**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**.

**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.

**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**.

**10. Contact Information**

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