



Water management policy

1. Purpose and scope

Selwood Housing is committed to providing homes and workplaces that are safe and well maintained. We recognise the potential health risks associated with water systems, including exposure to Legionella bacteria, and the importance of managing these risks effectively.

This policy sets out our approach to identifying, assessing and controlling water hygiene risks in communal and landlord-controlled water systems for which Selwood Housing has responsibility. This includes systems serving supported and sheltered housing, care homes, communal areas and facilities, offices and workplaces.

Where responsibility is shared with another party, responsibilities will be identified and managed in accordance with the relevant tenancy, lease, management or contractual arrangements.

Detailed arrangements for implementing this policy are set out within the Water Management Procedure and associated risk assessments and written control schemes.

2. Underpinning principles

We will:

- Take a systematic and risk-based approach to managing water hygiene and Legionella risks.
- Eliminate hazards where reasonably practicable and adequately control risks where they cannot be eliminated.
- Maintain suitable and sufficient water hygiene and Legionella risk assessments appropriate to the nature and complexity of the water system.
- Implement appropriate control measures and written control schemes where required.
- Ensure actions arising from risk assessments, monitoring, inspections or other identified concerns are recorded, prioritised according to risk and completed within appropriate timescales.



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- Ensure clear ownership, responsibility and accountability for water safety.
- Appoint suitably competent employees, consultants and contractors to undertake water hygiene activities.
- Consider the needs and vulnerability of customers when assessing and managing water-related risks.
- Maintain appropriate records and evidence to demonstrate that water hygiene risks are being effectively managed.
- Maintain robust arrangements for managing missed appointments, access difficulties and other barriers to completing required activity.
- Monitor performance and provide appropriate assurance that the requirements of this policy are being met.

3. Legislative and regulatory framework

Selwood Housing will comply with all applicable legislation, regulation and recognised guidance relating to water hygiene and Legionella management, including:

- Health and Safety at Work etc. Act 1974.
- Control of Substances Hazardous to Health Regulations 2002.
- Management of Health and Safety at Work Regulations 1999.
- Water Supply (Water Fittings) Regulations 1999, where applicable.
- HSE Approved Code of Practice L8 – *Legionnaires' disease: The control of legionella bacteria in water systems*.
- HSE HSG274 Part 2 – The control of legionella bacteria in hot and cold-water systems.
- Relevant British Standards and recognised industry good practice.
- Regulator of Social Housing consumer standards, including the Safety and Quality Standard.

Where legislation, regulation or recognised guidance changes, our arrangements will be reviewed and amended where necessary.

4. Policy requirements

Selwood Housing will ensure that water hygiene risks are identified, assessed and appropriately controlled.



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Risk assessments will be reviewed where there is reason to believe they are no longer valid, including following significant changes to a water system, its use, occupancy or relevant legislation and guidance.

Water systems will be monitored, inspected and maintained in accordance with the Water Management Procedure, applicable risk assessments and written control schemes.

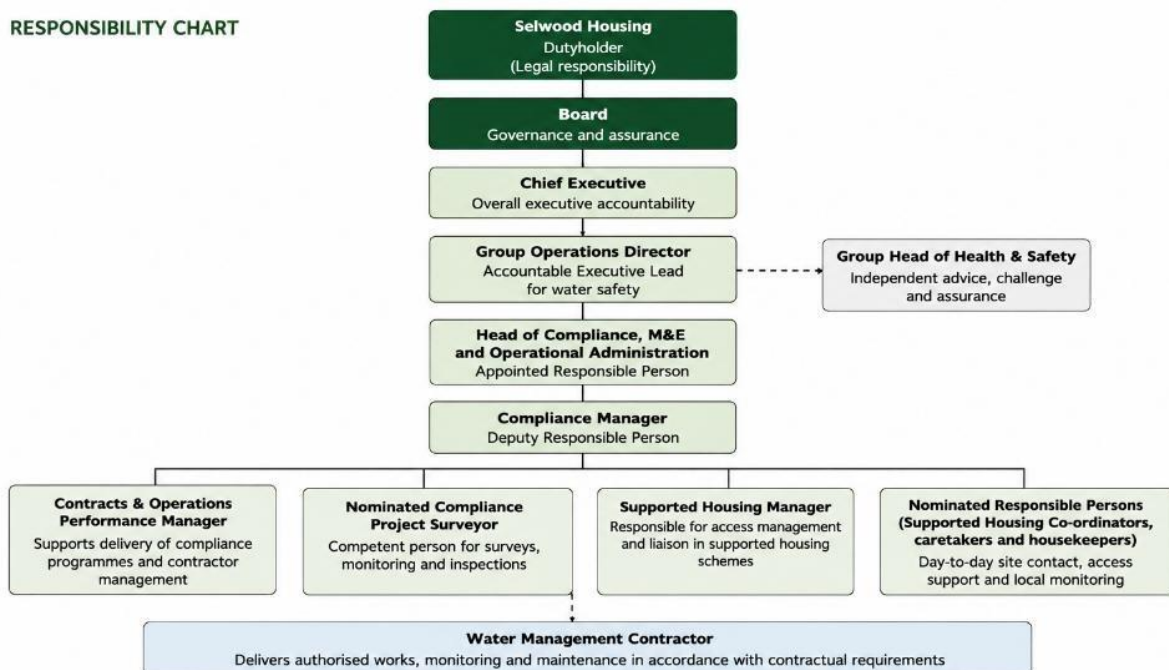
Actions identified through risk assessments, monitoring, inspections or other water safety concerns will be managed according to risk. Where actions cannot be completed within the required timescale, appropriate interim controls and escalation arrangements will be put in place.

Suitable records will be maintained to provide evidence of compliance and effective management of water hygiene risks.

5. Roles and responsibilities

The following responsibility chart sets out the key roles and accountability for water hygiene and Legionella risk management within Selwood Housing.

RESPONSIBILITY CHART





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6. Monitoring and assurance

Compliance with this policy will be monitored through appropriate performance reporting, management oversight and assurance activity.

Significant compliance failures, overdue actions or water safety risks will be escalated through Selwood Housing's governance arrangements.

7. Policy review

This policy will normally be reviewed every three years, or sooner where there is a significant change in legislation, regulation, recognised guidance, organisational arrangements or where learning from an incident indicates that a review is required.

8. Decision-making record

Date	Meeting/Minute Reference	Version /Amendment
May 2017	Titles and indexing added	A
May 2019	Reviewed May 2019 – no changes	B
Jan 2022	Reviewed Jan 2022 – no changes	C
April 2022	Reviewed April 2022- no changes	D
June 2022	Responsibility chart added	E
August 2023	Updated role changes and policy owner	F
August 2024	Updated role change	G
August 2026	Full policy review and update	H
September 2026	Policy approved by CAHC on 16 September 2026	I



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