

# ANUGRAHA APARTMENT OWNERS ASSOCIATION ®

## Resident Code of Conduct

Sattva Anugraha

Sattva Anugraha Apartments, Sajjepalya Village, Yeshwanthpura Hobli, Opposite to Sumanahalli flyover, Off Magadi Main Road, Bengaluru- 560079

Administered by – Anugraha Apartment Owners' Association  
Registration number



# **ANUGRAHA APARTMENT OWNERS ASSOCIATION ®**

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**Resident Code of Conduct – Anugraha Apartment Owners' Association (2025)**



# **ANUGRAHA APARTMENT OWNERS ASSOCIATION ®**

## **1. Introduction**

This Residents Code of Conduct (COC) document is administered by the Anugraha Apartment Owners Association board (AAOA). It could be seen as a DO's and DON'Ts document.

This document will be revised from time to time, in sync with changing needs, in accordance with the byelaws of AAOA. Changes would be communicated and would be binding to all. It is also posted on MyGate app as a ready reference.

This list is representative and any other activities or violations beyond the scope of this document will be reviewed by AAOA board on a case to case basis.

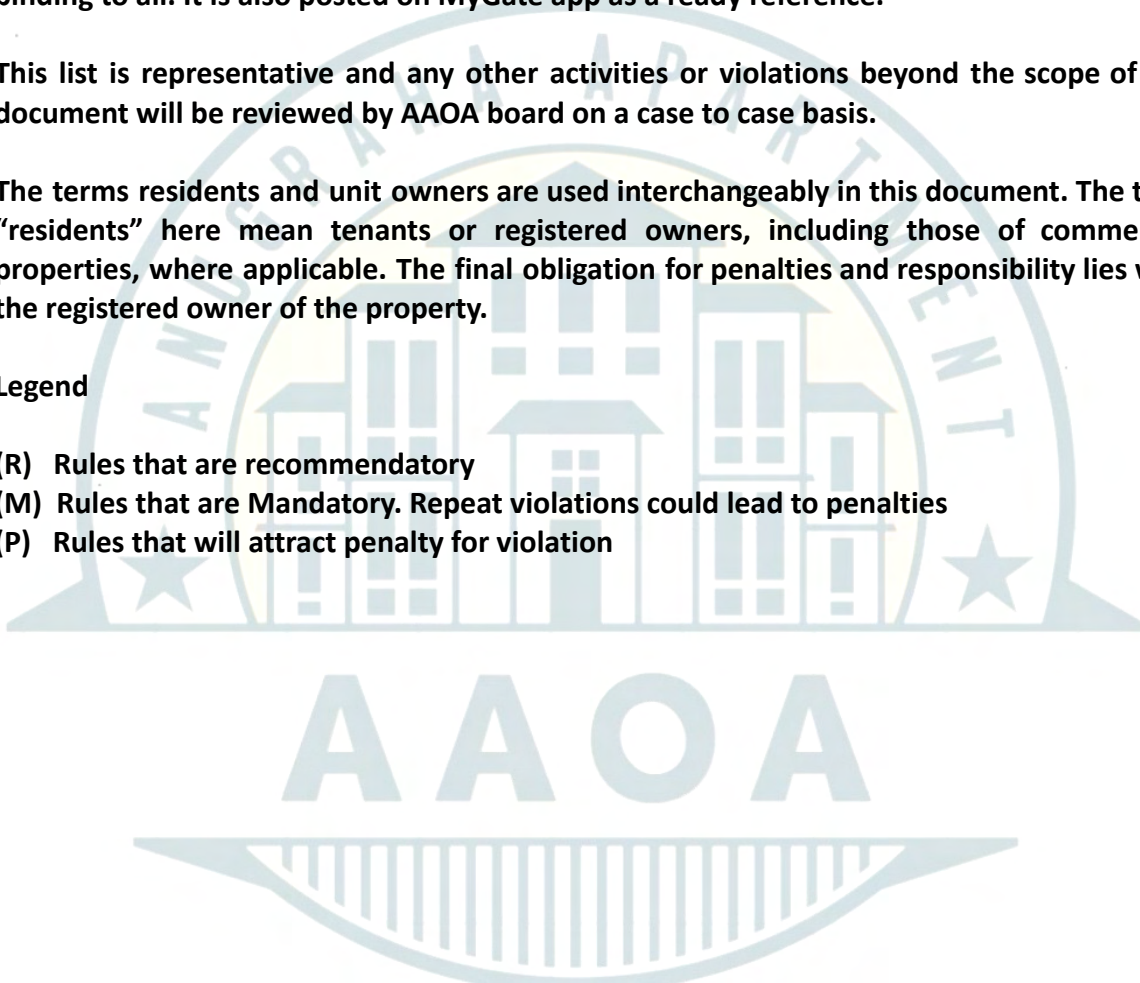
The terms residents and unit owners are used interchangeably in this document. The term "residents" here mean tenants or registered owners, including those of commercial properties, where applicable. The final obligation for penalties and responsibility lies with the registered owner of the property.

### **Legend**

(R) Rules that are recommendatory

(M) Rules that are Mandatory. Repeat violations could lead to penalties

(P) Rules that will attract penalty for violation



# **ANUGRAHA APARTMENT OWNERS ASSOCIATION ®**

## **Structure of AAOA & Communication**

**AAOA (Anugraha Apartment Owners Association) is formed in accordance with the provisions of the Karnataka Apartment Ownership Act, 1972.**

**Rules formed under this (referred to as ByeLaws – “Exhibit B” of Deed of Declaration) are the guiding principles for the development of this manual. We request all owners to be properly informed about the Bye Laws – Exhibit B of DOD.**

### **Some Key Points:**

- A. AAOA and RWA (Residents Welfare Association) are used interchangeably within this document.**
- B. All owners are automatically members of the association, and the Board is elected from amongst the eligible members. (Refer clauses 2.3,2.4, 2.6, 2.7,2.21 and 2.23 of Bye Laws).**
- C. All owners must complete the formality for registering as a member of AAOA within 1 month of sale deed registration**
- D. The Association requests cooperation from all members to manage the same smoothly and efficiently.**
- E. A software known as “MyGate” has been subscribed to for use by AAOA Board and the members.**
- F. The Board regularly, and as needed, posts messages/updates/reports to the residents on MyGate (How to join– refer to FAQ in Annexure D) and on the notice boards of all lobbies. Owners/Residents are requested to go through the messages regularly.**
- G. Members of AAOA shall to take active part in the working of the Board, so that there will be participatory democracy and smooth operation.**

## **Definitions**

**Board of AAOA – Elected Association members are referred to as Board.**

**Guests – Family and Friends of residents who stay (overnight) with the resident on a temporary basis.**



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Visitors – a person who comes to visit the residents during the day.

## Registering Maintenance Complaint

For registration of complaints regarding any maintenance issue the residents shall use MyGate mobile Application preferably or “Maintenance HelpDesk” at the Facility Office. Any complaint made by the residents through messages over unofficial groups in Whatsapp and Telegram and any other source will not be considered as follow up and checking the status becomes difficult. The residents shall provide the complaint through above mentioned channels or any other means for time being in force as mentioned by AAOA.

## Administration & Maintenance

The Board of AAOA may appoint different individuals to the posts of Assistant Maintenance Supervisor, Maintenance Supervisor and Office Manager to coordinate and carry out various tasks that are to be undertaken by the Board of AAOA. The appointed individuals shall assist and report to the Board in discharging various tasks required by the Board.

Anugraha Apartment Owners’ Association

COMMITTEE 2024-25

| Sl No. | NAME OF THE MEMBER      | DESIGNATION             |
|--------|-------------------------|-------------------------|
| 1.     | Mr. Shreenivas Nayak    | President               |
| 2.     | Dr. K. Venkatagiri      | Vice President          |
| 3.     | Mr. Suryakant           | General Secretary       |
| 4.     | Mrs. Kalavathi M        | Treasurer               |
| 5.     | Mr. Santhosh Shetty     | Joint Treasurer         |
| 6.     | Mr. Shivalingappa Diggi | Member of the Committee |
| 7.     | Mr. Shiva Kumar         | Member of the Committee |
| 8.     | Mr. Nataraj T           | Member of the Committee |
| 9.     | Mr. Venkatesh Shenoy    | Member of the Committee |

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## 2. Civic Sense

### 2.1 Unavoidable disturbance to neighbors for a limited period:

- A. Inform neighbors in advance in case of repairs or home events.
- B. Not to do anything that is likely to cause damage, nuisance, annoyance or otherwise interfere with the rights, comfort or convenience of other occupants.

