

## Manufactured Home Community Business Continuity Plan

<b>Business/Community Name:</b>			
<b>Phone Number:</b>			
<b>Mailing Address:</b>	<b>Street:</b>		
	<b>City:</b>	<b>State:</b>	<b>ZIP:</b>
<b>Prepared by:</b>		<b>Title:</b>	
<b>Date Completed:</b>		<b>Date Updated:</b>	
<b>Signature:</b>			

### **1. Purpose**

This Business Continuity Plan was developed as a guideline for the operators and administration of \_\_\_\_\_ in order to minimize disruption of normal services to its clients/residents and to provide protection and safety during an emergency. Emergency response planning should be a coordinated and planned process. Proper planning can lessen the impact of an emergency. This plan was designed to address various emergency hazards that may occur in communities and mitigate loss in the event of a business interruption.

An effective Business Continuity Plan takes regular review and practice to make sure the plan is current and will work as intended. This plan should be reviewed and tested every 6 months. Testing includes verifying the contact names and phone numbers are current.

### **2. Emergency Response Actions**

*The following are the action steps that will be followed for all emergency situations:*

- A. Take or direct any **immediate** response measures that are obviously needed to reduce risk to the public (see specific emergency response action below).
- B. Notify \_\_\_\_\_  
(name management to be notified and any emergency contacts).
- C. Determine and implement other appropriate corrective actions to reduce and eliminate the effects of the emergency and reduce any potential loss in a safe manner.
- D. Inform clients/residents of the emergency situation as soon as possible, and again as the status changes.

During any type of emergency, the following persons will be in charge of the responsibilities below (contact in order indicated):

Order	Name	Position	Cell Phone	Secondary Phone	Role/Responsibility
1					
2					
3					
4					
5					
6					

### **3. Description of Response Actions for Specific Emergency Scenarios**

#### **A. Power Outage**

Immediate Actions: Management to contact power supply company. Electrical contractor to be notified if power issue results from damage to park owned utilities.
Other Actions: Notify tenants of amount of time is expected before power is restored.

#### **B. Severe Weather**

Immediate Actions: Notify management and any maintenance staff. Walk park to identify park owned unsecured property
Other Actions: Notify tenants to secure all outside unsecured property.

#### **C. Terrorism, Vandalism or Major Accident (actual or suspected)**

Immediate Actions: Contact management / ownership. Ownership/management should contact both legal authority in charge as well as insurance agent.
Other Actions: Have on premises management and personnel perform an initial damage assessment. Contact contractors on key contact list below to perform additional assessments or repairs as needed.

#### 4. Emergency Contacts

Organization	Contact Name	Phone #	Cell #	Email
Fire Department				
Police Department				
Emergency Medical Service				
Electric Utility Provider				
Gas Utility Provider				
Water/Sewer Utility Provider				
Other:				

#### Cleanup and Repair Key Contacts

Organization	Contact Name	Phone #	Cell #	Email
Debris Removal				
Carpentry				
Plumbing				
Electric				
Home Installation				
Other:				

#### 5. Communications

*In the event of an emergency, the primary line of communication will be (check one). Texting is recommended post large scale storm/hurricane. It is the most likely message to get through when lines/service is limited:*

- Telephone: \_\_\_\_\_  
 Cellular Phone: \_\_\_\_\_  
 Radio System: \_\_\_\_\_  
 Other: \_\_\_\_\_

*If the primary line of communication is not functional, the backup line of communication will be (check one):*

- Telephone: \_\_\_\_\_  
 Cellular Phone: \_\_\_\_\_  
 Radio System: \_\_\_\_\_  
 Other: \_\_\_\_\_

Alternate forms of communication include:

A. \_\_\_\_\_

**Phone Service Emergency Provisions:**

In the event that the phone lines are not functioning, the phone company will be informed. The manager in charge will also inquire how long the facility will be without phone service.

