



CUSTOMER MANUAL BY CYW



FOREWORD

It is with great pleasure that we introduce this Flat Maintenance Post-Handover Manual, designed to empower homeowners with a thorough understanding of their homes. This guide provides detailed insights into maintenance practices for residential projects, ensuring proper care and long-term upkeep. Residential associations often struggle to preserve the specifications and amenities provided by developers due to the lack of a standardized maintenance framework. This manual addresses these challenges, helping homeowners and associations maintain not only individual homes but also the aesthetics, functionality, and value of the entire community. Covering key areas such as structural maintenance, utility management, and shared spaces, the manual promotes collective responsibility among residents to uphold community standards.

At CYW, we are committed to improving this resource, ensuring it remains relevant and practical. Feedback from members will help refine its impact further.

I extend my gratitude to the dedicated Committee whose efforts have made this manual a reality. Developers can include this as part of their handover kits to ensure their projects are maintained as envisioned. We trust this manual will become a cornerstone for sustainable maintenance, fostering satisfaction and peace of mind for homeowners while preserving community value.

Nithish Reddy

National Convener

CREDAI YOUTH WING



FOREWORD

As we launch this white paper on customer manuals for property possession, we emphasize the importance of providing clear, actionable guidance to property owners. This manual serves as a critical tool, ensuring that new owners have all the information they need to manage and maintain their units effectively.

The manual covers essential aspects such as building maintenance, safety, and operational guidelines, helping owners safeguard their investment and create a seamless living or working environment. It also plays a pivotal role in bridging the gap between developers and owners, setting the foundation for a positive, long-term relationship.

This white paper offers best practices, insights, and recommendations to enhance the customer experience during possession, ensuring that every aspect of ownership is well-understood and easily navigable.

I would like to take this opportunity to thank my team for their hard work and time given throughout this process. Their commitment to excellence has been invaluable. I would also like to extend my gratitude to the CYW management committee for placing their trust in me to lead this initiative.

Himanshu Agrawal

Head - Customer Manual Committee

Co Convener - Customer Centricity Committee

CREDAI YOUTH WING



DECODING THE DEVELOPER'S LANGUAGE (ABBREVIATIONS, ACRONYMS)

AMC	Annual Maintenance Contract
BOD	Biological Oxygen Demand
CAM	Common Area Maintenance
DB Box	Electrical Distribution Board Box with Circuit Breakers
MNGL	Mahanagar Gas Nigam Limited
OEM	Original Equipment Manufacturer
OWC	Organic Waste Composter
OWT	Overhead Water Tank
STP/ETP	Sewage Treatment Plant/Effluent Treatment Plant
UGWT	Underground Water Tank
WTP	Water Treatment Plant
VDP	Video Door Phone

- The word 'Complex' hereinafter indicates an association of apartments/society/ Company.
- Note that the words "flammable" and the word 'inflammable' means something that can easily catch fire or be burnt.

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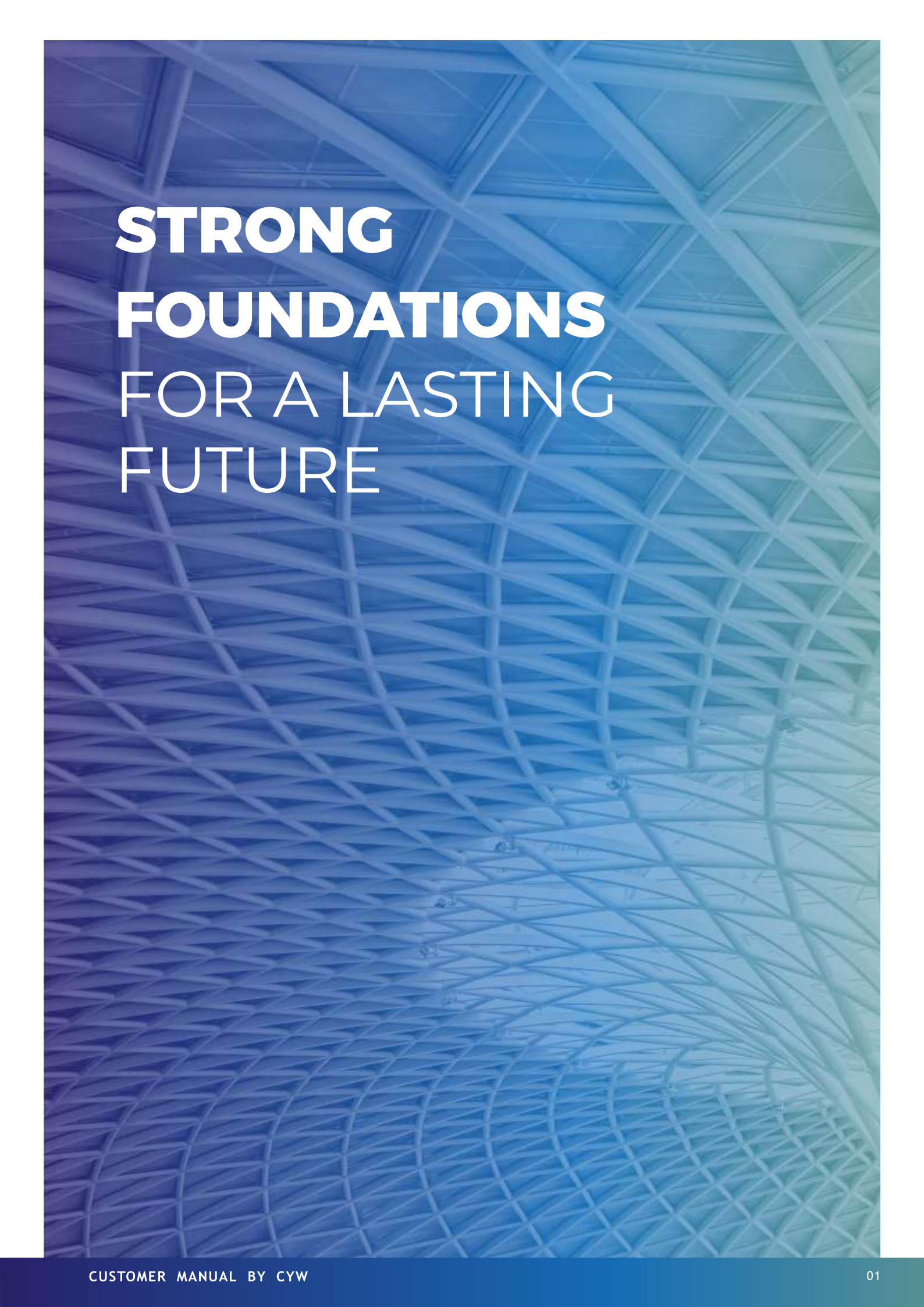
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STRONG FOUNDATIONS FOR A LASTING FUTURE

01. BUILDING STRUCTURE

The building structure is designed to support your house and everything inside it, including your proud possessions, valuables, and most importantly - your dear ones!

Each structure behaves differently depending on the material used for construction, type of construction, number of floors, weather, and many other parameters. There are different kinds of RCC structures, following being the most common.



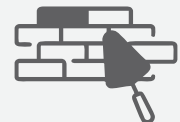
1. Conventional RCC



2. Precast



3. Aluminium Formwork



4. Shear Wall Structure

This section mostly addresses the Conventional RCC structures. The structural design of the building complies with the Bureau of Indian Standards for the zone in which it is built.

As on the date of designing this book, any building above 70-meter height will be considered as a high-rise building. High-rise buildings are designed with more safety parameters than other buildings.

The rated load for all residential buildings is 200 kg/square meter. Do not put heavy machinery/Plants/Materials in your apartment that can exceed this load.

Timely maintenance done in the first 10 years will decide the life of the building for the next 40 years.

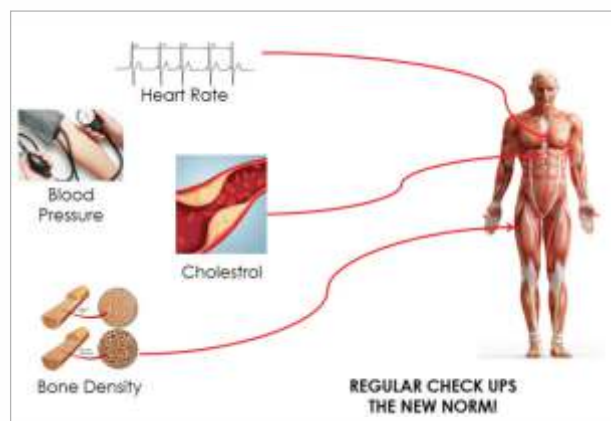


1.1. Earthquakes & Building Structure

India is divided into Zones 1, 2, 3, 4 and 5; depending on the seismic activity. Zone 1, 2, 3 are having a lesser risk of earthquakes as compared to Zone 4 and 5. Refer to the diagram showing the zones.

Note that the buildings are designed to be Earthquake Resistant and not Earthquake Proof. Depending upon the seismic zone, the building structure varies to some extent.

1.2. Maintenance & Upkeep



Upkeep of your apartment is equivalent to the support of your own well-being! Regular health check-ups help in identifying health issues. Similarly, regular maintenance, check-ups of the apartment structure can identify any cracks, corrosion, or any of the hazard.



Maintenance and upkeep of the paint on the buildings are needed from time to time. Every 5 to 6 years, buildings should be painted. It includes elastomers that fill the cracks and gaps and prevent new cracks from developing.

Cracks and seepage can lead to damage to the building structure in the long term. Taking proper care of your apartment will reduce weakening of it. Some cracks are a result of thermal variations. In some cities, the temperature difference in winter could be more than 15 °C within 24 hours. This results in expansion and contraction of the material used for construction. It is normal for thermal cracks to develop due to thermal stress within first 3 to 4 years. Please do not panic. This is a normal climatic phenomenon.

Filling of cracks using elastomeric sealant during painting is important as it prevents water seepage in cracks, and damage to steel and concrete used because of seepage. Cracks should not be sealed with Putty or cement or Plaster of Paris. These are non-elastic material, and the cracks can develop again. Cracks should be filled with a sealant material. A waterproofing service provider can offer

you a better solution. Once filled, they may not reappear.

Shrubs, herbs, grass can easily grow in building cracks. Over a time-period, these plants can widen the building cracks. Hence, it is advisable to prohibit growth of any plants over the building structure.

1.2.1. Termite Protection

Think of anti-termite treatment as an insurance against termites. No home whatever old/new, concrete, wood, brick, or slab, is safe from termite, as there is no such thing available as termite proof constructions. Proper precautions have been taken to avoid termite attack, but costly furniture, clothes, books, documents, plastic insulation provide a convenient substitute for the natural food of termite. Hence, it is advisable to have anti-termite treatment (pest control) to your furniture; new or old, periodically. Instead of hoping termites don't attack, make sure that they can't attack and be protected.

1.3. Interior Decoration & Structural Changes

Any structural/electrical/plumbing changes should be made in consultation with the appropriate professional. Any changes made without referring to the drawings or consultant can be dangerous for the building structure and its stability. These changes will negatively impact the overall building stability. If you are hiring another structural engineer to advise on making any structural changes, make sure he/she takes the complete responsibility of the entire structural audit of the building after making the changes, and not just the responsibility of the changes done.

Modifications in electrical wiring increase the total connected load in the apartment. Modification of

electrical wiring increases outlets on DG backup capacity of individual flats hence it is not allowed, unless otherwise approved by the complex and complex will not necessarily be augmenting in the DG set capacity to cater to this change.

In the event of any remodelling/interior fit-out work being done in the apartment, please dispose of the varnish/polish and paint separately and not into the drainage system.

Modification to water supply and drainage lines thereby increasing wet areas will impact the water tightness of the structure and cause long term deterioration of the structure, and may also lead to loss of existing water-proofing.

The following activities are strictly prohibited.

