

Legionella Safety Standard

The safety of our customers, colleagues and contractors is at the heart of all we do. We are committed to ensuring that arrangements are in place to monitor, inspect and maintain water systems in common areas and residents' homes. We ensure services are delivered consistently to this standard, while meeting all regulation as an absolute minimum and best practice where appropriate.

This is our Standard:

1. We have one person, our **Landlord's Responsible Person** who has overall responsibility for ensuring that all water systems are safe and reviews our policies and procedures annually to ensure that they are up to date.
2. The Landlord's Authorised Person will appoint an Appointed Person who has responsibility for drafting operational procedures, processes and managing the daily operations for Water Safety.
3. We only use the services of specialist legionella contractors who are members of the Legionella Control Association (LCA).
4. We categorise and risk rate our properties as follows:
 - Category 1 – Registered care homes
 - Category 2 - Communal blocks
 - Category 3- Domestic properties – Sheltered & Supported
 - Category 4 – Domestic properties – General needs
 - Category 5 - Commercial properties – maintained by leaseholder
 - Category 6 - LiveWest Corporate Buildings
5. **Legionella Sampling** – implementation of a site-specific Sampling Plan as per BS 7592:2022, developed by the Legionella Risk Assessor and included as part of a new or renewed LRA.
6. Scheme risk assessments, periodic monitoring, and inspections on Category 1,2 and 6 properties are carried out at the following frequency levels by specialist contractors.

Category 1,2 and 6 properties only (common areas and offices)			
Main task	Sub task	Specialist contractor	Frequency
Scheme risk assessments including Schematics Diagram		Contractor	Two Yearly
Flushing of infrequently used outlets		LiveWest	Weekly
Temperature monitoring hot water	Sentinel taps (this is the first and last taps on the system)	Contractor	Monthly
	Input to thermostatic mixing valves	Contractor	Monthly
	To and from calorifiers	Contractor	Monthly
	Representative number of cold outlets	Contractor	Annually
Temperature monitoring cold water	Sentinel taps	Contractor/LiveWest	Monthly
	Representative taps	Contractor	Annually
Thermostatic Mixer Valves	TMV Failsafe Test and Service	Contractor	Six Monthly
Showerheads	Clean and Descale	Contractor	Three Monthly
Storage Tanks	Tank Inspection and Legionella/Bacterial Sampling (Potable)	Contractor	Six monthly
	Tank Inspection and Temperatures	Contractor	Annually

7. Actions arising from the risk assessment/ will be prioritised as follows:
 - Very High Risk Action – serious risk present – to be completed within a week. Where this is not possible, a regular disinfection and temperature monitoring regime must be adopted until the period of rectification.
 - High Risk Action – to be completed as soon as practically possible but no later than 3 months upon receipt of the LRA.
 - Medium Risk Action – to be completed within six months upon receipt of the LRA
 - Low Risk Action – to be completed within twelve months upon receipt of the LRA. Some items may not be actioned based on a review of the risk.
8. Actions arising from cyclical maintenance and monitoring visits will be prioritised as follows:
 - High Priority Item - serious risk present - to be completed within a week. Where this is not possible, a regular disinfection and temperature monitoring regime must be adopted until the period of rectification.
 - Medium Priority Item - Slight risk under normal operating conditions – complete within six months.
 - Low Priority Item - Slight risk under exceptional operating conditions – complete within twelve months. Some items may not be actioned based on a review of the risk.
9. We are working towards low Level legionella risk assessment and any follow up works on all void properties before they are re-let to any new residents.
10. We provide practical advice to residents about how they can prevent legionella occurring in their homes. This is also available on our website, www.livewest.co.uk
11. We aim to respond to all emergencies within 2 hours, but no longer than 24 hours of them being reported.
12. We compile a list of all water systems that need to be assessed and reviewed for legionella.
13. We keep records of all equipment and periodic monitoring.
14. We monitor the performance of our contractors monthly to ensure that inspection visits and repairs are carried out on time and to our satisfaction.
15. We carry out auditing on 5% of Legionella Risk Assessments and associated Remedial Works.