



Water Hygiene Management Plan: Housing Assets

2023

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1. Introduction, Objectives and Purpose

- 1.1. This Management Plan (MP) sets out the arrangements and procedure for the safe management of properties that require water hygiene monitoring that are owned, managed, and maintained by the housing department of Melton Borough Council.
- 1.2. This MP provides detailed advice for the safe management of these systems.
- 1.3. The MP has been prepared to comply with legislative requirements detailed in a subsequent section of this document. The plan has been prepared to comply with ACOP L8 Legionnaires Disease: The control of legionella bacteria in water systems to protect the health, safety and welfare of all residents, employees of Melton Borough Council (MBC), contractors, consultants and members of the public who may enter the building and/or complete work to any of these systems.
- 1.4. In order to ensure best practice, the Housing Department of MBC will manage all common systems in the properties to which are responsible for in accordance with the legislative requirements, ACOP L8 Legionnaires Disease: The control of legionella bacteria in water systems and HSE HSG274 Legionnaires Disease Technical Guidance. MBC as the landlord is required to ensure that water hygiene checks are carried out this includes weekly flushing, monthly temperature checks, dismantle, clean and descale of shower heads and hoses, inspection to the calorifiers and annual dip testing in common water systems, annual inspect cold water storage tanks and carry out remedial work where necessary, annual inspect, clean, descale and disinfect any strainers or filters associated with Thermostatic Mixer Valves.
- 1.5. The Housing Asset Management Team recognises, in particular that systems that are not monitored can lead to water based bacteria for example; Legionella. A main objective of this Plan is therefore to ensure that controls of the highest standards are in place for all responsive and planned building related works and projects to ensure the safety, health, and wellbeing of all those who undertake the works, all those who may be affected by the work activities, principally the residents, and all others who may visit the properties on completion of the works.
- 1.6. The document details the Organisational Arrangements to ensure the objectives of this MP are achieved and the Responsibilities and Duties of all those who are, directly or indirectly, involved in the Housing Departments procedures to ensure that the MP are safely managed at all times.

2. Scope of this Management Plan

- 2.1.** This MP applies to the safe management, monitoring and repairs to properties that have common water systems that are owned by MBC and managed by MBC Housing Department.
- 2.2.** As of August 2023, the housing portfolio includes 1784 properties however water hygiene monitoring only relates to 4 sites which is a total of 117 flats. However any voids in the housing stock will have the shower head replaced as routine.
- 2.3.** There are 3 sheltered accommodations schemes with common water systems:
 - Granby House in Melton Mowbray consisting of 31 Flats
 - Bradgate Flats in Asfordby consisting of 21 Flats.
 - Wilton Court in Melton Mowbray consisting of 21 Flats.
- 2.4.** In addition, there is an extra scheme at Gretton Court in Melton Mowbray with a common water system consisting of 44 Flats.

3. Legislative Requirements

- 3.1.** In preparing this Water Hygiene Management Plan, the Housing Department of MBC recognise that consideration must be given to the requirements of and compliance with the following items of Legislation, Regulations, Approved Codes of Practice and Guidance documents published by the Health and Safety Executive.
- HSE Legionnaires Disease Technical Guidance HSG274
 - HSE Approved Code of Practice and Guidance - Legionnaires Disease The control of legionella bacteria in water systems.
 - ACOP L8 (has special legal status), The Control of Legionella in water systems. Outlines many controls which may help to prevent the growth of Legionella bacteria.
 - The Control of Substances Hazardous to Health Regulation 2002 - The COSHH regulations cover all substances found in the workplace that may cause harm to health – including legionella bacteria and other bacteria that can be found in water sources.
 - The Health and Safety at Work, etc. Act 1974 (HSW Act) requires employers to conduct their work in such a manner to minimise health and safety risks to employees and to provide information to anyone else about their workplace which might affect their health and safety. Section 3 of the Act contains general duties to persons other than employees. Section 4 contains general duties for anyone who has control over a workplace.
 - The Management of Health and Safety at Work Regulations 1999 require employers to assess risks to themselves, their employees and anyone else affected by their business activities. These Regulations require employers to make appropriate arrangements to protect the health and safety of those directly involved in work activities and those as may be affected.
 - The Workplace (Health, Safety and Welfare) Regulations 1992 requires employers to maintain workplace buildings to ensure the safety of all building occupants.
 - The Construction (Design and Management) Regulations 2015 requires Client's construction, refurbishment, and demolition projects to provide pre-construction information relating to the risks associated with the works to be undertaken, which would include the presence of hazardous materials. In addition, these regulations require that at the conclusion of projects, a Health and Safety file is prepared which must include, together with all other relevant information.
 - The Defective Premises Act 1972 - requires Landlords to take reasonable care to ensure that tenants and other people are safe from personal injury or disease caused by a defect in the state of the premises.
 - The Housing Act 2014 which requires Housing Authorities to assess housing conditions and to take relevant enforcement action should any conditions which might be deleterious or harmful to tenants be identified.

