



Tatvam Residents Welfare Association

Villa Guide

Tatvam Villas
Sector – 48, Gurugram 122018

Tel.: 0124 – 4250418

Mob: 9599820565

Email: helpdesk@tatvamrwa.in

Welcome to Tatvam Villas!

The success of a residential community is contingent on knowing what is required for residents to live together in harmony.

We have prepared this document to serve as a guide on your living at Tatvam Villas. For your convenience, we have outlined the common property and recreational facilities available, the guidelines on their usage and other relevant information which may be of use to you.

All rules and regulations herein apply to all residents, owners, and tenants/occupants. Owners shall be responsible for their respective tenants' and occupants' adherence to the rules and regulations. Each owner is responsible for providing his/her tenant(s) with a current copy of the rules and regulations.

The administration and maintenance of Tatvam Villas is carried out by its registered Residents Welfare Association, called Tatvam Residents Welfare Association (TRWA) as provided by law. The Association has hired a professional facilities management company to manage day to day affairs. Its duties include overseeing the day-to-day operations, implementing TRWA decisions, maintaining proper accounting records, supervising contractors, and fulfilling all regulatory compliances. Unless otherwise indicated, Estate Management also implies TRWA.

While every care has been taken in preparing this Villa Guide, the association 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 association reserves the rights to add, amend or delete any part of the Villa guide from time to time

Please don't hesitate to email or call the Estate Manager if you see someone disrespect where you live. It is the management company's business to attend to such matters on behalf of the board.

Regards,

Tatvam Residents Welfare Association

INDEX

Section: 1	Introduction
Section: 2	Estate Helpdesk
Section: 3	Common Facilities
Section: 4	Facilities within Your Villa
Section: 5	General Guidelines
Section: 6	Day to Day Living in Tatvam Villas
Section: 7	Common Areas
Section: 8	Vehicle & Parking Facilities
Section: 9	Visitor Management
Section: 10	Accounts/Billing
Section: 11	Domestic Helps
Section: 12	Repair & Maintenance Responsibilities
Section: 13	On call services for inside Villas
Section: 14	Facilities at Tatvam Villas
Section: 15	Fire & Safety
Section: 16	Intercom Facilities
Section: 17	IGL Piped Natural Gas Facilities
Section: 18	Dual Fuel Kit Installation
Section: 19	Medical Clinic in Association with Medanta
Section: 20	In Important Contact Numbers
Section: 21	Renovation and alteration guidelines
Section: 22	Important notes for all residents of Tatvam Villas
Section: 23	Important Forms

SECTION: 1

INTRODUCTION

Tatvam Villas is one of the prestigious residential properties in Gurgaon. The Villas are located at Sohna road. It has 254 independent Villas spread over an area of 50 acres (approx.) and they are occupied by highly socially placed personalities. This document has been created for the purpose of introducing residents to best security residential practices and to sensitize them about their obligations as a resident for safe and comfortable stay. There are 5 categories of independent Villas, classified as A, A1, B, C & DC.

Villa Type	No of Villas	Plot Size (Sq. Yards)	Plan	Sq. Ft.
A	19	956.8	5 BHK	7650
A1	37	752.3	5 BHK	6150
B	39	502.3	4 BHK	4750
C	108	358.8	4 BHK	4000
DC	51	287	3 BHK	3000

It is said that nature's all 5 elements come together at Tatvam, namely, Earth, Water, Air, Fire & Space. One can witness mother nature's changing seasons on trees with colourful flowers and old leaves shedding to give birth to newer ones.

A wide variety of birds have also made Tatvam their residence. Even migratory birds have been making their touchpoint in Tatvam for the past several years. It is a nature's abode!!!

SECTION: 2

ESTATE HELPDESK

1. The Estate Mgmt. Team will manage and provide services in the areas of housekeeping, security, electricity distribution, water, common area maintenance, customer relationship, invoicing/billing and other property related services.
2. Enquiries or faults concerning the upkeep of the property or any other services as listed below should be made to the Estate Management. The helpdesk will accept and log calls relating to all services and utilities in the premises such as-

Common area housekeeping	Garbage collection
Water bodies	Common area pest control
Electrical supply	Fit-out, renovation, shifting
Security	Horticulture & landscaping
Fire/Life Safety	Common area plumbing leakage
Water supply/plumbing	Common Area Electrical
Play areas	Society events & activities
Parking management	Billing & accounting

Depending on the time available with plumbers, electricians, mason and carpenter, some of the in-Villa services are provided by estate office on best effort basis. These services are detailed in scope of work

HOURS OF OPERATION:

The helpdesk operates out of the Estate Management's Office in the 1st Floor of Electric substation and is available Monday through Sunday, during regular business hours. For certain essential services and emergencies faced by any residents, staff are available 24X7 to attend to such requests.

METHODS OF CONTACTING HELPDESK:

3. Following are the contact details of the Estate Office/Help Desk

Telephone:	Email:
Tel.: 0124 - 4250418 Intercom: 5555 Helpdesk Mobile: 9599820565	helpdesk@tatvamrwa.in
NoBroker Hood	NoBroker Hood app is implemented in the society. For Android Users - https://play.google.com/store/apps/details?id=com.app.nobrokerhood&hl=en_IN For IOS Users - https://itunes.apple.com/in/app/nobrokerhood-manage-visitors/id1357972233?mt=8
Society Connect	You should also download Society Connect App to make payments for maintenance and electricity bills from Apple and Android App stores. For Android Users - https://play.google.com/store/apps/details?id=society.connect&hl=en_IN&gl=US For iOS Users - https://apps.apple.com/in/app/societyconnect-in/id1137904589

Escalation Matrix

Escalation Level - 1	Help Desk Intercom: 5555 Landline 0124-4250418 Mobile Number -: 9599820565 Email: helpdesk@tatvamrwa.in
	Housekeeping and Horticulture Mob: 9319299101
	Accounts and Billing Mob: 9319299102
	Security Mob: 9811084042
	Technical Mob: 7701954313
Escalation Level - 2	Estate Manager Mobile: 9205028395 Email: estate@tatvamrwa.in

SECTION: 3

COMMON FACILITIES

4. Your Villa has the following common facilities. Peaceful living necessities that all Villa owners in the Villa take joint responsibility in ensuring that the common facilities are not misused and that the safety and security aspects of the Villa are not harmed.

Facilities	Description
Telecom System	Multiple telephone connection points are installed in the living room and bedrooms. Each dwelling may subscribe to the Intercom facility that is provided through an approved vendor on payment basis.
Fire Fighting	Fire extinguishers has been placed at selective locations in all three blocks to combat fire.
Pumping System	Hydro pneumatic pumping system will ensure that water is supplied to individual Villa overhead tanks. Each Villa has pressure pump to maintain adequate pressure inside the Villa. Drain system below ground level is supported by suitable sump pump to drain out the water to common area storm manhole.
DG Systems	To avoid disturbance in the regular electric power supply from the emergency and mandatory systems like lighting and pumps are looped in it. There are three DG sets of the capacity 750 KVA each.
Recreation	The recreation facilities provided include: <ul style="list-style-type: none">• Tennis court (1 Nos) Adjacent to Villa 77B.• Badminton court (5 Nos): Near Villa 73, 120A, 134, 172 & 263.• Basketball court (3 Nos): Behind Villa 68, 154 & 248.• Kids play area (7 Nos): Behind Villa 1, 30, 92, 55 (front), behind Villa 139, 178 & 276.• Cricket practice pitch (2): Near Villa 71, 137.
Sewage Treatment Plant	<ul style="list-style-type: none">• STP is provided for recycling sewage water to make it potable for flushing and gardening. Hence saving much valuable natural asset i.e., water. Existing capacity of STP is 300 KLD.
Rain Water Harvesting (RWH)	System from RWH is provided to collect rain water to recharge ground water level. There are 13 Rain water harvesting pits and 7 reservoir tanks.

SECTION: 4

FACILITIES WITHIN YOUR VILLA

Facilities	Description
Cable Outlets	Cable outlet points are provided in all the rooms and basement.
Air Conditioning	All Villas are provided with multiple split Air Conditioning units of different capacities based on the room sizes. Make – Samsung/LG
Electrical Switches	Electrical switch points are provided. Make – CRABTREE. MCCB if of SIEMENS make.
Steam & Sauna	Steam & Sauna has been provided in A & A1 type Villas
Centralized Vacuum System	Each Villa is equipped with centralized vacuum system Make NOVA.
Video Door Phone	Each Villa has two video door phones Make – ALBA URMET.
Swimming pool	Swimming pool and filtration plant has been provided in each Villa as per Villa size.
Hydropneumatic Pump	To maintain water pressure Hydropneumatic Pump is made available in each Villa.
Sump pump	To drain out storm water from basement sumps, each Villa is equipped with 4 Sump pumps.
Jacuzzi	1 Jacuzzi is installed in master washroom.
Bath tub	2 Bath tubs are installed in two washrooms.