### 2.2 Drying clothes:

- A. Do not hang dry/wet clothes on balcony railings, staircase railings or outside common area windows. (P)

### 2.3 Environment Conservation:

- A. Keep the environment of Anugraha neat and clean and pollution free.
- B. Conserve water and energy.



### 2.4 Garbage disposal:

- A. Abide by BBMP garbage disposal and collection rules and cooperate to use such facilities responsibly by separating Dry, Wet, Medical, Reject and e waste. (M) (P)
- B. No waste should be handed over in plastic bags. Sanitary wastes to be wrapped in newspaper.
- C. Wet waste, Dry waste and Reject waste must be separated



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- D. As a responsible society, Organic Waste Converter is installed to convert Wet waste to compost. Please ensure, separation of wastes as per guidelines is adhered to avoid break down of machinery
- E. Disposing waste in common areas will attract penalties (M) (P)

**Note: AAOA shall revise from time to time, the process for garbage disposal and penalty payable for not following the prescribed process/model/rules as defined in Annexure A.**

## Waste Segregation Guidelines

(For residential communities and individual households)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Organic Waste                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2. Dry Waste                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3. Reject Waste                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>(Must be disposed without plastic liner)</p> <p><b>Kitchen Waste</b><br/>           Vegetable/fruit peels<br/>           Cooked food/Leftovers<br/>           Egg shells<br/>           Chicken/fish bones<br/>           Rotten fruits/vegetables<br/>           Tissues soiled with food<br/>           Tea bags/Coffee grinds<br/>           Coconut shells<br/>           Leaf plates</p>  <p><b>Garden waste *</b><br/>           (small quantities only)<br/>           Fallen Leaves/Twigs<br/>           Puja flowers/garlands<br/>           Weeds</p>  | <p>(Use only reusable bags for disposal)</p> <p><b>Plastic</b> (Must be rinsed if soiled)<br/>           Plastic covers/bottles/boxes/items<br/>           Chips/toffee wrappers<br/>           Plastic cups<br/>           Milk/Curd packets</p> <p><b>Paper</b> (Must be rinsed if soiled)<br/>           Newspaper/Magazines<br/>           Stationery/Junk mail<br/>           Cardboard cartons/Pizza boxes<br/>           Tetrapaks<br/>           Paper cups and plates</p> <p><b>Metal</b><br/>           Foil container<br/>           Metal cans</p>  <p><b>Glass</b> (handle with care)<br/>           Unbroken glass jars / bottles</p>  <p><b>Other dry waste</b><br/>           Rubber/Thermocol<br/>           Old mops/Dusters/Sponges<br/>           Cosmetics<br/>           Ceramics/Wooden Chips</p>  <p><b>E-waste</b> (handle with care)<br/>           Batteries<br/>           CDs/Tapes<br/>           Thermometers<br/>           Bulbs/tubelights/CFLs **<br/>           (handover separately)</p>  | <p>(Must be disposed without plastic liner)</p> <p><b>Sanitary waste</b> (Newspaper must be used for wrapping)<br/>           Diapers/Sanitary napkins<br/>           Bandages<br/>           Condoms<br/>           Hair/Nails<br/>           Used tissues<br/>           Expired medicines</p>  <p><b>Sharps ***</b> (small quantities only:<br/>           Handover separately packed in newspaper)<br/>           Broken glass pieces<br/>           Razors<br/>           Used syringes<br/>           Blades<br/>           Injection bottles</p>  <p><b>Construction debris/Inerts ****</b><br/>           (small quantities only)<br/>           Swept dust<br/>           Paints/Bricks<br/>           Drain silt<br/>           Flower pots<br/>           Cement powder/pieces</p>  <p>(Limited quantities of mixed waste such as heavily soiled plastic or soiled paper may be added to rejects)</p> |

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## 2.5 Graffiti:

- A. Drawing and scribbling on walls and interior of lifts and all common areas is prohibited. Violations would attract fines defined in Annexure-A per graffiti depending on the extent of mutilation. (M)(P)



## 2.6 Lawn discipline:

- A. The parents shall Discourage/prevent children from running or playing on manicured lawns with shoes when banned by signage. Prevent pets from littering such places.
- B. Do not pluck flowers from plants in the campus. Defaulters are liable for penalties as defined in Annexure-A. (M)



## 2.7 Noise/Sound control:

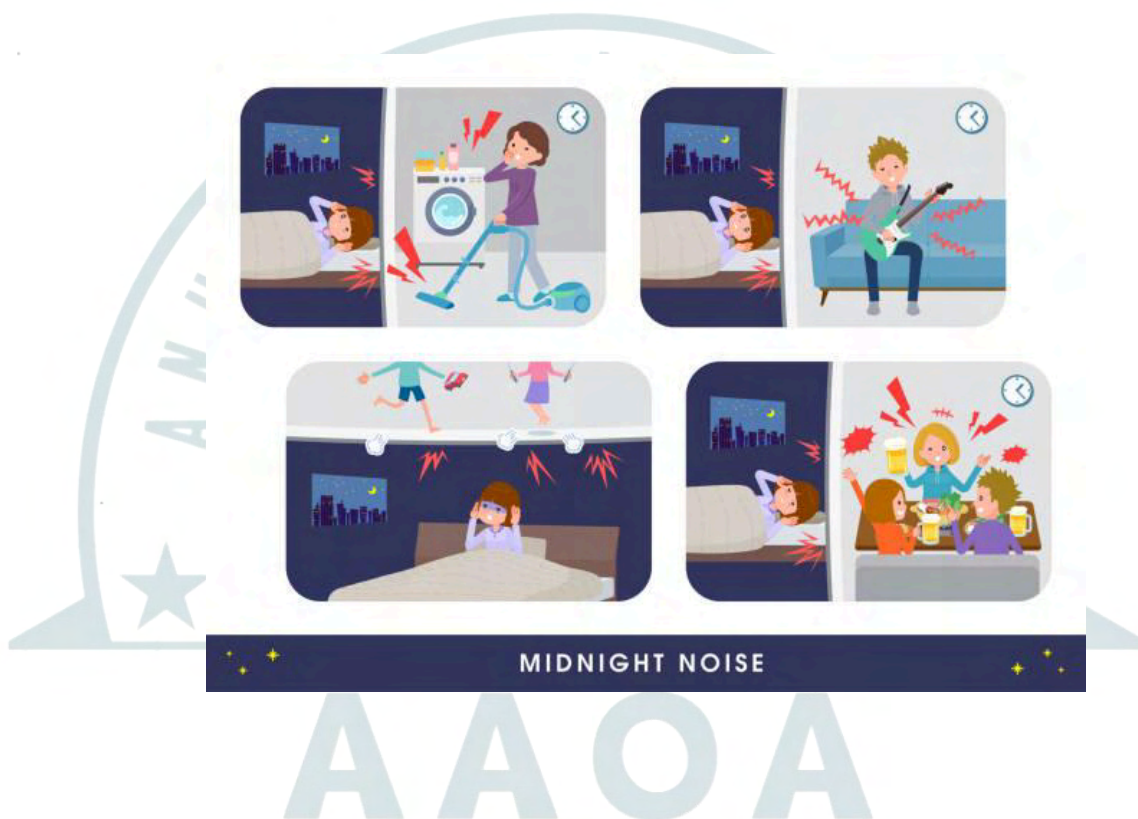
- A. Control any sound or noise (human, animal or machine) if objected to by resident or security staff, be it any time of the day or night. If such disturbance is created between 23.00 hours to 06.00 hours, it is liable for penalties as defined in Annexure-A. (M) (P)



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**B. Handling cases of disturbance in the night by late parties and noise, residents should contact security to take action. Security team will do following**

- i. First step** Security officer gives first warning with 10 min compliance deadline.
- ii. Second step** Security officer gives final warning with 10 min compliance deadline.
- iii. Final step** Call police (112).



### 2.8 Projections from Apartments:

- A. Projections such as cloth liners from windows or balconies are banned.**
- B. No exterior works to the windows or balconies that might alter or affect the external appearance of the building. Installation of any window guard (outside window), or awning (outside balcony/terrace) and the erection of any external AC Unit, T. V. Antenna etc. is not permitted.**
- C. Potted plants shall not be kept on window sills of any flat or on the parapets of balconies of flats. Potted plants shall be kept only on the balconies inside the railing. Plants which are hung from the ceiling shall be hung in such a way that water overflowing from the pots shall fall inside the balconies and not outside the grill.**

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- D. Grills for the windows and the balconies shall be as per the approved design only. Any violation that disfigures the external walls and its appearance shall attract fines as prescribed in AnnexureA. (M)(P)
- E. Outdoor unit of AC shall be placed within the balcony or at designated places with the water discharge properly connected to the outlets (M).