- The Environmental Protection Act 1990 - provides local authorities with the power to serve Notice for the abatement of nuisances where any premises are in a state where a nuisance is caused to the tenants and others, which may also be prejudicial to health. Failure to comply with the requirements of the Notice constitutes an offence under the provisions of the Act.

3.2. In preparing this Water Hygiene Management Plan, the MBC Housing Department is particularly aware of the need to specifically address when repairing or upgrading systems or making changes to have arrangements in place to comply with the requirements of Regulation 4 of the Control of Asbestos Regulations 2012 and check the existing survey for the site and seek advice from the Senior Surveyor or Compliance Officer if support is required. The broad legal requirements of this regulation are to:

- Undertake a suitable and sufficient assessment to determine whether asbestos-containing materials are present in the buildings for which they are responsible.
- Take reasonable steps to locate materials liable to contain asbestos.
- Presume that materials contain asbestos unless there is strong evidence to support that they do not.
- Assess the risks posed by the presence of the identified ACMs.
- Assess the likelihood of anyone being exposed to asbestos from such materials.
- Make a written record of the location and condition of the ACMs and presumed ACMs and keep it up to date.
- Ensure that any asbestos materials, or materials suspected of containing asbestos, are maintained in good condition or, where necessary, safely removed.
- Prepare a plan to manage the risk associated with the presence of the asbestos and put this into effect to ensure that information on the condition of ACMs is given to all persons likely to disturb them.

4. The Principles of Water Hygiene Management

4.1. The main principles of Water Hygiene Management are to Flush, Monitor, Inspect, Clean, and Record everything.

Flush: Ensure all outlets are flushed weekly

Monitor: Have monthly temperature checks completed to ensure they are correct.

Inspection: Ensure all Calorifier, cold water storage tank inspections take place

Descale: Ensure all shower head clean and descales and annual clean, descale and disinfect any strainers or filters associated with Thermostatic Mixer Valves take place

Record: All of the above are completed, recorded and filed.

5. Organisational Arrangements for Water Hygiene Management and Associated Employee Responsibilities

5.1. Responsibilities of Melton Borough Council

- 5.1.1. The Melton Borough Council have the ultimate responsibility for ensuring that appropriate arrangements are in place for the safe management of all common Water Hygiene systems owned, managed, and maintained by the Council including those properties included within the Housing Portfolio.
- 5.1.2. The Council must ensure that there are adequate arrangements and procedures in place to ensure the safe management of Water Hygiene in sheltered schemes owned, managed, and maintained by the Council.
- 5.1.3. 5.1.3 The Council have delegated the Duty Holder responsibilities for Water Hygiene management to the Chief Executive Officer who must ensure that adequate arrangements and procedures are in place to ensure all properties that are MBC owned.

5.2. Responsibilities of the Chief Executive Officer

- 5.2.1. As the post holder to whom the Duty Holder responsibilities for Water Hygiene management are assigned, the Chief Executive Officer must ensure that ACOP L8 is followed to manage and maintain common Water Hygiene Systems in properties owned by MBC and that there are sufficient financial and employee resources available at all times to facilitate consistent compliance with the requirements of the Approved Code of Practice and Guidance Notes published by the Health and Safety Executive.
In the context of this Water Hygiene Management Plan, the Chief Executive must ensure that the common Water Systems across the Council's Housing stock are safely managed in accordance with the requirements of ACOP L8 and Guidance Notes published by the Health and Safety Executive.
- 5.2.2. In addition, the Chief Executive Officer must ensure, in compliance with the requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, The Control of Substances Hazardous to Health Regulation 2002, the Defective Premises Act 1972, and the relevant provisions of the Housing Act 2014, that common water systems maintained in a safe condition at all times to ensure that residents, employees of the Council , consultants, contractors engaged for maintenance and other building related works and others who may gain authorised access to the properties are in a safe environment.
- 5.2.3. Specifically, the Chief Executive Officer will ensure that:
 - there is an appropriate management structure to facilitate the compliant and safe management of the common water systems in properties managed and maintained by the Council's Housing Assets Team

