



House Rules

for

Residents

## Contents

<b>Welcome letter</b> .....	3
Before You Move in: .....	4
After you move into your residence.....	5
Using your residence .....	5
Disturbances from your residence: .....	5
Pets.....	5
Common Areas .....	6
Security.....	7
Vehicles & Parking .....	8
Entry & Parking of Residents vehicles .....	8
Entry & Parking of Visitors Vehicles.....	8
Driving within the Premises: .....	8
Drivers employed by Residents: .....	9
Movement of Goods in and out of the Complex: .....	9
Schedule of Various Penalties.....	9

## Welcome letter

Dear Resident,

It is our privilege to welcome you to Windchants! We hope you enjoy the experience of making Windchants your home.

As you are aware, in condominium living, you and all your neighbours jointly own and enjoy all the common areas and facilities. As a resident, you not only have the right to enjoy all the benefits that condominium living offers but also have to shoulder the responsibility to maintain a harmonious environment. This may require some voluntary sacrifices of certain freedoms.

This handbook is our effort to minimize friction points that may occur between residents. We seek your cooperation in ensuring that your move to Windchants marks the beginning of a long and rewarding stay.

Wishing you and your family a happy, healthy, comfortable, and pleasant stay at Windchants!

### Before You Move in:

What you do inside your residence may concern other occupants. It is important to be mindful of proper maintenance and avoid issues like seepage, rubbish in common areas, and other factors that contribute to good community living. Here are some guidelines to keep in mind:

1. Prior to starting any work in the unit, owners must provide their original Deed of Residence/Sales Deed, a self-attested photocopy of the same, and sign a conditions of work agreement. Tenants must show their original lease deed and provide a self-attested photocopy for record purposes. Tenants must also provide a copy of the permission obtained from their Owner to carry out the work. Written permission for start of work will be provided by the Estate Officer upon submission of all the required documents. Prescribed Fit out fee and refundable security deposit will also need to be provided.
2. Gate-pass for the contractors/workers will have to be sought as per guidelines. All workers will have to show these passes for entry to the complex and the passes will be valid for limited time period. For issuance of these passes, passport size photos (3) one for pass, and two for records will be required. The gate passes need to be returned to the office post completion of work.
3. Contract workers are not allowed to stay overnight.
4. The owner/tenant is not allowed to make any alterations on load-bearing walls, beams, columns, and structural supports within the building. Additionally, windows, doors and balconies may not be relocated, nor must floor levels be raised so that the total load of the floor is increased. Owners will be held liable for any damages to the building/its structure.
5. External façade cannot be changed in any way. Outside walls, balconies and all exterior areas should be painted with approved colours to maintain the aesthetics of the complex.
6. Fire Safety Equipment such as sensors, sprinklers must not be covered with any material – Paper, Plaster of Paris or any other substance, to ensure that their proper functioning is not hampered.
7. In the event, the residence occupant undertakes plumbing work which leads to seepage on lower floors, then the occupant will be responsible for such damage.
8. Service elevators/stairs must be used for transportation of construction material and the material must be kept in the dwelling unit. Common areas must not be used for housing of construction materials.
9. The construction waste must be removed properly without causing damage to any of the common areas.
10. Timing of Work: Work is restricted from 9 am to 6 pm only, Monday to Saturday. Special permission must be sought for night fitouts. Additionally, from 2 pm to 4 pm, all fit-out activities that cause disturbances are prohibited during these noise-free hours.

### After you move into your residence.

1. **Do not carry out ANY structural, electrical, or civil modifications in the dwelling unit without written formal approval of the Estate Manager.**
2. Electricians at the maintenance office of the complex are employed for repair of fittings and fixtures in common areas. You may however request their services via formal channels on nominal fee as per SOP to carry out minor electrical work, provided the material required is purchased by you. Please do not ask them to carry out Major electrical repairs. The same is true for minor plumbing requirements.

