

Severe Weather Business Continuity Plan

2025/26 Severe Weather

Gas Safety and Day to Day Repairs Services

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2025/26 Severe Weather

Building Safety and Day to Day Repairs Services

Background

Severe or extreme weather comes in many forms and is becoming increasingly prevalent and can occur in any part of the UK. We recognise severe weather conditions as a significant risk to providing services for our tenants and this plan explains how we will respond to severe weather warnings in the areas we operate.

It's important we ensure all our colleagues and contractors understand what we need to do and who is responsible for managing any event where demand for our repairs services exceeds delivery capabilities. Please read in conjunction with our Emergency Response Plan (ERP).

What's the purpose of our plan?

Our Severe Weather Business Continuity Plan for Gas and Day-to-Day Repairs Services addresses our emergency response in the event of forecast or actual severe weather, including the following:

- Severe gales
- Storms
- Heavy snow/blizzards/prolonged frost
- Heavy rain
- Thick fog
- Any other unforeseen event that causes excess demand for our repairs services

Our objectives:

- To empower and enable proactive, coordinated management of any severe weather incident;
- To make sure appropriate action is taken in a timely way across our organisation;
- To improve our strategy for dealing with severe weather incidents;
- To make sure there's a coordinated approach with partners during any severe weather incident and;
- To provide all of our teams with a detailed list of contacts and actions required following notification of severe weather.

Who's responsible and what's their role?

Executive Director of Property Services

Responsible for our Severe Weather Business Continuity Plan for Gas and Day to Day Repairs Services. They will make sure that whenever the plan's activated we work together to gain a satisfactory outcome.

Severe Weather Action Group (SWAG)

If severe weather is forecast, SWAG will come together to agree an appropriate action plan to manage the expected impact on service provision.

Our Executive Director of Property Services, Chairs SWAG. This is deputised by the Director of Building Safety.

Director of Building Safety/Director of Repairs and Maintenance

Both are responsible for maintaining and delivering our Severe Weather Business Continuity Plan for Gas and Day to Day Repairs Services.

Severe weather alerts

The Met Office's National Severe Weather Warning Service (NSWWS) gives notice of periods of severe gales, heavy rain, heavy snow and icy roads, thunderstorms and lightening, heat and sun and dense fog. The NSWWS provides the following warnings:

Type of Warning	Description	Severe Weather Status
Early Severe Weather Warning	These indicate events likely to result in widespread disruption. They're issued when the Met Office is over 60% confident of severe/extreme weather occurring in the next few days, in some part of the UK. Messages may be issued up to five days in advance, however this is dependent on whether the confidence of forecasters is high enough.	Amber
Flash Message of Severe Weather	These indicate that weather events are likely to result in considerable inconvenience to a large number of people and/or present a danger to life. They are issued when the Met Office is more than 80% confident severe weather is expected in the next few hours. Messages are issued up to six hours in advance with a preferred minimum lead time of two hours.	Red

Severe weather response

An effective response to severe weather depends largely on accurate and timely weather forecast information. Weather forecast information will be reviewed on a daily basis then shared on our intranet and external website.

Keeping people informed

Our Head of Building Safety, Head of Gas and M&E Services and Head of Repairs and Maintenance will be responsible for making the decision to activate the Severe Weather Contingency Plan. Our Communications and Marketing team will ensure that all colleagues, including our Repairs Hub are aware that a warning has been issued, our level of emergency and the actions already in place and to be taken (see separate winter weather communication action plan). Contractors have a duty to communicate the plan to all of their operatives and any other relevant staff or sub-contractors.

How do we prioritise repairs?

During periods of severe weather, the volume of tenant calls for gas and day-to-day repairs services increase significantly. Where demand for gas and day-to-day repairs exceeds our ability to provide our tenants with our regular response timescales, we will prioritise appointments based on characteristics of vulnerability outlined in the table below.

Identifying vulnerable tenants

Characteristic	Priority status
Frail elderly (75+)	✓
Mobility Impaired	✓
Long-term/serious health conditions	✓
Serious, poor mental health conditions	✓
Children with disabilities	✓
Pregnant women and newborn babies <3 months	✓

The above table is for guidance only. Please gain approval from a manager if a tenant is considered vulnerable but doesn't fall within one of the listed categories, before raising a repair. Once approved please include priority notes in the works order description for the contractor/repair's operative.

