ORE VALLEY GROUP

BUSINESS CONTINUITY & DISASTER RECOVERY PLAN POLICY

This policy is a Group Policy and as such is adopted by the following Subsidiary Companies: Fife HARCA Ltd., Ore Valley Enterprises Ltd, and Cardenden Heat and Power Ltd.

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Ore Valley Housing Association

Business Continuity & Disaster Recovery Plan

Ore Valley Housing Association is the parent company of the Ore Valley Group, which has 3 subsidiary companies, namely Ore Valley Enterprises, Fife HARCA and Cardenden Heat and Power (CHAP).

1. **Introduction**

1.1 This plan sets out the arrangements for dealing with the unplanned loss of personnel and/or services setting out the detailed arrangements and responsibilities for dealing with major threats to business continuity.

2. **Threats To Business Continuity**

The major threats to business continuity can generally be categorised as follows.

Loss of key personnel – subject to a review of the requirement to replace the post, the following arrangements should be followed.

2.1 Planned resignation (adequate notice given) - in this scenario normal recruitment arrangements will apply, the CEO will liaise with the Board to ensure that the correct arrangements are followed. The aim will be to recruit a replacement prior to the end of the notice period or as soon thereafter as is practicable.

2.2 Unplanned departure of single staff member (no notice given) – the CEO will liaise with the Board to ensure that the recruitment process is initiated at the earliest opportunity and that the correct arrangements are followed. The CEO will have authority to recruit temporary personnel through an agency service. In the event that the CEO is the staff member departing, then authority will pass to the Deputy CEO/CSM. Early discussions will be sought with EVH (Employers In Voluntary Housing) to seek support in the recruitment process, EVH may also be asked to provide an 'Interim CEO' to assist in leading the organisation through the recruitment and induction periods.

2.3 Unplanned departure of multiple staff members (lottery syndicate win etc). - The CEO will take immediate steps to recruit sufficient staff resources to provide a minimum acceptable level of service. This will be achieved either through bringing in agency staff or working with neighbouring Housing Associations and Fife Council to consider immediate secondment of staff to provide the cover. Full recruitment of permanent staff will be initiated at the earliest opportunity.

2.4 Retiral – As part of the annual appraisal system all staff over the age of 55 will be asked about their retirement plans. There is now no requirement on anyone to retire, however the more notice provided the better in order that review and if appropriate replacement arrangements can be made. It is accepted however that in certain circumstances it is possible that people may seek to retire at relatively short notice as personal circumstances change.

3. **Loss of buildings** - In the worst case scenario the office building is completely destroyed or seriously damaged resulting in :-

3.1 No services at all can be provided because of serious damage.

3.2 No furnishings or equipment including computer servers and individual PC's can be recovered.

3.3 All paper files are either destroyed or are seriously damaged and cannot be recovered.

4 **Closure due to epidemic**

4.1 Staff who fall ill as a result of an epidemic will be required to report their absence in accordance with the absence management policy and to return to work as soon as they are fit enough to do so.

4.2 Where several members of staff are off either because they are unwell or because they are a principle carer, especially for children, the Management Team will prioritise workloads so that essential services continue to be delivered.

4.3 If required the CEO will arrange for tenants to be advised of how essential services will be delivered utilising a combination of letters, the Association's website, the local media and answering machine messages.

4.4 Where it is decided to close the office for a period or on recommendation or requirement from Central or Local Government. The Management Team will implement the appropriate sections of the plan as outlined below in particular in relation to home working, communications, publicity etc.

4.5 In these circumstances it is critical that everyone is aware of the requirements, their roles and responsibilities, in the immediate, short and medium term.

4.6 It is not possible to cover every detail relating to all eventualities; therefore this document is intended to provide a framework outlining the main tasks which will require to be undertaken.

Business Continuity & Disaster Recovery Framework

5 **Emergency Management Team**

5.1 In the event of an emergency, the Management Team will focus on restoring services to tenants as soon as possible. The Management Team will comprise the following people. In the event that a member of the team is not available their role will be filled by the Management Team Leader.

