

# **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**

<b>ACTION</b>	<b>WHO</b>	<b>0-4 hrs</b>	<b>4-8 hrs</b>	<b>8-12 hrs</b>	<b>12-24 hrs</b>	<b>Day 2</b>	<b>Day 3</b>
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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