

Dear Occupant

You will have read recently in the press of the unfortunate death of a very young baby, who was scalded by boiling water coming through the bedroom ceiling in which she was sleeping.

With this and other information received, MHS our housing maintenance contractor has been instructed to investigate where we have properties that have this potential problem. The immersion heater thermostat will be replaced if it is not fail safe.

Please remember even though this was a terrible tragedy the risk of this happening especially now our partnering contractor is investigating has to be regarded as very low.

In the mean time if you experience or suspect any of the following:

Excessive hot water coming out of the hot water taps;  
Excessive noise or “bubbling” from the hot water cylinder  
Hot water coming out of certain cold water taps (some storage cisterns also feed cold water taps in the bathroom)  
Steam/moisture in the roof space.

Immediately switch off your immersion heater and report it to your MHS Help desk;

Tel : 0800 707 6000