5. IMPORTANT NOTES ON YOUR VILLA

a) ELECTRICAL PANEL:

- i. Electricity is supplied by DHBVN through single point supply to Tatvam Villa complex. Each Villa has Meter installed in meter panel managed by RWA. Each Villa has Dual electric meter to measure consumption from DHBVN electrical grid as well as Diesel Generator supply. Electricity billing would be done through the Estate Mgmt. Office and is payable to TRWA.
- ii. For safety, internal electric circuits are protected through MCB's (Miniature Circuit Breakers) and ELCB's (Earth leakage circuit breakers). They function like fuses. In case of overload or short circuit in your appliances, the MCB will trip and can be reset again after switching off/disconnecting the faulty appliance. MCB panel is typically located next to the main entrance door of each Villa.
- iii. Do not attempt to tap extra points in an erratic manner and endanger the design grouping. In case you have genuine need for an extra point, seek professional advice.

b) SOME IMPORTANT DO'S AND DON'TS

- i. Warn and dissuade children from playing with electrical socket outlets/points to prevent risk of electric shock which can be fatal shock.

- ii. Never use a multi-plug for operating several appliances like mixer, oven, fridge, TV, Play station from one single point. This could overload the point and wiring. Use independent point for all these appliances taking care to ensure the appliance is plugged in to the right outlet i.e., power or light point based on its rating.
- iii. Do not switch on the water heater/boiler in case of no water supply to your Villa. Switch off the boiler after use. Do not leave the boiler switched on overnight.
- iv. Do not use bucket water-heaters with naked heating coils. Severe burns and fatal shock could result from such use.
- v. Inserting loose wire ends (without a proper plug connector) for temporary connections including by workmen/labour is a crude practice fraught with dangers. Besides sparking and other electrical hazards, loose wire lying on the floor is an electrical hazard.
- vi. Ensure that the electrical supply is switched-off during any electrical work whether major or minor. Always engage a trained electrician for any electrical work.

SECTION: 5

GENERAL GUIDELINES

1. The Villa shall be used only for residential purpose. No commercial activity is allowed in any Villa.
2. Residents shall not use their units for any purpose, which may be injurious to the reputation of the property or for any purpose as to cause a nuisance or danger to any other residents.
3. Residents shall not make excessive noise or engage in offensive conduct that annoys or disturbs other residents e.g., all residents shall ensure that their radios, hi-fi equipment, television sets, musical instruments and other like equipment are not tuned/played at a volume which may cause disturbance or annoyance to others. No loud music can be played inside/outside the Villa after 10 PM. While having a party at your Villas or in the lawn, kindly ensure the music and other noises do not disturb other residents.
4. Advertisements of any form are not permitted to be displayed from balconies or windows of Villas units, or entrance doors, or anywhere in the common areas.
5. Residents shall not distribute any flyers or the kind in the mailboxes, doorsteps or any part of the common property unless written approval is obtained from the Management.
6. Residents shall not keep, store or use any explosives or highly inflammable material of any nature in the House.
7. Residents shall not hang their laundry items, bedding or other articles in an unsightly manner or in such a way that are visible from the outside of the Villa.
8. Residents shall ensure that no potted plants or any other objects are placed dangerously on balcony railings, window ledges etc. where they can fall and cause bodily harm to persons below or damage to property.
9. Residents shall not damage any part of the common property. If any damage is caused, they are responsible to make good the damage to the satisfaction of the management.
10. Residents shall be responsible for the conduct of their family members, guests, servants, house movers, contractors and agents always, ensuring that their behaviours are neither offensive to others in the property nor damaging to any portion of the common property.

11. Residents shall be responsible for the acts of their family members, guests, servants, house movers, agents or contractors and must make good to any damages caused to any other dwelling or the common areas or any structures and equipment that is the common property of the estate to the satisfaction of the Management.
12. Residents are expected to discuss any issues in a civil manner and shall not use abusive language or violence or threat of violence at any time with neighbours, or the TRWA; or the Estate Management staff including its appointed agent and subcontractors.
13. **Code of conduct with guards and other staff.** Being rude to or arguing with guards and other staff is a sign of **uncivilized behaviour**. The staff has been employed for our safety and benefit. **Please do not argue with the staff when they are trying to implement the policies/rules.** In addition, it is requested that if any resident spots a guard having an altercation with an outsider, please do involve yourself to mediate matters and explain the rules to the outsiders. Under no circumstances is any resident to man-handle or threaten any member of the staff or get into physical altercation with them. If a resident has any cause of complaint against the staff of the Estate Management Company or its contractors, he/she shall communicate the same to the TRWA in writing at the email ID trwaboard@gmail.com
14. **Residents are not allowed to use any employee of the Estate Management for any business or private errands.** The Estate Management staff and security guards are not authorized to accept delivery of packages, parcels etc. of any kind on behalf of residents. The employee can lose her/his job in doing so, if found doing it too often
15. Residents shall permit any staff of the Estate Management at all reasonable times and on reasonable notice being given (*except in an emergency when no notice is required*) to enter their unit to execute any work or perform any duty or enforce any by-laws and house rules in connection with the property.
16. **Residents are to display the issued car park label (RFID) prominently in their vehicle to facilitate the Security Guard in checking vehicles entering the property.** Residents who are expecting guests/visitors are advised to use NoBroker Hood to pre-register. In the absence of pre-registration, the security will take all details and will verify thru the App with resident before allowing entry. Residents should also inform their guests/visitors that they would be verified at the Security Gate and must comply with the procedures.
17. Every Villa owner or Occupier must give written notice to the Estate Management Office furnishing the names of the tenants and the family members, email IDs, contact details (Mobile No) or occupier of the Villa owner or occupier's unit. If the Villa owner or occupier fails to give such written notice, the Estate Management reserves the right to refuse entry to any person as it deems fit.
18. The Estate Management/ TRWA shall not be liable for any injury, accident or loss occurring in any part of the property.
19. In the event of any violation of these house rules, the Villa owner or occupier shall make good and/or compensate for any loss and/or damage caused, to the satisfaction of the Management.

In the event that the Estate Management/ TRWA has 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 the part of resident to comply herewith (*and the Estate Management/ TRWA 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*

seven (7) days of notification by the Estate Management/ TRWA), the Estate Management/ TRWA is entitled to be compensated in full for all costs incurred, including any legal fees on a solicitor and client basis.

It is intended that the exterior façade/elevation of the Villa shall represent a uniform appearance as per the original constructed design. As such, residents are not allowed to make any projections that extend through any doors and window opening; erection of awning and window grilles; and painting of external wall and window frames without prior written approval of TRWA. The Estate Management/ TRWA shall have the full right and authority to demolish any or all such unauthorized additions, alterations, structures or any part thereof after **seven (7) days** written notice to the owner/occupier requesting him/her to remove the same and all costs and expenses incurred, including legal fees in respect of such removal or demolition shall be borne by Villa owner concerned. A detailed guideline on what is allowed and not allowed can be found fit out and renovation guidelines

20. Residents shall not hold a barbecue at the common areas at any time.
21. **The residential units cannot be used as a Guest House, Service Villa or as a Dormitory. Company owned/rented Villas may be allotted as company provided accommodation to an employee & his/her family for long term stay but not as a Guest House for one or more employees or others.**

SECTION: 6

DAY TO DAY LIVING IN TATVAM VILLAS

1. All-important notices will be put up through “No Broker Hood”. All residents should look at the notice posted in NBH, to be informed of all that is happening at Tatvam Villas. It is through these notices; the Estate Management of Tatvam Villas will communicate with all the residents. Forthcoming events, schedule of resident meetings, important decision on a regular basis. Following are some of the guidelines which you should be aware of in maintaining the property:
2. **Balconies:**
 - a) **Flower Pots:** Do not keep flower pots on balcony railing or on window sills. Also, do not keep heavy platters in the balconies as these are cantilever and cannot take too much load.
 - b) **Drying washed clothes:** Do not hang washed clothes over the balcony rails. These detract from the aesthetics of the façade of the Villa.
 - c) **Washing:** Do not wash balconies with water, but a dry broom followed by a wet mop is most effective. Mop up the excess water with a cloth as water must not spill from balconies.
 - d) **Watering potted plants:** While watering potted plants in the balconies, use as little water as possible to prevent spillage or overflow. Alternatively use over spill trays under the pots.
 - e) **Washing machines** – Do not keep washing machines in the common areas of the Villa as the water from washing machine will then get diverted to water harvesting pits. Keep

washing machines in front basement of inside the house. Any other part including the back basement has water drain in common area and not sewage.

