



Customer Information

A guide to water hygiene

This leaflet contains information about Legionella bacteria, what it is, where it can be found and how to prevent it.

Water hygiene

Byker Community Trust (BCT) has an obligation to ensure our customers are aware of the possible causes and symptoms of Legionnaires' disease so you can identify any problems easily and report your concerns to us.

What is Legionnaires' disease?

Legionnaires' disease is a form of pneumonia, caused by Legionella bacteria. There is a **very low risk** that Legionella bacteria can develop in stored or stagnant water. Legionella bacteria can cause Legionnaires' disease, a serious lung infection which must be treated with a course of antibiotics when contracted. With 400-500 cases reported in the UK each year, the disease is very rare.

Anyone can catch it, but most sufferers tend to be over 50 years old. Anyone with a weak immune system, an underlying condition or those who smoke, are at greater risk. The bacteria won't multiply in temperatures below 20°C and can't survive above 60°C. Stagnant water stored between 20°C and 45°C provides the best breeding conditions for Legionella bacteria.

How do people get it?

Legionnaires' disease comes from breathing in bacteria contained in small droplets of water, like spray from a shower or taps. It isn't spread directly from person to person, and you can't get it from drinking water.

Find out more information, including the symptoms associated with Legionnaires' diseases, by visiting www.nhs.uk/conditions/legionnaires-disease

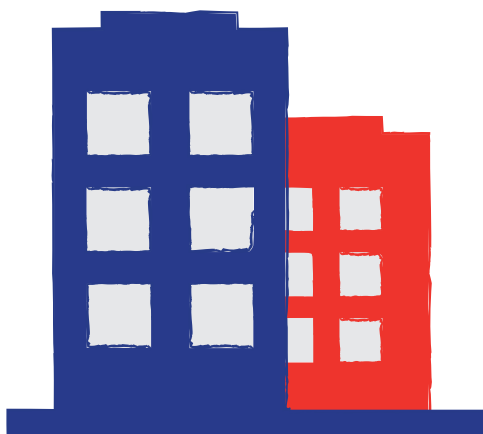


What precautions can I take?

Legionella bacteria can be found in most water systems, but doesn't usually cause any problems. Here's how you can help to keep bacteria numbers low and prevent disease:

- If you have been on holiday or have been away from your home for some time, run your taps/shower heads for a couple of minutes to flush through any stagnant water.
- Flush your toilet a couple of times to circulate fresh water through the cistern.
- It's important to descale your taps and shower heads at least every three months. Any household descaling product available from supermarkets will do this.
- Make sure taps that are not regularly used, such as taps in gardens, are flushed regularly.

- Hot water in tanks must be kept at a minimum of 60°C. Please do not interfere with the thermostat on your hot water tank.
- Report any concerns about low hot water temperatures, low water flow, defective taps, or any unusual substance flowing from your taps to BCT by calling **0800 533 5442 (Option 1)**.



Contact us

Opening times: Monday to Thursday 9am–5pm, Friday 9am–4:30pm

Visit: 17 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF
Call us: 0800 533 5442
Email: customerservices@bykerct.co.uk
Website: www.bykercommunitytrust.org
Facebook: [@bykercommunitytrust](https://www.facebook.com/bykercommunitytrust)
Twitter: [@bykertrust](https://twitter.com/bykertrust)



This leaflet has been approved for publication and we've made a digital version available on our website. We've created a plain text version to support those using accessibility tools such as translation, audio, changes to the size of text, ruler and screen mask.

We also aim to make our information and services more accessible by using plain English in our communication and offering sign language and language interpreters where required.

If you would like this document in an alternative format or have any questions relating to this leaflet, please contact inclusion@karbonhomes.co.uk

Arabic

هذه المعلومات عن Byker Community Trust، جزء من Karbon Homes. إذا كنت ترغب بها بصيغة أخرى، مثل نسخة مترجمة أو صوتية، فيرجى إعلامنا!

Slovak

Tieto informácie sa týkajú organizácie Byker Community Trust, ktorá je súčasťou spoločnosti Karbon Homes. Ak si želáte obdržať tieto informácie v inom formáte, napríklad v preloženej alebo zvukovej verzii, dajte nám prosím vedieť!

French

Ces informations concernent le Byker Community Trust, qui fait partie de Karbon Homes. Si vous souhaitez obtenir ce document dans un autre format, par exemple traduit ou dans une version audio, faites-le nous savoir !

Czech

Tyto informace se týkají organizace Byker Community Trust, která je součástí společnosti Karbon Homes. Pokud byste chtěli tyto informace v jiném formátu, například v přeložené nebo zvukové verzi, dejte nám prosím vědět!

Polish

Niniejsza informacja dotyczy Byker Community Trust, części Karbon Homes. Jeśli chcieliby Państwo otrzymać tę informację w innym formacie, np. w tłumaczeniu lub w wersji audio, proszę dać nam znać!

Portuguese

Esta informação é sobre Byker Community Trust, parte da Karbon Homes. Se desejar esta informação noutro formato, por exemplo a versão traduzida ou em áudio, por favor informe-nos!