



RESIDENTS HAND BOOK

**PARK VIEW SPA
SECTOR-47, GURGAON**



PARK VIEW

INDEX RESIDENTS HAND BOOK

S. NO.	DESCRIPTION OF DATA & DOCUMENTS		PAGE NO.
1	USER GUIDE LINES		5
	A	STRUCTURAL AND INTERIOR WORK	7
	1.	BEFORE YOU MOVE INTO YOUR APARTMENT.	
	2.	AFTER YOU MOVE IN TO YOUR APARTMENT	
	3.	AFTER YOU MOVE OUT OF YOUR APARTMENT	
	B.	USING YOUR APARTMENT	9
	1.	BALCONIES	
	2.	GARBAGE DISPOSAL	
	3.	AVOIDABLE DISTURBANCES FROM YOUR APARTMENT.	
	4.	PETS	
	C	COMMON AREA MAINTENANCE	10
	1.	BUILDINGS	
	2.	LAWNS AND COMMON AREAS	
	3.	ELEVATORS	
	D	FIRE SAFETY	13
	1.	PREPARATION	
	2.	PREVENTING FIRES	
	3.	IN THE EVENT OF FIRE	
	E	SECURITY	14
	1.	DOMESTIC HELP	
	2.	VISITORS TO THE COMPLEX	
	F	VEHICLES AND PARKING	15
	1.	ENTRY AND PARKING OF RESIDENT'S VEHICLES.	



PARK VIEW

S. NO.	DESCRIPTION OF DATA & DOCUMENTS		PAGE NO.
	2.	ENTRY AND PARKING OF VISITOR'S VEHICLES	
	3.	DRIVING IN THE PREMISES	
	4.	DRIVING IN THE BASEMENT	
	5.	DRIVERS EMPLOYED BY APARTMENT OCCUPANTS	
	6.	MOVEMENT OF GOODS IN AND OUT OF THE COMPLEX.	
	G	CONSERVING WATER AND ELECTRICITY	18
	1.	CONSERVING WATER	
	2.	CONSERVING ELECTRICITY	
	H	MISCELLANEOUS	18
	2	IMPORTANT CONTACT NUMBERS	
3	GUIDELINES WITH DO'S & DON'TS		23
	A)	DO'S & DON'TS – GENERAL	
	B)	DO'S & DON'TS FOR INTERIOR WORK IN APARTMENTS	
	C)	APPLICATION FOR INTERIOR WORK	
	D)	DO'S & DON'TS - FIRE.	
4	FORMS		33
	A)	OWNER PROFILE FORM	
	B)	RESIDENT PROFILE FORM	
	C)	LETTER OF ISSUING CAR/ SCOOTER STICKER	
	D)	LETTER FOR ISSUING STICKER ON SALE OF CAR	
	E)	GUIDELINES FOR MOVING IN	
	F)	MOVING IN PERMISSION FORM	

S. NO.	DESCRIPTION OF DATA & DOCUMENTS		PAGE NO.
	G)	GUIDELINES FOR MOVING OUT	
	H)	MOVE OUT PERMISSION FORM	
	I)	COURIER SLIP FORM	
	J)	APPLICATION FOR PASS :-MAIDS /SERVANTS /DRIVERS	
	K)	POLICE VERIFICATION FORM	
	L)	JOB CARD	
5	VISITOR PARKING SOP & FORM		47
6	SWIMMING POOL & CLUB SOP/FORM		49
7	LPG SUPPLY FORM WITH DO'S & DON'TS		57
8	INTERNAL SERVICE CHARGES		61
9	WARRANTY CARDS		63
	A)	GROHE (CP FITTINGS)	
	B)	DOOR SET	
	C)	ZERO-B (R/O SYSTEM)	
	D)	AIR CONDITIONING	
10	FINAL WORDS TO RESIDENTS		67
11	DISCLAIMER		68



USER

GUIDELINES



Park View Spa – User Guidelines

WELCOME LETTER

Dear Member,

Welcome to you in one of the finest Condominiums in Gurgaon.

Park View Facility Pvt. Ltd. (PVFPL) has been constantly striving to make living in the condominiums under its charge a pleasant experience. We earnestly solicit your support in this endeavor.

You will appreciate residing in a community environment indeed has a number of advantages, but it also entails certain responsibilities to be discharged by the stakeholders, lest we lose the accrued benefits.

PVFPL has attempted to pen down certain ‘ Guidelines’ for the welfare of all residents that will make you feel the difference. These ‘ Guidelines’ are drafted on the basis of suggestions received from the residents of several other condominiums and our experience in the field for a better living. We request you to kindly to abide by them.

Wishing you a happy, healthy and lasting stay at the Condominium.

Thanking You

Authorised Signatory

Park View Facility Pvt. Ltd.

A. STRUCTURAL AND INTERIOR WORK

What you do to the inside of your apartment may concern other occupants. Improper maintenance of Fire Safety equipment, seepage to lower floors, rubbish left in the common areas, are some of the issues to be addressed for good community living.

1. BEFORE YOU MOVE INTO YOUR APARTMENT

- **Meet the Manager of your Complex :-** Prior to the commencement of any work within the Apartment, the Apartment owners have to show their original Deed of Apartment or Sale Deed, provide a self attested photocopy and sign a conditions of Work Agreement. Tenants will have to show their original lease deed, and provide a self – attested photocopy.
- **Gate Passes for Construction Labour :-** Write a letter to the Security Officer of your complex to get gate passes for the contractor and his workers. All workers have to show these passes for entry to the complex. These passes will be valid for a limited period of time, and prior to issuance of such, the Security Office will require three passport size photographs of the worker; one for the pass, and two for the record books, one of which will be at the Main Gate. Upon completion of work, these gate passes must be returned to the Security Office on completion of job.
- **Conditions of Work Agreement :** The following clauses are mentioned in this agreement:
 - **No Overnight Stay :-** Contract workers are not allowed to stay overnight.
 - **Structural Alteration:-** No alteration is permitted on load-bearing walls, beams, columns and structural supports within the apartment, Similarly, windows, doors and balconies may not be relocated, nor should floor levels be raised such that the total load of the floor is increased.

Please note that the external facade cannot be changed in any way.

- **Painting :-** Outside walls, balconies and all exterior areas should be painted with the same approved existing colors. This is to maintain the aesthetics of the façade of the buildings of the complex.
- **Fire Safety Equipment :-** Neither the fire sensors nor the sprinklers shall be covered by any paper material-whether, Plaster of Paris (POP) or any other substance – so as to hamper their proper functioning.
- **Plumbing :-** While undertaking plumbing work, the apartment occupant is

responsible for the repair of any seepage on the lower floors flats, caused, for instance, by faulty water proofing of toilet floors before laying the bathroom tiles.

- **Construction Material :-** All material shall be brought into the apartment through the service elevators or stairs , and kept inside the apartment. No construction material shall be left in common areas, within and outside the Tower
- **Disposal of Construction Waste Material:-** All construction waste should be removed from the Complex in plastics bags without storage in or damage to any common area.
- **Timing of Work:-** Work can be carried out between 9:00 AM and 7:00 PM However, when permission accorded for night fit out, work causing noise and disturbance to others (e.g drilling, hammering or polishing) should not be done between 7:00 PM and 9:00 AM and on Sundays, as a matter of courtesy to fellow occupants, some of whom may be elderly or may have young children.
- **Tips :-** Some apartment owners have found the following tips useful:
 - **Geysers:-** Install high – Pressure geysers tested for a minimum of 6 Kg/Cm² of approved quality for use in high – rise buildings.
 - **Pressure Reducing Valves :-** Install pressure reducing valves either in individual geysers or in the main line supplying the bathrooms and other equipment (e.g washing machines), in order to reduce water pressure and prevent damage to these machines.
 - Energy Saving bulbs, even though they may be more expensive initially than conventional high energy bulbs. They will usually pay for themselves within in a year.

2. AFTER YOU MOVE INTO YOUR APARTMENT

- **Ask for permission first :-** Do not carry out major structural electrical and plumbing and civil modification inside your apartments without a formal approval of your written request to the Facility Manager.
- **Minor Electrical Work :-** Although, the electrician at the maintenance office of your complex is strictly to repair fittings and fixtures in common areas, you may request for their services through the Help Desk on a nominal payment as per the Standing Operating Procedure to carry out minor electrical work, provided you purchase the material (e.g bulbs etc.). Please don't not ask them to carry out major electrical repairs.
- **Minor Plumbing work :-** Similarly, the plumber at the Maintenance Office of your



PARK VIEW

complex is strictly supposed to only repair plumbing in common areas , any internal repair work may be requisitioned through the Help Desk stricity on payment

B: USING YOUR APARTMENT

1. BALCONIES

- **Flower Pots:-** Do not keep flowers pots on balcony railing or on window sills.
- **Drying Washed Clothes:-** Do not hang washed clothes over your balcony rails. These deter from the aesthetics of the façade of the building of our complex. Instead, please hand them on lines tied inside your balconies or on clothes drying stands.
- **Washing Balconies :-** Do not wash Balconies with water, 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 of upper floors on to other occupants sitting on lower floors in their balconies or by washed clothes hung out to dry.
- **Watering Potted Plants:-** While watering potted plants in the balconies, use as little water as possible to prevent spillage or overflow. Alternatively, use spills trays under the pots.