3. Garbage Disposal:

- a) Garbage bags must be put in the bins. Green bins for Dry waste and blue bins for wet waste. A garbage collection person has been employed to collect garbage every morning from your Villa. Please use bio-degradable garbage bags.
- b) While cleaning the Villa all dust or garbage etc. must not be thrown down. It must be collected and disposed through garbage bags.
- c) The housekeeping staff will collect the garbage from each Villa between 8:00 AM to 11:30 AM every day at scheduled time in garbage trolley. Please arrange to deposit the garbage during that time and ensure that no garbage is deposited outside the Villa during the day to avoid any foul smell outside your Villa and attract insects, rodents etc.
- d) Sanitary napkins, diapers etc. shall not be flushed as they will clog the plumbing and cause serious problems. Please dispose them along with your trash.
- e) Garbage bags must be used always for disposal of garbage in the bins. Please do not dispose loose/open garbage in the bins.
- f) Please separate your Wet Waste (e.g., Kitchen waste) from Dry Waste (e.g., Paper, Bottles etc.) that may be recyclable,

4. Noise from your Villa:

- a) **Moving heavy furniture:** Heavy items, including furniture and equipment, should be lifted and moved and not dragged. This is not only to prevent damage to the flooring but also to avoid disturbing occupant in other Villas.
- b) **Games:** Do not allow children to bounce balls or create noise that may disturb neighbours.
- c) **Music:** Music decibel levels should be kept low, as a courtesy to fellow occupants, especially after 10 p.m.
- d) **Machinery and installation or repairing work noise:** Interior work involving machines and tools that cause loud noise must be done only between 9:00 AM to 2:00 PM and 4:00 PM to 6:00 PM from Monday through Saturday. **For fitout and renovation work please refer to the Fitout & renovation guidelines.**

5. Pets:

- a) Household pets that cause nuisance or unreasonable disturbance to the other residents shall be promptly removed from the Complex.
- b) All pet owners shall observe the following rules, failing which they shall be obliged to remove their pets from the Complex.
 - i. Pets shall not be allowed in the Common Areas except when kept in restraint.
 - ii. Pets shall not be allowed in or about the recreation facilities, parks/green areas/kids play areas.
 - iii. Pets (specifically dogs) must always to be kept on leash outside the Villas. Exercise great vigilance and strict control when taking the pet(s) out for a walk or to relieve the

- pet. Make sure the leash is appropriately tight and the handler is an able-bodied person so that dogs can be effectively controlled and do not attack passer-by or do not enter flower beds or garden area. In case of any injury to a resident, guest, domestic help or any other staff by a pet, the responsibility will rest solely with the pet owners
- iv. Ensure that your pets do not deface, or damage common areas, dig, chase or harm wildlife, or interfere with other park users
 - v. Pets must always be inoculated/vaccinated especially against any diseases that may be passed on to other pets and human beings.
 - vi. Dog Litter: Do not allow your dogs to relieve themselves in common areas such as roads, garden, lawns, hedges, flower beds etc. within the complex. Please arrange to clean up any litter created on the lawns or inside the Villa premises immediately. Each block has a dog relief area.

6. Moving In/Out Residence:

- a) **Bringing goods in or taking goods out of the complex:** All vehicles carrying household goods into & out of the complex must apply at the Estate Management Office by filling out the Move IN/OUT application form, clearing all dues to obtain the no-dues certificate, and paying the requisite moving charges. All pending dues must be cleared in full for the no dues certificate. This must be done at least a week in advance.
- b) Extreme care must be taken not to damage any common areas, facilities and other property during the moves incl. the roads, foot paths. Labour must be briefed on how to safely move the articles, do's and don'ts of the complex and should be supervised.
- c) Moves are only allowed between 9:00 AM to 6:00 PM from Monday through Saturday. (The move IN/OUT is not allowed on Sunday or National holidays).

SECTION: 7

COMMON AREAS

7. Common Areas:

- a) **Defacing the Villa:** Do not spit in the complex. Instruct your Domestic Helps, drivers and contractor staff to refrain from chewing pan and spitting in the common areas.
- b) DO not throw any garbage & cigarettes butts from your Villas down to common areas and parks.

8. Lawns and common areas:

- a) Please walk around the lawn instead of taking shortcuts along the turf or jumping the fence and thereby creating a beaten track in the lawn. Do not walk on lawns on the day they are watered. Do not jump over or walk-through hedges; they are meant to act as barriers. If you see anyone spoiling the lawns, please counsel them. If you see any one

with a pet relieving itself on the lawns, please counsel them also. **Please act to help us maintain the lawns properly**

- b) **Plants and Flowers:** Do not pluck flowers, leaves and do not pull or bend plants in the premises.
- c) **Ball Games:** Children must be asked to play ball games only in the designated playing areas and not on the lawns of complexes, as this may damage the grass and flower beds.
- d) **Driver and maid servants:** Drivers or Domestic Helps, including maid must not use the lawns for lying down, playing around, sleeping or for their personal get-together.
- e) **Use of Dustbins:** Keep the garden and lawn clean and good for use by others. There are dustbins provided for disposing small litter on the lawns.

9. Other General Guide at Common Area:

- a) Personal belongings must not be placed/stored at the common areas other than for their designated purpose. The sidewalks & passages must not be obstructed at all time or be used for any purposes other than their designated usage. The Estate Management/ TRWA shall not accept any liabilities, whatsoever, for loss or damage to such goods or item including bicycles, benches, flowerpots, shoes etc. left in the common property.
- b) Smoking within the compound of kids play area, tennis court, basketball court and badminton court area is strictly prohibited.
- c) Littering and spitting are strictly prohibited at the common property; in breach whereof, the owner or occupier shall bear the cost of removing the litter/ cleaning up the area. The cost of removing the litter/cleaning shall be determined at the sole discretion of the Management.
- d) All furniture and equipment placed or installed in the common area by the Estate Management/ TRWA have been provided for the safety, comfort and convenience of all residents and therefore shall not be removed or displaced without the permission of the Management.
- e) Residents shall not damage any furniture and equipment provided in the common property for the use of all residents, or cause damages to any part of the common areas.
- f) Residents shall not install any radio/television antenna/dish at the common corridor, or at any other part of the Villa or any external part of the unit.
- g) Residents must not erect any external awnings, shades, screens, grilles or any other structure on the external walls of the Villa without prior written approval of the management
- h) Residents shall not use the common areas of the estate for any private/public activities or function and religious/funeral functions or activities without prior permission

- i) Residents shall use and enjoy the common property in such a manner so as not to interfere unreasonably with the use and enjoyment thereof by other owners or their families or visitors.

SECTION: 8

VEHICLE & PARKING FACILITIES

10. Entry and Parking of Residents' Vehicle

- a) **Resident Vehicle Stickers:** All vehicles belonging to the occupants that they wish to park within the premises will have to be registered with the Estate Management Office. An entry will be made in the vehicle register and a parking sticker/RFID will be issued.
- b) **Parking stickers/RFID will only be issued for the number of parking slots allotted to each owner.**
- c) A copy of the document issued by the authority certifying ownership of the vehicle should be submitted to the Management.
- d) Residents who change cars shall submit details of new cars to Estate Management within 15 days of such change.
- e) The car park sticker is RFID encoded and must be prominently displayed in the designated part of the front windscreen of the vehicle.
- f) Vehicles must be parked only in the numbered/designated parking slot for the unit. Do not park your vehicle in any other slot or area including the driveways & visitor parking.
- g) Vehicles parked within the car park are at the sole risk of the owners or Residents, and the Estate Management/ TRWA will not be responsible for any loss or damage howsoever caused.
- h) Heavy vehicles are not allowed in the car park.
- i) **Visitors' cars are to be parked in the designated car park only. Residents are requested to inform their visitors (*including tradesmen and contractors*) of the above. Residents must take care not to park their own vehicles in the Visitor car park areas.**
- j) Villa Owners/Occupiers are responsible for ensuring that their visitors abide by the rules.
- k) All vehicles must be driven at a safe speed as displayed and in the marked direction of the surface and basement driveways. Caution must be exercised always to watch out for pedestrians, kids, cyclists and other vehicles.
- l) Drivers/chauffeurs must be briefed of all the rules and regulations applicable.
- m) **No honking:** all residents including the drivers, are requested not to blow the horn of their motor vehicles inside the complex, unless it is to warn of any imminent danger or collision. Desperate, "get-out-of-my-way" flashing of headlights is also not permitted.
- n) **Idling of the vehicles while waiting, cleaning etc. is strictly prohibited within the complex.**

- o) **Speeding and overtaking:** Driving in the complex is dangerous and different from surface driving. Please do not make it worse by overtaking and driving faster than 20 kmph

11. Commercial Vehicles & Equipment

- a) No commercial vehicle can be parked in the car park unless with the written approval of the Estate Management/ TRWA.
- b) Vehicles such as truck, water tanker, containers, etc. will not be allowed to park in the car park unless with the written approval of the Estate Management.
- c) Vehicles and machinery like fork lifts, generators, welding machines, air compressors, lifting equipment, containers etc. will not be allowed entry unless prior written approval from the Estate Management is obtained.
- d) Emergency repairs can be undertaken in individual Villa car park in case of emergency.

