At Panchsheel Nagar in Panvel, a family resorted to violence with a neighboring family of transgenders at 11pm. The verbal abuse was followed by rampant kicks on the door along with stone pelting. When the situation was going beyond control, one of the transgender family members called the volunteer from the community who was trained by Shelter Associates for spreading Covid related awareness & distribution of hygiene kits. The volunteer came to their help immediately & threatened the family with police action if they didn't stop abusing. That brought the situation under control and later they apologised to the transgender family. Thus the rapport that was formed by SA volunteers helped them resolve community issues in addition to Covid related awareness & relief.