



Disaster Recovery Plan for Properties

Date reviewed: 10/2025
Next Review: 10/2028

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1. Introduction

- 1.1 The purpose of this plan is to provide guidance to, and information for, staff and Committee Members in the event that Rosehill has to deal with a disaster which affects its properties.
- 1.2 We define a disaster as an emergency event which affects two or more of our properties whereby the occupants have to move out immediately. The disaster could be caused by fire, flood (including burst pipes in freezing weather), storm, and explosion, loss of utility services for more than 24 hours, and there is no indication that the utilities will be available again within the next 12/24 hours, such as gas, electricity or water or by criminal act such as vandalism; or a combination of these factors. It could also be caused by the need to remove asbestos from tenanted properties. If a single property is involved, it is expected that our normal day to day processes would cope except if there is a need to provide temporary accommodation out of hours. In such cases parts of this emergency plan will be relevant.
- 1.3 Any one incident involving 10 or more properties (circa 1% of our stock or any tenant and resident safety issue triggering the use of this plan is regarded as a Notifiable Event that must be reported to the Scottish Housing Regulator (SHR) by the Director. This policy must therefore be read in conjunction with the SHR Notifiable Event Procedure and our Process for Notifiable Events.
- 1.4 This plan should be referred to if a disaster arises either during office hours or out with these hours.
- 1.5 During office hours the member of staff who first becomes aware of the emergency must contact the Technical Services Manager immediately, in the absence of the Technical Services Manager then contact should be made with the Director failing that a member of the Management Team.
- 1.6 Out with office hours, the member of staff who first becomes aware of any emergency is likely to be the person on call, usually the Technical Services Officer or the Technical Services Manager. Once either of them becomes aware of the circumstances of an emergency, contact should be made with the Director who will decide on the next steps to be taken. If the Director is not available for any reason contact should be made with the Technical Services Manager who will decide.

2. Initial Assessment

- 2.1 The Director and/or the Technical Services Manager are responsible for making an initial assessment of the emergency. They will usually do this by visiting the site of the emergency, in order to understand the scale of any damage, the numbers of people involved and whether or not any or all of them need to move out to emergency accommodation. It might not be possible to access properties until they are declared safe by the emergency services, in these circumstances an initial assessment should be made based on information from the emergency services.

3. Emergency Team

- 3.1 A meeting of the emergency team will be convened, as soon as possible, after the initial assessment has been made, to deal with all matters arising from the emergency. The emergency team is made up of the following staff:

- The Director
- Finance Manager & IT Manager
- Housing Services Manager
- Technical Services Manager
- Corporate Services & HR Manager

The team must ensure that detailed reports are compiled from the beginning of the disaster covering:

- the nature of the disaster
- when it happened
- details of tenants affected
- records of staff called in and/or additional hours worked
- expenditure incurred
- photographs
- anything else deemed relevant by the team

- 3.2 The focus for the emergency team is to ensure the health, safety and wellbeing of the tenant(s), and members of their household, affected by a disaster, and if necessary to move them to temporary accommodation as soon as possible. The team should also take initial steps to make properties safe and secure. Based on information obtained at the initial assessment, the emergency team should assemble members of staff required to deal with the emergency. The sequence of actions to be undertaken will depend on circumstances on the ground. It is important that all decisions made are documented and time should be set aside to

ensure that comprehensive records are kept of important decisions and expenditure incurred.

- 3.3 The emergency team can bring in any other staff to undertake any tasks deemed necessary by the Emergency Team. All staff called out will be paid overtime at the appropriate rates, and travel costs to and from the office/scene of the emergency.

(Staff contact details are available to certain staff on our system)

- 3.4 Early contact should be made with Rosehill's insurers to notify them of the disaster event, and to ensure that we follow correct procedures. All expenditure should be fully documented with appropriate justification recorded. However, staff should ensure that there is no delay in dealing with matters which affects the well-being of tenants.

- 3.5 Depending on the nature and extent of the emergency, the Emergency Team can decide to involve other agencies such as Social Work; arrange emergency works to make things safe; secure property and tenants' belongings; arrange to move tenants to a hotel and/or temporary decant accommodation and, if necessary, provide basic furniture, white goods and floor coverings; arrange furniture removal and/or put furniture and other goods in to storage and agree to meet additional costs such as meals, mail redirection, increased travelling costs e.g. for getting children to school and other incidental costs which might arise. The Financial Regulations state: "Nothing in the Financial Regulations shall prevent a member of staff from incurring expenditure that is essential to meet immediate needs created by a sudden emergency or to deal with matters related to health and safety. Such action must be agreed with the Director and will then be reported to the next meeting of the Management Committee if levels of authority are exceeded". The need for good record keeping, in relation to expenditure incurred, is essential.

