
INDIABULL CENTRUM PARK, SECTOR-103, GURUGRAM
RESIDENTS HANDBOOK



Dear Residents,

Welcome to The Centrum Park!

It is a privilege and a pleasure to have you with us, and we hope, you will enjoy the experience of making your home here. We are sanguine that your move here will be the beginning of a long, pleasurable, and comfortable stay at The Centrum Park.

Every member of our staff is here to make sure that your stay is the very best it can be. The Centrum Park is the paragon of comfort, convenience, and lifestyle. The Centrum Park Resident's Handbook is designed to guide you and to help you fully enjoy the lifestyle. As updates or bulletins will be sent to you time to time, please insert them in your Resident's Handbook folder for easy reference. Your suggestions for improvement will be most appreciated, and if there is anything, we can do to make you and your family more comfortable, please do not hesitate to contact facility office.

Once again, we extend to you and your family a very warm welcome to The Centrum Park.

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1. India Bulls Centrum Park RWA (IBCP RWA): -

The IBCP (RWA) is formed in order to actively promote and safeguard the interest of the apartment owners, to provide maintenance, repair and replacement of the common areas and facilities by contribution from the apartment owners, and if necessary, by raising loans, for the purpose. The current office bearers of IBCP (RWA) are as under: -

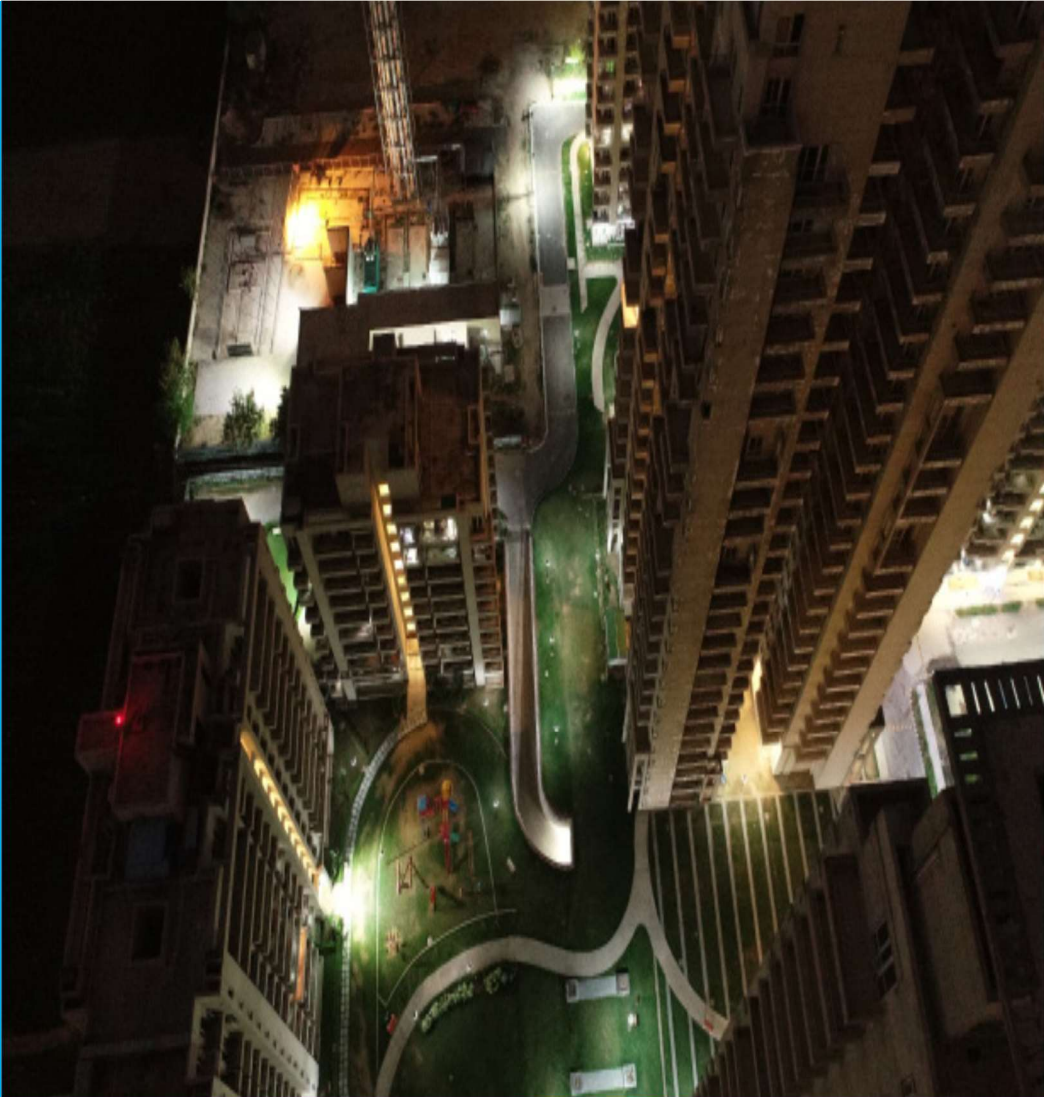
1. Mr President	Major General (Dr) Gajinder Singh, AVSM (Rtd)
2. Vice President	Mr Sanjiv Mehta
3. Secretary	Mr Pankaj Sharma
4. Treasurer	Mr Nikhil Gupta
5. Joint Secretary	Mr Ajeet Singh
6. Joint Secretary	Mr Deeraj Dhar
7. Executive Member	Mr Amit Gaiind
8. Executive Member	Mr Anil Soni
9. Executive Member	Mrs Swati Singh
10. Executive Member	Mrs Ruby Kumari
11. Executive Member	Mr Dharmendra

The Association is registered with Registrar of firm and societies, Haryana as per Haryana Societies Act 2012.

DISCLAIMER:

The information about services and amenities in The Centrum Park in the Residents' Handbook is distributed as an information source only. These rules/guidelines may be modified altered or amended time to time by the IBCP (RWA) at its sole discretion in the best interest of unit owners/residents of the society.

Though every reasonable care has been taken while publishing this handbook, the IBCP (RWA) does not accept any liability/responsibility, whatsoever to any person for the information or advise provided in this publication or incorporated into it by reference or for any loss or any damage, incurred because of reliance upon any information contained herein, or incidental thereto.



1. HOUSE RULES

2. Section 1 - House Rules

The House rules are necessary to ensure the condominium to be properly maintained and managed. These house rules are implemented to maintain harmonious social behaviour amongst residents in the IBCP and on the common property. In order to maintain harmony and pleasant living, every resident should make it a point to know the House Rules herein, to abide by them and to encourage others to do likewise.

- I. The IBCP (RWA) shall be used only for residential purpose.
- II. Residents shall not use their units for any purpose, which may be injurious to the reputation of the IBCP.
- III. Residents shall not make excessive noise or engage in offensive conduct that annoys or disturbs other residents. All residents shall ensure that their radios, hi-fi equipment, amplifiers, television sets, musical instruments and other similar equipment are not tuned/played at a volume which may cause disturbance or annoyance to others.
- IV. Advertisements of any form, hoardings, notice or posters of any kind are not permitted to be displayed from balconies or windows of apartments units or anywhere in the common areas except on the notice board with the permission of the Facility Management (FM).
- V. The Owners shall not alter or subscribe to the alteration of the name of the residential complex, which shall be known as 'Indiabulls Centrum Park'.
- VI. Residents shall not distribute any flyer or anything else of the kind in the mailboxes, doorsteps or any part of the common property unless written approval is obtained from the FM/Association.
- VII. Residents shall not keep, store or use any explosives or highly inflammable material of any nature in the IBCP Condominium.
- VIII. Every owner/resident shall abide by the quiet time (3pm – 4pm) as recommended and approved by the FM. This is applicable to drilling work and moving furniture in the apartments, etc.
- IX. Residents are requested and advised not to hang/drape their laundry items, bedding or other articles in an unsightly manner or in such a way that are visible from the outside of the subdivided building/Towers, balconies & common area. The residents are not permitted to dust rugs in any manner on the windows, balconies or in the common areas including the lobbies and landing. All residents are advised to dry their clothes and rugs only at such places or clothes shores or individual clothes lines within the limits of the Apartment.
- X. Residents shall ensure that no potted plants or any other objects are placed dangerously on air-conditioner ledges, windowsills, staircases, common areas & other wall ledges where they can fall and cause bodily harm to people below. The resident shall be liable for any such damage that may occur from falling pots and installations. Resident of Apartment with soiled walls from muddy water running down from the potted plants shall be charged and extra maintenance to cover the cost of repainting the soiled wall.
- XI. Residents/their guests shall not damage any part of the common property and shall make good the damaged to the satisfaction of the FM/ IBCP RWA.

- XII. Residents shall be responsible for the conduct of their family members, guests, servants, house movers, contractors, and agents always, ensuring that their behaviour is neither offensive to others in the IBCP Condominium nor damaging to any portion of the common property.
- XIII. Residents shall be responsible for the acts of their family members, guests, servants, house movers, agents or contractors and must make good any damage caused to the common area or any structure and equipment that is the common property of the IBCP Condominium, to the satisfaction of the FM/ IBCP RWA.
- XIV. Residents shall not, under any circumstance, use abusive language, threaten, abuse, reprimand or assault their neighbours, the FM/Association, or the appointed Managers and/or contractors. If a resident has any kind of complaint against the FM or staff of the FM or contractors, the resident shall communicate the same to the FM/ IBCP RWA in writing.
- XV. Residents are not allowed to use any employee & contract employee of the FM or the Manager for any personal business or private errands. The FM, maintenance personnel and security guards are not authorized or allowed to accept delivery of packages, parcels etc. of any kind on behalf of residents. Under certain unavoidable circumstances the security at main gate may receive a delivery. The security staff however is not liable for any loss/ damage under delivery
- XVI. Residents shall permit any staff of the FM at all reasonable times and on reasonable notice being given in writing (except in an emergency when no notice can be issued) to enter their unit to execute any work or perform any duty or enforce any Byelaws and house rules in connection with the IBCP Condominium.
- XVII. Residents are to display the issued car park label prominently and visibly at the top right-hand corner of the vehicle's front windscreen to facilitate the Security Guard in checking vehicles entering the IBCP. Residents who are expecting guests are advised to give the name of the visitors as well as their vehicle numbers (if any) to the security guard on duty at the guardhouse. Residents should also inform their guests that they would have to be verified at the guardhouse.
- XVIII. Every apartment owner or resident must give written notice to the FM/ IBCP RWA furnishing the names of the tenants and the family members and photo ID proof of living in maids. If the apartment owner or resident fails to give such written notice, the FM reserves the right to refuse entry to any person as it deems fit.
- XIX. Once an apartment unit is leased out, the entitlement on the use of the common property and all the other facilities will be transferred to the tenant and his/her family. Rules for usage of such facilities including the clubhouse and charges if any by the tenants or owners will be issued by the IBCP RWA separately from time to time. The apartment owner would no longer be entitled to the use of these facilities even though he/she is the registered apartment owner.
- XX. The FM/IBCP RWA shall not be liable for any injury, accident or loss occurring in any part of the IBCP.
- XXI. In the event of any violation of these house rules, the apartment owner or resident shall make good and/or compensate for any loss and/or damage caused to the satisfaction of the FM/IBCP RWA
- XXII. In the event of the FM having to engage any legal counsel to enforce any of the house rules or to engage any contractors to carry out any rectification or remedial work necessitated by the failure on part of the resident to comply herewith (and the FM reserves such right to do so if any owner or resident fails to rectify or remedy any default on his part in complying with any of these rules and regulations within fourteen (14) days of notification by the FM), the FM/IBCP RWA is entitled to be compensated in full for all costs incurred, including any legal fees on a solicitor and client basis.

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- XXIII. Residents shall not hold a barbecue within their apartment or any enclosed space at any time.
- XXIV. Soliciting of goods and services or organising political activities shall not be permitted in the estate. A prior permission from the FM/association should be taken for carrying out any religious activity in the common areas of the Estate.
- XXV. In the event of power failure, fire or other emergencies, residents must avoid using lifts and should use the stairways instead, to vacate the buildings.
- XXVI. The conveyance of crates, machinery, etc. must be under supervision of a representative of the FM/IBCP RWA.
- XXVII. The residential units cannot be used as a guest house, service apartment or as a dormitory.
- XXVIII. The Apartment owner shall be responsible for the damages and liabilities arising from failure to promptly attend to the maintenance and repair work within the Apartment. The expense of repair will be borne by the apartment owner.
- XXIX. The Apartment owner shall not make any alteration, or modification which may affect the facade or the structure of the buildings.
- XXX. In case of inter apartment seepage/leakages, the FM/IBCP RWA shall fix the issue, in consultation with the concerned apartment owners, who shall be responsible to repair the same and the decision of the FM/IBCP RWA shall be final and binding on the owner/s concerned. Where there is a dispute on responsibility of repair of common installations like concealed pipes, the decision of bearing the cost for the repair work will be decided by the FM/IBCP RWA.
- XXXI. The apartment owner before selling, renting, or leasing his/her/their apartment should obtain a "No due Certificate" from the FM/ IBCP RWA.
- XXXII. The apartment owner must keep the FM informed about the property agents authorised to act on their behalf. Agents bringing prospective tenants or buyers to the premises must be instructed by the owners that they inform the Estate Manager in advance of such visits and to register with the FM/RWA when a tenancy/sale is finalized.
- XXXIII. Resident/s must register in the register maintained by the FM/RWA. The owner of the apartment must inform their tenants about this registration and ensure that the registration of their tenant is complete prior to moving into the apartment.
- XXXIV. It shall be the responsibility of the owners to ensure that tenants / lessee are duly vetted and to carry out adequate background checks in order to prevent them from carrying out any unlawful activity or activities of such nature that disturb the peace of neighbours & IBCP community at large in any form or manner. Tenants Policy approved by the IBCP RWA is attached as Annexure I.
- XXXV. Residents who engage domestic help are expected to adhere to the POSH and POCSO Acts that are applicable. The onus of adequate vetting and background checks of domestic help and other staff rests with the residents. Embassy Services Pvt. Ltd. may be enlisted for the same, but the cost to be borne by residents. Child labour is prohibited by law and residents shall not engage children below the stipulated age for any tasks. Residents shall ensure fair treatment and avoid / prevent abuse of domestic help engaged by them in any form.
- XXXVI. The apartments are solely for the use of residential purposes. Owners / residents shall not engage in any form of commercial activity in the apartment in any format.
- XXXVII. Tampering of any security or safety installation is prohibited.

- XXVIII. Owners / residents and their guests shall comply with general laws of the state such as driving with valid licences, ceasing from driving under the influence of alcohol, use of helmets, adherence to prescribed speed limits, etc.
- XXXIX. The terrace area in all towers is a no-access zone. Only authorized individuals and technicians appointed by IBCP RWA shall be allowed access when needed.

3. Common areas

Areas common to the Complex are our collective responsibility. Following will be kept in mind:

- I. Personal belongings must not be placed / stored in the common areas at any given time, other than the place designated for the purpose. The sidewalks, passages, lobbies, stairways, and corridors must not be obstructed at any time or be used for any purpose other than their designated usage. The FM/IBCP RWA shall not accept any liabilities, whatsoever, for loss or damage to such goods or items, including bicycles, benches, flowerpots, shoes etc., left in the common area. There should be no obstruction that prevents or impedes the free flow of traffic in the corridors.
- II. Smoking in the common area is strictly prohibited.
- III. Littering and spitting is strictly prohibited in the common areas, in breach whereof, the owner or the resident shall bear the cost of removing the litter/ cleaning up the area, which shall be determined by the sole discretion of the FM/IBCP RWA.
- IV. Droppings from Pets in lifts - It is possible that your pet may relieve itself before it is taken to the designated areas. On such occurrences, it is the responsibility of the pet owner to clean and disinfect the lift.
- V. Food droppings in lifts -It is possible that take-away food delivered to the apartment, or consumption of food inside the lift (e.g. children eating ice-cream) leaves behind food remnants that can create a nuisance to subsequent users. Kindly do your best to see that such occurrences are rare and should it happen, please clean it.
- VI. Residents shall not use common areas for any of their personal benefits in any manner and shall ensure that the common areas are kept clean and tidy in all respect and that garbage/trash is placed only in the disposal installations provided for such purposes. Please do not stick bills or notices in any of the common areas.
- VII. Residents shall not install any radio/television antenna/dish, telephone or air conditioning equipment in the common corridor, or in any other part of the building or any external part of the unit except as authorised by the FM/IBCP RWA.
- VIII. Residents must not erect any external awnings, shades, screens, grills or any other structure in the common area without prior written approval of the FM/IBCP RWA.
- IX. Residents shall not use the lobby or common areas of the estate for any private/public activities be it religious, social, or funeral activities.

