

West Whitlawburn Housing Co-operative

Severe Weather Emergency Plan

We have put in place an emergency plan to minimise possible disruptions due to severe weather as far as possible. Staff will always make best efforts to attend work during periods of severe weather but this may not be possible on occasion.

1. Office Closure

During periods of severe weather, the Director will determine if the office is to close in consultation with the Chairperson.

2. Service Levels

At periods of minimal attendance, staff will deal with emergency items. Appointments will be covered where possible and cancelled with as much notice as possible, where cover is not possible.

3. Concierge Service

The Concierge Manager will endeavour to ensure there is concierge cover at all times. At such times of reduced concierge staffing will need to prioritise work and deal with emergency items.

4. Gritting and Snow Clearing

We will ensure that paths are kept as clear as possible. This will, at times, be dependent on contractor's ability to travel to the area.

5. Resource Centre

Service levels will be determined based on which staff are present. If the Centre is closed, user groups will be informed with as much notice as possible.