

# **NORTH VIEW Housing Association**

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*North View is a registered Scottish charity – charity registration number SC032963*

## **POLICY**

### **DISASTER RECOVERY & BUSINESS CONTINUITY**

Passed:-	11/12/2025	Review Date:-	Nov-26
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**All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.**

**For further details please contact us on 0141 634 0555 or email us on [enquiries@nvha.org.uk](mailto:enquiries@nvha.org.uk)**

#### **1.0 Introduction**

1.1 Our Disaster Recovery and Business Continuity Policy is one of the most important parts of our business management. We define a disaster as a significant, unwanted event which can pose a significant threat to our staff, tenants, property, or cause extensive disruption to our business and services.

#### **2.0 Aim & Objectives**

2.1 The aim of this Policy is to ensure that, in the event of a significant incident, we have adequate procedures and resources in place to resume core business activities as soon as possible, with as little disruption as possible to the services we provide.

2.2 This Policy considers significant event scenarios, such as our office being destroyed, loss of critical Information Technology systems and our gas contractor going out of business. Various elements of the Policy can be adjusted to accommodate the different levels of severity and impact.

2.3 Having this Policy in place will:

- strengthen our business resilience by minimising our vulnerability to disasters;
- protect the health and safety of our tenants and staff;
- take all necessary steps to secure the premises and protect the associations assets;
- direct all activities necessary for the maximum recovery of assets;
- provide timely information to our service users regarding the status of restoration efforts.

#### **3.0 Management Responsibilities**

3.1 It is the overall responsibility of the Management Committee to ensure that the Association has good policies and procedures in place to manage unforeseen interruption to the Association's service delivery

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- 3.2 The Senior Management Team (SMT) consisting of the Director, Maintenance Manager and Housing Manager will be responsible for directing any response and recovery following an unforeseen event or disaster. The SMT will work to ensure that business functions are recovered in order of priority and that services to service users continue at acceptable levels and that reputation is maintained.
- 3.3 A hard copy of this Policy, in a sealed envelope, is held at each of the following locations:
  - Fireproof safe in our offices;
  - Alison Main (Director) home;
  - Ady Tester (Maintenance Manager) home;
  - Yvonne Rooney (Housing Manager) home.

#### **4.0 Definition of Disaster Recovery & Interruptions to Business Continuity**

- 4.1 This Policy covers service delivery, office accommodation, tenant accommodation and Information Technology systems
- 4.2 Business interruption can range in its severity and impact. Some examples include:
  - Loss Utilities;
  - Flood/Fire Damage/Criminal Damage;
  - Loss of critical IT systems;
  - Loss of key staff.

#### **5.0 Key Staff Senior Management Team (SMT)**

- 5.1 The Policy aims to provide guidance on identifying key personnel required to ensure critical services and tasks continue during a disruptive event. These staff are:
  - Alison Main (Director);
  - Ady Tester (Maintenance Manager);
  - Yvonne Rooney (Housing Manager).

#### **6.0 Loss of Key Staff**

- 6.1 Refer to the Association's 'Replacing the Director Policy and Procedure'.

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#### **7.0 Information and Communication Technology (ICT) and Office Equipment**

- 7.1 Our ICT systems operate on a cloud-based platform. This should enable staff to continue to access our housing management system (HomeMaster) and our network (Microsoft One Drive), if they can access secure Wi-Fi. All our staff have been issued with a laptop and a mobile phone for home working.
- 7.2 Taking into account that devices, such as laptops and mobile phones, may be left in the office overnight, it is our aim to have our staff and systems operable within a reasonable period of time.
- 7.3 Our new way of working, since the pandemic, ensures we can be agile, mobile, and flexible when responding to unforeseen circumstances.

#### **8.0 Cyber Attack**

- 8.1 Refer to the Association's 'Information Technology Security Policy' (Appendix 2).

#### **9.0 Insurance**

- 9.1 The Association's insurance (combined office policy – business interruption) for each year will include a contingency for Business Recovery and Continuity and will be reviewed annually to ensure the level of cover is adequate. This review will consider the rent cost of additional office space and expenses that might arise which are not covered by standard insurance.
- 9.2 Insurance cover for all office equipment, furniture and stationery will also be reviewed annually to ensure adequate cover.

#### **10.0 Communications**

- 10.1 We have procedures in place to meet the requirement of internal and external communications in relation to notification to:
  - Employees;
  - Management Committee members;
  - Tenants;
  - Scottish Housing Regulator;
  - Funders;
  - Internal and External Auditors;
  - Contractors;

#### **NORTH VIEW HOUSING ASSOCIATION**

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- Other stakeholders.

