

---

## Testing your water

**Tell us if you suspect the temperature of the water coming out of your hot or cold taps has changed.**

If you think the hot water is not as hot as it usually is or your cold water is feeling warmer we need to get your water supply system checked.

We will arrange for a contractor to come out after first agreeing a time convenient for you.

If our contractor finds a problem they will locate the cause and put it right.

---

## Disinfecting and descaling

To disinfect and descale your shower head, and the hose if your shower has one, soak them for about an hour in disinfectant or in white vinegar.

You can buy commercial disinfectants and descalers from most supermarkets. A chlorine-based disinfectant is recommended. But a good soak in white vinegar is an excellent, cost-efficient way to remove limescale.

## How to contact us

To report a problem or if you have a query about your home's hot and cold water supply or you want to make a complaint:

- **call 020 7704 2324**
- **email [repairs@barnsbury.org](mailto:repairs@barnsbury.org)**
- **drop in at our office at 60 Morland Mews, Barnsbury Mews, Islington N1 1HN**
- **write to us at 4-6 Colebrooke Place, Islington N1 8HZ**
- **[www.barnsbury.org](http://www.barnsbury.org)**

## Find out more

For more about water safety, including what we do to keep your water safe, see **page 9** of our health and safety booklet, *Keeping your home and neighbourhood safe*.

DO YOU NEED HELP TO  
READ OR SPEAK ENGLISH?



We can use a **translator** or can get this booklet translated if English is not your first language.



# LEGIONELLA SAFETY

---



---

## Why have I been sent this leaflet?

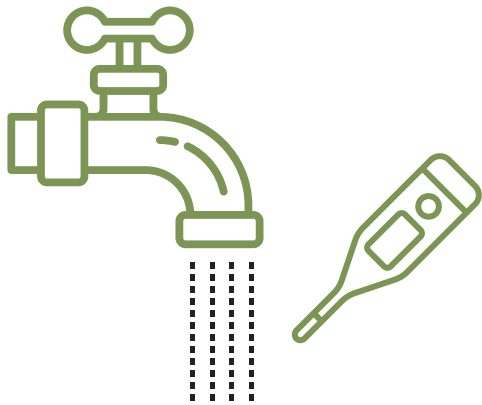
You have been sent this leaflet because you get your hot and cold water from a supply stored in a water tank.

This means you need to take extra care to make sure you and no one else living in or visiting your home is at risk from legionella.

Legionella are bacteria that live in water and can make you sick, in some cases extremely sick. The most worrying illness these bacteria can cause is a type of pneumonia called **Legionnaire's disease**.

Legionnaire's disease can affect anyone but you will be most at risk if you are vulnerable because of your age, a health condition (including a suppressed immune system) or because you smoke or vape.

---



---

## Legionella and your household water supply

Legionella occurs naturally in outdoor settings but it can also thrive in a household water system. That means in the water pipes, taps and shower heads and in water storage tanks.

The risky bit comes if legionella builds up in your household water system. This can happen if you don't use your kitchen or bathroom taps (including the shower and toilet) for an extended period.

Other risk factors are water temperature and limescale. Legionella is happiest in water that isn't too hot and isn't too cold. And it likes 'hard' water because it thrives on the very minerals that make it 'chalky'.

Because of London's soil your water is full of minerals like calcium and magnesium. These make the water hard. The tell-tale sign is limescale – the chalky marks or build-up where water has dried.

It commonly spreads by being inhaled inside tiny droplets of water. That could be steam from a shower or very small drops thrown up from a tap or a flushing toilet.

---

---

## Simple ways to protect yourself

There are some simple ways you can help keep Legionella at bay.

- Let us know if the water coming out of your **hot water taps is cooler than normal** or the water coming out of your the **cold water taps is warmer**. See over.
- Make sure you run water through every tap and through the shower at least **once a week**.
- Unscrew your showerhead (and the shower hose, if it has one) **every three months** to disinfect it and remove any built up limescale.
- If you have **been away for a week or two**, turn on every tap in your home (shower too) and leave them to run for 10 minutes, having shut the doors behind you. Soak your showerhead in disinfectant for several hours.
- **Never change the temperature we have set for the hot water** on your boiler or your hot water cylinder.