- detailed responsibilities and functions for Water Hygiene are appropriately defined and delegated.
- those to whom water hygiene responsibilities and functions are delegated, have the necessary skills, knowledge, experience, and time to effectively carry out their duties.
- where necessary, additional training is provided to those to whom water hygiene management functions and responsibilities are delegated in order to provide them with the necessary knowledge and skills to effectively carry out their duties.
- there is a detailed Plan in place i.e., Water Hygiene Management Plan, which sets out how the Housing Department will manage the common water systems in the housing portfolio and that the plan is reviewed and updated periodically at intervals not exceeding 12 months, and more regularly where circumstances may dictate, to ensure that the water hygiene arrangements are current and effective at all times.
- ensure that adequate financial provisions are made for the required and effective management of common water systems in the Housing property portfolio.

5.2.4. Through this Water Hygiene Management Plan, the Chief Executive has delegated the Duty Holder responsibilities for water hygiene management across the housing property portfolio to the Director for Housing and Communities who together with the Assistant Director of Housing must ensure that the Duty Holder requirements for water hygiene management for the housing property portfolio are complied with. Notwithstanding, the Chief Executive Officer will continue to retain the ultimate responsibility on behalf of the Council for ensuring the safe management of common water systems in all buildings owned, managed, and maintained by the Council.

5.3. Responsibilities of the Director for Housing and Communities

- 5.3.1. As a consequence of the delegation of the Duty Holder responsibilities for water hygiene management made by the Chief Executive Officer, the Director for Housing and Communities must ensure that the Duty Holder responsibilities for water hygiene management across the Council's Housing property portfolio, all as detailed in section 5.2.3 of this water hygiene management plan, are fulfilled on an ongoing basis.
- 5.3.2. To ensure that the Duty Holder responsibilities for water hygiene management are being fulfilled, the Director for Housing and Communities will, together with the Assistant Director for Housing will monitor the compliance of the Housing Asset Management Team in achieving the water hygiene management requirements of ACOP L8, and other relevant items of legislation and Guidance referred to earlier in this water hygiene management plan.
- 5.3.3. Where the Director for Housing and Communities receives any reports or indications that Water Hygiene management provisions are not being complied with, consideration will be given to the necessity for preparing a report to be

submitted to the Chief Executive for informing the Cabinet and Members of the Council as the ultimate Duty Holders.

5.4. The Responsibilities of the Assistant Director of Housing

- 5.4.1. The Assistant Director of Housing will be accountable to the Director of Housing and Communities to ensure that all water hygiene management requirements within the Housing Asset Management Team are undertaken and complied with on a day-to-day basis, all as set out in in this Water Hygiene Management Plan.
- 5.4.2. In addition, the Assistant Director of Housing will be responsible for ensuring that the housing asset team have the necessary skills, knowledge and experience required to effectively undertake their water hygiene management roles and that they are provided with the necessary levels of authority, time, and financial provision to undertake their duties effectively.

5.5. The Responsibilities of the Housing Asset Manager

- 5.5.1. The Housing Asset Manager will ensure the following is complete by the housing asset team;
 - Records are available to include weekly flushing records, monthly temperature checks, calorifier inspections, showerhead descaling, annual dip test, annual inspect cold water storage tanks and carry out remedial work where necessary, annual inspect, clean, descale and disinfect any strainers or filters associated with Thermostatic Mixer Valves and a risk assessment completed every three years or if the system changes.
 - Processes are in place for the weekly flushing of systems on site and a suitable number of staff are trained to ensure cover.
 - Where replacement or repair works need to be undertaken, appropriate Refurbishment and Demolition Asbestos Surveys are commissioned and carried out to identify any ACMs which may be concealed. Where there is a requirement to remove ACM to complete work safely which may include enclosure, encapsulation or detailed cleans to remove asbestos debris, ensure that the works are undertaken by competent HSE Licensed Contractors independently managed by a UKAS accredited Asbestos Management Consultancy and the MBC appointed persons detailed in the Asbestos Management Plan.
 - Following the undertaking of asbestos removal or other abatement works, complete records of work are obtained and stored securely for future reference with appropriate updates made to the Asbestos Register and provided to the Systems Officer to update Northgate.
 - For water hygiene management work generally, the Housing Asset Manager will ensure, through discussions with the Deputy Director of Housing, and the Senior Technical Accountant for the Housing Revenue

account, that adequate financial provisions are included in annual budgets to facilitate the undertaking of necessary additional water hygiene work.

