

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Appendix 3: Disaster Recovery & Business Continuity Policy

Recovery Action Plan: Housing Services

ACTION	WHO	0-4 hrs	4-8 hrs	8-12 hrs	12-24 hrs	Day 2	Day 3
Ensure phones are diverted; mobile phones utilised	MM						
Re-locate all staff: home working	SMT						
Alternative location	SMT						
Communicate with tenants using an agreed method most likely to be electronic communication combined with a leaflet drop where feasible and phones	All Staff Including Trades Team						
Decide what work can be carried out with limited resources	SMT						
Advise key contacts of situation (SHR, Contractors, Suppliers)	SMT Staff						
Ensure access to IT Systems for all staff (if staff have access to hardware and secure Wi-Fi). If replacement hardware is required, this may take up to 24 hours	MM Konex IT Support						

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