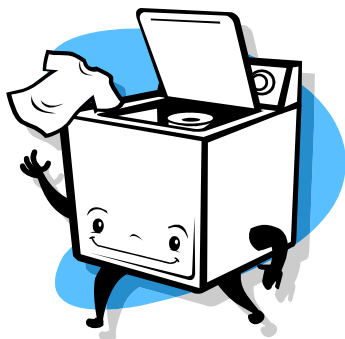


Immersion Heater Safety Alert!

If your water is heated by an immersion heater, look out for warning signs that there may be a problem:

- o Excessively hot water coming out of the hot water taps.
- o Excessive noise or 'bubbling' from the hot water cylinder.
- o Hot water coming out of certain cold water taps.
- o Steam/moisture in the roof space.

If you have any concerns regarding any of the above please call the Repairs Helpline on **03448 736290** or contact a member of the Asset Management Team at Nook Street, Workington, Cumbria, CA14 4EH



Our Head Office is: Nook Street, Workington, Cumbria CA14 4EH.
Tel: 03448736290 Text: 07946336336.
Email: enquiry@impacthousing.org.uk. Website: www.impacthousing.org.uk

For Type talk users please prefix 18001 in front of the number you are calling

Impact Operates as a Charity This leaflet was updated on 03/05/11

HOT AND COLD WATER SUPPLY Your Responsibility as a Tenant



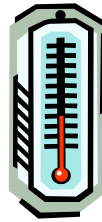
**We can provide information in Large Print,
Braille, other Languages or audio.
Please—Just Ask**

As a tenant of Impact Housing Association Limited you are responsible for the hygiene of the water supply within your property and to report any defects to the repairs helpline (03448 736290).

Things we do in the home can affect the water quality and even encourage bacteria growth. Here are some tips to help prevent bacterial growth and contamination of the water supply.

Hot and Cold Water System

DO NOT reduce the thermostat on your domestic hot water cylinder, boiler or multi-point water heater below 60°C as bacteria can multiply at lower temperatures.



If you are away from home for long periods (for example holidays or hospital stays) the water in your system can deteriorate if unused. When you return home, heat up your system to the normal temperature, open each tap and run for at least 5 minutes. Cold taps should be flushed until the water runs cold. When flushing taps and other outlets, open slowly and take care not to cause splashing or release of spray droplets to the atmosphere.

Tap Hygiene

Tap spouts on your bath, basin and sink may become contaminated from external sources. To be safe, sterilise tap spouts by wiping with a dilute bleach solution, if the tap is heavily scaled or contaminated this can be dislodged using a nylon brush.

Showers

Clean your shower head regularly using a nylon brush then soaking in a bleach solution. Following a holiday or extended period where the shower is not used, it is essential that the shower head be lowered into a bucket or plastic bag, and the shower run to the operating temperature, whilst taking care not to make or release droplets to the atmosphere.

Water Filters

Both jug and fixed types must be cleaned and maintained in accordance with the manufacturer's instructions.

Water Saving Tips:

In the Kitchen

- Fill the kettle with only enough water for your needs.
- Use a plug in the sink or use a bowl to wash dishes.
- Rinse vegetables in a bowl rather than running water.
- Use your washing machine and dishwasher only when you have a full load or use the half load button.



In the Bathroom

- Use the plug in the washbasin rather than leaving the tap running whilst shaving.
- Turn off the tap while you brush your teeth and rinse your mouth from a glass of water.
- Using a shower instead of taking a bath will use around one third of the water.
- Avoid flushing the toilet unnecessarily and if you have a dual flush control don't forget to use it

General

- A dripping tap can waste up to 140 litres of water a week.
- Look out for water tank and toilet overflows running outside. Report any problems as soon as possible.
- Know where your main stop tap is and make sure it works so that in case of a leak you can isolate the supply to prevent waste of water and damage to your property