Post severe weather event

Once the severe weather event has passed, the recovery process will be initiated. This will require contractors and our in-house maintenance team to provide an action plan to us within 24 hours, detailing the backlog of repairs by type, status and estimated completion dates. Performance on the recovery stage will be robustly monitored to make sure tenant service standards resume to regular timescales as soon as practicable.

How will we make continued improvements?

Learning from our experience

We'll use the results of any testing and observations made during a live incident to review our plan and make necessary improvements within this or any other associated procedures. A review will take place after any incident has occurred, to make sure we learn from our experience.

Monitoring and reviewing plans

The Severe Weather Business Continuity Plan for gas and day to day repairs services will be reviewed at least every twelve months, to make sure information is current, and updated where necessary. If information on the plan is changed, the version number will be updated and changes recorded in our master copy.

When do we activate our plan?

Our Severe Weather Continuity Plan follows three impact status levels:

Status	Description
GREEN	This is -the minimum state of alert during the winter period. Normal service and attendance by contractors within published service standards
AMBER	This state of alert is triggered when severe weather is expected to have a significant impact on service delivery for the business. The information provided by the Met Office should be used to plan a response to deal with the forecasted weather by the Head of Gas and M&E Services, Head of Building Safety and the Heads of Repairs to mitigate the risk following such alerts.
RED	This state of alert is dependent on the type, severity and lead-in time of the weather, the response maybe treated as a high state of alert.

APPENDIX A

The following table highlights scenarios and trigger points, status levels and key actions we should take in the event of extreme/severe weather conditions which may cause an interruption to our services to tenants:

Green status

Scenario	Standards expected
Our gas contractor calls requesting us to launch an amber status. Due to heavy frost in a specific local area they wish to reduce service standards as they claim not to be able to meet them	Green status is the minimum state of alert for weather warnings. When Green status is active we should deliver normal service and attendance within published service standards. Gas Repairs Response Targets Emergency: within 4 hours. Urgent: within 24 hours. Routine: within 14 working days Day to Day General Repairs Targets Emergency: within 24 hours. Routine: within 28 working days

Actions required

1. This is a local issue. The Head of Building Safety, Head of Gas and M&E Services and the Head of Repairs and Maintenance will advise relevant contractors where resource is affected by new weather conditions and the volume of repairs requests is high.
2. We expect them to remobilise engineers from other to meet demand.
3. Contractors are required to provide us with regular updates about how the situation is being managed at 9.00am, 12.00pm and 5.00pm, highlighting actions taken to meet demand.
4. During the winter period (End of October to end of March) our hub repairs team will use our 'Vulnerability table' to priorities emergency repairs for between 8.00am - 7.00pm. During this time contractors will attend repairs on the same day to provide at least additional heating.
5. Between 7.00pm - 8.00am again, the vulnerability of the tenant will be highlighted and the contractor will endeavor to priorities these repairs and attend next morning.
6. Emergency repairs requests from non-vulnerable tenants will be dealt with as per our normal service standard (within 24hrs). Any tenant with no heating or hot water will be prioritised.
7. Our repairs hub is expected to inform our Pinnacle OOH service of our winter emergency priority guidelines for vulnerable tenants.
8. Gas servicing access messages to tenants should advise that during Severe Weather conditions we may not be able to meet appointments made and explain next steps.
9. During winter period (End of October to end of March) all letters to tenants from Repairs and Maintenance team should set expectations about services in the event of severe weather and where to find out more.