- Demolishing any walls
- Installing a wall in the balcony
- Core cutting in beams, columns, slabs
- Any structural changes

Note - The developer or structural designer will not be responsible for any complications, or losses resulting out of changes done without referring to the drawings.

1.3.1. Interior Decoration

Interior decoration can be done without harming the overall building's structure.

Putting a marble or new tiles on the existing tiles is not advisable as it increases the load on the structure.

No core cutting should be done in beams, or columns, or slabs for ducting purposes to install an air conditioner.

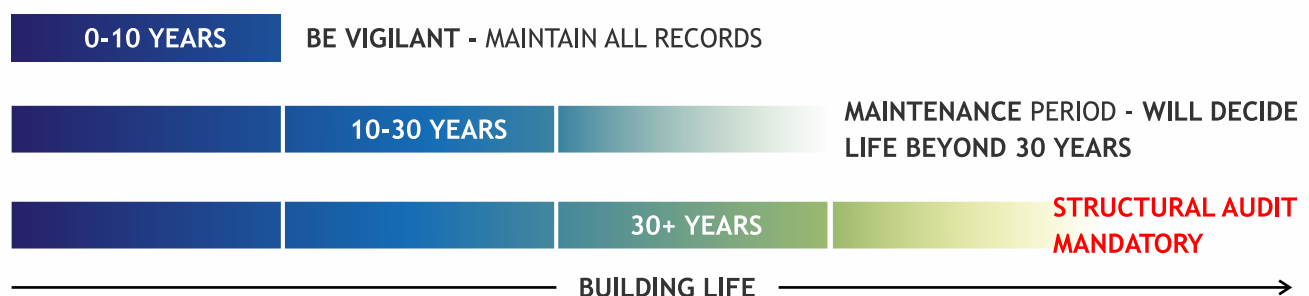
Unless your building is designed for it, avoid wall garden, balcony garden, or terrace garden. They can lead to seepage, leakage, and rust the steel used in the structure which may not be visible to you.

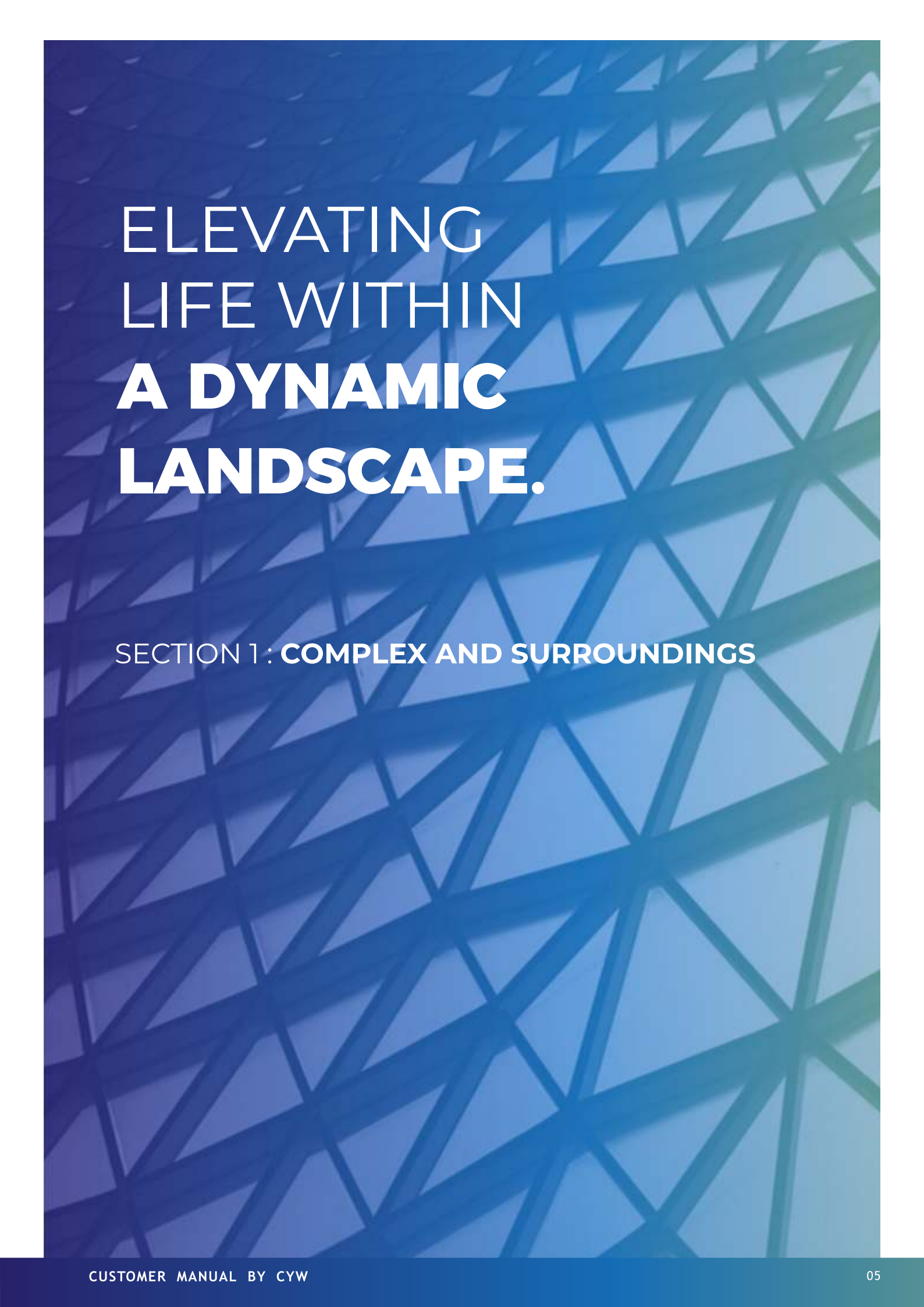
Also, certain modifications may not be permitted which affects the exterior aesthetic look of the building like changes of the windows, window grills, main entrance door, terrace railings, exterior paintings, etc.

1.3.2. Structural Audit

Structural audit of the entire building is mandatory after 30 years from the date of occupation certificate. Some complexes choose to do this after 15 years.

Timely maintenance done in the initial years will determine the quality and life of the building. To facilitate this, it is extremely important to maintain all records of the maintenance work done. You can take help of a registered structural designer firm for this task.





ELEVATING LIFE WITHIN **A DYNAMIC LANDSCAPE.**

SECTION 1 : **COMPLEX AND SURROUNDINGS**

02. KNOW YOUR DOCUMENTS

2.1. Property Documents

- ☐ P1. Power of Attorney Documents (if applicable)
- ☐ P2. Title/Land Insurance
- ☐ P3. Property Documents executed between the Landowners and Developer
- ☐ P4. Approved Construction Plan
- ☐ P5. Completion Certificate
- ☐ P6. Occupancy Certificate
- ☐ P7. NOC from Fire Department
- ☐ P8. NOC from Electrical Inspector
- ☐ P9. License to operate Elevators
- ☐ P10. All Warranties received by Developer for installed equipments

2.2. Operational Documents

- ☐ O1. Drawings of the Electrical Wiring including Earthing Points
- ☐ O2. Drawings of the Water Piping
- ☐ O3. STP Drawing & certification by Architect/Pollution Control Board
- ☐ O4. Waste Disposal system approval from Pollution Control Board
- ☐ O5. AMC Contracts - Lift, Generator, Housekeeping, STP, etc.
- ☐ O6. Warranties for all Assets - Pumps, Lift, Generator, Transformer, Pool Equipment, Gym Equipment
- ☐ O7. Structural Framing Plan
- ☐ O8. Fire Fighting Plan
- ☐ O9. Consent to operate STP
- ☐ O10. Agreements for operating Intercom & CCTV
- ☐ O11. Maintenance Logbook of all Equipments

2.3. Financial Documents

- ☐ F1. Payment Record for Taxes towards Property, Construction, and Maintenance till handing owner
- ☐ F2. Payment Record for City/Municipality Water Supply
- ☐ F3. Record of Maintenance Expenses while under Developer's Maintenance
- ☐ F4. Record of all Collections made from the Owners (only maintenance related)
- ☐ F5. Contracts with existing Maintenance, Security staff
- ☐ F6. Contracts with vendors
- ☐ F7. Payments records/receipt of all electrical bills, and other expenses

2.4. Legal Ownership Documents

- ☐ L1. Share Certificate Copies for all the Owners (where applicable)
- ☐ L2. Car Parking Allocation Record List & Copy
- ☐ L3. Conveyance Deed

2.5. Others

- ☐ T1. List of contractors and vendors
- ☐ T2. List of service providers
- ☐ T3. Inventory of purchased material
- ☐ T4. Inventory of consumables
- ☐ T5. Maintenance complaints received, solved, and pending
- ☐ T6. Attendance record of the contractors, staff, security guards

It is recommended that the office scans all the documents and maintains a copy in an electronic form (in electronic storage format) as well.

03. MANAGING COMMITTEE OF THE COMPLEX

The developer may choose to form a Society or Association of Apartments. Please refer to your agreement for your arrangement with the developer. The governing body of the complex should come into power once the developer hands over the possession to the residents. For more information about the formation of the society, the managing committee, and its working, refer to the Registrar of Society's website.

04. MANAGEMENT OF THE COMPLEX ASSETS

It is the responsibility of the complex residents to form a managing committee to maintain its assets that have been handed over by the developer. AMCs should regularly be reviewed. Following is the list of equipment and assets that may be provided by your developer. Kindly refer to your agreement for the same. This list may not be exhaustive.

- | | |
|----------------------------------|-------------------------------------|
| • Lift/Elevator | • Intercom Unit |
| • Swimming Pool/Splash Pool | • Solar Panels/Photovoltaic Panels |
| • Life Guard for Swimming Pools | • Solar water heater |
| • Jogging Track | • Organic Waste Composter |
| • Club House | • Firefighting Equipment |
| • Gymnasium (Outdoor and indoor) | • Transformers |
| • Pumps | • Meter Rooms |
| • Sewage Treatment Plant | • Piped Gas Installations |
| • Water Recycling Plant | • Diesel Generators/Battery Backups |
| • Garden | • Pressurisation/Ventilation system |
| • CCTV Cameras | • Driver Toilets |
| • Underground Water Tanks | • All other assets and equipment |

4.1. Guideline to determine Common Area Maintenance (CAM)

Every complex has its own way of charging maintenance. Below is a guideline to understand common area maintenance components.

There are fixed costs and variable costs for common area maintenance. The fixed and variable cost should be allocated on a logical and appropriate basis.

Fixed maintenance costs are those which are incurred irrespective of number of persons residing in the housing society/occupancy.

These costs are relatively stable over a period of time (one year) and are necessary to maintain the facilities of a housing society.

The following items form part of fixed maintenance cost.

- Annual Maintenance contracts (AMC) of lifts, Diesel Generator, common Air Conditioner etc.
- House-keeping contracts
- Salary to maintenance staff.
- Local taxes levied on the society.
- Annual STP consent to operate charges

Variable maintenance costs are those which will have a direct impact on the number of residents in the housing society.

The following items are few examples of variable maintenance costs.

- Diesel Generator fuel expenses
- Cost of procured water
- Expenses in sewage disposal
- Common electricity charges towards- lift, borewell motor, and lightning

Maintenance charges should account for the following expenses.

- All AMCs of various equipment listed above
- Electric Bills & maintenance of common electrical lights, streetlights & water pumps
- Lift maintenance
- Water supplied by tankers, whenever necessary
- Operation & maintenance of D.G. sets
- Maintenance of Health club equipment
- Cleaning & washing water tanks periodically
- Garden Maintenance
- Monthly salaries of guards, sweepers, gardeners, etc.
- Maintenance of STP
- Environment Clearance Norms for EC Compliance & Green Building Requirements (where applicable) to maintain Green Rating of Complex

05. BUILDING STRUCTURE



If the developer has provided a dedicated space for the complex office, it should be used for the complex's purpose only.

