

PLH HOA Guidelines – SOP for Blacklisting of Domestic Helpers / Outsiders

Purpose:

To make sure there is a clear and standard process for blacklisting any domestic helpers or outsiders who break society rules, and to maintain safety and security of residents.

Scope:

This SOP is applicable for all domestic helpers, vendors, delivery agents, and any outsiders entering apartment premises.

Reasons for Blacklisting:

- Theft, cheating or any criminal activity.
- Misbehaviour, use of abusive language or physical abuse with residents, security or staff.
- Repeatedly breaking society rules.
- Entering restricted areas without permission.
- Giving fake details or false identification.

Process to Report:

- Any guard, resident or staff who sees a violation should immediately report it to the Security Supervisor / Security Officer / ASM / Security Manager.
- The report should include name, ID (if available), details of what happened, date, time and any proof (CCTV, witness statement etc.).

Investigation:

- Security team will check the report, collect evidence and discuss with the management.
- Decision will be taken based on seriousness of the issue and available proof.

Final Action:

- If found guilty, the person will be blacklisted for the premises. Information will be shared with concerned flat owners by email and Management Committee will also be kept in loop.
- A single resident cannot request blacklisting or removal from blacklist without valid evidence or support from other residents.
- Details of blacklisted person will be updated in the Apartment Blacklist Register and on MyGate.

Implementation:

- Circular/Notice will be sent to all guards, main gate security and tower security for strict compliance.