4. Dealing with the Disaster

- 4.1 All of those involved will be briefed on any health and safety matters resulting from the disaster by reference to a risk assessment specific to the disaster. The risk assessment should consider, amongst other things, safe access and egress at affected properties; electrical and gas safety, air quality; condition of the building structure including floors. The asbestos register should be consulted if there is a possibility that affected properties might contain asbestos. Staff will not enter a building unless it is deemed safe by the emergency services and an initial risk assessment has been made, and identified actions implemented.

- 4.2 At the appropriate time, to be decided by the emergency team, appropriate contractors and/or consultants should be engaged to carry out any emergency works to make things safe.

5. Emergency Accommodation

- 5.1 It might be necessary to arrange emergency accommodation for those tenants, and their families, who cannot stay with relatives or friends in the aftermath of a disaster which renders their homes uninhabitable as decided by the Emergency Team or the Emergency Services. Depending on when an emergency happens, it might be preferable that affected tenants stay with family or friends, where this is possible, for a few hours initially. This would allow time for the Emergency Team to identify suitable temporary accommodation. Where it is not possible, and due to the logistics involved, it is likely that affected tenants would need to be accommodated in a local hotel or hotels in the first instance.
- 5.2 Depending on how long it will take to repair the damaged property, arrangements should be made to move affected tenants in to decant accommodation, either within our own stock or within a neighbouring Housing Association. However, depending on the length of time it will take to repair the damaged property it might be more desirable/cost effective for the tenants to remain in hotel accommodation; this should be discussed with the affected tenants and their views taken into account before a decision is taken. Only as a last resort should approaches be made to the Homeless Team for accommodation as this is likely to be out with the local area and cause difficulties for the tenants.
- 5.3 Tenants decanted will be liable for paying for the costs of utilities such as gas and electricity, Council Tax and rent for the temporary accommodation. However, the amount of rent charged cannot be higher than the rent of their principal home.
- 5.4 Where a tenant is housed in a Rosehill property the decant agreement (See Appendix 1) will be between them and Rosehill. However, in cases where the tenant is housed in a property owned by another Association the decant agreement should be between the other Housing Association and Rosehill (using their decant agreement) and there should be a sub-agreement between Rosehill and the Tenant using the agreement at Appendix 1. In these circumstances Rosehill will be the tenant of the other Association and will be liable for paying the rent, regardless of any arrangement with the tenant.

6. Loss of Utilities

- 6.1 In circumstances where tenants are without utilities, gas, electricity and water for more than 24 hours, and there is no indication that the utilities will be available again within the next 12/24 hours, and the loss is not caused by Rosehill we will provide support and advice firstly to any tenants we have identified as vulnerable and secondly to other tenants who are facing hardship.
- 6.2 The support and advice we provide will reflect the seriousness of each situation but is likely, in most cases, to involve providing helpline phone numbers, making calls on behalf of some tenants, and generally liaising with the utilities involved.
- 6.3 In the case of no water and/or heating caused by frozen pipes for which we are responsible and, depending on the circumstances and timescales we will offer to provide bottled water where water has been off for 24 hours and it is likely to continue for at least another 24 hours. We will offer temporary heating appliances where heating goes off and it is unlikely to come on within four hours of it being reported to us.

7. Factored and other Owners

- 7.1 In cases of disaster involving owners we factor we will, in line with our factoring responsibilities, provide information on the buildings insurance, details of cover and any excesses payable. However, where the common parts have been damaged we will inspect the damage, liaise with insurers, specify the remedial works and appoint contractors. We will ensure we consult with affected owners at each stage, in line with our factoring responsibilities.
- 7.2 In cases involving other owners, dotted around our housing stock we, ordinarily, have no role or involvement. However, in cases, where damage is caused to common parts we will liaise with our insurers to identify how matters are to be handled.

8. Review

- 8.1 As a minimum this Policy will be reviewed every 3 years to ensure it continues to meet our business needs and reflects any legislative and regulatory requirements.
- 8.2 In the event this Disaster Plan requires to be implemented, following completion of the disaster process, we will carry out a “lessons learned” review to identify any required changes to the Plan and our processes.



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Registered Scottish Charity, No. SC053776. Company Registration No. SP02220R.
A registered society under the Co-operative and Community Benefit Societies Act 2014 No. 2220R(S) and
with The Scottish Housing Regulator (Number HAC174).