- X. Residents shall use and enjoy the common property in such a manner that it does not interfere unreasonably with the use and enjoyment thereof by other owners or their families or visitors.
- XI. Residents shall not store anything in the plumbing and electrical shafts next to the toilets inside apartment buildings, as this is prohibited under the building by-laws.
- XII. Residents are not allowed to install AC outdoor units / Water Geyser in the Shaft Area, it is strictly not allowed, under building by-laws. The FM is authorized to remove such fittings under their arrangements if a resident fails to do so after two notices. Cost of such effort will be chargeable to the resident.
- XIII. Residents shall not spit or scribble on the walls, corridors, basements or lifts in the Complex. Instruct your domestic servants, drivers and contractors' staff to refrain from chewing paan & paan masala and spitting in common areas.
- XIV. Lighting in all common areas is the responsibility of FM. Please report any malfunctioning light or wastage of electricity to the Facility FM team
- XV. Each resident is liable to protect their own greenery. Hence from this perspective, below guidelines are mandated within the premises.
- XVI. Do not pluck flowers and leaves, and do not pull or bend plants in the premises.
- XVII. Playing any sports activity on the lawns is strictly prohibited as this will damage the grass.
- XVIII. Jumping over hedges as a means of shortcut is not encouraged, as they are meant to act as barriers.
- XIX. Occupants of ground floor apartments should not fence the garden attached to their apartment and should cover it with the hedge which is to be maintained by the FM as per specified height and width. They have to adhere to all horticulture guidelines of the Society.
- XX. Drivers or domestic helps, including maids must not use the lawns for siestas or for their personal get-togethers, card sessions. Congregation of domestic help, drivers etc. In the staircases of the towers should also be disallowed and should be reported to Security.
- XXI. Children must be mandated to play ball / sports games only in the designated play areas and not on the lawns of the Complex as this may damage the grass and flower beds planted by our horticulture staff.

4. **Parties/Function/MPH** - No private party or ceremony/ function will be allowed on lawns and common areas of the Complex. Certain community functions/celebrations (e.g., Holi/Diwali) may, however, be organized in the areas as decided by the IBCP RWA from time to time, which will be announced through notices. Personal parties will only be allowed in the multi-purpose hall of the Clubhouse, instructions for the same will be part of Clubhouse guidelines.



2.

Guidelines For Additional / Alternation / Renovation Works

Section 2: Guidelines for Additional / Alteration / Renovation works

5. CONTRACT WORK

- a. All owners must provide a copy of the “guidelines for contractors/renovation guidelines” to any contractor hired by them, who will be entering the premises for contract work. For the safety, security and protection of the property, all owners are required to communicate these general rules to the contractors/agents appointed and ensure the contractors present the signed documents to the FM office before commencing any work. Alternatively, all owners are required to inform the contractors to acknowledge these rules prior to commencing the work and that the form must be signed at the Manager's office.
- b. Proposal/Scope for fit out/renovation work is to be submitted to the FM by the owner or resident on following accounts:
 - i. When the work does not pertain to routine maintenance or normal wear and tear repairs.
 - ii. Where contract work exceeds one week.
 - iii. Fit out/renovations of either types (a) or (b) above require a caution deposit of Rs 10000.00 in favour of the IBCP RWA to cover possible damages to common areas/facilities and any third-party claims resulting, directly or indirectly, from the presence of contractors or sub-contractors in the building in connection with the fit out/renovation works. The deposit is to be made in favour of IBCP RWA and may be handed over to the Estate Manager, IBCP . This deposit will be fully refunded after work has been completed and the manager has been informed that no damage has occurred and all debris and construction material has been removed.

6. GUIDELINES FOR APARTMENT FITOUTS: PRE- FITOUTS PROCESS

Before commencing fit outs the owner to approach 07 days prior to commence work at his flat to FM office with cheque for caution deposit of Rs 10000.00 with detail scope of work along with undertaking as Annexure II.

- I. Important Guidelines to note:
- II. No changes to common areas, lobbies, external façade of units, basement parking areas will be permitted. have the right to remove / demolish structures / modifications in case of violations
- III. Balconies cannot be enclosed – either temporary or permanent fixtures
- IV. No additional structure & painting – temporary or permanent in nature can be added to terraces / balconies / open spaces
- V. No interior fit outs like shoe racks, storage units etc can be placed in common lobbies
- VI. No changes can be done to electrical routing / systems and plumbing systems
- VII. No changes are allowed to the default landscaping provided by the developer to any of the private gardens and terraces
- VIII. No changes allowed to fire sprinkler system / smoke detectors
- IX. Owner will indemnify FM Company/IBCP RWA of any unforeseen accidents or injury caused to men and materials during this period
- X. FM Company/IBCP RWA will not take responsibility on the safety and security of men and materials

- XI. AC units cannot be placed on the facade of the building and out of line from the apartment coverage. It has to be and in a manner that poses a risk of the unit falling. It must be ensured that outlets are not drilled through the columns, beams and external facing walls. The drainage from the AC will not be left open and exposed. Should you require any help, please contact the Estate Manager.
- XII. No external Dish antenna and wiring can be done connections have to be taken from approved vendors internally
- XIII. Owner to make suitable toilet arrangement for labours.
- XIV. In case of rented apartment, such application must come from the apartment owner and not from the tenant.
- XV. Balcony railings cannot be altered / modified for any purpose of placing planters/clothing lines outside balcony railing. For safety of all, no resident is allowed to even hang any type of planters/structures from balcony railings. Apartment Owner is not allowed to enclose the balcony of the apartments.

7. FITOUTS

- I. Strict adherence to work timings & safety measures is expected from all workers. Owner will be responsible for the overall discipline of the workers and suitable measure to ensure labourer/staff do not get involved in antisocial activities such as Consumption of alcohol, trafficking off drugs, chewing/spitting tobacco etc.
- II. Security team has been instructed to STOP WORKs in case of any deviations to the Guidelines
- III. Duration of works: An Apartment owner or the resident shall ensure that the renovation work is completed within the maximum stipulated time duration of sixty (90) extendable by another 30 days based on special request and should be carried out within the following stipulated times only:
- IV. Work Timings:
- V. Monday to Saturday 9.00 am to 6.00 pm (The labours and contractor to leave the IBCP exit gate by 6.15 pm)
- VI. No work is allowed on Sundays & national holidays ie. Independence day , Republic day & Gandhi Jayanti
- VII. No noisy jobs like tile cutting and drilling will be allowed between 3.00 pm to 4.00 pm.
- VIII. Any cutting, material storage etc can be done within the unit. Common areas cannot be used for this.
- IX. All interior fit outs done outside and factories and assembling to be done within the apartment
- X. Workers are not allowed to loiter around the premises. The entry is restricted to the respective unit ONLY.
- XI. Staying overnight inside the unit is not allowed. Workers will be allowed entry and exit to and from the property only within the working hours specified above
- XII. Material movements are to be routed through specific paths which will be explained by the Property Manager
- XIII. Material movements will be restricted from 9.00 am to 6.00 pm only.

- XIV. All waste / debris will need to be cleared regularly and disposed-off through proper channels. Estate Manager can share contacts of waste disposal team if required.
- XV. In-case of extension of work beyond 60 days, the request for extension of Work permit should be given to the Estate Manager.
- XVI. Building materials / debris:
 - i. An Apartment Owner or Resident shall ensure that the engaged contractor takes reasonable steps to:
- XVII. All civil material to be procure in bags and to be stored in respective flat ;
- XVIII. Removal of debris is the responsibility of flat owner and not to be kept in common area .
- XIX. Not to discharge such debris into the toilet bowls, basins or wash area, floor taps.

8. Material Movement:

- i. An apartment owner or resident of a lot shall ensure that his/her renovation contractor:
- II. All materials shall be brought into the apartment through the entry gate for materials, service elevator or stairs, and kept inside the apartment. No construction material/debris should be left in common areas.
- III. Does not overload or damage the lift during transportation.
- IV. Cleans up the lift lobby and common corridor daily or when instructed;
- V. No vehicle with material will be allowed to park in the parking area / basement.

9. ON COMPLETION OF FITOUTS

- I. Property Manager to be informed about work completion
- II. All materials/ debris should be moved out and cleared before winding up the interior works
- III. Property Manager will assess if any damages caused to common areas, lifts. Lobbies, basement areas etc
- IV. Caution deposit will be returned within 15 days from the date after completion of the work.
- V. If the cost of repairs is more than the caution deposit amount, the same will be recovered from owners.
- VI. Damages to adjoining Apartments caused due to interiors will need to be rectified by the owner directly.
- VII. The following documents are to be enclosed with regard to the proposal fit out/renovation work in the apartment.

- VIII. Detailed outline of the fit out/renovation work to be carried out. (Such work may begin only after a written consent from the Property Manager is obtained. Plans are to be provided wherever applicable).
- IX. No grills should be installed on the windows/sliding doors and within the strata boundary line and yard areas.
- X. Note: Liability damages will not be limited to this sum in case the contract works related damages exceed Rs.10000/-



3.

MOVE IN & OUT

10. Section 3: Moving In/Out

- a. Owners/Tenants may move in/out on all working days except Sundays. Tenants will pay charges of Rs 2000 at the time of moving out only. These rules are applicable for moves within the IBCP too.

Note: Timings for moving in/out: 9 am to 6 pm

a. Rules & regulations governing moving in/out

An apartment owner of a unit moving in/out must apply for approval from FM office in a prescribed form minimum 72 Hrs before. The format for the same is attached as Annexure 3.

- i. 2 The moving out charges of Rs 2000/ must be paid online well before permission is granted by the FM.
- ii. 3 Upon approval the apartment owner or resident of a unit shall ensure that moving in/out are kept within the following stipulated hours 9 am to 6 pm.
- iii. 4 All movers are to report to the security post before commencement of any work.
- iv. 7 Movers are requested to carry out prior survey to assess site constraints.
- v. 8 Where the apartment owner or resident of a unit requires the use of lifts for transportation, he shall ensure that the lift interiors and other areas along the transportation route are adequately protected to the satisfaction of the FM.
- vi. 9 The apartment owner or resident shall ensure that the work to be carried out will not in any way cause any nuisance to other residents.
- vii. 10 Movers' vehicles must not obstruct other vehicles when parked in the car park. Such vehicles are not to be parked within the IBCP during the night except with the written permission of the FM.
- viii. 11 Upon completion of the moving in/out, the apartment owner or resident of a unit shall inform the FM and a joint inspection of the lift, lobby, and common areas will be carried out.
- b. Rules and regulations are fully complied with during the moving process.
- c. No damage has been caused to the common property by the apartment owner or resident of a unit.
- d. All unwanted items or carton boxes have been disposed of.
- e. In the event of damage caused to the common property or unwanted items or carton boxes found on common property which are the result of the apartment owner's or resident's moving activities, the FM reserves the right to make good those damages and/or cause the removal of unwanted items or carton boxes and such cost shall be deducted from the deposit.
- f. If the deposit is insufficient to cover the full cost of making good the damage caused or removal of unwanted items or carton boxes, the FM reserves the right to recover any such deficit from the Apartment owner or resident.
- g. Only the service lift may be used for the moving process.
- h. The apartment owner or resident and their movers must take note that the height limit of the basement car park is 2.2 meters.



4.

EMERGENCIES

Section 4: Emergencies

11. Fire & emergencies

Fire:

Fire safety precaution is given top priority by the Managing Committee.

In case of fire:

- I. Do not panic.
- II. Raise the alarm by calling the security guardhouse via the telephone/intercom while clearly stating your unit number or by using the Emergency Alert button in the Embassy residential app.
- III. If you must evacuate the apartment, please do so in an orderly manner. Do not use the lifts. Walk down the stairs in single file to a safe place.
- IV. If the fire is in its initial stage, attempt without incurring personal risk to extinguish the fire with the fire extinguisher until the fire-fighting personnel arrives.
- V. Activate the nearest "break glass" call-point.
- VI. Withdraw from the scene of fire if you are unable to control or contain the fire.
- VII. Allow fire fighting personnel to take control of the fire fighting.
- VIII. Every owner/tenant shall grant the right of entry to the manager or to any other person authorised by the Managing Committee in case of any emergency originating in or threatening his Unit (such as gas leak or fire, etc.), regardless of whether the owner/tenant is present at the time or not. Entry of authorised personnel has to be supervised by the Property Manager.
- IX. It is encouraged that you install fire extinguishers in your apartment especially in the kitchen area. It is also advised that the same be maintained and refilled at regular intervals.
- X. In the event of an earthquake, do not use the lifts and instead, use the staircase. Assemble outside the main gate and make sure your presence is noted by the security of your tower.
- XI. Lift Emergencies - Push the alarm button in the control panel if the lift gets stuck. Under any circumstances, do not try and force open the doors of the lift. Do not panic; wait for help.
- XII. Smoking is not permitted inside lifts. This is a breach of safety and prescribed guidelines

12. Evacuation

All owner/residents are to take these action steps should they see a fire or smoke in the building:

- I. Call Security/Emergency extensions and report it.
- II. Help residents in exiting, if safe to do so.
- III. Close doors before evacuating to restrict the spread of the fire.
- IV. Evacuate your floor using stairwells
- V. Wait on safe area and listen for instructions.

13. In case of a small fire (such as a trash can fire):

- I. Notify the operations /security team immediately.
- II. Retrieve a fire extinguisher.
- III. Remember PASS:
- IV. P - Pull On.
- V. A - Aim hose at the base of the flame.
- VI. S - Squeeze handle.
- VII. S - Sweep side to side.
- VIII. Keep yourself between fire and exit.
- IX. NOT go past fire to get an extinguisher.

14. Planning ahead can save your life:

- I. Know the layout of your floor.
- II. Know the location of stairwell exits.
- III. Know the number of doors between your unit and exit stairs. This is essential knowledge to find the exit in the dark.
- IV. Keep flashlights readily accessible.
- V. Keep this manual for future reference.

15. Ways to keep Apartment Fire-Safe:

- I. Make sure rubbish is stored properly and collected regularly.
- II. Do not overload electrical circuits – short circuits are the cause of many fires.
- III. Cook with care. Keep a small fire extinguisher or baking soda handy.
- IV. Never smoke in bed and ensure that there are no smouldering butts when ashtrays are emptied.
- V. Test smoke detectors and gas leak detectors frequently.

16. Preventing Fires

- I. Do not smoke in the basement parking areas. Instruct your drivers and domestic help accordingly. Please stop others you see smoking in these areas or report them to the security.
 - II. Do not light a bonfire inside your apartment.
 - III. If you have a havan inside your apartment, please light the 'havan' fire in a 'havan pot'
 - IV. Space heaters need space. Keep them at least three feet away from things that can burn, such as curtains or stacks of newspaper. Always turn off heaters when leaving the room or going to bed.
 - V. It is best not to keep any gasoline at home. If you must keep some, use a special safety container.
 - VI. In the Kitchen, keep things that can burn, such as dishtowels, paper or plastic bags, and curtains at least three feet away from the cook top.
- i. Customary rites**
 - ii. Holding of customary or traditional rites (e.g. Funeral wakes) are not allowed within the common areas of the IBCP .



5.

SECURITY & ACCESS SYSTEMS

Section 5: Security and access systems

Security and access systems

17. Residents accessing the IBCP by their own vehicles - car/two wheelers:

- I. Pre-programmed RFID tags for owner/resident cars will be issued by the property manager at the time of move in, to access boom barriers at main entrance and exit.
- II. The car park label and RFID should be displayed on the front left side of the windscreen of the car. For two wheelers the parking label should be displayed at a visible and prominent location in front of the two-wheeler. Such vehicles will only be allowed into the IBCP .
- III. Residents are encouraged to download Embassy Residential app in their smartphone for better accessibility and tracking.
- IV. All access grants will be programmed and monitored by property manager.
 1. Note : RFID applicable as and when installed

18. Residents accessing the IBCP by private vehicles (taxi/auto):

- I. Residents should allow the security to verify their details with identification papers or with family members. Also, residents should permit the security to note down the vehicle no. of the private vehicle (taxi /auto) in the Embassy Residential App.
- II. Residents should allow the guards to screen and check all the taxis /autos used to travel to the IBCP .
- III. Private vehicles are allowed only till the pick-up and drop off point of the respective tower lobby entrance.
- IV. No taxis / autos would be allowed to park inside the premises for new pickups. However pre-paid taxis/travel bookings would be allowed to pick up the residents from the pick-up and drop off point if the resident informs the security over the intercom or via the Embassy Residential App for a specified time period.

