

M&G Affordable Living RP Limited (“MAL”)

Water Hygiene Safety Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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Authors: Director Asset Management

1. Our policy statement

- 1.1 MAL acknowledges and accepts its responsibilities to ensure the safety of people living in our homes.
- 1.2 To meet relevant legislation and regulations, including the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 2002, we will ensure that managing agents on our behalf:
 - Appoint a competent Risk Assessor to carry out the water management program and properly identify and control the risks from legionella and Legionnaires' disease.
 - Undertake a legionella risk assessment for all new build blocks and dwellings prior to occupation and complete all identified actions before properties are occupied.
 - Undertake a legionella risk assessment for all properties with shared water supplies at least every two years or where there has been a significant change in circumstances affecting a property.
- 1.3 We will ensure our managing agents implement a regime for water supply safety, including temperature testing and flushing outlets. They will provide comprehensive monitoring and repair services for water hygiene management issues."
- 1.4 Our managing agents will keep detailed records of water hygiene risk assessments that have been carried out, including any related actions and additional safety checks that have been carried out.
- 1.5 We will carry out an annual water safety quality assurance audit on a sample of properties to ensure that the risk assessments, and any remedial actions needed, have been carried out correctly. This will also include a review of any completed remedial actions to ensure compliance and effectiveness."
- 1.6 We will also carry out an annual property asset data review to provide assurance that water safety information held against all our properties is accurate.
- 1.7 Our managing agents will communicate our water safety management approach to residents using various channels, including websites, digital portals, newsletters, and printed leaflets.

2. Legal Framework

- 2.1 The Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 2002 place a duty on landlords to identify and assess sources of risk. Landlords should introduce a scheme to prevent or control these risks.
- 2.2 This policy should be read in conjunction with:
 - Health and Safety at Work Act 1974.
 - The Control of Substances Hazardous to Health Regulations 2002
 - The Management of Health & Safety at Work Regulations 1999.
 - The Approved Code of Practice (ACoP) L8, 2013.
 - Decent Homes Standard 2006.

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3. Scope of the Policy

- 3.1 This policy applies to all properties owned by MAL, the common parts of the buildings in which they are located, and any other properties where MAL has a legal interest.
- 3.2 Where MAL does not hold responsibility for carrying out water hygiene risk assessment or inspections, e.g. where such obligations (legally or contractually) sit with a managing agent, superior landlord or other third party organisations, we will use all reasonable efforts to obtain documentary evidence that their obligations have been met.
- 3.3 We do not undertake water hygiene testing or monitoring within shared owners' or leaseholders' premises. However, we will periodically communicate with them to ensure they are aware of our management approach.

Commented [RM1]: Statement for affordable rent?

Commented [MM2R1]: covered in 3.1 above

4. Equality, Diversity and Inclusion

- 4.1 MAL is committed to ensuring all services are accessible to all our customers. Our staff, including managing agents acting on our behalf, will be trained to ensure they communicate appropriately with our customers and have the relevant information.
- 4.2 This policy will be applied in a way that ensures we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, and any other protected characteristic defined within the Equality Act 2010.
- 4.3 On request, we will provide translations of all our documents, policies, and procedures in various languages and formats, including braille and large print.

5. Policy Review

- 5.1 We will review this policy at least every two years to ensure it remains relevant and accurate. We may review more frequently if there are legislative, regulatory, or industry changes, or if we identify issues from customer feedback, complaints, or independent organisations' findings."

6. Version Control.

| Version | Checked by | Amendments | Date of Approval | Review date |
|---------|--------------------------|------------------|------------------|-------------|
| V1.0 | Director Fund Management | Policy adoption. | Feb. 2026 | Feb. 2028 |
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