



## POLICY STATEMENT

This document is available in other languages or formats.  
Please contact the office for details.



<b>Policy:</b>	Emergency Policy and Procedures
<b>Legal Requirements:</b>	There are no legal requirements applicable to this policy.
<b>Regulatory Standards:</b>	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
<b>Notifiable Events Guidance:</b>	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
<b>Equality and Diversity:</b>	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
<b>Human Rights:</b>	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
<b>Complaints:</b>	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
<b>General Data Protection Regulation (GDPR):</b>	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
<b>Policy Author:</b>	Kevin Freeman
<b>Policy Review:</b>	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every two years in the month of November.
<b>Policy Approval:</b>	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of November 2025.



### Statement of Policy Aims and Principles

The aim of this policy is to ensure all key personnel follow strict guidelines in the event of an emergency or major emergency occurring in connection with a residents' home.

### Policy Details

An emergency will be classed as such when there has been a major incident requiring one or more families to be rehoused immediately.

#### Initial Assessment

The Director or nominated deputy shall make an initial assessment of any emergency. This will involve attending the site of the emergency in order to determine the scale of the damage and involvement of other agencies.

#### Emergency Team

The emergency team will consist of three members of staff including the Director, Housing Services Manager and Property Services Officer or nominated deputies, the Chairperson or nominated deputy and two other members of the Management Committee.

#### Other Agencies

The involvement of other agencies will depend upon the nature of the emergency. Agencies whose assistance might be necessary in the event of a major emergency are:

- |   |   |
|---|---|
| • Scottish Fire & Rescue Service                | • Social Care Connect                       |
| • Police Scotland                               | • Advice Centres                            |
| • Scottish Ambulance Service                    | • DWP                                       |
| • Local Hospitals (NHS Greater Glasgow & Clyde) | • Community Groups                          |
| • Contractors                                   | • Doctors / Local Health Centre             |
| • SP Energy Networks                            | • Homelessness Casework Team                |
| • Scottish Gas Energy Networks (SGN)            | • Suppliers of dehumidifiers / Vax machines |
| • Street Lighting                               | • Environmental Health                      |
| • Gas Maintenance Contractor                    | • Building Control                          |
| • Insurance Company                             |   |

A list of telephone numbers will be held in the Association's office.

#### Procedures – During Office Hours

Once notified, the Director, Housing Services Manager and Property Services Officer or nominated deputies will inspect the locus of the emergency and, if necessary, call together the emergency team to consider what action is required. Points to be considered, though not exhaustive, should include:

- Can the emergency be dealt with within normal working procedures and staffing levels? If not, which areas require additional personnel and resources?
- Are staff clear about what the priorities are during an emergency? Guidelines must be given to staff in prioritising workloads.
- Should the Insurance Company be notified and involved?
- In the event that the emergency is likely to continue for some time, should rotas for staff be introduced?
- What other key agencies should be involved?



## POLICY STATEMENT

**Policy Details** (continued)Procedures – Outwith Office Hours

As soon as a member of staff has been notified of an emergency, they must contact the Director immediately.

The Director, Housing Services Manager and Property Services Officer or nominated deputies will inspect the locus of the emergency and either:

- Instruct the necessary action / remedial work or
- Call together the emergency team

Here the following points should be considered:

- In the case of burst pipes, staff should ensure the hire of dehumidifiers, vax machines etc is given highest priority.
- Are there areas which require additional personnel and resources?
- Are staff clear about what the priorities are during an emergency? Guidelines must be given to staff in prioritising workloads.
- Should the Insurance Company be notified and involved?
- In the event that the emergency is likely to continue for some time, should staff rotas be introduced?

Procedures – Situation Reporting

Staff must ensure that situation reports are compiled with immediate effect from the commencement of the emergency. These reports should contain information on the following:

- The nature of the emergency
- The date and time at which it began
- Length of time it is anticipated to last
- Number of tenants/owners affected
- Other agencies involved
- Number of staff called in
- Number of hours worked in total
- Brief details of action taken
- Anticipated approximate cost

Procedures – Emergency Accommodation

During major incidents, Glasgow City Council's Resilience Unit provides an important single point of contact between Emergency Services and all Glasgow City Council departments, including Social Work. The Resilience Unit is on call 24 hours a day, 365 days a year and is normally alerted by Police Scotland. There are many scenarios which require action by the Resilience Unit, including fire, flooding, explosion, travel, accident, chemical spill and dangerous buildings.

The following functions / services, which may be undertaken by the Social Work Department in the event of an emergency are of potential interest to the Association:

- The establishment and staffing of reception centres, in conjunction with the Housing Department
- The establishment of feeding stations if necessary at these centres.
- Support in evacuation to, and dealing with family situations at the reception centres
- Activation of voluntary services
- Work in conjunction with other services and Departments to offset the worst effects of any emergency



**Policy Details** (continued)

Procedures – Follow Up to Emergency

Follow up visits should be carried out to tenants/residents affected by the emergency as appropriate.

The Director, Housing Services Manager and Property Services Officer should carry out all necessary inspections and instruct the required remedial work.

The Director, Housing Services Manager and Property Services Officer should, as soon as is practicable, undertake an evaluation of the emergency and the procedures followed. A report should then be compiled for submission to the Management Committee at the next scheduled meeting. This report should include an estimate of costs where possible, as well as conclusions and recommendations for future similar emergencies.

Procedures - Insurance Claims

The Association must notify the insurance company of the emergency as soon as practically possible once the emergency has been addressed.

Arrangements will be made for a Loss Adjuster to visit the site of the loss prior to work commencing unless the Association has had to proceed immediately with works to make the property wind and water tight.