2. GARBAGE DISPOSAL

- **Garbage Disposal :-** Garbage bags must not be left in the passages, can be kept on the staircase landing or conveyed to the Garbage Dump. Do not use the plumbing shafts for disposing garbage or other household material. A Garbage collection person has been earmarked to collect garbage every morning at between 9: 00 AM to 10 AM from your apartment.
- **Cleaning :-** While cleaning the apartment dust etc. must not be thrown down, but collected and disposed through garbage bags.

3. AVOIDABLE DISTURBANCES FROM YOUR APARTMENT

- **Moving Heavy Furniture :-** Heavy items, including furniture and machines, should be lifted and moved, not dragged. This will not only prevent damage to the flooring of the common areas and the apartments but also, avoid disturbing occupants in your neighborhood and residing on lower floors.
- **Games:-** Do not allow children to bounce balls or create noise that may disturb fellow residents.
- **Music :-** Music decibel levels be kept low, as a courtesy to fellow residents, especially after 10:00 PM
- **Parties :-** Please do have fun ,but while having a party in your apartment or in the lawn, kindly ensure the music and other voices do not disturb other occupants.
- **Air Conditioner -** Attach a pipe to remove excess wastewater from air conditioner units so that water does not fall on other units and the balconies on the lower floors.

- **Pots** – Do not block the lobby/passage with Flower/Green Pots.
- **Cycle**- Cycles must not be kept on stair case landing or lobbies.

4. PETS

- Since, most pets are dogs, these guidelines are specific to dogs. However, the general request is for residents to make sure that their pets do not charge, alarm or offend fellow occupants and do not deface or damage the common areas.
- **Leash :-** Dogs must always be kept on leash, whenever taken out of Apartments. Please ensure the leash is appropriately tight so that dogs do not attack passer- by or spoil the flower beds.
- **Dog Litter:-** Do not allow your dogs to relieve themselves in common areas such as roads, gardens, lawn, hedges and flowerbeds within the complex. Use the area prescribed for the purpose. Please clean up any litter created on the lawns or inside the building premises immediately as a courtesy to other fellow residents. Persons accompanying the dog may carry a plastic bag and gloves for the purpose. Residents may use the “Service Lifts” (Wherever, available) for taking the pets out.

C: COMMON AREA MAINTENANCE

Area common to the Apartments are our collective responsibility. This includes roads, lawns, walking paths, buildings and recreational areas.

1. BUILDING

- **Modifications:-** Do not make any modification that may affect the façade of the building. In particular, do not make holes in the outer walls for Air conditioning, AC Pipes or drainage pipes and do not put up awnings or roof coverings over balconies. This is strictly not permissible. Dish antennas will strictly be fitted within own balconies, cannot be fitted on the facade wall.
- **Defacing the Building :-** Do not spit or scribble on the walls, corridors, basements or lifts in the Complex. Instruct your domestic servants, drivers and contractors staff to refrain from chewing paan masala and spitting in common areas.
- **Water Shafts:-** Do not store anything in the shafts next to the toilets inside apartment buildings. This is prohibited under the building by –laws.
- **Common areas and Passages inside Buildings:-** Common areas and passages in all parts of the buildings are to be kept free of obstructions, such as plants, decorative furniture, bicycles, boxes, crates, wood shaving and building material. All such material found in common areas will be cleared by the Maintenance Staff of the complex.



PARK VIEW

Do not throw garbage (including rubbish , plastic bags, papers, eatables, bottles) from your apartment down to common area and parks.

- **Notices:-** Do not stick bills or notices in any of the common areas. If you wish to put up a notice, please get in touch with the Facility Manager who will be happy to take your request, and share with you the procedure and payment required for putting up notices on the Notice Boards available in foyer of all Towers of the Complexes.
- **Hoardings** – No hoarding for any commercial activity is permitted on the Facade or Outside the entry to the flat.

2. LAWNS AND COMMON AREAS

- **Plants and Flowers:-** Do not pluck flowers, leaves and do not pull or bent plants in the premises.
- **Drivers and Maid servants :-** Drivers or domestic helps, including maids must not use the lawn for lying down, playing around, sleeping or for their personal get - together.
- **Drop Litter into Dustbins:-** Keep the garden and lawn clean for use by others. There are dustbins provided for disposing small litter on the lawns.
- **Using lawns:-** Please walk around the lawn instead of taking shortcuts along the turn or jumping the fence and thereby creating a beater's track in the lawns. Avoid walking on lawns on the day they are watered. Also, do not shift the benches provided in the gardens and do not jump over or walk through hedges, they are meant to act as a barrier.
- **Act to Protect your lawn :-** If you see anyone spoiling the lawns, please counsel them. If you see any one whose pet is relieving on the lawns, please counsel them also. You have paid for these lawns and you are, therefore a part- owner. Please help us maintain them properly.

3. ELEVATORS

- **Small Children :-** Children below 6 years old must not be allowed to travel alone in the elevators. Advise all children not to push buttons other than the one required for the particular floor.
- **Lift Buttons and Fans :-** Use lift buttons gently and switch off the fan if you are the last person to leave the elevator. And please instruct your children and domestic help to also do so.
- **Smoking :-** Strictly No smoking in the elevators. If you find someone smoking, please ask them politely to stop and if they do not listen or if they respond rudely, please inform the Facility Manager.

6



PARK VIEW

- **Blocking Lift Doors :-** Do not hold up the elevator at any floor by blocking the lift sensors. It not only can cause damage to the lift, but it makes other people wait and they may be in a hurry, facing some medical emergency.
- **Over Load :-** In case the overall alarm sounds in the elevator, the last person must get down to avoid overloading of the elevator.
- **Lift Maintenance :-** Do not scratch, write or damage in any way the walls of the elevators and instruct your children and domestic help not do so either .If you find someone damaging the lift, please report the instance immediately to the Facility Manager so that damage can be attended to and he culprit caught.
- **Lift Lobbies :-** Keep elevator lobbies free of obstruction and materials. Remember, we have elderly people and children living with us, and this makes it extremely inconvenient for them.
- **Lift Emergencies**
- Push Alarm button in the Elevator if gets stuck. Do not try and force open the doors of the elevators under any circumstances. Do not panic. Follow the emergency guide lines displayed in the lift.

To Facilitate smooth functioning of elevators and and to avoid any inconvenience, some Do's and Don'ts are given below:

DO'S	DON'TS
Keep your Elevator clean.	Do not smoke in the elevators
Restrict the use of elevator to the number of persons specified in the elevator car.	Do not throw lit cigarettes and butts in the elevators.
Use Service Elevator only for carry heavy, odd subject, furniture, luggage etc.	Do not allow children to play with elevators. buttons and Controls.
All delivery personal to use service elevator.	Do not carry heavy & odd objects and furniture items in the passenger elevators.
When accompanied by pets use service Elevator.	In case the elevator stops due to power failure, do not panic. The elevator will operate again as soon as the stand by power is switched on. Do not shy away from cheeking resident's/ visitors children spoiling the interiors elevators.



D. FIRE

Fire and Electrical safety precautions must be exercised by all. Please participate in the drill exercise regularly for your own safety as well as safety of others. Find out for yourself what action to take if you see a fire, and what to do if there is a fire in your apartment. This is a matter of life and death – so please do take this seriously.

1. PREPARATION:-

- Do and Dont's :- Please read the Dos and Dont's in the event of fire which have been given to all apartments. For another copy , contact the security office in your Complex.
- Familiarize yourself with the Fire Fighting Equipment :- Check where the fire extinguishers on your floor are kept. Read the instructions to find out what kind of fires it can be used on. Find out how to operate them.
- What to do in case you spot a fire :- Find out from your security office, whom to inform in case you spot fire in another location. Whom to call and at what telephone number. Also, find out the number of the local Fire Station and keep it at a handy place.
- Fire Escape Staircase Doors:- Please ensure the fire escape staircase doors are kept shut.

2. PREVENTING FIRES

- **No Smoking** :- Do not smoke in the basement parking areas yourself and instruct your drivers and domestic helps accordingly. If you see someone smoking, please ask him them to stop – and if they do not listen or behave rudely, inform the Security Guards.
- **Bonfires** :- Do not light a bonfire inside your apartment, even to entertain your children.
- **Havans** :- While performing a Havan in your apartment, please ask the Security Officer to provide you with an appropriate Fire Extinguisher for the duration of the Havan.
- Ensure there is no naked wire which may cause a short circuit. Do not over load.
- **LPG Gas** – Ensure is switched off after use.

