

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. Lift/SOP/PRE-9

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Detailed SOP of the Lift Maintenance Committee

1. Objective

- Ensure all lifts in Amrapali Sapphire Phase 2 are safe, reliable, and functioning flawlessly
- Oversee maintenance, repair, and operation of lifts
- Prevent breakdowns and ensure safety of residents, staff, and visitors

2. Scope/Responsibilities

2.1 Regular Maintenance and Inspection

- Schedule and oversee routine maintenance checks
- Maintain a log of all inspections and maintenance activities
- Identify potential issues before they become major problems

2.2 Safety and Compliance

- Ensure all lifts meet current safety standards and regulations
- Conduct regular safety audits
- Keep up-to-date with changes in lift safety regulations

2.3 Contract Management

- Review and negotiate contracts with service providers
- Ensure service providers meet agreed-upon standards

- Evaluate performance of service providers regularly

2.4 Emergency Response Procedures

- Develop and maintain emergency response protocols
- Ensure all relevant parties are trained in emergency procedures
- Conduct regular emergency drills

2.5 Additional Responsibilities

- Address any other lift-related issues as they arise
- Seek written approval from BOM for additional tasks
- Respond to lift-related concerns referred by the BOM

3. Meeting Protocol

3.1 Frequency and Scheduling

- Hold meetings at least once a month
- Can meet more frequently if required
- Convener/Co-convener to inform members 48 hours in advance
- Reschedule if more than 25% of members have reservations

3.2 Minutes and Documentation

- Record minutes for each meeting
- All attendees should sign the minutes
- Share minutes with all committee members and BOM within 3 days

3.3 Quorum and Attendance

- Quorum: At least 1/3rd of committee strength
- Reschedule if quorum not met
- If quorum not met in rescheduled meeting, proceed and circulate minutes for majority approval

3.4 Advisor and BOM Coordinator Involvement

- Invite advisor(s) to meetings and record their views
- Include designated BOM coordinator in all communications

4. Decision-Making Process

4.1 Majority Rule

- All decisions/recommendations made by majority of committee strength
- Consider both in-person/virtual attendance and circulation approvals

4.2 Voting Procedures

- Implement voting for split views
- In case of a tie, refer to BOM for final decision

5. Budgeting and Financial Management

5.1 Annual Budget Proposal

- Prepare and submit annual budget to BOM by specified deadline
- Include projected costs for maintenance, repairs, and potential upgrades

5.2 Expense Approval and Documentation

- Obtain pre-approval from BOM for all expenses
- Maintain detailed records with receipts for all expenditures

6. Reporting and Documentation

6.1 BOM Coordination

- Liaise with Mr. Dushyant Gupta, the designated BOM coordinator
- Request necessary information/documents through the coordinator

6.2 Record Keeping

- Maintain comprehensive records of all activities, communications, and transactions
- Establish a secure, organized system for document storage and retrieval

6.3 Monthly Reporting

- Prepare and submit detailed monthly reports to BOM
- Include summaries of activities, decisions, and upcoming plans

7. Code of Conduct

7.1 Ethical Behavior

- Act in the best interest of the community at all times
- Maintain transparency in all operations and decision-making

7.2 Conflict of Interest

- Disclose any potential conflicts of interest immediately
- Abstain from voting on matters where a conflict exists

7.3 Professional Conduct

- Maintain respect and professionalism in all interactions
- Foster a collaborative and positive committee environment

7.4 Data Protection and Confidentiality

- Protect resident data; avoid transferring to personal devices
- Maintain confidentiality of committee discussions and decisions

7.5 Communication Protocol

- Obtain BOM approval before sharing information publicly
- Ensure all external communications align with AOA policies

8. Conflict Resolution


8.1 Internal Dispute Resolution

- Attempt to resolve conflicts within the committee through open discussion and consensus-building
- Implement mediation techniques if necessary

8.2 Escalation Process

- If internal resolution fails, escalate the issue to BOM
- Provide BOM with a detailed account of the conflict and attempted resolutions
- Accept and implement BOM's final decision

These are comprehensive SOP and guide for the Lift Maintenance Committee to effectively carry out their responsibilities and maintain high standards of lift safety and operation in the Amrapali Sapphire Phase 2 community.


8.9.24
(DPS RAJESH)
PRESIDENT