12. GENERAL GUIDELINES

1. Speed Limit within the entire Tatvam Complex is 20 km/hr.
2. In the absence of a dedicated Fire Lane all internal roads to be kept free for movement of emergency vehicles like fire tenders and ambulances as per law. Which means NO STREET PARKING is allowed except for short duration (max 10 mins) drop off & pickups from Villas.
3. Pedestrians/Bicycles have right of way over vehicular traffic inside the complex.
4. Cars entering the complex at the security gate to come to a dead stop and proceed right or left only when safe to do so.
5. All vehicular traffic to follow signages and obey speed limits.
6. Any Vehicle entering the complex must have a valid RFID tag or will be given visitor parking placard which has to be prominently displayed at all times. After implementation of RFID system all residents to automatically switch over to RFID tags or visual recognition cameras.
7. Washing and Cleaning of vehicles is not permitted on Internal Roads. And any washing or cleaning must be carried out in respective villa parking space.
9. No junk or derelict vehicles be parked inside the complex in visitor parking spaces.
10. For Residents having functions or parties its mandatory to inform security of the party and an accurate estimation of cars to be parked. And the resident is expected to work with security and their guests to park their cars in the designated visitor spaces as directed by the security, of course as close as possible to the villa. ONLY Cars with Visitor Parking cards will be allowed as in visitor parking.
11. Visitor Parking across X, Y and Z blocks is common, and visitors may park in any of the blocks, or any free visitor parking space.
12. In case there is a specific need for a resident to park their car/s in visitor parking (personal function or renovation in the villa), they can seek special permission from the Estate office. The Estate Manager may allow temporary parking up to 30 days depending upon the availability of the visitor parking slots which can be extended depending on circumstances
13. Residents and/or visitors who violate these rules and regulation, willfully & repeatedly despite formal reminders/warnings, shall be held liable for damages to the community caused directly or indirectly, if any, either by the violation or to include the cost of enforcement which shall also cover legal expenses.
14. **Cars per Villa will be restricted to the number of cars that can properly fit in the allotted parking space for each villa. No portion of the car will be allowed to protrude on the streets. The Security/Estate management will do this assessment before the**

stickers are issued.

Villa Type	Number of car park allowed
A & A1	4
B & C	3
DC	2

15. Residents to park their cars on their villa ramps only.

16. Residents not to park their cars in designated visitors parking areas & on the streets even if empty.

13. PROCESS TO BE FOLLOWED FOR VIOLATION OF PARKING GUIDELINES

- Any resident who does not have the RFID tag on their cars or parks on streets or visitor bays will be deemed as a defaulter and the escalation protocol below will be applicable.
- **WRONG PARKING STICKERS** will be stuck on windshields of erring vehicles for the first 3 warnings, and security will issue a notice
- On the 4th & 5th default occasion, there will be a fine of Rs 1000 each applied to the villa maintenance account and a notice issued on each occasion.
- Though highly unlikely it will come to such a pass but for habitual or uncaring residents, on the 6th occasion the erring car will be clamped and a fine of Rs 2500 will be levied & the vehicle will be towed out of the complex at residents' expense.
- Security guards will review parking of all cars throughout the day/ night and put "wrong parking" stickers on non-compliant vehicles.

Apart from verbal reminders and other escalation measures, Security Team & Estate management will share the list of chronic defaulters as and when deemed necessary.

14. VISITORS

- All cars without RFID tag will be treated as "visitors" and will require calling the resident and taking approval for visitor.
- Visitors will be issued a placard at the security gate and need to display the same on the dashboard at all times. Visitors to park only in designated parking slots and not obstruct adjacent spaces. Visitors are required to return the placard to Security Gate upon exiting the complex.
- In case visitors need to stay overnight; villa owner needs to inform the Estate Office well in advance and obtain permission for the same. In case visitor plans to stay for more than one day then special permission needs to be obtained and is subject to availability of parking spaces within the complex.
- All visitors including taxis, commercial vehicles to follow speed limits and signages as displayed in the complex.
- Taxis and Pick-Up vehicles will be allowed a maximum of 15 minutes time to pick-up and drop residents and may temporarily park outside the villa while waiting.

15. MANAGEMENT OF EXTRA CARS

- It is the complete responsibility of the villa owner to manage the extra cars or the additional cars that cannot fit in the allotted parking space for that Villa.
- Residents that have more vehicles than's allotted parking bays per Villa type A, B, C & D will be issued formal notices & be given 2 Months' notice to make alternate arrangements. Post this, the parking rules as described above will apply.
- Residents with extra cars may contact owners of vacant villas and reach an agreement with them to park their extra vehicles in their vacant villas.
- In case an agreement is reached, the Vacant Villa owner will have to send an email to the Estate Management and confirm their consent for allowing parking in their vacant parking bay and their mail should include the following details:
 - Residents Name
 - Car make, model, color & registration number
- Duration of parking allowed in their villa

Post the receipt of this mail; Estate Management will issue the RFID for the duration of the period. RFID issued will be for a specific car only and is non-transferable i.e., it cannot be used for any other car.

- The estate management will conduct random checks to ensure there is no misuse of the RFID tags issued. The estate manager may take appropriate measures including cancellation of RFID tags in case of misuse.

SECTION : 9

VISITOR MANAGEMENT

Visitors at Tatvam Villas have been classified into the following three types:

- Your Guests
- Daily Services: Milk, Newspaper, Daily Maidservants, Drivers, Tiffin, etc.
- Non-Daily Services: Courier, Cabs/Taxi, Gas, Water, Flower, Fast Food, Medicines, Groceries and Other Deliveries, Workmen etc.

Each visitor has specific objective of the visit to the complex and therefore has corresponding security related guidelines:

16. Guests

- a) **Intercom Call:** All guests will be announced through the NBH app. All residents are supposed to have a working app on their phone so as to avoid delay to their visitors.

Alternatively, permission for entry will be sought through an intercom call or on their mobile phone. Only after confirmation and permission from the occupant the guest will be allowed into the complex.

- b) In case of larger gathering of expected guests, please provide the guest list in advance to the security to avoid continuous disturbance to other residents and yourself. You can pre-approve your guests through the App so as to avoid delay.
- c) Entry in the Visitor Register/NBH: Please advise your guests to make an entry in the register or NBH at the main gate.
- d) Parking: Please advise your guests to park in the designated Visitors' parking areas to avoid any inconvenience.
- e) Please note that your guests, their accompanying children, friends and relatives, remain your responsibility throughout their stay at the complex and will be expected to follow the residents' guidelines.

17. Daily Services

- a) **Photo ID Check:** All daily service person would need to carry a Photo ID Card issued by the Estate Management Office. The ID cards must always be pinned and visible to security staff when moving within the complex.
- b) **Entry in the NBH:** All daily services persons must make an entry in the NBH kept at the security gate.

18. Non-Daily Services

- a) **Bill and Visiting card check:** All non-daily services (gas, couriers, water, flower, fast food, etc) will be stopped at the main gate and will be checked for their delivery bills and ID cards.
- b) **Fitout Labours ID Cards:** All Fitout labours will be given a numbered ID card that always has to be worn and displayed at all times while they are in the complex. These must be returned when they leave the complex.
- c) **Intercom Call:** All non-daily services staff entry will be intimated through NBH if there is no response the communication will be done by intercom or mobile call to your Villa.

SECTION: 10

ACCOUNTS & BILLING

19. Maintenance

Common area Maintenance bills are raised through society connect on 1st of every month, and the due date of payment is 15th of every month.

- a. In case the common area maintenance charges are due for more than 90 days, the following will be put in force
 - i. Please note that withdrawal of visitor management services will impact you in the following way
 - ii. When a visitor comes, security will not make any call or seek permission via the visitor management app (NoBroker Hood)
 - iii. Your visitor will have to call you and you will have to come to the main gate to escort him/her in, after entry in the visitor register.
 - iv. The only exception will be in case of a documented emergency situation, wherein a security personnel will escort the visitor to your villa.
Visitor here means anyone who does not reside permanently in the villa. This includes house-help, home-delivery, food delivery, courier, cab, guest/relative or any other person of such nature.
- b. Additionally, the DG power back-up facility to your villa will be withdrawn after 7 days from issuing of this letter, in case of outstanding dues accumulated over more than 90 days.