- Ensure that all members of Housing Asset Management Team involved in work where they may have a role in water hygiene management, receive the appropriate level of training.

5.6. 5.6 Responsibilities of the Senior Surveyor

- 5.6.1. The primary responsibility of the Senior Surveyor is to manage the undertaking of the responsive repairs across the whole of the Housing property portfolio including those required in occupied properties and in void properties prior to them being re-occupied.
- 5.6.2. In undertaking this role, the Senior Surveyor oversees the work being undertaken by the Repair and Maintenance Contractors and helps oversee the water hygiene contractor.
- 5.6.3. Where common water hygiene systems are in the housing stock, the Senior Surveyor will, in conjunction with the Voids and Responsive Repairs Officers and the Repair and Maintenance Contractors determine whether any work may be required to common water systems.
- 5.6.4. In the event of it being necessary to undertake works the Senior Surveyor will, in conjunction with the Voids and Responsive Repairs Officers will consider if there is an ACM risk by checking existing in date surveys or ordering a new survey, the Senior Surveyor will liaise with the Compliance Officer to arrange and undertake the necessary asbestos works.
- 5.6.5. In relation to void properties the Senior Surveyor will liaise with the Voids and Repairs Coordinator and the Voids and Responsive Repairs Officers to determine what repairs works may be necessary to prepare the void properties for re-occupation.
- 5.6.6. The Senior Surveyor will in addition be a point of contact for the Housing Officers for them to raise any concerns relating to the condition of properties or repairs including water hygiene systems and TMV's which they may identify following any visits they undertake to occupied properties. The necessity for repairs will be assessed by the Repairs Officer.

5.7. The Responsibilities of the Compliance Officer

- 5.7.1. 5.7.1 The primary responsibility of the Compliance Officer is to oversee and provide advice on Health and Safety Compliance for the Housing Asset Management Team.
- 5.7.2. 5.7.2 In relation to water hygiene Management the Compliance Officer will
 - Ensure that appropriate and adequate water hygiene inspections are in place for all properties across the whole of the Housing Property Portfolio that have a common water system.

- Where necessary arrange to replace anything that is thought to be incomplete or inadequate.
 - Receive the documents and data when this becomes available.
 - Review the new documents to ensure they meet requirements.
 - Provide all information to the System Officer for input of data to the Northgate system
 - To receive records of all checks, inspections and installs and provide these to the Systems Officer for updating Northgate system.
 - To administer the Contractor Approvals Procedures for the Housing Asset Management Team
- 5.7.3. The Compliance Assistant will assist the Compliance Officer in undertaking the work allocated to that role.

5.8. The Responsibilities of the Voids and Responsive Repairs Officers

- 5.8.1. When completing a general inspection or water hygiene specific inspection to a property the Voids and Responsive Repairs Officer must check all water hygiene system equipment on site for condition and report any concerns.
- 5.8.2. Prior to organising any responsive repairs works, the Voids and Responsive Repairs Officers must ensure that the Asbestos Material Register has been interrogated to determine whether there are any known ACMs at the proposed work locations. If there is any doubt as to the completeness of the available asbestos survey information, the Voids and Responsive Repairs Officer must liaise with the Senior Surveyor and / or the Compliance Officer so that consideration can be given to the necessity for undertaking further survey works prior to the undertaking of the required responsive repairs work. The Voids and Responsive Repairs Officers must not commission asbestos surveys directly.
- 5.8.3. The Voids and Responsive Repairs Officer must ensure when works are completed, they inspect the works before sign off and ensure paperwork is completed and provided to the compliance officer.
- 5.8.4. When a property does become void, the showerhead will be replaced and there will be a general inspection to check for any common water systems.

