

AMRAPALI SAPPHIRE PHASE II APARTMENT OWNERS ASSOCIATION

Sector -45, Noida (U.P)

(Registration No. GBN/01083/2019-2020, Under Societies Registration Act 1860)

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Ref. MAINT/SOP/PRE-2

Dated 08.09.2024

STANDARD OPERATING PROCEDURE (SOP) FOR THE MAINTENANCE COMMITTEE

1. Objective

To assist and recommend actions to the Board of Management (BOM) of Amrapali Sapphire Phase 2 for the upkeep of society facilities and infrastructure, ensuring the best experience for residents.

2. Scope and Responsibilities

1. Review and update current maintenance processes and procedures for optimal results, cost efficiency, and resident experience.
2. Oversee the upkeep of facilities, including but not limited to:
 - Complaint Management
 - Common Area Lighting
 - Plumbing
 - Water and Pump Room Related Issues
 - Shafts
 - Tower Exteriors and Interiors
 - Terrace
 - Basements
 - Parking
 - STP
 - Water Softener
 - Other areas (excluding lifts)
3. Annual Maintenance Contracts (AMCs):
 - Recommend AMCs where appropriate
 - Engage with vendors
 - Issue requests for quotes
 - Establish bid rules

4. Recommend maintenance processes and SOPs to BOM
5. Address any other related issues with prior written approval from BOM or as referred by BOM

3. Meeting Protocol

1. **Frequency:** At least once a month, with additional meetings as required
2. **Notice:**
 - Convener/Co-convenor to inform members of date and time at least 48 hours in advance
 - Reschedule if more than 25% of members have reservations
 - 48-hour notice may be waived if majority agrees
3. **Minutes:**
 - Record and sign minutes for each meeting
 - Share with all committee members and BOM within 3 days
4. **Quorum:**
 - At least 1/3rd of committee strength (including Convener and Co-convenor)
 - If quorum not met, reschedule to earliest possible date
 - If quorum still not met, proceed with present members and circulate minutes for majority approval
5. **Advisors:** Invite appointed advisors and record their views in minutes
6. **BOM Coordinator:** Include designated BOM coordinator in all committee groups and communications

4. Decision-Making Process

1. Decisions/recommendations made by majority of committee strength
2. Voting may be conducted in case of split views
3. BOM has deciding vote in case of a tie

5. Budgeting and Financial Management

1. Submit annual budget proposal to BOM by specified deadline
2. All expenses must be pre-approved by BOM and documented with receipts

6. Reporting and Documentation

1. BOM Coordinator: Shri Vishwendu Rai Sharma, Joint Secretary
2. Request information/documents from BOM or maintenance office through Convener/Co-convenor
3. Maintain records of all activities, communications, and transactions

4. Submit monthly report to BOM summarizing activities

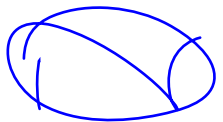
7. Code of Conduct

1. Act in the best interest of the community
2. Maintain transparency in all operations
3. Disclose conflicts of interest and abstain from voting where conflicts exist
4. Maintain respect and professionalism in all interactions
5. Refrain from using/transferring resident data to personal possession or unauthorized parties
6. Do not disclose information publicly without BOM approval
7. Obtain BOM approval for all decisions before application or sharing with residents

8. Conflict Resolution

1. Resolve disputes internally through discussion and consensus
2. Escalate unresolved issues to BOM for mediation and final decision

Note: "Member/s" includes Convener/Co-convener/s.



8.9.24
(DPS RAJESH)
PRESIDENT