### Using your residence

3. Balconies:
  - a. Drying washed clothes over balcony rails is strictly prohibited. Instead, please hang them within in your balconies on drying stands.
  - b. While washing balconies ensure that water doesn't spill over to occupants sitting on lower floors in their balconies.
  - c. Do not throw garbage- thrash, plastic bags, papers,cigarette butts, eatables, bottles etc from your residence down to common area or parks.
4. Garbage bags must not be left in lift lobbies and must be kept in the staircase landing or the Garbage Dump. Do not use the shafts for disposing garbage or other household materials. Garbage is collected every morning between 9 am to 12 noon from the units.

### Disturbances from your residence:

5. Music decibel levels must be kept within limits as courtesy to your neighbours and fellow residents especially after 10 pm.
6. While hosting parties at your residence ensure that music and other noises do not disturb your neighbours.
7. Heavy furniture, machines and items must be lifted and moved and not dragged to prevent damage to the flooring of the residence and common areas. This must also be done to avoid disturbing the occupants residing on lower floors.
8. Do not block lobby/passages with pots.
9. Ensure that children do not bounce balls or create noise that may disturb fellow residents.

### Pets

10. Pet owners are requested to ensure that their pets do not pounce, charge, alarm or offend fellow occupants and do not deface/damage the common areas.
11. Dogs in particular must always be kept on leash whenever taken out of the Apartments. Please ensure the leash is appropriately tight so that dogs do not attack the passers-by.
12. Do not allow your pets to relieve themselves in common areas such as roads, gardens, lawns, hedges or flowerbeds within the complex. Use the area prescribed for the purpose. Clean up any litter created on lawns, common areas or inside the building premises immediately as courtesy to other residents. Person accompanying the pet may carry plastic bags and gloves or poop collector for the purpose.

13. Service lifts must be used for taking the pets out and if a dog is aggressive in nature use of mouth muzzle should be resorted to.

### Common Areas

Areas common to residents are our collective responsibility. This includes roads, common-lawns, buildings, walking paths, water shafts and recreational areas such as the club house, swimming pool and gym.

14. No hoarding for any commercial activity is permitted on the façade of the buildings.
15. Notices must not be stuck in any common areas. If you wish to put up a notice, please reach out to Estate Manager who will be happy to assist you with the process.
16. Do not spit or scribble on walls, basements or elevators in the complex. Instruct your domestic help, drivers, contractors etc to refrain from spitting in common areas.
17. Nothing must be stored in shaft areas. Access to these must not be restricted in any manner.
18. Common areas and passages in the entire complex must be kept free of hurdles such as plants, decorative furniture, boxes, crates or construction material. Maintenance staff of the complex maintains the right to remove all such material.
19. Lawns and Common Areas
  - a. Do not pluck flowers or leaves and do not pull out the plants in the garden.
  - b. Domestic help and drivers must not use the lawn for lying down, sleeping or for their personal get-togethers.
  - c. Lawns must be kept clean. Please drop litter in dustbins only.
  - d. Avoid walking on the lawns on the day they are watered. Do not shift benches provided in gardens and do not walk over or through the hedges- they are meant to act as a barrier.
  - e. If you see anyone spoiling the lawns, please counsel them. You have paid for the lawns and hence you are its owner. Help us maintain them properly.
20. Elevators
  - a. Children below 6 years are not allowed to travel alone in the elevators. Advise all children to not push buttons other than one required for their stop.
  - b. Smoking is strictly prohibited in the elevators. If you find someone smoking in the elevators, ask them to stop and if they do not listen, please inform the Estate Manager for appropriate action.
  - c. Do not hold up the elevators on any floor by blocking the lift doors. This can not only cause damage to the lift but also effects fellow residents waiting for the elevator who may be in a hurry.
  - d. Do not scratch or damage the walls of the elevators. If you find someone damaging the lift, please report the instance to guard so the damage can be attended to and the culprit is fined.
  - e. Lift lobbies must be free of obstructions and materials.
  - f. Push Alarm button in lift if ever it is stuck. Do not try to force open the doors under any circumstances. Follow the emergency guidelines displayed in the lift and Do Not Panic.
  - g. Restrict the use of elevator to the number of passengers specified in the lift-car.
  - h. All delivery/ service personnel and domestic staff must use service elevator.

