

# Room Entry Protocol

To address your concerns and provide transparency about our procedures, I would like to outline our existing protocols for room entries by Building Manager and/or accompanied by service providers:

1. Electronic notification from our Managing Agent.
2. Hard copy notification from our Building Manager posted at the respective room.
3. Building Manager will knock three times before entering the room
4. Building Manager will call out loudly to announce his entry before actually entering.

When it comes to service providers attending to work at the house or on the premises, we follow a similar set of protocols:

Electronic notification from our Managing Agent.

We always strive to provide a minimum of 24-hour notice. However, in certain urgent situations, it may not be feasible to provide such notice.

Urgent work that requires immediate attention may not allow for the standard notice period. Nevertheless, we always consider exam time and prioritise minimising disruptions during such periods unless repairs are deemed urgent.

## TENANT

### **Notification:**

The building manager must inform tenants via a written message (email, text message, or notice) about the need to enter their apartment. The notice should include the purpose, date, and estimated time of entry.

### **Written Notice:**

The building manager should place a handwritten note under the tenant's door at least 24 hours before the scheduled entry. This note should reiterate the purpose, date, and estimated time of entry.

### **Communication:**

Tenants who have concerns or conflicts with the scheduled entry should promptly communicate with the building manager to discuss possible alternative arrangements.

### **Privacy Protection:**

Tenants have the right to expect privacy within their apartments. They should ensure their personal belongings are appropriately secured and take necessary measures to protect their privacy during the entry.

## **BUILDING MANAGER**

### **Prior Notice:**

The building manager must provide written notification to tenants regarding the need for apartment entry, including the purpose, date, and estimated time of entry. This notification should be sent at least 24 hours in advance.

### **Written Notice:**

A handwritten note should be prepared and placed under the tenant's door at least 24 hours before the scheduled entry. This note should serve as a reminder and include the purpose, date, and estimated time of entry.

### **Knock and Announcement:**

Before entering the apartment, the building manager should knock loudly on the door and announce themselves clearly, stating their name and role.

### **Respect Privacy:**

While inside the apartment, the building manager should respect the tenant's privacy by avoiding unnecessary interaction with personal belongings or confidential materials unrelated to the purpose of entry.

### **Efficient Entry:**

The building manager should aim to complete the necessary tasks efficiently and minimize the time spent in the tenant's apartment to reduce any potential disruption to the tenant's daily routine.

### **Confidentiality:**

The building manager must maintain confidentiality regarding any personal or sensitive information they may come across during apartment entry.