5.9. The Responsibilities of the Repairs Officer

- 5.9.1. When completing a general inspection or water hygiene specific inspection to a property the Repairs Officer must check all water hygiene equipment on site for condition and report any concerns.
- 5.9.2. Prior to organising any responsive repairs works, the Repairs Officers must ensure that the Asbestos Material Register has been interrogated to determine whether there are any known ACMs at the proposed work locations. If there is any doubt as to the completeness of the available asbestos survey information, the Voids and Responsive Repairs Officer must liaise with the Senior Surveyor and / or the

Compliance Officer so that consideration can be given to the necessity for undertaking further survey works prior to the undertaking of the required responsive repairs work. The Voids and Responsive Repairs Officers must not commission asbestos surveys directly.

- 5.9.3. The Repairs Officer must ensure when works are completed and they inspection the works before sign off and made sure paperwork is completed and provided to the compliance officer.

5.10. The Responsibilities of the Planned Maintenance Officer

- 5.10.1. Together with all Officers of the Housing Asset Management Team, the Planned Maintenance Officer must ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on common water systems in the property.
- 5.10.2. The Planned Maintenance Officer must make his team aware of the below which includes the project officer, planned maintenance surveyor and Planned Maintenance administrator.
- 5.10.3. Report any concern to water systems equipment on site straight away.
- 5.10.4. Speak to the senior surveyor if there are any upgrades needed to water systems as part of any planned project.
- 5.10.5. Check the asbestos survey for any ACM that may be located around the water systems and take appropriate action for removal or encapsulate with guidance from the Compliance Officer and Senior Surveyor.

5.11. The Responsibilities of the Project Officer

- 5.11.1. Ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on common water systems in the property.
- 5.11.2. Report any concern to water hygiene equipment on site straight away.
- 5.11.3. Speak to the senior surveyor if there are any upgrades needed to water hygiene systems as part of any planned project.
- 5.11.4. Check the asbestos survey for any ACM that may be located around the water hygiene systems and take appropriate action for removal or encapsulate with guidance from the Compliance Officer and Senior Surveyor.

5.12. 5.13 The Responsibilities the Planned Maintenance Surveyor

- 5.12.1. Ensure that during the design phase for planned maintenance work consideration is given to any impact the work may have on water hygiene systems in the property.
- 5.12.2. Report any concern to water hygiene equipment on site straight away.
- 5.12.3. Speak to the senior surveyor if there are any upgrades needed to common water hygiene systems as part of any planned project

- 5.12.4. Check the asbestos survey for any ACM that may be located around the water hygiene systems and take appropriate action for removal or encapsulate with guidance from the Compliance Officer and Senior Surveyor.

5.13. The Responsibilities of the Voids and Responsive Repairs Coordinator and Housing Repairs Administrators

The Voids and Responsive Repairs Coordinator, assisted by the Housing Repairs Administrators, is the most senior administrator within the Housing Asset Management Team.

- 5.13.1. Request for upgrades to common water systems must be approved by the Senior Surveyor and approval must be sent before the admin team raise any orders.
- 5.13.2. For responsive repairs, the Customer Services Team will pass the request for repairs through to the Housing Administration Inbox. The Housing Repairs Administrators enter the repair request on to the Northgate System. The request for the repair is conveyed to the relevant Repairs and Maintenance Contractor via Northgate and where there is a warning that ACMs may be present in the property the information is passed onto the contractor.
- 5.13.3. On the completion of all repairs work, the Repairs Administrators will process the invoices received for the work undertaken and the issue of payments. It will be confirmed with the Senior Surveyor and Compliance Officer that works have been completed and paperwork has been received.

5.14. The Responsibilities of the Tenancy Services Manager

- 5.14.1. The Tenancy Services Manager has overall responsibility for managing all tenancy related matters including
 - The sign up of new tenants at the beginning of new tenancies
 - The termination of tenancies
 - The payments of rents and arrears
 - Possible nuisance situations
 - Passing information to the Voids and Repairs Team on termination of tenancies
- 5.14.2. The Senior Housing Officer and Housing Officers included in the Tenancy Services Manager's Team will visit the properties included in the Housing portfolio in all probability on a more regular basis than other Officers of the Housing Asset Management Team and during these visits it is imperative that they generally check on the condition of the properties. Ideally when time allows the Housing Officers should check the water hygiene appliances while on site, these issues must then be reported to the repairs team.
- 5.14.3. The Senior Housing Officer and Housing Officers will communicate to new tenants that a showerhead needs to be cleaned and unused taps need to be run weekly provide information to new tenants on how to do this.