Please keep all the information, and documents secured. Please lock the office and provide accesses to authorized personnel only.

We would highly recommend keeping an additional copy of all important papers outside the office, with an authorized person.

It is recommended to take an insurance of the office premises and all assets therein. In case of a small, single, and stand-alone building, there may not be enough place to provide a complex office, in this case, one of the volunteers can provide some space within their home for complex documents, with the consent of the managing committee.

06. COMPOUND WALL/BOUNDARY & SECURITY GATE

If the developer has provided a dedicated space for the complex office, it should be used for the complex's purpose only.

Please keep all the information, and documents secured. Please lock the office and provide accesses to authorized personnel only.

We would highly recommend keeping an additional copy of all important papers outside the office, with

07. RECOMMENDED RESTRICTED AREAS

For well-being and security reasons, only authorized people are allowed to enter in following areas. Please check with your complex's bylaws for details.

- Garbage collection room
- Water pumping station
- Electric substation
- Electricity meter room
- Telecommunication room
- Lift machine room
- STP plant
- Pump room
- Filtrations room

- Guarding complex members and entire premises for any theft.
- The security guard should control traffic and prevent any jams due to vehicles in or near apartment premises.
- Switching On/Off common lights.
- The operation of water supply when needed.
- The operation of generator set when needed.
- The operation of lifts in case of electricity failure.
- The operation of Fire-fighting equipment when needed.
- Any additional responsibilities decided by the governing body of the complex.

Note - Security staff should not be asked by any of the complex members to do any personal work while on duty.

08. SECURITY SERVICES



Every complex may hire security services to man their gates and buildings. Below are some points to consider while appointing any such agency /personnel.

It is advisable to appoint trained security services. No child labor should be employed.

Guidelines for the tasks that security guards can be made responsible for:

- Keeping a record of visitors entering the complex premises.
- Prevent any trespassing through the complex compound.

09. GARDEN & LAWN

- Any lawn or garden area provided within the complex needs to be maintained with due care. Some guidelines are provided below.
- Water the plants occasionally & properly. Water late in the evening or in early morning helps in reducing water loss due to evaporation.
- Avoid excess watering. Grass should not be swampy or soaked.
- The wet lawn should not be mowed.
- Always mow the lawn in different direction or pattern than the last mow. It helps the grass to grow more evenly.
- Trimming, de-weeding & pruning of plants, and removal of fallen debris is advisable for garden maintenance.
- Rake leaves or dead foliage from grass & garden beds should be cleaned.
- Always water down all fertilisers to ensure they do not burn the lawn.
- Use of organic fertilisers is recommended as they help in improving soil health.

- Use of organic fertilisers is recommended as they help in improving soil health.
- Compact soil damages the lawn. So, use of fork is recommended for aeration.
- Use of pesticides & herbicides helps to get rid of weeds & insects.
- Minimize use of foot & vehicle traffic when the grass looks damaged. It will help the grass to return to good health quickly.
- Avoid planting trees & grass near the building as their roots penetrate concrete & cause cracks.
- Do not set your mower too close to the grass as it leads to poor quality lawns.
- Regular inspection of watering system is advisable to check for leakage, broken lines & misdirected sprinkler heads. Sprinkler heads should be free from dirt for uninterrupted water supply.
- While watering the plants, washing the flats and so on., care should be taken to see that water does not flow out from the balconies affecting the residents on the lower floors, passersby on the road below, the cars parked and the exterior surface of the building.

Note - To know about sprinkler, pumps, motor, and lawn mower maintenance & repair, refer to the respective OEM product manual.

10. SWIMMING POOL

Any complex should have operating hours defined for an amenity like a swimming pool. All residents should be advised on these hours and awareness sessions should be conducted from time-to-time to ensure safe utility. Swimming pool maintenance is best done through an AMC with an experienced agency.

The developer mandates appointment of a trained lifeguard for the swimming pool at all times.

Upkeep of water filtration system, pumps and pool surface is crucial. An agency which has expertise in running the pool should be hired to maintain the pool in hygienic conditions.



Note - At any time, the developer is not responsible for any damage, loss, or theft of the pool or its accessories; or any loss of / damage to human life.

- Some Precautionary Guidelines for the members
- Members should use the pool at their own risk.
- Keep a close eye on your children and old citizens when they are swimming or even when they are near swimming pool. It will be your responsibility to ensure their safety.
- Swimming Pool should be used in the specified timings.
- Always have a shower before getting into the swimming pool.
- Use of goggles is advised to avoid irritation to eyes.
- Avoid use of the pool if the bottom of the pool is not clearly visible.
- Do not carry glass objects, sharp objects, or anything that can damage the pool.
- Do not operate the water valve to increase or decrease the water volume in the swimming pool. This may be decided by the governing body and the appointed agency.

Role & Responsibilities of the Governing Body

- It is recommended that no social activities or events are permitted near the swimming pool.
- Swimming pools should be cleaned properly and appropriate pH balance of water should be

maintained.

- It is suggested that daily cleaning of water and usage of disinfectant to keep the pool clean is required. Otherwise, there are chances of getting some diseases through unclean water. The responsibility of maintaining the hygiene and cleanliness of swimming pool lies completely with the complex.
- Floating devices should be checked regularly and staked properly.
- The floors, showers, and toilet facilities should be cleaned and disinfected daily.
- Water recirculation system should be inspected daily.
- Make sure that everyone is well-aware of the swimming pool's depth. It may be written on the tiles of the pool or the wall.
- Make sure changing rooms are being monitored for safety.
- As swimming pool contains chlorinated water, people allergic to chlorine should avoid swimming in the pool.
- Pool timings should be displayed on a board near the entrance.
- At all times a lifeguard is available by the pool.
- Children under 12 years of age should not enter the pool unsupervised.

11. COMMUNITY HALL

Recommended Guidelines for using Community Hall

- Community hall shall be given on rent to residents on the first-come first-serve basis for holding any small functions like Birthday Party, House Warming Party, etc.



- Rent and deposit can be taken from the residents at the time of booking. The amount can be as decided and approved from time to time by the Governing body.
- Rent shall be retained by the complex as a rental. How to treat the deposits shall be at the discretion of the governing body.
- It is recommended that after the function is over, the deposit amount can be refunded to the resident, subject to the fact that no damage to the Community Hall and any other complex premises has been caused. In case of any damage, the corresponding amount should be deducted from the deposit.
- Decorative Items should not be stuck on painted walls, fans, electrical fittings and so on.
- Any common area (like the gymnasium) shall not be used for any party. It will remain accessible to other members during the time that community hall is rented for party /program.
- It is the duty of the member renting the community hall to arrange for cleaning the premises after use.
- Help from complex security or housekeeping staff should not be taken while they are on duty.
- Hall or designated space can be given for activities/classes like Yoga, karate and so on for complex members.
- Cooking food/live catering stations are prohibited in the hall.
- Music should be within the agreed decibel limits and as per the laws. Governing Body can decide the rules.

12. JOGGING TRACKS & PLAY AREA

- Walking and jogging are the most popular and simple forms of exercises practiced. If such a track has been provided by the developer, please refer to this section for its maintenance. Also, if a Play Area for Children has been provided by the developer, kindly refer to this section.
- Jogging tracks should be cleaned regularly.
- The chairs/benches next to the jogging tracks should be used for sitting only. They should not be used for exercises.
- Garbage cans next to the tracks should be cleaned regularly.
- Cyclists should not be allowed on jogging tracks.
- Pets are not allowed on jogging tracks.
- Children's play equipment should be routinely monitored & properly maintained properly to avoid any accidents.
- Metal equipment should be ensured to be rust-free, as corrosive equipment can cause harm to the members.
- Wood equipment should be free of the splinter.



13. GYMNASIUM

Gymnasium provides a way to maintain physical as well as mental health of an individual. It is also considered as a stress-buster! If a gymnasium is provided by the developer in your complex, kindly refer to this section.



Recommended Guidelines for using Gymnasium

- It is recommended that the gymnasium should have a qualified, and experienced trainer appointed.
- Children below 16 years of age should not be allowed to use the gymnasium.
- Usage of any kind of adhesive tape on the floor is not allowed.
- Use mats to avoid damage to flooring.
- All the machines are with a warranty provided by the manufacturer. They need to be maintained as per the guidelines provided in the equipment manual.
- Gymnasium should be used in the given timings only.
- Outdoor shoes are not recommended to be used inside the gym area.
- Any spills or moisture on the floor can lead to an incident or even an accident. Hence it is recommended that it should be removed.
- Keep a first-aid kit handy to provide first aid treatment in case of any injury/emergency.
- Use an approved floor cleaner compatible with the floor's finish.
- Use a non-abrasive soft cloth or a dust mop to clean.
- The floor should be cleaned daily with a properly treated dust mop to keep it free from dust, grit, and other abrasive particles.
- Always protect the gym floor as per manufacturer's specifications.
- Belts, chains, and cables should be aligned with machine parts.
- No gymnasium equipment should be carried outside the gymnasium premises.
- Non-functional or broken equipment should be removed, labeled and locked out of use.
- Proper functionality of equipment should be checked regularly.
- Fire extinguisher should be functional, and it should be refilled regularly.
- Entry & exit should be clearly marked and monitored.

14. SPORTS AMENITIES



Sports consume energy, cleanse body & mind, and lead to a healthy lifestyle. Some societies/condominiums/companies are provided with sports facilities.

Some complexes may be provided with amenities like Badminton Court, Tennis Court, Squash Court, Indoor Games Room, etc. Please refer to the section below if this applies to your complex.

- Sports area should be used in the given timings.
- Most of the sports are high-energy activities. Care should, therefore, be taken not to damage the complex's property.
- The ready-to-use area for sport is provided. Accessories and consumables like Table Tennis Rackets & Balls, Carrom coins, and so on, shall be brought by the residents.

- Keep the sports arena clean, and equipment/sports gear properly packed when not in use.

Squash Court

- No other games are allowed to be played on the court.

Basketball/Badminton court

- Wearing appropriate sports shoes (without spikes) is recommended to prevent damage to the equipment, floor, as well as to yourself.
- Proper care of the wooden floor should be taken.
- It is recommended to follow the proper dress code, suitable for the sport.
- Excessive use of force during play should be avoided to prevent damage.

Cricket Area

- Use of nets is mandatory to prevent the ball escaping the play area.
- Make sure that you make use of proper gear to avoid injuries.
- The game should be played only in the notified area.

Note - Damage to property, glass windows, and all other assets/equipment is prohibited.

15. CCTV CAMERAS



CCTV stands for Closed Circuit Television. It is an independent observation framework involving cameras, recorders, and displays for checking activities in premises. CCTV system records various activities around a place which get stored as recordings, and they can be viewed later (depending upon CCTV camera setting), in case of any theft or suspicious activity. Your complex may have a CCTV camera and recording units installed by the developer, or a complex may install it later. In either of the above case, kindly refer to this section for its upkeep.

Recommended Guidelines for usage

- Check the recording unit at regular interval and make sure it has

- power back up.
- The recordings of the camera should be viewed and deleted from time to time.
- The recordings should not be shared with any individual without permission from the complex management.
- The CCTV system may need timely maintenance. It is recommended for a complex to sign an AMC with an approved CCTV vendor.

In case the complex decides to move or change CCTV cameras position, then it is recommended that the camera should not encroach on anyone's personal livelihood.

Keep the recorder properly secured in a fire-proof place.

Note - Refer to OEM manual of the Camera and recording unit for more information about its use and maintenance.

16. WATER TANKS

Underground and overhead water tanks may be provided by your developer. The water coming from the municipal corporation (if applicable) is stored in the underground water tank. This water is then pumped to the overhead water tanks using the pumps.