19. Residents accessing the premises by foot:

Residents should identify themselves at the main entrance and co-operate with the security while he/she verifies the identification papers or with family members of the unit through intercom or via the Embassy Residential App.

20. Visitors:

- I. Owners/Residents are requested to inform their guests/visitors in advance regarding security checks and ensure the guests co-operate with the security staff.
- II. Owners/Residents are requested to inform their contractors in advance regarding security checks and ask their contractors to co-operate with the security staff. Necessary approval needs to be obtained from the Managing Committee office before commencement of any work.

- III. Owners/Residents are requested to inform their packers and movers in advance regarding the security checks and ensure they co-operate with the security.
- IV. The visitor management at IBCP will be facilitated using the Embassy Residential App:

21. Planned Visitor

- I. Owner/Resident can book a requisition for a visit on behalf of their visitor using the Embassy Residential App by entering the basic information of their visitor. A unique keycode/One Time Password (OTP) will be generated and sent to the visitor's mobile phone number.
- II. At the time of entry, the visitor will be required to mention the unique keycode/OTP to the security at the main gate.
- III. Photo of the visitor will be captured on the app at the time of entry.
- IV. At the time of exit, the visitor will be required to mention the keycode/OTP to the security at the exit gate of the community.
- V. An exit notification of the visitor will be available on the app for the resident.
- VI. Visitors will not have access to any amenities across the community unless escorted by a resident.
- VII. Residents will be able to view their visitor logs at any point via the Embassy Residential app.

22. Unplanned Visitor

- I. Once an unplanned visitor arrives at the main entrance to the community, basic information such as Name, Mobile phone number, Unit no. will have to be filled in on the Embassy Residential App, along with a photo of the visitor.
- II. A notification will be sent to the owner/resident which will require approval for the visitor to grant access. Post approval from owner/resident (either via app or via intercom) the visitor will be allowed to enter the premises or in case permission is denied there will be no entry allowed inside the premises.
- III. At the time of exit, the visitor will be checked out by the security on the app at the exit gate of the community.
- IV. An exit notification of the visitor will be available on the app for the resident.

23. Support Staff - Drivers, Maids, Cooks, Etc

- I. Owner/Resident support staff needs to be registered either by the owner/resident or by the manager on the Embassy Residential App along with relevant government photo id proofs.
- II. Details of entry/exit of the staff will be entered by the security on the app.
- III. Residents will be able to blacklist their domestic help at any point.
- IV. Logs will be generated and saved in the VMS database.

24. Daily Essentials, Food & Courier

- I. Basic information such as Name, Mobile phone number, Unit no. will be filled in on the app by the security. A photo of the vendor will be captured on the app.
- II. A notification will be sent to the owner/resident which will require approval for the vendor to be granted access. If owner/resident is unavailable at the unit, the owner/resident will

be required to suggest alternative package drop off on the app. If owner/resident is available in the unit, a temporary keycode/OTP is generated by the security team and sent to the vendor's mobile phone number.

- III. Any package, in case, left at the security gate as requested by the resident will be at the residents' risk.
- IV. The vendor will fill in the keycode/OTP on the app and gain access to the community.
- V. At the time of exit, the vendor will be required to enter the keycode/OTP on the app at the exit gate of the community.

25. Home security

For a more secure home, apartment owners/ occupiers are advised to lock all windows and external doors each time they go out.

26. Security Protocol: -

Members/residents are requested to cooperate and actively ensure the execution of the following rules:

- I. Security will not allow any unauthorized person to enter the guard room. Security will not undertake/perform personal work for anyone.
- II. Security will not be permitted to smoke/chew pan, etc. or read newspapers, use smartphones for viewing Videos/content etc while on duty.
- III. Don't give keys or belongings of any apartments to Security, if given by resident, it shall be at the core ownership of resident. IBCP RWA or FM shall not be responsible for any consequences.
- IV. Security will not allow entry/exit of vehicles carrying house-hold goods without gate pass from the Estate Office and prior approval of the owner/occupant.
- V. Security will not allow children to exit IBCP premises without an adult escort.
- VI. Security will not allow children to play any game except in the designated play area that may spoil the lawns or damage plants in the central park.
- VII. Security will check the bags or belongings of domestic help/service providers, drivers in case of suspicion.
- VIII. No Domestic help will be allowed to enter complex unless they got their police verification done (mandatory as per regulation by Haryana Police) and subsequently possessed valid photo-id card issued by FM on submission of 2 passport-sized photographs, a completed form duly verified and stamped by Gurgaon Police. Forms can be collected from FM.
- IX. Domestic help will not be allowed to use common area for their personal get-together or amusement. Workers, Contractors, domestic help are not allowed to carry things out of the building. If you give them something that needs to be carried out, fill out a Gate Pass Form.
- X. It's your prime responsibility that you appraise your domestic help with IBCP rules and ensure domestic help adhere to these rules also. If a domestic help is found violating any of the guidelines, the ID card of such individual will be confiscated by Security,

and she/he will not be allowed entry into the complex premises. Residents should take back the ID cards from their employees and destroy them when terminating their services. This is required to ensure that the card may not be misused for unlawful purposes. All domestic staffs to use service lifts only.

- XI. CCTV Control room will be manned by security team and the access rights to all recordings is available with IBCP -RWA & FM .
- XII. DG Area the guard will be available to monitor & intimate any unauthorised entry to society.
- XIII. Basement guards will keep taking rounds of basements and will support to manage parking of vehicles with residents.
- XIV. Towers guards will support to guide visitors and keep track of entries to respective tower.
- XV. Security agency will issue charter of duties of all guards and supervisors.



6.

REPAIR & MAINTENANCE RESPONSIBILITIES

27. Section 6: Repair and maintenance responsibilities:

- I. This section defines the scope of repair and maintenance responsibilities of the apartment owner/resident and the Apartment Owners Association.
- II. Responsibility for repairs and maintenance of the building comes under the owners (for their apartments) and the IBCP RWA (for common area and amenities).
- III. As an apartment owner/resident, you own the 'airspace' enclosed within the perimeter walls, floors and ceilings of your apartment. The common boundary of your unit with another unit or with the common property shall be the centre of the floor, wall, ceiling, as the case may be.
- IV. Residents are not permitted to install a permanent structure in the terrace areas. Apartment Owners to submit drawing of any temporary structure to be installed to the IBCP RWA and seek prior approval.
- V. You are required to refrain from undermining the support and services to other units and have a duty to maintain the services within your unit in good repair. Should it be necessary, the FM may carry out repair or renovation work in your unit.
- VI. Residents to make timely payment of maintenance charges as per the timeframe declared by service provider and the Association.
- VII. You must perform all maintenance and repair work promptly, within your own apartment, which if omitted would affect the building entirely or in parts, of other apartment, being expressly responsible for the damages and liabilities that your failure to do so may endanger. However, while performing the maintenance work, you shall not make any alteration, or modification which may affect the facade or the structure of the building or the common walls or floors between two units.
- VIII. All repairs to internal installations of the apartment such as water pipes, light wiring, gas, power, sewerage, telephones, air-conditioners, sanitary installations, doors, windows, lamps and all other accessories belonging to the apartment area shall be owners responsibility.
- IX. You shall reimburse the FM/ IBCP any expenditure incurred in repairing any damage caused to the building including the common area and facilities, through his/her/their fault. Such re-reimbursement shall be on actual basis.
- X. When improvements as considered necessary by the FM / IBCP (RWA) are suggested to be carried out inside the individual apartment for proper maintenance of common service lines, it shall be incumbent on you to implement such suggestions.
- XI. When liability is common in respect of the common areas, rights, interest, benefits and privileges of the apartment owners, all the owners all parts of the land and building that do not fall within the boundaries of any of the individually owned area is 'common property'. It includes most of the structure of the building, staircases, lifts, lift lobbies, landscape areas and any communal facilities.

- XII. Repair and replacement of electricity dual meter is under scope of flat owner. The meter replacement to be done within a week and in-case the resident is not able to replace his meter in defined time the consumption will be charged as per average reading of highest consumptions in units of 03 month in a year.
- XIII. Scope of work for facility management team at flat is
- i. Electrical – Supply availability till flat distribution Board
 - ii. Plumbing – To ensure water supply to be available at flat.

28. Common property includes:

- I. Foundations, columns, beams, supports, walls, roofs, terraces, lobbies, corridors, stairs, stairways, fire escapes, entrances, and exits of the building and windows installed on the external walls of the building.
- II. Car parks, recreational or community facilities, gardens, parking areas, roofs, storage spaces and rooms, lifts, tanks, pumps, motors, fans, compressors, ducts, and in general all apparatus and installations existing for common use.
- III. Water pipes, drainage pipes, sewerage pipes, gas pipes and electrical cables which serve two or more units.
- IV. All other parts of land not comprised in any Unit necessary or convenient to the existence and maintenance and for the reasonable common use and safety of the common property.



7.

GUIDELINES FOR IBCP LIVINGS

Section-7 Guidelines for IBCP Livings

29. Insurance:

- a. The insurance requirements of a IBCP are different from the general insurance requirements of private homes. This is because of a division of insurance responsibilities between the developer/ IBCP RWA and the apartment owners/residents. It is important that apartment owners/occupiers are aware of the nature of this division so that they may affect the necessary coverage.
- b. The developer/IBCP RWA is required to affect the following policies:
- c. A damage policy (building insurance).
- d. A public liability policy.
- e. Any improvement of fixture affected by any owner shall not form part of the above policies. Owners/residents are required to affect their own "contents' insurance" in respect of their units.

30. Pest control - subterranean termites

- a. While the building substructure is treated to prevent potential routes for termites' entry, there are other possible means by which termites may enter the premises. One of these is 'import' of termites. This usually happens inadvertently when the homeowners bring infested material to these premises.
- b. It is strongly advised that owners engage professional pest control agents to regularly service/check their premises to prevent such infestation.
- c. Evidence of termite infestations
- d. Wood damaged by termites always has remains of mud tubes attached to wood galleries or tunnels in any irregular pattern. In case of an active colony, white termites maybe found in infested wood.
- e. The presence of flying winged termites, or the wings they shed, inside the building, may indicate an infestation.
- f. The presence of mud or shelter tubes extending from the ground to the woodwork, or the foundation walls may also indicate infestation.

31. Water conservation

Water being a scarce natural resource, we encourage you to use it judiciously. Do refrain from keeping the tap running during shaving, etc. and curb wastage whenever possible. Though water from all sources is processed at the in-house water treatment plant before it is supplied to your apartment, it is advisable to use a RO water filter to draw water for drinking and cooking purposes.

32. Garbage Collection & Disposal

Presently door to door collection of mixed garbage is being done by the housekeeping staff which is moved by them to the Central Collection area from where it is picked up by the MCG approved vendor on a daily basis. This arrangement will continue till such time we can institute a system for segregation at source and inhouse composting.

Please note the following points about waste segregation and collection:

- a. Do not use the shafts for disposing garbage or other household material. A garbage collection person has been employed to collect garbage every morning from your apartment. Please do not use your flush commode for throwing any item, which can be baby-nappies or towels, or diapers, they will choke the pipeline leading to inconvenience.
- b. **Sanitary waste** must be separated from wet and dry waste and wrapped in newspaper.
- c. **Garbage** collection will take place from **9.00 - 12.00 am** every day.
- d. **If you are not at home** at the above-mentioned time in the morning, please:
- e. Do not leave your waste outside the door — this is unpleasant for your neighbours.
- f. **Do not call** housekeeping for collection — they will not be able to come again since they have other cleaning duties.
- g. **Please instruct** your housemaids, cooks, housekeepers and other staff accordingly, especially to not leave garbage in the basement or lobbies, but to segregate properly and empty it properly in the labelled bins.
- h. Apartment Cleaning - While cleaning your apartment, please ensure that your staff does not throw dirt and material down to other balconies or to the ground below. These must be collected and disposed through garbage bags. Inform Property FM Office for special arrangements to dispose large quantity of garbage/debris. The same will be cleared with a disposal fee.
- i. Air Conditioners - Attach a pipe for wastewater from air conditioner units to the lobby drains so that this water does not fall on other units in lower floors and disturb other occupants with the noise of dripping water. This is also required to avoid damage to the façade.
- j. Please cooperate with us in keeping IBCP clean and help us in our Endeavour to make it an ideal apartment complex. The Garbage picking timing for all towers is between 0930 to 1300 hrs.

33. Collection process:

HK team of nine members to carry 2 wheeled bins (mentioned as below) stationing one at the dedicated place using service lift the collection starts from higher floors to lower floors.

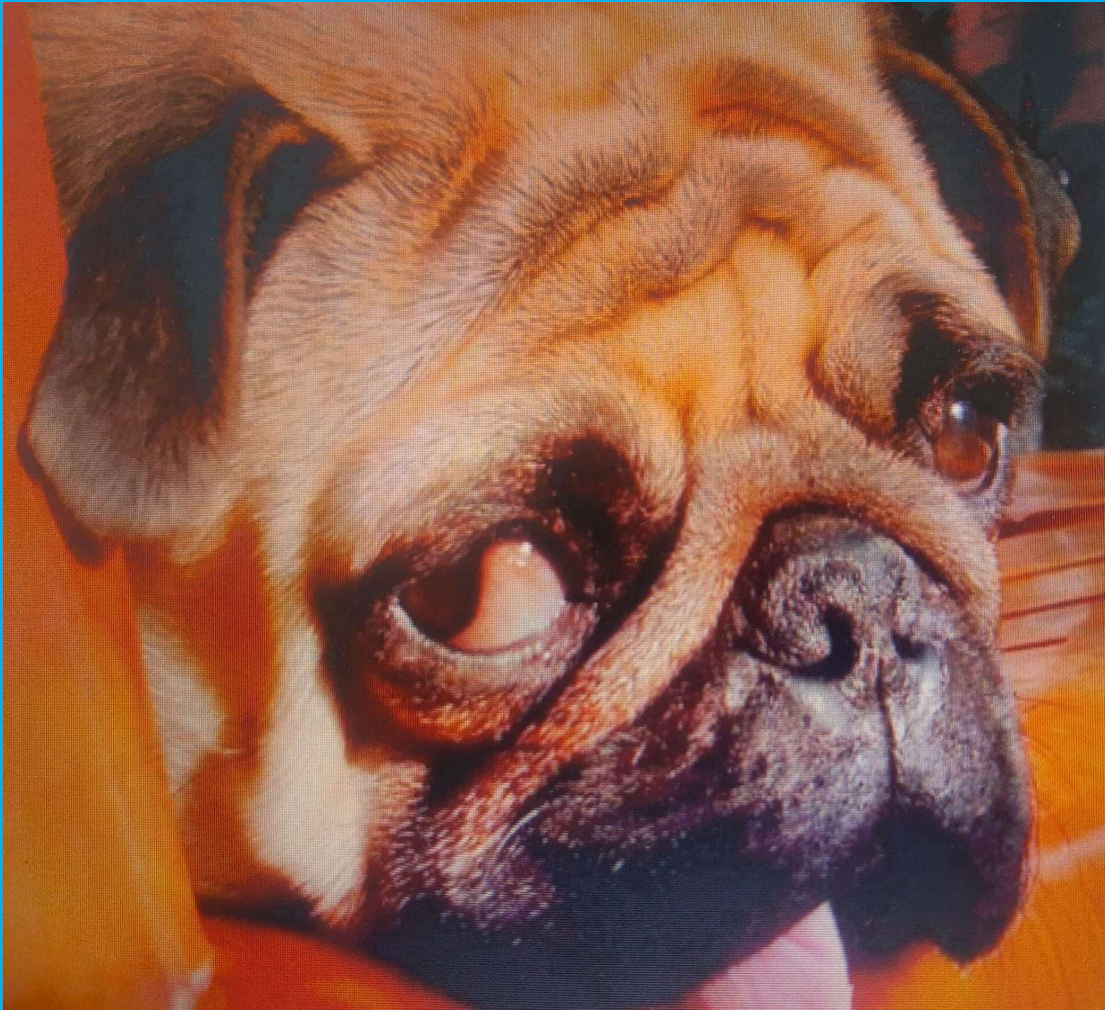
- a. If any apartment does not follow garbage collection guideline, a warning mail will be shared from facility office for the first instance and Rs 500/- on instances thereof will be levied.
- b. Garbage from Covid positive unit will be collected separately by the HK team following the COVID protocol:
- c. Garbage collected from covid positive unit is considered as reject waste.