### **2.12 Damage due to Lack of maintenance:**

- A. Residents shall be held responsible and shall be liable to bear the cost of repairs for the neighboring/surrounding flats/common areas on actuals for damages caused for any reasons attributed to resident (M) (P)

### **2.13 Smoking, Usage of drugs and Alcohol Consumption:**

- A. Smoking, alcohol and drug consumption is strictly prohibited in all the public/common areas including all party halls in the entire apartment complex as this is NO SMOKING and NO ALCOHOL CONSUMPTION. NO DRUGS in all places in the complex, including inside the flats. Cigarette butts should not be thrown from the apartment as that could lead to a fire hazard and create inconvenience for other residents. Defaulters are liable for penalties as defined in AnnexureA. (M) (P)



### **2.14 Spitting:**

- A. Spitting in common areas on walls, floors, drainage and in lifts (even when not chewing paan, gutka or gum) is strictly prohibited. Defaulters are liable for penalties as defined in AnnexureA. (M) (P)

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**NO SPITTING**

## 2.15 Disposing Articles in Toilets:

- A. Rubbish like baby diapers, sanitary pads, tampons, medical waste or any other solid material etc. shouldn't be thrown into toilets or other water outlets
- B. The cost of clearing any blockage and/or making good any breakage or damage resulting from their misuse shall be charged to the resident of the Unit in which the problem originated. Defaulters are liable for penalties as defined in AnnexureA. (M) (P)



## 2.16 Littering & Throwing Articles/Waste:

- A. Do not throw any waste or object from your balcony. Report such violations to Security or any AAOA representative. Defaulters are liable for penalties as defined in AnnexureA. (M) (P)
- B. No littering in Common Areas. (M) (P)

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## 2.17 Washing Floors or Balconies:

- A. Do not wash floors or balcony rails in any way that would cause inconvenience to neighbors or results in spillage of water in common areas like lobby, ground floor etc.

## 3. Common areas:

### 3.1 Events in Common Areas:

- A. Residents who wish to use the common areas for any events must take prior AAOA Board approval. Usage of common areas for events without AAOA approval shall be liable with penalty
- B. There may be fees associated for usage of common areas which will be published by AAOA Board from time to time. The fees shall be paid in advance AAOA Board will notify the areas that can be used for such events adhering to the dos and don'ts (for eg. fire, cooking etc) guidelines communicated by RWA during the approval process. All other areas are prohibited for use to organize events.
- C. The organizer must ensure that such activities do not interfere in any way or cause any hindrance or hardship and disturbance to other residents, service personnel or vehicles.
- D. If any damage or loss to common areas is caused during such use, the member concerned shall arrange restoration to the original condition of such common area at his/her own cost and expense.

### 3.2 Obstructions in Common Areas:



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- A. Residents shall not place or cause to be placed in the lobbies, vestibules, stairways, elevators, ducts and other common areas and facilities of a similar nature, any furniture, packages, pots/plants, bicycles, clothes or objects of any kind. Defaulters are liable for penalties as defined in Annexure-A. (M) (P) *in addition to the legal implications as per the Karnataka State Fire and Emergency Services & National Building Code of India (Fire and Life Safety)*



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- B. AAOA has the right to remove any obstruction without prior notice and without liability to its owners.

## 3.3 Cycling and playing:

- A. Discourage children from cycling in parking spaces, basements.
- B. Bicycle riders are expected to strictly observe all traffic rules and conventions.
- C. Skates and skateboards must not be used near busy areas such as entrances, exits, parking areas and pathways. These must be used only in skating rink
- D. Children must not play in the lobbies, stairways, pathways, parking or hallways. Parents must supervise children on playgrounds and recreational areas
- E. Any damages caused to the parked vehicles in parking area due to kids while cycling or playing, the parents shall be liable to pay the repair charges on actuals

## 3.6 Firecrackers:

- A. Do not burst crackers or do any unsafe activities in corridors, hallways, inside flat, balconies or any other common areas except in designated areas communicated by Facility Manager or AAOA Board Bursting of firecrackers is prohibited on any day apart from the festival days approved by the AAOA board. Crackers like rockets which go up in the air are prohibited even on permissible days and areas. (M)(P)



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## 3.7 Stray Dogs, Cats, Monkeys and Pigeons:

- A. Feeding stray Dogs, Cats, Monkeys and Birds inside Anugraha is prohibited. Residents found feeding or throwing food material shall be liable to be penalized as per annexureA (M)(P).

*Note: that feeding monkeys is a punishable offence as per wildlife act of India.*



## 3.8 Common Area Usage by Residents:

- A. Parking areas must not be used as storage or for any purpose other than the parking of motorable vehicles (M)(P)
- B. In case any material found stored in common area other than the designated/approved purpose, the same would be moved/disposed by security/housekeeping teams without any notice. Porch and lobbies should be used for movement of residents and not for any other purpose. Playing cricket or football or any other games is not permitted. Defaulters are liable for penalties as defined in AnnexureA. (M)
- C. All other common areas in the complex must be used for their designated purpose as per the guidelines defined in this COC
- D. All pedestrians shall wherever possible walk on the footpaths/jogging tracks/walkways inside Anugraha.
- E. Sports areas must only be used for designated sports. It may be used for other sports or events on permission from the AAOA committee. (M)



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## **4. Lifts (Elevators) usage**

### **4.1 Safety Instruction:**

- A. Follow all the safety instructions pasted in each lift.**

### **4.2 Blocking of lifts:**

- A. Do not hold back the lift by blocking the door or in any other manner. (M)**

### **4.3 Call buttons and Controls:**

- A. Do not press multiple buttons in lifts. Those caught tampering with lift's controls or misusing functions would be fined as per penalty defined by AAOA in AnnexureA. (M) (P)**

### **4.4 Cleanliness:**

- A. Do not enter the lift hallways with muddy feet or muddy shoes. Flush out excess water from rain drenched shoes at the entrance to the lift lobby.**
- B. Do not litter the liftcars. Offenders would be fined with an amount as per norms defined by AOA in AnnexureA from time to time. (M) (P)**

### **4.5 Designated Lift Cars:**

- A. Encourage use of lift cars as per designated purpose. Security personnel, lift marshals and designated volunteers are empowered to regulate and prevent the wrong usage. Parents should ensure that children under 12 years should not operate the lift alone.**

### **4.6 Evacuation of lifts:**

- A. In case of lift failure, never jump out of a liftcar stuck between floors. Wait till the car is drawn to align with the floor as all the lifts are fitted with Automatic Rescue Device (ARD) mechanism. Follow emergency instructions displayed in the lift. (M)**
- B. In case of fire emergencies, usage of lifts is prohibited (P)**



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## **4.7 Goods transport in lifts:**

- A. Always use Lift No. 2 as service lift**
- B. Only Lift No. 2 shall be used while MOVE IN & MOVE OUT, debris/garbage shifting**
- C. Do not try to carry oversized goods into the 'service' lift, when dimensions exceed the diagonal measure of the lift. Security personnel and designated volunteers are empowered to block wrongful entry and transport**

## **4.8 Odour control:**

- A. Do not carry foul or strong bad smelling items in lifts unless they are well wrapped and insulated from the environment. (M)**

## **4.9 Priority rule:**

- A. Give priority to the physically challenged, the elderly and pregnant women in the common areas and while entering or exiting from lifts and stairways.**

## **4.10 Scratching, mutilation and damages:**

- A. Do not write on or scratch lift panels. Offenders would be penalized based on the extent of the damage as assessed by the facility manager. (M) (P)**
- B. Damages caused to the lift by any resident for any reason shall be liable to bear the repair cost.**

## **4.12 Soiling:**

- A. It is the responsibility of the parents/attendant/owner to clean up the lift or hallway if soiled by children or pets. Failure to do so will invite a penalty as described in AnnexureA (M) (P)**

## **4.13 Spitting:**

- A. Do not spit with or without paan, gutka or chewing gum on the panels or spit on the floor. Penalties as per AnnexureA. (M) (P)**

## **4.14 Tampering:**

- A. Do not tamper with anything inside or outside the lift cars. Offenders would be fined as per AAOA rules described in AnnexureA. (M)**

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## 5. Vendors/Service Personnel

### 5.1 Courtesy:

- A. Residents should treat vendors/service personnel with due courtesy and respect. (M)

### 5.2 Reporting of discourteous behavior by Vendors:

- A. Discourteous behavior by vendor personnel must be immediately reported to the Facility Manager/Security.

