

Water Hygiene Information for Hilldale Tenants

Your health and safety are important to us. At Hilldale, we take steps to ensure that the water systems in your home are safe, clean and properly maintained.

Water Hygiene and Safety Checks

We regularly assess our properties to manage the risk of waterborne bacteria, including legionella, which can develop in water systems that are not used or maintained correctly.

While the risk in most homes is low, we carry out appropriate inspections and control measures to help keep our tenants safe.

Your Responsibilities

As a Hilldale tenant, you can help maintain good water hygiene by:

- Regularly using all taps and showers to prevent water from becoming stagnant.
- Keeping shower heads and hoses clean and free from limescale.
- Informing us if your property will be unoccupied for an extended period.
- Reporting any concerns about water quality, temperature or plumbing issues.



Simple Steps to Stay Safe

To help keep your water system in good condition:

- Run taps and showers for a few minutes if they have not been used for a while.
- Keep hot water hot and cold water cold where possible.
- Clean shower heads regularly to remove any build-up of limescale or debris.
- Avoid storing items in or around water tanks, where accessible.

Spotting Potential Issues

Please contact us if you notice:

- Unusual tastes, smells or discolouration in your water.
- Hot water that is not heating properly.
- Very low use of taps, showers or other water outlets over a long period.
- Any concerns about the cleanliness or condition of your water system.



Returning Home After Being Away

If your home has been unoccupied for more than a few days, run all taps and showers for several minutes when you return. This helps flush fresh water through the system and reduces the risk of stagnant water.

Reporting Concerns and Repairs



If you have any concerns about water hygiene, water quality or your plumbing system, please contact us on 01257 367374