34. Speeding & Vehicle Movement Policy

To ensure safety of the Residents at the IBCP, it is important to monitor and control the speed of the moving vehicles within the property. The speed limit of 20 km/hr is to be maintained within the residential community.

Guidelines to be followed:

- a. All vehicle moving within the IBCP premises to maintain a speed of 20 Km/Hr.
- b. Parking of vehicles in the designated areas earmarked for the same only.
- c. Onus of Driver driven vehicle to comply with the house rules is vested with the Resident
 - i. /Owner.
- d. Learning to drive, within the property, is prohibited.
- e. Driving under the influence of any substance abuse (alcohol, drugs etc) within premises is strictly prohibited & any such violation shall be reported to RWA/ FM by FM.
- f. Children (below 18 years) driving any 2W/4W is prohibited within the premises.
- g. Street racing is strictly prohibited.
- h. Foot path/ walkways & common areas are not permitted for parking , driving & cycling.
- i. Street Security guards are entrusted with the responsibility to ensure above guidelines and report list of defaulters, for appropriate penalties. To assist in the same, below actions will be undertaken:
- j. Firstly, Security will be flashing “Go slow” sign board on a speeding vehicle moving above the stipulated speed limit.
- k. Then, Security guards will be making note of the vehicles exceeding speed limit and details will be shared with the Property FM Office for identification of owner credentials.



8.

PET POLICY

Pet Policy

To have a hygienic & clean environment and to ensure everyone's safety at IBCP , it is essential to devise guidelines for pet Owners in the property. Pet owners are responsible for ensuring that the rights of other residents to peaceful and calm living within the community.

35. Guidelines to be followed:

Only household pets of small pedigree may be kept by residents. Livestock, poultry, and other non-household/wild pets not allowed in the premises and/or the common areas of the property, no dairy or farm animals will be permitted as pets under any circumstances.

Pet owners are requested to submit records of pet vaccination done, annually by 1st of Apr every year.

Pets must always be on leash within the premises, regardless of the Owner's judgement on the pet being friendly or well-behaved.

Pets are not allowed anywhere in the common area except designated area for pets.

Pets shall not be allowed in or around the recreation facilities and clubhouse.

It is recommended that pets wear a muzzle.

Unaccompanied pet within the community is not permitted. It is advised to have an adult - who can respond to an emergency - accompany the pet always. Make sure the leash is appropriately tight and effectively controlled and do not attack passer-by or do not enter flower beds or garden area..

Pets should not relieve themselves in common areas including landscape areas. **Pets are not allowed to be taken to basement for walking or exercising.**

Pets should be restrained from soiling the common areas in any manner. If the dogs/cats' soil any part of the common area, it is the responsibility of the pet owners to arrange to clean the area immediately.

Do get your pet registered with MCG, which is mandatory as per MCG guidelines.

Ensure that your pet does not cause inconvenience to others.

Poop should be picked up by the resident. 'Scoop the poop' policy is to be strictly adhered to, within the premises including pet relieving areas. Disposal to be done wrapped in biodegradable paper. If poop left behind cleaning charges of Rs 500/- for the first instance and Rs 1000/- on instances thereof will be levied on the owner.

For dog bite, the pet owner will be sole responsible for medical treatment and for any legal issue imposed by the sufferer. IBCP RWA & FM Company will not be responsible for such bite and issue related to pet and pet owner.

- V. Ensure that your dog is regularly vaccinated against rabies.
- V. Pets shall be taken in and out through the service lifts only.
- L. Pets should not be allowed on walking track / club house. Pet may however be walked on the society road under leash.
- L. Pet owners are advised to dispose poop wrapped in biodegradable paper in the designated area " provided across the common area of the property, only.
- . Dog owners are encouraged to take appropriate measures to curb their dogs from barking excessively to maintain tranquillity in the community.
- K. Pets should be immunized from time to time as required
- . If found necessary, CCTV footage may also be used to fine erring pet owners. Beyond vicinity of CCTV surveillance, it will be at the security guard's discretion.
- . The pet owner is responsible for their pets in all ways and shall be responsible for their action. The managing committee accepts no responsibility for the behaviour of any pet or damage caused by them.

36. Designated Pet Area – Do's

- I. Designated pet areas are available in IBCP Campus
- II. Owners are responsible for the behaviour of their dogs(s) at all times
- III. Aggressive dogs must be removed IMMEDIATELY
- IV. Dogs must always be leashed while entering and exiting the designated pet area.
- V. Dog waste must be cleaned up by their owner/handler IMMEDIATELY and disposed in the designated bins
- VI. Handler/Pet Owner must be in the paw park, in visible contact, always supervising their dog(s) with lease available
- VII. Handlers/Pet Owners must be at least 16 years of age
- VIII. Children under 16 years. Must be with an adult and supervised at all times.

37. Designated Pet Area – Don'ts

- I. No food other than dog treats
- II. Alcoholic beverages
- III. Glass containers or glasses
- IV. Smoking
- V. Excessive Roughness
- VI. Digging Holes
- VII. Dogs in Heat
- VIII. Puppies/kittens under 4months

Note:

Security has been entrusted to ensure implementation of the above, hence we seek your wholehearted cooperation.

Extra cleaning/maintenance charges/safety penalties will reflect in the forthcoming CAM bills for the respective pet owner.

**38. Community Dogs. IBCP has few community dogs in and around its premises.
A policy on their management is attached as Annexure V**



9.

CAR POLICY

39. Car Policy

Rules & regulations on car park usage:

- I. A resident must register his/her vehicle with the FM.
- II. A copy of the document issued by the authority certifying ownership should be submitted to the FM.
- III. One (1) car park label per car park allocated will be issued for each unit purchased at the FM office. This will be as per the conveyance deed of the apartment.
- IV. The car park label is not transferable except in the following cases:
 - a. When the apartment is tenanted out together with the purchased unit, the car label should be passed on to the tenant.
 - b. When the apartment is sold, it is the responsibility of the Apartment owner of the apartment unit with the car park to hand over the car park label to the new Apartment owner.
- V. A fee of Rs.100/- per label will be charged for replacement of damaged or lost label.
- VI. Residents who change cars shall submit details of new cars to the FM.
- VII. The car park label must be prominently displayed on the front windscreen of the vehicle.
- VIII. Vehicles parked within the car park are at the sole risk of the owners or residents, and the FM will not be responsible for any loss or damage whatsoever caused.
- IX. The height limit of car park is 2.2 metres.
- X. Heavy vehicles are not allowed in the car park in basement.
- XI. The Apartment owners are requested to strictly adhere to parking their vehicles in their respective parking lots.
- XII. Only vehicles of owners/tenants are allowed to be parked in their respective designated car-parking lots.
- XIII. Visitors' cars are to be parked in the designated Visitor's car park lots only if available. Please advise your guests to park in the vacant Visitor's Parking Area near to your Tower only. This is as per first come - first serve basis. Any overnight parking will be permitted after in writing approval from Facility FM.
- XIV. Apartment owners/residents are requested to inform their visitors (including tradesmen and contractors) of the above. All visitor vehicles have to be parked in the visitors parking slots or outside the Main Gate of the Complex in case the visitor slots are full.
- XV. Residents/ tenants are not allowed to park vehicles in Visitor Parking/ Guest Parking area, mandatorily they have to park in allocated parking space else FM shall deflate the tyres after one warning.
- XVI. Apartment owners/residents are responsible for ensuring that their visitors abide by the rules stated above. All visitor vehicles will be stopped at the Main Gate and visitors will be allowed entry only after obtaining approval from the host through the intercom. A register entry will be made at the

main entrance at arrival and exit. visitors/Guests are prohibited to park their vehicles at the Basement area.

- XVII. Motorcycles & scooters belonging to residents should be parked in the allotted car parking slot and should not be parked in the stilt lobbies or any other common areas. Bicycles duly chained and locked may be parked in the designated areas in the stilt lobbies in an organised manner.
- XVIII. The Apartment owners/residents are requested to keep the parking areas clean and tidy. Any incidental damages/oil spillage will be rectified at the cost of the apartment owner/resident. The residents are prohibited from storing any unwanted/hazardous/dangerous/illegal items in the parking areas.
- XIX. In the interest of the safety of children of the residents, children are prohibited from playing in the basement as this area is reserved for car parking.
- XX. Please do not park your vehicle in 'Surface Parking Zone' or in any slot other than allotted to you. It constitutes a breach of etiquette. Apartment occupants are to only park their vehicles in parking bays they own or have rented. Apartment occupants whose vehicle are found parked in unauthorized areas or in someone else's owned parking bay will be requested by the security to remove the vehicle.
- XXI. We have ample parking slots for Shoppers in front of shopping complex. No provision of vehicles parking inside the Complex premises for the Shop occupants however Delivery vehicles can be allowed entry in the complex only for loading / unloading of stores for short period of time. FM may allow one 2-wheeler parking to each shop at the surface parking bays.

40. Driving in the Premises

- I. Blowing Horn - All residents including their drivers are expected to contribute to reduce noise pollution by not blowing the horn unless absolutely necessary.
- II. Driving Speed - Do not drive at more 20 KMPH within the surface (10 KMPH on Ramp & basement) and be cautious of small children play freely on roads and around driveways.
- III. Right Of Way - Give way to traffic from the right. Observe this rule ALWAYS while driving.
- IV. Driving In the Basement:
- V. Headlights - It is always recommended to keep headlights be ON in low beam mode while driving, even if it is DAYLIGHT OUTSIDE. This is more for other drivers to see you than for you to see ahead.
- VI. Blowing Horn - Sound echoes in the confines spaces and may confuse other drivers, please DO NOT blow horn instead, switch on your headlights.
- VII. Speeding & Overtaking - Driving in the basement is difficult and dangerous. Please do not make it worse by overtaking and driving above than 10 KMPH. Also ensure you don't damage the iron drain covers due to high speed.
- VIII. Please ensure that senior citizens are given due respect and courtesy by the drivers at all times.

- IX. Children are strictly prohibited to ride bicycles at Basement area to avoid risk of injury.

42. Commercial vehicles

- I. No commercial vehicle is allowed to be parked in the parking zone without a prior written permission from the FM Company/IBCP RWA.
- II. Vehicles such as cranes, road tankers, containers, trailers etc. will not be allowed to enter the IBCP without a prior written permission from the FM Company/IBCP RWA.
- III. Vehicles and machinery like forklifts, generators, welding machines, air compressors, lifting equipment's, containers etc. will not be allowed entry into the IBCP unless prior written permission from the FM Company/IBCP RWA is obtained. Only residents and authorized car washers are allowed to wash the vehicles in the IBCP. Repairs or servicing of cars is not permitted in the car park or anywhere in the common areas.
- IV. Commercial / heavy vehicles will not be allowed entry inside the complex during hours of darkness (2000-0600 hrs) to avoid disturbance for the residents.

43. Wheel clamping

- I. The FM may wheel-clamp vehicle/s without a valid label or found parked in a lot other than a designated lot or in areas not drawn as parking lots or in the visitors parking areas.
- II. The vehicle maybe released upon payment of Rs. 500/-, during office hours.
- III. If the vehicle is not removed within 48 hours, an additional administrative fee of Rs. 300/- per day or part thereof will be payable.
- IV. In the event of the owner/driver of the vehicle and/or the apartment owner/resident and/or their servants/agents damaging the clamp in their attempt to remove the clamp, the owner, driver of the vehicle and/or the apartment owner/resident shall be liable to pay and indemnify the FM for the costs of replacing the damaged clamp and other incidental expenses and legal costs that may be incurred by the FM to ensure compliance with house rules.
- V. The FM and/or their agents shall not be liable for any damage to the car, when its wheels are clamped or when the clamps are removed, howsoever caused (even if the damage was caused due to the negligence of the FM and/or their agents).
- VI. The vehicle may be towed away, and all towing charges or car park charges shall be payable by the apartment owner/driver and/or owner of the vehicle.
- VII. The FM and/or their agent shall not be responsible for any fines, car park charges compositions or summons as a result of the vehicle being towed away and parked outside the IBCP or for any loss or damages to the vehicle or its contents.
- VIII. The FM and/or their agent shall not be liable for any loss, damage, actions, proceedings, claims and suits which may be made against the FM and/or their agent. All charges incurred by the FM including any towing charges and incidental costs and expenses shall be borne by the owner/driver of the vehicle and/or the apartment owner.
- IX. All motor vehicles parked in these premises are at the sole risk of the owners/residents. The FM and its staff / representatives do not take any responsibility whatsoever and shall not be liable in any manner for any loss or damage caused to any vehicle parked in these premises, either by negligence or otherwise of the FM or its staff.

44. Late Payment Fee Policy

In order to ensure **smooth running of IBCP and to meet Monthly Vendor payments requisites and deadlines**, it is essential to streamline the Cash flow into the IBCP RWA Account. A few measures along with the payment deadlines have been created for Payments relating to operations at CENTRUM PARK. Actions on residents not adhering to the guidelines will be as per Annexure – VI.



10.

COMMUNITY AESTHETICS

45. Community aesthetics

IBCP Club: - All owners of IBCP by virtue of having paid the one-time fee are the members of club. The club offers exclusive facilities to all its members. The club rules are attached as Annexure-VII

Sports Facilities: - IBCP sports policy is annexed as Annexure VIII.

Disclaimer:

While every care has been taken in preparing this residents' guide, the developer and its agents shall not be held responsible for any inaccuracy in its contents. All statements are believed to be correct but are not to be relied on as statements or representations. The developer reserves the right to add, amend or delete any part of the residents' guide from time to time.

Guidelines for the Clubhouse are attached as Annexure VII



11.

IMPORTANT
NUMBER

TELEPHONE

46. Section 9: Important Telephone Numbers

The FM bears no responsibility for the quality of services offered by companies or individuals listed below, nor does this claim to be a comprehensive list. The information is correct to the best of our knowledge at the time of going to print.

All numbers are Gurgaon numbers except where specifically mentioned	
Ambulance	
Civil Hospital	102
Sai Ambulance Service, Gurugram	98187 45137
Blood Banks	
Civil Hospital	233 0102
Columbia Asia Blood Bank, Gurugram	70655 53309
Medanta Blood Bank, Gurugram	414 1414
Hospitals	
Medanta Medicity Hospital	414 1414
Chirag Hospital, Rajendra Park	98101 58414
Soni Hospital, Bajghera	98919 79563
Chetanya Hospital	246 8088
Manipal Hospital, Gurugram	398 9896
Max	662 3000
Gautam Hospital	99112 15225
Prateek Polyclinic & Maternity Center, Gurugram	232 7295
KK Health Care Center, Sector 5 Gurugram	96255 29114
Nand Hospital	98730 73789
Dev Hospital	-----
Shree Krishna Hospital	225 2052
CGHS Wellness Center	406 4496
Yashroop Hospital	225 6333
Chemists	
Shaghun Medical Store (24 hrs)	88603 35285
Durga Medicos	99104 46622
Maan Pharmacy	80769 69200
Sharda Medicos	99995 33835
Diagnostics Laboratories	
ReligareKataria Market, Sector 7, Gurugram	88828 39146
EHL Diagnostics, Sec 14, Gurugram	98103 33738
Modern Diagnostic Research Center	671 2000
Diagno Quest	99996 63081
Crematorium	98114 17417
Courier Services	
Centrum Parke Dart Express, Palam Vihar	98915 61073
FedEx Courier Service	98718 11991
DTDC, HUDA Market Sec 4	70655 66815

Florists	
Ferns 'N' Petals, Palam Vihar, Gurugram	88009 62752
The Floral Paradise, Palam Vihar	95822 08108
Metered Taxi Services (New Delhi)	
Gurgaon Cab Service	80105 08878
Sharma Taxi Service	80105 08878
R.M. Tours & Travels	420 0022
OTHER IMPORTANT NUMBERS	
Helplines – Fire/Terror	
Fire, Gurugram & Delhi	101
Fire Station, Sector 29	239 2101-03
Fire Station, Bhim Nagar	232 8868
Terror	1090
Women Help Line	1098
Help lines – Police	
Control Room	100
Commissioner	231 1200 / 99999 81801
Jt Commissioner	232 9988 / 99999 81802
Jt Commissioner, Crime	286 9300
DCP (East)	257 2659
ACP (East)	257 7057 / 99999 81813
DCP (Traffic)	99999 81808
Police Station, DLF Phase IV	239 6700 / 9999 81822
Police Chowki, Sushant Lok	238 6231
Helplines – District Administration	
Deputy Commissioner	232 5500 / 232 1144
Passport Officer	232 1144
Post Offices	
Sector 4	0124- 232 2253
Daultabad	1800112011
Palam Vihar	0124-2365529
Railway	
General Enquiry	225 3922, 139
Airport (New Delhi)	
Domestic Terminal	011-2567 5121
International Terminal	011-2560 2000/2566 1080
Telephone Complaints	
Airtel	401 2345
Airtel (Internet)	444 4555
BSNL	282 8000

IBCP , Sec-103, Gurugram		
Important Intercom/Contacts Numbers		
S No.	Name	Contact
1	Helpdesk/Energy meter Recharge	2222
2	Maintenance 24*7	0124 4044503
3	Security 24*7	0124 7177364
4	Main Entry/Exit Gate	1111 / 0124 7177364
5	Tower Reception	
6	Club Reception	20003
7	CCTV	2222
8	DG room	
9	Airtel Dish TV	1800 103 6065
10	Tata sky Dish TV	1800 208 6633
11	Wi-Fi/Intercom Services(Triple Play)	7707050700
12	Facility In charge	0124 7177769/ 0124 4221495
Helpdesk Mail id (CRM) :- Helpdeskibcprwa@gmail.com RWA ID - Indiabullscentrumparkrwa@gmail.com President RWA - presidentcentrumparkrwa@gmail.com RWA Group ID - Centrumparkrwa@googlegroups.com		



12.

