

Housing Division Notice

Date: July 24, 2007

HDN# 2007 - 118

This applicable legislation/policy is to be implemented by the housing provider(s) under the following programs:

Please note, if your program is **not checked**, this change is **not applicable** to your project.

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Federal Non-Profit Housing Program

Private Non-Profit Housing Program

Co-operative Non-Profit Housing Program

Municipal Non-Profit Housing Program (Pre-1986)

Local Housing Corporation

Subject: BUSINESS CONTINUITY PLAN

Background:

Operating disruptions can occur with or without warning. Because Housing Providers play a crucial role in providing safe, affordable housing, it is important their business operations are resilient and the effects of disruptions in service are minimized in order to maintain public trust and confidence in the social housing system. Effective business continuity planning establishes the basis for Housing Providers to maintain and recover business processes so that they can continue to deliver critical services to tenants when operations are disrupted.

Business continuity planning assists Housing Providers to ensure the recovery of operations, including services to tenants, when confronted with adverse events such as

- natural disasters,
- technological failures,
- human error,
- change in staff or property management.

The objectives of a business continuity plan (BCP) are:

1. to minimize financial loss to the corporation;
2. continue to serve all housing stakeholders; and
3. mitigate the negative effects disruptions can have on the Housing Provider's plans, reputation, operations, liquidity, credit quality, ability to rent and ability to remain in compliance with applicable laws and regulations.

Because business processes change and new threat scenarios occur, Housing Providers are required to maintain an updated and viable Business Continuity Plan.

An effective BCP should take into account the potential for wide-area disasters that impact an entire region and for the resulting loss or inaccessibility of staff or property management. It also should consider and address interdependencies with other service providers and stakeholders.

Action Required:

The Business Continuity Plan should be specific to the Housing Providers operations and include, but **not limited** to the following:

Prevention and emergency preparedness
Disaster declaration
Backup facilities
Personnel and Responsibilities
Recovery times reconciled with business function requirements
Recovery progress reporting
Communication
Backup and Storage Strategies for Software and Data Files

The attached template has been created to assist Housing Providers in creating a Business Continuity Plan.

The BCP does not need to be complicated. It should be a readily available document that contains all the information necessary to resume functions in case of an emergency, technological failure, human error or change in staff. Testing of the plans should be done at least annually.

Louise Stevens
Director of Municipal Housing

Attachment