### 5.3 Monopolies:

- A. Cooperate with AAOA to break monopolies in the interests of healthy competition and better service – At the same time cooperate with AAOA to regulate fragmentation. (R)

### 5.5 Postal Service:

- A. Ensure that your letterbox is emptied periodically

### 5.6 Reporting of Shoddy Services:

- A. Persistent deficiencies in service by regular certified vendors or longterm service providers must be reported to the Facility Manager or to AAOA board through mandated complaint registration mechanism

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## **5.7 Timings:**

- A. Vendors (other than regular milk and newspaper vendors) must be discouraged from entering Anugraha before 06:00 AM and after 09:00 PM unless it is an emergency. Report violations to the Facility Office.

## **5.8 Vendor's ID Card and Gate pass:**

- A. All vendors must carry a gate pass. Security personnel at the block level are authorized to stop those without a valid gate pass. (M)
- B. Regular vendors must be in possession of a photo ID card. Security/AAOA is authorized to debar the vendor without proper idcard or identification (M)

## **5.10 Use of lifts by Daily Vendors:**

- A. Daily vendors (Newspaper and milk boys) should complete distribution by 8 am. They should use the Lift 2 only as directed by AAOA. (M)

## **5.11 New Vendors:**

- A. No new Vendor will be allowed without the explicit approval of AAOA. (M)

## **5.12 Vendors – Ban/Suspension:**

- A. AAOA is authorized to temporarily or permanently debar entry/suspend any vendor who doesn't comply with rules and regulations (M) (P)

# **6. Visitors and Guests**

## **6.1 Guests for Large Events at Home / Party Halls:**

- A. If a large number of visitors are expected on any particular day, inform the AAOA, main gate security, the blocklevel security personnel and your nextdoor neighbors in advance.

## **6.2 Reporting – unauthorized callers/visitors:**

- A. Only residents and authorized employees, vendors, service providers are allowed in the campus. Report unauthorized visitors immediately to the security personnel. It is preferable to share the photos of such people to the security personnel at the main gate.

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## **6.3 Visitors Education and compliance with law:**

- A. Residents must ensure their visitors comply with the relevant code of conduct guidelines. AAOA is authorized to take action against the resident(host) and their visitor on finding violations. (M) (P)

## **6.4 Visitors Record of Entry/Exit:**

- A. Visitors are allowed to enter only after approval by the owner through MyGate app. Visitors are required to make an entry at the main gate. Residents need to ensure that entry of their visitors have been made. Failing to make an entry shall result in imposing of a fine on the resident(host) and his visitor as prescribed in Annexure A. (M) (P)

## **6.6 Visitors Parking:**

- A. Visitors are to use only the visitor's parking area. Violation of this will impose a penalty on the resident(host) and his/her visitor as prescribed in Annexure A. (M)(P)

## **6.7 Visitor – Ban/Suspension:**

- A. Security team is authorized to debar entry of a visitor in case the visitor doesn't comply with rules and regulations as prescribed by AAOA for security and vehicle. (M) (P)

## **6.8 Unauthorized entry:**

- A. Do not encourage visitors or stray vendors or unidentified individuals to come to your door bypassing security checks. (M)(P)

## **7. Safety and Security:**

### **7.1 What to do in an Emergency – Quick Tips**

- Ordinary firewood, clothes, pour water on it or sand if available. Try to fight it if it is a small fire or else call for help.
- If the frying pan catches fire, shut off the gas supply and place a lid on top of the pan.



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- In case of electric fire, first switch off the ELCB/MCB provided in the D/B at the entrance of your flat and put dry sand on fire if available. NEVER PUT WATER ON ELECTRIC FIRE.
- If there is a fire in your flat, raise an alarm. Leave the flat immediately.
- DO NOT TRY TO COLLECT YOUR POSSESSIONS. CHILDREN SHOULD NEVER TRY TO HIDE UNDER BED OR INSIDE CUPBOARDS. Please educate your children on the fire exits, do's and don'ts of emergencies
- Use the staircase to come down. Don't count on the lift. Once you have come out of the flat, do not try to enter again. Call the fire services ASAP.
- If Trapped in a Fire and Forced to Advance Through Flames Hold your breath.
- Cover your head and hair (with a wet cloth like kerchief or towel) if possible.
- Keep your head down and eyes closed as much as possible.
- Move quickly keeping as close to the floor as possible or if you encounter heavy smoke, crawl on all fours on the floor.
- Do not run, instead walk swiftly and carefully.
- Go down to the floor ASAP. Do not go up to the roof or take refuge in toilets or cupboards.

### **What to do In Case You Sense a Fire**

- Follow the "FIRE" acronym
- Find, however do so cautiously, feel the door surface with the back of your hand before opening. If hot, stay away and do not open
- Inform, raise an alarm, and shout "Fire, Fire, Fire". Inform the Security at xxxx or Clubhouse helpdesk at xxxxx
- Restrict, by shutting doors and windows and removing combustible materials from the vicinity of the fire Extinguish & Exit, Shut off gas/fuel valves. Attempt to do so only if the fire is small.
- Exit the building using the stairs and closing the doors. DO NOT USE THE LIFTS

### **Useful Hints**

- Keep the lighted match ready before turning the gas on.
- Strike match away from you and not towards you.
- Connect only one appliance to one socket.

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- Don't meddle with plugs.
- Stove should be placed on a raised platform.
- Storage shelves should be away from cooking areas.
- Do not play with your small child inside the kitchen as it is dangerous.
- Light fireworks OUTSIDE the flat, like in the common areas where there is enough space.
- Do not keep the hotplate/burner on the floor.
- Never keep the cylinder next to the burner. Let there be a minimum of one meter of rubber hose.
- Pour water over your superficial burns till the pain subsides.
- If clothes catch fire DON'T RUN. Put a blanket and roll yourself on the ground.
- If clothes stick to your skin, do not remove the cloth.
- Do not apply pressure on boils to clean. Do not use ointment or oils except BURNOL.
- Cover the burn with a clean sheet of cloth and take the injured to doctor/hospital.

## **7.2 Surveillance**

- A. In order to ensure safety and security of all residents, CCTV cameras are installed in the premises (including all the lifts). AAOA reserves all the rights to monitor, record and digitally store all the movements of personnel including residents within the common areas of the premises. The recordings are stored for 15 days. This gives us the ability to track any event or miscreants within this period. Maintenance supervisor/security staff may also be provided with camera to capture any activity that looks suspicious or when any violation of guidelines happens. This is meant for ensuring safe environment for all residents. If any resident has observed something that does not look right (any suspicious activity or person), please bring it to the notice of AAOA Board member/office and Security Officer immediately. Provide as much details as you can so immediate investigation can be conducted.

## **7.3 Reporting of Security Incidents:**

- A. Security is everyone's responsibility and hence, all members of the community should be alert and report any suspicious activities to the security officer immediately or to the emergency phone numbers/contacts available in MYGATE and on notice boards.
- B. Serious security lapses that could endanger residents should be immediately reported to the Facility Manager in writing. (M)

## **7.4 Apartment Renting:**

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- A. Verification of Tenants in India is a Legal Requirement. Landlords and Apartment Owners can be prosecuted under Section 144 of the Code of Criminal Procedure and Section 188 of the Indian Penal Code, for not verifying their tenants. Hence it is mandatory that the owner of the apartment gets appropriate verification done of potential tenants.**
- B. Apartment owners who rent their apartments must follow the process laid down for this purpose.**
- C. Inform the AAOA Board about your desire to renting the apartment, before you actually rent it out.**
- D. Apply to the Board in “Seeking No Objection for Renting” form. (Annexure F). Please complete this well in advance of actual start date of tenancy (at least fifteen days). Last minute application may result in avoidable delay in getting approval.**
- E. Obtain NoObjection from the Association with respect to the specific tenant.**
- F. Please make sure that the tenant is fully aware of terms of DOD as well as the rules and guidelines formulated from time to time.**
- G. Apartments cannot be rented out for use as guest house, with transient residents or as paying guest accommodation.**
- H. It is the responsibility of the owner to get proper tenant verification done as required by law.**
- I. Following are some of the best practices owner can follow to get Tenant Verification done:**
  - **Verification of Information provided by the Tenant:** It is not just sufficient to ask for Government ID proofs from your potential Tenants. It is also important to verify that the government IDs provided are authentic.
  - **Background check:** Ask for the contact of the previous owner where your potential tenant was living and speak to him/her. This will tell you if your potential tenant has a history of skipping rent or damaging property. It’s also a good idea to know in advance how the tenant will be paying the rent. If the potential tenant has poor credit or is not making enough to afford rent comfortably, you should consider finding a different tenant. You can consider asking the Tenant to provide you with a couple of months’ pay slips so that you can ensure the financial stability of the tenant.
  - **Address Verification:** If possible, verify the previous address of the Tenant and the permanent address provided by the tenant. This is difficult to do for any Apartment Owner; however, there are several agencies that do this verification for a nominal cost.