Appendix 1

MINUTE OF AGREEMENT

Between

Rosehill Housing Co-operative Limited (Rosehill)
and

..... (Tenant)

WHEREAS Rosehill is intending to carry out works on **(date)** involving the property at **Glasgow**, and that the tenant rents the dwelling house situated at it is hereby agreed as follows:

1. The Tenant agrees to move temporarily to accommodation situated at (hereinafter referred to as "the Temporary Accommodation").
2. The Tenant and Rosehill agree that the Tenant will not become a Scottish Secure Tenant within the meaning of the Housing (Scotland) Act 2001 of the Temporary Accommodation through his occupation thereof in terms of paragraph 4 of schedule 1 of the Housing (Scotland) Act 2001 and that the dwelling house situated at..... remains the principal residence of the Tenant. The Tenant is entitled to return to after the works are completed.
3. Rosehill agrees to return the Tenant to the house at when the works on the said house are completed, or to suitable alternative accommodation offered by Rosehill.
4. The Tenant agrees that on completion of the works on the house ator when suitable alternative accommodation has been offered by Rosehill, whichever is earlier, he will voluntarily vacate the Temporary Accommodation.

The Tenant understands that if he refuses to vacate the Temporary Accommodation voluntarily, Rosehill will seek an order for recovery of possession of the Temporary Accommodation in the Sheriff Court. The Tenant agrees to accept Rosehill's determination of when the works on the house at are complete and what amounts to suitable alternative accommodation.

5. Rosehill agrees to give the Tenant at least fourteen days notice of completion of the works on the house ator the requirement to relocate to suitable alternative accommodation which has been offered by Rosehill.
6. The Tenant and Rosehill agree that the Temporary Accommodation is to be occupied on the terms and conditions specified in the Schedule appended hereto.
7. The Tenant must return keys for the Temporary Accommodation within 24 hours of moving back to the property at or of taking entry to the alternative accommodation offered by Rosehill unless a prior arrangement is agreed in writing by a Rosehill employee.

.....
(Signature of Tenant)

.....
(Signatory for Rosehill)

.....
(Witness)

.....
(Witness)

(Full Name of Tenant)

Date.....

THE SCHEDULE

The Tenant agrees:

1. To occupy the Temporary Accommodation as a domestic dwellinghouse, and to keep the Temporary Accommodation in a clean and tidy condition and not to use the Temporary Accommodation for any commercial purpose or undertakings.
2. To live in the Temporary Accommodation with his/her family and other recognised co-residents and not to sub-let the Temporary Accommodation or allow anyone else to live in it except with written consent of Rosehill.
3. Not to cause annoyance to neighbours.
4. Not to carry out alterations or repairs in the Temporary Accommodation and not to attach any fittings, shelves, implements, nails or screws or other fixtures to the walls or woodwork.
5. To notify the Rosehill of any defects or repairs arising in the Temporary Accommodation.
6. The Tenant will permit Rosehill or its Factor or any person authorized by them, at any reasonable hour to enter into the dwelling for the purpose of inspecting, altering, improving or maintaining any part of the dwelling, provided at least twenty four hours written notice is given.
7. In a tenement building, to be responsible along with the other residents in the close for sweeping and washing the common stair in weekly rotation.
8. To reimburse the Housing Association for the cost of repairing any damage (including re-decoration costs) other than that due to reasonable wear and tear which the Tenant or any other person residing with him/her has caused.

If you have exclusive use of a garden attached to the Temporary Accommodation, you must take reasonable care to keep it from becoming overgrown, untidy or causing a nuisance unless Rosehill has agreed to take care of it in writing signed by a Rosehill employee. This clause also applies, if you share a garden with others, taking it in turn to keep it from becoming overgrown, untidy or causing a nuisance.

Rosehill agrees:

1. Not to interfere with, or disturb the Tenant in the Tenant's occupation of the Temporary Accommodation.
2. To maintain the house in good repair.
3. To keep the Temporary Accommodation fully insured against loss or damage by fire or other risks covered by a normal building insurance policy and, in the event of any damage occurring, to use the insurance money for repair and/or replacement of the Temporary Accommodation.

(Signature of Proprietor/Tenant)

(Signatory for Rosehill)

(Witness)

(Witness)

(Full Name of Tenant)

(Date)

Meter Readings for (permanent address)

Date:

Dry / Card / Key

Electricity: _____

Supplier: _____

Gas: _____

Supplier: _____

Meter Readings for (temporary accommodation)

Date:

Dry / Card / Key

Electricity: _____

Supplier: _____

Gas: _____

Supplier: _____

Removal carried out by: _____

Disconnection / Reconnection arranged by: _____

Date: _____

Mail re-direction arranged? _____

Cost _____

Phone re-direction? _____

Cost _____

Sky / Virgin / BT vision _____

Cost _____

Tenant to be reimbursed? _____

Date of reimbursement _____

Date of return to tenancy _____

Final Meter Readings: temporary accommodation

Gas _____ Electricity _____

Permanent address

Gas _____ Electricity _____

Keys returned to tenant _____ Keys returned from tenant _____