



NORTH STAR
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What is a Legionella Check?

A picture story

A Legionella Check is a check of the water system in your home to make sure everything is safe.



1 Your health matters.

Legionella are tiny germs that can grow in water that is not stored or heated properly. Breathing in small droplets of water that contain these germs can make people very unwell.

Legionella checks help keep you and your family safe.



2 A trained engineer will visit.

They are trained to check your water system. They will show you their identification and explain what they are going to do.

I'm here to do a Legionella check.



3 They will look at your water system.

They will look at storage tanks, pipes, taps, showers, hot water cylinders and other parts of the water system.



4 They will take water samples.

They may take small samples of water to check for Legionella germs. This helps them make sure the water is safe.



5 They will check temperatures.

They check that hot water is hot enough and cold water is cold enough. This stops Legionella germs from growing.



Hot water should be stored at 60°C or above.



Cold water should be stored below 20°C.



6 You don't need to do anything.

You don't need to be there the whole time. You can go about your day while we do the check.

If we need to speak to you, we will.



7 You will get a report.

After the check, we will write a report. It will tell us if everything is safe or if any actions are needed.

If anything needs fixing, we will arrange this as soon as possible.



8 Legionella checks happen regularly.

By law, Legionella checks are done regularly to keep your water system safe.

Keeping on top of Legionella safety helps everyone feel safe and stay healthy.



If you have any questions or are worried about anything, please contact us. It's ok to ask for things to be explained in a different way.

We're here to help



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