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- **Police Verification:** As stated above, many states and cities are nowadays making it mandatory for Apartment Owners to get police verification while giving the Apartment to a Tenant. Police Verification forms are available on the website for respective city's police department. The form would have to be filled with information of the Tenant which needs to be verified and submitted to the police. The police would verify if there are any criminal records against the prospective tenant.
- **Employment Verification:** It is important to verify the details of employment of the tenant. This can be done by asking the Tenant to provide an employment proof from the HR or a copy of their Office Identification Card or Offer letter.
- **Serious security lapses that could endanger residents should be immediately reported to the Facility Manager in writing. (M)**

### **7.5 Common Courtesy:**

- A. Residents are not allowed to directly instruct security personnel. Treat them with due courtesy. (R)

### **7.6 Reporting on obstructions to Wheelchair/Stretchers:**

- A. If you happen to notice any obstacles on the approach to this equipment or anyone tampering with them, please report to the security for corrective action.

### **7.7 Fire Safety:**

- A. Familiarize yourself with safety regulations. Participate in the fire drills when conducted by the facility team. Ensure that you switch off your gas regulator, geyser and other electrical appliances when you go out of station.
- B. During housewarming, homa, any other events which generates intentional smoke or fire, please inform the facility manager and help desk to cover the smoke detectors within your flat to avoid false triggers and panic. The notice needs to be given atleast 1 day in advance. ®
- C. Do not cover smoke/fire detectors (P)
- D. No modification allowed to the smoke/fire detectors, sprinklers (P)
- E. Participate and volunteer to the Emergency Response Team (ERT)



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## **7.8 Insurance:**

- A. It is advisable to insure your property. (R)**

## **7.9 Long Absence from Anugraha:**

- A. Inform the AAOA representative / Facility Manager with your contact details when you and your family are going to be away from your flat for more than 3 days.**
- B. Intimate in writing to the Facility Manager, your contact details as well as the authorized person with whom duplicate set of keys will be available. This is to enable /secure entry into the apartment in the presence of a witness, in case of emergencies. (M)**
- C. It is the onus of the Facility Manager that the long absence details are kept secret for the privacy and safety of the owner.**
- D. Noncompliance with the above shall attract penalty apart from entitling Facility Manager to break open the flat (under witness) to attend to any emergency. (M)**
- E. Residents must ensure they close all taps and switch off the appliances and Mains Circuit Breaker (MCB). (M)**

## **7.10 Care during Rainy Season:**

- A. Close all windows if you are going out of town, this is necessary not only for your own sake but also to avoid serious inconvenience to your neighbors, especially during rains. Failure to do so may necessitate suitable action for recovery of associated costs and damages to others. (M) (P)**

## **7.9 Faulty Smoke Detectors:**

- A. Report to the FACILITY if your smoke detectors are not blinking GREEN. (M)**

## **7.10 Theft or Burglary:**

- A. In case of any attempted breakin alert block security personnel immediately and inform the FACILITY. Cooperate with Security to ensure that a police complaint is filed.**
- B. In case of theft by own house maid, driver or domestic helper, association will not be responsible.**

## **7.11 Harboring miscreants and unlawful elements:**

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- A. The Facility Manager reserves the right to lodge a police complaint on the suspicion of any unlawful or security threatening activity within a flat after due intimation to the owner/tenant. In such cases, law of the land shall prevail.

## **8. Domestic Help, Cleaners and Drivers**

### **8.1 Courtesy:**

- A. Be courteous to all employees, staff and service providers (R)

### **8.2 Employment screening:**

- A. Do not employ anyone unless they have been security cleared and background police verification completed. Do not employ blacklisted individuals (Anugraha Security team will maintain a record of personnel with history of inappropriate behavior) – Check with the Facility Manager for details. (M)
- B. Employing children below 14 years is a criminal offence. RWA will inform the police if any such engagements are noticed by residents.

### **8.3 Identity cards:**

- A. Ensure that domestic helps have a certified ID card as prescribed by AAOA. Ensure they update the ID periodically (Once in 6 months with a minimum charge for replacement of ID) (M)
- B. If the same person is engaged by multiple residents, each resident shall arrange an identity card individually to the person.
- C. A nominal fee of Rs. 60 for issuing first time issue and Rs. 100 for replacing lost identity card will be charged. These charges will be revised by AAOA at its discretion.
- D. Penalty associated with invalid or not possessing ID card is prescribed in AnnexureA (M) (P)
- E. Ensure the details of the help – maid, driver is updated in the MyGate app (M)
- F. If a domestic help leaves your service, immediately intimate the Facility Manager and remove them from the system of records. Also ensure the ID card is collected and submitted to the security

**Ensure the domestic help do not bring their children, friends and relatives to work (M)**

### **8.4 Frisking**

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- A. Frisking of various service providers (housekeeping staff, maids etc) by the security staff is mandatory. Female security staff is available for frisking women staff members.

### **8.5 Loitering and jaywalking:**

- A. Discourage maids, attendants, cleaners, drivers others from loitering in the campus, crowding the security desk or chit chatting on the intercom. (R)

### **8.6 Prohibited items:**

- A. Instruct domestic helps not to enter Anugraha premises with paan, gutka or other prohibited material. Security is authorized to confiscate such material and ban entry (M)

### **8.7 Poaching:**

- A. Discourage poaching of domestic help, maids and drivers within our Anugraha campus. (R)

### **8.8 Waste management:**

- A. Educate househelps to follow waste management procedures as prescribed by AAOA from time to time. Inform them of the penalties, violations could attract. (M)(P)

## **9. Vehicle Identification & Parking**

### **9.1 Identification Stickers for Vehicles in Anugraha:**

- A. Residents shall ensure that their vehicles (both 2wheeler and 4 wheelers) have a proper identification sticker which is displayed prominently on windshields for identification in cars and at a clearly visible area on 2wheeler.
- B. Stickers are assigned based on the number of parking slots bought by the resident or with a written permission from an owner to use their parking slot.
- C. Resident Vehicles without stickers will be treated as visitor vehicles by Security and all rules of a visitor's vehicle will apply to such vehicles.
- D. AAOA reserves the right to clamp/tow away the vehicle in case no identification sticker is found. (M) (P)
- E. When a resident sells the vehicle or when he moves out of Anugraha, the Sticker should be peeled off in the presence of the designated security officer failing which a NOC for moveout will be denied.

### **9.2 Resident and Visitor Parking areas:**

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- A. Vehicles (both 2 and 4 wheelers) belonging to Residents/Visitors of the flats should be parked only in their respective allotted parking areas.



