

Flushing of infrequently used water outlets



Contact us if your water system hasn't been used for over seven days so we can arrange the flushing of your system to prevent Legionella

What is Legionella?

Legionella is a naturally occurring bacteria which is found in the water environment. It flourishes in conditions where temperatures are between 20-45°C both in open water and in places such as water systems in buildings.

A water system which hasn't been used for more than seven days can increase the potential for microbial growth of Legionella.

When to contact us

If you know of a water system i.e. sink, shower or toilet, or areas of the system such as clinical rooms, which hasn't been used for seven days or more, please get in touch to organise the flushing out of the system to reduce stagnation and the potential for microbial growth of Legionella.

How to contact us

If you occupy a property that is maintained by NHS Property Services, contact our FM Helpdesk:



property.nhs.uk/newrequest



0808 196 2045

If you occupy a property that is leased by NHS Property Services but the system is maintained by another landlord (often called a Superior Landlord), contact our Customer Support Centre and we can raise the issue for you:



customer.service@property.nhs.uk



0800 085 3015

Organising an appropriate water flushing regime

If NHS Property Services cleans and maintains your building:

We will ensure areas of low water usage are added to a flushing schedule to prevent the bacteria forming and reaching harmful levels.

If NHS Property Services does not clean your building (even if we provide other maintenance services):

You will need to create your own flushing regime. Please keep a record of this and let us know you've put this in place. If you're not sure, please get in touch with our Customer Support Centre.