- All the tanks should be cleaned at regular intervals, by a trained agency.
- The manholes of the tank should be locked and secured to prevent anyone accidentally falling into it.
- Check for any leakages from the tank. If found, the same should be repaired immediately.
- If WTP is installed then trained operator should look after the water parameters regularly and should ensure that AMC is done of all WTP equipment.
- Trained plumber need to check water supply pipe lines in regular interval to avoid sudden issues with water supply.

17. POWER SUPPLY

Power to your unit/complex may be supplied in different forms. Your developer may provide you power supply from a state-owned or private power distribution company, or by means of solar energy.

17.1 Power Supply to Common Areas

17.1.1 Solar Panels

If your developer has provided solar panels within your complex, the purpose may be to power common areas or to provide hot water to your apartment through one or more outlets. If so, kindly refer to this section.



Your Complexes / buildings may have their common area lighting loads, such as a staircase, parking, and security, to solar power. In such a case

- The complex should appoint a vendor for its regular maintenance. It is recommended that periodic AMC is carried out.
- The solar panels must be inspected and cleaned every 15 days to get efficient supply from the panels.
- For a general cleaning, simply use a standard garden hose to wash the face of the panels during either the early morning or in the evening.
- In some cases, battery backup might be provided for storage of the solar energy. These batteries need to be monitored periodically for cleanliness and appropriate pH value of the water inside.
- Avoid spraying cold water onto hot panels, or you could risk cracking them!
- Avoid any shade falling on the solar panel as it will affect the entire panel.

17.2. State / City Electricity Board or Private Power Distribution Company Power

The Governing body of Complex / Residents shall be liable to pay for power consumed in the common areas through their CAM.

17.2.1. Electricity Meter Room

A device that records the exact amount of electricity being used by a consumer is called an electric meter. Power companies install these meters at points where the company's electricity lines are connected to a consumer's building. Customers are charged periodically for their power usage based on readings taken from this meter. A single-phase meter or three-phase meter may be supplied depending on the load of electricity to common areas. Only authorized persons should be allowed to enter the meter room, and it should not be used for storage purpose. Once the meters are installed and charged, the flat owner may be required to contact electricity board authorities for any issues related to excessive billing/wrong bill/faulty meter, etc.

17.2.2 Voltage Fluctuation & Quality of Supply by Power Companies

It is a duty of the power company to take all precautions to maintain the voltage at the point of supply at the appropriate declared level and shall further take all precautions to restrict the variation in the voltage from the declared voltage at the point of supply.

Note - The developer is not liable for any equipment or asset damage caused due to voltage fluctuation.

17.2.3 Electricity Load

Your home and complex are designed for a certain electricity load. Before using any equipment, please ensure that it does not exceed the sanctioned load. The consumer should apply to the power company for any variation in sanctioned load/ contract demand resulting out of any

alterations/extensions of gadgets/appliances in his premises.

Incorrect/oversize and non-rated equipment inside the apartment can disrupt back up supply and can also damage internal distribution in the apartment. Fluctuations in electrical supply beyond normal ranges need to be highlighted to relevant officers of the service providers - in most cases; they are from MSEB.

17.3. Power Supply for Individual Building

For each building, a separate meter room is provided on the ground floor where all the meters of the common area as well as a meter of each flat / unit is fixed along with their circuit breakers. However, it is recommended that the following safety measures be followed for a regular supply of electricity.

Note - It is the responsibility of the complex to restrict entry into the meter room. It is recommended that the meter room should be accessed by some professional electrician and authorized personnel.

Recommended Guidelines for usage

- The Electrical connection, wiring, switches, plugs should be checked periodically and regularly.
- The meter room should be locked and should have no access to members.
- There should be proper earthing of wire wherever necessary.
- The Generator/Inverter should be regularly and periodically checked.
- It is suggested to switch off the lights during the day light to reduce power consumption.
- Always use insulated tools and rubber gloves while working with electrical equipment.
- Ensure that the wall with electric wiring is not damp.
- Ensure that in case of emergency, the contact number of the electrician is readily available.

- Breakers should occasionally be checked at the exterior panel. Turn breakers off before cleaning the dust accumulated on it.
- Electric circuits should be operated only by a professional electrician, who knows the system.
- Earthing should be checked for its resistivity at least once a year.
- **Avoid**
- Avoid using equipment with frayed cords, damaged insulation or broken plugs.
- Ensure that you do not use wet hands while working with electrical circuits and equipment.
- Ensure that you do not spray inflammable liquids on the electric board for cleaning.
- Ensure that you do not repair anything when the switch is ON.

17.4 Electrical Transformers

If there is an electrical transformer installed in the complex premises, it is likely to be handed over to the respective electrical board/government department. Best practices for electrical transformer

- Avoid going near to the transformer as it can be fatal.
- Ensure that the gate of the fence is locked, and the keys should be available to the security and the authorized personnel only.
- Danger signboards placed near generators indicate serious potential danger, hence should be observed strictly.
- A regular checkup should be done by the Electrical (or the respective) Department.
- A fire extinguisher should be refilled and checked regularly.

17.5 Generators

If an electrical generator set (often called as the DG set) is installed in the complex premises, then it should be taken care of.

- The generator should be locked, and the keys should be available to the security and the authorized personnel.
- Danger signboards placed near generators indicate serious potential danger, hence should be observed strictly.
- A regular checkup should be done by the Electrical (or the respective) Department.
- The fuel should be stored carefully in a closed space and handled by authorized personnel only.
- A fire extinguisher should be refilled and checked regularly.
- Periodic stack and noise level monitoring should be done by the complex as per prevailing rules, and the record should be maintained.

Note - AMC should be done to ensure that the generator is checked on the regular basis and it is functional. Please refer to the manual before operating the generator.

18. WATER

- Water can be provided through various sources in your complex, for drinking and general use. Some of the sources are listed below.
- Municipal Water
- STP / Septic tank recycled water
- Borewell Water
- **Municipal Water**
- If the complex is provided by the Municipal Corporation water, then this is as per the sanctioned limit. Please find below the guidelines for usage.
- For potable water provided it is recommended to use water purifiers.
- Ensure that the taps are properly closed after usage and while going out of the station.
- Replace the leaky faucets to save water wastage.
- Use of water storage tanks in a flat increases the structural load on the columns and beams.



Also, it is an offence according to the Municipal corporation. Hence water storage using individual storage tanks is not permissible under any circumstances.

- Use of pumps or any other artificial means to suck the water from
- main complex's water storage tank is prohibited.
- The complex may be provided with Solar water connection. There may be a point/connection in one or more bathrooms for solar water. Please note this equipment works only when there is enough sunlight available for solar to operate.
- It is recommended to clean pipes at regular interval as it may cause a reduction in water supply.

Note - Changes or any alterations are not allowed in plumbing layout. If done, the developer will not be responsible for leakages or reduction in water flow.

Hydro-pneumatic Water system

Generally, water supply is provided via an Overhead Water Tank on Top terrace in which case the water supply is due to Gravity. In this case, the top floor or top 2 floors may have been provided with a booster pump to compensate the limited pressure due to lower gravity. Some of the buildings may not have

overhead water tanks except the mandatory fire tank. In such cases, the water is supplied by a Hydro-pneumatic system where a pumping system which is operational 24 x 7 is used wherein based on the requirement the pump applies variable pressure to ensure water is supplied at the desired pressure. In such cases, the system will consist of various Pressure release/regulating valves as well as Air release valves, and it is important that all the components of the system are periodically maintained by a professional agency.

- In all above cases, the pumps are required to have adequate power backup to ensure the system is running even during power failures on DG back up.

Sewage Treatment Plant (STP) Recycled Water

STP water is provided as per the total STP load. Water from STP should be used for flushing and gardening only. For more information on STP, please refer to the respective section in this manual.

Note - Under any circumstances, STP water should not be used for drinking or cooking.

18.1. Sewage Treatment Plant

Wastewater is created when water is used for toilet flushing, bathing, showering, food preparation in the kitchen, dishwashing, and laundry.

A developer may have provided an STP or Septic tank in some complexes.

Discharge of waste water into surface waters, groundwater, and the soil presents environmental and health risks. This water is treated using a Sewage Treatment Plant and is then recycled.

STP water is provided as per the total STP load. Only wastewater from toilet flushing, dishwashing and laundry, showering, bathing, and other washing must be allowed down the drain.

It is recommended that water from STP should be used for flush usage and gardening. Ensure that STP water is not used for drinking.

Recommended Guidelines for using and maintaining STP

- Inspect the treatment plant regularly and operate it everyday.
- Prevent any harmful substances from entering the treatment plant.
- Keep information about the treatment plant up-to-date. This will include the timetable of planning, installation, siting, inspecting, emptying the sludge tank and sludge removal.
- Keep a record of any malfunctions and repair work done.
- In addition, care must be taken not to allow any substances that are harmful to the operation of the treatment plant to enter it, such as medical substances, cigarette butts, sanitary napkins, diapers, condoms, large amounts of milk or grease, chemical drain openers, chlorine, antibacterial detergents, solvents, oil, paint or other hazardous wastes.
- The treated water must be tested regularly to ensure the treatment.
- STP treated water has an expiry of 30 hours. Post which it starts deteriorating (may cause water to smell and discolor), hence it is advisable to avoid storage beyond 24 hours.
- For smooth running of any Sewage treatment plant, a sufficient sewage load is required. Hence initially, after possession by the residents, the sewage treatment plant may take more time for stabilization because of the intermittent loads.
- During the occupation of apartments, disposal of debris/paint waste in sewage lines will kill the bacterial growth and cause failure of STP operations. This should be strictly avoided. Additionally, refer chapter 45 of this manual for all precautions.
- The developer recommends appointing a qualified and experienced vendor for the AMC of the STP.
- Timely checks of the water treated by STP are mandatory. A record of such reports has to be maintained. There is a heavy penalty for non-functioning STP and for discharging Sewage Water into the municipal drainage.
- Wash hands thoroughly after working with sewage or anything contaminated with sewage.
- If after coming in contact with sewage a person falls sick, inform doctor accordingly.
- Children/Disabled/Elderly people should not go near the air vents of the Sewage Treatment Plant as it emits dangerous toxic gasses.

Note - For more information on STP, please refer to the User Manual of the STP Plant and Septic Tank.

18.2 Septic Tank

- In some buildings/complexes, septic tanks are provided by the developer where sewage is collected and decomposed using bacterial activity. It contains the waste water from domestic use. If it is provided in your complex, please refer to below guidelines.
- Ensure that septic tank is well-protected from any external damage. For example, putting a shed on the septic tank can cause damage to it.
- Cleaning of the septic tank periodically will help in maintaining hygiene of the complex.
- Non-degradable objects such as chemicals, tissue papers or heavy objects such as metal objects, should not be thrown out from the septic system. Bacteria generated in the septic tank is part of the septic cycle. Unwanted objects thrown in the septic tank kill these bacteria and ultimately stops the septic cycle.
- Prior permission of the developer should be taken before doing any structural changes to the septic tank.
- Ensure that man-holes provided to the septic tank are always in closed position and preferably in the locked condition.
- Do not use septic tanks to dispose garbage.

- Empty the sludge tank and remove excess sludge regularly (1-3 times per year)

18.3 Borewell Water

This water source may or may not be provided by your developer. If it is provided, please refer to this section. Borewell is a natural water resource. If the borewell yields sufficient water, then it can be used by the members of the complex. Sometimes a borewell may run dry. In such a case, ensure adequate safety by covering.

Borewell water may be hard water, and a water softener may be installed if it has to be used for drinking purpose.

Borewells can be recharged by rainwater. Refer to the Green Building topic for details.

Regular testing of ground water is recommended to ensure that it is hygienic and fit for usage.

Note - If bore well is not provided by the developer, and the need for such a water source is felt the complex may opt for drilling a new borewell after obtaining legal permissions from relevant government agencies.

18.4 Water Meters

Water meter is provided to each flat / unit/ building/ project as per local rules. The meter shows consumption in a number of units. The location of water meter could be different for different units. Or, they all can be located in one central place for all unit owners in one building. Every water meter is numbered. The local authorities will send a water bill based on the consumption.