5.14.4. The Tenancy Services Manager must ensure that the Senior Housing Officer and Housing Officers are aware the above requirement for water hygiene management and carry out their duties accordingly.

5.15. The Responsibilities of the Senior Housing Officer and Housing Officers

5.15.1. The Senior Officer is accountable to the Tenancy Services Manager to ensure that during the execution of their duties the Housing Officers will report any potential or confirmed issues with common water systems.

5.15.2. The Senior Officer is accountable to the Tenancy Services Manager to ensure that during the execution of their duties the Housing Officers will report any issues to common water systems.

5.16. The Responsibilities of the Intensive Housing Management Team Leader and Officers (IHMOs)

5.16.1. The Intensive Housing Management Team Leader and Officers provide on-site management services for the Sheltered Schemes to which they are allocated. It is important for these Officers to report any potential or confirmed issues with water hygiene onsite. They complete weekly flushing of all outlets on site, record and store in a file on site.

5.16.2. The Intensive Housing Management Team Leader and Officers provide on-site management services for the Sheltered Schemes to which they are allocated. It is important for these Officers to report any damage to common water systems, or issues relating to the water system.

5.17. Responsibilities of the Corporate Health and Safety Officer

5.17.1. The Corporate Health and Safety Officer will generally oversee the water hygiene management arrangements and procedures of the Housing Asset Management Team and will provide guidance and advice as and when required.

5.17.2. In addition, the Corporate Health and Safety Officer will arrange for audits on site internally that include the water hygiene management procedures of the Housing Asset Management Team on a periodic basis.

5.17.3. In the event of an issues with a potential of further issue like Legionella, the Corporate Health and Safety Officer will be informed so that the incident can be investigated and decisions taken as to whether the occurrence is reportable to the Health and Safety Executive under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

5.18. The Responsibilities of the Corporate Human Resources Team

5.18.1. In the event of potential illnesses like legionella but not limited to for employees the Corporate Human Resources Team will provide all necessary support to the employees to address their concerns.

5.18.2. Where it is confirmed a illness like legionella has occurred, the HR Team will ensure that it is recorded on the employees HR and Occupational Health records.

- 5.18.3. In the unlikely event of it being considered necessary for an individual to be subject to medical examination for an illness like legionella, this will be arranged by the HR Team.

5.19. The Responsibilities of the Data Systems Officer

- 5.19.1. The Data Systems Officer is responsible for loading water hygiene data progressively on to the Northgate System.

5.20. The Responsibilities of the Appointed Water Hygiene Contractor

- 5.20.1. The Housing Management Asset Team will work with the appointed water hygiene contractor to ensure the services are completed to the agreed standard and timeframe.

- 5.20.2. The requirement for the appointment of Water Hygiene Contractor will be that

- Have employees completing all checks, repairs and upgrades are suitably informed, trained and the suitability is assessed with an overall knowledge of Health and Safety.
- They have relevant experience in water hygiene monitoring.
- They hold the required Employee Liability Insurance, Public and Products insurance and Professional Indemnity Insurance and provide evidence to MBC.
- On completion of any works or upgrade evidence is provided.

- 5.20.3. In summary the services provided by the Water Hygiene Contractor will be

- Monthly Temperature checks on all outlets.
- Visual Inspections to any water systems and tanks.
- Upgrades to existing water systems.
- Repairs to any existing water systems.
- Install and maintenance of TMV's.
- Shower descale and disinfection
- Provide certification and evidence or any checks/inspections and repairs/upgrades.
- Call out service, including out of hours.
- Provide evidence of all relevant training and certification for water hygiene.

5.21. The Responsibilities of all Contractors

- 5.21.1. All Contractors who undertake work on the properties managed by the Housing Asset Management Team must

- Report any damages or issues with water systems in any property they are working for MBC to the person running the project work.
- Develop emergency procedures, which should be agreed with the Senior Surveyor and Compliance Officer, which can be followed in the event of any inadvertent or accidental disturbance and damages that could lead to water issues or causes water issues.

