



Guide for Gated Communities to **Unlock Safely**

As the nation enters Unlock 1.0, we are met with a new challenge - keeping ourselves, our families and our communities safe from the threat of COVID-19 even as we move out of our homes.

While we have endured the many difficulties that the lockdown brought with it, the relaxing of rules poses new challenges. With the right safety measures and precautions, however, we can continue to endure and stay safe from the virus.

This community guide, compiled by MyGate with the help of government directives and expert advice, contains suggestions and proposed solutions to help you manage your society in the new unlock phase.



Recommendations for Management Committees

- **Introduce sanitisers:** Keep alcohol-based sanitisers at the main gate for anyone entering the society to apply, including residents.
- **Make masks mandatory:** Ensure that residents, staff and any visitors are all wearing masks properly.
- **Conduct temperature checks:** Provide the guards with infrared thermometers and ensure that every visitor's temperature is checked.
- **Encourage leave at gate:** Delivery agents needn't enter; encourage residents to opt for "Leave at Gate" on the app.
- **Distribute protective equipment:** Equip the staff members with protective equipment for cleaning and disinfecting.
- **Routine sanitisation:** Ensure regular fumigation and routine sanitisation of all common facilities.
- **Go digital:** Ensure all communication and society payments are made digitally to minimise interaction.
- **Accommodate vendors:** Have a dedicated place for vendors inside the society, so that residents do not have to leave their home to get essentials.
- **Monitor new entries:** As residents have to declare that they have returned from another state or another part of the state, make sure that they follow home quarantine rules. Also notify staff and neighbours when returnees are required to quarantine so that necessary support may be provided.

Use of shared facilities

- **Separate timings:** Allot time slots for different age groups for shared facilities such as clubhouses, playgrounds, etc.
- **Minimise interactions:** Avoid meetings, mass gatherings and events within society and ensure all communications take place digitally.
- **Limit shared resources:** Discourage use of common taps, public washrooms and toilets, where possible.
- **Avoid surface contamination:** Avoid touching elevator buttons, door knobs, handrails, etc to avoid any surface contamination.
- **Regulate lift usage:** Regulate the usage of lifts and ensure proper lift etiquette is followed by defining the maximum number of people who can enter a lift at a time.

Here's our recommendation:

Lift Dimensions & Capacity					
No of people	Weight (Kg)	Dimensions (in mm)		Area (m ²)	No. allowed during Unlock Phase
4	272	1100	700	0.77	2
6	408	1100	1000	1.10	3
8	544	1300	1100	1.43	4
10	680	1300	1350	1.75	5
13	884	2000	1100	2.20	6
16	1088	2000	1300	2.60	8
20	1360	2000	1500	3.00	10
24	1632	2150	1650	3.54	12

- **Create an ERT:** Form an Emergency Response Team (ERT) that residents can contact in case of an emergency. This team should be a mix of residents, committee members, society staff and any medical practitioners in the society.

Recommendations for Estate Managers/Staff


a. Property/Estate Manager

- **Provide regular updates:** Keep residents, guards and support staff informed about policies, rules and regulations. Provide training and educate staff employees on hygiene, COVID-19 symptoms and response requirements.
- **Check at gate:** Ensure that visitors sanitise themselves and undergo thermal screening. The society can also dedicate an area for visitors to wash their hands.
- **Disinfect regularly:** Ensure that the frequently used tools, equipment, and frequently touched surfaces are cleaned and disinfected on a regular basis.
- **Maintain adequate stock:** Maintain a proper inventory of cleaning and sterilising materials.
- **Ensure physical distancing:** Take adequate measures to maintain social distancing among the support staff.
- **Encourage online payment:** Encourage everyone in the society to make payments online.
- **Provide masks:** Ensure that all staff wear masks and maintain proper distance while speaking to the visitors.
- **Regular hygiene:** Advise staff to wash their hands with soap or use an alcohol based sanitizer every two hours.
- **Avoid shared resources:** Ask staff to carry their own food and utensils to avoid risk of contamination.
- **Maintain accurate entry/exit records:** Must maintain entry/exit records of society residents, guests and outside personnel.



Recommendations for Residents

- **Maintain social distancing:** Maintain social distancing norms at all times.
- **Limit interactions:** If your daily help has resumed work, ensure that you take all necessary precautions. Furthermore, limit the number of visitors.
- **Wash hands regularly:** Wash your hands for at least 20 seconds and disinfect your clothes after returning home.
- **Use sanitiser regularly:** Keep an alcohol-based hand sanitiser at the entrance of your home and encourage guests to use it.
- **Opt for contactless deliveries:** Opt for **Leave at Gate** for all deliveries.
- **Follow lift etiquette:** Follow lift etiquette and limit interaction as advised by the society (refer to table on page 3).
- **Monitor temperature:** Monitor body temperature of the family members who have to resume duties/go outside.
- **Go digital:** Reduce usage of cash, ATMs, public transport, shared cabs etc.
- **Have a checklist:** Ensure you carry hand sanitiser and are wearing a mask whenever you leave your home.



Recommendations while letting visitors in

a. Delivery Executives

- **Use Leave at Gate:** Encourage the option for “Leave at Gate” deliveries and accept digital payments.
- **Check at gate:** If they must enter, perform thermal screening and ensure that they sanitize their hands and have a mask on at all times.

b. Daily Help

- **Ensure hand hygiene:** Must sanitise their hands at the gate, when entering a new home and have a mask on at all times.
- **Alert immediately:** Must alert society and employers, in case their house is located in a containment zone or in case he/she falls ill.

c. Commercial Establishments Inside the Society

- **Categorise shoppers:** Provide dedicated shopping hours for each tower or floor to ensure there's no crowding.
- **Maintain social distancing:** Ensure vendors and residents follow distancing norms at all times.
- **Create time slots:** Allocate time slots and keep the society stores open for longer hours to prevent crowding.

d. Friends & Family

- **Keep them informed:** In case you have friends or family visiting, be sure to let them know of all the rules in place at your housing society.