Emergency Management Team

Member	Deputy
CEO (Leader)	Depute CEO/CSM
Senior Corporate Support Officer	Corporate Support Officer
Housing Manager	Senior Housing Officer
Finance Manager	Finance Assistant
Business Development Manager (IT link etc)	Business Development Assistant

5.2 In the event that the disaster occurs during working hours and results in the death or injury of members of the Emergency Management Team, the roles allocated to those members will be reallocated either to remaining team members or to other colleagues drafted into the team. Early consideration will be given to the temporary recruitment of an experienced interim manager utilising the services of EVH.

5.3 If necessary the CEO or those emergency team members available will discuss with Board members whether there is any assistance, which they may be able to provide in the aftermath of the disaster.

5.4 The Emergency Management Team or will be convened and the plan initiated by the CEO or their deputy.

6. **Communications with staff**

6.1 The first meeting will be called at the earliest opportunity following the disaster. The aim of the first meeting will be to agree initial action required and to confirm respective roles and responsibilities.

6.2 Further progress meetings may be scheduled during the course of the day.

6.3 A meeting with all members of staff will be arranged for later in the same day.

6.4 Each member of the EMT will hold a file with contact details for each member of the team and for all other staff members. The file will also contain other useful contact telephone numbers and e-mail addresses.

6.5 During working hours the CEO will contact all members of the team who are available, any team members who are not at work will be requested to return to work as quickly as possible.

6.6 For emergencies out-with normal hours the CEO will contact all other team members who will in turn notify other members of their respective teams. The initial message may include details of the time and location of meetings scheduled for the first day.

6.7 It is likely that the initial notification will come from the emergency services to one of the named key holders. If the notification is to someone other than the CEO, then the person receiving the message must attempt to contact the CEO immediately.

6.8 In order to maintain the maximum availability to communication networks, the CEO is authorised to secure the purchase of additional mobile telephones and wireless computer devices. Utilisation of staff's own devices can be enabled as a temporary solution for access cloud-based services and telephony systems.

7. **Temporary Office Accommodation**

7.1 It will be a priority in the aftermath of a disaster to set up a temporary office in order to provide a base where tenants, Board members and others are able to contact the Association.

7.2 Ideally, the base will be as local as possible and may for example be contained within the Association's office at O.V. Business Centre or Gammie Place as required. Consideration may also be given to utilising an empty house if required.

7.3 A small stock of headed paper will be retained off-site at Gammie Place and at the OV. Business Centre.

7.4 A replacement file server will be secured through our IT Support provider in the form of the IT Disaster Recovery Plan in conjunction with the back ups. A back-up drive is removed from site on a daily basis as part of a structured rotation designed to provide a resilient backup and the integrity of the back-up is checked daily. It may be necessary in the short term to operate this from their offices and if so a small number of staff may be deployed there. If absolutely necessary arrangements will be made to move into a short term rental 'business continuity suite.'

7.5 The IT support company are a key partner in getting the Association up and running as quickly as possible. IT Disaster Recovery Plan arrangements will be a standing item on the agenda of all meetings to be held with them.

7.6 The IT Support Provider will ensure that all staff have the passwords etc. required to log into the new file server.

7.7 The backup file server may initially be located offsite, with staff access to electronic files etc. via a web connection, however, the intention would be to have physical server replacement on-site at the replacement office as soon as possible thereafter.

8 Working From Home

8.1 It may be necessary for some staff to work from home until such time as an office base is up and running. Staff working from home will be supplied with a mobile phone and any additional travelling expenses will be covered. The Management Team have access to IT Tablets, which provide access to e-mails, however not to the data on the server. Instruction will be provided to the Management Team as to how to access the server from a personal PC.

8.2 Members of the Emergency Management Team will be responsible or ensuring that staff working from home are kept up to date and are adequately supported throughout. All staff will be required to attend update briefing meetings as required.

9 Communication With Tenants

9.2 A standard letter will be sent to all tenants within 3 days of the disaster, outlining the continuity arrangements which have been put in place and providing contact details. Further update letters will be issued to ensure that tenants are kept up to date with progress.

