

SGRWA RULE BOOK



TEAM WORK makes the DREAM WORK



SUNRISE GREENS RESIDENTS WELFARE ASSOCIATION (SGRWA)

*12-A, Ahinsa Khand, Indirapuram, Ghaziabad - 201014
Uttar Pradesh (Regd No. 1950/2018-19)*

www.sgrwa.in
<https://www.facebook.com/SGRWAIG/>

SGRWA RULE BOOK



SUNRISE GREENS RESIDENTIAL WELFARE ASSOCIATION (SGRWA)

12-A, Ahinsa Khand 1, Indirapuram, Ghaziabad - 201014, Uttar Pradesh
(Regd . No: 1950/2018-19)



Official Website: <http://sgrwa.in/>

Rules & Regulations of the Society

Table of Content

1. RAISING COMPLAINTS, GRIEVANCES & SUGGESTIONS
2. SCOPE OF WORK FOR MAINTENANCE STAFF
3. RULES & GUIDELINES ON SEEPAGE ISSUES
4. RULES & GUIDELINES FOR HIRING DOMESTIC HELP
5. PAYMENT OF ELECTRICITY RECHARGE & MAINTENANCE CHANGES
6. CAR PARKING RULES AND REGULATIONS
7. RULES FOR CLUBHOUSE
8. PARTY HALL BOOKING AT CLUBHOUSE
9. HOUSEKEEPING SERVICES
10. SECURITY SERVICES
11. DRIVE WAY RULES
12. ELEVATOR/ LIFT USE RULES
13. COMMON AREA RULES
14. CENTRAL PARK RULES & REGULATIONS
15. RULES FOR CONSTRUCTION/ REPAIR IN FLAT
16. RULES FOR RENTING/ SHIFTING/ SELLING OF FLAT
17. COVID PROTOCOLS
18. INFORMATION CENTERS

SGRWA RULE BOOK



Dear Residents,

Greetings from SGRWA!



Welcome to Sunrise Greens Society. We hope to serve you with commitment and dedication. This book is based on the basic rules and regulations to be followed in the premises of the society as well as covering important information that may require time to time. This book includes the fundamental norms which are to be kept in mind to maintain tranquility in the society. Every topic has been covered properly with elaborated note points in order to make the residents comprehend it easily. To achieve maximum benefit from this initiative, everyone is requested to read the booklet thoroughly and abide by the points mentioned. I would like to thank all SGRWA board members for their efforts to compiling this rule book.

Thanks & Regards

Amit Chaudhary

President, SGRWA

SMOKING, CONSUMING LIQUOR OR CHEWING TOBACCO IS STRICTLY PROHIBITED INSIDE THE SOCIETY. A FINE OF RS. 500 MAY GET IMPOSED IN CASE OF CAUGHT SMOKING CIGARETTE/ BIDI OF SPITTING TOBACCO IN COMMON AREA, BASEMENT PARKING, CENTRAL PARK ETC.

SGRWA RULE BOOK



1. RAISING COMPLAINTS, GRIEVANCES & SUGGESTIONS

iSocietyManager APP – Official APP for Maintenance Services

Download & install iSocietymanager APP from Apple APP Store or Google Play Store to raise your complaints related to maintenance services mentioned below:

- Electricity
- Plumbing
- Seepage
- Carpenter
- Lift
- Housekeeping
- Intercom
- Security
- Other Common area related issues

OR,

Visiting Maintenance Office at E Block

You may also visit to Maintenance Office and register your complaints.

Complaint/ Suggestion Box

You can also drop your written complaints, grievances or suggestions in Complaint Boxes places at Maintenance office and RWA Office.

Escalation of Grievances/ Suggestions

You may visit to RWA office and register your written complaints. You can also meet SGRWA Board Members between 12 PM to 1 PM on every Sunday.

2. SCOPE OF WORK FOR MAINTENANCE STAFF

Electrical Services

Scope of work

- i. Changing the switches
- ii. Fixing fault in electrical line
- iii. Changing tube lights

SGRWA RULE BOOK



Work Out of Scope

- i. Hanging or removal of Fans
- ii. Installation of Any decorative lights & fixtures
- iii. Installation of any new electrical point
- iv. Fixing issues of electrical point other than provided by the builder

Note 1: All electrical items will be provided by the residents only. Electrician is not allowed to purchase materials in your behalf. Residents may avail drilling work by giving advance written request to the maintenance office at E block & subject to availability of the staff.