- B. Car parking area is for the parking of motorable passenger cars or two wheelers/cycles only and shall not be used for any other purpose, without written consent of AAOA.
- C. No storage of flammable materials is permitted in the car parking areas and changing of engine fuel/lubricants is not allowed in the parking areas.
- D. Do not make modifications/construction to the allotted parking area(M)
- E. Contact the Facility Manager to ensure that your flat number is clearly written on the floor of your parking lot. Visitors must park their vehicles in the “Visitor Parking” slots identified for each tower, as instructed by the Security Guards.
- F. Visitor's cars may be given passes for entering the premises, which have to be returned at EXIT gate.
- G. Visitor Parking is not meant for overnight parking (either by residents or visitors). Residents having visitors staying overnight, with their vehicles to be parked inside the premises, are required to notify the Facility Office or Security officer (minimum a day) in advance in writing.
- H. Visitor Parking for more than a day would attract nominal charges by association.
- I. Visitor parking should not be used by residents to park their vehicles (both 2 and 4 wheelers) at any time. Residents are mandated to park their vehicles in their respective parking slots.
- J. Vehicle shall not be parked before the tower entrances, Fire Exits and other undesignated except in designated parking. (M)(P)
- K. AAOA reserve the right to clamp/tow away the vehicle or impose a penalty on the owner in case any vehicle is not parked in its allotted parking area. (M)(P)



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## **9.3 Non-Resident vehicles in Resident parking areas:**

- A. Taxi, Auto, Goods Carrier, lorries, vans, commercial or goods vehicles are strictly prohibited in any resident parking space. (M, P)
- B. Delivery vehicles and the like, visiting the building on legitimate business shall be parked in a manner approved by AAOA.
- C. Resident Code of Conduct – Anugraha Apartment Owners' Association (2022) 31
- D. Ensure that no portion of the vehicle juts out from the allotted covered parking (identified by the marking) lot on to the driveway. • Any improper parking of vehicle or parking outside the designated area invites a penalty as prescribed by AAOA. (M) (P)

## **9.4 Improper parking:**

- A. Motor vehicles are to be parked in such a way that the exhaust fumes do not stain the walls of the property. (M) (P) • Do not park or idle vehicles in places where they could hamper movement of traffic. (M) (P) • In the interest of water conservation washing of cars is discouraged. Cars may be eco cleaned with a wet cloth every day. Cooperate to use efficient cleaning systems in the interests of water conservation
- B. If water wash is a must, please use the designated car wash area (to be notified and communicated by RWA)
- C. Do not leave objects in open parking areas that could impede or obstruct other vehicles (M)
- D. Do not leave vehicles unlocked or windows open. The Security will not be responsible for theft in such cases.
- E. All persons using the parking space do so entirely at their own risk. AAOA/Facilities and Security shall not be held responsible for any loss or damage to any vehicle or the contents or accessories of any vehicle, for any accident or injury which may be sustained by the unit owner or his guest arising directly or inclusively from or in connection with the use of any parking spaces.

## **9.5 Driveways:**

- A. Do not park or idle vehicles in places where they could hamper movement of traffic. (M) (P)

## **9.6 Cleaning and Washing:**

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- A. In the interest of water conservation washing of cars is discouraged. Cars may be eco cleaned with a wet cloth every day. Cooperate to use efficient cleaning systems in the interests of water conservation
- B. If water wash is a must, please use the designated car wash area (to be notified and communicated by RWA)

### **9.7 Impediments:**

- A. Do not leave objects in open parking areas that could impede or obstruct other vehicles (M)

### **9.8 Vehicle safety:**

- B. Do not leave vehicles unlocked or windows open. The Security will not be responsible for theft in such cases.

### **9.9 Liability for damages**

- A. All persons using the parking space do so entirely at their own risk. AAOA/Facilities and Security shall not be held responsible for any loss or damage to any vehicle or the contents or accessories of any vehicle, for any accident or injury which may be sustained by the unit owner or his guest arising directly or inclusively from or in connection with the use of any parking spaces.

## **10. Traffic Regulation & Control**

### **10.1 Driving Rules and Regulations**

- A. While driving a vehicle inside Anugraha, all traffic signs and directions **MUST** be followed. These rules shall be binding on all members, their guests and other visitors. (M/P)
- B. The residents are prohibited from Learning Driving inside apartment premises, basements, ramps. (M) (P)
- C. Minors are prohibited using motor vehicles as per Motor Vehicle Act. (M)(P)
  - Violation leads to hefty fines.

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## **10.2 Banned spaces driving:**

- A. Do not drive in banned spaces. For eg. central podium – Offenders could be penalized as per the fines defined in AnnexureA. (M) (P)
- B. Learning to Drive: Learning to drive 4/2 wheelers is NOT permitted within Anugraha campus (M)

## **10.3 Speed Limits:**

- A. Follow the speed limit as displayed in various locations on premises. If not specified, it must not be more than 10 Km/hr.
- B. Security personnel are authorized to stop and report defaulters. Defaulter is liable for penalties as prescribed in AnnexureA. (M) (P)

## **10.4 Discipline:**

- A. Obey traffic directions from security personnel without exception.
- B. If a resident feels aggrieved that he has been dealt with unfairly or rudely by any member of the security staff, the matter should be reported to the Facility Office. (R)

## **10.5 Silent Zone:**

- A. The entire Anugraha campus is considered to be a Silent Zone. Do not honk except in the case of a genuine emergency or to avert any imminent accident.

## **10.6 Lane Discipline:**

- A. Ensure lane and directional discipline. Do not overtake. It is important to KEEP LEFT in the internal driveways always, and also WATCH FOR CHILDREN PLAYING/CYCLING, especially while turning at junctions.

## **10.7 Parallel cruising:**

- A. Do not cruise parallel to another vehicle or bicycle. Do not parallel park on the road as distinguished from angular parking. (M)

## **10.8 Parking lights:**

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- A. Use parking lights or sufficient indication while stopping.**

## **10.9 Pollution:**

- A. Report vehicles of any kind that exhaust heavy fumes or thick smoke to the nearest security personnel. Display the valid emission test certificate on your vehicle.**

## **10.10 Slowing down:**

- A. Slow down and stop where necessary for children, the elderly, the infirm and people with special needs.**

## **10.11 Stopping:**

- A. Residents are discouraged to keep their vehicles idling in common areas or near the lobby of their building, waiting for pickup of passengers. It is strongly recommended to walk to the designated Parking areas for boarding or alighting from vehicles (R). Exceptions apply in case of children, old/sick people, pregnant women, people with special needs and while handling heavy items.**
- B. While waiting, the cabs/autos must be parked only in visitor parking spots.**

## **10.12 Violators Traffic rules:**

- A. Report traffic violations/violators of any kind to the nearest security personnel.**

## **10.13 Wrong Parking:**

- A. Do not park in front of entrances or at turns even if there is no signage to that effect. Please do not park at random or stop the vehicle far away from the curb. Defaulters are liable to pay penalties as applicable in AnnexureA. (M)(P)**

## **10.14 Service Provider Vehicles**

- A. Various service providers – car wash, personal trainers, interior workers etc – will park their vehicles outside the apartment gate (GATE 2). (M)(P)**

## **10.15 Delivery Vehicles**

- A. Various service providers – car wash, personal trainers, interior workers etc – will park their vehicles outside the apartment gate. Vehicles may be coming in for delivering different items for residents. Security staff will follow the guidelines listed hereunder for this purpose.**



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- B. **Delivery of Grocery, Milk, Water, Furniture, Bulky items etc:** As the items are voluminous / bulky and more than one apartment may be involved, the vehicle will be permitted to enter the compound and make deliveries. Security staff at main gate will maintain a separate register for such vehicles and only after appropriate scrutiny and verification with the resident of the apartment will they allow the vehicle to enter. Depending on the situation, security staff may impose a time limit on the permit. (M)(P)
- C. **Courier Delivery, Food Delivery, Other Odd Items:** These vehicles will be allowed to enter the compound for a limited time to the tower entrance with a time limit (except when the courier packages are bulky or food items are of large volume – for party or function). They will be treated as Occasional Visitors (M)(P)

### **10.16 Taxis & Autos**

- A. **Taxis and Autos** are permitted to enter for either picking up or dropping passengers. They cannot be allowed to be “parked” for longer duration. Security staff will guide them to park the vehicles in visitor parking area nearest to the tower. Security staff at main gate will record the details of incoming taxis/autos etc in a separate register maintained for it. Verifying with the apartment resident (intercom/cell/MyGate) when a taxi/auto is entering is a must. Without this verification, no taxi/auto will be permitted inside the compound. (M)(P)

## **11. Pets**

### **11.1 Registration**

- A. **Pets should be registered with the RWA. Contact the RWA for the process to register (M)**

### **11.2 Leashing:**

- A. **Pets should be held on a leash when they are taken out of the flat and shall not be left unattended. (M)**

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## **11.3 Pet Vaccination:**

- A. Pets without a valid vaccination certificate will NOT be allowed in Anugraha. Vaccinations should be done periodically as per BBMP guidelines, and copies of vaccination/sterilization certificates to be provided to AAOA, if called for. Failure to do so will attract a penalty as described in Annexure A. AAOA is authorized to ban such pets from Anugraha and report to concerned civic authorities. (M) (P)

## **11.4 Pets – soiling:**

- A. Residents are advised to use Poop bags. It is the owner's/attendant's responsibility to remove the feces from any of these open areas and dispose of it appropriately at the designated place near the open gym area or any new areas and poop bins that will be communicated/provided in future.
- B. Residents must ensure pets DO NOT SOIL areas of traffic and covered areas like lifts, lobby areas including furniture, children's play areas, swimming pools, tennis + basketball courts, amphitheater, common bathrooms, parking lots and amenities provided. If there is any SOILING accident, residents are responsible for cleaning the same.