9.3 Notices outlining arrangements will be posted at the site of the Association's office and on notice boards in community centres, local shops and post offices.

10 Ore Valley HA Web-site

10.1 The Communications Officer will arrange for a statement and emergency contact details to be placed on the web-site. The web-site will be updated as issues are progressed.

11 Communication with the media

11.2 As official spokesperson, the CEO will provide local media (press & radio) with information and will respond to requests for information. The CEO will liaise with the Board as required. Any other member of staff will refer media requests to the CEO and will not issue comments unless expressly authorised to do so.

12 Emergency Management Team Meetings

12.2 The CEO will ensure that the team meets as frequently as required to monitor progress and to consider future requirements.
Meetings will be held at either the local temporary base or at another central location such as meeting rooms at Council offices etc.

13 Tenant/Service User Interviews

13.1 During the emergency wherever possible interviews with tenants will be held within the tenants own home. Arrangements to use meeting or interview rooms will be put in place with Fife Council and other Fife based Housing Associations.

14. Board Meetings

14.1 The Board will be kept up to date with developments on at least a weekly basis by the CEO. Any Board Meetings scheduled to take place during the first week or so after the disaster may either be postponed or subject to a limited agenda.

14.2 The CEO will ensure that meeting rooms are available for Board meetings, these may be within Fife Council facilities, other Fife based Housing Association's or in local hotels.

14.3 Board may be required to hold meetings at short notice on an ad-hoc basis to consider particular issues. Meetings may be called by the CEO in conjunction with the Association's Chair, Vice Chair or Secretary. Emergency ad-hoc meetings may be conducted on either a conventional or virtual basis (telephone canvassing of views, post, e-mail etc.).

15 Replacement Accommodation

15.1 Once the initial emergency arrangements have been put in place (the first week) consideration will need to given to the medium and long term position regarding accommodation.

15.2 Depending on the nature and severity of the damage it may be possible to re-occupy parts of the office within a relatively short period of time subject to expert evaluation of the safety in doing so and review by the Association's insurers.

15.3 It may be necessary to look at leasing office accommodation on a longer term basis. The preference would be to lease somewhere in the vicinity of our existing location eg. Cardenden or Lochgelly. The cost of doing so being recovered through the Association's insurance.

15.4 In the event that the office cannot be repaired, consideration will need to be given either to a permanent move elsewhere or to re-building on the same site.

16 Recovering Paper Files

16.1 Depending on the extent of the disaster it may or may not be possible to recover paper files.

16.2 As soon as it is safe to do so the Emergency Management Team will initiate a process to identify what files are saveable on what files are not.

16.3 Where files can not be recovered the lost information will be evaluated to ascertain whether copies will be required and if so steps initiated to secure the recovery of copies where this is possible. Where it is not possible to obtain copies of information the details of lost information will be recorded.

17 Additional Staff Requirements

17.1   In the aftermath of the disaster it may be necessary to consider whether additional temporary staff are required to carry out a range of extraordinary tasks e.g. Rebuilding filing systems etc.

17.2   Any temporary appointments will be authorised by the Emergency Management Team subject to discussions with the Association's insurers that these costs are recoverable.

17.3   If costs are non-recoverable authority to recruit additional staff members will be sought from Board.

18 Staff Meetings

18.1   During the first two months the CEO will ensure that full staff meetings are held at least every two weeks.

The purpose of the meetings will be

1. to give an update on progress.
2. an overview on how the Association is coping.
3. to consider any changes required to working arrangements.
4. to provide an opportunity for staff to exchange experiences and information
5. ensure that priority pieces of work are being carried out
6. review progress in recovering paper documents which need to be replaced.
7. to consider any relevant information.

19 Financial Matters

19.1   The Finance Manager will compile and circulate a list of the types of cost which will have to be recorded so that they can be reclaimed from the insurance company.

19.2   The Depute CEO/CSO will initiate meetings with the insurance company to clarify the process for identifying costs and progressing claims.

19.3   The Finance Manager will be responsible for keeping a file of all costs incurred including invoices received in order that information is readily available to support the insurance claim.