IN THE EVENT OF A FIRE

- **In case of Fire** :- Switch off the main fire panel in your apartment in case of fire, earthquake etc. Seek immediate help from security in case of any calamity.
- **Fire Alarms** :- Respond to any fire alarm instantaneously and act as exercised in fire drill. Do not stop to pick up valuables, but make sure all family members are out of the Apartment, .but do not risk your own life.
- **Fire or Earthquake** :- Do not use lifts and instead, use the staircases. Collect outside the main gate/allocated Assembly Area and make sure your presence is noted by the community Fire Officer of your Tower.

E. SECURITY

Security is not just a concern of the security staff only. It concerns all of us, and we have to take all basic precautions. We need to be pro-active and stop suspicious looking people or activity, even if it does not directly concern us, after all we are staying in the same complex, and tomorrow, it could be your property that is safe –guarded by an alert neighbour.

1. Domestic Help (Maid servants, Man servants, Drivers, live in or daily workers)

Hiring Domestic Help

- **Police Verification of Domestic Help :-** This is mandatory under the guidelines issued by Haryana Police. Once you have selected your domestic help, please send them to the Security Supervisor to fill in the required forms, which will then be passed on to the local police station.
- **Identity Cards for Domestic Help :-** All domestic helps have to carry ID Cards with them and produce these on demand within the complex. ID Cards are made by the Security Officer in the Complex on submission of 3 pass port sized photographs and a completed form.
- **Employing Domestic help already working in the Complex :-** Please do not employ any domestic servant already working in the Complex without verifying his or her credibility from the existing employer and also taking the consent of their previous employer and the Security Office.

Guiding Domestic Help

- **Adhering to these Guidelines :-** Please instruct your domestic help about these Guidelines so they follow them strictly. You are finally responsible for the conduct of your domestic help.

Terminating Services of Domestic Help

- **Revoke their ID Cards:-** Please return to the Security Office of the ID cards of the all-domestic help whom you have terminated. On receipt of these cards, the Security Staff will bar subsequent unauthorized entry of these persons into the Complex, and thus prevent misuse of the ID Cards, which could compromise the Security of the entire complex.

Note that domestic helps know your habits and assets, and could pose a security risk to your own apartment if they are allowed free entry into the complex, even after you have terminated their services.

Reporting problems with domestic help

- **Absconders :-** Please inform the Security Office in writing of absconding domestic help so that the Security staff are instructed not to let them in subsequently.

2. VISITORS TO THE COMPLEX

There are three types of visitors to the Complex: (1) Your Guests, (2) Daily Service (milk, newspaper, maid servants, men servants and drivers) and (3) non daily services (couriers, gas, water, flowers, fast food, delivery boys, medicines, groceries and other deliveries). Each have certain security related guidelines.

GUESTS

- **Entry in Guest Register :-** Please advise your guests to make an entry in the register at the main gate.
- **Parking :-** Please advise your guest to park in the designated Visitor's Parking areas only. (inside/out side the gate)

Note Your guests, their accompanying children, friend and relatives, remain your responsibility throughout their stay at Complex and will be expected to follow the Residents Guidelines.

Daily Services

- **ID Checks :-** All daily services persons have to carry photo ID Cards issued by the Security Office and show them on demand by the Security staff. Normally, no intercom call will be made to the concerned apartment, but a call will be made every time a daily domestic help does not have a valid photo ID Card.
- **Entry in the Register :-** All daily services persons have to make an entry in the register kept at the Tower Gates.

Non-Daily Services

- **Bill and Visiting Card Check :-** All non daily services (gas, couriers, water, medicines, flowers, fast food etc) will be stopped at the main gate and their delivery bills and visiting cards checked.
- **Intercom Call :-** All non daily services will be announced by an intercom call to your apartment.

F. VEHICLES AND PARKING

We have to instruct drivers to park cars decently. The drivers in our employment are our responsibility and it is up to us to keep them informed about these guidelines. Also, we need to take all possible precautions to distinguish owners and residents' vehicles from those of visitors admitting unknown vehicles into the complex could be a security hazard.

1. ENTRY AND PARKING OF RESIDENTS VEHICLES

- **Residents Vehicles stickers :-** All motor vehicles belonging to apartment residents that they wish to Park within the premises will have to be registered with the Security Office. An entry will be made in the vehicle Register and a sticker will be issued. This sticker will



PARK VIEW

be valid for a maximum period of 12 months and will be charged at Rs 10.00. Each Sticker will contain the Name of Complex, Apartment Number, Parking Bay Number and each Tower will have stickers of a different color. Apartment occupants motor vehicles will not be allowed entry into the Complex without the Resident Vehicle Sticker, which has to be displayed at all times on the wind screen.

- **Unauthorised Ground Level Parking :-** Parking of Apartment occupants cars is not permitted in the open ground of all residential complexes, especially in the area set aside in the complex for visitors Parking and near Tower Entrances. Apartment occupants whose vehicles are found parked in earmarked common areas on the ground will be penalized. All residents are advised to follow this instructions strictly.
- **Unauthorised Basement Parking :-** Apartment occupants may only park their vehicles in parking bays they own. Apartment occupants whose vehicles are found parked in unauthorized common areas in the basement will be penalized.

2. ENTRY AND PARKING OF VISITORS VEHICLES

- **Entry after Registration:** - All visitors vehicles will be stopped at the Main Gate and allowed to enter the Complex only after they make necessary entries in the register available at the Main gate with Security Staff, and on confirmation from the resident being visited.
- **Visitor Four Wheeler Entry:-** All visitors cars allowed in the complex have to be parked only in the areas marked as Visitors Parking (wherever provided). In case no parking space is available; the vehicle will have to be parked outside the gate at their own risk. However, a handicapped person is there, the vehicle will be permitted to drop the handicapped visitor and return and parked outside the main gate. Taxis/cars carrying luggage will be permitted to go inside, drop the heavy luggage/stores and move out.
- **Visitor Two Wheeler Parking :-** All Visitors two wheelers allowed into the complex have to be parked only in the areas marked as two Wheeler Visitors Parking.

3. DRIVING IN THE PREMISES

- **Drive Slow :-** Do not drive at more than 10 Km ph within the premises and take care while driving in the premises, since small children play freely in parks and driveways.

4. DRIVING IN THE BASEMENT

- **Headlights ALWAYS :-** Switch on low –beam headlights at all times while driving in the basement EVEN IF IT IS DAYLIGHT OUTSIDE. This is more for other drivers to see you than for you to see ahead.

- **No Honking :-** Since, sound echoes in the confines of the basement and can confuse other drivers, please DO NOT sound horns in the basement . Instead, switch on your headlights.
- **Speeding and Overtaking :-** Driving in the basement is dangerous and different from surface driving. Please do not make it worse by overtaking and driving faster than 10 km ph.
- **Give Way to Traffic from the right:-** Observe this rule ALWAYS while driving in the basement.

5. DRIVERS EMPLOYED BY APARTMENT OCCUPANTS

- **Drivers two wheeler entry and Parking :-** All drivers hired by Apartment occupants will be not allowed to park their two wheelers in the Complex. These vehicles have to be parked in the designated two wheeler visitor parking areas, outside of the Main Gate.
- **Washing of Vehicles :-** Washing of vehicles is not permitted. Only dry cleaning can be done.
- **Code of Conduct for Drivers:-** Apartment occupants must instruct the drivers that gambling, drinking and smoking is strictly not permitted in any part of the Complex. They must, also be instructed not to violate the speed restrictions, driving regulations and parking rules of the Complex. They must, also not be found speaking or behaving rudely or indecently with other occupants, especially women and children. Sprawling on the lawns is not permitted.
- **Disciplinary Action :-** Drivers found violating any part of these Guidelines will be given two verbal warnings by Security Staff, all of which will be entered in a register. These will be followed by two written warnings. Any further violation will result in the driver being barred entry into the complex.

6. MOVEMENT OF GOODS IN AND OUT OF THE COMPLEX

- **Bringing goods into the complex :-** All Vehicles carrying construction material or apartment occupants household goods into the complex have to carry a photocopy of the entry No. Objection Certificate (Entry NOC) signed and issued by the Facility Manager of the complex and the owner of the material goods.
- **Taking Goods out of the Complex :-** all vehicles carrying Apartment Occupants household items out of the Complex have to have an Exit No Objection Certificate (Exit NOC)), signed and issued by the Facility Manager of the Complex and the Owner of the Material/goods.

- Exit No Objection Certificate :- Occupants will have to apply in writing to the Facility Manager Maintenance Office for an Exit NOC, furnish proof that Maintenance or electricity payments are up to date, surrender the car parking sticker and identity cards of all domestic help.
- Entry Timing:- Vehicles carrying construction material, furniture and other household material will be allowed entry into the premises only after 10:00 AM and must leave by 7:00 PM.

G. CONSERVING WATER AND ELECTRICITY

1. WATER CONSERVATION

- Untill the government provides us with piped water, we are dependent on our ground water. The ground water table is dropping at an alarmingly fast rate, year by year, but in the meanwhile, apartment occupants are requested to kindly minimize water usage in their apartments. Some practical tips are indicated below :
 - **Do not wash balconies with water :-** Instead, instruct your domestic help to sweep the floor of the balcony and then mop it with a wet cloth rinsed in a bucket of water.
 - **Check overflow from water pipes for water coolers :-** Please instruct domestic help not to let water overflow from pipes used to fill water coolers.
 - Water for car wash be used judiciously.