## **11.5 Pets – Movement and Restrictions**

- A. Residents shall ensure movement of pets in Lift 2 only.
- B. The Owners shall not allow the pets to sit on benches and other places which residents uses to sit and rest.

## **11.6 Pets – disturbance:**

- A. Residents keeping domestic animals/pets shall abide by the municipal bylaws or other regulations, including SPCA (Society for the Prevention of Cruelty to Animals) requirements, and shall also ensure that such pets/animals do not cause any nuisance or disturb the peace of neighbors and other unit owners. (M) (P)

# **12. Communication & Forums:**

## **12.1 Forums for communication:**

- A. The official forums of communication by AAOA would be MyGate app and Email
- B. If anyone requires immediate assistance, you will need to raise a ticket with facilities either by telephone, MyGate app or via email.

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- C. AAOA reserves the right to modify the forum for communication to residents, provided the forum is a User to User Interactive Forum. Administrators reserve the right to moderate all communication and accept/reject messages based on the guidelines below.
- D. Other forums such as WhatsApp and Telegram groups of owners and residents will not be used for responding to queries, questions and complaints by AAOA in general. But these forums may be used for reinforcement of messages and clarifications, if AAOA feels the need.

### 12.2 Ways to discourage inappropriate communication:

- A. A three strike system is in effect for any resident failing to fully comply with the below rules:
  - i. First Offence: A warning.*
  - ii. Second Offence: A temporary ban, all accounts for that particular unit suspended from the forum for 2 weeks*
  - iii. Third Offence: All accounts for that particular unit will be suspended from the forum for 2 months or more.*
- B. In exceptional cases the offender may be banned before making 3 offences. If a resident breaks more than one rule, the punishments will stack up to a maximum of 2 months, or a permanent ban if necessary.
- C. If you have a problem with any particular user, please send an email to the committee. Please use your judgement before bringing matters to AAOA.
- D. Administrators/moderators are only trying to do their job, and many times they have to make difficult decisions. Threatening or harassing of Administrators will invite ban (M), (P)

### 12.3 General Etiquette:

- A. Please treat all residents who are posting with respect and courtesy. Do not insult or attack other forum users. Learn to respect others and you will get the same respect in return.
- B. ALL CAPS messages are considered rude and any post with ALL CAPS will be removed.

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- C. Personal attacks on others will not be tolerated in these forums. Anyone who is found to be aggressive/disrespectful to another member will be banned at AAOA's discretion. (M) (P)

### **12.4 No Hacking or Impersonation:**

- A. Residents are not permitted to use someone else's account for posting. Members who hack will instantly be permanently banned without any warnings. In extreme cases, an impersonation criminal case could be lodged with the local police as the AAOA deems fit.

### **12.5 No Discrimination:**

- A. Residents are not allowed to insult others based on their religion, race, sex, political or social beliefs. (M, P)

### **12.6 No Bullying:**

- A. Do not pick on other members. The worst kind of bullying is where new members are picked on. Doing so may result in an instant temporary ban.

### **12.7 No Profanity/Obscenity/Pirated/Illegal Content:**

- A. Do not post any Content that is unlawful, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, porn, invasive of another's privacy, hateful, or racially, ethnically or otherwise objectionable in the posts/threads. This includes the use of language/words as well as images. Doing so may result in an instant temporary ban.

### **12.8 No Trolling/Flaming:**

- A. Do not post comments which have the sole purpose to cause an argument. One may express one's opinion on a topic, however abuse will not be tolerated.
- B. No Flaming or posting of material/content intended to start a flame war. (M) (P).

### **12.9 Posting of content in Appropriate Forum Groups**

- A. It is mandatory for all members to post in designated forum groups for each topic. Posts to wrong forums or groups could be rejected (M)
- B. No posts promoting surveys, contests, coupons, marketing campaigns, commercial ventures, businesses, or related activities shall be posted in forum groups



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designated for community discussion. Such posts can only be posted in designated classifieds groups

- C. If any resident has a special offer that he/she would like to make directly to forum members, email the committee first to discuss it.

### **13. Sports, Games and Clubhouse**

#### **13.1 Booking the amenities**

- A. The sports, games and other amenities in both the clubhouse and outdoor sports area needs to be booked in advance by residents in MyGate App.
- B. The periodicity and maximum number of slots per flat for each of the amenities are mentioned in the MyGate app and will be reviewed by RWA based on demand
- C. Some amenities such as Simulated Golf, Bowling are pay per use. Please refer to the MyGate app for the charges and other conditions.

#### **13.2 Regulations:**

- A. Follow all regulations that apply to the use of any specific facility. Honor all guidance/rules/sign boards and instructions provided by the staff. (M)

#### **13.3 Children in the swimming pool:**

- A. All children below the age of 18 years must be accompanied by an adults/parents
- B. Children, who do not know swimming, shall not enter the adults' area of the pool without adequate and competent supervision. (M)

#### **13.4 Dress Codes:**

- A. Abide by all dress codes applicable to the use of sports and games facilities, including the use of swimming caps for all. Ensure nonmarking shoes in the badminton and squash courts. Non Abiding resident might be prohibited from use of the specific facility and associated penalty may be levied on as prescribed in AnnexureA. (M) (P)

#### **13.5 Energy Saving:**

- A. All clubhouse room lights and especially the tennis/basketball/volleyball court lights are to be switched off when not in use. When a user is the last to leave one

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of these facilities, he/she should either switch off the lights or draw the attention of the concerned staff to do so. (M)

### **13.6 Entry & Exit:**

- A. Clubhouse users are to enter and exit only through the Main Door. (R)

### **13.7 Visitor Regulations:**

- A. Abide by all regulations. Cooperate by not entertaining visitors in the use of sports/games facilities independently and during peak hours (6am-8am, 4pm-7pm). All guests/visitors must be accompanied by a resident. Failing to do so will attract a fine as prescribed in Annexure A. (M) (P)

### **13.8 Hiring Commercial Space:**

- A. Hiring of party hall and other areas, display of banners, posters etc and serving food is permitted as per rules and regulations framed by AAOA only. (M) (P)

### **13.9 Pets:**

- A. Do not take pets into restricted sports and games facilities. Pets are not allowed into the clubhouse (M) (P)

### **13.10 Showering:**

- A. Do not enter the swimming pool without showering at site. (M)

### **13.11 Signage:**

- A. Read and follow all signage in common areas very carefully.

### **13.12 Timings:**

- A. Clubhouse timings would be as per clubhouse rules and regulations as would be displayed at site. (M)

### **13.11 Usage of Sports Areas:**

- A. Usage of Sports areas is restricted to the purpose for which they were designated, with the exception of specific guidelines from AAOA for alternate use. (M)
- B. Please leave all the sports equipment and facility in its ideal/as is state before leaving. For eg.

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- C. Weights in gym to be restored to the weights rack.
- D. The balls and cue in pool games, stored back in their respective places or returned to the point of collection and the tables to be covered.
- E. Inform the maintenance helpdesk to switch off the flood lights in the outdoor sports area after using the courts.
- F. Please inform the Clubhouse helpdesk in case of any damages in any of the areas.