20 Monitoring & Review

20.1   The CEO is responsible for ensuring that the framework for business continuity and disaster recovery is implemented as required.

20.2   The CEO is responsible for the review of this document at least every three years.

20.3   Appendices will be reviewed and updated on an ongoing basis under authority delegated to the CEO.

Appendix 1 – Action plan in the event of loss or serious damage to offices

Timescale	Action	Lead	Comments/ completion
Days 1 & 2	Initiate the disaster recovery plan	CEO	
	Advise the Management Team	CEO	

	Advise the Chair	CEO	
	Advise all staff & Board	Management Team	
	Hold first meeting of the EMT	CEO	
	If EMT members dead/missing/injured – allocate duties	CEO	
	Contact insurance company and arrange meeting	Depute CEO/CSO	
	Initiate arrangements to bring temporary office into use	Depute CEO/CSM	
	Arrange transfer of telephone calls, Arrange mail etc.	BDM Depute CEO/CSM	
	Initiate IT disaster recovery arrangements	BDM Depute CEO/CSM	
	Arrange and hold first meeting of all staff	CEO	
	Consider how to deliver locally based services to tenants including contact with other Fife based social landlords	CEO	
	Consider potential and requirements for some staff to work from home or mobile base	CEO	
	Arrange equipment and stationary to cover all temporary working arrangements	Depute CEO/CSM	
	Confirm temporary working arrangements to all staff	Managers	
	Provide additional mobile phones if required	Depute CEO/CSM and BDM	
	Advise key contacts from other organisations.	Depute CEO/CSM	
	Produce and upload statement for OVHA website	CEO	
	Arrange for notices to be posted at office site	Depute CEO/CSM	
	Produce & arrange distribution of media statement	CEO	
	Arrange Board briefing meeting to take place towards the end of week 1	Depute CEO/CSM	
	Arrange for letters to be sent to all tenants	HM	
		CEO	

Rest of week 1	Hold further EMT and staff meetings as required		
	Provide e-mail/written updates to Board	Depute CEO/CSM	
	Provide updated information via the OVHA web-site	BDM	
	Ensure best possible delivery of essential services to tenants is delivered	HM	
	Start to identify the information held in paper format which has been lost and identify what can be replaced and how.	Managers	
	Continue liaison with and meetings with the insurance company as appropriate.	Depute CEO/CSM	
Week 2 onwards	Hold further EMT and staff meetings as required	CEO	
	Continue to identify lost paper based information and commence replacement where possible.	Managers	
	Start to identify business interruption costs	Finance Manager	
	Continue to liaise with insurance company	Depute CEO/CSM	
	If required start to look at longer term solutions for office accommodation.	CEO	
	Arrange alternative locations for Board meetings.	Depute CEO/CSM	
	Continue to update information on the OVHA web-site	CO/BDM	

IT DISASTER RECOVERY PROCEDURES

Purpose

The purpose of this document is to clarify the protocol for enacting a recovery procedure in times of crisis in respect of the information technology systems established at OVHA's offices in Cardenden. The intention of this plan is to document how the business will:

a) Re-establish core business systems as soon as possible.
b) Utilise data storage held off-site (link to Server Daily Backup Procedures and
c) Secure critical data and intellectual property-related materials.
d) Alert customers and stakeholders to the crisis event
e) Minimise disruption to staff and customers

Procedure

This procedure is to be implemented with immediate effect and enacted in times of crisis as determined by a senior manager.

1. The disaster event occurs – a member of staff should alert the relevant personnel and instigate the recovery plan.

2. OVHA's IT support provider should be alerted to this occurrence. They will then ready a server for the loading of the appropriate backup image.

3. Upon provision of a suitable recovery drive, the designated IT support provider will begin to rebuild the server on to the new machine. This may take between 24 and 48 hours.

4. Notification to stakeholders of the event should begin. This can be done remotely by altering the OVHA website to notify visitors of the issue. The online contact form can also be amended to send an automated response that also alerts enquirers of this situation and any likely delays in response.