Note - Any tampering with the meter is strictly prohibited and is considered a legal offence and every member is responsible for his own water bill.

19. STORM WATER DRAINAGE

- Storm water is the excess water from the rain which is accumulated on the ground, paved streets, car parks, parking lots, footpaths, sidewalks or roof and is drained into the sewer. This water may get combined with the sewage water. For freeflowing of water from this drainage, it is recommended to follow below guidelines.



- The inlet may be covered properly with gratings or grids to prevent people, large objects, debris falling into it.
- Ensure it is occasionally cleaned to prevent blockages for the heavy storm water. If the water is stagnant in the drainage, it may invite mosquito breeding which can result in spreading viral infection.
- Kids should be advised not to throw any objects into storm drainage.
- It is recommended that the inlet grating or grid of the storm drainage should not have any broken grid else it should be replaced with the new one in order to avoid accidents.
- The outlet of the storm drainage should be covered with gratings.
- The storm water can also be diverted to the Recharge pits or Recharge Borewells so that it can be reused.

20. GARBAGE COLLECTION

The quality of urban life is ultimately tied to collection and disposal of garbage of all forms. Systematic household garbage collection and disposal is the key to the community living.

There are two types of garbage:

- Dry garbage - It consists of elements such as cans, paper, aluminium foils, glass, plastic and so on which cannot be used for the creation of natural compost fertilizer.

- Wet garbage - It consists of materials using which natural compost fertilizer can be produced. It includes leftover foodstuffs, peels, vegetables and so on. In some complexes, only wet garbage is collected using garbage chutes. In such cases, dry garbage should be collected manually.

Note - The dry and wet garbage should be segregated as mandated by municipalities and as responsible citizens of planet earth.

20.1. Garbage Chutes

In some complex buildings, the developer may have provided garbage chutes. This section covers the details. Garbage Chute is a vertical or inclined channel (or duct) from where waste is passed by means of gravity. Each floor corridor or flat is provided with the small opening through which the daily waste can be disposed of.



This garbage is then collected at the bottom of the chute in a trolley. This trolley is then used to carry it away or put it in OWC.

It sounds very simple, but if not used properly, it can create many challenges.

- **Recommended Guidelines for usage**
- Use of garbage bags is compulsory to maintain overall hygiene by avoiding direct contact with garbage.
- There should always be a trolley below the garbage chute.
- In case of automated garbage chutes, only one user on one floor can use the chute at a time. Unless the door of a particular floor is properly closed, other floor residents cannot use it.
- Standard garbage (single garbage chute with single pipeline chute) and segregate garbage chute are the 2 types used to dispose of the garbage. Use the appropriate chute to dispose of the garbage.
- If garbage chute is equipped with buttons, use the appropriate button to dispose of the garbage. Depending on the type of garbage chute installed, there may be a separate button for wet and dry garbage.
- Garbage chute doors should always be closed as hazardous and nauseating gas may come out from the garbage chute.
- Follow the caution signals that are mentioned on the chute. Like coconut shells, cigarettes,

matches, fire crackers, glass bottles or any glass items which can be harmful should not be disposed of in the chute. No burning objects should be thrown in the garbage chutes as this can cause a fire.

- Do not throw boxes bigger than the size of the door of the chute to avoid blockages.
- It is recommended to maintain hygiene while handling garbage. Use of gloves is highly recommended.
- Refer to the equipment manual to know about the cleaning of the garbage chute.
- Ensure that the overhead disinfectant tank of the garbage chute is filled at regular intervals (once a week).
- Manual cleaning of the moist place near the exit of the garbage once in 15 days is recommended.
- Some garbage chutes are made up of stainless steel material which is fire proof. In case, the fire breaks out in the chute use fire sprinkler to blow off the fire.
- Periodically check for any blockages in the Chute.
- In the absence of proper maintenance of the system, it can invite various diseases like dengue, malaria, viral infection, swine-flu and so on.

Note - For any problem in the chute contact the service agent and refer product/OEM manual. Any improper use of the garbage chute may invite penalty as per the complex's rules.

20.2 Manual Garbage Collection

In case, if a complex does not have the facility of Garbage Chutes, then it is the responsibility of the governing body/residents to make arrangements for the garbage collection.

The residents should keep their garbage on each floor by segregating wet and dry garbage. Housekeeping staff can be appointed for picking up the garbage from each floor. It is recommended not to throw the trash on the floor or any complex premises. Hygiene should be maintained while dealing with the household trash.

21. GARBAGE DISPOSAL

The garbage collected from the garbage chute or manually collected garbage should be disposed of either by recycling it within the complex premises or by loading it into the municipality truck.

Wet wastes, which consist of leftover foodstuff, vegetables, peels, etc. should be put in a compost pit, and compost can be used as manure in the garden. Dry waste consisting of cans, aluminium foils, plastics, metal, glass, and paper could be recycled.

Some complexes may be provided with the Organic Waste Convertor Machine. Wet Garbage should be recycled periodically using compost mechanism. AMC of compost machine should be as per the model specified by the vendor.

In such cases, please refer to the following topic.

21.1. Organic Waste Composting

Organic Waste Composting (OWC) is the mechanism for converting daily trash like kitchen waste, garden waste into organic compost. This system eliminates the odor and different insects, rats, and flies. The manure that is generated from OWC is used for soil conditioning.

- It is necessary to segregate the daily waste into recyclable and nonrecyclable waste.
- The OWC machine should not be over loaded or under loaded than its capacity.
- Ensure that the chemicals required in the process of converting the waste into the manure are in adequate quantity.
- Periodic maintenance is carried out with some professional company.

21.2. Vermicomposting

Vermicomposting is the process to create a heterogeneous mixture of decomposing vegetables or food waste with the help of aerobic microorganisms (using various worms). This mixture can be used as a fertilizer for plants in the complex. Following are the recommended guidelines for the usage of Vermicomposting

- Large-sized waste like plant twigs, straws should be shredded into small pieces before putting into the vermicompost pit to facilitate composting.
- The periodic bottom-up turning of the waste material should be done so that the lower-level waste gets exposure to microorganisms.
- For composting, worms need bedding as it provides relatively stable habitat. Ensure that the bedding is able to absorb and retain required water for worms to thrive. Shredded paper or cardboard can make excellent bedding.
- Ensure that proper moisture level, aeration, and temperature level is maintained in the pit to produce best quality fertilizer.
- Ensure other parameters like salt content; urine content are within the limit.
- Ensure that other toxic components like deworming medicine, detergent cleaners, industrial chemicals, pesticides, tannins are eliminated from the pit.
- Ensure that the vermicompost pit is kept safe from moles, birds, centipedes, ants, and mites, as their common food is worms and it can lower the worm population in the pit.

Note - Please refer to the OEM Manual/Professional consultant for details of the vermicomposting methodology.

22. PIPED GAS INSTALLATION OF THE COMPLEX

Your complex may be provided with a piped natural gas facility. In such a case, there will be an area allocated for the main station/gas tank which is used for distribution, within the complex. Any liability for maintenance, usage, and safety of the same needs to be in accordance with the guideline and safety precautions recommended by the piped natural gas provider. The connections of the piped natural gas to your homes will come out of this base installation. Please refer to the topic 43.2 about Piped Natural Gas in Section 3.

Note - The developer advises to understand and strictly adhere to all the rules laid down by this provider.

23. EQUIPMENT AUDITS

Equipment like Piped Gas, Fire Fighting Equipment, Swimming Pool, Sewage Treatment Plant, and all other equipment provided in the building, or complex will need timely checks and audits to give you best service and highest standards of operation.

Note - There may be a heavy penalty for non-compliance to the Government guidelines. Governing Bodies should ensure these compliances. In the absence of governing bodies, residents of the complex are responsible for the same.

24. SPECIAL NOTES ABOUT VISITORS

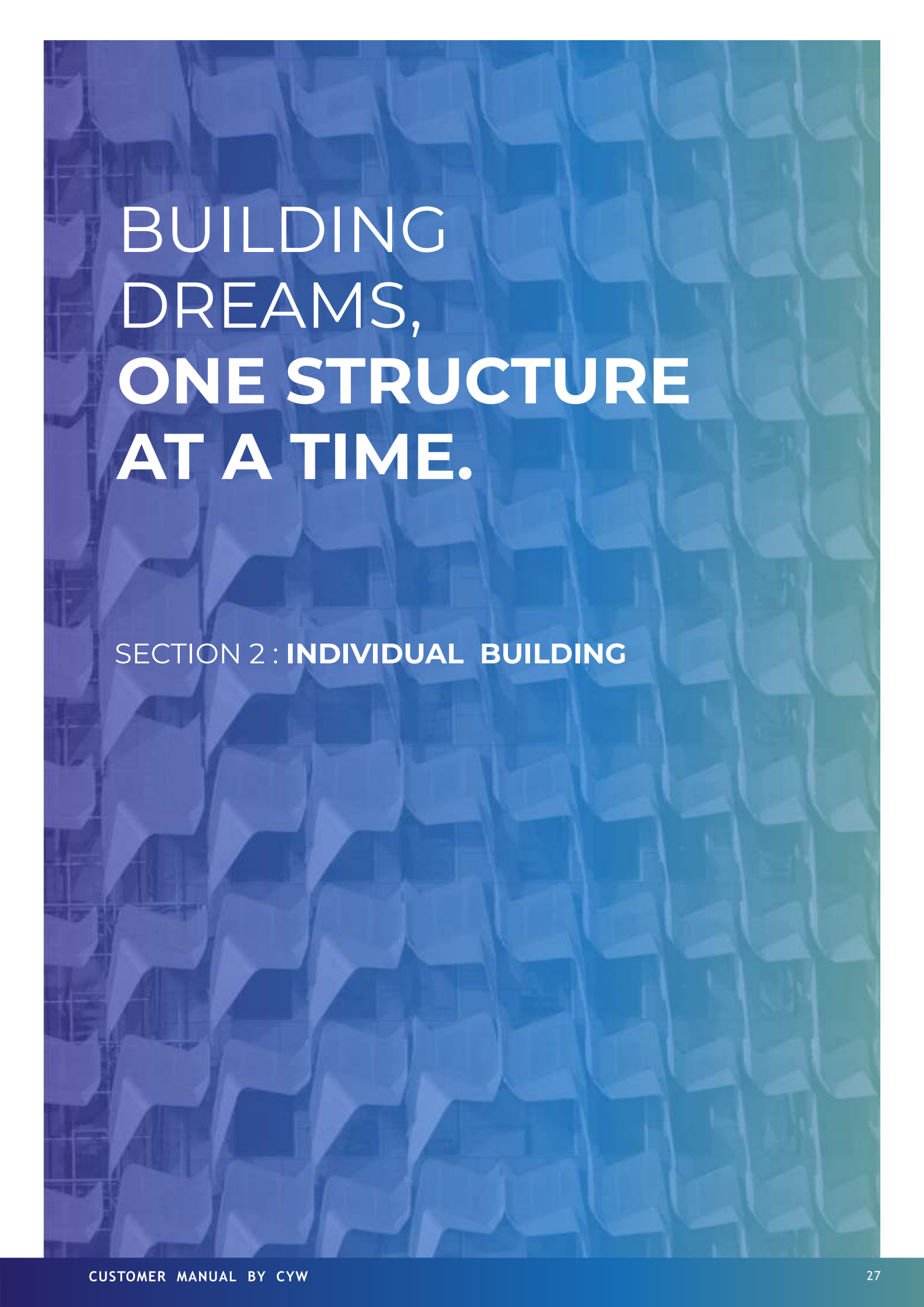
A community is regularly visited by friends and families of the residents. For the comfort and safety of the residents as well as the visitors, certain guidelines should be observed.