BYELAWS MODULE

47. Section 10: Byelaws Module NEW BYE LAWS

Aims & Objectives of the Association shall be:

- i. To be and to act as the association of apartment of IBCP whose developer (sole owner or all owner) have filled their respective declarations, as provided under the act and in accordance with the sanctions/permissions of the competent authority.
- ii. This object shall be, in total congruence and accordance with the primary objective of the association, to safeguard the legitimate interests of its members who have taken possession of their apartment in IBCP and to act in consonance with the co-operative principles mentioned above. Inter alia, it shall be inclusive of the following objects of the association:
 - b. To promote activities of social interaction, co-operation, welfare and harmony amongst its members for leading a good community life and uphold cultural values by showing due respect to the elders and ladies of families/joint families including parents and senior citizens with owners in IBCP irrespective of their contribution/abilities to serve the association.
 - c. To resolve all issues/points arising in the matters of association in the spirit of unity, co-operation, transparency and fair-play through to-the-point discussions in groups/committees/board/general body meetings putting differences of opinions, if required, to voting in a democratic, parliamentary and civilized manner and scrupulously avoiding comments on personality or privacy or capability of individual members/residents in any form.
 - d. To safeguard common undivided interest of flat owners in common areas, facilities and assets of the INDIAIBULLS CENTRUM PARK against their damage, theft, misuse, encroachment by any person or persons (known/unknown) including any apartment owner/tenant/residents or any vendor or developer or any agent of Developer/Vendor.
 - e. To represent all members in all legal proceedings in a court of law and in administrative proceedings before and / or dealings with Govt authorities like HSVP, DHBVNL, DTCP/STP, CEI, PCB, MCG, Fire Department, Police, DCG and any other State/ Central Govt. Agency etc.
 - f. To provide all possible help to the members of the Association by representing their demands before the developers for ensuring completion of deficiencies in construction/specifications and rectification of inherent construction defects in their units.

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- g. To provide all possible help to the members of association by representing their claims for settlement of their dues from the Developers and from the maintenance agencies/vendors nominated by developers under Flat buyer agreement.
 - h. To represent all members to ensure completion by Developers of common area/facilities and rectification of inherent construction defects in these common area and facilities.
 - i. To organise office of the association by employing accountant/ clerk/ estate manager or engaging a service provider for taking over services being provided by DHBVNL/ municipal authorities and taking over control of administration of agreement/ billing/ accounting of DG power supply etc.
 - j. To take over services as above and other services/maintenance of completed common areas/facilities from the developer or their nominee as soon as these services are ready for handing over by the developer.
 - k. To claim all dues from the developer for compensation for delays in operation for deficient provisions in common areas/facilities and taking all actions legal or otherwise for their settlement.
 - l. To raise loans for meeting the objects of the association and to arrange for its repayment.
 - m. To invest or deposit contributions and other moneys with the Association; To ensure that the complex is properly managed, maintained and administered in a manner compatible with the standards and expectations of the apartment owners;
 - n. To provide for the maintenance, repair and replacement of fittings, fixtures, appurtenances or other property requiring maintenance, repair and replacement comprised in the common areas / facilities, after handing over of the project by the Developers / their nominees on completion, by contribution from the apartment owners, and, if necessary, by raising loans, for that purpose;
 - o. To retain and rent or license or permit use of suitable portions of the common areas to members of Association for their exclusive use or outsiders for commercial purposes for a temporary period against an approved charge and appropriate such Income for the objects of the Association or its credit to a reserve fund,
 - p. To establish and conduct educational, physical, social and recreational activities for the benefit of the apartment owners on its own account or jointly with individuals or Institutions,
 - q. To frame rules with the approval of the general meeting of the Association regarding establishment of any provident fund and gratuity fund, if necessary, for the benefit of the full time employees of the Association, as required under the law of the land, after following the prescribed procedure;
 - r. To amend the bye-laws by calling GBM, which is in accordance with the rules (model bye-laws) framed under the Act, and not to act beyond the scope of its objectives without amending the

provisions of these by-laws for the purpose; To advance with the consent of the apartment owners, any short terms loans to any apartment owners in case of any emergent, necessity and to provide for the repayment thereof in lump sum or in instalments,

48. MEMBERSHIP

- a. Every person who owns an apartment in IBCP , Gurugram and having proper “Sales Agreement/Conveyance Deed” with the builder and since then taken possession of their respective apartments.
- b. Each apartment owner shall receive a copy of the bye-laws in electronic form for their reference, of which a hard copy may also be supplied on demand.
- c. Upon any apartment owner transferring his/her apartment by way of any will, gift or sale, or an apartment becoming liable to transfer on account of natural inheritance, the successor-in-interest shall automatically become a member of the Association and shall be admitted as a member on payment of the applicable membership fee (Rs. 2000) and an annual fee of (Rs.1200) per annum starting from 01 – April of each calendar year;
 - i. Provided that any transfer of the apartment by way of sale to a third party, other than those involving family transfers, shall require prior approval of the Association in the form of no objection certificate.
 - ii. Further provided that wherever the Association permits any such transfer, the seller/ transferor or the buyer / transferee, as mutually settled between the parties, shall be liable to pay a onetime transfer fee as decided by the managing committee of IBCP Welfare Association.
- d. Where any legatee is a minor, the apartment owner shall appoint a guardian of such minor to exercise powers and perform the functions required under these bye-laws.
- e. If any owner holds more than one apartment in IBCP , he/she will have to apply for membership against each apartment and will have to pay membership fee for each apartment separately.

49. Joint Apartment Owners

Where an apartment has been allotted in favour of two or more persons jointly, they may be jointly entitled to the ownership of the apartment and the share of the Association in such case may be issued in their joint names. However, the person whose name stands first in the share certificate shall have the right to vote;

Provided that such person, whose name stands first in the share certificate, may transfer such right of vote to any one of the other joint owners.

50. Categories of members:

- a. Founder Members – A member who has been admitted as a founder member at the time of registration of the Society and has paid the requisite membership fee to the society.
- b. Ordinary Member – Who completed the specified formalities after the society has been registered, and who are otherwise eligible in accordance with the bye-laws.
- c. Honorary Member – The Board may admit individuals of IBCP of distinguished talent and merit or whose association is deemed to be beneficial to the Society or who has rendered services of outstanding merit to the Society or who is a distinguished citizen of India or any other country as Honorary Member of the Society, after obtaining consent of the individual, without payment of any membership or subscription fees.
- i. The Honorary members shall be entitled to attend the meetings and contribute to the deliberations but shall have no right to vote.

51. Disqualifications:

- a. No apartment owner shall be entitled to vote on the questions of the election of members of the Board or the President, Secretary, Treasurer or any other office bearer or be entitled to stand for election to such office if he or she is in arrears of any payment to the Association on account of common maintenance charges, utility bill payments, common areas user charges etc. on the first day of the month of the election for more than 90 days.
- b. The individual should submit declaration through affidavit to the election committee.

52. Cessation of Membership: Any person admitted as a member shall cease to be a member of the Society in the following events:

- a. In case of death
- b. On the sale of the flat/apartment or transfer to another person by one way or the other.
- c. In case of being default in his/her arrears to the society for three consecutive months.

53. Sources of Income of IBCP resident welfare Association

- a. The funds of THE IBCP RESIDENT WELFARE ASSOCIATION shall be obtained from any or all of the following sources: -
- b. Amount collected by INDIABULLS from all allottees/owners of apartments in the IBCP complex for its maintenance as security at the time of allotment and/or sale and transferred to IBCP RESIDENT WELFARE ASSOCIATION on completion of the complex and finalization of accounts for the complex or collection through monthly maintenance.

- c. Subscriptions, contributions and fees from residents as laid down in the constitution and/or funds raised from time to time on specified counts.
- d. Grants, donations and advertisement fee raised for celebrating socio-cultural events, special occasions and/or festivals.
- e. Fines and penalties accrue as per provisions in the constitution and as decided by the FM committee from time to time.
- f. Gains from common investments (Government securities specified in section 20 of the Indian Trust Act, 1882 or fixed deposits in any cooperative bank or any banking company approved for this purpose by the association.
- g. Raising loans, if necessary, but subject to such terms and conditions of General body of IBCP RESIDENT WELFARE ASSOCIATION may determine.

54. Bank account & Financial FM

- a. The IBCP RESIDENT WELFARE ASSOCIATION shall open a bank account into which all funds received on behalf of the association shall be deposited. The Association may open separate bank A/C for separate purposes and maintain proper accounts of credits to and debits from each such account.
- b. Withdrawal from the bank shall be authorised by the signatories of any one – President/ General Secretary and Treasurer from time to time. Cash transaction of more than Rs. Ten thousand (Rs. 10,000) should be done through cheque/online banking.
- c. The outgoing FM committee shall not make any withdrawal from the bank or investments after the date of expiry of its term of office unless the new election is delayed by some special circumstances or by a court verdict.
- d. The board shall maintain a pass-book in respect of every member in electronic or physical form containing particulars of the amount due from a member (in respect of common maintenance charges, utility bills, user charges, or any other demand), the payment made, the balance toward or against the member/Association, as the case may be. Copies of the accounts so maintained shall be made available to the members on demand during the annual General meeting of the association or at any stage, for which the association may or may not determine a fee.

55. Deployment of funds

The income and property of the Association shall be applied solely towards promotion of the aims and objects of the Association as set forth in the Memorandum of Association and no portion thereof shall be paid or transferred, directly or indirectly, to the members of the Association.

56. Financial year

- a. The financial year of the association will span from 1st April to 31st March.

- b. The association shall, on or before 30th June, in each year publish an “Audited Annual Financial Statement in respect of all common areas, utilities and facilities containing the following points:
- c. The income and expenditure account
- d. The receipts and payments of the preceding financial year ending on 31st March.
- e. A summary of the property and assets as well as liabilities in respect of the common areas, utilities and facilities of the Association, indicating clearly such particulars as will disclose the general nature of these liabilities and assets and how the value of fixed assets has been arrived at.
- i. The audited Financial Statement shall be available for inspection by any member of the Association in the office during office hours of the association and a shall be submitted to the competent authority not later than 31st July of each year.
- ii. Every financial statement shall be accompanied by a complete list of apartment owners & tenants. It will also carry list of loaners if any, stating the date up to which all expenses and profits are included.

57. Annual Accounts

- a. The Board of Managers shall prepare annual accounts of the Association as at the end of a financial year, as soon as possible, but in any case, on or before the 30th of June of the following year.
- b. The Annual Accounts shall contain (a) the receipts and expenditure statement of the previous financial year; (b) surplus or deficit account; and (c) a summary of the property and assets and liabilities of the common areas and facilities of the Association giving such particulars as will disclose the general nature of these liabilities and assets and how the value of fixed assets has been arrived at.

58. Audit of Accounts

- a. The Annual Accounts shall be submitted for Audit by a Chartered Accountant engaged by the Board, such Chartered Accountant not being a member of the Association or a close relative of any of the members;
- b. The audited financial statement shall be open to inspection by any member of the Association during office hours and in the office of the Association and a copy thereof shall be placed before the Annual General Meeting for its approval and adoption not later than 31st of August of the year.
- c. Every financial statement shall be accompanied by a complete list of the apartment owners, along with the amount receivable from or payable to the members.

- d. A copy of the Annual Audited Accounts shall be filed in the office of the District Registrar in the form and manner prescribed under the relevant law.
- i. The Governing Body will appoint a chartered accountant, who shall not be a member of the Governing body or family member of any member of the Governing Body, for auditing the accounts and filing of income tax return of the society for each financial year, at such remuneration as may be determined by the Governing Body.

59. Appointment of Auditor and related matters -

- a. The Association shall appoint a registered Chartered Accountant or a firm of Chartered Accountants as the auditor at its Annual General Meeting along with the determination of the remuneration there for.
- b. The Board of FM shall extend full assistance to the Auditor and make all such documents and records available to him as may be required for the same;
- c. The Auditor shall conduct the audit of the accounts of the Association in accordance with the accepted Accounting Standards, along with or without any qualifications or advisory to the Association for the proper upkeep of accounts.
- d. The auditor shall be entitled to call for and examine any papers or documents belonging to the Association covering the complete scope of activities of the Association.

60. Mortgages

Notice about Mortgage and related information

- a. A member, who mortgages his or her dwelling unit in favour of any financial institution, shall notify the Association through its Secretary, the name and address of his or her mortgagees, and the Association shall maintain such information in a book entitled "Mortgagees of Units."
- b. The member shall also notify the Association about the status of mortgage of the dwelling unit, and its vacation.
- c. The Association may, at the request of the Mortgagee of a unit, report any unpaid assessments or charges due from the owner of such unit.

61. Determination of contributions from Members for Common Maintenance of facilities, user charges and utility payments

Members to contribute for Various charges

- a. The Association shall determine the rates of various charges to be contributed by the members on account of all or any of the following:
 - i. Charges for the maintenance of common areas and facilities e.g., security, cleaning, garbage disposal, horticulture, electrical and plumbing services, AMCs of various facilities e.g., lifts, Gen-set etc.;
 - ii. Charges for use of common facilities e.g., Gym, Indoor games, lounge, terrace with lounge, common kitchen area, lawns etc;
 - iii. Utility charges i.e., electricity bills of individual dwelling units (if the power is being supplied to the Association Complex from a HT Connection), water charges etc.;
 - iv. Contribution to the Reserve Fund for meeting major repairs and renovation works required for the common areas of the complex;
 - v. Costs towards payment of insurance premium to cover the risk against various eventualities e.g., fire, earthquakes, calamity, strike by any terrorist action etc;
 - vi. Any taxes or fees or cess payable to the local Municipal Corporation; (g) Any other charges not specifically covered under the above.
- b. All expenditure incurred on the maintenance of the common facilities and services of the housing complex shall be recoverable from and payable by the members on a prorated basis i.e., divided or multiplied by a factor of (no. of members) in a uniform manner.

62. Executive and FM committee

- a. The affairs of the Association shall be managed by an Executive committee, comprising of 11 office-bearers, who shall be elected by the members of the Association for a term of two years, and may be referred to as the 'Board' hereinafter.
- b. The office-bearers of the Board of Managers shall be the office-bearers of the Association also.
- c. The Board of Managers shall act as the trustees of the members of the Association and be responsible for the overall FM of the assets of the Association, operation and FM of all its common facilities and the housing complex as a whole, and shall exercise all powers as are required to be exercised in the efficient discharge of its functions and responsibilities;
- d. The Boards of Managers shall discharge its functions and duties following the principles of collective responsibility and the designations of any office bearers are not meant to create any hierarchy;
- e. The Board of Managers may appoint such sub-committees of members from time to time, as may be considered necessary, with such terms as it may deem appropriate in exercise of powers and discharge of duties for the administration of the affairs of the Association.

