowing water to sit unused in pipes or tanks for long periods.
- Run taps and showers regularly, especially in properties that are unoccupied for a while.
- Empty garden hoses after use, particularly if you use a sprinkler attachment and keep water butts clean.
- Clean your shower head quarterly.

Legionella bacteria can multiply in water when the temperature is between 20°C and 45°C. To reduce the risk, it is important to keep your hot water at a safe temperature:

- If your hot water is stored in a tank, the temperature should be between 60°C and 65°C.
- If your hot water is heated by a gas boiler, the temperature should be above 50°C.

Contact us for advice if you notice your hot water is not reaching the right temperature.

If you spot any pipes that do not lead to an appliance, such as to a washing machine, please contact us as these will need to be removed.

What you can expect from us

At Community Gateway Association we regularly check all our tenant's homes to ensure they are safe and well maintained.

Low-risk homes

We complete assessments on all homes to check legionella risk levels, with most homes deemed low risk.

These checks are often carried out at the same time as your annual boiler service. Our technician will make sure your hot water supply is set to 50°C or above and check for any unnecessary pipework, that is not in use, as this is where stagnant water can build up and legionella can multiply.

High-risk homes

High-risk homes are often those where the hot water supply is shared between several different properties.

If your home is identified as high-risk, we will carry out monthly water temperature checks and put in place a comprehensive legionella risk assessment which will be reviewed every two years.

How to contact us

If you have any questions, or are worried about legionella in your home, please contact us using any of the following methods.

- Call: **0800 953 0213 (option 1)**
- Email: **customerservices@communitygateway.co.uk**
- Visit our website: **https://www.communitygateway.co.uk/contact-us**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW (Monday - Friday, 10am - 4pm)**

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online - Complete the form at www.communitygateway.co.uk/complaints-and-compliments
- Email - complaints@communitygateway.co.uk
- Phone - 0800 953 0213 (option 6)
- Visit us - Harbour House, Port Way, Preston, PR2 2DW
- Write to us at - FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW.

Scan Here

To learn more about our Customer Service Commitments, the level of service you can expect and how you can help us.

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To access our video library, where you can listen to our guides in English, Arabic, Polish, Hungarian and Persian.

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If you require this guide in a different format such as larger print, or in a different language, please contact us on 0800 953 0213 (option 6).

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