Hot Water Service Statement for Blackfriars Hall Student Accommodation (16-17 St John St and 33 St Giles)

Last reviewed: February 2026

1. Purpose of this Statement
This Hot Water Service Statement sets out how Blackfriars Hall ensures safe, reliable, and compliant hot water provision for all student accommodation under its management. It confirms adherence to legally required HMO amenity standards, including maintaining a *constant and adequate supply of hot water* to all required facilities.

2. Regulatory Basis
National HMO amenity standards require that **all baths, showers, and wash hand basins be equipped with taps providing an adequate supply of cold and *constant hot water***. These standards apply to all licensed HMOs and must be met regardless of occupancy size or configuration.

Blackfriars Hall therefore ensures that every bathroom, toilet area, and kitchen sink within its accommodation meets these requirements.

3. Hot Water System Overview

3.1 System Type

Blackfriars Hall uses a combination of:
- **Centralised hot water systems** supplying multiple outlets, and/or
- **Localised boilers or hot water cylinders** serving individual accommodation units, depending on building layout.

Each system is designed to:
- Deliver hot water reliably at all times.
- Maintain adequate temperature and pressure at peak usage times.
- Ensure compliance with mandatory HMO minimum standards.

3.2 Temperature Management

To balance safety and hygiene:
- Systems are set to heat water sufficiently to avoid microbial risk (e.g., legionella) while preventing excessively high delivery temperatures at taps.
- Thermostatic mixing valves may be installed in areas where required for scald prevention.

3.3 Continuous Availability

In line with HMO amenity requirements that hot water must be *constant* and *adequate* for all residents:

- Hot water is available 24 hours a day across all bathrooms, showers, and kitchen sinks.
- Backup systems or rapid-response repair pathways are in place to minimise any outage periods.

4. Maintenance and Servicing

4.1 Scheduled Servicing

To maintain reliability, systems undergo:

- **Annual servicing** by a qualified heating engineer.
- **Safety checks** associated with gas-fired systems (where applicable) as part of the broader HMO compliance framework (e.g., annual gas safety certification requirements under licensing regulations).

4.2 Routine Checks

Accommodation staff conduct:

- **Weekly visual inspections** of plant rooms where accessible.
- **Monthly checks** of water temperature at representative outlets.
- **Quarterly system performance reviews**, including pressure checks and control system functionality.

4.3 Reactive Repairs

Residents can report hot water issues through the maintenance reporting system.
All failures involving hot water provision are treated as **urgent repairs**, reflecting statutory requirements for constant hot water availability.

5. Hygiene and Safety Controls

To ensure water quality and system safety:

- Hot water storage tanks (where present) are maintained at safe temperatures to prevent microbial growth.
- Systems follow risk-management principles consistent with HMO safety expectations.
- Any required remedial works identified during inspections or safety checks are completed within mandated timescales under HMO management regulations.

6. Resident Information

All residents receive:

- A welcome guide explaining how to report hot water issues.
- Clear instructions about any individual controls in their kitchens or bathrooms.
- Information on expected water temperature, safety precautions, and energy-efficient usage habits.

7. Statement of Compliance

Blackfriars Hall confirms that:

- All washing facilities (baths, showers, basins, and sinks) across its accommodation are provided with cold and constant hot water, meeting national HMO minimum standards.
- The hot water system is maintained, serviced, and upgraded as necessary to ensure ongoing compliance with HMO licensing conditions and the high welfare expectations for student residents.