Amber Status

Scenario	Standards expected
It's forecast to snow across 75% of the West Midlands followed by three days of sub-zero conditions.	An Amber status alert is triggered when severe weather is expected. Both us and contractors should use the information provided by the Met Office to plan a response on how to deal with the severe weather forecast. Gas Repairs Targets Emergency: Within 6 hours Urgent: Within 48 hours Routine: Within 14 days Day to Day General Repairs Targets Emergency: Within 48 hours. Routine: Within 35 working days

Actions required

1. Our Head of Building Safety, Head of Gas and M&E Services and the Head of Repairs and Maintenance will speak to our contractors before 9.00am to launch Amber status.
2. A senior manager from Building Safety will call and email the Strategic Communications team to advise on the status level of our severe weather plan.
3. Our Strategic Communications team will ensure all employees, including our repairs hub, are aware that a warning's been issued considered to be of concern, the level of the emergency and actions being taken in respect of changes to service delivery timescales.
4. Repairs hub prepare tenant phone message, advising of Amber status repairs targets and the actions being taken in respect of changes to service delivery timescales.
5. Contractors to plan for three-day weather event, including arrangements to draft in additional resource. Contractors to inform Building Safety team of additional resources deployed to meet forecast weather event.
6. Where necessary, contractors may request authorisation for a temporary suspension on routine gas servicing (not if at NSP stage) and at the last resort cancelling installations.
7. Contractors will ensure all tenants with cancelled appointments are contacted (preferably via phone, SMS text message) and informed about the cancellation, with an explanation given and new appointment raised, to be prioritised once weather event improves.
8. A daily list of all cancelled appointments must be forwarded to us by our contractors by close of play.
9. Repair emergencies between 8.00am to 8.00pm will be prioritised for vulnerable tenants using the "Vulnerability table". During these times contractors will attend repair same day to provide at least additional heating.
10. Between 8.00pm and 8.00am again the vulnerability of the tenant will be highlighted, and the contractor will endeavour to prioritise these repairs, attending the next morning.
11. Non-vulnerable tenant emergency repairs will be dealt with as per Amber service standard (within 48hrs).
12. Repairs hub to ensure Pinnacle OOH service is aware of emergency priority response guidelines for vulnerable tenants and the level of the Severe Weather Plan.
13. Contractors to provide updates at 9.00am, 12.00pm & 5.00pm highlighting actions taken to meet demand (how things are working/volume of jobs/how many completed/how many outstanding/request to change emergency status Amber to Green). This information will be shared with the repair's hub who will also provide an update in regard to how the team are managing the situation.

Red Status

Scenario	Standards expected
December 29 2023: We have survived the first storm, however forecasters have warned that more snow, sleet and sub-zero temperatures will hit large parts of the country and the advice given is not to go out.	Red Status - depending on the type, severity and lead-in time of the weather, the response may be treated as a high state of alert. Gas Repairs Targets Emergency: Within 8 hours Urgent gas repairs: Within 72 hours Routine: Within 25 days Day to Day General Repairs Targets Emergency: Within 72 hours Routine: Within 35 working days

Actions required

1. Follow Amber status actions 1-5
2. We will agree to authorise the temporary suspension of routine gas servicing and installations
3. Contractors will ensure that all tenants with a cancelled appointment are contacted (preferably via phone, SMS text message) to explain the reason for cancellation and arrange a new appointment that will be prioritised once weather improves.
4. A full list of cancelled appointments must be forwarded to us by our contractors. Where contractors are experiencing difficulty resourcing the cancellation of appointments, 50% of cancellations can be forwarded to us for assistance. We will then make arrangements to support contractors in contacting tenants.
5. Emergency repairs between 8.00am to 8.00pm will be prioritised for vulnerable tenants by repairs hub team using our "Vulnerability Table". Contractors will attend these priority repairs on the same day to provide at least additional heating.
6. Between 8.00pm and 8.00am again the vulnerability of the tenant will be highlighted, and the contractor will endeavour to prioritise these appointments, attending next morning.
7. Repairs hub to ensure Pinnacle OOH service made aware of emergency priority response guidelines for vulnerable tenants and the level of the Severe Weather Plan.
8. Contractors to provide updates to us at 9.00am, 12.00pm and 5.00pm about how the situation is managed, highlighting the action they've taken to meet demand (how things are working/volume of jobs/how many completed/how many outstanding and for how long - changing status of Emergency from Red to Amber).
9. Contractors must give us an honest and realistic view on their ability to cope with emergencies raised by our vulnerable tenants. We will then consider matters and take remedial action to address the issue.
10. This information will be shared with the repairs hub who will also provide an update with regards to how the team are managing the situation.
11. Contractors that work with us must provide a relevant action plan