2. ELECTRICTY CONSERVATION

- The largest component of our Annual Maintenance Charges is the cost of generating our own backup power. The more we use, the more we need to generate, but if each one of us makes a small effort, it can add up to substantial savings.

H. MISCELLANEOUS

1. Leasing of Apartment

- Guest house

No Guest House are Permitted.

Leasing out of the Park View Spa Apartment is permitted in the following categories:

1. An individual Apartment owner lets out the Apartment to another individual for his/her use and use by their family members.
2. An individual Apartment owner lets out the Apartment to an organization for use by one of its employees and his/her family members.
3. An individual Apartment owner lets out the Apartment to a group of individuals in their personal capacity for residential purposes.

- **Rules**

1. Any letting out of the Apartment must have prior written consent and approval of the Park View Facilities Manager.
2. The individual/organization taking Apartment on lease will have specified the purpose of letting out and in case of point 3 above the maximum number of members using the Apartment at any time will have to be specified.
3. Lessees will have to abide by all rules of Park View Spa.
4. In case the occupants are foreign nationals, they would need to be registered at the jurisdictional police station in addition to providing proof of registration with FRRO (Foreigner's Regional Registration Office) and a letter from the organization confirming the appointment of the individual in their organization (applicable in the case where an organization takes the Apartment on lease for a foreign national).

2. **CUSTOMER RELATIONS**

At Park View Spa we place great importance on delivering the highest standards of service to all of our residents.

We are committed to providing excellent customer service on all occasions but inevitably in spite of our best efforts things can go wrong.

- Our commitment to you
We accept complaints, suggestions and comments in writing, over the phone, in person, by fax or e-mail.
- Our aim is to deal with them
 1. As quickly as possible.
 2. Fairly, efficiently, effectively and with courtesy and understanding.
 3. Offering apologies when we have got it wrong.
 4. Ensuring a satisfactory outcome.
- What we need to know
 1. Your name and apartment number ?
 2. What are you complaining about ?
 3. When and where it happened ?
 4. Who was involved ?
 5. What went wrong ?
- What you can do if you would like to make a comment or suggestion about our services, to make a comment or suggestion you can
 1. Visit the Facility Manager in the Building Service office.
 2. Send an E-mail at the **Park View Spa** Maintenance office.



PARK VIEW

MAINTENANCE TEAM

DESIGNATION	NAME	CONTACT NO
SR. FM	MR SANJEEV TYAGI	9899759788
AFM	MR PARVESH	9266802180
ACCOUNTS		
SECURITY OFFICER	MR. KRISHAN SINGH	9416961029
SECURITY SUPERVISOR		
SUPERVISOR TECHNICAL	MR RAMESH MAHAPATRA	9971541534
DUTY SUPERVISOR		8527898012
MAINTENANCE OFFICE		0124-4965040
MAINTENANCE OFFICE	E-MAIL ID	m.spa@bestechgroup.com

VENDORS

MAINTENANCE SERVICES

VENDOR	SERVICES	CONTACT NO
RADIUS	TV, INTERCOM, TELEPHONE, BROAD BAND	0124 - 4935000
SAKHA	GAS SERVICE	0124 - 4378075/77
ONIDA	AIR CONDITIONER	1800-3009-9000
ZERO - B	RO	1800-3018-1818
GROHE	CP FITTING	1800-1024-475
DOOR-SET	DOOR HANDLE	1800-1022-888



EMERGENCY HELPLINE

Fire Stations

FIRE STATION	ADDRESS	CONTACT NO
GURGAON	SECTOR- 29	+91-124-2392101/102/103
	SECTOR- 37	+91-124-2392101/102/103
	BHEEM NAGAR	+91-124-2392101/3288168

Medical Emergency

HOSPITALS	ADDRESS	CONTACT NO
UMA SANJEEVANI	Phase- II, 1 Dakshin Marg, DLF City Gurgaon	0124 - 2350960
MEDANTA CITY (MEDICITY)	Medanta, Sector-38, Near Tao Devilal Stadium, Gurgaon	0124 - 4141414
ARTEMIS	SECTOR- 51, Gurgaon	0124 - 46767999
MAX	B- Block Sushant Lok-1 Gurgaon	0124 - 46623000
ESCORTS KALYANI HEART CENTRE	Mehrauli Road (opp. Govt. College) Gurgaon	+91-124- 2223 615 / 616
PARK HOSPITAL	South city -II Block -Q1 Gurgaon	0124 - 4900000

Police Helpline

ADDRESS	CONTACT NO
POLICE CONTROL ROOM	0124 - 2320100
DLF PHASE I	0124 - 2396700
ACP SADAR	9999981814
ACP CITY	9999981819
DCP SOUTH	9999818106
COMMISSIONER OF POLICE	9999981800
ACP DLF	9999981813

Other Information

24X7 TAXI SERVICE	0124 - 2366409/4070492
FIRE	101
AMBULANCE	102



PARK VIEW

INTERCOM LIST

LOCATION	LIFT NO'S	TOWER GUARD NO'S
ENTRANCE TOWER (ASTER) LIFT TOWER (ASTER)	13—14	401
ENTRANCE TOWER (BASIL) LIFT TOWER- (BASIL)	23—24	402
ENTRANCE TOWER (CAMELLA) LIFT TOWER- (CAMELLA)	33—34	403
ENTRANCE TOWER (DAFFODIL) LIFT TOWER-(DAFFODIL)	43—44	404
ENTRANCE TOWER (EUGENIA) LIFT TOWER- (EUGENIA)	53—54	405
ENTRANCE TOWER F LIFT TOWER- F	63—64	406
ENTRANCE TOWER (GAZANIA) LIFT TOWER (GAZANIA)	73—74	407
ENTRANCE TOWER (HIBISCUS) LIFT TOWER- (HIBISCUS)	83—84	408
ENTRANCE TOWER (IRIS) LIFT TOWER- (IRIS)	93—94	409
MAIN SECURITY GATE		410
SECURITY GATE		411
CLUB		412
MAINTENANCE OFFICE		413-14
STP		415
L.T.ROOM		416
PUMP ROOM		417
FIRE CONTROL ROOM		418
RADIUS CONTROL ROOM		419
TOWER CODE FOR INTERCOM		
LOCATION	LIFT NO'S	Tower A Ground Floor Intercom No.
ASTER	1+FLAT NO.	1011 1012 1013
BASIL	2+FLAT NO.	20 11
CAMELLA	3+FLAT NO.	30 11
DAFFODIL	4+FLAT NO.	
EUGENIA	5+FLAT NO.	
F	6+FLAT NO.	
GAZANIA	7+FLAT NO.	
HIBISCUS	8+FLAT NO.	
IRIS	9+FLAT NO.	

**GENERAL
GUIDELINES
WITH
DO'S & DON'TS**

**General Guidelines Applicable In Apartments
List of Do's**

Description

1 Parking and Traffic:-

Please obtain car sticker for your car from the Facility Management Office.

Park your car in your designated parking place at basement.

For additional car parking please contact to Facility Management Office/marketing section, space will be allotted to you on availability basis.

Maintain a speed of your vehicle in the basement and common area of 10 KMPH.

2 Maid/Driver's/Servant's conduct:-

Obtain Identity card for your domestic helps and drivers.

Please get verification from the nearest police station of your domestic helps and drivers before appointing them.

Inform immediately to the Security Office and Facility Management Office in writing about your absconding staff so that their entry can be banned.

Please instruct your domestic helps and drivers to maintain the code of conduct in the complex.

Dispose the garbage in the dust bin provided in every Tower.

Instruct your domestic helps to carry out bags and gloves for the purpose of cleaning the litter of your pet in the common area if they do so.

Instruct your domestic helps and drivers not to chew paan-masala, tobacco and spitting in the common area, if found by Security these items can be kept at gate.

Instruct your domestic helps and drivers not to use lawn for lying down, playing around, sleeping and personal get-to-gather.

3 Elevators:-

Educate your children about elevators.

4 Pets:-

Please put a mouth muzzle on the mouth of the pet dogs.

5 Misc:-

Meet the Facility Manager of the complex with Original Deed of Apartment or Sale Deed along with self attested copy of the same.

Please inform your guests to make an entry at the Main Gate in the visitor register.

Heavy items including furniture and machine should be lifted and not to be dragged in lift lobbies.

Maintain low musical decibel to avoid disturbance to your fellow being neighbor.

List of Don'ts

Description

1 Parking and Traffic:-

- Do not park your vehicle in others parking space.
- Do not blow horn of the vehicle in the complex.
- Do not overtake other vehicle in the basement and common area.
- Do not wash the vehicle in the basement and in the common area.
- Do not park your vehicle in the visitor's parking area.