Note 2: Resident may note that maximum 6 holes will be drilled at single visit.

Note 3: Meter & meter to flat DB cable shall be in the scope of flat owner in case of any fault under replacement.

Plumbing Services

Scope of work

- i. Fixing of water leakage
- ii. Fixing of seepage issue*
- iii. Fixing of choked water drain
- iv. Replacing faulty fittings

Work Out of Scope

- i. Changing new fittings set for all across bathroom
- ii. Making new water connection points
- iii. Replacing commode, washbasin or kitchen sink
- iv. Fixing issues of plumbing points other than provided by the builder

Note: All plumbing items will be provided by the residents only. Plumber is not allowed to purchase materials on your behalf.

****For the guidelines on seepage issue, please refer to Rules & Guidelines on Seepage Issues***

Carpentry Services

Scope of work

- i. Fixing issues in doors & windows (handle/locks etc.) provided by the builder
- ii. Fixing issues in wooden flooring provided by the builder
- iii. Fixing issues in modular kitchen fittings provided by the builder
- iv. Fixing issues in curtain hangers

SGRWA RULE BOOK



Work Out of Scope

- i. Changing new fittings set for doors & windows
- ii. Fixing issues of customized woodwork
- iii. Fixing issues of furniture
- iv. Installing new curtain hangers

Note: All fitting items will be provided by the residents only. Carpenter is not allowed to purchase materials on your behalf.

3. RULES & GUIDELINES ON SEEPAGE ISSUES

In case of seepage issues in your flat, you can complain to the maintenance team by using iSocietymanager APP. Maintenance team will check & find the source of seepage. There are three sources of seepage in your flat:

i. Seepage on walls adjoining bathroom or kitchen

If seepage source is from your own bathroom or kitchen then maintenance team will fix it. You have to provide all materials required to fix the issues. Labour will be provided by SGRWA free of cost.

ii. Dampness due to water seepage from exterior walls

If there is dampness from exterior wall or adjacent shaft then SGRWA will provide all materials and labour to get it fixed It will be completely free of cost.

iii. Dampness due to seepage from the bathroom on the floor above

If there is dampness in your flat due to the bathroom of above floor then SGRWA will provide labour to get the seepage fixed from the bathroom of the above floor with the below terms & conditions:

- a) Complainant has to take permission from the respective above flat owner to get the civilwork done
- b) SGRWA will bear the cost of labour only.
- c) Material required for fixing the seepage will be borne by the either or both the flat owners with their mutual understanding.

SGRWA RULE BOOK



Please note that if the source of seepage is from your flat's bathroom or kitchen then you have to give access to SGRWA to get it fixed as per law of UP Apartment Act. This clause is also mentioned in the registry of your flat.

4. RULES & GUIDELINES FOR HIRING DOMESTIC HELP

Hiring Maids

- a) Only SGRWA registered & Fully COVID Vaccinated Maids allowed to enter in the society.
- b) Maids must carry RFID I-card provided by SGRWA to enter in the society.
- c) To get your maid registered with SGRWA, visit RWA office and complete the documentation.
- d) SGRWA has fixed the rates of Maid for Sweeping, Mopping & Washing utensils.
 - i. **2BHK - Rs. 1500* per Month**
 - ii. **3BHK - Rs. 1700* per Month**
- e) Add your Maid as your Staff in iSocietymanager APP to check her daily attendance.
- f) Strict action if any misconduct by maid is reported by any resident, immediate entry will be prohibited. His/her registration with SGRWA may also get cancelled.

**Additional charges in lieu of additional work or anything else to be agreed between residents and maids.*

***The above mentioned rates may change as per the economic inflation.*

Hiring Dhobi and Car Cleaner

- a) Only SGRWA registered & Fully COVID Vaccinated Dhobis allowed to enter in the society.
- b) There are designated Dhobis and Car Cleaners for each block.
- c) Dhobis and Car Cleaners must carry RFID I-card provided by SGRWA to enter in the society.