Key personnel contact information

Organization	Contact Name	Phone #	Cell #	Email
Ownership				
Management				
Management				
Employee				
Employee				
Employee				
Other:				

**6. Facility Preparations for Severe Weather**

- A. If you are in a particularly hurricane-prone area, or your property lies along a coastline, consider purchasing a National Oceanic and Atmospheric Administration (NOAA) Weather Radio with a warning alarm tone and battery backup to listen for hurricane watches and warnings.
- B. Establish the following procedures:
  - 1) Facility Shutdown
  - 2) Warning (employee / clients / tenants)
  - 3) Evacuation (employee / clients / tenants)
  - 4) Property Damage Documentation
    - i. Could include a written report, and should include photographs and/or video documentation.
  - 5) Emergency Repair
    - i. Plan to provide temporary securement of the property for damage, such as broken windows letting in rainwater or potential criminal activity, etc.
- C. Create plans to secure:
  - 1) Roof fixtures
  - 2) Skylights
  - 3) Facility exteriors
  - 4) Outside equipment and structures
- D. Depending on your location, consider the best way to protect windows, either by installing permanent storm shutters (which offer the best protection), or by covering windows with 5/8' marine plywood prior to the storm. Be sure you have these materials on hand well in advance of a potential storm.

- E. Determine if there is a need for:
  - 1) Alternate power sources such as generators, gasoline-powered pumps, or battery-powered emergency lighting well in advance. Keep this equipment serviced and maintained.
  - 2) Damming and diking supplies (such as sand bags) to protect the property from floodwaters.
  - 3) Portable and fixed sump pumps to remove floodwater.
- F. Have contacts or agreements with key contractors in place so you will be a first priority customer during an emergency.

### ***7. Business/Office Operational Preparations***

- A. Create a records retention policy and obtain backup programs to ensure vital business records and computer data are not lost during a storm.
  - i. Receivables and payables
  - ii. Key business contacts
  - iii. Customer records
  - iv. Agreements/Contracts
- B. Be prepared to move your records, computers, and other valuable items to a protected place within your facility or to another location in the event of a storm emergency. Or duplicate your important records and papers, storing them in a secure (offsite) location. Use a data storage firm that offers offsite and online backups of computer data. Update your back-ups regularly.
- C. Provide for monitoring of equipment processes that must remain on during a storm.
- D. Create a plan for shutting down electric equipment during a power interruption to reduce start-up loading.

### ***8. Relocation Strategy or Alternative Business Site:***

In the event of a disaster or disruption to the facilities, office, or community, the strategy is to recover operations by relocating to alternate sites, if possible. Remember that when a catastrophe strikes, many other companies may also be seeking alternate locations for the continuance of operations. Therefore, it is important to secure these locations now. Meet with the appropriate personnel of these alternate sites to reach a formal or informal agreement, which will allow your operation to utilize the necessary space. Communicate with those parties on a periodic basis (annually is preferred) to refresh and update the arrangements.

The short-term strategies (for disruptions lasting two weeks or less), which have been selected, include:

Primary Location	Alternate Business Site

For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); the above strategies will be used in the short-term (less than two weeks). The long-term strategies could include acquiring/leasing and equipping new office space in another location in the same area, if possible.

**9. Recovery Operations**

Returning to normal operations is vital to rapid restoration of a clean, safe community or facility and is essential to the assessment and recovery process. The following is a checklist of actions to be taken during the recovery period. A copy of this checklist will be kept for each emergency event. Below is a preliminary damage assessment checklist to be used in the recovery process.

Assessment and Recovery Period Checklist

- Perform in-depth damage assessment of community/facility to determine long-term effects of damaged areas.
- Take photos or video of damage and prepare a preliminary damage report.
- Notify insurance broker and/or applicable insurance carriers. Provide written and photo documentation of damage.
- Assist in the survey of emergency repairs and scheduling of permanent repairs.
- Inventory repair supplies used and replace stock.
- Make sure clients/tenants are communicated to/informed throughout the extent of the emergency.
- Prevent additional damage to property or facilities, if safely possible. (e.g., placing tarp over a damaged roof so that additional damage to contents is not sustained)
- After a storm, the following can help reduce damage to property:
  - Clean and dry everything that got wet with fans and dehumidifiers
  - Raise wall to wall carpets to allow air to circulate
  - Clean wooden furniture as quickly as possible
  - Give special care to antiques, paintings, art objects, silver and brass
  - Thoroughly document any damage with photographs and video for insurance reporting
- Notify manufactured home producers or retailers and make arrangements for quick replacement of park owned/rented units.