## Security

Security concerns all of us and not just the security staff. We all need to take some basic precautions. Be proactive and stop suspicious looking people/activity even if it does not directly concern you, We are staying in the same complex and tomorrow it can be your property safe-guarded by an alert fellow neighbour.

### 21. Domestic Help

- a. Policy verification of all domestic help is mandatory under guidelines issued by Haryana Police. Once you have selected a particular domestic help, please send them to the office to fill out the required form for police verification.
- b. Domestic help will have to carry ID cards with them and produce these on demand within the complex.
- c. Do not employ any domestic help already working in the complex without verifying his/her credibility from existing employer.
- d. You are the finally responsible for the conduct of your domestic help.
- e. On termination of services of the help, please return the ID cards to the Office. On receipt of the cards, the staff will bar unauthorized entry of the help into the Complex and prevent the misuse of the ID cards, which can compromise the security of entire complex.
- f. Inform the Estate Manager in writing of any absconding domestic help so their entry may be banned.

### 22. Visitors to the Complex:

There are three types of visitors to the complex: a) Your Guests b) Daily Service providers (Milk, Newspaper, Domestic help, Drivers) and c) Non-daily services (fast food deliveries, medicines, groceries and other deliveries). For each type, the security related guidelines are provided below:

#### Guests:

1. Please advise your guests to make the entry in the guest register maintained at main gate. Alternatively, authorise their entry on MyGate.
2. Advise your guests to park in designated Visitor's Parking areas only.
3. Your guests, their accompanying children, friends etc remain your responsibility throughout their presence at the complex and they are expected to adhere to these Resident guidelines.

#### Daily Services:

1. All daily service providers must carry the Photo IDs issued to them by Security. No intercom call will be made to residents for such staff but a call will be made every time the daily domestic help doesn't carry/have on them the photo ID.
2. The service providers will have to mandatorily make an entry in the register kept with Guards.

#### Non-Daily Services:

All non-daily services will be announced via intercom calls to your dwelling by the Guards to confirm the entry of the providers.

## Vehicles & Parking

Drivers in your employment are your responsibility and it your duty to keep them informed about these guidelines. Please instruct drivers to park cars properly. Also, necessary precautions need to be taken by all to distinguish residents' vehicles from those of visitors. Admitting unknown vehicles into the complex can be a security hazard.

### Entry & Parking of Residents vehicles

Residents who wish to park their motor vehicles within the premises will have to register the same with the WCA Office, post which a sticker/ RFID will be issued. The sticker/RFID needs to be affixed on the vehicle and will contain the Parking Bay Area, dwelling unit details. The sticker/RFID must be displayed at all times, to be allowed entry into the complex. Flashing of unstuck parking stickers/RFID is not permitted for entry.

1. Unauthorized Ground level parking:  
Parking of residents' cars must be in designated spots only. Vehicles found parked in earmarked common areas on ground or areas set aside in complex for visitors will be clamped and penalized. All residents are advised to follow these instructions strictly.
2. For additional car parking, please contact the office. Do note that space will be allocated based on availability.
3. Cleaning of cars at tower porches or roads is strictly not allowed. The cars must be cleaned at their parking slot only. Defaulters will be penalized.
4. Cars may be parked at the tower porches for drop-off or pick up of passengers. Residents should ensure that their cars are not left at tower porches for more than 10 minutes. Defaulters will be penalized. Normally, the car driver should be around to move the car, if required.

### Entry & Parking of Visitors Vehicles

1. All visitor vehicles will be stopped at Main Gate and will be allowed to enter the Complex post confirmation from resident being visited and entries in the register have been made by the security.
2. All visitors cars allowed in the complex must be parked only in areas marked as Visitors Parking. In case a parking spot is not available, the vehicle must be parked outside the gate. Taxis/cars carrying luggage will be permitted to drop the luggage and move out.
3. Two wheeler parking must be done only at the places designated for two wheeler parking.