SGRWA RULE BOOK



d) SGRWA has fixed the rates of cloth pressing & car/bike cleaning as below:

1) Car/Bike Cleaning

- i. Hatchback - Rs. 250
- ii. Sedan – Rs. 300
- iii. SUV – Rs. 350
- iv. Bike/Scooty – Rs. 100

2) Cloth Ironing

- i. Per Cloth - Rs. 4

- e) Strict action will be taken against Dhobi/ Car cleaner if any misconduct by them is reported by any resident, immediate entry will be prohibited. His/her registration with SGRWA may also get cancelled.
- f) It is advised not to allow Dhobi to enter your flat. Give/take clothes to/from Dhobi at the entrance of the flat.

Hiring Drivers / Cooks/ Fulltime Domestic Help

- a) Your personal staffs (Drivers/Cooks/ Domestic Help) should be Fully COVID Vaccinated.
- b) Your personal staffs (Drivers/Cooks/ Domestic Help) must be registered with SGRWA and should have SGRWA RFID I-Card.
- c) Police Verification is mandatory for your personal staff.
- d) Strict action if any misconduct by personal staffs is reported by any resident, immediate entry will be prohibited. His/her registration with SGRWA may also get cancelled.

5. PAYMENT OF ELECTRICITY RECHARGE & MAINTENANCE CHARGES

- i. Residents have to recharge their electricity & maintenance charges on Pre-Paid mode.
- ii. Maintenance Charges & electricity charges will be deducted from your pre-paid balance.
- iii. Electricity will be disconnected in case negative balance crosses Rs 500 in your pre-paid account.

SGRWA RULE BOOK



- iv. Electricity will not get disconnected between 6 PM to 10 AM even if your negative balance crosses Rs. 500.
- v. You can check your electricity consumption from XENIUS APP which can be downloaded and installed from Google Play store or iOS App Store.
- vi. You can receive low balance notification on XENIUS APP.
- vii. Monthly bill of your Electricity and maintenance will be delivered on your door step by 10th of every month.
- viii. In case of any query related to your electricity bill or maintenance bill, you may contact estate manager at RWA office.
- ix. In case of disconnection of electricity due to non-payment, it will get auto connected after online payment. If you are depositing cheque, you need to intimate RWA office with the payment receipt to get the electricity restored.

6. CAR PARKING RULES AND REGULATIONS

- i. You can park your car in your own parking slot provisionally allocated by SGRWA.
- ii. In case you park in others parking slot, it will be considered as offence of the guidelines of SGRWA.
- iii. A fine of Rs 500 may get imposed in case your car is found parked in drive way or unauthorized parking.
- iv. Two parties can mutually exchange their parking slot with the approval of SGRWA only.
- v. Parking Sticker is mandatory to be displayed on windshield of your car of enter in the society.**
- vi. In case of more than one car, you may park in rented parking slot in -3 basement which is subject to availability.
- vii. Visitor's cars are not allowed to be parked inside the society.
- viii. Visitor's car can enter inside the society with prior approval from SGRWA.

SGRWA RULE BOOK



- ix. If you have purchased 1st Car Parking from builder and it is mentioned in your registry but till now you have not submitted your papers for your own parking slot, you may contact SGRWA office for further assistance.

*** If any fake parking sticker is being used on your vehicle, SGRWA board will take immediate action and will cancel the parking allotment or/and a fine will be levied.*

7. RULES FOR CLUBHOUSE

- i. Facility to use Clubhouse including Gym and Swimming Pool is exclusively for clubhouse members.
- ii. Clubhouse membership charges are Rs. 500 per month/ flat.
- iii. Only Four members (2 adults, 2 Kids) of the family can avail facility of the clubhouse. SGRWA offers complimentary entry of two senior citizens living with the clubhouse members.
- iv. Guests/outsideers are not allowed to avail the facilities of Clubhouse.
- v. **Guidelines for Swimming pool :**
 - a) Do not engage in a conversation with the lifeguard as it may divert his attention.
 - b) Shower before and after swimming in the pool, do not use creams or lotions before entering the pool. Wear swimming attire, not regular clothes.
 - c) Instruct children to walk, not run around the swimming pool.
 - d) No children under age 14 should be left unaccompanied while they're in or outside the pool.
 - e) Put on a swimming cap if you have long hair.
 - f) Spitting, spouting water from nose and mouth should be against the rules.
 - g) People with open cuts, wounds, bandages, injuries, cold, cough, fever, skin disease, venereal diseases and upset stomach must not be allowed to swim.
 - h) Pool interior, premises and patio should not be littered with food wrappers or other trash.

