

Standard Operating Procedure (SOP) for Employing a Permanent Maid in Amaze by Urban Tree Apartment

1. Purpose

To establish **clear and structured guidelines** for residents employing permanent maids, ensuring **safety, accountability, and compliance** with society regulations.

2. Scope

This SOP applies to **all residents and domestic staff** working in the **[Apartment Name] Residential Society**. It covers aspects such as **employment procedures, safety measures, conduct expectations, and grievance handling**.

3. Registration & Verification Process

Step 1: Submission of Employment Request

- Residents must **submit a formal request** to the **Society Management Office** before employing a permanent maid.
- The request should include:
 - Maid's **full name, contact details, and residential address**.
 - Copy of **Government ID proof (Aadhaar, Voter ID, Passport, etc.)**.
 - Employment agreement details (**working hours, salary, benefits**).
 - Background verification certificate** (*if available*).

Step 2: Security Verification

- The Society Office, in coordination with the **Security Team**, must:
 - Verify identity & previous employment (if applicable).
 - Conduct a **basic background check** for security purposes.
 - Ensure proper registration for **entry/exit tracking** within the premises.

Step 3: Approval & ID Issuance

- Upon successful verification, a **Maid Entry Pass & Society ID** is issued.
- Maids may be **registered in biometric security systems** (if applicable) for easy access tracking.
- Access limitations to **specific blocks or floors** may be enforced.

4. Work Timings & Entry Protocols

- **Allowed Work Hours:** [X AM – Y PM], as per society norms.
- **Restricted Hours:** Maids must vacate premises by [Z PM], unless approved by the resident.
- **Emergency Stay Protocol:** If a maid needs to stay overnight, residents must obtain **prior approval from the Society Office**.
- **Visitor Restrictions:** Maids **cannot bring visitors** into the society without approval.

5. Conduct & Ethical Employment Guidelines

Maid Responsibilities

- **Professional behavior**, maintaining hygiene and ethical work practices.
- **Respect for common areas** and non-interference with other residents.
- **Proper waste disposal** procedures must be followed.
- **Prohibition of misconduct** such as unauthorized entry into flats or misuse of amenities.

Resident Responsibilities

- **Fair wages & ethical treatment**, ensuring compliance with labor laws.
- **Timely payment of salary**, preventing exploitation.
- **Monitoring conduct** to avoid unnecessary disturbances.
- **Reporting misconduct** to the Society Office.

6. Security & Background Monitoring

- Maids must **carry their society-issued ID** at all times.
- Society reserves the right to conduct **periodic security verification**.
- Any suspicious activity **must be reported** immediately to the Security Team.

7. Exit Procedures & Termination

- Residents must **inform the Society Office** if they discontinue maid services.
 - **Society ID & security access must be revoked** immediately after termination.
 - Any financial dues or misconduct complaints must be **resolved before exit**.
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8. Grievance & Dispute Resolution

- Any concerns related to **misconduct, payment disputes, or unfair treatment** must be reported to the Society Office.
 - **First step:** Attempt an amicable resolution between resident and maid.
 - **Second step:** Escalation to **Society Management Committee** for review.
 - **Final step:** If necessary, **legal assistance or labor authority intervention** may be sought.
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9. Annual Review & Amendments

- The SOP will be **reviewed annually** by the Society Management Team.
 - Amendments will be made based on **resident feedback, security updates, and labor law changes**.
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10. Contact Information

For inquiries, contact the **Society Management Office** at **[Phone / Email]**.
