

Water Safety Policy

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Approval Body: Magenta Board, Leadership Board (full Board or member)	Leadership Board Sponsor	Date Approved by Approval Body:	12 th March 2026
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1.0 What is this policy for?

- 1.1 This policy forms part of Magenta Livings’s (ML) suite of compliance policies which outline our commitment in meeting our statutory obligations and best practice standards in relation to water hygiene.
- 1.2 This policy and associated Water Hygiene Management Plan (MP) outline our approach to water hygiene whilst safeguarding our customers, colleagues, contractors and members of the public.
- 1.3 ML is responsible for the assessment, inspection, maintenance and repairs to its homes and other buildings, some of which will contain communal water systems that we own or have a management responsibility for. This policy and associated MP outline our approach to water hygiene as well as detailing the roles and responsibilities of those involved in implementation, delivery and management of this policy.

2.0 Details of the policy

2.1 Policy aims

- 2.1.1 Our belief is that our customers, colleagues, contractors, and the public, come first in our approach to managing water hygiene.
- 2.1.2 Our aim is to deliver great services in a way that reflects our purpose, vision, and values in addition to being honest, positive, and ambitious, whilst including our customers in the development of our services.

2.1.3 To comply with all relevant water hygiene legislation and regulations.

2.2 **Scope**

2.2.1 This Policy covers ML's responsibility for the assessment, inspection and maintenance of communal water systems. It applies to all residential and non-residential properties managed by ML where we hold the duty. It also applies to any newly built or acquired properties that may be brought into the organisation's ownership or management. Our duty of care may also extend to homes we manage on behalf of others, depending on the arrangements in place, and properties managed by third parties such as external managing agents.

2.2.2 The Policy provides clarity to our employees, contractors, and partners on the expectations and how we will deliver our responsibilities with regards to water safety.

2.2.3 This policy covers the following elements:

- Communal Cold Water storage systems
- Commercial Cold Water storage systems
- Cold Water booster systems
- Domestic systems
- Hydrogen Peroxide dosing systems

2.2.4 The following assets/ premises fall within this policy.

- Domestic assets including void properties.
- Sheltered, specialist and extra care type accommodation.
- Communal assets
- Commercial assets including the likes of workplaces, offices, community centres, remote plant, depots, and shops owned/managed by ML.

2.2.5 This policy, and its associated MP, outline our approach to water hygiene as well as detailing the roles and responsibilities of those involved in the successful implementation, delivery, and management of this policy.

2.3 **Standards**

2.3.1 Our primary point of reference is the Health and Safety Executive (HSE) document L8: Approved Code of Practice. We will adhere to the Health and Safety at Work Etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. In addition to this the Control of Substances Hazardous to Health Regulations 2002 (COSHH) requires us to identify, manage and/or mitigate risks associated

with hot and cold-water systems and any other systems that may cause exposure to legionella bacteria.

2.3.2 We are regulated by the Regulator of Social Housing. Our Board, Chief Executive, and our Executive Leadership Team set and oversee our corporate strategy. Our Executive Sponsor/Team in adherence with the Governance Handbook will approve all compliance related policies and associated documents.

2.3.3 We acknowledge that failure to discharge our responsibilities adequately and responsibly may lead to a range of sanctions including, but not limited to:

- Intervention by the Regulator of Social Housing.
- Prosecution under the Health & Safety at Work Act 1974
- Prosecution under the Corporate Manslaughter and Corporate Homicide Act
- Reputational damage
- Loss of confidence by customers and stakeholders in the organisation.

2.3.4 Failure to follow our formal policy and procedure in addition to wider policies developed to form the 'Big 7' i.e., Asbestos, Building Safety, Water Safety, Fire Safety, Gas Safety, Lifts & Hoist Safety, Water Safety, can also compromise compliance with the Building Safety Act 2022. This is of upmost importance for all stock; however, this includes increased concern for in-scope High Risk Buildings due to the additional obligations of the Act, and formal reporting requirements established by the Building Safety Regulator.

2.3.5 We have a Water Hygiene Management Plan, the purpose of which is to:

- Provide clear lines of responsibility.
- Provide additional guidance on how the commitments outlined within this policy will be implemented.

We will Implement and maintain an effective operational management plan which identifies how we will:

- Identify and assess risks.
- Implement a scheme to prevent and control risks.
- Control, manage and keep records.
- Ensure that suitable, robust, and fit for purpose training is undertaken within the organisation so that legionella management becomes an organisation responsibility.
- Ensure that certified/ accredited competent personnel are engaged where necessary to undertake and meet the requirements of this policy.
- Keep up to date electronic records.
- Providing guidance and support to ensure that customers are aware of and address their responsibilities.
- Provide clear lines of responsibility.