Recommended Guidelines

- □ The personnel at security gate should maintain two registers - one having information about complex residents and the other register for visitors. The security guard can use the register having resident information to verify the authenticity of owner name and number given by the visitor.
- ID card should be provided to maids, milkmen, newspaper vendor, and so on.
- Hawkers, vegetable vendors, and such others, except those authorized by the Management Committee, should not be allowed inside the Apartments complex.
- Proper record of visitors should be maintained for the safety of the complex.
- Visitors should park their vehicle in Visitor's parking area only.
- Any damage to common areas of the complex by the visitor is the responsibility of the respective flat owner. The owner has to pay the Recovery amount as per the decision of the complex's management committee.

visitor record template

Date	Visitor's Name	To Meet	Flat Number	In Time	Out Time	Vehicle Number	Contact Number



BUILDING DREAMS, **ONE STRUCTURE AT A TIME.**

SECTION 2 : **INDIVIDUAL BUILDING**

25. LIFT/ELEVATORS

Lifts/elevators are assets to all the residents and visitors, including senior citizens. They should be maintained in a 24x7 working condition.

Lifts are heavy engineering equipment that need professional skills and experience to be maintained properly. The complex should give an annual maintenance contract of the lift to a responsible and reputed service provider/agency. The elevators AMC should, as far as possible, be given to an OEM.

Note - Do not use the lift/elevators in case of fire or smoke.

Lifts/elevators are assets to all the residents and visitors, including senior citizens. They should be maintained in a 24x7 working condition.

Lifts are heavy engineering equipment that need professional skills and experience to be maintained properly. The complex should give an annual maintenance contract of the lift to a responsible and reputed service provider/agency. The elevators AMC should, as far as possible, be given to an OEM.

Recommended Guidelines & Safety Measures

Emergency & maintenance contact numbers should be displayed in the elevator.

- The electrical connections, wiring, switches, plugs should be checked periodically and regularly. Carry out regular & preventive maintenance from time to time.
- Spitting, or throwing garbage and so on, inside the elevator is strictly prohibited.
- Permission to use the elevator should be displayed inside the lift along with the elevator make, name, and number mentioned on it.
- Safety instructions to be followed during an emergency should be displayed prominently.
- Use Panic Button/Intercom unit provided in the elevator, in case of an emergency situation.
- No advertisements or posters of any kind should be posted in the elevator unless authorized by the Management Committee.
- All mechanical equipment rooms that contain elevator machinery should have limited and authorised access.
- Inspection door or emergency exit should be opened only by the engineer of the maintenance service company.
- Children of less than 10 years should not be allowed in the elevator alone.
- Do not push the buttons using any hard or sharp object. This may damage the buttons.
- Do not repair, remodel or disassemble on your own.
- Do not tamper with elevator fittings & accessories.
- Do not use the elevator in case of fire or earthquake. Use staircase.
- Do not let water pour into the hoistway when cleaning the floor.
- Do not touch a door or attempt to open it by force.
- Do not rush into the elevator.
- Do not jump in the elevator.
- Do not let small children play in or around the elevator.
- Do not fill the elevator beyond its capacity.



- Heavy and oversized articles should not be carried in the elevator.
- Articles like petrol, diesel, kerosene and so on, should not be carried in the elevator.
- Smoking, eating, and drinking should not be allowed in the elevator.
- Garbage, drinks cans, tissue papers, cigarette butts should not be thrown in the lift or the elevator duct.

26. TERRACE

- The buildings may have a terrace with access to it.
- All the terraces should be locked, and the keys should be with the security or Governing Body.
- Kids should not be allowed to play on the terrace.
- Any construction on the terrace is strictly prohibited.

27. PARKING

The parking may be provided on the ground floor, basement, stilt, or floors specifically built for parking. Some complexes may have been provided with parking that is mechanical in nature. These parking facilities need to be utilised according to the guidelines provided by the manufacturer. These mechanised parking systems should not be operated by children.

It is the owner's responsibility to use the parking space properly and maintain it clean.

- Recommended Guidelines for usage
- Do not store anything in the parking space.
- Do not store liquid, solid, gaseous fuel, and other inflammable objects in the parking space.
- Do not use the parking space for more than the specified number of vehicles.
- Flat owners should park their vehicle in their assigned parking area & not in visitor's parking.
- Complex parking sticker should be stuck on the flat owners' vehicles. Care should be taken while driving & parking of the vehicle. Make sure not to

damage civil areas or drainage systems.

- Any damage to common areas of the complex by the visitor is respective flat owner's responsibility. The owner has to pay the Recovery amount as per the decision of the management committee.
- Ensure that there is no damage to the building structure while parking the car.
- Use the complex name stickers for vehicles for ease of their identification and passing at the security point.

28. USING LETTER BOXES

- Even in the modern days of mobile phones and text messages, getting a letter by mail is a necessity.
- A standard letter box may have been provided to every flat/unit.
- Lock the letter box and maintain it in working condition.
- It is your responsibility to check the letter box and collect the letters in time.
- Any loss of personal emails is not the liability of the Developer.



- Make sure your letter box is not overflowing.
- Educate children about not performing any notorious activities such as stealing, tampering, tearing other members' emails.
- Make sure that you keep the letter box's spare key in a safe condition.
- Every letterbox has a certain weight capacity. Please ensure you do not exceed that.

29. FIRE-FIGHTING EQUIPMENT

An occupied building with a large number of flats carries more chances of an outbreak of fire if proper precautionary measures are not taken.

To prevent the outbreak of the fire certain measures listed below need to be taken.



- The developer provides a working firefighting system. It is the responsibility of the governing body/residents to maintain the system after the handover.
- AMC for Fire Extinguishers, Fire Alarm System, and Fire Hydrant system is mandatory. A proper checklist is provided to ensure the proper working of the system.
- Every floor has hydrant valve, hose pipe which is connected to the overhead tank provided for firefighting.
- Ensure that the stair case, the common passage is free for the smooth movement in case of fire breakage.
- Refuge area should be open, should not be used for any other purpose other than the safe evacuation of the members.
- Regular mock fire drill exercises should be performed by the authorized agency, and all the members should participate in it.
- Portable fire extinguishers should be installed in different floors for immediate action on fire outbreak.

- In case it is observed that the system is not functional on a particular floor or there is some leakage observed then Firefighting agency needs to be informed immediately about it.
- In case of an emergency, the contact details of the concerned person should be readily available.
- In the case of fire, evacuation procedure should be followed.
- If panels are used in the building construction or in sliding windows or doors, make sure that the gaskets used for those panels, windows, or doors are fire retardants.
- Do not use any inflammable material while designing the interiors of your house.
- In case of any changes made to homes or common areas, make sure all the material used is fire retardant. Plywood, cardboards, plastic, and paints of some types are highly inflammable and are not recommended at all.
- Please refer to local laws for compliance and OEM for further details.

Note - Periodic firefighting drills must be organized by the governing body/residents.

30. RAIN WATER HARVESTING

Rain water harvesting is the accumulation of rain water for reuse. It is the system of catching rain water from the roof top of any building and storing it in the tank.

In some complexes, the developer provides Rain Water harvesting through recharging pits and other prescribed methods.

This water can be utilized for purposes such as gardening, car washing, and overall cleanliness of the premises.



Rainwater harvesting system requires regular maintenance as it may get prone to rodents, algae growth, and insects.

Note - It is recommended that the proper maintenance of the recharging tank (if applicable) is carried periodically and AMC is maintained if required.

Precautions for Water Storage

- Ensure that mosquito proof container is used for storing the rain water.
- Ensure that the filters are replaced when needed.
- Carry out periodic maintenance required to keep the system clean and operational.
- It is recommended that a caution notice is displayed while cleaning the water tank. Refer to the respective equipment's manual for more information.
- It is recommended that the water is used for uses other than drinking. If used for drinking, ensure that it is boiled properly and is well-purified before drinking.
- It is recommended that the collected rain water is not used in swimming pool as it can be harmful to skin after prolonged contact. There is also a risk of it getting ingested by members using the pool.
- It is recommended that the storage tank is properly covered and secured.
- Do not throw any toxic material (for example, paints) in the system.

30.1. Recharge Pits

During the rainy season, a lot of rain water goes into the drain. To prevent it from getting wasted, rain water is sent underground so that this water can be brought back through wells and borewells (tube wells). One of the effective ways of doing this is making the recharge pits.

These are pits of specific dimensions dug up and layered with stones. The rainwater is collected and guided to these pits. The layers of stones hold and filter the water to make sure it gets enough time to be absorbed into the ground.

Recommended Guidelines

- Ensure that no garbage is put in the area near the recharge pit from where the pit is getting water.
- After the rainwater storage tank is filled, the excess water from the roof may also be diverted to the recharge pit.
- Ensure that proper care is taken to maintain the recharge pit.

30.2 Recharge Borewells

Other than municipal water and water getting from the tanker, borewell water is the most common source of getting water. But due to its excessive use, it may run dry after some time. An effective way to solve this problem is recharging borewells during monsoon. This improves the quality and quantity of the water for use. For this, the rainwater should be guided to the borewell tube. A filter will prevent this tube getting blocked by leaves and grass. The recharge pits also help to charge the borewells.

Recommended Guidelines

- It is recommended that the borewell openings are closed properly at all times, to prevent any accidents.
- The water from the borewell is lifted using a pump. This pump will need routine cleaning and maintenance.

31. GREEN BUILDINGS

In addition to the regular requirements of maintenance and upkeep, if your complex is approved as a Green Building, there will be few additional requirements.

Green Buildings are environment-friendly buildings. They are designed and certified for saving water, energy, and pollution.



As a green building, the complex and its members may enjoy many benefits; including a reduction in property tax, reduction in corporation tax, etc.; depending on incentives provided by urban local bodies to those cities.

Green Buildings need certification to enjoy the financial rebate benefits offered by the government. To continue to get the benefits, the Green Building status has to be renewed from time to time.

The complex's management committee should update itself with all the requirements of a green building and keep the records available.

Covering all the green building guidelines is beyond the scope of this book. We recommend the complex to retain the services of Green Building Consultant for advice in this matter.

32. NOTE ON HIGH-RISE BUILDINGS

Many rules and regulations regarding fire, elevator, and safety norms are different or modified for high-rise buildings.

Definition of high-rise building varies from city to city. In a city like Pune, if your building is more than 70 meters, then it is considered as high-rise.

Note that, this definition may change as the government guidelines are revised from time to time.

- Fire protection methods available for use in high-

rise buildings include the following.

- Sprinklers in public staircases and public spaces
- should be maintained in operating condition.
 - Fire detection & alarm (smoke, heat, manual) system should be tested from time-to-time.
 - Awareness amongst residents for means of escape through emergency evacuation staircase.
- First aid firefighting (fire extinguishers, hose reels, emergency lighting).
 - Smoke control systems, if provided, should be maintained in working condition.
 - Voice communication & evacuation systems, if provided, should be maintained in working condition.
 - Access & facilities for the fire brigade should not be blocked by any debris.
 - Training (staff & occupants) for fire drills should be done from time-to-time.
 - The escape route should be marked with a sign board on the corridor and passage to guide evacuation.
- The escape route and staircase should not be blocked by keeping any material/goods.
- Should have a fire safety plan to prevent & extinguish the fire with details action to be taken.
- Telephone numbers of all emergency services should be indicated in the plan.
- Minimum 1 lift capable of carrying minimum 8 persons weighing 545 kilograms. Should be provided for every high rise building.
- Assembly point in the complex compound should be clearly indicated.
- Any other guidelines of the local municipal corporation, fire department, other agencies should be strictly adhered to.
- Fire and safety audit should be done at regular intervals. Note - Agency expert in maintaining high-rise buildings should be appointed for elevator maintenance and fire-fighting systems.

33. PROCEDURE FOR LOGGING MAINTENANCE REQUEST

Members should communicate any maintenance needs to the property manager on the phone and also make an entry for them in the maintenance register of the complex. While making this entry, provide a detailed description and your availability for getting the repair done. After making the entry, a Complain Serial Number may be provided.