5. The rebuilt server should then be installed at a suitable location. OVHA's designated primary option is the Ore Valley Business Centre in Lochgelly.

6. Desktop/laptop set-up should then begin. The number involved will be dependant upon availability.

7. Re-establishment of key system such as SDM, E-mail etc. should also begin at this stage. All of these systems will be available immediately on the server once connectivity is established.

8. Re-establishment of individual user access will depend upon available devices, connectivity and other network factors.

Annual Check

The disaster recovery system should be checked and certified annually to ensure that the backup procedure is effective.

IT DISASTER TIMELINE

Event/Trigger	Action	Who is responsible?	Timescale following plan instigation
Disaster event	Instigation of DR plans	Management Team	Immediate
Informing of IT support provider of disaster event	Telephone call/ e-mail to IT support provider	Business Development Manager	Immediate
Begin rebuild of main server	Rebuild of main server from image on backup drives by IT support provider	Provision of most recently available backup drive – designated member of staff responsible for daily IT backup swaps to provide (link to Daily Backups procedure) Rebuild of server utilising appropriate hardware - IT support provider	24-48hrs from notification, dependant upon receipt of most recent server image.
Initiate electronic notification of disaster event	Message added to OVHA website notifying visitors of event	OVHA or Web site support provider	Immediate
Installation of rebuilt main server at suitable location	Provision of suitable alternate office location with network access Installation of rebuilt main server and appropriate hardware	OVHA IT support provider	Immediate 24-48hrs
Connection of additional desktop/laptops	Utilisation of suitable devices either borrowed, purchased or in storage	OVHA	Immediate/48hrs
Re-establishment of key business systems	Critical business systems should now be available from the installation of the server including SDM, E-mail and web activities.	IT support provider Telephone system provider Website provider	24-48hrs
Re-establish individual user access	Re-connect individual staff users to their accounts (own e-mail and files etc.)	IT support provider / OVHA	48hrs (dependent upon suitable number of computers)

1. Data

Currently the Association's network server is being imaged each night by Symantec Backup Exec System Recovery (BESR). This BESR image is being copied out to an RDX format hard drive within the main server and on to a network attached DR PC. Once the image has been copied to the internal fixed drive it is then copied on to a removable RDX cartridge that is then taken offsite and is rotated on a daily basis. One copy is always held off-site.

Should the Association's network or building become inaccessible for a period of time this is when the DR plan would take effect. The first step involved in implementing the DR plan would be for OVHA to contact ITFA and arrange with them to pick up the most recent RDX cartridge available containing the server images.

This would be taken to ITFA's office where it would be loaded on to a standby server. Once this has been done and tested locally ITFA would deliver it to a pre-determined location (most likely the Lochgelly Business Centre). Remote access can also be permitted if required.

Staff would then be able to access the server that would be showing as a live system up to the latest DR PC image.

2. Voice
OVHA would contact ITFA who in turn would contact VoiceNet. VoiceNet would arrange with for a divert of the OVHA main number to ISDN lines in the Lochgelly Business Centre. These temporarily diverted calls would be distributed to phone extensions within the building and VoiceNet will be able to program these remotely. The OVHA phone system is cloud-based, i.e, has no physical controller devices on-site beyond the handsets themselves. In the event of a loss of the phones currently in place in OVHA head office, VoiceNet would replace our handsets with preconfigured devices that would only require a broadband connection to permit receipt of calls on our existing numbers.

VoiceNet
C/O 8x8 Solutions
Oxford House, Bell Business Park, Aylesbury, Bucks, HP19 8JR
D: 0207 096 6000 | F: 0870 6220666 |

During the period that the original server is out of commission for whatever reason the standby server will be imaged in a similar manner to the original one. This means that when the original server is available again then the images will be transferred back over to this. The data recovery part of this exercise will be wholly managed by ITFA and will be tested on an annual basis. ITFA will also manage the telephony part of the DR plan so that the Association has a single point of contact in the event of a building or network disaster. ITFA will assist the Association with sourcing a replacement server and any other hardware as part of the DR/Business Continuity Plan should the original hardware be deemed unusable.