6. The Arrangements for establishing the Location and Condition in the Properties Owned and Managed by the Housing Asset Management Team of Melton Borough Council

- 6.1.** Previously Water Hygiene documents were stored in several locations and historical documents were kept in files. However, a set contractor has been procured to complete checks and maintain systems. The contractor has a portal where the compliance team download all documents to our system. A folder is held on site where weekly flushing recordings are completed, at the end of the years these are scanned in, and new forms are added.
- 6.2.** The nominated Water Hygiene contractor has repairs raised to them to attend and they complete upgrades when required.
- 6.3.** The Housing Asset Manager makes the decision on upgrades required from information provided by the Compliance Officer from checks completed by the contractor.

7. Reports and Electronic Databases

- 7.1.** The contractor uploads any documents to the portal they have given MBC access to, the compliance team downloads these and stores them on our own systems.
- 7.2.** The information is updated on Northgate by the compliance team.
- 7.3.** The weekly flushing that is completed internally in recorded in a folder on site, annually the documents are scanned in and sent to the compliance team to file.

8. Assessing the Risks Associated in the Properties Owned and Managed Melton Borough Council Housing Asset Management Team

- 8.1.** In order to ensure that the risks associated with the common water hygiene systems in properties are managed in MBC properties, the continued commitment to monitor and ensure all checks and inspections are completed is essential.
- 8.2.** Ensure that all repairs are completed and reports of faults are dealt with in a timely manner and recorded on the system.
- 8.3.** Managing and monitoring common water system equipment in MBC properties requires the combined efforts of the housing asset team and tenancy services who both would enter the property on a regular basis.
- 8.4.** The key areas to monitor and look out for are:
 - Condition of the equipment.
 - The extent of damage or deterioration

- Water temperatures

9. The Selection and Control of Contractors

- 9.1. All contractors who undertake work for Melton Borough Council are required to satisfactorily complete an Assessment of Competence and Resources of Contractors Questionnaire to confirm that they can meet the requirements of the Authority before being added to the Approved Contractors List.
- 9.2. The chosen Water Hygiene contractor has been procured following the procurement regulations that has determined they meet the requirements to complete the works required for the contract.
- 9.3. Contractors are continuously reviewed for their compliance.
- 9.4. The Housing Compliance Officer obtains additional information from contractors to cover such matters as:
 - Accreditations through for health and safety management systems through CHAS, Safe contractor and Constructionline
 - Accreditation to meet the requirements of BS EN ISO 9001 for the contractor's Quality Management System
 - Accreditation to ISO 14001 for the contractor's Environmental Management System
 - Accreditation to OHSAS 45001 for the contractor's Occupational Health and Safety Management Systems
 - Accreditation to ISO 27001 for Data Security Management
- 9.5. This additional information is recorded and tracked by the Housing Asset Management Administration Team and the Compliance Officer to ensure all requirements are complied with on an ongoing basis.
- 9.6. Site Specific risk assessments and method statements are obtained from the contractor before any replacement works take place and are checked by the Senior Surveyor before any works are given the approval to be completed.
- 9.7. Project works will be managed and over seen by the Senior Surveyor and Compliance Officer or for larger projects by an externally appointed Principal Contractor. Project pre-start meetings are held during which it will be confirmed that the Principal Contractor and all other contractors continue to hold all the Accreditations and Approvals required to confirm their competencies to undertake the required works. That their employees have received all the necessary training and refresher training, and that all necessary employee, public and products and contractors all risks insurances are in place.

10. Actions to Be Taken in the Event of the emergency

It is a landlord's responsibility to ensure common water systems are in a safe condition, MBC has a duty of care to arrange inspections and checks that are undertaken to prevent avoidable emergencies.

- 10.1. If the contractor suspects an issue on site, they will notify MBC.
- 10.2. If the contractor has an incident on site that leads to a potential issue, then they will report this to MBC immediately. MBC will then complete their own investigation as to what has happened on site and may ask the external auditors to attend site to carry out a detailed investigation.
- 10.3. For all emergency incidents that occur on site, MBC Incident form will be completed and sent to the corporate health and safety who will inform on the action they are taking which may be a RIDDOR.

11. The Disposal of redundant equipment and materials

- 11.1. The contractor who repairs or replaces any item or system on site is responsible for safe and suitable disposal, they will remove and dispose of items correctly at a waste and recycling facility.