SGRWA RULE BOOK



- i) Safety equipment and pool appurtenances should not be played or tampered with.
- j) Toddlers must be made to wear swim-proof diapers.
- k) Animals and pets should not be permitted inside the pool.
- l) Glass bottles should not be allowed inside the pool. Do not enter the pool if you're inebriated.

8. PARTY HALL BOOKING AT CLUBHOUSE

- i. SGRWA members are allowed to book the party hall for any occasion of their immediate family only.
- ii. Any outsider (resident's friends & relatives) is not allowed to book party hall.
- iii. There are 2 slots (4 hours each) available to book air conditioned Party Hall in club house.
- iv. Morning slot is 10 Am to 2 PM and Evening Slot is 4 PM to 8 PM.
- v. Party Hall booking charges are Rs. 5500/-* per slot between the month of April to September & Rs. 3500/-* per slot between the month of October to March. Booking will be confirmed subject to availability.
- vi. Liquor & Loud music is not allowed during the party.
- vii. Max 50 guests are allowed in a party.
- viii. Clubhouse members can avail additional discount of Rs 1000/- on party hall booking charges.

**The above mentioned rates may change as per the decision of governing body.*

9. HOUSEKEEPING SERVICES

- i. Facility to pick Garbage from your floor's designated garbage area.
- ii. Garbage will be picked between 7 am to 10 am so residents should put their garbage before 7 am in sealed garbage polythene bags authorized by the government.

SGRWA RULE BOOK



- iii. Sweeping and mopping will be done on your floor everyday.
- iv. Deep cleaning will be done once in a month on your floor with floor cleaning machine.
- v. Residents can post written complaint against housekeeping services in RWA office or can drop in complaint box placed at maintenance office (E Block) and SGRWA Office.
- vi. Housekeeping staffs are not allowed to perform any personal work of residents.

10. SECURITY SERVICES

- i. Common Security Agency is deployed to maintain the security of the society.
- ii. Security guards are deployed in two shifts on main gate, parking areas and 16 blocks of the society.
- iii. Residents can contact main gate security in case of any emergency.
- iv. Residents can post written complaint against security in RWA office or can drop in complaint box placed at maintenance office (E Block) and SGRWA Office.
- v. Security Guards are not allowed to perform any personal work of residents.

11. DRIVE WAY RULES

- i. Car parking on ground floor drive way is prohibited. Security may put a jammer with a penalty of 500/- incase of unauthorized parking.
- ii. No car movement is allowed on ground floor drive way between 5pm-8pm.
- iii. Emergency cases are exempted.
- iv. Speed limit is 20km/hr. Over speed penalty is 500/- & playing on drive way is prohibited.
- v. Littering and dumping of any garbage, trash, refuse, or waste, except in garbage bin designed for such purpose, is prohibited.

SGRWA RULE BOOK



12. ELEVATOR/ LIFT USE RULES

- i. Unaccompanied kids below 12 years are not permitted.
- ii. Heavy penalty (SGRWA members to decide case to case) & repair cost will be charged in case of intentional damage of elevator.
- iii. Jumping in elevator is strictly prohibited.
- iv. Use "alarm button" in case of emergency only.
- v. Penalty of Rs. 500 if found spitting, littering in elevator.

13. COMMON AREA RULES

- i. Littering and dumping of any garbage, trash, refuse, or waste, except in garbage bin designed in the lobby for such purpose, is prohibited.
- ii. While in common area, pets must be on a leash and not pose a safety risk to others. Any pet waste will be removed by the pet's owner. A fine of Rs. 500/- may get imposed in case of breach of rule.
- iii. It is mandatory to have a valid license to keep a pet in the flat. Pets should be fully vaccinated.
- iv. Only few planters with alive nicely maintained plants are allowed in lobby area which should not obstruct the way. Planters obstructing the way will be removed without prior notice.
- v. Dumping of any spare stuff or debris disposal in common corridors, staircase or basement is strictly prohibited. A fine of Rs.500/- may get imposed in case of breach of rule.
- vi. Playing loud music, arranging parties in common lobbies are prohibited.
- vii. The consumption, sale, use, or possession of alcoholic beverages or illegal drugs on park premises is strictly prohibited.