20. Electricity

Electricity bills are raised through society connect between 1st to 3rd of every month, and the due date of payment is 15th of every month.

- a. Common area Electricity bills are raised through society connect between 1st to 3rd of every month, and the due date of payment is 15th of every month.
- b. As per approval in AGM dated 7th July 2019, if the Electricity dues are more than 15 days then electricity supply (both Grid supply & DG supply) shall be disabled with immediate effect. It is therefore, respectfully mentioned that please clear your dues within 48 hrs failing which we shall be constrained to take the necessary action.

21. Other charges

- a. Move IN/ Move OUT charges are INR 5000.00 + 18% GST.
- b. Membership transfer charges are INR 10000.00 + 18% GST.
- c. NOC/NDC has to be obtained prior to moving in and moving out from accounts department.
- d. NOC/NDC has to be obtained prior to change of ownership from accounts department.
- e. In case of any discrepancy in your CAM/Electricity bills please write to accounts@tatvamrwa.in & helpdesk@tatvamrwa.in.
- f. Automatic reminders from society connect will be sent to you for payments before/after the due date of payments.

SECTION: 11

DOMESTIC HELPS

Domestic Help: includes Maid Servant, Man Servant, Live-In or Daily Workers, Driver, Caretaker etc.

22. Hiring Domestic Help

- a) **Police Verification of Domestic Help:** This is mandatory under the guidelines by Haryana Police. Once you have selected your Domestic Help, please get the police verification done through the local police station and submit the verification documents certified by the police to the Estate Management team for records and thereafter for preparing identify cards.
- b) All Domestic Help would need to carry ID cards with them and produce these on demand within the complex.
- c) All part time Domestic Help working at the complex will have to carry ID cards issued by the Estate Management Office. The cards must always be pinned and displayed at all times. The part time Domestic Help will have to make an entry every time they enter the Villa block and shall be allowed entry only to those Villas endorsed on the card.
- d) **Employing Domestic Help already working in the Complex:** Please do not employ any Domestic Help/driver already working in the complex without verifying his or her credibility from the existing employer and also taking the NOC of their previous employer and the Estate Management Office.
- e) Please instruct your Domestic Help about these guidelines so that they follow them strictly. You are finally responsible for the conduct of the Domestic Help.
- f) Minors shall not be employed as domestic helps under any circumstances or pretext.

23. Terminating Services of Domestic Help

- a) Please return the ID card of the Domestic Help whose services have been terminated to the Estate Management Office.
- b) Please intimate the Estate Management Office regarding the termination of domestic helper to facilitate removing their name from NBH.

24. Reporting Problems with Domestic Help

- a) Absconders: Please inform the security Office in writing of absconding Domestic Help so that security staffs are instructed not to let them in subsequently.
- b) Domestic Help and Drivers: Drivers and other workers are not allowed to sit in the common area at any time.

SECTION: 12

REPAIR & MAINTENANCE RESPONSIBILITIES

25. This section defines the scope of repair and maintenance responsibilities of the Villa Owner/ Occupier.

As a Villa Owner/ Occupier, you own the 'airspace' enclosed within the perimeter walls, floors and ceilings of your Villa. 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.

- a. 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.
- b. All parts of the land and Villa that do not fall within the boundaries of any of the individually owned are the 'Common Property'.
- c. Works permitted in the Villas by the Estate Office through the CRM are enclosed as **Annexure "A"** to these Rules

26. Common Property includes

- a) Recreational or community facilities, gardens, visitor parking areas, pump room, DG room, management office, water bodies, lakes, Tatsthal, fire extinguishers etc.
- b) Tanks, pumps, motors, fans, and in general all apparatus and installations existing for common use
- c) Water pipes, drainage pipes, sewerage pipes and electrical cables which serve two or more lots
- d) All other parts of the land not comprised in any lot necessary or convenient to the existence and maintenance and for the reasonable common use and safety of the Common Property.

SECTION: 13

ON CALL SERVICES FOR INSIDE VILLAS

27. To facilitate the residents in attending/ resolving the complaints pertaining to the equipment's/ facilities installed inside their villas, the on-call list of service providers is given below.

S.No	Name	Company Name/Type Of Work	Mobile No.
1	Mr. Rakesh Sachdeva	Swimming Pool AMC (Ozone Owner)	9810094008
2	Mr. Jha	Swimming Pool AMC (Ozone supervisor)	9990558232
3	Muktar	Swimming Pool AMC	8759416786
4	Mr. Rohit Khanduja	Solar System	9873552433
5	Timber Trends	Wooden Polish	9811200060
6	Internet/Landline	Airtel Customer Care	121 & 198 Airtel App
7	Shivveer Singh	New Airtel Connection	8130384040
8	Sanjeev	Airtel (Broadband/Landline/Intercom)	8826291702
9	Mohit	Airtel Engineer	8112896305
10	Abhay	New JIO Connection	7982464148, 9354937548
11	Mr. Omprakash Yadav	(CCTV/Video door phone)	9873577407
12	Mr. Chandan	Technician (CCTV/Video door phone)	8375840810
13	Mr. Satyaprakash	Technician (CCTV/Video door phone)	9899888110
14	Mr. Vishal Gupta, Owner	Aluminum/Glass	9811271177
15	Mr. Dilip	Pressure Pump/Sump Pump Repair	9711453102
16	Mr. Bikram Pani	Pressure Pump/Sump Pump Repair	9350290271
17	Mr. Satbir Yadav	Sewage	9350770221
18	BathTub	Jacuzzi Bath Tub	9811854021
19	Mr. Chandan	RPCI/ Pest Control	9015651213
20	Brajraj Rajwat	Sky Glass (Astha)	9560213494
21	Mr. Shyam Singh	Villa renovation debris removal	9899751712
22	Mr. Arun	White Aluminum Door/Window	7503264457
23	Mr. Niraj (ASTHA)	White Aluminum Door/Window	8287029096
24	LG (A/C)	Customer Care	1800 180 9999
25	Samsung (A/C)	Customer Care	1800 3010 8282
26	Mr. Suresh	Nova/ Vacuume Machine	9911563253
27	Prakash	Radius Infratel	8800991139
28	Anuj Gupta	Black tiles (ACME CC PRODUCTS)	9811295337
29	Surender	Curtains	9015152203
30	Samir Khan	Wooden Work	9654232025
31	Bhanj Kishore	On call Plumber	9717284467
32	Saroj	On call Plumber	9910590561
33	Bishnu	On call Electrician	9122381039

SECTION: 14

FACILITIES AT TATVAM VILLAS

28. General

A range of facilities is provided for the exclusive use of the Residents. Care must be taken to ensure that they are not damaged or subject to undue wear and tear. Non-resident owners are deemed to have assigned their rights to use the recreational facilities to their tenants. *The general rules and regulations on the use of facilities are as follows:*

- a) Residents and Guests must be properly attired when using the facilities.
- b) All Guests must be accompanied by a Resident host when using the facilities and all rules must be observed by both parties.
- c) Children under the age of twelve (12) years must be accompanied by an adult who shall be responsible for their safety and behaviour.
- d) Noise levels should be kept to the minimum while using or near the recreational facilities.
- e) All recreational facilities should be kept clean and tidy during and after usage.
- f) The Estate Management reserves the right to close the recreational facilities for maintenance or other reasons it deems necessary.
- g) The Estate Management will not be responsible for any loss or damage to any personal property, injury, or death arising from the use of these facilities.
- h) Pets are not allowed in the recreational facilities.
- i) Residents shall be responsible for any damages caused by themselves when using the facilities. Any damages found prior to the usage of the facilities should be reported immediately to the security personnel at the guardhouse or the Estate Management office.
- j) The Estate Management reserves the right to refuse admittance to the recreational facilities, should any person fail to comply with any of the rules and regulations.
- k) The Estate Management reserves the right to change any rules or regulations when necessary.

29. The above rules and regulations for the use of the recreational facilities are intended to ensure the general benefits and enjoyment of the Residents in Tatvam Villas.

Tennis Courts:

- a) Tatvam Tennis court is located adjacent to Villa 77 B in Z block.
- b) Opens from 6.00 am to 10.00 pm daily.
- c) The court will be available to a resident playing 'singles'/residents playing 'doubles' for one hour only per day.