Note - The developer is not responsible for repairing any items damaged due to misuse. No repairs shall be done of appliances, furniture, fixtures, and fittings. These are not a part of the basic flat/unit, and hence are not a part of the builder's liability. Please refer to OEM manual for the same regarding warranties for such equipment / furniture.

BUILT TO EMBRACE **WITHIN** **YOUR WALLS**

SECTION 3 : **WITHIN YOUR WALLS**

34. KNOW YOUR UNIT DOCUMENTATION

34.1. Property Documents

- ☐ P1. Property Documents executed between the Landowners and Developer
- ☐ P2. Occupancy Certificate
- ☐ P3. NoC from Fire Department
- ☐ P4. NoC from Electrical Inspector
- ☐ P5. Clearance to operate Elevators

34.2. Operational Documents

- ☐ O1. As-built drawings of the Electrical Wiring including Earthing Points
- ☐ O2. As-built drawings of the Plumbing
- ☐ O3. As-built drawings for Gas Piping

34.3. Legal Documents

- ☐ L1. Sale Deed copy/Proof of Ownership
- ☐ L2. Khatha Certificate Copy (where applicable)
- ☐ L3. Car Parking Allocation Record (if any)
- ☐ L4. All Legal Documents executed between the Developer & Landowner
(could be same as P1)
- ☐ L5. Latest Index II
- ☐ L6. Copy of latest 7/12
- ☐ L7. Title Insurance

35. KNOW YOUR UNIT DOCUMENTATION

Mishaps often happen without any forewarning. This may include, theft, fire, earthquake, and so on thus, it is recommended that flats with their items must be insured. If something does happen, it may be a setback to the entire family and its livelihood. It is therefore important that your home and the valuables inside are insured. If you have taken a home loan, your banker/financier may make it mandatory to buy the property insurance. There are many suitable plans available from many insurance companies. We recommend you to compare them, take advice from a qualified insurance advisor, and take adequate insurance for your home.



Note - We recommend you to buy a property insurance to cover your home and the important valuables inside it.

36. KNOW YOUR UNIT DOCUMENTATION

Every apartment comes with certain specifications. These can include CP, Sanitary, etc. Over and above that some developer may also provide some, modular kitchen and white goods with your apartment. Please refer to this section for information, usage, and maintenance of the same.

36.1. Equipment in Flat/Unit

If a developer has provided white goods with your apartment, kindly refer to the warranty given by the white goods manufacturers such as Godrej, Phillips, Samsung, and so on for more details. White goods include equipment such as TV, fridge, washing machine, air conditioner and so on.



Warranty of any equipment is from the date of purchase, and it is provided by the respective equipment/device manufacturer.

The following equipment are provided by the developer. All sections mentioned concerning this equipment are applicable to the flat / unit owner.

- Water Meter
- Electric Meter
- Electric Circuit Breakers
- Not all the equipments are provided by the developer for every project, and for every flat/unit. The respective text topic mentioned in this document will be applicable only when the respective equipment/facility is provided.

Note - Please also consult your equipment manufacturer's operation and maintenance manuals for any other compliances needed.

36.1.1. Water Heaters

Water heaters may be provided in certain units depending on the type of the unit. You may also choose to buy one if it is not provided. Kindly refer to this section for details.

Some homes may come with a pre-installed Water Geyser which is attached to Solar line. In some cases, geysers may not be attached to the Solar lines.

- If you have a water mixer unit, ensure the heater line knob/valve on the mixer is properly closed every time to avoid loss of temperature of heated water.
- Ensure that the water heaters are switched off when it is not in use.

Note - Note that the use of piped gas for heating water is not recommended and is also not allowed by the local authorities, owing to safety regulations.

If any equipment is not provided by the developer and installed by you, then it will solely be your responsibility.

37. FLOORING

The developer may have provided ceramic, vitrified, marble, flooring within your homes. Please note that all natural stones (like marble) are porous, and require maintenance and up-keep periodically. You may also see holes in these which need to be filled periodically. While decorating, putting a marble or new tiles on the existing tiles is not allowed as it increases the load on the structure.

- The grouting between the tiles should be checked periodically, and refilled if the need arises.
- For long life of floor tiles (marble, vitrified, granite or wooden) ensure that bleach or acid based products are not used for cleaning.
- Look for any crack formations on existing structure.
- Cracked tiles should be replaced to avoid leakages.

38. ELECTRICITY



Electricity is the most common form of energy used today. Most of the devices and white goods that we use work on electricity.

The developer has provided socket points (15A, 5A) for all the necessary items like fridge, mixer, oven and so on. Overloading may happen if extra socket points are added. Overloading can result in heating of wires, melting of wire insulations, and the possibility of sparks and fire hazard.

Depending on the size and need every flat/unit is provided with the DB Box for power supply.

Each individual flat/unit is well protected against shock and short circuit with properly earthed Miniature Circuit Breaker.

Electrical layout in your flat/unit is designed in such a way that it will not come in contact with plumbing layout to avoid the contact of water or dampness with electrical wiring. The type of wiring provided in most units will be conduit or casing-&-capping.

Refer to the details of the type of electrical connection provided to you and the sanctioned electrical load of your unit.

Note - Any changes made to electrical circuits without considering these plans may lead to inconvenience later and will be the resident's responsibility. Always use ISI Mark products for safety purposes.

Recommended Guidelines & Safety Measures

- The Electrical connection, wiring, switches, plugs should be checked periodically and regularly.
- The DB Box should be locked and should have limited authorised access.
- There should be proper earthing of wire wherever necessary.
- The Inverter should be regularly and periodically checked.
- It is suggested to switch off the lights during the day light to reduce power consumption.
- Always use insulated tools and rubber gloves while working with electrical equipment.
- Ensure that the wall with electric wiring is not damp.
- Check in the case of emergency the contact number of the electrician is readily available.
- Circuit Breakers should be occasionally checked at the exterior panel. Refer to the OEM for details.
- Electric circuits should be operated only by the Professional electrician who knows the system.
- Use voltage stabilizer for sensitive electric appliances. In the absence of voltage stabiliser, equipment may get damaged due to voltage fluctuation.
- Ensure that electrical items are out of reach to the children.
- Switch off the main switch while going out of the station.
- Ensure that children don't poke their fingers into sockets or touch it with a metal objects.
- Avoid using equipment with frayed cords, damaged insulation, or broken plugs.
- Avoid using electrical circuits and equipment with wet hands.
- Avoid usage of heavy electrical machines (for example, welding machine, stone cutters and so on) inside residential/units as they can overload the electrical system.
- Avoid spraying inflammable liquids on the

electric board for cleaning.

- Ensure that you do not drill or hammer nails into the walls without taking consent from the concerned maintenance department of your complex or the developer.

39. DOORS, LATCHES, & WINDOWS

- Self-weight of the door combined with the expansion and contraction of the wood cause usually a downward shift in the original position of the doors. The expansion and contraction of the wood occur because of temperature and humidity fluctuations.
- **Recommended Guidelines & Safety Measures**
- Please install door stoppers for all doors.
- Clean the channels of sliding windows and ensure free movement of bearing and wheels.
- Clean the drain water holes of the channels of the sliding window regularly.
- Hinges, locks, and latches of the doors should be periodically cleaned and slightly oiled for smooth functioning.
- Avoid banging of the doors by mishandling or due to strong air breeze.
- Avoid mopping the doors with a wet cloth in order to maintain the gloss
- of the doors and door frames.
- Check the sealant application on the exterior doors & windows regularly to avoid rain water ingress from the joints.
- Handles and accessories of doors and windows should not be used for any other purpose of hanging or tying, and so on to avoid these being misused and excessively loaded.
- Wooden doors should be polished or painted periodically by the unit owners as per their requirement to keep them in good conditions. It enhances the life of the doors.
- Water splashes on the wooden doors should be avoided otherwise those can swell & delaminate.

40. AIR CONDITIONERS SETUP IN YOUR HOME



If your complex has been handed over by the developer and conveyed, then kindly get permission from the complex for Air Conditioner Installation. Else, please take prior permission from the Developer. Use a 3-star to 5-star air conditioners to make your flat/unit eco-friendlier and to reduce your unit

Note - For installation, or maintenance of Air-conditioner setup, refer to the respective OEM manual. It is recommended to have AMC done for the Air Conditioners for regular servicing and gas refilling.

- **Guidelines for installing Air Conditioner**
- Ensure that Air Conditioner is installed at the pre-designated point recommended by the Developer.
- Building (Structural) Elevation should be considered by the flat owner before installing air-conditioner.
- In case of split-AC installation, the compressor unit should be installed with firm support to reduce its vibrations. Please refer to the manuals provided by Air-conditioner manufacturer before installing air-conditioner.
- Water accumulation around the unit is an indication of spilling or leakage through pipes. Please get it checked and rectified as soon as possible. This water can leak through the walls and cause trouble elsewhere.

41. INVERTERS

Inverters are used to charge the batteries which are then consumed to deliver power in case of a power failure. If an inverter is provided, or if you are installing an inverter in your flat, then refer to this section. Some developers may only provide provision for an inverter.



Note - Operation and maintenance of inverter should be carried out by approved personnel and as per guidelines mentioned in respective equipment manual.

- **Recommend Guidelines**
- Installation and wiring must comply with the Local and National Electrical Codes and must be done by a certified electrician.
- Always connect the grounding connection on the unit to the appropriate grounding system.
- Disassembly/repair should be carried out by qualified personnel only.
- Do not touch bare terminals of capacitors. The capacitors may retain high lethal voltages even after the power has been removed. Before working on the circuits discharge the capacitors.
- Do not expose the inverter to moisture, rain, snow or liquids of any type.
- Batteries contain corrosive diluted sulphuric acid as electrolyte. Precautions should be taken to prevent contact with skin, eyes or clothing.
- Never smoke or allow a spark or flame near the batteries.

- Remove metal items like rings, bracelets, and watches when working with batteries. The batteries can produce a short circuit current high enough to weld a ring or the like to metal and thus, cause a severe burn.
- The inverter must be mounted on a firm level surface.
- Never operate electrical equipment with damaged or defective mains supply leads.
- Do not use the inverter in or near an explosive atmosphere.
- Do not use petrol or low flash point solvents for cleaning. They are flammable and explosive under certain conditions.
- Do not touch battery terminals.
- Avoid contact with hot exhaust gases.
- Do not overfill the battery.

42. COOKING GAS

- Every household uses a source of cooking gas. It could be the gas cylinder or the piped natural gas.
- There are some precautions while using any kind of equipment with gas. Please refer to this section for the same.
- Ensure proper ventilation in areas where gas is used. Follow norms laid down by the gas agency.
- Ensure that children do not operate any equipment that uses gas.

42.1. Cooking Cylinders



The gas cylinder is the traditional and most popular storage of cooking gas. If care not taken properly, a gas leak can happen and risk the life and property of the owners as well as the neighbors.

Note - The developer does not recommend the use of gas water heater as it can lead to many safety issues.

- **Recommended Guidelines & Safety Measures**
- Gas cylinder installation will be carried out by respective gas agencies, and it will be flat/unit owner's responsibility to ensure its proper installation.
- Always buy a gas cylinder from authorized vendors.
- Do not accept a cylinder with safety cap broken. You have the privilege to reject the cylinder if its expiry date is reached or if the cylinder seal is broken.
- Make sure that the cylinder or the gas hose pipe is away from heat source.
- Always store the cylinder in vertical position.
- Turn the regulator to OFF position if you are going for an outing.
- Periodically check the gas valve, hose pipe condition for any leak. Refer to the gas stove and gas cylinder agency manual for more information.
- Ensure that no gas is getting leaked either from hose pipe or from joints at any point in time.
- If a centralized LPG system is provided, then it is respective agencies responsibility to ensure smooth operation and maintenance of the Gas system.
- Change the gas pipe (rubber tube) every six months.