- Provide additional guidance on how the commitments outlined within this policy will be implemented.
- Programmes of Inspection, Test & Maintenance/ Repair
- Actions arising from an LRA.
- Quality Control
- Control of contractors
- Risk categorisation

2.4 Responsibilities

This policy applies to:

- Board Directors
- Chief Executive Officer
- Executive Leadership Team
- Senior Leadership Group
- Managers/Supervisors
- Colleagues
- Customers including leaseholders
- Contractors and other persons/ stakeholders who may work for, occupy, visit, or use its premises, or who may be affected by its activities or services.

3.0 Consultation

3.1 Due to the nature of the legislation being prescriptive regarding responsibilities, any deviation from the legal requirement of “must or shall” is not permissible. Therefore, the extent of consultation considers this. We do respect however, there are areas of legislation which allow a risk-based approach and therefore consultation can be wider in this respect with regards to how these legislative requirements can be translated into processes and managed. “Standards, governance and guidance” will be provided via the Safety and Compliance Team but there will be more flexibility in risk-based processes that operational teams will undertake.

3.2 This policy and associated MP have been shared for review with key stakeholders including:

- Executive Leadership Team
- Senior Leadership Team
- Health and Safety Team
- Key operational teams/colleagues

3.3 Their views have been fully considered and incorporated where applicable / appropriate within the body of the policy.

4.0 Equality Impact Assessment (EIA)

4.1 An EIA is not required for this policy as it does not present any barriers to participation or disadvantage any protected groups from participation.

5.0 How we make sure this policy is effective

5.1 This policy's effectiveness will be measured using the following key performance indicators which will be reported monthly:

Table 1 – Key Performance Indicators

Element	Asset Type % of assets that have a valid and in date certificate
Legionella Risk Assessment LRA	No of communal/commercial assets that require an LRA
Legionella Risk Assessment LRA	No of communal/commercial assets with a valid/non valid LRA
Legionella Risk Assessment LRA	Number of domestic assets with a valid LRA
Legionella works	Number of high-risk legionella actions outstanding
Legionella works	Number of medium risk legionella actions outstanding
Legionella works	Number of low-risk legionella actions outstanding

5.2 In addition, we will also:

- Prepare a monthly Property Compliance Report of which water hygiene forms part to provide assurance, updates, and any areas of concern/noncompliance.
- On a monthly basis the Data Team will lead on a Property Compliance Asset Audit which will validate and ensure our asset register is accurate. In addition, the audit will also look at any changes in compliance data from the previous month. Any anomalies will be reviewed by the Contracts Manager who will correct if found to be inaccurate.
- The Data Team will review the KPI's to ensure they are appropriate and fit for purpose.

- Where a customer is dissatisfied with any aspect of ML' service or implementation of this policy they will have the right to have their complaint addressed under our Complaints Policy. Where learning has taken place and would improve the policy, updates will be made as appropriate.

Quality Assurance

- 5.3 The Compliance Manager and their team review all LRA's and a sample of PPM (planned preventative maintenance) paperwork. These desktop checks are to ensure that our water safety certification and works raised is to the standard required.
- 5.4 A third party, external, independent specialist will be engaged to where required to inspect, monitor, and report on the technical performance and quality of work/ quality of certification for all systems and equipment.
- 5.5 Where appropriate, our Health & Safety Team may undertake on site audits utilising the recording and reporting mechanism within the E20 system.
- 5.6 Water hygiene/safety is a high-risk specialised area and as such it is imperative that ML has in place a fit for purpose policy and management plan. Therefore, if suitable changes to legislation take place which changes the way in which ML manage this compliance responsibility, an independent, third-party specialist will be engaged to review and provide assurance that any revision meets the needs of the business and legislation.

6.0 Colleague training

- 6.1 All colleagues who are required to have oversight of our connection to our water hygiene safety provision are required to be trained, competent, qualified and accredited in line with our internal training matrices.

7.0 Documents relating to this policy

- Water Hygiene Management Plan

Information, guidance, and references have been taken from the following:

- The Health and Safety at Work Etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)

- Approved Code of Practice L8 (Fourth edition 2013)
- Approved Code of Practice L5 (Sixth edition 2013)
- Legionella Bacteria in Water Systems Technical Guidance (HSG274, Parts 1, 2 and 3)
- Landlord Tenant Act 1985.
- The Housing Act 2004.
- Defective Premises Act 1972
- The Home Standard for Social Housing in England
- Homes (Fitness for Human Habitation) Act 2018
- HHSRS Operating Guidance – Housing Act 2004
- The Occupiers’ Liability Act 1984
- Data Protection Act 2018 and GDPR (General Data Protection Regulation)
- Social Housing (Regulation) Act 2023

8.0 Version control / Amendment log

Date of change:	Version Number:	Change made:	Reason for change:
March 2019	1.0	No changes	Compliance review
March 2020	1.0	No changes	Annual review
April 2021	1.0	No changes	Annual review
April 2023	1.0	No changes	Annual review
Dec 2025	2.0	Full review of the Policy.	Expiration of previous policy. New Director of Safety and Compliance in post so full review of all policies.