- d) The Tennis court is strictly for the use of residents only. Players from outside of Tatvam shall not be permitted. Any resident of Tatvam who wishes to use his coach from outside is however, permitted to do so in his one-hour slot only.
- e) Court will be reserved for children in the afternoon till 7 pm on weekdays. 5 pm to 7 pm would be reserved for group coaching of Kids/Children.
- f) Smoking, eating or other non-tennis activities are prohibited inside the tennis court. No edibles to be allowed inside the court except drinking water.
- g) Pets are not allowed inside the court.
- h) All players/coaches must be in proper attire for the game. Tennis Shoes must be that of non-marking type.
- i) As stated earlier, the tennis court is not allowed for outsiders. A member can however, invite guests occasionally subject to convenience of the other members. Members' right is the first right to use the court. A prior intimation to the Estate office shall have to be given if some member is inviting a guest. This shall only be allowed once/twice a month and not as a matter of routine.
- j) Only existing 2 coaches namely Dev and Vijay will be allowed on alternate days for training children/kids. Both these coaches have to give their schedule/timings/days/details of reservation to the estate office. Estate office can regulate the same, if required.
- k) Residents will be held responsible for any damages caused by their guests or themselves. Any damages caused by the previous players must be reported to the Estate office or the security guard immediately before the commencement of the game.
- l) All the players shall ensure COVID appropriate behaviour.
- m) Court needs to be cleaned properly with brushing soft bristles. Hard broom/hard bristles not to be used at any cost.
- n) Proper drainage of the court is required to be ensured by Estate Office. During monsoon extra water needs to be removed using wipers. Drainage ducts should be kept clean, free from any vegetation/used bottles/wrappers etc.
- o) Proper maintenance of vegetation- regular trimming of the creepers/trees needs to be done by the horticultural team.
- p) Estate office/security guard have to ensure that there is no misuse of lights.

SECTION: 15

FIRE & SAFETY

30. To combat fire, we have placed fire station at selective places to control any misshaping due to fire. The complex is not equipped with fire hydrants and sprinkler system. The details of fire stations placed at selective locations are as follows.

Fire Extinguisher Details			
X Block			
S. No.	Type of fire extinguisher	Qty	Location
1	ABC	10	Near Villa 125, 137 behind, 171, 185 & 193
2	Sand Buckets	10	Near Villa 125, 137 behind, 171, 185 & 193
3	ABC	1	Security main gate
4	CO2	1	Security main gate
Y Block			
S. No.	Type of fire extinguisher	Qty	Location
1	ABC	6	Near Villa 276, 283 & 290
2	Sand Buckets	6	Near Villa 276, 283 & 290
3	ABC	1	Security main gate
4	CO2	1	Security main gate
Z Block			
S. No.	Type of fire extinguisher	Qty	Location
1	ABC	18	Near Villa 9, 25, 35, 50, 63, 71, 77, 113 & near pump room
2	Sand Buckets	18	Near Villa 9, 25, 35, 50, 63, 71, 77, 113 & near pump room
3	ABC	1	Security main gate
4	CO2	1	Security main gate
5	Mechanical Foam	1	Security main gate
Z Block Pump Room			
S. No.	Type of fire extinguisher	Qty	Location
1	CO2 (4.5 KG)	1	Z BLOCK PUMP ROOM
2	CO2 (9 KG)	1	
STP			
S. No.	Type of fire extinguisher	Qty	Location
1	ABC (5 KG)	2	STP
2	Sand Buckets	2	
Compost Plant			
S. No.	Type of fire extinguisher	Qty	Location
1	ABC (5 KG)	2	COMPOST PLANT
2	Sand Buckets	2	
DG Room			
S. No.	Type of fire extinguisher	Qty	Location
1	CO2 (22 KG)	1	DG ROOM
2	CO2 (9 KG)	2	
3	CO2 (4.5 KG)	7	
4	Mechanical Foam (50 KG)	2	
5	Mechanical Foam (9 KG)	2	
6	Sand Buckets	4	

SECTION: 16

INTERCOM FACILITIES

31. The property has a centralized intercom system which connects all Villas and facilities like Estate Management Office, security cabin, etc. Intercom facilities are being provided by Airtel. A list of all intercoms within the premises is as follows:

INTERCOM LIST –

Tatvam Villas Gats & Office Intercom List		
S. No	Heads	Intercom Number
1	Block : X (Gate)	1111
2	Block : Y (Gate)	2222
3	Block : Z (Gate)	3333
4	Helpdesk & CRM Office	5555

SECTION: 17

IGL PIPED NATURAL GAS FACILITIES

32. TRWA took an initiative to facilitate each Villa with PNG connection through Indraprastha Gas Limited. If you wish to get a connection in your Villa, please scan the QR code and log on to www.iglonline.net



आकर्षक ईएमआई स्कीम का लाभ उठाने के लिए आज ही रजिस्टर करें।



अधिक जानकारी एवं रजिस्ट्रेशन के लिए QR कोड को स्कैन करें

सम्पर्क करें:
24X7 ग्राहक सेवा नं. (टोल फ्री)
1800 102 5109/1800 419 5109 अथवा
लॉग ऑन करें: www.iglonline.net


इंद्रप्रस्थ गैस लिमिटेड

SECTION: 18

DUAL FUEL KIT INSTALLATION

TRWA took an initiative to convert all the three DG sets into Dual Fuel Source. The agenda was discussed in the GBM held in October 2021.

Dual fuel kit installation was completed in December 2021.

The following are the advantages of Dual fuel source on DG sets.

1. Dual-fuel offers the opportunity for enhanced environmental friendliness.
2. Dual-fuel has lower engine-out NOx and PM emissions compared to diesel.
3. To be compliant with the HSPCB order dated 25-06-2020
4. Reduction in the cost per unit rate.

SECTION: 19

MEDICAL CLINIC IN ASSOCIATION WITH MEDANTA

Your RWA with the help of the residents started the medical clinic in association with Medanta Hospital as part of social responsibility for complex.

The medical clinic will be closed on every Tuesday and National holidays.

The residents, their dependants and the domestic helpers can avail this facility.

The medical clinic will be operational from 9:30 am to 5:30 pm.

The residents, their dependants and their domestic helpers can avail the following facilities.

S. No	Services	Charges (INR)	Mode of Payment
1	E-OPD Consultations (Offline/ Video/ Phone)	1000 per consult	Cash directly to GHL
2	Home Care Services:		Cash directly to GHL.
	Sample Collection	20% discount on Medanta prevailing rates	Exclusions: CGHS/ECHS/Govt. Panel/Covid patients
	Medicine Delivery	10% discount on Medanta prevailing rates	
3	Internal Medicine Doctor (Once in a week for 02 Hours between 10:00 am to 04:00 pm)	Nil	N/A
4	OPD, IPD, Emergency Services and Executive Health check-up services.	As per Annexure A	Cash directly to GHL

SECTION: 20

IMPORTANT CONTACT NUMBERS

IMPORTANT CONTACT NUMBER	
LOCATION	OFFICE NO
POLICE STATION, BADSHAHPUR	0124-2394062
POLICE CONTROL ROOM (all over India)	100
POLICE CONTROL ROOM	0124-2316100, SMS-0124100
WOMEN HELPLINE	1091
CHILD HELPLINE	1098
SENIOR CITIZEN HELPLINE	0124-2221559
TOLL FREE NUMBER TO REPORT FOR SUSPICIOUS PERSON	1090
DESIGNATION/RANK	OFFICE NO
COMMISSIONER OF POLICE	0124-2311200, 2312200
JOINT COMMISSIONER OF POLICE	0124-2869300
DCP HQRS, GURUGRAM	0124-2869300, 9999981803
DCP CRIME GURUGRAM	0124-2219282, 9999981806
ACP CRIME GURUGRAM	9999981816, 9999981812
SHO, BADSHAHPUR	9999981844, 0124-2394062
ACP SOHNA	9999981810, 0124-2362000
ADMINISTRATION	
DEPUTY COMMISSIONER	0124-2321144
COMMISSIONER MCG	0124-2370911
COVID HELPLINE	1075
FIRE STATION	
LOCATION	OFFICE NO
FIRE TOLL FREE NO	101
FIRE STATION, SECTOR-29	0124-2392101, 9310759666
FIRE STATION, GURUGRAM	0124-2320101
FIRE STATION, AIR FORCE	0124-2340441
FIRE STATION, SECTOR-37	0124-2373101
MEDICAL SERVICES	
HOSPITAL	OFFICE NO
MEDANTA, SEC-38, HOTLINE	0124-4141414
24X7 EMERGENCY	1068
ARTEMIS HOSPITALS, SEC-51	0124 676 7999
Fortis Memorial Research Institute, Gurugram	0124 716 2200
PARK HOSPITAL SEC-47	0124-4900000
EMERGENCY NO	+91-7503141435
TOLL FREE NO	18001026767
AMBULANCE SERVICES	
AMBULANCE	OFFICE NO
EMERGENCY AMBULANCE NO	102
CIVIL HOSPITAL	0124-2333102

SECTION: 21

RENOVATION AND ALTERATION GUIDELINES

RENOVATION AND ALTERATION GUIDELINES

Reference the AGM held on 07 Jul 2019 the guidelines for undertaking renovation and alterations to their villas are appended in the succeeding paragraphs.