2 Maid/Driver's/Servant's conduct:-

- Do not employ the domestic servants and drivers already working in the complex without knowing His/her credibility from the existing employers.

3 Elevators:-

- Do not allow children below the age of six years to travel alone in the elevators. Advise the children not to push buttons other than required for particular floor.
- Do not smoke in the elevators.
- Do not hold up the elevators at any floors.
- Do not scratch, write or damage in any way the walls of the elevators.

4 Misc:-

- Do not keep your flowers pots on balcony railing or window sills or on ledges.
- Do not hang washed clothes over your balcony railing.
- Do not allow the children to bounce the ball or create noise that may disturb your fellow being Residents.
- Do not play loud music system after 10:00 PM and in the silent hours from 02:00 PM to 05:00 PM.
- Do not spit or scribble on the walls, corridors, basements and lifts.
- Do not store anything in the shafts.
- Do not stick bills or notices on the notice boards without permission of the Facility Manager.
- Do not stick on the walls of the complex.
- Do not pluck the flowers, leaves and pull the plants from the flower beds in the premises.
- Do not smoke in the basements.
- Do not throw water in the common area.

5 Pets:-

- Do not allow your pets to relieve themselves in the common areas, such as roads, gardens awns, hedges and flowers beds within the complex.

Guidelines for interior work in Apartments

DO'S & DON'T

1. Resident/Apartment owners upon taking possession of apartment are required to obtain written permission from the Maintenance office in the name of their fit-out agency for carrying out any interior works in apartment.
2. Resident/Apartment owner are requested to obtain entry gate passes for the contractors and workers/ labors executing interior fit-out from maintenance office after taking necessary approval from Project/ Maintenance Office.
3. All workers, labors and contractors shall carry and display their gate-pass to security Department while entering the main gate and whenever asked for the same.
4. Validity of issued gate-pass will be for one month and thereafter they shall have to be renewed with written approval.
5. No masonry, concrete chipping, Electrical, Air conditioning, Fire sprinkler, Plumbing, Civil modification etc. to be undertaken without written approval of the Maintenance office of SPA Design Building, common areas like lift corridor, external balconies etc. Do not cover or conceal any fire sprinkler inside the apartment and all fire fighting provisions should always remain exposed and accessible.
6. No masonry will can be added/shifted to new location, under any circumstances.
7. No structure(slab/Beam/Column) can be changed/drilled. No cutting of any kind is allowed under any circumstances.
8. No new toilet can be added/ shifted to new location, under any circumstances.
9. External Elevation of the building cannot be changed.
10. No change of tiles in wet Area/ toilet is recommended however if any alteration in wall/ floor is to be done then water proofing of the toilet will be done by apartment owner using standard water proofing techniques through authorized applicator only. This will be checked & certified by Maintenance Office, Park View SPA. Pressure testing of copper pipe will also to be done at Apartment owners cost.
11. Interior work may be carried out between 10.00AM To 7.00PM on weekdays only. Avoid any disturbance to the other residents of the complex.
12. Hammering, Drilling, Grinding & other noisy work to be undertaken between 10.00AM To 01:00PM and 2:00PM to 05:00 PM, to avoid any disturbance to elderly residents/ Senior-citizens and children who may be resting?
13. Contractors engaged for fit out must bring the ply/ board taking into consideration size of service lift installed in the building. They must protect walls & floor of lifts. On the flats are not handed over for occupation, no passenger/owner/worker is allowed to use lifts. Only service lifts to be used for lifting heavy materials, after obtaining prior written approval of Maintenance office. No dusty material is allowed to be carried in service elevator.



PARK VIEW

14. Any damage done to the existing wood work including doors, kitchen cabinet, wardrobes, vanities etc. is at the apartment owner risk and cost and Maintenance Agency bears no liability to repair or replace it.
15. Marble flooring works have to be protected all times with a covering. All carpentry and wood polishing/ painting works to be carried out in bed rooms only.
16. No welding work is permitted without permission
17. Do not overload scratch or damage the elevators, otherwise cost shall be recovered from apartment owner. Do not hold up the elevators on any floor by blocking.
18. No storage of material, debris etc. is permitted in the complex at any place including common areas, shafts, staircase etc. All fire escape routes have to be clear at all times.
19. Any Malba generated due to any change in flat should be kept in the flat, and should be removed periodically via the stair case/lifts in bags, or as permitted by maintenance office. All material like POP/ Badarpur/ cement/sand etc. can be taken up by using staircase.
20. Use of liquor, drags, tobacco, pans etc. By the worker, labor and contractor is prohibited in the complex. Non compliance may attract strict penalty on the apartment owner.
21. In case of failure to follow the above mentioned guidelines, the gate passes of workers will be cancelled and concerned work will be stopped immediately.
22. Transshipment of household luggage/Baggage IN/OUT must be restricted between 9:00am to 6:00pm.
23. All doors, windows etc must be locked properly before closure of work by the interior fit-out agencies including closing of all water taps. Hand operated power tools, light/Bulbs/ Holders etc. must have properly insulated cables with plug tops, In case of non compliance, and these items will be confiscated.
24. Flat owners in their own interest are advised not to give the key of entrance door to anyone including site contractor/workers.
25. Balconies have been fixed with railings. No load should directly or indirectly be applied on them.
26. The flat owners, workers, labors, contractors must switch off all lights, tube lights, fans, ACs, etc at the end of the day i.e. at the time of locking the premises at 6.30 PM, failing which the electricity connection of the said apartment will be disconnected and will be restored only on payment of penalty
27. All electrical/electronic home /security appliances shall be installed only at the designated points/ places as provided by the company in respective flats by the flat owner at their own cost without disturbing or damaging the wall, plasters on the outer surface of the wall, electrical cables, fire fighting points etc.
28. The flat owners shall carry out their respective interior work without disturbing/ damaging the electrical points, fire fighting system, AC duct as installed by the company in common area, lift lobbys, external looks of the building, and if at any point of time, any one is found violating the same, the cost of repairing along with damages will be recovered from the respective flat owners.



Declaration

I/WE have read & understood the above condition & hereby agree to avoid by it. I/WE will also ensure that our visitors, contractors and workers also follow the above condition.

Flat No _____

Date _____

Signature of owner: - _____

Name of owner: - _____

Flat No:- _____

Date:- _____

Telephone/Mobile No.:- _____

Alternate local emergency contact

Name:- _____

Address:- _____

Telephone/Mobile No.:- _____



**APPLICATION FOR THE GATE PASS FOR INTERIOR/ WOOD
WORK INSIDE THE APARTMENT**

Date: _____

1. Apartment No. _____

2. Name of the Apartment Owner _____

3. Address of Owner _____

Tel No. _____ Email ID _____

4. Name & Address of Interior Agency _____

5. Validity of Gate Pass: From: _____ To: _____

6. Interior Agency – in – Charge _____

Tel. No:- _____ Email ID: - _____

Workers Name: _____

a) _____ b) _____

c) _____ d) _____

e) _____ f) _____

7. Working Time From: _____ To _____

Owner/ Tenant Signature: _____ Authorized Signatory _____

FIRE FIGHTING INSTRUCTIONS

List of Do's

Description

1. Do keep all the fire fighting appliances clear of obstruction and ensure that these are easily assessable.
2. Do keep corridors, walk ways and passageways free of obstructions.
3. Do keep closed all fire escape doors on the floors for fire escape staircase at all times as they are pressurized.
4. Do use a battery operated portable torches as a backup.
5. Do ensure good housekeeping periodical maintenance of electrical distribution points and worn out flexible electrical wiring hazards.
6. Do check electrical tools/equipments before using them. Switch of electrical equipment when not in use.
7. Do provide and use proper rubbish bins, preferably those made of non-combustible substances and liquid.
8. Do ensure that the electrical switch boards and the enclosures of electrical components are kept clear of flammable or combustible substances and liquids.
9. Do ensure the wiring is in good condition for any defect, get a licensed electrician to check and rectify it immediately.
10. Do use one power outlet for one electrical appliance or equipment, whenever possible.
11. Do engage license electrician for all electrical fitting works.
12. Do ensure the detectors & sprinkler heads are not painted over or obstructed with object.
13. Do observe "No smoking" rule strictly in your premises.
14. Do use microwave or electrical oven for heating up food only.
15. Do buy your LPG from authorized dealers.
16. Do keep the hose reel cabinets & extinguishers free from any obstruction.

Steps in case of actual fire

1. Immediately raise alarm "fire" at the peak of your voice when you notice a fire & operate a nearest manual call point.
2. Use nearest "talk back" unit & inform security control room in case of fire.
3. Do arrange to switch off the electrical supply.
4. Only use the stair case to reach ground floor.
5. One who reaches first at the scene of the fire should make sure that nobody is trapped.
6. Try to put off small fires with the nearest appropriate fire extinguisher. As others rush to the same tell them the type of fire extinguisher to be used. Electrical fires should not be fought with water to avoid electrical shock.
7. Try to attract other's attention as far as possible on your way to the scene of fire.