As would normally be the case with an instance where IT Equipment has been damaged by fire, flood etc it is expected that insurance policies would pay for replacement hardware. Additional ITFA charges would only apply if we were required to re-install/configure replacement equipment for example new desktop PC's – the server rebuild will be covered by the DR contract.
All of the engineering costs will be met by ITFA for a single instance of such a disaster where it is deemed necessary to implement the DR plan. Any further instances of the DR plan being implemented within the 12 months period of the DR contract will attract engineering charges at a rate of £75 + VAT per hour. No other charges will apply.

Appendix 3   List of external agencies to be contacted urgently

AGENCY	TELEPHONE NUMBER	E-MAIL ADDRESS
NorthSouth Comunication (Tenant Miners Institute)	01592 782144	enquiries@northsouthcommunication.co.u
Clarkson Hamilton (Solicitors)	01592 268608	gclarkson@clarksonhamilton.co.uk breception@bairdco.co.uk
Chiene & Tait	0131 558 5800	dave.roberts@chiene.co.uk generalenquiries@chiene.co.uk
ECD Architects	0141 948 0600	ecda@ecda.co.uk
Fife Arts & Theatres Trust, Art Shack, (now scout hall, needs updating)	01592 583354	Helpdesk.erts@fife.gov.uk
Fife Council – Housing & Neighbourhood Services	08451 550033 08451 550000	Fife Direct web site
Fife Council – Local Offices	08451 550000	
Fife HA Prism Property Solutions	01383 606162 01383 608163	info@fifeha.org.uk _Repairs@FIFEHA.ORG.UK
Fire Service	0808 100 3141	fire.safety@fife.gov.uk
F3 Building Surveyors (planned maintenance contractors where contracts are in progress)	0131 554 8050	info@F3surveyors.com David.Bonar@f3surveyors.com
Kingdom HA	01592 631661	kingdom@kingdomhousing.org.uk
Glen HA	01592 621188	info@glenhousing.co.uk
Brightridge	0131 202 0777	support@brightridge.co.uk
Kingdom Gas - Gas Maintenance Contractor	01334 650452	billy@kingdomgas.co.uk
VoiceNet Solutions (Telecoms Provider)	0207 096 6000	
Royal Bank of Scotland (Corporate – Howard Mole)	0141 224 0592	howard.mole@rbs.co.uk
Scottish Power		contactus@scottishpower.com
Scottish Housing Regulator	0141 271 3810	shr@scottishhousingregulator.gsi.gov.uk

Scottish Gas	0800 048 0202	
Scottish Autism – South Street, Lochgelly - Felicity Lister Service Manager	Main Contact	Felicity.Lister@scottishautism.org **www.scottishautism.org**
Sharp Homes - Ore Valley Enterprises – South Street, Lochore.	07748596479	jim@sharphomes.co.uk Jim McGuire Construction Director
Reactive Maintenance Contractor	PRISM Property Solutions Freephone Number: 08000 274 007	repairs@fifeha,org.uk

As a minimum, the following should be provided with an update and emergency contact details. In some cases, practical assistance may be sought as determined by the EMT.

