



NORTH STAR

Creating homes, building futures

STAY SAFE AND SOUND...

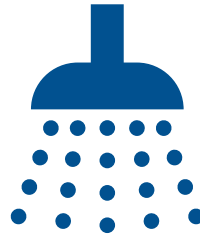
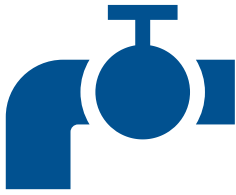
with our guidance on water safety

Domestic hot and cold water systems can provide an environment where harmful bacteria can grow. This can cause Legionnaires' disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria.



You have an important part to play in taking these simple and practical precautions to ensure water safety in your home.

Turn over for some useful tips!



HERE ARE SOME USEFUL TIPS

Make sure that:

- Your hot water in the system remains hot.
- Your cold water is kept cold.
- Your water is kept circulated.
- Your outside taps are used frequently.

It is important that you –

DO NOT interfere with the setting on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.

Tell North Star if:

- The cold water is still running warm after you have initially run off any water which may have collected in the pipes. The temperature should not exceed 20°C.
- There are any problems, debris or discolouration in the water.
- The boiler or hot water tanks are not working properly, particularly if water is not coming out of

the taps at a sufficiently high temperature. Water should come out at a temperature of 50°C after it has run for a minute at the most (unless a thermostatic mixing valve has been fitted).

Where the showers are installed –

- If they are only used occasionally then flush them through by running them for at least two minutes every week. Keep out of the way whilst this is being done as far as possible.
- Clean the shower head periodically, descale and disinfect it. This should be done at least every six months.

Where a property is left vacant for any time, e.g. it has been left empty or over the summer holidays, make sure that as soon as it is occupied again both hot and cold water systems are flushed through by running all outlets for at least two minutes.