

NORTH VIEW Housing Association

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

Appendix 4: Disaster Recovery & Business Continuity Policy

Recovery Action Plan Gas Contractor Ceases Trading

| ACTION | WHO | 0-4 hrs | 4-8 hrs | 8-12 hrs | 12-24 hrs | Day 2 | Day 3 |
|--|---------------------|---------|---------|----------|-----------|-------|-------|
| Assess likely impact on Services to tenants, including health and safety | Maintenance Manager | | | | | | |
| Identify outstanding works and tenants affected (prioritise emergency repairs) | Maintenance Team | | | | | | |
| Identify suitable other contractors, agree rates etc | Maintenance Manager | | | | | | |
| Contact tenants to advise when outstanding repairs will be completed | Maintenance Team | | | | | | |
| Reprogramme any servicing works ensuring statutory timescales are met | Maintenance Team | | | | | | |
| Advise affected tenants of new programme date | Maintenance Team | | | | | | |
| Formalise any new contracts | Maintenance Manager | | | | | | |

NORTH VIEW HOUSING ASSOCIATION

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