List of Don'ts

Description:-

1. Do not store inflammable material on attended e. g. grease & paints.
2. Do not use corridors, walkways, or passenger way that form part of emergency escape route at your work place from storage.
3. Do not store anything in fire escape stair case and keep them clear at all times.
4. Do not use candles or other necked flames for lighting purpose, especially during a power failure.
5. Do not use electrical panel areas and other electrical equipment rooms as storage space & ensure these are kept clear at all times.
6. Do not leave electrical appliances switched on when you are out of your residence for a long period.
7. Do not use card board boxes, wooden crates or other receptacles that are made of combustible material as make shift rubbish bins in your apartments.
8. Do not put any liquid or anything that is flammable or combustible near an electrical switch board or enclose containing electrical components.
9. Do not use electrical equipment that has poor wiring such as frayed cables & loose connections.
10. Do not overload the electrical circuit by drawing current from one power outlet to multiple electrical appliances or equipment simultaneously.
11. Do not allow electrical fitting works to be carried out by non-qualified or UN authorized personal.
12. Do not paint over smoke/heat detectors & sprinkler heads or hang objects on them.
13. Do not leave lighted cigarettes on any other smoldering objects on unattended as they can cause fire & do not smoke in no-smoking areas.
14. Do not cook in premises the using open flame stove or electrical hot plate except for areas that are allowed for cooking such as kitchen & food stalls.
15. Do not use kerosene & other inflammable fuels.
16. Do not obstruct the access to a fire hose reel or a fire extinguisher.

Steps in case of actual fire

1. Do not run in panic. Remain cool & calm.
2. Do not temper with any machinery during fire fighting. Leave it for authorized handling.
3. Do not use the elevators.
4. Do not argue or engage in discussion at the scene of fire.
5. Do not temper with the equipment. If you do not know its operation, ask someone who knows it. Do not throw sand on machinery, use Co2 fire extinguisher on general fire and foam type extinguisher on liquid fire.
6. Do not flood the area affected with water, unless essential. Do not crowd the scene of fire. Call the fire brigade.
7. Do not use water on oil & electrical fires.
8. Do not take any chance, if in doubt. Inform the security control room about the fire at intercom No. 413/414.

Fire safety Drills

Regular fire safety drills (scheduled & surprised) will be conducted in accordance with the fire safety plan. All residents should participate in such exercises & drills and rehearse to ensure systematic & orderly evacuation of the premises.

Exit Drills In the Home

Quick, close your eyes. Do you know to ways out of the room you are in right now?

If a fire breaks out in your home it is important that every members of the family knows what to to. So have a fire escape drill at home!

- Start by making a home fire escape plan.
- Your family can sit down together & draw a floor plan of your house.
- Use the floor plan to clearly mark ways out of every room. Also, put a big mark where the smock detector is located.
- After the drawing is complete, decide where each member of family will meet outside.

Practice, Practice, Practice until you can do the drill with your eyes closed. Make this a family project & have a fun with it. Knowing what to do when a fire breaks out can save your life.

FORMS



OWNER PROFILE FORM

1. Apartment No. _____
2. Name of the Owner _____
Address: _____

Paste your Recent Pass port Size Photo

Tel. No. _____ Fax No. _____

Mobile No. _____ E-Mail ID _____

3. Office Address: _____

Tel. No. _____ Fax. No. _____

4. Name of Spouse _____
Office Address if any _____

Tel.No. _____ Fax No. _____

Mobile No. _____ E-Mail ID _____

5. Details of Children:

a) Name _____ Age _____

b) Name _____ Age _____

C) Name _____ Age _____

Owner Signature _____

Estate Manager Signature _____



RESIDENT PROFILE FORM
Tenant / Owner

1. Apartment No. _____

2. Name of the Owner _____

Address: _____

Date of occupation _____

Tel. No. _____ Intercom No _____

Mobile No. _____ E-Mail ID _____

3. Office Address: _____

Tel. No. _____ Fax. No. _____

4. Name of Spouse _____

Office Address if any _____

Tel.No. _____ Fax No. _____

Mobile No. _____ E-Mail ID _____

5. Details of Children:

a) Name _____

Age _____

B) Name _____

Age _____

c) Name _____

Age _____

Owner Signature _____

Estate Manager Signature _____

Paste your Recent Pass port Size Photo



Letter for issuing Car/Scooter sticker

Date:-.....

Kindly issue a Car/Scooter sticker the detail is given as under:-

Name of the flat owner: - _____

Tower name: _____

Flat No.:- _____

Signature of owner

(For office use only)

Date of sticker issue _____

Car/Scooter parking register S. No _____

Name of the person who issued the sticker _____

Sticker No. _____

Parking No. _____

Authorized Signatory sign.



Letter for issuing sticker on sale of Car

Date: _____

This is to certified that my car bearing registration No _____ which carried sticker No. _____ issued to me by SPA Maintenance Office, since my car has been sold & my previous sticker No... _____ destroyed by me or sticker damaged due to broken wind screen, please issue new sticker against my new vehicle bearing registration No. _____

Name of the flat owner : - _____

Tower name:- _____

Flat No.:- _____

Sticker No.:- _____

The old sticker No. _____ has been blocked.

Signature of owner

(For office use only)

Date of New sticker issue _____

New Car/Scooter parking register S. No _____

Name of the person who issued the sticker _____

Sticker No. _____

Parking No. _____

Authorized Signatory



GUIDELINES FOR MOVING IN

Moving in to the Park View SPA check list.

Residents are requested to take following action when they move in to the Park View SPA Complex

1. Intimate the Estate manager in writing to your intended moving in date.
2. Fill up family particulars form to be obtained from the Maintenance Office, So that you can be issued free access control cards, car sticker & mail box key for first occupation of flat.
3. Fill up servant/Driver verification form for issue of their apartment entry passes.
4. Check water pressure in all bathrooms/ Drainage. If there is some problem please contact complaint desk Extension No. 413/414.
5. Submit copy of lease agreement to the Park View Spa Maintenance Office Park View SPA, If you are a tenant.
6. Write a letter informing the local police about old address & identity proof to enable verification.
7. Read carefully operation /user manual of appliances provided in your apartment.
8. Check initial energy meter reading so that monthly bill can be raised.
9. Ask complaint desk for a visit by engineering department to check all fire fighting system before moving in.
10. In case of foreign national proof of registration with foreigner registration office photo copy of passport/visa and a letter from current employer is to be submitted to Estate Manager Park View SPA.



MOVE IN PERMISSION FORM

Date: _____

Owner name: _____ Tower Flat No.: _____

Date on which coming in _____ Owner signature _____

For tenants only

1. Tenant name _____
2. Contact No: _____
3. Lease Agreement received _____ (Y/N)
4. Police verification received: _____ (Y/N)
5. Tenant Profile form filled: _____ (Y/N)
6. Flat owner permission obtained _____ (Y/N)
7. Date on which coming in: _____
8. Signature of tenant: _____

Information passed to security : _____ (Y/N)

Shifting of luggage timing: -09:00am to 5:00pm

Accounts (all dues cleared) signature _____

Help Desk signature _____

Date: ___ / ___ /20__



GUIDLINES FOR MOVING OUT

Moving out of the Park View SPA check list.

Residents are requested to take following action prior to moving out of the Park View SPA.

1. Please inform Estate Manager in writing about your intended date & time of departure from Park View SPA.
2. Deposit all resident drivers' passes, servant passes to the security department & take clearance.
3. Take NOC from accounts department, without NOC security will not allow your truck to move out.
4. Check all the water taps, electrical switches are switched off in the apartment when moving out. Arrange for all utility services that you set up to stop on the last day of departure.
5. Make an appointment with the Estate Manager office to schedule a moving out pre inspection by the maintenance staff. This will allow you to properly clear & correct any problems.
6. Register your change of address with the Estate Manager's office to direct any deposit refund or any other correspondence. Once you have vacated your apartment, it is no longer permissible to receive mail at that address.



MOVE OUT PERMISSION FORM

Date: _____

Owner name: _____ Tower Flat No.: _____

Date on which coming in _____ Owner signature _____

For tenants only

1. Tenant name _____
2. Contact No: _____
3. Lease Agreement received _____ (Y/N)
4. Police verification received: _____ (Y/N)
5. Tenant Profile form filled: _____ (Y/N)
6. Flat owner permission obtained _____ (Y/N)
7. Date on which coming in: _____
8. Signature of tenant: _____

Information passed to security : _____ (Y/N)

Shifting of luggage timing: -09:00am to 5:00pm

Accounts (all dues cleared) signature _____

Help Desk signature _____

Date: ____ / ____ /20__



COURIER SLIP

- Note: -
1. No couriers will be accepted by any security person except written request from client.
 2. This slip is to be filled & given to clients when courier not delivered due to door lock.

Date: _____ Time _____ Tower & Flat No. _____

Courier person name _____ Contact No. _____

Courier company name _____

Security Supervisor, name & sign.