SGRWA RULE BOOK



14. CENTRAL PARK RULES & REGULATIONS

- i. Cutting, picking, or destruction of plant life on park premises is prohibited. A fine of Rs 500 may get imposed in case of breach of rule.
- ii. Vandalism and destruction of property on park premises is prohibited. A fine of Rs 500 may get imposed in case of breach of rule.
- iii. Excessive noise on park premises is prohibited.
- iv. The consumption, sale, use, or possession of alcoholic beverages or illegal drugs on park premises is strictly prohibited
- v. No person shall possess, carry, use, or dispose of any glass containers on park premises.
- vi. Littering and dumping of any garbage, trash, refuse, or waste, except in receptacles designed and placed in the parks for such purpose, is prohibited.
- vii. Bicycle and skateboard use on park premises, is restricted to roadways and designated areas only.
- viii. Fireworks, firearms, and air guns are prohibited on park premises.
- ix. While on park premises, pets must be on a leash and not pose a safety risk to others. Any pet waste will be removed by the pet's owner. A fine of Rs. 500/- may get imposed in case of breach of rule.

SGRWA RULE BOOK



15. RULES FOR RENTING/ SHIFTING/ SELLING OF FLAT

Renting Out Of The Flat

Following documents to be submitted at RWA Office :

- i. Copy of Rent Agreement duly attested by both parties
- ii. NOC from owner
- iii. NOC from SGRWA Accounts of No Dues
- iv. Applicable shifting charges should be deposited at SGRWA Office
- v. Police verification of Tenant
- vi. Self-attested copy of Aadhar of tenant and owner

Inward Shifting For Owners

Following documents to be submitted at RWA Office :

- i. Self-attested copy of Registry
- ii. Self-attested copy of Aadhar
- iii. No dues from SGRWA Accounts
- iv. No shifting charges for owners

Outward Shifting Of The Flat For Tenants

Following documents to be submitted at RWA Office :

- i. NOC from owner
- ii. NOC from SGRWA Accounts of No Dues
- iii. Receipt of shifting charges

SGRWA RULE BOOK



Outword Shifting Of The Flat For Owners

Following documents to be submitted at RWA Office :

- i. NOC from SGRWA Accounts of No Dues
- ii. There is no shifting charges for owners

Selling Of The Flat

Following documents to be submitted at RWA Office :

- i. Copy of Agreement to Sell duly attested by both parties
- ii. Self-attested copy of Aadhar of buyer and seller
- iii. NOC from SGRWA Accounts
- iv. Receipt of 0.5% of Sale value as per agreement
- v. SGRWA Membership form duly filled by buyer

16. CONSTRUCTION/ REPAIR IN THE FLAT

- i. Prior approval from SGRWA
- ii. Receipt of charges as applicable
- iii. Declaration that work will be done without disturbing or creating problem for fellow residents
- iv. No alteration is allowed in external look of the building

Note: Any penalty raised to any flat, if not paid in 7 days will be added to the bill.

17. COVID PROTOCOLS

- i. Greet without physical contact
- ii. Maintain Physical distance

SGRWA RULE BOOK



- iii. Wear reusable hand- made face-cover or mask, at all times
- iv. Do not spit in the open
- v. Discourage crowd - Encourage safety
- vi. Do not circulate social media posts which carry unverified or negative information
- vii. It is mandatory to disclose your COVID positive status to SGRWA

18. INFORMATION CENTERS

Notice Board

All notices will be put up on Notice Boards placed in Ground Floor, -1 Basement & -2 Basements of in each block.

iSocietymanager APP

Digital copy of every notice gets uploaded on official app and notification notification being sent on your mobile & email.

Official WhatsApp Groups

Notices also get posted on Official SGRWA WhatsApp groups.

**SGRWA WISHES YOUR COOPERATION TO
MAKE SUNRISE GREENS SOCIETY SAFE,
SECURE, CLEAN & GREEN.**

SUNRISE GREENS RESIDENTS WELFARE ASSOCIATION (SGRWA)

*12-A, Ahinsa Khand, Indrapuram, Ghaziabad - 201014
Uttar Pradesh (Regd No. 1950/2018-19)*

www.sgrwa.in
<https://www.facebook.com/SGRWAIG/>