- f. The Board may co-opt or appoint such persons as members of any such subcommittee who possess special knowledge of any area to provide any expert assistance to any such committee.
- g. Any sub-committee appointed by the Board, with or without any expert, shall submit its report to the Board, upon which the Board may take such action as deemed appropriate. (viii) The Board shall be responsible for preparation of the Annual Accounts and shall present an Annual Report of its activities before the Association in its Annual General Meeting.
- h. Duties, functions and powers of the Board
- i. The Board shall, in addition to the duties and responsibilities assigned under these bye-laws or by resolution of the Association, be responsible for the following, among other things:
 - j. The care, upkeep and surveillance of the apartment complex of the _____ Group Housing Society, and the common areas and facilities and the restricted common areas and facilities;
 - k. Determination and collection of the monthly maintenance charges from the apartment owners;
 - l. Raise bills, receive the amount and deposit the same with the appropriate authority on account of monthly water and electricity bills;
 - m. Levy and collection of user charges for use of restricted common facilities as may be decided by the Association from time to time;
 - n. Designation, employment, payment of remuneration and dismissal of personnel or service provider(s) necessary for the maintenance and operation of the apartment complex of the IBCP, its common areas and facilities and the restricted common areas and facilities;
 - o. Provide for the manner in which the accounts of the Association shall be maintained, and its audit shall be carried out;
 - p. Inspect and examine the records and accounts kept by or under the supervision of the Secretary and/or the Treasurer so as to ensure that these are maintained in the manner as prescribed;
 - q. Take steps for timely payment of all obligations and the recovery of all sums due to the Association;
 - r. Approve or sanction working expenses, maintenance of cash balance and deal with other miscellaneous business;
 - s. Ensure that the cash book is written promptly and is signed daily by one of the members of the Board authorized in this behalf;
 - t. Appropriately deal with the complaints concerning the above;
 - u. Perform all other functions as may be decided, from time to time, by the Association for the maintenance, repair and replacement of the fittings, fixtures, appurtenances or other property

requiring maintenance, repair and replacement comprised in common areas and facilities and the restricted common areas and facilities.

63. Restrictions for an office-bearer or member from receiving any benefits

- a. No office-bearer or member of the Association or the Board of Managers shall be appointed to any salaried office of the Society, and shall not be paid any fees or remuneration for the services rendered by him;
- b. Provided that the office-bearers and/or the members shall be entitled to claim reimbursement of actual travel and out of pocket expenses incurred by them in connection with any work related to the Association, and interest on any money lent to the society for overcoming any temporary requirements.

64. Vacancies in the Board

Any vacancy in the Board, caused by any reason other than the removal of an office bearer, may be filled-up by the remaining office-bearers of the Board by nomination as an intervening measure, which shall be placed before the Association in its next general meeting for ratification or election of such office-bearer.

65. Engagement of Agencies, Service Provider, Estate Manager and other officials

- a. The Board may engage one or more service providing agencies for performance of such functions or delivery of such services and for such compensation as it may determine for the purpose.
- b. The Board may engage or employ individuals, on full-time or part-time basis in the employment of the Association, for a remuneration or compensation as determined by the Board, and performance of such duties and services as may be decided by the Board.
- c. The Board may require all or any of the employees of the Association to furnish a fidelity bond.

66. Meetings of the Board of Managers –Notices, Agenda, Quorum, and Proceedings

67. Meetings of the Board of Managers

- a. The first meeting of the newly elected Board shall be held within 30 days of such election at such place as shall be fixed by the Board.
- b. The Board of Managers may hold its meeting as and when required subject to the condition that it shall meet at least once every quarter and hold a minimum of four meetings in a financial year.

68. Place for the Meetings

Meetings of the Association shall be held either at the Housing Complex or any suitable place convenient to the owners as may from time to time be designated by association.

69. Annual General Meeting

The Annual General Meeting of the Association shall be held every year anytime during the second quarter of the financial year (July to September) so as to consider, approve and adopt the annual accounts of the Association and transact all such business as it may be required to do.

70. Extra-ordinary or Special General Meetings

The Association may hold its extra-ordinary or special general meetings as and when required. Provided that the Board of Managers shall convene a special or extraordinary general meeting of the Association upon a requisition signed by 1/3rd of the members, or as & when so directed by the District Registrar of Societies or the Housing Commissioner or any other officer duly authorized by them under the relevant statutes in this behalf.

The notice of any special general meeting shall state the date, time and place of such meeting and the purpose thereof.

71. Notice for the Meetings

- e. A notice of 14 days, indicating the time, date and venue, shall be given to the members for any general meeting. Provided that such notice may be of a shorter duration if not objected by at least 1/3rd of the members.
- f. The notice of any general meeting sent by electronic mail to the email ID of the members shall be an accepted mode of service of such notice.
- g. A copy of the notice of every general meeting, annual or special, shall also be endorsed to the office of the District Registrar and/or the Housing Commissioner, as the case may be. A hard copy of the said notice may be sent to the concerned offices of the District Registrar and/ or the Housing Commissioner if these offices are not electronically connected.

72. Quorum and Voting

- h. The quorum for every general meeting, annual or special, shall be 40% of the members.
- i. There shall be one vote for each apartment.
- j. Every vote, be it exercised by the member or by the duly authorized joint member, shall be cast in person. Provided that the member may communicate such authority in favour of the joint member through electronic mail with a copy thereof duly endorsed to the Secretary of the Association.

73. Adjourned Meetings. -

- II. A general meeting of the Association may be adjourned if the quorum for such meeting is not complete

- III. It shall be competent for the Board of Managers to convene an adjourned general meeting after a gap of not less than 48 hours of the meeting first convened and adjourned.
- IV. If no quorum is achieved, a new date should be declared. The quorum should be 25% of the total members. If the same is not achieved, a new date should be declared. The quorum should be 15% of the total members.

74. Proceedings of Meetings

- V. Proceedings of each and every meeting of the Board of Managers shall be recorded by the Secretary and signed by the Secretary and the President;
- VI. The proceedings of meetings, signed by the Secretary and the President, shall be maintained in the form of a register of proceedings;
- VII. The proceedings may be circulated amongst the Board members by electronic mode and hard copies thereof shall be endorsed to concerned authorities, as required.

75. Eligibility for election and continuity in the board

- XIV. All members (Founder and ordinary) with age of 18 years and above shall be eligible for election.
- XV. A member contesting in the election shall not be insane, deaf, dumb or debarred by the registrar of Societies as a person of low character (or with criminal records as per the provision of the act & rules.
- XVI. Not holding an office of profit under the society or having business decisions with the society or having a relative as an employee of the society.
- XVII. A member of the board/Managing committee shall cease to be its member if he/she defaults in paying societies dues for a period of three months or more.
- XVIII. Acquiring disqualification, as per the bye-laws of the IBCP Residents Welfare Association.
- XIX. Any member of the board who remains absent, without any valid reason, during three consecutive meetings of the board shall cease to be its member automatically. The board shall select another eligible member for the remaining tenure. i.e., until the next election of the board.
- XX. Any member of the board may resign at any time of his/her own account.
- XXI. The member before nomination in election should have cleared society dues.
- XXII. Office-bearers of the Association, tenure and their Election

- XXIII. The office-bearers of the Association shall consist of a President, a Vice President, a Secretary, a Joint Secretary and a Treasurer.
- XXIV. The office-bearers of the association shall be elected, as and when it becomes due, by the Association of Owners at its Annual General Meeting.
- XXV. The term of office of the office-bearers of the Association shall be three years.
- XXVI. Resignation, Suspension and Removal of Officer-bearers. –
- XXVII. An office-bearer of the Association may, of his own volition, resign from such position at any time. Provided that the Board of Managers may, if considered unavoidable, require such office-bearer to continue to discharge his functions till such time his substitute is duly elected at a general meeting of the Association.
- XXVIII. In case a majority of the Board of Managers express their lack of confidence in any office-bearer, for whatsoever reason, they shall be competent to suspend such office-bearers from office till such time the matter is considered at the general meeting of the Association for his removal and so resolved. Provided that the Board of Managers shall convene a meeting of the Association of Owners as soon as possible, but not later than 45 days of such decision, to consider the removal of such office-bearer.
- XXIX. The successor of any office-bearer removed from the office shall be elected at the same meeting of the Association.
- XXX. President of the Association**
- XXXI. The President shall be the Chief Executive Officer of the Association and shall preside over all meetings of the Association and of the Board of Managers.
- XXXII. The President shall have all the general powers and duties which are usually vested in a Chief Executive of an organisation, including but not limited to the powers to constitute sub-committees of members for attending to various tasks in furtherance to the aims and objects of the Association.
- XXXIII. Vice President**
- XXXIV. The Vice President shall perform such functions as are assigned to him by the Board of Managers from time to time.
- XXXV. Officiate as the President and preside over the meetings of the Association and the Board of Managers during any temporary absence of the President.
- XXXVI. Secretary**

- XXXVII. He shall be the overall in-charge of the secretarial functions of the Association and the Board of Managers.
- XXXVIII. He shall issue notices for the meetings of the Association, the Board of Managers, record the proceedings of all such meetings and maintain various registers as are required to be maintained in this behalf.
- XXXIX. He shall be the custodian of all such books and records of the Association and the Board of Managers, as the Board may direct.

XL. Joint Secretary

- XLI. He shall assist the Secretary of the Association in discharge of his duties and responsibilities

XLII. Treasurer

- XLIII. He shall be responsible for FM of the finances and accounts of the Association, receipts and expenditure, bank accounts, maintenance of all books of accounts, investment of surplus funds and audit of the accounts of the Association.
- XLIV. He shall be responsible for the deposit of all moneys and other valuable effects in the name and to the credit of the Association, in such depositories, as may from time to time be decided by the Board of Managers.

XLV. Observance of duties and responsibilities

- XLVI. The apartment owners shall be obliged to observe their duties and obligations as set out herein and any violation of the same shall make them liable to fine and /or for forfeiture of their rights as may be determined by the Association at its meeting or by any special committee appointed by them in this regard.
- XLVII. Enforcement of obligations
- XLVIII. In case any member is in arrears of payment of his obligations for a period of 15 days or more, the Board of Managers shall be competent to take all measures for the recovery of such arrears of the monthly maintenance charges, or monthly utility bills (electricity and related charges) and other user charges, including coercive measures by taking recourse to disconnection of electricity and water supply to the dwelling unit, Towering its sewage outflow, and denial of access to the use of common facilities including the lifts.
- XLIX. Maintenance and repairs of individual dwelling units

- L. All repair, renovation and replacement of internal installations within the area of the individual dwelling unit e.g., water, light, gas, power, sewage, telephones, air-conditioners, sanitary installations, doors, windows, lamps and all other accessories belonging to the unit area shall be carried out by the apartment owner at his own expense.
- LI. Every apartment owner shall promptly undertake the maintenance and repair work in respect of any installation within his own dwelling unit, which if not attended promptly, may have an adverse effect on the dwelling units 114 of other members or the common areas of the housing complex;
- LII. Should there be caused any damage or injury to the common areas or facilities in the process of internal works in any apartment, the owner shall either get the same restored to its condition at his own expense or be liable to pay and re-imburse the expenditure incurred by the Association on getting such damages repaired.
- LIII. The apartment owner 'A' shall either reimburse and compensate the owner of another apartment 'B' for any damage or injury caused to his (B's) apartment in the process of repairs carried out in his (A's) apartment or get the same repaired at his cost to the satisfaction of the affected owner.
- LIV. No apartment owner shall make any structural modifications or alteration in his/her unit or installations located within the apartment without previously notifying the Association in writing, through the Secretary of the Board, and securing prior permission of the Board for such modifications and alterations. Provided that the elevation and engineering structure of the building will not be changed under any circumstances. Provided further that any change affecting any other apartment will not be permitted.
- LV. Use of Independent units and liability for violation
- LVI. All the apartments/ dwelling units shall be used for residential purposes only as permissible under the regulations of the Director town and country planning Haryana (The competent authority as defined u/s 3(I) of HAO Act) from time to time.
- LVII. Any financial or other liability arising out of violation of the usage condition shall have to be borne by the apartment owner who violates this condition.
- LVIII. Use of Common areas and facilities and restricted common areas and facilities.
- LIX. No member shall place or cause or allowed to be placed any furniture, packages or objects of any kind in the lobbies, vestibules, stairways, elevators and other areas of IBCP welfare Association and facilities of a similar nature both common and restricted, that may impede or expected to impede the smooth movement of persons or goods or may cause inconvenience to the residents.

- LX. The common or restricted areas shall not be used for any purpose e.g., storage or construction work, except where specifically authorized by the Association, other than for normal transit and circulation.
- LXI. Owners, tenants and their workmen shall use the freight or service elevator only for carrying any packages, merchandise or construction material or any such other objects which may affect the comfort or wellbeing of the passengers of the elevators dedicated for the use of owners, occupants and guests. The users shall exercise due care and caution and ensure that no damage or defacing is caused to any of the lifts during the use thereof.
- LXII. Right of access and entry in emergency and normal conditions
- LXIII. Every apartment owner shall ensure unhindered access to the Estate Manager, or any workmen employed by the Board to attend to any emergent situation arising from electrical installations or any such thing which might threaten the safety of his apartment or any other apartment whether in his presence or absence.
- LXIV. An owner shall permit other owners or their representative, when so required, to enter his dwelling unit for the purpose of installation, alteration, or repairs to the mechanical or electrical services, provided, that requests for entry are made in advance and that such entry is at a time convenient to the owner; but in case of emergency, such right of entry shall be immediate.



13.

ANNEXURES

76. Section 11 - Annexures

Annexure I –



Tenant's Policy.pdf

Tenants Policy (Attached in PDF format)

Annexure II:
IBCP, Sector 103, Gurgaon
Undertaking' to be issued by owner for fitouts

"I/We, _____ (Projects /Flat Owner) the owner/s of Apartment _____, IBCP , No. **ADDRESS TO BE ADDED**, hereby agree to assume full responsibility for the acts of our contractors or sub-contractors and will thus indemnify the owners or the Manager, IBCP for all the damages without exception, which may occur during the renovation work."

Contractor Name	Mobile	Aadhar Card No
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Duration of works: An apartment owner or the resident shall ensure that the renovation work is completed within the maximum stipulated time duration of sixty (60) days and should be carried out within the following stipulated times only:

- ✓ Work Timings: - Monday to Saturday 9.00 am to 6.00 pm (The labours and contractor to leave the IBCP exit gate by 6.15 pm)
- ✓ No work is allowed on Sundays, Independence Day, and Republic Day.
- ✓ No noisy jobs like tile cutting and drilling will be allowed between 3.00 pm to 4.00 pm.
- ✓ Debris to be removed on daily base by the owner / projects team.
- ✓ Failure for removal of debris and making the basement unhygienic the entry for contractors will be restricted till clearance of debris.
- ✓ Labour are not allowed to sit / roam/ use any common area.

Approval of relevant authorities:

An Apartment owner of a unit shall obtain prior necessary approval of all relevant authorities (as applicable) for any proposed alterations or additions if required. Copies of such approvals must be forwarded to the FM for record only.

Plumbing Y/N **Electrical** Y/N

Civil work Y/N , **Walls POP/Paint** Y/N **Wood work** Y/N

Structural members:

An Apartment owner or occupier of a unit shall ensure that no structural members such as columns and beams within the unit are tampered with during the renovation.

Bathroom/ wet area:

An Apartment owner or resident of a unit shall avoid carrying out any works in the wet areas such as bathrooms, yard area and private enclosed space that may result in damage of the waterproofing membranes.

Indemnity:

An apartment owner or resident of a unit shall indemnify the FM against any claim, injury or damage to property resulted from the course of the renovation work

Flat Owner Signature with date

Annexure III-**Clearance For Move In/ Out (IBCP)**

(Transshipment of household Luggage/ Packed Bag gages for in/out must be restricted between 09.000 AM to 06.00 PM preferably through Basement only)

Apartment _____ Number. _____ Shifting _____ Date _____ (IN/ _____ OUT)
 _____ Time _____

Name of Occupant _____

Owner/ Tenant _____

1. Any Outstanding Dues (should be cleared before shifting IN/ OUT)

a) Maintenance Charges - Rs. _____

b) Electricity Charges (Including Initial charges) - Rs. _____

c) IBMS - Rs. _____

d) Any other dues - Rs. _____

e) Moving out Charges for tenants Rs 2000/-

2. In case of Tenant (following documents to be submitted with Condominium Office before Shifting – IN only)

a) Copy of Signed lease Agreement (Yes/ No) along with owner approval mail for tenant move- in.

b) Authorization letter from Owner in favour of Tenant for collection of Car Sticker, Other Common facilities. (Yes/ No)

c) Copy of Police Verification of Tenant/ Passport & FRR for (Yes/ No)

Foreign nationals

3. Signature of Property Owner must match with Condominium Office records (Yes/ No)

4. Allotted car sticker to be returned at the time of vacation of Apartment (Yes/No)

Signature (Occupant)

(FOR OFFICE USE ONLY)

The above points were checked & found correct as per record available with us. Allowed for Shifting IN/ OUT.

