



<b>Water Safety Policy</b>	
<b>Internal consultation</b>	Strategic Compliance Group (SCG)
<b>External consultation</b>	To be arranged
<b>Equality Assessment</b>	Yes
<b>Responsible officer</b>	Head of Building Safety and Compliance
<b>Approved by</b>	Property Investment Committee (PIC)
<b>Date approved</b>	15 May 2025
<b>Date due for review</b>	15 May 2027
<b>Version number</b>	2025.1

## 1. Our policy is...

1.1 To manage the risks posed by water safety so far as is reasonably practicable, for the assets we own and manage (dwellings and non-domestic assets). This includes:

- the identification of its specific responsibilities for each of its assets.
- maintaining a **Water Safety Management Plan (WSMP)** and associated colleague training to provide guidance on the implementation of the commitments contained in this policy.
- the key activities (for example, risk assessment) that we undertake.
- maintaining competent colleagues and contractors.
- communication internally and with customers and other stakeholders; and
- how our Board, as duty holder, will delegate responsibility for the implementation of policy, monitor its effectiveness and receive assurance of compliance.

1.1 The scope of this policy includes legionella, scalding and un-adopted water systems.

1.2 Our primary objective is to ensure that customers, contractors, colleagues, and visitors remain safe in our premises (both domestic and non-domestic). Failure to properly discharge our legal responsibilities may also result in:

- prosecution under the Health and Safety at Work Act 1974, Corporate Manslaughter and Corporate Homicide Act 2007 or Control of Substances Hazardous to Health Regulations 2002.
- regulatory intervention by the RSH; and
- reputational damage resulting in loss of confidence by stakeholders.

- 1.3 This policy statement establishes the broad framework for compliance with the key statutory and regulatory obligations

## 2. We'll...

- 2.1 Maintain a [WSMP and associated Operational Guidance](#) which contain the following:

- Legislation
- Roles and responsibilities
- Data Control
- Delivery
- Competency
- Contract management
- Performance and assurance
- Communication and resident engagement
- Water safety operational guidance
- Legionella risk assessments (LRA)
- Written scheme of control
- Site specific written schemes of control
- Safe operation of water systems
- Management actions and remedial works
- Access
- Emergency water incident protocol guidance
- Independent external audit guidance

- 2.2 All colleagues who have roles identified in the WSMP will receive associated training appropriate to their role.

## 3. Our assurance...

- 3.1. We'll ensure this policy is effective through the following monitoring and reporting mechanisms:

Monitoring and Reporting Mechanism	Frequency
Operational Compliance Team (OCT)	Monthly
Performance, Scrutiny and Challenge (PSC)	Monthly
Strategic Compliance Group (SCG)	Quarterly
Property Investment Committee (PIC)	Quarterly

All reporting related to water safety is challenged and evidenced to provide assurance of compliance, with any issues arising escalated through the appropriate channels. Further details on assurance can be found within the WSMP.

- 3.2. We'll use information from satisfaction surveys to drive service improvement.
- 3.3. We'll review our performance and service delivery in comparison with other organisations to achieve the highest standards of service delivery.

## Legislation and regulations

3.4 We'll ensure this policy complies with all relevant legislation and regulation, including, but not limited to:

- Health and Safety at Work etc. Act (HSWA) 1974
- Landlord and Tenant Act 1985
- The Housing Act 2004.
- Legionella Bacteria in Water Systems Technical Guidance (HSG 274) and Approved Code of Practice L8 (ACoP L8); and
- Control of Substances Hazardous to Health Regulations 2002 (COSHH).

3.5 In addition, we must meet the requirements of the Regulator for Social Housing's (RSH) Consumer Standards.

## Review

3.6 We'll review this policy at least **every two years** or when changes in legislation, regulations or best practice prompt an early review.

Version Control			
Version number	Reason	Approved by	Approved date
2025.1	Full review	PIC	15 May 2025