APPLICATION FOR PASS: - MAIDS/SERVANTS/DRIVER

To
The Estate Manager,
Park View SPA,
Sir,

Paste your Recent Pass port Size Photo

I _____ resident of flat no _____ request you to allow my maid/servant to enter the Complex area till his/her permanent pass is made.

Particulars & Photostat copies of documents of the maid/servant are given below and his/her photo is affixed & attested by me.

Name: _____

Father/Husbands name: _____

Age: _____

Identification mark: _____

It is further stated that I take the full responsibility of conduct of the above mentioned person.

Thanking you

Sign:

Name:

Not permitted/permitted from _____ to _____

**Gurgaon Police
Information on domestic Help /Tenant /Employee**

Particulars of Employer /Landlord		Paste your Recent Pass port Size Photo Signature of application
Sector /village/ colony/ society		
Plot no / Flat No./ House No./ Street No./ Police Station		
Name of the employer/ Landlord		
Father's Name		
Contact No.		

Particulars of employee/ Tenant/ Domestic Help			
Full Name		Phone No.	
Father's Name			
Spouse Name		Occupation	
Nationality		Age	
Sex		Cast	

Permanent Address	
House No.	
Sector/ Village/ Locality	
Police Station	
District & State	
Landline/ Mobile No.	

Proof of identity (Voter card/ Driving License/ Ration Card etc.)						
Two References from Native place (Name, Address & Ph. No.)						
Local (Current) Address						
House No. Sector/ Village/ Locality			Residing at current address since			
Name of land lord & address						
Mobile No.		Police station				
Two References from Native place (Name, Address & Ph. No.)		1				
		2				
Nature of employment (Domestic servant/ Shop employee/ Industrial worker/ Chokidar/ Dhobi/ Trades Man/ craftsman etc.)		Place of work				
Particular of previous employment (In case of employee)						
Nature of employment						
Address						
Particular of previous employment (With mobile No.)						
Particulars of family members residing with the tenant employee						
S. No.	Name	Age	Sex	Relation	Occupation	Mobile No.

This is only information form. I am getting his/her police verification separately by addressing to the concerned police jurisdiction (OF permanent address in the prescribed Performa).



JOB CARD

Job card No.

Date of complaint:-

Job card Prepared by:

Time of complaint:-

Time of Job Card prepared:

Time of attending complaint:-

Flat No/Location	Nature of complaint	Forwarded to/ Department	Attended By
Comments		Signature	
Signature of Supervisor/Help desk			

Complaint Number & Feed Back: _____

VISITOR'S

PARKING

SOP & FORM



STANDARD OPERATING PROCEDURE FOR MANAGEMENT OF VISITOR'S PARKING

Dear Residents,

Park View Spa is committed to render better services to its valuable clients. It is keeping that spirit in mind we have come up with visitor's parking in open parking slots. In order to enhance optimum and effective utilization of same, kindly go through the below SOP.

Guest/Visitors of residents coming to Park View SPA shall be accommodated to an extent up to the numbers of parking available for the visitors.

Token System:-Token system will be introduced for accountability and controlling of the visitors parking in the complex. On arrival of a visitor at the gate, the detail of the visitor will be endorsed in the register meant for the purpose. The resident concerned will be intimated by the main gate staff and on confirmation by the resident, a token bearing the number of parking will be issued to the visitor. The visitor will be briefed on the location and the prevailing rules of the complex in regards to the visitor parking, & thereafter permitted to proceed inside the complex. The guard in the vicinity of the visitors parking will also be intimated, who will assist in the parking of vehicle at the correct slot, when it arrives in general area.

When the visitor leaves the complex, the token will be handed over at the main gate.

Details:-

1. Parking slots will be earmarked for the visitors parking.
2. Vehicles of only old/ handicapped & where permission of site head has been accorded will be permitted inside the complex, for others, the vehicle will not be permitted inside the complex and the vehicles will parked outside in the parking available near main gate. Chauffer driven vehicles will be asked to return after dropping the visitor & park the vehicle outside the main gate in the parking area mean for the propose, Guard of the concerned block will be intimated to ensure the vehicle returns back to the main gate.
3. Cabs carrying luggage will be given permission to pickup & drop the resident /guest carrying heavy luggage.
4. Allotment of visitor parking will be limited to four hours.
5. Outstation visitors may be permitted overnight parking in the visitors parking if available on special permission obtained from site head. In writing this will be limited to 48 hours.
6. When visitors' parking is full, necessary information will be provided to the residents concern, as also the visitor will be requested to co-operate and park vehicle outside the main gate.
7. The visitor parking will be kept abdicated at all time to ensure no unauthorized vehicle park in the area.
8. Visitors vehicle registered in records will be put up to the site head by security on daily basis.
9. Any suggestion on above shall be shared will the Maintenance Office.

Thanking you all for co-operation in advance & we assure you the best of ours, always.

Best regards

Park View SPA

Visitor Parking Slip - Park View Spa		
Tower No.	Flat No.	Date
Vehicle No.	Parking Slot	Part
Permission From	To	
Signature. Help Desk	Office Stamp	

SWIMMING

POOL & CLUB

SOP /FORM



Application form for Swimming Pool Pass

Space for Photos

OWNER / TENANT

1. Apartment No. _____

2. Name of the Resident _____

Address: _____

Intercom No. _____ Mobile No. _____

3. Details of Spouse/ Children for pass:

a) Name _____ Age _____

b) Name _____ Age _____

c) Name _____ Age _____

Resident Signature _____ Estate Manager Signature _____

* Note: - Please submit the form with 2 passport size photographs of each member. One photograph is to be pasted on the form itself while the other photographs to be clipped with the form with details of apartment and name



STANDARD OPERATING PROCEDURE OF CLUB

General: The Club has been provisioned for use by the bonafide residents of the complex. The club offers Multifarious Facilities for use by the members. Residents have obtained the membership of the club, and for the day to day maintenance and the use of the facilities catered for in the club; an additional amount will be recovered from the residents as a part of the Maintenance Charges. This amount may increase from time to time due to the increased market inputs.

Tariff for the Party Hall.

- Will be intimated separately

Birthday / Kitty Parties:

In order to increase the usability of the club and for the convenience of the Residents, the Management may decide to offer a special discount package for the conduct of Birthday and Kitty Parties in the club.

Special Tariff for Birthday/Kitty Parties

- Will be intimated separately

Terms and Conditions:

- Booking will be made on first come first serve basis. A refundable Security Deposit of Rs. 10000/- will be deposited in advance at the time of booking. For any damage/loss, deduction will be made and the balance amount will be refunded.
- Booking of the party hall is not permissible to the residents who default in the payment of the Maintenance Charges.

Guide lines for the use of Club:

- Party Hall will be available for the party 6 hours before the actual time of booking.
- Only soft music can be played up to 2200hrs.
- Power supply of the hall will be switched off by 23.30 hrs.
- L-12A, License is to be obtained by the resident hosting the party.
- All statutory compliance required for the party would be the responsibility of the host.



PARK VIEW

- Considering the size of the hall & lawn, small get-togethers, such as Birthdays, Grah Pravesh, Ring Ceremonies, Cocktail Dinners and Prayer Meetings will be permitted.
- No cooking is permitted in and around the lawn.
- The decorations carried out will be removed from the premises after the function.
- No heavy decorative lights will be permitted, however subdued lighting which enhances the ambience of the area will be permitted. Permission for this will be obtained and extra charges would be lived, based on the load.
- Any mishap of men & material during the function will be the sole responsibility of the host/ Condominium Association as applicable.
- No use of tape, nailing, and flower decorations on the walls will be permitted.
- The Party Hall will be handed over back in the same state as it was handed over to the party.
- The Club is not exclusively available for use by the resident hosting the party. Free access to members in other areas is permitted.
- Timings of the Club to be strictly adhered to.
- Parking of the vehicles of the guests will be coordinated by the individual holding the party.

Condominium Association Functions:

- The will be facilitated to hold central functions free of cost; however electricity & additional charges for manpower requirement will be borne by the Condominium Association. The rates of manpower are indicated on the Booking Requisition.
- The Condominium Association will be facilitated to hold central functions free of cost; however electricity & additional charges for manpower requirement will be borne by the Condominium Association. The rates of manpower are indicated on the Booking Requisition.
- For any requirement of premises, request will be made to the Club Manager and in the absence of the Club Manager; the Facility Manager of the site may be contacted for the requirement.
- Any booking already made by a resident will not be cancelled/ rescheduled for the use by the Condominium Association
- Staff at the site, such as guards etc will not be forced to open the club premises, as he does not have the authority for the same.
- Club is a place for social get-togethers and interaction. Thus, the decorum and the sanctity of the place needs to be maintained. Premises will not be used for any meetings which are politically motivated/ held to criticize the developers or the maintenance agency.

Sports Facilities Available:

Gymnasium and SPA	Tennis
Table Tennis	Badminton
Swimming Pool	Volleyball
Squash Court	Basketball

Above Facility is available to the Residents only.

Note: The Club will be closed on Tuesdays.