Zoning Plan

Tatvam Villas complex is a gated community, which has approved by DTCP vide their zoning plan dated 13 Oct 2010. The zoning plan approved for the complex clearly lays down that no alteration; renovation can be undertaken of the villas, which would affect the approved elevation. However, the residents over the last 10 years of living in the complex have sought necessary approvals from the TRWA, or the builder and agreed to minor alterations to the elevation.

Modifications Approved

The residents before takeover of the maintenance and upkeep of the villa complex by the TRWA had sought approvals from the builder for any alterations or modifications that they wanted to carry out. Many of these approvals were sought from the builder after they were deliberated during AGMs within the residents and approved by the TRWA. The approvals that have been sought and approved in this manner are as follows: -

- i. Tilling work on the walls of the driveway for 250 and 360 sq. yds villas with colour matching the walls.
- ii. Cover for overhead tanks with design on similar lines as structure next to the pool in the backyard.
- iii. Car parking cover with sailcloth, which is temporary in nature.
- iv. Fencing on the villa's boundary wall maximum up to a height of 4 feet having similar design as to the existing fence, which exists between villas/outside walls of the corner villas.
- v. Staircase leading to rooftop, the designs would be promulgated for different size Villas by the TRWA Board, the colour of ladders to be kept same as the frames of the windows i.e., dark brown.
- vi. Installation of solar panels

The main consideration for approving these alterations and modifications were that they were applicable to all the residents and addressed issues that would give relief to the residents. All modification or alterations being done specific to a particular Villa have not been considered by the AGM at any stage.

Effective Date

As approved during the AGM the effective date when these guidelines would be considered is from the date of takeover by TRWA, i.e., 09 May 2019

Methodology for Approvals

The methodology to be followed for seeking approvals for alteration or modifications to be carried out to the elevation of the villas is as follows: -

- (i) Resident desirous of undertaking any alteration or modification to the elevation of the Villa is to submit a formal request with drawing to the estate office that will forward to the subcommittee for approval.
 - a. If there is an existing precedent, the sub-committee would give a immediate go ahead within 2 weeks.
 - b. If it is a new modification sought, the request should also indicate the necessity for undertaking the alteration or modification and should be for the benefit of residents while not being specific to a particular Villa.
- (ii) The subcommittee with their comments would submit their report to the TRWA Board for their consideration.
- (iii) If approved by the TRWA Board the matter would be put up for deliberations during AGM.
- (iv) Post approval during the AGM the alteration or modifications can be undertaken by the resident as per the approved drawings.

Note: Residents are requested to take due cognizance of the timelines involved in the process for granting of the approval while submitting their request.

Defaulters

- (i) The alterations and modifications that have been undertaken post the effective dates are to be restored to their original elevation except for the approved modifications.
- (ii) All Villas which are presently undergoing renovation are to restore the original elevation before they are permitted to proceed further with the renovation.
- (iii) The residents who have undertaken, or have continued to carry out the alterations or modifications, and had no prior written approval either from the builder or TRWA and even if, the work has been completed, are to restore the elevation by end September 2019.
- (iv) The residents at their cost would undertake all restoration and if they are unable to do so then a Contractor hired by the Estate Management team would undertake the work and the cost incurred would be included in the maintenance bill of the Villa.

Further, there are minor alterations which have been undertaken by the Villas which can be restored to the original without much inconvenience like changing of wicket gate, polish colour of the front door, fencing on the boundary wall which is not approved etc. The subcommittee would also submit a list of these defaults with the TRWA Board for their consideration and for discussions during the next AGM.

Monitoring Process

The Estate Manager would monitor the complex for any defaults in close collaboration with the security team deployed in the complex. The Estate Manager would seek approval from the resident if the Villa is occupied from the owner/tenant for inspecting the site for any defaults reported. For the houses under construction the Estate Manager can directly inspect the site and report the defaults, if any.

Post inspection the Estate Manager would report the default to the subcommittee constituted, wherein the subcommittee post preliminary investigation will apprise the TRWA Board of the defaults if they are found valid.

Immediate Action

The subcommittee along with the Estate Management team would be inspecting all the Villas under renovation and where the modification or alterations have been done, or are being carried out without any written approval from the builder, post the effective date. The default list for each Villa will be shared with the TRWA Board for them to individually inform the residents regarding the discrepancies. The Estate Management team in close consultation with the subcommittee would monitor the restoration work.

Construction Material

As regards the construction material in the front driveway of the Villas undertaking the renovation work, the owners are requested to attempt to minimise the material lying in front of the Villas. Front lawns will not be used to dump any material. Also, the residents are to properly cordon off the area where the construction material is being kept preferable with a metal barricade or green cloth. Similarly, on completion of the work the remaining construction material, garbage etc is to be cleared by the residents at their earliest. Also, on completion of work for the day the debris to be piled up and covered along with construction material.

Timings

The renovation/alteration work can be undertaken every day from 0900 to 1800 hours except Sundays and National Holidays. Approval for the workers passes and movement to be obtained from Estate Manager/Security before commencement of work.

UNDERTAKING FOR RENOVATION

Villa No.

I.....

S/o/D/o.....

R/o.....hereby

solemnly affirm and undertake.

- i. That the renovation proposed by me in my villa No. (hereinafter referred to as “Villa”) will be restricted to the internal modifications which are minor in nature. Further, I shall not change the basic structure of the villa, including but not limited to, any change/removal of its supporting pillars.
- ii. That I shall strictly adhere to the **Byelaws of Residents Welfare Association, Tatvam Villas (TRWA)** and shall execute the proposed renovation in harmony with **Section 47 & 48** of TRWA Byelaws and in accordance with the provisions mentioned under **Clause E (a- e) and Clause F (15) of Buyer’s Agreement**.
- iii. That I shall not allow or permit any remodeling, alteration, variation or change in the look, color, design, materials or any combination of the exterior or facade of the said Villa, under any circumstance, whatsoever. Further, I shall follow the alteration and renovation guidelines as framed by the TRWA for the upkeep of external façade of my Villa.
- iv. That I shall not cover or construct anything on the balcony(ies) and shall use the same as open balcony(ies) only and not in any other manner, whatsoever.
- v. That I shall not make any addition / alteration / extra construction beyond the original sanctioned area of the villa. That any temporary structure made to cover equipment’s etc. on terrace, rooftop or any open area, shall be as per standard designs approved by TRWA.
- vi. That I shall neither merge the Villa with any other villa/ dwelling unit nor shall I subdivide it and shall always adhere to the **Zoning Plan** and **Byelaws** of Tatvam Villas.
- vii. That I shall not make any change to the front landscape / green lawn area and shall not plant my own shrubs, flowers, trees etc in the front and rear common green area. I shall maintain the uniformity of front green area of the villa, as specified in **Section 48 (VII)** of the TRWA **Byelaws**.
- viii. That I shall not make any alterations to the colour, design of the front pathways, landing area and driveways and shall not make any coverage in the front open area.

- ix. That any damage, if caused to the common area or common facilities, during the process of internal works or repairs in the villa, then the villa owner shall either fix the damage or pay for the expenses to be incurred to get the damages repaired.
- x. That violation of any of the clauses mentioned herein shall entitle and authorize the TRWA to enter into the defaulting Villa, whenever necessary to reverse such violation. The cost of rectification of the violation shall be borne by the villa owner solely and no further construction /alteration work shall be allowed until the violations are completely reversed.
- xi. That the TRWA is entitled and empowered to deal with the violation of any of the clauses mentioned hereinabove and also as specified in the alteration / renovation, repairs & landscaping guidelines. Furthermore, if required and deemed appropriate by the TRWA, the concerned authorities will also be notified about such violations.
- xii. That if any alteration and renovation is envisaged, then request for the same has to be submitted as per the above-mentioned guidelines. Also, a security deposit of INR 25,000.00 has to be submitted by the Villa Owner if the renovation / alteration work is exceeding 30 days post approval of the request submitted. The security deposit is refundable subject to nil violations done by the resident / villa owner while undertaking the alteration/renovation.

Date.....