Appendix 4 - Staff Contact Details

Name	Address	Contact Number(s)
Andrew Saunders	6 Lochlea Grove KIRKCALDY Fife KY2 5SZ	Home: 01592 269 366 Mobile: 07748183094 E-mail Address - p_pui@hotmail.co.uk
Kerry McLeod	28 Bendachin Drive Dunfermline Fife KY12 7RZ	Home: 01383 739569 Mobile: 07825599307 E-mail Address – kerry-mcleod@sky.com
Colin McInnes	4 Smithyhill Cottages Cameron Bridge Windygates Fife KY8 5RW	Home: 01592 712928 Own Mobile :07599727851 Work Mobile: 07771578291 E-mail Address - colin.mcinnes719@btinternet.com
Ann Millett	9 Glendevon Place KIRKCALDY Fife KY2 6YN	Home: 01592 591754 Mobile :07854662675 E-mail Address – annmillett@hotmail.co.uk
Nick Clark	2 Clerwood Terrace Edinburgh EH12 8PG	Home: 0131 476 4458 Own Mobile : 07896791207 Work Mobile: 07775812298 E-mail Address – nicholasclark13@gmail.com
Joanne Cargill	52 Ardross Place GLENROTHES Fife KY6 2SQ	Home: 01592 773290 Mobile :07792770017 E-mail Address -
Max Scotto	7 Laurence Park Kinglassie Fife KY5 0YE	Home: 01592 882660 Mobile :07981038873 E-mail Address -scottomax@hotmail.com
Ryan Doyle	42 Dundonald Park Cardenden Fife KY5 0BZ	Home: 01592 720082 Mobile: 07414663702 E-mail Address – ryandoyle93@hotmail.com
Vicky Murdoch	28 Keirs Brae Cardenden Fife KY5 0QD	Home: 01592 722676 Mobile :07725538024 E-mail Address - vicky110574@aol.com
Karen Burt	1 Keirsbeath Court KINGSEAT Fife KY12 OUE	Home: 01383 724437 Mobile :07903155822 E-mail Address - k_burt@hotmail.co.uk
Tommy Braid	17 Fernbank Avenue Windygates Fife KY8 5FA	Home: 01333 352023 Mobile :07752360014 E-mail Address - sazjack@hotmail.com
Kittaya Sung	26 Burnside Road, Rosyth, Fife KY11 2NX	Home: None Mobile :07574354370 E-mail Address -
Keith Marley	12 Netherby Park Balgeddie GLENROTHES Fife, KY6 3PL	Home: 01592 744096 Mobile : 07771578351
	24 Iona Park	Home: 01592 741916

Terri Grubb	Glenrothes Fife KY7 6NU	Mobile :07980290999 E-mail Address - teri@terrasphotography.co.uk
Kerry Curtis	24 Balmanno Green Glenrothes, KY7 4DT	Home: 01592 773865 Mobile: 07894859503 E-mail Address -
Maryjane Elder	14 Union Street Kirkcaldy Fife KY13DN	Home: 01592 651137 Mobile :07740361676 E-mail Address – maryjaneelder@btinternet.com

Appendix 5   Board Contact Details

Name	Address	Phone	e-mail Address
Tom Allan	1 Balderan Drive, Cardenden, Fife, KY5 0LF	Mobile: 07526663445	Home: tallan251@yahoo.com
Andrew Gibb	19 Whitehall Avenue Cardenden Fife KY5 0PH	Home: 01592 723054 Mobile: 07749094571	Home: adgibb@hotmail.co.uk Work: andrew.gibb@ochilviewha.co.uk
Keith Pattenden	109 Craigside Rd Cardenden KY5 0LX	Mobile : 07527078482	Home: keithpattenden@yahoo.co.uk
Alan Davidson	22 Venturefair Avenue, Dunfermline, Fife KY12 6PF	Home : 01383 729810 Mobile : 07883041520	Home: alandavidson@talktalk.net
Rory Gaffney	40 Buie Brae, Kirkliston, Edinburgh EH29 9FP	Home: 0131 333 0628 Work: 0131 524 2525 Mobile: 07736497152	Home: rorygaffney@hotmail.com Work: Rory.Gaffney@Cairnha.com
Mark McLintock	4 Lower Glebe Aberdour Fife KY3 0XJ	Home : 01383 860429 Mobile :07805540999	Home: mmclintock@aol.com
Rosalind Eals	Greenlea The Feus Freuchie Fife	Home : 01337 858717 Work : 01592 641968 Mobile :07840416861	Work: rosalind.eals@ffotra.co.uk
Tom Dougan	16 Hoptoun View Dalgety Bay Fife KY11 9NS	Mobile: 07802 886670	Home: tomdougan@btinternet.com
Susan McDonald	44 Duddingston Park Edinburgh EH15 1JY	Home: 0131 620 3458 Mobile: 07771825060 Work: 0131 222 9824	Work: SMcDonald@hbjgateley.com Home: susmcdonald@me.com