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Editor. Hsg. Times

Date- 22/06/2020

SOP for Housing Societies

Considering the volatility of the containment zones and the increasing number of positive cases around us daily, In this regard, Central Government and State Government have issued various guidelines in this respect . Accordingly Commissioner of Police, Commissioner of BMC have issued certain guidelines Time and Again .

Till date there are no specific guidelines issued by the State Government including Co-operative Department particularly related Housing Societies. As stated in our letter, we are of the opinion that some general guidelines are required to be issued commonly in the interest of Housing Societies and their Members.

Housing Societies can adopt these Guidelines as per their size and Geographical Locations.

Housing Societies in Mumbai can be categorized as.

1. Societies those who have all resources to manage the situation.(**Resources** like, Watchman, Housekeeping and so on)
2. Societies where maximum members are senior citizens who manage the society.
3. Other small and General societies which do not have resources

1. Domestic Help / Caregivers (Staying 24 hrs.)

- a) All 24 hour domestic help /caregivers allowed provided they fulfill the conditions below.
- b) Address proof is required to verify that help does not come from a containment area.
- c) Medical clearance certification of the Domestic Help should be submitted for review prior to arrival and then the original submitted on arrival at Gate for Society records.
- d) The help will be restricted from moving out of the premises once approved and Residing in the society , unless in case of medical emergencies.
- e) Members are responsible for any actions/ in-actions of the help and he/ she shall be Member's sole responsibility (including Medical expenses etc., as necessary).
- f) In case of any ill health of the domestic help or caregiver, member shall be under obligation to inform the Society and or Managing Committee and take immediate steps to ensure medical attention / support is provided and indemnified by the member.



The Mumbai District Co-op. Housing Federation Ltd., Mumbai

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2. Domestic Help / Caregivers / (Daily basis)

- a) All domestic help /caregivers allowed provided they fulfill the conditions below.
- b) Address proof is required to verify that help does not come from a containment area.
- c) Daily Checking of Temperature and Oxygen Level to be done at the Entry Gate of the society. Mask and Hand Gloves to be worn compulsory at all the time.
- d) Medical clearance certification of the help should be submitted on arrival at Gate for Society records.
- e) The help will be restricted from moving out of the premises once approved and residing in the society , unless in case of medical emergencies.
- f) Members are responsible for any actions/ in-actions of the help and he/ she shall be member's sole responsibility (including Medical expenses etc., as necessary).
- g) In case of any ill health of the domestic help or caregiver, member shall be under obligation to inform the Society and or Managing Committee and take immediate steps to ensure medical attention / support is provided and indemnified by you.

3. DRIVERS

Entry will be permitted to Drivers only till the gate and the following guidelines has to be followed:

1. Drivers can accompany the residents' car only till the entry and exit gate
2. They should not be permitted inside the society premises
3. Onus to be on the resident to ensure that the driver does not come from a containment zone
4. Members to be responsible for any actions/ inactions of the driver and he/she shall be member's sole responsibility
5. In case any sr. citizen who are incapable of driving and in emergency ,then as a special case driver be allowed after checking his adhaar card as residential proof that he's not coming from containment zone. Also Checking of Temperature and Oxygen Level to be done a the Entry Gate of the society . Mask and Hand Gloves to be worn compulsory at all the time



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4 . VENDORS

Most e-commerce websites have started their scheduled delivery services on a regular basis. In light of this and taking into consideration various vendors delivery guidelines and the safety of the residents listed below are to be followed:

1. Milk Vendors: Milk to be delivered by the Vendor at the Security Gate .
2. Vegetable and Fruit Vendors: All the vendors should halt outside the gate only. In case of heavy rains, with permission from the Managing Committee, arrangements to be made accordingly.
3. All other parcels purchased through e-commerce websites and local Kirana stores to be collected from the security gate .
4. Newspaper Vendor to be permitted to drop the Paper at the Main Gate by writing the Flat nos on it. Members can collect it from there.

5 . REPAIRS / SERVICING OF APPLIANCES

The following guidelines has to be followed for all necessary repairs / servicing of appliances (including AC, Washing Machines, Refrigerators, Microwaves, Water Purifiers):-

1. The Mechanic should send his adhaar card copy both sides as proof of residence prior to coming which shall be verified to check containment zone/Red zone, once verified permission shall be granted.
2. Onus to be on the resident to ensure that the service provider does not come from a containment zone.
3. It is compulsory for the repair person to wear hand gloves, mask and face shield
4. No Repairs/ Renovation or Interior work shall be allowed except monsoon related work with prior permission of the Managing Committee observing all mentioned safety guidelines.

6 . TRAVELLING / RETURNING RESIDENTS AND OR FAMILY

Below are the strict guidelines to be followed by any residents/ families travelling or returning from elsewhere back to the society:

1. Resident should intimate the Managing Committee
2. Resident and the family to be advised 14 day quarantine from the date of arrival .
3. Resident to provide a medical clearance certificate of COVID-19 test for all travelling members prior to start of journey and the original medical clearance certificate to be collected at the main entry for society records.



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4. Residents who pilot flights and are flight crew members should inform the Managing Committee and the security of the upcoming travel Schedule.

7. General guidelines

1. Individual physical activity is permitted in open spaces (ex. jogging, walking). Personal safety while engaging in this physical activity is the sole responsibility of the individual resident .
2. This type of activity can be permitted within a specified time only
3. No gatherings to be permitted
4. Group activities including walking in groups to be strictly prohibited.
5. Residents to be advised to wear masks, follow social distancing norms as strictly prescribed by the Government guidelines and to carry and use hand sanitizers when they step out of the house .
6. Residents to be advised to limit their duration of physical activity to the essential minimum only so as to avoid overcrowding of the common areas.
7. Residents to be advised to stay indoors if they have any symptoms – fever, cough, shortness of breath and seek medical advice immediately .
8. Consumption of liquor, paan, gutka, tobacco etc. in the common areas of the society premises is prohibited .
9. No access to gym/club house/swimming pool

8. GENERAL HEALTH, WELLNESS AND SAFETY

1. Continue to follow all the precautionary guidelines issued in this regard .
2. Avoid all non-essential movement outside the premises .
3. In the event if a resident has a fever or displays any symptoms of Covid-19, they should inform the society immediately. The resident is also advised to report that fact immediately to the MCGM health authorities by dialling 1916.
4. All bio medical waste (tissues, gloves, masks etc.) should be segregated by the residents themselves.
5. Spitting in all common areas is strictly prohibited and is an offence as per Government guidelines.
6. The society premises and common Toilets , Lifts and other common areas should be kept clean and Sanitized regularly.



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7. Societies can arrange for Wash Basin or Hand Sanitizers, along with temperature and oxygen level check ups at the main Gate .

Accordingly it is requested to issue direction u/s.79.

Thanking you.

Your's faithfully,

Shri. Prakash Y. Darekar
Chairman

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