Place: Gurugram

Name & Signature

SECTION: 22

IMPORTANT NOTES FOR ALL RESIDENTS OF TATVAM VILLAS

Annexure 'A'

IMPORTANT NOTES FOR ALL RESIDENTS OF TATVAM VILLAS

I. As directed by Haryana Real Estate Regulatory Authority, the Tatvam Residents Welfare Association (TRWA) has taken over the following services for Tatvam Villas w.e.f. 9th May 2019

1. Security
2. Power back-up
3. Garbage Collection
4. Horticulture

II. Accordingly all residents should not pay any bills received from the builder for maintenance and electricity till further instructions.

III. Tenants and those owners who are not members of TRWA please note:

We are revalidating the database of all residents to be kept on hand with Alpha and Security. All residents will be included in all resident's communication henceforth. For this purpose, please register yourself at the following link:

<https://forms.gle/7NrAaHpEcuXQUj8C8>

OR

Alternatively, please fill the bottom part of this form and deposit at the main gate of your block.

IV. Owners who are not yet members of TRWA are requested to become members at the earliest to continue receipt of services. Please send an email to TRWAboard@gmail.com to initiate membership.

Scope of Electrician facilitated by TRWA

It is assumed that Vipul will provide uninterrupted power to the mains of each villa. Beyond that, basic electrician services shall be provided by electrician on call.

Included in scope

1. The electrician shall give basic electrician services within the villa.

2. This shall include, checking basic continuity of power from the mains outside the villa to the electrical distribution points within the villa. If there is an interruption, outage of electricity within the villa, he/she shall try and resolve the same.
3. MCB's, Switch Boards, Power Sockets - He/she shall try and keep various electrical points provided by the builder up and running within the villas, like various MCB's, switch boards, power sockets etc. If there is a faulty component identified by the electrician in the villa, the villa owner shall provision for the same and the electrician shall replace with new electrical component.
4. Lights & Fans - The electrician shall check the electric current in light and fan points. Simple repair work will be undertaken to restore current. If a simple wall or ceiling light, fan or lawn light needs replacement (one odd fixture and not multiple 3-4 fixtures). he/she shall fix the new fixture as well. However, these electrical fixtures shall have to be procured separately by the villa owner. The electrician shall address only simple fixtures and not complicated ones like chandeliers etc.
5. Sump Pumps in basements, Pressure Pump on Terrace - Electrician shall address basic electric connections to the sump, pressure pumps. However, pump repair etc. shall not be in the scope of the electrician.

Not included in scope

1. While helping to keep electricity running within the villa, any requirement which involves buying electrical components or wires etc. (like MCB's, switches, sockets, etc.) shall be fulfilled by the house owner.
2. Villa owner shall not instruct the electrician to purchase new electrical components on behalf of the villa owner, the same shall be done directly by the villa owner.
3. Provision of new electrical points (e.g., sockets, wiring etc.) shall not be part of electrician's scope of services.
4. Disassembly/complicated repair of fixtures shall be out of scope of the electrician.
5. Repair of Air Conditioners, vacuum cleaning unit and pumps are not within the scope of the electrician.
6. Geyser installation will not be part of scope of the electrician.
7. No money exchange for any service or parts shall be done between villa resident and electrician.

These clauses are subject to change over a period of time.

Scope of Plumber facilitated by TRWA

Provision of normal water and STP water to overhead tanks shall be responsibility of Vipul,

Included in scope

1. Supply of water from the overhead tanks to various water points within the villa shall be checked by the plumber. Any unavailability of supply shall be looked into. Any air blockages shall be addressed.
2. Leakage of Plumbing Points, Tap Filter Block - Basic fixing of leakage of plumbing points shall be addressed by the plumber. E.g., Frequent leakage caused in taps due to collection

of debris will be addressed, or, leakage of water between tap and pipes will also be addressed.

3. WC Air Block, Cistern Ball Cock Cleaning - This shall be addressed by the plumber.
4. Wash Basin Bottle Traps - Both leakage and cleaning of the same will be addressed by the plumber.
5. Geyser Connecting Pipes - The plumber can change the geyser connecting pipes. However, the connecting pipes will have to be sourced by the owner separately.
6. Replacement of Taps/Damaged Taps/Pipes - The plumber can address all these (reasonable work and not multiple points), however, all these fixtures, pipes etc. (including accessories like washers etc.) shall be procured separately by the villa resident.
7. De-clogging of Blocked Drains/Floor Traps/Leaking WC's/Wash Basins - This shall be in the scope of the plumber.
8. Overhead Water Tank - Cleaning of float valves (Ballcock), installation of float valves in overhead tanks would be in scope of the plumber. The replacement parts however need to be provisioned by the villa resident.

Not included in scope

1. Purchase of any parts for repair of existing plumbing systems shall not be in scope of the plumber (like taps, tap components, washers, pipes, WC seal, M seal, grout, white and normal cement, putty, etc.).
2. Project works (e.g., creation of new plumbing points) shall not be in the scope of the plumber.
3. Any seepage related issues shall not be in the scope of the plumber.
4. Cleaning of overhead water tanks and sumps shall not be in the scope of the plumber.
5. No money exchange for any service or parts shall be done between villa resident and plumber.

These clauses are subject to change over a period of time.

SECTION: 23

IMPORTANT FORMS

TATVAM RESIDENTS WELFARE ASSOCIATION

Sector-48, Sohna road, Gurugram- 122018



TATVAM RESIDENTS WELFARE ASSOCIATION

Sector-48, Sohna road, Gurugram- 122018

Particular of Resident

Villa No. _____ Occupied By – Owner / Tenant / Vacant _____ Date _____

Affix your Passport Size photograph	Affix your Passport Size photograph	Affix your Passport Size photograph	Affix your Passport Size photograph	Affix your Passport Size photograph
---	---	---	---	---

Name _____

Relation _____

Owner Details			
Owner Name		DOB	
Joint Owner Name		Contact No	
Apartment area		Alternate No	
Allotted Car Parking slot detail		Intercom No	
Nationality		Email id	
My Gate		Alternate Email id	
Company Name/Profile		Property Id	
Permanent Address		Alternate detail if any	
Provided documents			
Tenant Details			
Tenant Name		DOB	
Lease Date		Contact No	
Nationality		Alternate No	
NoBroker Hood/Society connect		Email id	
Company Name/Profile		Alternate Email id	
Alternate detail if any		Police Verification	
Permanent Address			
Provided documents			

TATVAM RESIDENTS WELFARE ASSOCIATION

Sector-48, Sohna road, Gurugram- 122018

RFID/ Car Parking Sticker Requisition Form

To,
The Estate Manager,
Gurugram,
Haryana.

Dear Sir,

Kindly issue me RFID/ Car parking sticker for my vehicle. I will abide by laid down parking guidelines of Tatvam Villas and I will park my vehicle in my allocated parking bay only. I will pay wrong parking charges if my vehicle is found parked outside my allocated parking (as decided & communicated by Management time to time and vehicle are mentioned below:

Photocopy of Registration Certificate of my vehicle is enclosed herewith.

I will pay charges for re-issue of my Lost / Damage RFID Tag as decided by Management.

Name _____ Owner / Tenant _____

Contact No _____

Owner No _____ Villa No _____

RFID Tag No _____ Vehicle No _____

Rules and Regulation of RFID/ Car Parking Sticker

For tenant, a copy of authorization letter from the owner is required for the purchase of RFID/ Car parking sticker.

If the RFID/ Car parking sticker is damaged, misplaced or lost, the cardholders must notify the same to the Estate Management immediately.

The cost for additional/replacement RFID-Car parking sticker would be Rs. _____ and all reported lost card will be deleted from the system.

Each unit is entitled to a maximum of entitled RFID/ Car parking sticker.

All Cheque payment shall be made in favour of Tatvam Residents Welfare Association.

Signature of Resident

TATVAM RESIDENTS WELFARE ASSOCIATION

Sector-48, Sohna road, Gurugram- 122018

Owner/Tenant- Move IN

Date ___/___/___

This is to certify that Mr. / Mrs. / Ms. _____

Villa No _____ has completed all formalities for Moving In as owner/tenant and is permitted to take In/OUT his/her luggage to _____.

Note: Moving IN/OUT is to be completed between **9 am to 6 pm only**.

Check List for Move IN/OUT

Sr. No.	Description	Yes	No.	Remarks
1	Owner's E-mail			
2	Previous Outstanding (Electricity, Maintenance etc.)			
3	Move- IN charges (5000/-) +18% GST			
4	RFID issued RFID deposited			
5	Move IN/OUT in Society connect			
6	Move IN/OUT in NBH			

Security Head

Helpdesk/CRM

Estate Manager

Sign.

Sign.

Sign.