Signature (Accounts)..... Remarks.....

Signature (Security)..... Remarks.....
(Estate Manager)Remarks.....

Annexure IV**Tenant Verification Form (IBCP)**

Note: - Police verification of tenant is owners' responsibility and same must be done within 02 working days and a copy of same to be shared by Estate Manger.

1. Tenant's Name in Full _____
2. Father's Name _____
3. Date of Birth _____
4. Language Spoken (with dialect) _____
5. Permanent Address _____
- P.O. _____ PIN _____
6. Particulars/ Detail of Ration Card/ I Card/ Driving License, if any. (A copy to be attached)

7. Name & Address of Friends/ Relatives and other associates locally present

8. Name & Address of Landlord _____
9. Date since living as tenant _____
10. Employment Details (Office Address) _____
- vii) Signature of Tenant _____
13. Name & Address of the Landlord _____
- Date: - _____

Passport size pics of tenant and family members.

Annexure V –

Community dogs care policy

- **General.** Community dogs are a reality in most urban gated communities and often their presence leads to conflicts between the residents/“care-givers” or the pets/the community dogs if not dealt with maturity and compassion. These instructions have been formulated with a view to reduce conflicts and to sensitise the residents about the needs and rights of community dogs.
- **Roles and Responsibilities.**
 - a. **“Voluntary Care – Givers”** – The prime responsibility of looking after the community dogs rests with the volunteers who have been taking care of these dogs. They will be supported by the RWA, Facility Management Company (FMC) and The Animal Welfare Committee (AWC – SOP has been issued separately).
 - b. **AWC , FMC & IBCP (RWA).** Will assist the “Voluntary Care – Givers” by performing the following functions:
 - c. Help in arranging for funds and resources required for taking care of community dogs.
 - d. Prepare and issue guidelines for welfare and scientific management of all types of animals /otherwise in the Society in line with the guidelines and instructions of AWBI and courts issued from time to time.
 - e. Help in ensuring proper feeding, medical treatment, sterilization and vaccination of all community dogs including formulation of instructions for the same.
 - f. Will keep proper record of community dogs.
 - g. Will also help in keeping the feeding areas clean.
 - h. Develop awareness towards animal rights and take steps towards making IBCP a rule -based animal friendly Society.
 - i. **Categories of Community Dogs.** As of now there are 10 community dogs in IBCP and these are categorised as follows:
 - j. Those dogs that moved in with the labour when construction work commenced at IBCP complex starting 2009/10. Over a period of time, they produced litter, some of which moved on to other areas, while few preferred to stay on in the complex. These dogs are 03 in number (Cutie -A –F Tower Area, Bhoorie – Shopping Center and Gudiya – B-N Tower Area) and will remain within the IBCP premises.
 - k. Those dogs that remained in the periphery of IBCP and were transiting in and out of the Society and were brought in by the “Care – Givers” after opening of Gate Number 2 on 08 June 2021. These dogs are 07 in number. These will be kept in the Area adjacent to Gate No 2 (IBCP land).
 - l. **IBCP Guidelines for nurturing Community Dogs.**
 - m. This number of 10 (3+7) Community dogs will not be altered under any pretext by bringing in dogs from outside.
 - n. Estate Manager and Security has been briefed about the community dogs which have been permitted within our society including their identity, names and exact numbers.

- o. All these community dogs shall be given a name and their photograph shall be pasted in the register maintained by the Facility Management Office with the help of “care – givers” and the AWC. This register will be kept with FMC for safe custody. Details of vaccinations of each dog shall be updated by the “care – givers” and the AWC on occurrence.
- p. All Community dogs shall be sterilised, when they come of age and subsequent care and recuperation shall take place under the lead of “care – givers” supported by the AWC.
- q. If any of the permitted Community dogs in our society falls sick, the “care – givers” and the AWC shall bear responsibility for its medical care and special diet.
- r. If any of the permitted Community dogs displays unfriendly or aggressive behaviour, the “care – givers” should medicate it suitably so that it calms down. Behavioural training should also be undertaken by the “care – givers” so as to render our society premises safe for residents, pets and Community dogs alike.
- s. No dog kennels or habitat shelters for Community dogs shall be erected.
- t. Efforts should also be made to keep the Community dogs away from the children play areas and places where residents move on a regular basis including car parking and basement. The guards should shoo away the dogs from all these areas. They will however ensure that dogs are treated with compassion.
- u. Names of “care – givers” must be notified by the FMC or RWA Presently, such number has been capped at three.
- v. **Rules for Feeding Community Dogs.**
 - w. Community dogs will be ONLY fed at the following designated places. All dog lovers to follow the feeding points and process accordingly:
 - x. **Feeding Point No 1.** Near Shopping Centre for Bhoori. (April to October Feeding time 7am -9 am and 9 pm -11 pm November to March Feeding Time 8 am -10 am and 7 pm -9 pm).
 - y. **Feeding Point No 2.** Near Gate No 1 for Cutie (April to October Feeding time 7am -9 am and 9 pm -11 pm November to March Feeding Time 8 am -10 am and 7 pm -9 pm).
 - z. **Feeding Point No 3.** Near Badminton Court for Gudiya (April to October Feeding time 7am -9 am and 9 pm -11 pm November to March Feeding Time 8 am -10 am and 7 pm -9 pm).
 - aa. **Feeding Point No 4.** Next to Gate No 2 for pack of 7 dogs (No fixed timings. All “care – givers” will have unrestricted access to this feeding area).
 - bb. Others desirous of joining the three designated volunteer “care – givers” in feeding the dogs should get their names included in the list of dog feeders and preferably join effort with them to avoid confusion.
 - cc. The volunteers are requested to clean up the feeding area immediately after the feeding time, so that it does not attract flies and we can avoid spread of infections.
 - dd. Cleaning Charges of Rs. 500/- & Rs 1000/ for repetitions will be levied for following:
 - ee. If anyone is found feeding in areas other than the nominated feeding point.
 - ff. If nominated feeding points are not cleaned after feeding.
 - gg. If anyone is found throwing eatables from Balconies or across the fence or in any other common area for the Community dogs, other animals or birds.

hh. If any outside dog is found being fed inside the campus.

i. Note: The money so collected will be used for upkeep and maintenance of feeding areas and welfare of the animals.

ii. Resolution of Conflicts if Any.

jj. All stakeholders will work in a spirit of mutual respect and cooperation will not call police on small issues and not involve NGOs/outsideers.

kk. Grievances if any must be reported to the AWC and the RWA. Residents are requested not to engage with any perceived violator and take law into their hands. There will be zero tolerance for abusive language and physical violence.

II. Conclusion. Instructions contained herein are by no means comprehensive and will require be updating in sync with the environment and on experience gained over a period. The aim of these guidelines is to display our compassion towards all forms of life and to ensure rule of law is upheld and that man and other creatures can co-exist in harmony.

Annexure VI –**Late Payment Fee**

Table I: Billing Guidelines	
Maintenance Fee (CAM charges)	Monthly - By 5th calendar day of each month. Invoices for CAM will be distributed by CENTRUM PARK Residential App Payment time frame: 10 days from date of Invoice
Move out Charges for Tenants	Move Out Charges of Rs 2000/ will be paid at least 3 days prior to Move out. This payment will be mandatory for issue of out gate pass. Invoices for Move out charges will be distributed on the Residential App.
Extra Maintenance/Cleaning Charges and Extra Fees.	As per the Circulated Policies. Invoices for Extra Maintenance/Cleaning Charges and Extra Fees will be distributed on the Residential App Payment time frame: 2 weeks from date of Invoice
Late Payment fee	Maintenance Fee (CAM Charges): 18% Interest will be charges on delayed payments. If the delay in payment continues for 60 days or more, the service shall be liable to be withdrawn/discontinued. . Extra Maintenance/Cleaning Charges and Extra Fees. 18 % per month or part thereof will be added in the next Invoice generated against the apartment. (As on date on warnings)

Table II: Actions by the FM department for Defaulters of late payment of following: (*, **, ***)	
Maintenance (CAM) fees, Move in Charges and applicable fines.	
Tenure (as per timelines defined in Billing guidelines)	Process*

Start of Week 0	NIL—Clock starts kicking as per payment time frame above (table I). Currently issued invoices (before 8th of 1 st month of the quarter) will get 2 weeks period to clear else following actions will be initiated.
Start of Week 4	Reminders sent via Residential APP Interest on late payment as per Billing Guidelines above kicks in.
Start of Week 6	Reminders sent via Residential APP/ mail/over calls etc. Interest on late payment as per clause above continues to be in effect Publishing the defaulters list in the Residential APP – Monthly. Disconnection of Internet & DTH Via the Communication Room. Non-Issue or Withdrawal of Interior work Commencement/Continuation
Start of Week 7	Withdrawal of Garbage Collection Service (dry/wet waste. Withdrawal of Common Area Security Assistance (Info on visitor/courier not facilitated and couriers to be collected from Main Gate.)
Start of Week 8	Withdrawal of the residential services.
Start of Week 10	Non-Issue or Withdrawal of NOC for apartment resale Non-Issue or Withdrawal of NOC for apartment Rental to new tenant
Week 11 AND BEYOND	Disconnection of DG power backup to apartment.

*Before any of the actions detailed out (Starting week 6) as in the table II, an Email will be sent to the respective **defaulter OWNER AND TENANT** informing him of the impending action **3 days** prior.

** Actions on defaulters as per the table detailed above, will continue till payment is made by client and is realized in account.

***The above actions hold good for dues in whole as well as part thereof.

Annexure VII –**Guidelines for the Clubhouse**

1. Entry and access to the club facilities would only be permitted to residents in possession of the valid club card. Entry would be restricted without the club card.
2. Use of club and all sporting facilities is at your own risk. The club management accepts no responsibility for any injury/accident or loss of belongings and valuables etc.
3. In case of any loss/ damages to the wallpaper/ art pieces/ sports and games equipment/gym equipment/ pen drives/ music equipment etc. the amount of the same shall be accounted to the respective residents after ascertaining facts and value of damage.
4. It is the responsibility of the resident to ensure that children and guests follow the guidelines for using club facilities.
5. Children are suggested to be accompanied/ supervised by an adult. Please be aware that the access of club facilities for children is limited.
6. Personal training or coaching is allowed in the club premises and allowed to use the club facilities only after empanelling agreement signed by the FM & IBCP RWA
7. Coaches/trainers for swimming pool is hired only by IBCP as per regulations.
8. Residents under the influence of alcohol will not be permitted inside the club premises.
9. Maids/servants accompanying small children are allowed only in the Children's play area and common area in club. Servants, maids and drivers are strictly prohibited from entering the club premises any other time.
10. Gambling/ Smoking/ chewing pan or tobacco/ consuming alcohol is strictly prohibited in any part of the clubhouse. Any violation shall attract a penalty of Rs. 2000/- and shall be payable by cheque/ NEFT in favour of Indiabulls Centrum Park RWA The same will be automatically deducted from prepaid meter if unpaid for more than a month
11. Outside food and eatables are not allowed inside the club. Residents are to bring their own water bottle for consumption.
12. No parking of bicycles/vehicles is allowed in front of the clubhouse.
13. No skating shoes, bicycles, scooters, flying saucers, basketball and football are allowed within the clubhouse.
14. Use of mobile phones is discouraged inside the courts and activity areas. It is a good practice to take the call outside in order to avoid inconvenience to other people.
15. Please display good manners and extend common courtesy to fellow residents and club staff. The club management reserves the right to terminate the residents' right to the club, if they are found to misuse the facility or do not abide by the rules or listen to the club staff. Disciplinary action may be taken on repeat offenders, including a penalty of Rs 2,000/- or higher per incident after ascertaining the facts.

16. In case of misconduct from the club staff or any other issue, the resident can report the same to the CRM/club security, which would be escalated to the Estate Manager and would be acted upon ascertaining facts.

Club Timings

1. The Club will remain closed every Tuesday for maintenance and housekeeping.
2. Normal timings for the club are from 6am to 10pm every day, except Tuesday.
3. Timing for Gym: 06:00 am to 11:00 am and 05:00 pm to 10:00 pm, all days except Tuesday.
4. Swimming pool timings: 06:00 am to 10:00 am and 05:00 pm to 09:00 pm, all days except Tuesday.
5. All other facilities would be available during the scheduled club day and hours.

Guidelines For The Use Of Party Hall

1. Use of party hall is for bona fide residents only at a cost of Rs 10,000+GST and refundable security deposit of Rs 10,000.
2. The party hall can be booked by giving request for booking at the Estate office.
3. Bookings for the party hall can be made up to 3 months in advance from the date of the party.
4. Booking will be made on a first come first basis. Booking will not be considered as confirmed till such time required payment is received.
5. The hiring charge shall not be refundable, adjustable or transferable.
6. In case of cancellations: a. 75% amount is adjusted against maintenance charges if cancelled 1 month before the event date. b. 50% amount is adjusted against maintenance charges if cancelled 3 days before the event date. c. No amount is adjusted against maintenance charges if cancelled within 3 days of event date.
7. During the off season when swimming pool is closed, residents will have option to book area around swimming pool at a charge of INR 7500+GST. Any unexpected cancellation of the party due to weather or other unforeseeable circumstances would result in the resident forfeiting the booking charges.
8. DJ music as per permissible sound limits can be played up to 22.00 hrs only. No exception will be provided on increasing this time to avoid any inconvenience to other residents, while this time may be cut short in case of any direction from authorities/regulations.
10. Resident booking the hall will be fully responsible for any damage in the party hall.

11. List of guests attending the function needs to be submitted to the Security at least one day before the function to assist smooth flow of people and traffic.

12. Cars for guests attending the party will need to be parked only at the designated visitor parking area approved by the estate office only if available, else parking to be done outside IBCP Campus.

13. Only dry heating is allowed within the club and will be restricted to the designated area.

14. The premises needs to be left clean after use, failing which Rs.1000 shall be recovered from the security deposit.

15. Guidelines for The Use of Mini Theatre (Only applicable once the facility is fully functional)

1. Use of mini theatre is for bona fide residents only.

2. The facility can be booked by giving request for booking at the Estate office for a maximum of 04 hours between 11am and 10pm for a charge of 1000/ + GST per session. No extension shall be allowed beyond 10pm in any case.

3. At any time, a resident can hold a maximum of one booking only. Booking beyond the next day is not permitted. Room can be booked in person with the Estate team based on availability.

4. Booking will be made on a first come first basis. Booking will not be considered as confirmed till such time required payment is received.

5. No-one below the age of 13 years shall be allowed unless accompanied by parents/ guardian.

6. Eatables are not allowed inside the room.

7. The hiring charge shall not be refundable, adjustable or transferable.

8. Resident booking the hall will be fully responsible for any damage.

9. Adult movies, pirated movies, and movies instigating communal disharmony are strictly banned from being played in the mini-theatre. If found, the booking would be cancelled immediately. The resident would have to forfeit the booking charges, and in addition, would be liable for a fine of Rs. 2000/-, and they would be banned from accessing the mini-theatre for 12 months.

16. Guidelines For Using Tennis And Table Tennis

1. All players must wear non-marking-sole shoes on the designated court. The club management reserves the right to deny the entry in the court if members do not abide by the appropriate shoes.

2. Designated court is not meant from playing cricket, skating or any other activity apart from playing designated sports. Hence, the courts will remain locked and the key would be handed over only to the appropriate players.
3. Children below 13 years of age will not be allowed to play unless accompanied by an adult player in the court. Climbing/standing over the TT table is strictly prohibited. If found, the resident would require to vacate the premises. Repeat offenders would be restricted from entering the club premises, including a penalty of Rs 2,000 or higher after ascertaining the facts.
4. A resident can book the designated courts up to a maximum of 60 minutes for the current day or the next day. At any time, a resident can hold a maximum of one booking only. Booking beyond the next day is not permitted. Court can be booked in person with the Estate team based on availability.
5. Eatables are not allowed inside the court.