Contact information

Area of support	Name and job title		Contact information
Gas Compliance	Midland Heart		
	Matthew Bhuttay Head of Gas and M&E Services		M: 07920 183255
	Jo Toon Contracts Manager (Gas)		W: 07561 116584
	Makbool Hussain Contracts delivery surveyor (Gas)		M: 07771 937190
	Mark Coleman Contracts delivery surveyor (Gas)		M: 07436 835941
	PH Jones (External contractor)		
	Phil Reynolds		M: 07557 613918
	Richard Jebb		M: 07769 544824
	Chris Griffin		M: 07557 611465
	Sujahn Barhey		M: 07769 544158
Commercial gas	Bradley's (External contractor)		T: 01384 271 911
FRA	David Hodgkins Strategic Fire Lead		M: 07961 173827
	Richard Colley - Fire Risk Technical Lead		M: 07756 228595
Water Hygiene (WH), Asbestos (A) & Lifts (L)	GMS Services LTD- Jamie Green		T: 07445298301
	Rebecca Russell Head of Building Safety Compliance		M: 07706672187
	Catherine Pritchard Property Risk and Compliance Manager (Compliance)		M: 07511867158
	Mathew Morris		M: 07922603468
	DCUK (A) (External Contractor) Jack Beech		M: 07935756833
	Tersus (A) (External Contractor)		T: 0121 270 2550
	Concept Elevators (External Contractor)		T: 01543 273673
	Robert Boaden (concept elevators) (External Contractor)		M: 07764559926

Contact information

Area of support	Name and job title	Contact information
M&E Repairs & Installs (Electric & Fire)	Midland Heart	
	Derren Pearson Contract Manager (Fire & Elec & Install)	M: 07917603707
	Adrian Breedon Contract Delivery Surveyor (Fire & Elec)	M: 07879602979
	Adrian Wilkes Contract Delivery Surveyor (Fire & Elec)	M: 07483949539
	Michael Constable Contract Delivery Surveyor (Fire & Elec)	M: 07599 101244
	EA-RS (Formerly CCSS - External Contractor)	
	Claire Hicks	T: 0121 604 4499
	OpenView (External Contractor)	
	Adrian Pickard	M: 07989 547 579
	Dodd Group (External Contractor)	T: 01902 714079 or 0121 565 6010
In House Maintenance Team	Rikki Kerr - Head of Repairs & Maintenance	M: 07519 995838
	Kevin Holmes – Operations Manager (North)	M: 07887 822837
	Richard Thornewill – Operations Manager (Central North)	M: 07860 695783
	Darren Poole – Operations Manager (Central South)	M: 07436 795929
	Sunita Dhunna – Operations Manager (South)	M: 07858 678885
	George Morgan – Planning Supervisor	M: 07842 634337
	Specialist Repairs (Awaabs Law, Damp, Mould, Disrepair & FRA)	
	Usman Ahmed – Head of Specialist Repairs	M: 07745 644196
	Danielle McCarthy – Operations Manager	M: 07540 282675
	Out Of Hours	
	Out of hours – 1 st Escalation	M: 07545 092391
	Out of hours – 2 nd Escalation	M: 07767 440345

Contact information

Area of support	Name and job title	Contact information
Repairs Hub	Midland Heart	
	Joanne Brown, Team Leader (Housing Hub)	W: 0345 60 20 540
	Shuborne Daley, Team Leader (Housing Hub)	W: 0345 60 20 540
	Natalie Jenns, Team Leader (Housing Hub)	W: 0345 60 20 540
	Noella Jarvis, Customer Hub Team Leader	M: 07751 729 273
	Yashbal Kaur Randhawa, Customer Hub Team Leader	M: 07541 612 150
	Matthew Anderson, Customer Hub Team Leader	M: 07596 890 995
	Rachel Babington, Customer Hub Team Leader	M: 07751 729 272
	Kinder Dosanjh, Customer Hub Team Leader	M: 07594 780 953
	Sean Jacks, Senior Team Leader	M: 07523 400 085
	Munny Chahal, Senior Team Leader	M: 07523 400 072
	Naz Sanghar, Head of Customer Service	M: 07519 749874