12. The Action Plan

- 12.1. In order to ensure that the objectives and actions detailed in this Water Hygiene Management Plan are progressed and complied with, The Housing Asset Management Team have developed a Water Hygiene Management Action Plan, progress against which will be assessed on an ongoing basis by the Housing Asset Manager, together with the Senior Surveyor, and the Compliance Officer. The Action Plan is provided below.
- 12.2. The findings of the review will be reported on an annual report to the Assistant Director of Housing. Where there are indications that the objectives of the Water Hygiene Action Plan are not being achieved, the Assistant Director of Housing will ensure that appropriate actions are taken to address any shortcomings identified.

Objective	Responsibility	Target Commencement Date	Target Completion Date	Confirmation of Completion of Action	Budget
Complete the preparation for the new MBC Water Hygiene Management Plan.	Housing Asset Manager, Senior Surveyor and Compliance Officer.				

Objective	Responsibility	Target Commencement Date	Target Completion Date	Confirmation of Completion of Action	Budget
All employees of MBC Housing to be provided with access to the completed Water Hygiene Management Plan to confirm the duties which are assigned to them within the document.	Housing Asset Manager				
Ensure that adequate financial provisions are in place for the all check/inspections, repairs and replacements.	Deputy Director for Housing, the Housing Asset Manager, and the Senior Technical Accountant				
Continue to update the Northgate system with new services and installs.	The Systems Officer				
Undertake review of Water Hygiene Management Plan annually.	Assistant Director of Housing, Housing Asset Manager, Senior Surveyor, and Compliance Officer				
Arrange Training for anyone who has not completed any	Compliance Officer				
Install TMV across the remaining 3 sheltered schemes.	Housing Asset Manager				
Create Emergency Procedure for Water leaks, or issues with the system like Legionella.	Compliance Officer and Housing Asset Manager				

13. Controlling Entries to the plan

- 13.1.** The entries to this Water Hygiene Management Plan will be controlled by the Housing Asset Manager, with assistance from the Senior Surveyor and Compliance Officer however overall control sits with the Housing Asset Manager.

14. Monitoring Progress in Comparison with the Objectives of the Plan

- 14.1.** Progress in comparison with objectives of the Water Hygiene Management Plan will be undertaken collectively by the Housing Asset Manager, the Senior Surveyor, and the Compliance Officer, on an annual basis. If considered necessary, the Housing Asset Manager will invite the appointed contractor to relevant parts of these meetings to provide advice as required on specific water hygiene management issues.

14.2. The main method for monitoring progress will be by way of identifying progress against the objectives detailed within the Water Hygiene Action Plan.

15. Review of the Plan Timescales

15.1. Following the completion and adoption of this Water Hygiene Management Plan, the whole document will be formally reviewed on an annual basis at meetings between the Housing Asset Management, Senior Surveyor and Compliance Officer. If considered appropriate the appointed contractor will be invited to attend relevant parts of these meetings to provide advice on specific Water Hygiene management issues. The review will encompass the whole of the Water Hygiene Management Plan document with consideration given to any amendments of the Water Hygiene Management Plan that are considered necessary.

15.2. The Water Hygiene Management Plan will also be reviewed following any incidents or accidents to determine whether the occurrence was due to a failure of the procedures detailed within the Plan or a failure of individuals to comply with the requirements set out in the document.

15.3. In addition to complying with the statutory requirements, the reasons for undertaking a review of the Water Hygiene Management Plan include:

- To ensure that the arrangements for the inspections and repairs are being undertaken at the required intervals and timescales.
- To ensure that water hygiene records are being updated following upgrades.
- To ensure that the communication methods are effective and successful.
- Have the requirements of the water hygiene management plan been effectively communicated to employees and contractors?
- Have there been any water hygiene incidents?
- Were the emergency procedures effective and what lessons have been learnt.
- Does the Water Hygiene Management need to be amended and strengthened in the light of any incidents?
- Have the requirements of the Water Hygiene Management Plan been effective in preventing incidents?
- Have there been any changes in key appointments, arrangements and responsibilities for Water Hygiene Management and what amendments will be necessary to the Water Hygiene Management Plan as a consequence.
- Is there continued commitment from Senior Management for effective control and management of water hygiene in the premises concerned?