



Business Continuity plan 2024

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Policy Checklist	
Date of Implementation	Feb 24
Date of Last Review	Feb 26
Date of Next Review	Feb 28

1. Introduction

This Business Continuity Plan (BCP) aims to ensure Yenaa Housing can maintain essential functions during disruptions, safeguard residents and staff, and recover swiftly from incidents.

2. Objectives

- Protect residents, staff, and assets
- Maintain operational capacity
- Minimize service disruption
- Ensure legal and regulatory compliance

3. Scope

Covers all operational areas including property management, resident support, staff functions, and IT systems.

4. Key Contacts

- Managing Director: Arihant Parekh 07707788880
- Operations Lead: John Gilligan: 07405500390
- Staff Emergency Contacts: Kerry Lowe: 07883083811
- Emergency Services: 999
- Local Authorities & Regulatory Bodies: Concept Housing: 0120 455 7333
Reliance Social Housing: 0121 200 8931
Windrush Alliance UK: enquires@windrush.co.uk

5. Critical Business Functions

- Resident support & management
- Property maintenance & safety
- Financial management
- Staff coordination
- Communication with stakeholders

6. Risk Assessment & Impact

Potential Risks:

- Fire, flood, or natural disaster
- Power or utility failure
- Cybersecurity breach
- Staff illness or absence

- Property damage or vandalism
- Pandemic or health outbreak

Impact: Service disruption, resident safety risks, financial loss, and reputational damage.

7. Prevention & Mitigation Strategies

- Fire safety audits & drills
- Regular property inspections
- Data backups & cybersecurity measures
- Staff cross-training
- Emergency supplies & equipment
- Clear communication protocols

8. Response Plans

8.1 Incidents Affecting Property Safety

- Evacuate residents if necessary
- Contact emergency services
- Notify managers & staff
- Secure premises

8.2 IT System Failure / Cybersecurity Incident

- Disconnect affected systems
- Contact IT support
- Use manual procedures
- Restore from backups

8.3 Staff Shortage / Illness

- Delegate tasks among remaining staff
- Outsource urgent maintenance if needed
- Notify residents & stakeholders

8.4 Natural Disasters / Floods

- Activate evacuation plan
- Protect critical documents & equipment
- Inform residents & authorities

9. Communication Plan

- Maintain updated contact lists
- Use multiple channels: phone, email, SMS
- Regular updates to residents & staff
- Designate spokesperson

10. Data Backup & IT Recovery

- Daily backups of important data
- Cloud storage solutions
- IT support contact for recovery procedures

11. Training & Testing

- Regular staff training on BCP procedures
- Conduct drills & simulations annually
- Review & update plan periodically

12. Plan Review & Maintenance

- Review annually or after significant incidents
- Incorporate lessons learned
- Keep documentation current