



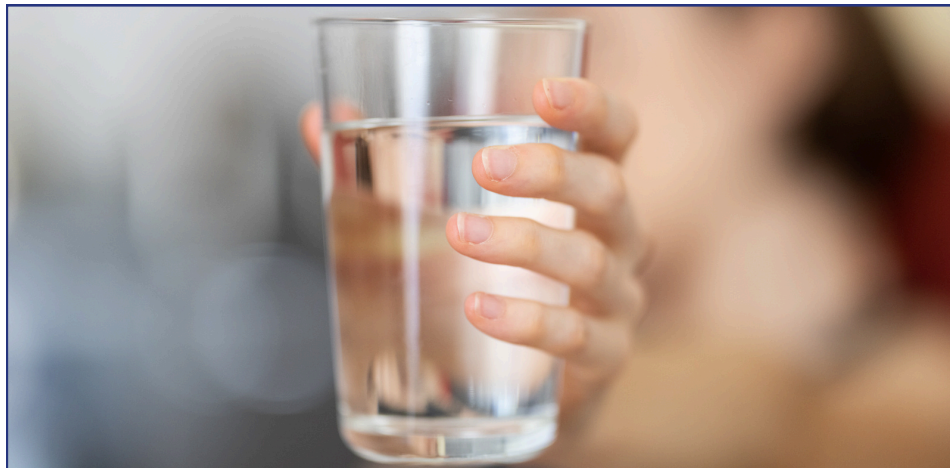
Hot and cold water supply

Important information for tenants



Tips on water hygiene

As a customer of Wolverhampton Homes, you are responsible for the hygiene of the water system within your home and to report any defects to the repairs helpline.



The water supplied to your home must meet the standards set in the Water Supply (Water Quality) Regulations.

The standards are strict; the Drinking Water Inspectorate regulates the public water companies to ensure that the water quality meets the required standards.

The areas covered are:

- Bacteria.
- Chemicals, such as nitrates and pesticides.
- Metals, such as lead.
- The way water looks and tastes.



The things we do in the home can affect the water quality and even encourage bacteria growth.

This booklet offers some tips to help prevent bacterial growth and contamination of the water supply. It also offers some water-savings tips.

Hot and cold water system



The setting for a combination boiler or electric multi-point water heater is 60°.

Do not reduce the hot water thermostat setting.



If you have a domestic hot water cylinder in your home, set the thermostat to 60°.

Do not reduce this setting, as bacteria can multiply at lower temperatures.



When flushing taps and other outlets, open slowly and take care not to cause splashing or release of spray droplets into the atmosphere.



If you are away from home for long periods (for example, holiday or hospital stay, etc) the unused water in your system can deteriorate.

When you return home, heat up your system to the normal temperature, open the hot and cold taps and run for at least 5 minutes.

Things to look out for

- **A dripping tap can waste up to 140 litres of water a week.**
- **Look out for water tank and toilet overflows running outside (the overflows on modern toilets run into the bowl rather than outside). Report any problems to Wolverhampton Homes as soon as possible.**
- **Know where your main stop tap is and make sure it works so that you can isolate the supply if there is a leak. This prevents a waste of water and damage to your property.**

Tap hygiene & appliances



Clean your shower head regularly using a nylon brush. Following a holiday or extended period where the shower is not used, lower the shower head into a bucket or plastic bag and let the shower run on a hot setting for five minutes. Take care not to make or release spray droplets into the atmosphere.

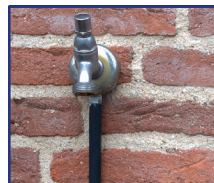


Tap spouts on your bath, basin and sink may become contaminated from external sources.

Clean your taps regularly using a nylon brush to dislodge any scaling or contamination. If taps are not used for an extended period, flush the tap through by opening the hot and cold taps and running for at least five minutes.

If you have an outside tap fitted, the installation must comply with the Water Supply (Water Fittings) Regulations and should be protected with a double check valve to prevent backflow.

If not used for an extended period, flush the pipe through, taking care not to cause splashing or release spray droplets into the atmosphere.



Any appliances you buy that connect to the water supply, must comply with the Water Regulations.

All domestic appliances, such as washing machines, comply with the appropriate standards. Many commercial appliances do not and are not suitable for home use.

Jug filters and plumbed-in filter units normally have one or more filter cartridges that must be replaced occasionally in accordance with manufacturers' instructions.



Water-saving tips

Lifestyle choices, population growth and climate change are placing increasing demands on our water supplies. It is important that we do not take this precious resource for granted and that we all use water wisely.

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 – you can save the water to water your plants.



Use your washing machine and dishwasher only when you have a full load. If you have a small load, use the half-load button, if there is one.



Hand-washing woollen items is just as good as machine washing and saves several litres of water.



Cooling water in the fridge means you don't have to run the tap for ages to get a drink of cold water. Any smell of chlorine also disappears.

In the bathroom



When shaving, put a plug in the wash basin rather than leaving the tap running.



Turn off the tap while you brush your teeth and rinse your mouth with a glass of water.



Take a shower instead of a bath as it uses about one third of the water.



The toilet is one of the largest users of water in the home. Avoid flushing unnecessarily and, use the dual-flush control, if you have one.

Water-saving tips

Gardening



Use a water butt in the garden to collect rainwater that can be used on plants and lawns, saving litres of water.

Car

Instead of washing your car with a hose pipe, use a bucket and sponge and rinse with a watering can.



Immersion heaters



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

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

How to contact us

If you have any questions or concerns, you can contact us several ways, including:



01902 556789



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