Guidelines For Using Billiard & Cards Room

1. No-one below the age of 13 years shall be allowed unless accompanied by parents/ guardian. Anyone below 18 is not allowed to play on the cards table or billiards table.
2. It is the responsibility of the player to ensure that there is no damage caused to the billiard table and cues.
3. Climbing/standing over the billiard table is strictly prohibited. If found, the resident would require to vacate the premises. Repeat offenders would be restricted from entering the club premises, including a penalty of Rs 2,000 or higher after ascertaining the facts.
4. A resident can book the room for up-to a maximum of 60 minutes for the current day or the next day. At any time, a resident can hold a maximum of one booking only. Booking beyond the next day is not permitted. Room can be booked in person with the Estate team based on availability.
5. Outside eatables are not allowed inside the room.

17. Guidelines For Using Gym

1. Children below 13 years of age are strictly prohibited in the gym area. Gym or yoga area is not a play area for children. Club management reserves the right to deny entry of children in any of these areas.
2. Dress code to be followed inside the gym: Men in track suits/ sports shorts/ tee shirts. Women in track suits/ sports shorts and tee shirts or appropriately. Slippers and formal shoes are not allowed.

3. Please maintain silence and decorum in the gym area. This causes distraction to other users of the gym.
4. In case someone is waiting to use a particular machine, such as treadmill, please limit usage to 20 minutes.
5. Eatables are not allowed inside the gym.
6. Residents are not allowed to carry any gym equipment/dumbbells/skipping ropes etc. outside of the gym.
7. Please do not touch the music equipment. Ask the attendant for assistance.
8. Gym users are responsible for the safety of the equipment's. Any damage would be the responsibility of the respective user.
9. Please wipe off benches after use.
10. Only 11 persons (including trainer) are allowed in the Gym at the same time. FM/ IBCP has the right to restrict number of persons at a time as deemed suitable keeping interest of all residents in mind.
11. Priority would be given to the residents over guests for the use of gym facilities and equipment.

18. Guidelines For Using Swimming Pool And Changing Rooms:

1. Proper swimming suit/trunks and appropriate swimming cap for users is a mandatory requirement. Residents are to change into their swimming dresses only in the changing room and not outside.
2. One must take a shower before entering the pool. The club management reserves the right to deny the entry to the pool in case shower is not taken before the entering the pool.
3. People with external infections, ailments or any contagious disease are not allowed to enter the pool.
4. Diving in the pool is strictly prohibited. This is not a diving pool and hence diving could be hazardous.
5. A lifeguard is attached to the swimming pool. However, the concerned member will be solely responsible for any injury or mishap suffered by him/her or his/her guest or ward while swimming. The management will not accept any responsibility for any such accident or mishap and no compensation or claim shall be entertained in this connection.
6. Children below the age of 5 years will not be allowed to enter the main swimming pool area. Children between 6 - 13 years will be allowed entry only when accompanied by an adult in the pool, preferably parents.
7. Children under 5 years of age are allowed only in the toddler pool, and only when accompanied by a parent/guardian,

8. Maids accompanying the kids are not allowed to use the pool. They can wait around the pool.
9. No eatables or drinks are allowed in the pool.
10. Jewellery (except waterproof watches and the rings) such as chains, glass bangles, hairpin are not to be worn while swimming. The club management would not take responsibility in case of loss of such jewellery.
11. Pets are not allowed at any time in the swimming pool area.
12. It is mandatory for Guests/ Residents to make an entry in the register maintained by the pool guard before entering into the pool, failing which, the club management reserves the right to restrict the entry.

Guidelines For Using Squash Court:

1. The Squash court will remain locked at all times and the keys will be available with the club house security. Those who wish to play can take the keys from the security post making a booking in the Embassy Residential App.
2. The Squash Court shall be used only for playing, coaching, practicing and viewing squash.
3. Please inform the club house security to lock the court after you have finished playing.
4. Non- marker sole shoes (which provides good grip) only are permitted inside court.
5. Non-marking squash balls are mandatory.
6. Smoking is strictly prohibited inside the court or in any part of the indoor area adjacent to it.
7. Please co-operate with housekeeping staff when they clean the squash court floor.
8. Players must wear appropriate clothing (no vests or singlets are allowed for men). wear appropriate clothing while playing.
9. Players may not place any object within the court.
10. Players are not allowed to keep water or other liquid to stand on floor.
11. Please keep the court clean.
12. No Eatables allowed inside the court.
13. Don't clean your hands on the walls of the squash court.
14. First aid kit is available with club house security, in case of any minor injuries.
15. Please note the court will remain closed after 8:30 pm and will open at 6am.

16. Squash court charges levied for non-residents / guests using is as decided by the managing committee on per hour basis.
17. Children under the age of 15 are not permitted unless they are playing with or are being supervised by their parents or an authorized coach.
18. Booking of one-hour session can be made on a first-come-first serve basis through the Embassy Residential App.
19. Should the resident who made the booking fail to turn up 10 minutes after the scheduled time, the reservation will be allocated to the next player in line, if any.
20. All guests should be accompanied by a resident host when using the facilities and should ensure all rules are observed by both.
21. Residents will be responsible for any damages caused by them and/ or their guests using the facilities.
22. Any damages found prior to the usage of the facilities should be reported immediately to the Property Manager.
23. All coaches who undertake professional coaching should contact the Property Manager prior to the commencement of coaching to understand the process and the guidelines. If the resident is hiring the coach, then he/ she should introduce the Coach to the Property Manager.

19. Guidelines For Using Steam / Sauna:

1. Children under the age of 18 are not permitted to use the steam and sauna facilities.
2. The minimum dress for this area is swimwear.
3. Towels only may be worn. However, they need to be worn in an appropriate manner.
4. No food or beverages other than water may be taken inside this area.
5. The power supply to the steam & sauna will be turned off 20 minutes prior to the operational closing time.
6. No mobile phones, electronic gadgets, jewellery are allowed inside the Sauna/Steam room.
7. Smoking is prohibited in this area.

CAUTION

- a. It is advised to consult your doctor before using the Steam/Sauna Facility and to be used under supervision only.
- b. If you are experiencing dizziness or feeling uncomfortable, please leave the room immediately.
- c. Ideal sauna & steam session should not exceed 15 – 20 minutes.
- d. Sauna & steam bath are not suitable for pregnant ladies and kids.
- e. Sauna & steam are also not recommended for people with medical conditions and claustrophobia.
- f. Keep yourself well hydrated before and after sauna & steam bath. Drink two glasses of water 30 minutes prior to the start of the sauna/ steam session.
- g. Avoid touching or sitting near the sauna heater and steam outlet point.
- h. Maintain one hour gap after consuming food and starting the sauna & Steam usage.
- i. Do not keep newspaper or any other flammable articles near the sauna Heater/ steam area

Guidelines For Yoga Room Usage:

1. Members need to carry their own yoga mats
2. People with medical complications, heart conditions, diabetes, blood pressure related issues, pregnant women and those with any injuries must consult a doctor and perform yoga under expert supervision only
3. Any individual under the influence of alcohol or drugs are not allowed to use the facility
4. No food or beverages except water is allowed within the yoga room.
5. Please dress appropriately in comfortable yoga clothes.
6. The management / maintenance staff will not be responsible for any injury/ injuries or any other complications of any kind or nature, or for the loss of any kind of gadgets/ or any other valuables, tangible or intangible, etc associated with the direct / indirect or any other mode of usage of the facilities / services.

Guidelines For Children Play Area Usage

1. The Children's Play Area is a facility provided for the exclusive use of the owner's/tenants children.
2. Personal guests of the owner may be permitted to use these facilities only when accompanied by the Owner.
3. The Managing Agents reserve the right to restrict the usage time of the facilities for the guests, depending on the crowd.
4. Children over the age of 6 should be discouraged from using the Play Area.

5. Domestic servants or their families employed by residents are not allowed to use the facilities.
6. Pets are not allowed in the Play Area.
7. The Play Area shall remain open daily from 7.00AM to 7.00 PM. The Management staff reserve the right to amend the timings for the usage of these facilities in the event of carrying out repairs or other works.
8. Abuse of any of the equipment's / facilities in any manner that causes any damage will result in owner/ resident being held responsible and will have to bear the cost of repair.
9. The Managing Agents reserve the right to ban any person from using the facilities, who substantially disregards these byelaws and / or who conducts himself/herself in a dangerous or irresponsible manner.
10. All persons using the facilities do so at their own risk. The Managing Agents shall not be responsible for any accident or injury which may be sustained by any person whether a resident or guest, arising directly or indirectly out of, or in connection with the use of the facilities or anything ancillary thereto, and whether caused by negligence or otherwise.
11. All children must be accompanied by an adult.

20. Guidelines for Hiring Trainers

1. Residents are allowed to hire trainers/teachers for gym, fitness, dance, sports, etc.
2. As these trainers would be using the club/condominium facilities, they would be bound to pay a monthly fee towards the Indiabulls Centrum Park RWA. These charges are 10% of the fee package charged off the resident + GST per trainee that the trainer trains under the club premises.
3. It is the responsibility of the resident who gets trained that the trainers pay their respective charges.
4. The trainers are to be informed at the club security by the resident at least 3 days prior, with proper ID proof and police verification certificate. The security would hand over a club card upon the first-time entry.
5. The trainer would require to possess the card with him whenever he/she enters the club premises. He/she must also update the club team in case of any changes in their schedule and their trainees. Failing to do so would attract a fine of Rs. 2000/- from the additional residents who were getting trained.
6. The trainer kit/bag is subject to be inspected periodically.
7. Any trainer failing to comply with the club rules or reported for misconduct with residents would result with him/her being blacklisted by IBCP and would be denied access to the club.

21. Guidelines For The Guests:

1. Guests are allowed when accompanied with a resident only. Club security would let the guests access the club only after proper entry has been made at the entrance lobby.
 2. Guests can access the club facilities with an hourly charge of Rs. 100 + GST. All the club rules would apply to these guests as well.
 3. If under the influence of alcohol, the guest shall not be permitted inside the club premises.
 4. Any damage caused by the guest would be the responsibility of the accompanying resident, and the resident shall bear the appropriate charges.
 5. Any misconduct by the guest would result in the person being vacated out of the club premises. Repeat offenders would attract a fine of Rs.2000/- from the resident and the guest being blacklisted from the Club after ascertaining the facts.
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Annexure VIII-**Sports Policy****1. Badminton Courts**

2. Players/Residents are advised to use the sports infrastructure wisely, Keep the play area clean and be considerate for the next players in waiting.
3. Group of 4 players can occupy a court for maximum of one hour per day, If there are people waiting to play. Courts will be available on first come first serve basis or on mutual understanding between groups want to play.
4. In case two players are playing singles game and do not want to pair for 4 players with two in waiting, maximum time is restricted to play singles is 30min if there are players in waiting.
5. Shouting, making loud noises, abusing, creating ruckus, smoking is strictly not permitted at courts. Players/residents may be requested to leave the facility immediately by Security personnel
6. It is advised that all players wear non-marking soled shoes while playing on the courts.
7. Residents are requested to instruct their children not to use the courts for playing of any other game it is meant/designated for. Parents are requested not to leave kids below 10 years of age unattended and instruct their ward to use facility for playing sports only.
8. Court timings are 6:00 AM - 10:00 PM.

2. Tennis Court

1. Players/Residents are advised to use the sports infrastructure wisely, Keep the play area clean and be considerate for the next players in waiting.
2. Group of 4 players can occupy a court for maximum of one hour per day, If there are people waiting to play. Courts will be available on first come first serve basis or on mutual understanding between groups want to play.
3. In case two players are playing singles game and do not want to pair for 4 players with two in waiting, maximum time is restricted to play singles is 30min if there are players in waiting.
4. Shouting, making loud noises, abusing, creating ruckus, smoking is strictly not permitted at courts. Players/residents may be requested to leave the facility immediately by Security personnel
5. It is advised that all players wear non-marking soled shoes while playing on the courts.
6. Residents are requested to instruct their children not to use the courts for playing of any other game it is meant/designated for. Parents are requested not to leave kids below 10 years of age unattended and instruct their ward to use facility for playing sports only.
7. Court timings are 6:00 AM - 10:00 PM.

8. Group training in batches are allowed by authorized personnel appointed by estate manager between 4:00PM to 6:00PM in summers and 3:00PM to 5:00PM in winters during weekdays and 9:00 am to 11:00am on weekend

3. Squash Court

1. Players/Residents are advised to use the sports infrastructure wisely, Keep the play area clean and be considerate for the next players in waiting.
2. Group of 2 players can occupy a court for maximum of 45 minutes, If there are people waiting to play. Courts will be available on first come first serve basis or on mutual understanding between groups want to play.
3. Shouting, making loud noises, abusing, creating ruckus, smoking is strictly not permitted at courts. Players/residents may be requested to leave the facility immediately by Security personnel
4. It is advised that all players wear non-marking soled shoes while playing on the courts.
5. Residents are requested to instruct their children not to use the courts for playing of any other game it is meant/designated for except estate manager has issued/made special arrangements for some sports.
6. Court timings are as per club timings.

4. Basketball court

1. Players/Residents are advised to use the sports infrastructure wisely, Keep the play area clean and be considerate for the next players in waiting.
2. Group of players can occupy a court for maximum of one hour, If there are people waiting to play. Courts will be available on first come first serve basis or on mutual understanding between groups want to play.
3. Shouting, making loud noises, abusing, creating ruckus, smoking is strictly not permitted at courts. Players/residents may be requested to leave the facility immediately by Security personnel
4. It is advised that all players wear non-marking soled shoes while playing on the courts.
5. Residents are requested to instruct their children not to use the courts for playing of any other game it is meant/designated for except estate manager has issued/made special arrangements for some sports (Skating in this case which will move to skating rink once constructed)
6. Court timings are 6:00 AM - 10:00 PM.
7. Group training in batches are allowed by authorized personnel appointed by estate manager between 4:00PM to 6:00PM in summers and 3:00PM to 5:00PM in winters during weekdays and 9:00 am to 11:00am on weekend

5. Any Other Sport –

1. Any other sport which involved multiple players like football/ taekwondo/karate/cricket etc are to be played behind E&F tower park only.
 2. Group training in batches are allowed by authorized personnel appointed by estate manager between 4:00PM to 6:00PM in summers and 3:00PM to 5:00PM in winters during weekdays and 9:00 am to 11:00am on weekend
 3. Cycling is strictly prohibited on green area. Please use track/road for cycling.
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Annexure IX-**1. Extra Maintenance/Cleaning Charges and Extra Fees**

S.no.	Policy details	Default observed	Fees for the default
1	Pet poop/ pee in non- designated areas & not carrying poo picker	1st instance	Warning mail
		2nd instance	Cleaning charges of Rs 500/- will be imposed
		3rd instance	Cleaning charges of Rs 1000/- will be imposed for every consecutive instance
3	Pet Unleashed in common areas	1st instance	Warning mail
		2nd instance	Fee of Rs 500- will be imposed
		3rd instance	Fee of Rs 1000/- will be imposed for every consecutive instance
5.	Feeding of Community Dogs and Birds -Feeding in areas other than the nominated feeding point. -If anyone is found throwing eatables from Balconies or across the fence or in any other common area for the Community dogs, other animals, or birds. -If any outside dog is found being fed inside the campus.	1st instance	Warning mail
		2nd instance	Fee of Rs 500/- will be imposed
		3rd instance	Fee of Rs 1000/- will be imposed for every consecutive instance

6.	-If any apartment does not follow garbage collection guideline. -If garbage, cigarette butts or wrappers etc are disposed in common areas	1st instance	Warning mail
		2nd instance	Fee of Rs 500/- will be imposed
7.	Wrong parking of vehicles inside the society.	1st instance	Warning mail with pics will be shared with immediate removal of vehicle from NO Parking zone.
		2nd instance	Fee of Rs 500/- will be imposed. An additional administrative fee of Rs. 300/- per day or part thereof will be payable If the vehicle is not removed within 48 hours.
8.	Damage to green area by carrying out non permissible sports/ other activities.	1st instance	Warning mail
		2nd instance	Fee of Rs 500/- will be imposed. Repeated offenders will be imposed Rs 1000.00
9.	1. Over speeding	1st instance	Warning mail
		2nd instance	Fee of Rs 500/- will be imposed. Repeated offenders will be imposed Rs 1000.00
10.	Taking dogs for walk in basement area.		Fee of Rs 500/- will be imposed. Repeated offenders will be imposed Rs 1000.00

Note:- This list is not all inclusive and IBCP RWA can levy extra maintenance charges / extra cleaning charges on any other activity which it may deem appropriate.