Note - In the case of any gas leakage, do not switch on or off any electrical device as it can trigger a spark. Open the doors and windows to allow the gas to dissipate and call for help immediately.

• 42.2. Piped Natural Gas

In some complexes, the gas might have provided through pipes. A few areas are also getting gas through pipelines directly from Mahanagar Gas Nigam Limited (MNGL), or Hindustan Petroleum (HP) gas stations.



Note - The developer, MNGL, and HP, do not recommend the use of piped gas for heating water as it can lead to many safety issues.

- No modifications are allowed by the flat owner to the gas line is allowed.
- Gas meters may be provided by the agency providing the gas connection (MNGL, HP, or others). Any effort of performing maintenance of the meter or pipe gas will lead to fatality.
- Don't make any corrections in a gas pipeline on your own. It should be done by authorized vendors only.
- The meter shows the units of gas consumed and a bill is raised on that basis.
- Do not conceal copper gas pipeline. To identify the problem easily in case of breakage/leakage and to take corrective actions immediately it is recommended that the pipelines are not covered.
- Please refer to the piped natural gas provider information and security guidelines for detailed functioning and operations. The developer is not liable for any lapse in safety and operations due to resident's neglect.

Note - Any tampering with the gas meter is strictly prohibited and is considered a legal offence.

43. CCTV OF INDIVIDUAL FLATS/UNITS



Some flats/units may have with a video door bell and a CCTV Cameras for time to time monitoring purpose only. In that case, please refer to this section. Using this camera, you can see the visitor without opening the door. This is for safety only.

Such a camera may not

record any pictures or videos.

It is the responsibility of the flat/unit owner to ensure the safety of his own flat/unit. You can install internal CCTV camera and recording unit based on your family's needs.

Recommended Guidelines

- Ensure that the camera lens is clean. Wipe it with a dry or slightly wet cloth.
- Illegal filming of others using the camera is legally prohibited.
- The most door-camera unit may not record pictures at all or may not record it for a long time.
- A notice indicating that the premises in under CCTV surveillance should be displayed.

44. DISH TV OF INDIVIDUAL FLATS/UNITS

Most flat/unit owners install a cable or dish TV. Please refer to this section for guidelines.

Note - It is recommended that the proper maintenance of the recharging tank (if applicable) is carried periodically and AMC is maintained if required.

Recommended Guidelines

- Ensure that the antenna is installed at the pre-designated point recommended by the Developer. For installing in any other place get permission from the Developer or complex.
- Building (Structural) Elevation should be considered by the flat owner before installing the antenna.
- The wire should be passed through the wiring duct, if a duct is provided.

45. PLUMBING

In your apartment plumbing lines need to be kept clean of any choke ups.

Please refer to this section for guidelines

- Keep the Toilets/Bathrooms/Kitchen sinks clean by using recommended cleaning product, thus avoiding the damage to the sewage system.
- Separately dispose sanitary napkins, tampons, disposable nappies, baby wipes, cotton wools, etc. Do not drain them down the toilet.
- Think before throwing prohibited thing down the sink, toilet or drain.
- Read the label and Manufacturer's instructions on packets before using any cleaning product so that plumbing pipes don't get corroded.
- Ensure that metals, wood, medicines, glue, plastic or any hard substance is not pushed down the drain thereby choking it.
- Ensure that you do not empty trash can into the toilet drain or kitchen sink drain.

46. FLUSH SYSTEM

The Flush system provided in your bathroom may be single or dual flush. Flush valves are used for toilet flushing. Dual Flush is one of the types of Flush valves. The Developer may have provided Dual Flush tanks in each toilet. If so, kindly refer to this section. The overall water consumption per house can be reduced by using comparatively less water during urinary excretion. This is possible using Dual Flush System.

- Dual Flush system consumes less water as compared to a normal flush system, as it operates in two different options as per your requirement.
- Flush valves need to be pushed very gently for smooth use. These need to be periodically maintained and cleaned to ensure smooth operations.
- In case the toilet is not in use for longer durations, there is a possibility of water seal getting dried off in the floor traps and in some cases, even in the WCs. It is therefore recommended to add water in all the traps and WC before commencing the use of toilets post long breaks.
- Bottle traps and floor traps should be cleaned periodically.
- It is recommended to close off the supply to flush tank if the toilet is not being used for more than 2 to 3 days. This will avoid smelling and discoloring of the water in the flush tank.

47. MOUSERS FOR REDUCED FLOW IN TAPS

In some cases, the developer may have provided mousers in taps. If so, kindly refer to this section. If the water pressure in the tap has a large force, then there are chances that water can be wasted whenever the tap is opened.

It is required to use some external control mechanism to reduce the pressure of the water but at the same time not affecting the water flow. Mousers are thus used which serves this purpose. To use it effectively the following care should be taken.

- Ensure that the mouser nozzle is cleaned if the flow of water is not as it was earlier.
- If the faucet of the tap is damaged, ensure that it is replaced with the new one for comfortable flow.
- Ensure that the faucet is not blocked with the dust particles.
- If the problem of water flow persists, please get it checked by the plumber authorized by the complex.

Note - It is recommended to clean mousers, aerators of water taps, and health faucets periodically.

48. STP WATER CONSUMPTION IN APARTMENTS

Sewage is the waste water from the toilets and everyday activities like washing, cleaning, cooking, and washing clothes and dishes. The sewage from bathrooms, kitchen, and toilets flows through drains and collects in the sewer.

Sewage treatment is a process of removing the contaminants, microorganisms, and other types of pollutants from waste water and making it usable again. STP Water is not to be used for drinking and cooking purposes.

Note - Ensure that the AMC of STP is renewed on time and it is taken care of by reputed vendors with professional skills.

- **Guidelines for Use**
- STP provided in your complex cannot treat certain kinds of debris. Below are guidelines for your household to ensure that certain chemical oils and debris do not end up in the STP through waste water from your homes.
- It is recommended not to over flush the toilet tanks unnecessarily. Use water saving flush tanks instead.
- Ensure that oil or fat grease are not poured down the kitchen sinks or drain.
- Ensure that Garden chemicals or car engine oil are not poured down the drains.
- Ensure that kitchen waste is not pushed down the drain. Use wet disposal system instead.

49. COMMUNITY BUILDING GUIDELINES

One of the most destructive things that's happening in modern society is that we are losing our sense of the bonds that bind people together - which can lead to nightmares of social collapse.

- Alexander McCall Smith

There are certain rules and regulations aid in the harmonious functioning of a complex. Listed below are few such guidelines that will assist in peaceful coexistence, while enjoying the beautiful complex that you live in! These may also be mandated by your governing body as bylaws or may also exist as agreement clauses with the developer.

49.1 Move In/Move Out Procedure for Goods & Furniture

Things to remember while moving in/moving out goods & furniture. These suggestions are not just applicable to the flat owners but also to the tenants if you have rented out your flat.

- Ensure that the vehicle for transporting the furniture and goods is parked at the proper assigned place.

- Ensure that furniture and goods are not moved from terrace/balcony if the flat is on the lower floors.
- While moving ensure that no damage is done to the interior or exterior walls, floors or any of the complex property.
- Make sure that you are not causing any damage to any other flats of the complex.
- Ensure that the goods which are meant to be taken through stair case are not moved in the lifts.
- If a separate lift is available for moving the luggage, kindly make sure that you make appropriate use of that lift only.
- Ensure that the new owner is briefed about the rules and regulations of the complex.
- Make sure that the goods movement is properly monitored by you to avoid any damage to the complex.
- For any damage caused to complex property or any other flat, the Home owner of the goods/furniture will be responsible for the damage.
- It is owners' responsibility to make sure that the tenant is briefed about the move in/move out procedure of furniture/goods.
- If any damage is caused to any property of the complex, the owner has to pay the damage as per the norms.
- The move in and move out procedure should be carried out at the predetermined time decided by you between 10 AM to 6 PM.
- Use of lifts assigned for the residents, should not be used for transferring furniture.

49.2 Standard Instructions for Domestic Help/Staff

- Ensure that you follow the complex rules and regulations while appointing the domestic help/staff.

- Any damage done to complex or premises by domestic help/staff will be the responsibility of the respective flat/unit owner.
- It is recommended that police verification of every appointed person is done. The complex may decide to issue an identification card (with a photo) to every appointed person.

49.3 Special Notes for Tenants

- Flat owners should check with the complex or developer if they can rent/lease their unit. In case it is allowed then kindly follow all the complex rules relating to Tenants.
- Any damage done to complex or premises by tenants will be the responsibility of the flat/unit owner.
- All the rules and best practices applicable to the flat/unit owner will be automatically applied to the tenant.
- Lesser (the person taking the unit on rent) responsibilities in this manual are equal to the lessee's (the person giving the unit on rent) responsibilities.

49.4 Fire Safety



Fire crackers are one of the traditional ways of expressing joy and happiness. They are the choice of the community members for celebrating Diwali, sports victory, etc.

However, improper use of fire crackers can disturb the community members like the children and the senior citizens. If not used properly they can also lead to accidents, damage to human life, and property.

Guidelines for Safety Measures

- Always make sure that firecrackers are handled under supervision.
- Never place any part of your body directly over a fireworks device when lighting it.
- Never try to re-light or pick up fireworks that have not ignited fully.
- Mark a fixed area for lighting firecrackers and firecrackers should only be lit in these designated areas.
- Make sure that fire-fighting system is in working conditions before using firecrackers.
- Always keep fire extinguishers in handy position so that the harmful fire can be extinguished immediately.
- Big No to Rockets! Firecrackers such as rockets or sky-shots can enter into homes and can cause afire. Such firecrackers should not be allowed in and near complex premises.
- Watch what you wear. Make sure that you take proper precautions while playing firecrackers as they can ignite your clothes. No loose or synthetic clothes.
- Use fireworks only outdoor. Fire crackers should be ignited away from parking area.
- Make sure that first-aid kit is handy.
- Don't ignite fireworks while holding them.

50. CONSULT THE COMPLEX GOVERNING BODY/DEVELOPER/ PROFESSIONAL CONSULTANT

- Along with your apartment, you will have received relevant drawings like electrical drawings, plumbing drawing, etc. No changes can be made to any structure, pipelines, electrical load, etc.
- If the resident chooses to do any remodelling, he/she will do so at his/her own risk, and he/she is advised to consult the complex governing body bylaws and to consult all sanctions and government conditions/laws before making any modifications.
- The developer also advises consulting professionals in their respective field for any such matter.

50.1 Guidelines for matters that may need permission from the Governing Body of the Complex



The flat/unit owner should take the written permission from the complex for the following:

- Changes in entry to your house
- Any renovation to be done
- Pest-treatment
- Installing an Inverter and storing its batteries
- Installing TV/Radio Antenna
- Putting grill in the balcony
- Putting security door outside the entrance

- Installing temporary cover on roofs
- Moving In and Moving Out
- Renovation in specified timings
- This list is only indicative and is not exhaustive.

50.2 Matters that Need Permission from the Municipal Corporation/Local Body of Governance



The flat/unit owner should take the written permission of the Municipal Corporation/Local Body of Governance for the following:

- Drilling borewell
- Changes in complex's water pipeline
- Changes in complex's gas pipeline
- Changes in complex's Sewage Water Treatment Plant
- Installing Generator Set for the complex
- Changes in internal layout/sanctioned layout of unit/complex

This list is only indicative and is not exhaustive.

50.3 Matters that need permission from Fire Safety Department

- The flat/unit owner should take the written permission from the Fire Safety Department for the following:
- Changes in pipeline
- Changes in gas pipeline
- Changes in Fire Fighting Equipment
- Any changes in smoke detectors
- This list is only indicative and is not exhaustive.

..... *Wish You A Happy Living*

CYW AND CWW

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Incharge VP

Gaurav Thakker
Chairman

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