### Driving within the Premises:

Do not drive at speeds exceeding 20 km/h within the premises, and be cautious of small children play freely within the complex. Also do not honk horns inside the society unless it is to warn of an imminent collision.

Driving in the basement requires special attention. Drive at a maximum speed of 20 km/h and switch on your headlights at all times. Avoid honking horns, as sound echoes in the basement.



### Drivers employed by Residents:

All drivers hired by Residence occupants will not be allowed to park their vehicles in the complex. The vehicles have to be parked at designated parking area, outside the Main gate.

Residents must instruct the drivers that gambling, drinking and smoking is not permitted in any part of the complex. They must also not violate speed restrictions, driving regulations and parking rules of the complex. They must also not misbehave or speak rudely with other occupants and the staff of the complex.

Drivers found violating the guidelines will be given two verbal warnings by the Security Staff. These will be entered in a register and will be followed by two written warnings. Any further violation will result in driver being barred entry in the complex.

### Movement of Goods in and out of the Complex:

1. Vehicles carrying construction materials or household goods into the complex have to carry a NOC (Entry NOC) duly issued by the Office.
2. All vehicles carrying Residents' household items out of the Complex will require an Exit NOC duly issued by the office and the Resident.
3. Vehicles carrying the construction material, furniture, and other household items will be allowed entry in the complex only post 10.00 Am and will have to leave by 7.00 PM.

### Schedule of Various Penalties

#	Offence	Penalty (INR)			
		First Time	Second	Third	Fourth & subsequent time
1.	Exceeding speed limit	500	500	1000	2000
2.	Parking in the porch exceeds 10 mins	500	500	1000	2000
3.	Cleaning of car outside parking slot	500	500	1000	2000
4.	Unauthorised Parking	500	500	1000	2000
5.	Driving vehicle in wrong direction while entering/existing the basement	500	500	1000	2000
6.	Plumbing work leading to seepage to building walls/other dwelling units.	Warning + repair in a day by the owner	1000 + repair in a day by owner	10000	25000
7.	Structural changes to load bearing walls in the dwelling unit	Legal Action and Police Complaint			
8.	Extending balconies/changing railings or any change to façade.	Warning & removal of structure.	5000 & removal of structure in a day.	10,000 & removal of structure in a day.	25,000 & removal of structure in a day.

9.	Deleting/Doctoring CCTV footage or fiddling with camera directions	10,000	25,000	Stoppage of CAM related services	Lodging of complaint with Police.
10.	Damaging CAM equipment such as CCTVs, servers, gym equipment etc.	Warning + cost of repair of equipment	10,000+ cost of repair of equipment.	25,000+ cost of repair of equipment.	50,000+ cost of repair of equipment.
11.	Blocking of Fire escape passage	Warning	1,000	10,000	20,000
12.	Encroachment by occupying any common area of the residential/commercial area	Warning +Removal of the encroachment at cost of encroacher	1500+Removal of the encroachment at cost of encroacher	7500+Removal of the encroachment at cost of encroacher	10000+Removal of the encroachment at cost of encroacher
13.	Threatening, abusing, any member, office bearer, staff or guest	Written warning & fine to be decided by GB	10,000	25,000	Police Complaint
14.	Assaulting any member, office bearer, staff or guest	Police Complaint			
15.	Relieving of pets within the complex	Warning	500	1,000	2,000 every time thereafter.
16.	Unleashed dogs in lifts/complex common area	Warning	500	1,000	2,000 every time thereafter.
17.	Throwing cigarette butts in common area	Warning	500	1,000	2,000 every time thereafter.
18.	Parties with loud noises disturbing neighbours	Warning	500	1,000	2,000 every time thereafter.
19.	Loud music from apartment beyond 10.00 pm	Warning & stoppage of music	500	1,000	2,000 every time thereafter.
20.	Non-adherence to fit-outs timings.	Warning	1000	2,000	5,000 every time thereafter.