

A GUIDE FOR SELF-CATERING PROVIDERS IN ARGYLL AND BUTE:

PRIVATE WATER SUPPLIES



Self-catering accommodation within Argyll and Bute is varied in form and ranges from small town-centre flats to large properties in isolated farmland to beachside caravans.

This guidance sits alongside

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

Together they aim to provide a general introduction to providing self-catering premises and as such there may be some guidance which is not applicable to your property.

The information focuses on the issues dealt with by Regulatory Services (which includes Trading Standards, Environmental Health and Animal Health) but is not exhaustive. 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:

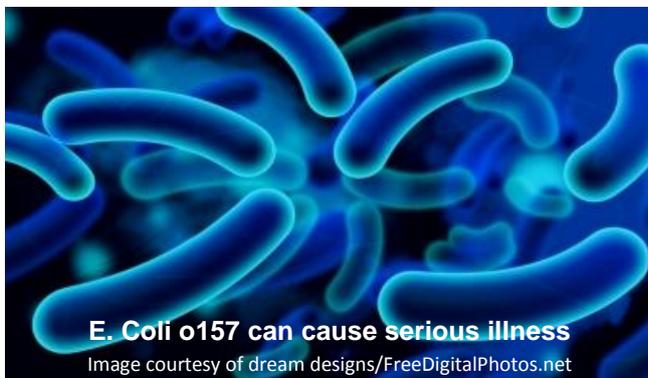
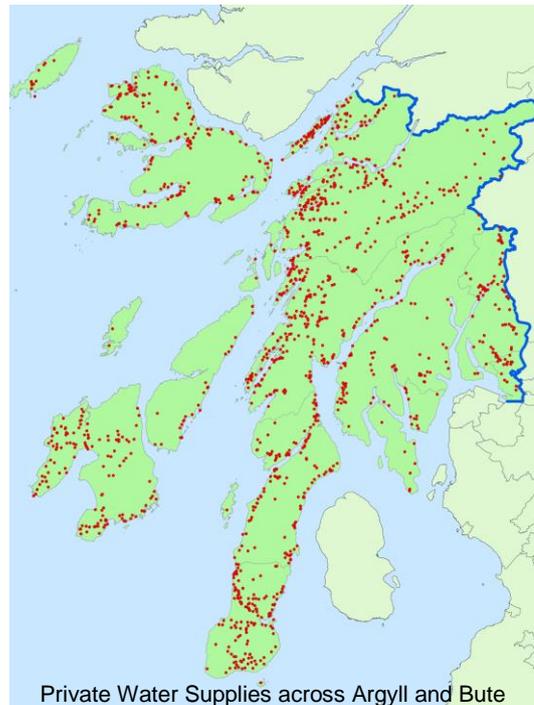
- What you **must** do – legal requirements;
- Best practice – what would be best practice over and above the minimum legal standard.

You should however note that whilst every effort has been made to ensure that the guidance is as comprehensive as possible, other regulations or legislation may apply and you should not rely solely on the information contained within these leaflets.

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

A significant proportion of self-catering premises, especially those in rural areas, are not on the mains water supply provided by Scottish Water. 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 self-catering premises is on a Private Water Supply you

MUST

Notify Environmental Health when letting a property on a self-catering basis so that they can test the water to check that it is safe for guests.

MUST

Display the Drinking Water Supply Important Information Poster which can be obtained from your local Environmental Health office or downloaded from www.argyll-bute.gov.uk/pws

MUST

Make the latest sample results available for all users of the water supply.

MUST

Display any boil water notices as required by Environmental Health should the water be discovered to be unsafe.

MUST

Ensure you have appropriate treatment in place to keep the water free from contaminants and ensure it meets the minimum standards.

BEST PRACTICE

Provide general guidance on the use of the water supply including the recommendation to boil water, regardless of treatment, for the very young, elderly and those with compromised immune systems. Further information is available at www.argyll-bute.gov.uk/pws#AdviceUsers

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).

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. bowsers, are to be provided.

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.



Various works can be eligible for the grant

You may be eligible for financial assistance if:

- Your self-catering premises is in the Argyll and Bute area and served by a private water supply;
- The private water supply is the main or sole source of water for human consumption purposes to these premises; and
- Your private water supply is in need of improvement to bring it up to modern standards.

You should not start any of the improvement works before your application is approved and we have agreed that the expenditure is necessary.

A risk assessment of your supply will be carried out by an officer from Environmental Health (if not already completed) to establish the details of improvements required to conform to the Private Water Supplies (Regulations) 2006.

There are some exceptions to Grant eligibility, the most common being:

- New builds;
- Houses under Closing Orders, Demolition Orders or a Dangerous Building Notice;
- Empty or unoccupied premises.

You can find out more information and apply for a grant at www.argyll-bute.gov.uk/pws or by contacting Environmental Health.

REGULATORY SERVICES

Telephone 01546 605519

Email envhealth@argyll-bute.gov.uk
tradingstandards@argyll-bute.gov.uk

Bute and Cowal

22 Hill Street, Dunoon, PA23 7AP

Eaglesham House, Mount Pleasant Road, Rothesay, Isle of Bute, PA20 9HQ

Helensburgh and Lomond

Blairvadach, Shandon, Helensburgh, G84 8ND

Mid Argyll, Kintyre and Islands

Area Office, Manse Brae, Lochgilphead, PA31 8QU

Oban, Lorn and the Isles

Municipal Buildings, Albany Street, Oban, PA34 4AW

Headquarters

Kilmory, Lochgilphead, PA31 8RT

OTHER COUNCIL SERVICES

- Council Tax - If the property is made available on a commercial basis as a self-catering unit for 140 days or more then it may be excluded from the Council Tax Valuation List and entered in the non-domestic rates Valuation Roll. For further information contact Council Tax on 01546 605511.
- Business Gateway – Advice for businesses can be provided by Business Gateway on 01546 605459 or visit www.argyll-bute.gov.uk/business-and-trade/business-gateway-service