### **14. Repairs, Interiors and Movein/Move Outs**

#### **14.1 Major Repairs, Interiors and Renovations:**

- A. Any works excluding routine maintenance due to normal wear and tear or taking greater than 2 days to complete qualify as major repair.
- B. AAOA's approval in writing prior to commencing any major works is a MUST.
- C. Provide a signed copy of Annexure C from contractors engaged by you and to be handed over to the facilities office.
- D. Proposal to be submitted as per Annexure B.
- E. The works may require residents to provide an advance cheque for Rs. 10,000/ (as fixed by AAOA) for rectifying damage to common areas/facilities and for third Party claims resulting whether directly or indirectly from the presence of contractors/subcontractors in the building in connection with the major repairs and renovations. The cheque shall be returned within 30 days after the works are complete post a designated authority is satisfied that no damages have occurred.
- F. Damage to the building or other facilities must be rectified to the original condition. If such rectification is not carried out by the contractor/owner, AAOA shall be free to carry out the same and recover the charges from the contractor/owner of the unit and levy the penalty as prescribed in AnnexureA. (M) (P)
- G. Interior work must be carried out with the prior permission of the facility manager/AAOA. It can only be carried out from Monday to Saturday between 9:00 AM and 06:00 PM. Work on all Sundays and public holidays is not allowed. All interior workers would require security passes after submitting the photo identification details. Defaulters are liable for penalties as defined in AnnexureA. (M) (P)
- H. No work which causes heavy sound is allowed between 1pm4pm to ensure no disturbance to residents

# **ANUGRAHA APARTMENT OWNERS ASSOCIATION ®**

## **14.2 Internal Repairs**

- A. It is purely the responsibility of the owner/resident unless it arises due to causes originating from another flat. Where a neighbor's safety and comfort are affected by any state of disrepair in a particular flat (such as in the case of water seepage from one flat to another), the owner of the flat where the problem originates shall offer his/her full cooperation by promptly undertaking the required repairs.
- B. Where fair and appropriate, the cost of such repairs shall be borne by the apartmentowner from where the issue has originated.
- C. Any disputes in such cases shall be referred to AAOA, whose decision shall be binding on both parties. (M)

## **14.3 No Objection Certificates (NOCs) Sale or MoveIn/MoveOut:**

- A. Owners wanting to sell their flats or shift residence are required to obtain an NOC to the effect that they have cleared all dues payable to AAOA (including return of parking stickers and cleaning of common areas after completion of the shifting), from the Facility Manager before any transfer of ownership or movement of luggage is permitted. (M)
- B. Prior to transfer of residents, a NOC should be obtained from the facility office, with advance intimation of date of movement. Avoiding peak hours, the facility would specify the time slot when such movement of goods could take place. (M)

## **14.4 Payment of Dues:**

- A. Ensure timely payment of all dues. AAOA is authorized to levy a penalty on defaulters. (M) (P)

## **14.5 Lease/Rental, Movein and Move Outs:**

- A. The Lessee/Tenant shall strictly abide by the byelaws, the Code of Conduct and other rules and regulations framed by AAOA with regard to the use and upkeep of the apartment common areas, facilities and amenities.



## **ANUGRAHA APARTMENT OWNERS ASSOCIATION ®**

- B. Before moving in, charges towards 'Moving in/ Moving out' (MIMO) of Rs. 1000, 2000, 3000 for a 1,2, 3 bedroom apartment respectively to be paid to AAOA office by the owner. (Will be revised from time to time by AAOA)
- C. All Tenants /Lessees/ Caretakers should ensure that the owner's valid contact details (postal address, telephone numbers, and email address) are available with them at all times. Such contact details are to be furnished to the Facility Manager when demanded. (M). Owners must update the contact details when there is a change.

## **15. Commercial usage of Residential Units**

### **15.1 Commercial Usage of Residential Property:**

- A. An apartment is to be used purely for residential purposes. A resident, including a concern, firm or company shall not use the apartment for any other purpose. Any type of commercial activities from within an apartment whether by employing people or not or operating a guesthouse or service apartment (including AirBnB type of services), with food or without food in the Apartment, are banned.
- B. Activities allowed in residential apartments as per government laws can be conducted in premises e.g doctors, lawyers and CAS. Employing people to work from the premises is not allowed.
- C. However, individual residents conducting tuition class for children (residing in Anugraha) in Fine Arts or for School up to PUC level is permissible, subject to prior intimation in writing to AAOA and compliance with the Code of Conduct.
- D. It may be noted that the violators shall also be liable under the regulations governing property taxes, and misuse of power connections or such other regulations under law.
- E. Violators would be penalized as per the penalty prescribed in AnnexureA.

*All above guidelines are applicable to tenants and it is the responsibility of the owner to ensure that tenants adhere the guidelines*

## **16. Complaint Redressal**

### **16.1 Complaint redressal:**

- A. In case of disputes & complaints pertaining to maintenance, power and water supply, safety, security and breakdown of services provided by agencies, lodge a

## ANUGRAHA APARTMENT OWNERS ASSOCIATION ®

written complaint with the Facility Manager via the medium as prescribed by AAOA. Allow for a reasonable period of time before taking the complaint to the next level.

- B. Residents are encouraged to use the complaint management system suggested by the AAOA.



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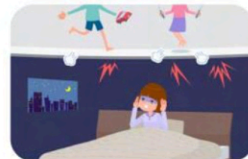
## Civic Sense

### Waste Segregation Guidelines

(For residential communities and individual households)



| 1. Organic Waste                                                                                                                                                                                                              | 2. Dry Waste                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 3. Reject Waste                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Must be disposed without plastic liner)                                                                                                                                                                                      | (Use only reusable bags for disposal)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | (Must be disposed without plastic liner)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Kitchen Waste</b><br>Vegetable/fruit peels<br>Cooked food/Leftovers<br>Egg shells<br>Chicken/fish bones<br>Rotten fruits/vegetables<br>Tissues soiled with food<br>Tea bags/Coffee grinds<br>Coconut shells<br>Leaf plates | <b>Plastic (Must be rinsed if soiled)</b><br>Plastic covers/bottles/boxes/items<br>Chips/toffee wrappers<br>Plastic cups<br>Milk/Curd packets<br><br><b>Paper (Must be rinsed if soiled)</b><br>Newspaper/Magazines<br>Stationery/Junk mail<br>Cardboard cartons/Pizza boxes<br>Tetrapaks<br>Paper cups and plates<br><br><b>Metal</b><br>Foil container<br>Metal cans<br><br><b>Glass (handle with care)</b><br>Unbroken glass jars / bottles<br><br><b>Other dry waste</b><br>Rubber/Thermocol<br>Old mops/Dusters/Sponges<br>Cosmetics<br>Ceramics/Wooden Chips<br><br><b>E-waste (handle with care)</b><br>Batteries<br>CDs/Tapes<br>Thermometers<br>Bulbs/tubelights/CFLs **<br>(handover separately) | <b>Sanitary waste (Newspaper must be used for wrapping)</b><br>Diapers/Sanitary napkins<br>Bandages<br>Condoms<br>Hair/Nails<br>Used tissues<br>Expired medicines<br><br><b>Sharps *** (small quantities only; Handover separately packed in newspaper)</b><br>Broken glass pieces<br>Razors<br>Used syringes<br>Blades<br>Injection bottles<br><br><b>Construction debris/Inerts **** (small quantities only)</b><br>Swept dust<br>Paints/Bricks<br>Drain silt<br>Flower pots<br>Cement powder/pieces<br><br>(Limited quantities of mixed waste such as heavily soiled plastic or soiled paper may be added to rejects) |

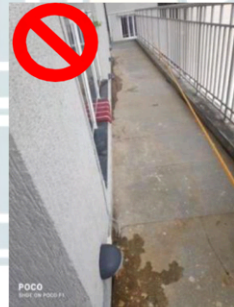
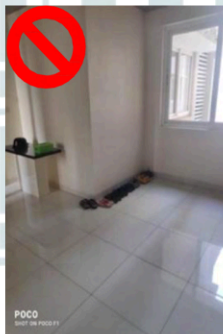
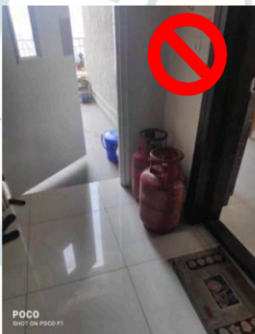
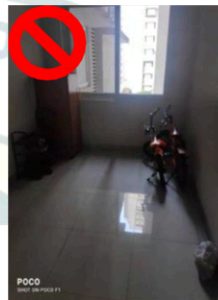
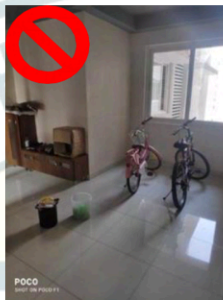
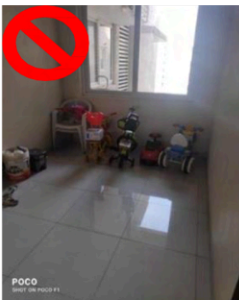


MIDNIGHT NOISE

NO SPITTING

# ANUGRAHA APARTMENT OWNERS ASSOCIATION®

## Common Areas





## ANUGRAHA APARTMENT OWNERS ASSOCIATION®

### Lifts (Elevators) Usage



AAOA

# ANUGRAHA APARTMENT OWNERS ASSOCIATION ®

## Vehicle Identification & Parking



## Traffic Regulation & Control



## Pets



# ANUGRAHA APARTMENT OWNERS ASSOCIATION®

## Communication And Forums



## Sports, Games & Clubhouse

