

**Client Company,
The Dutyholder,**
Street, Town,
County, Post Code

Date

Dear **Client Company Dutyholder,**

Important Legionella Control Issue Requiring Action

I am writing to you today, as a pro-active business partner and a member of the Legionella Control Association (LCA)*, to highlight and escalate my concern regarding the current control issues associated with your **XXXXXXXX** water system and the corresponding increased risk of either legionella multiplication or dissemination that the unresolved issues present. Failure to address these issues not only puts your employees and public at risk but could leave you liable for enforcement action by the HSE / Local Authority Environmental Health Department.

Current Areas of Concern

The significant issues to bring to your attention are:

- **Point 1**
- **Point 2**
- **Point 3**
- **Point 4**

Recommendations

As your legionella control Service Provider, I am keen to work with you to resolve these issues and recommend the following course of action:

A – High Priority

- 1. Action 1**
- 2. Action 2**

B – Medium Term

- 3. Action 3**
- 4. Action 4**

I will contact you as a follow up to this letter, to arrange a meeting to agree actions to resolve these issues. If in the meantime you need any further information or to discuss this matter, please do not hesitate to contact me.

Yours sincerely,

LCA Member

**Please find attached an explanation of LCA Member's responsibilities under the ACoP and as an LCA member.*

Explanation of LCA Member's Responsibilities

It is a requirement of both HSE's Approved Code of Practice (L8), para 76, and our registration with the Legionella Control Association (LCA) Code of Conduct that I write to you formally to notify you of the situation and bring to your attention the issues identified that require action.

The LCA Code of Conduct for Service Providers defines our responsibilities to you, as your Service Provider, and Commitments 3.2 and 4.3 explain why it is necessary for us to write to you directly:

- ***3.2 - The service provider will have a system for verifying that corrective and preventative actions are implemented.***
- ***4.3 - The service provider will bring to the client's attention any significant matters affecting the control of legionella of which he/she has become aware, beyond the responsibilities of the contract.***

It is essential that our organisations work closely together to agree and implement the necessary actions to re-establish a safe and effective legionella control programme in order to protect public health and meet the legislative requirements laid down in the HSE ACOP (L8) and associated technical guidance (HSG274).

We believe that if these issues are not adequately addressed then you would be liable for enforcement action by the relevant authority such as an Improvement or Prohibition Notice or possibly prosecution.