

# A GUIDE FOR VISITOR ACCOMMODATION PROVIDERS IN ARGYLL AND BUTE :

## PRIVATE WATER SUPPLIES

Visitor accommodation within Argyll and Bute is varied in form and ranges from small bed and breakfast providers who use a single spare room in their property to large purpose built properties and hotels, some may also provide evening meals. This information is applicable to all types of accommodation providers who are served by a private water supply.

Other guidance that may be of interest includes:

- x A guide for self-catering providers in Argyll and Bute: Managing Bookings
- x A guide for self-catering providers in Argyll and Bute: Safety in Self-Catering Properties

Together these guides if you require assistance in relation to any Regulatory Services matter you can contact us using the details provided at the end of this document.

For matters outside of the scope of Regulatory Services further contact details are provided so that you can contact the relevant organisations directly.

The information aims to provide:

- x What you must do –

You should ensure that your guests have an adequate supply of safe water for drinking and washing.

A significant proportion of visitor accommodation, especially those in rural areas, are not on the mains water supply provided by Scottish Water, they are served by a private water Supply (PWS). For those properties on a Private Water Supply, it is important that you ensure your water is safe for guests to use.

Untreated and poorly treated water supplies can contain bacteria, such as *E. coli* O157 and metals which can cause serious illnesses and even death, especially for visitors who are not used to the supply.

Research has shown that children under 10 are five times more likely to suffer stomach upsets when drinking from a contaminated supply – this rate of illness is similar to that in developing countries.

If your accommodation is on a private water supply you:

**MUST**

**BEST PRACTICE**

Maintain any equipment in accordance with the manufacturer's instructions and keep records of maintenance work undertaken (this could help show that you have acted responsibly if there is a disease outbreak connected to your water supply).

If the property is not to be used for extended periods the supply should be drained down. When bringing back in use it should be cleaned and disinfected before being used again. If the supply is not being used for short periods then the taps should be run for approx. 5 minutes before using again, to clear standing water that can be high in unwanted chemicals/ metals etc due to stagnation in pipes and tanks.

**MUST**

Provide details of the supply in publicity information or correspondence which is accurate and does not mislead guests.

For example you should only describe water as spring water if it comes directly from a spring, water extracted from a burn or loch should be described as such.

**BEST PRACTICE**

Make guests aware of any expected interruptions to the supply and provide details of how to obtain water if alternative supplies, e.g. bowzers, are to be provided.

**MUST**

A risk assessment under these Regulations **MIUST** be carried out at least every 5 years and any changes to the supply in this period **MUST** be notified to Environmental Health.

**MUST**

You must have your supply tested at least once within any calendar year at times that vary throughout each year to demonstrate that the supply quality meets the required standards. Following any issues identified you must take appropriate action to improve the supply and also take any additional short term measures as required by Environmental Health.

### Improvement Grants

A non-means tested grant is available to treat, improve or increase storage on private water supplies.

The grant will pay up to £800 *per property* and enables property owners to install treatment and carryout other improvements to make the supply safer.