10.2 The SMT will decide how, when and who to contact depending on the scale of the incident.

## **11.0 Key Business Priorities**

<b>Business Recovery Speed</b>					
<b>Business Activity</b>	<b>4 hrs</b>	<b>24 hrs</b>	<b>48 hrs</b>	<b>3 days</b>	<b>Notes</b>
ICT systems					Disaster recovery actions only. Access to ICT systems should be able to be achieved within 4 hours. If replacement hardware is required, allow 24 hours
Repairs Control & Admin – Emergencies					Ability to take emergency repair requests within 4 hours, recovery of main function 24 hours
Contact Centre					Answering calls - immediate
Housing Officers (including estate management)					In contact and communication with tenants
Allocations & Lettings					In contact and communication with applicants
Finance – Accounts & Ledgers					Ability to make payments via BACS
Finance – Payroll					Ability to pay monthly salaries
Rent Collection					Ability to post to rent accounts

## **12.0 Key Resource Requirements**

12.1 To respond to our business requirements, the following minimum resources need to be made available within the stated timescales

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Resource	4 hrs	24 hrs	48 hrs	3-5 days	Notes
Phones					If required, our cloud-based phone system can be diverted to our call center from any device
IT Hardware					If work laptops and mobile phones cannot be accessed or have been destroyed (office fire or flood) need to replace
IT Systems					Cloud-based systems can be accessed quickly assuming hardware is available and there is access to secure Wi-Fi
Workspaces					All office-based staff can work from home where necessary.
Temporary accommodation (if required)					
Office furniture & stationery if required					Basic and then other items 3-5 days

### 13.0 Loss of office Crisis Management

13.1 See Appendix 2

- Crisis Management Plan: Office.

### 14.0 Recovery Action Plan Housing Services

14.1 See Appendix 3

- Recovery Action Plan: Housing Services.

### 15.0 Pandemic Major Government Restrictions

15.1 Since the last Pandemic, our new way of working ensures that we can be agile, mobile, and flexible to respond to disasters or restrictions.

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#### **16.0 Gas Servicing Contractor Ceases to Trade**

16.1 Gas related works, such as day to day heating repairs and gas servicing, are almost exclusively carried out by a single contractor. Whilst there are very good reasons for this approach, including quality control and gas safety, it nevertheless increases the likely impact should that contractor cease trading. If this was to happen, there are systems in place to ensure tenant safety is not compromised:

- Gas servicing programme on a 10 monthly cycle, two months leeway to achieve a gas safety certificate on time'
- Local copy of service programme available which is updated daily'
- No access cases are strictly monitored and recorded;
- We have other contractors within our framework agreement that carry out gas related repairs and servicing works;
- We have access to a range of suitable contractors from past tendering exercises;
- Can access suitable contractors via Public Contracts Scotland and the Gas Safe Register.

16.2 See Appendix 4

- Recovery Action Plan: Gas Contractor Ceases Trading

#### **17.0 Day to Day Contractor Ceases to Trade**

17.1 If any other contractor were to cease trading, their workload would be spread over the other contractors within our Framework Agreement. Staff will regularly monitor the range of contractors employed, and the spread of trades and jobs to ensure that spreading work remains a viable option.

#### **18.0 Major Emergency Which Affects Tenants Home**

18.1 A major emergency will be constituted by a situation which causes one or more families having to be rehoused, such as fire, major flooding and structural damage.

18.2 See Appendix 5

- Major Emergency Protocol and Procedures.

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#### **19.0 Incident Resolution**

- 19.1 Once the incident has been resolved or sufficiently minimised to allow resumption of day to day business, the SMT will hold a final closing meeting to stand-down and conduct a review of the response to the incident.
- 19.2 The review will include obtaining views from tenants/service users and other stakeholders who were affected. Any lessons learned from the review will be incorporated into the Policy and reported to the Management Committee

#### **20.0 Training**

- 20.1 To ensure that the Policy meets the Association's needs, an annual training day will be arranged by the Senior Management Team. The training will be determined on what is deemed most relevant and appropriate at the time.
- 20.2 The training will be a paper-based exercise which will involve reading through the Policy as a group, questioning each action, determining whether the Policy states the correct order in which actions must take place and then testing the Policy using a 'what if?' scenario. New pieces of information can be added as the scenario unfolds.

#### **21.0 Evaluation of a Live Event**

- 21.1 In the event a major disaster was to arise (for example, a pandemic or office damage), the normal annual training and review will not take place. Instead, an evaluation will be carried out to determine the resilience of this Policy, identifying lessons learned and any necessary additional or enhanced measures required to strengthen our business response to future disasters.

#### **22.0 Review**

- 22.1 The Policy will be reviewed annually and will be reviewed earlier in response to any incident.

***End***

#### ***reviews and amendments***

31/3/04	-	Policy established
26/4/13	-	Policy reviewed

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25/11/2020 - Policy reviewed  
10/12/2025 - Policy reviewed