Safety & Security:

- The individual hosting the function will be responsible for the belongings of their guests. Children will be advised to create no nuisance and cause any damage to the club property.
- Children & Non swimmers will be advised not to go near the swimming pool without an escort.
- It will be ensured that while carrying out any electrical decorations, there is no naked wire left.
- Adequate Fire & Safety is ensured in the Kitchen.

Catering Services:

- Catering will be done through the in-house caterers, who are on the panel. Details available with the Club Manager.
- Adequate Fire precautions to be taken by the caterer in the kitchen area.
- Kitchen area will be left neat & clean and the garbage for disposal will also, be suitably disposed off.
- Any booking by the caterer will, also be routed through the Club Manager

Cancellation / Confirmation:

- It will be ensured that while carrying out any electrical decorations, there is no naked wire left.
- Hall is only confirmed on the receipt of full payment.
- Due to any unavoidable circumstances, if the booking gets cancelled, there would be a minimum cancellation charge of 30% of the total rental.

Do's & Don'ts:

- No fighting or arguments with the staff.
- No change of fittings or fixtures.
- No throwing of garbage in the premises.
- No loud music/announcements of any kind.
- No damage to the club property.
- No child to be permitted to go towards the swimming Pool.

Procedure to book the Hall:

- Club Manager to be contacted for any booking.
- Standard format to be used for booking of the hall, which is available with the Club Manager.
- Booking Requisition will be duly signed by the Club Manager and by the party. Making the booking.
- Verbal/Telephonic bookings will be taken, but should be confirmed within 48 hours, failing which the booking will automatically stand cancelled.
- Do not disturb others utilizing the facilities of the club.

Payments:

- Cheque should be made in favour of "Park View Hotels Pvt. Ltd."
- Sample Booking Requisition form is attached.



Booking Requisition

I _____ Resident of Apartment _____ PV SPA agree to abide by the above guidelines. Kindly book the party hall on _____ from _____ hrs to _____ hrs for the purpose of _____. I am enclosing _____ (Name of Bank) cheque No. _____ for a sum of Rs. _____ towards booking charges and Cheque No. _____ for a sum of Rs 10000/- towards the Security Deposit.

(Signature of Resident)

Name: _____

Contact No. _____

Date: _____

For Assistance Contact

Club Manager

Security In charge

Maintenance team at Site



Application for Booking of club

Date:- ___/___/20___

To,
The maintenance office,
Park View SPA,
Sec-47, Gurgaon,
Haryana,

Subject: - Booking of club

1. I wish to book the club for _____ Date _____ From time _____ To _____
2. Payment through cheque No. _____ Dated _____ For Rs. _____ in favour of
"Park View Hotels Pvt. Ltd." is enclosed as a booking charge.
3. I understand / Agree to the following guidelines:-
 - a) Premises would be vacated within the time line.
 - b) No loud music would be played at night after 10:00PM in accordance to the statutory provisions.
 - c) Total No of person would be restricted to below:-
 - d) Only Birthday/Grah pravesh small get together parties are permitted.
 - e) Shamiana poles would not be dug in the premises' so as to avoid damage to the premises'.
 - f) No cooking would be done in & around the lawn/pool.
 - g) Only heating pre-cooked food/snacks is permitted in kitchen.
 - h) Lawn getup/ plants/ flowers & the hedges would not be damaged
 - i) No liquor (Hard drinks) will be served without proper license issued by government authority.
 - j) Damage to Club premises will be reimbursed.

Yours Sincerely,

Name: - _____ Apt. No.: - _____ Contact No: - _____

Note: - In case the premise is used to hold an exhibition/ sale of any product, the same will be done by the resident or his/her immediate family member residing in the complex. The premises will not be sublet to any third party, whatsoever by the resident.

LPG SUPPLY FORM

WITH

DO'S & DON'TS



Application for Supply of LPG

Apartment No. :

Date:

To,
Park View SPA Condominium Association
Sector-47,
Gurgaon

I / We hereby agree to obtain LPG supply through the reticulated pipe line laid at the Bestech complex from M/s BPCL Ltd., with whom M/S. Park View SPA Condominium Association has entered into an agreement. BPCL will be providing the gas supply through its authorized service provider M/s Sakha Services Pvt. Ltd.

I agree to the terms and conditions of gas supply by M/s Sakha Services Pvt. Ltd. given below:-

Terms and Conditions for Gas Supply

1. Billing shall be done on quarterly basis, wherein each resident has to pay Rs. 4800/- in advance for the quarter for those who submit KYC Form and Affidavit. They will get subsidized gas as per Government Policy.
2. Those who do not submit KYC form and Affidavit will have to pay Rs. 5500/- in advance for non subsidized gas.
3. Each flat owner has to pay Rs. 50/- per month against billing & maintenance in kitchen.
4. All the above payments and quarterly gas consumption bills will be paid by crossed cheque in favour of M/s Sakha Services Pvt. Ltd.
5. In view of the safety, any modification job is to be carried out by M/s Sakha Engineers Pvt. Ltd. (Who has laid the reticulated pipeline) and no other agency is allowed to carry out such a job. Following officers may be contacted for the same.
 - a) **Mr. Harish Asst. Manager-8750559790**
 - b) **Mr. Amit Services Manager 8800519421**
6. Rate list for such work is attached.
7. No cash payment will be accepted, user has to pay a crossed cheque in favor of M/s Sakha Engineers Pvt. Ltd. for any modification work.
8. In the event of cheque being dishonored, individual resident has to pay a sum of Rs. 300/- as bank charges for the first and Rs 500/- for any subsequent default.
9. Services to be provided by M/s Sakha Services Pvt. Ltd. are attached.

Signature of Applicant

(Name & Address)

Do's & Don'ts for LPG Piped Gas Supply

Precaution to be taken:-

1. Kindly close the second valve closer to gas stove after you cook the last meal of the day.
2. In case you are going out for long hours or few days, close the first valve as well as the second valve.
3. Do not put nail or hammer on concerned gas pipe line in valve as marked in the kitchen.
4. In case of any leakage anywhere in the kitchen, contact immediately the authorized dealer/ AMC personnel.
5. In case if any regulator/ valve/ gas meter becomes faulty, stop it & contact immediately the authorized dealer/ AMC personnel.
6. The pressure of LPG in the kitchen pipe line before regulator is about 10PSI and with the regulator it reduces the pressure to 0.4 PSI, which is the pressure at which cooking is done.
7. Do not temper with the pipe line.
8. Do not extend LPG pipeline to any other part of kitchen or make any changes in the existing pipeline on your own.
9. While using LPG connection, take normal safety precautions, which you have been taking while using LPG cylinder.
10. Do not try to loosen or play with any of the LPG gadgets like valves, regulators, meter etc. It can be dangerous.



**SAKHA SERVICES PVT. LTD.
CIRCULAR**

Mark Rem from Computer

For Sakha Services Pvt. Ltd.

**To,
All Valued Customers**

This is to inform you that for any pipeline in the kitchen by us if modified/alterd by the residents according to their convenience, we shall not be held responsible for any mishap/accident/damage due to any such modification.

We express our inability to provide LPD to a flat where modification has been done by the resident thru' an authorized source since oil companies do not approve this type of modification.

We would request the resident that they get the modification work if any done from Sakha Engineers Pvt. Ltd. only who is executing LPG Pipeline installation work at your site.

Name of Concerned Person: - Mr. Sunil Sharma - Manager (Sales & Services) (Mob: 8800519421) Mr. Kirpal (Supervisor) (Mob: 9899991192), Neeraj Sharma (Sr. Supervisor) (9999979449) Mr. O.K Yadav (Manager) 9717133201.

Items required at the time of modification:

S. No.	Item Description	Brand	Qty	Unit	Unit Rate (Rs)
1	1/2 pipe for inside kitchen MS ERW c Class & Fittings	TATA	1	Mtr	425
2	1* Pipe Tapping from Riser MS ERW c Class & Fitting	TATA	1	Mtr	565
3	1*2 Isolation brass Ball Valve	COMAP/VIVA	1	No	355
4	1/2* Quarter turn nozzle appliance valve	COMAP/VIVA	1	No	327
5	Pressure regulator with inbuilt UPSO inlet pressure - 0.5-1.0kg/cm ² Flow - to - match the meters.	COMAP/VIVA	1	No	817
6	Diaphragm type gas meter/Ino in each flat in the Kitchen	COMAP/VIVA	1	No	2725
7	HEX nipple	SAKHA	1	No	60
8	MS Coupling	SAKHA	0	No	60
9	Rubber Tube 1.5 Mts	SURAKSHA	1	No	190
10	Lighter	MAYUR	1	No	75
11	Modification work, testing & inspection charges		1	Job	3000

Terms & conditions

- Tax 5% on S. No 1,2,7,8 & 12.5% on S. No. 3,4,5,6,9,10 and surcharge 5% is extra.
- Services Tax @ 12.36% on Testing & Inspection SL. No's 11 Payment in advance by cheque in favor of M/S Sakha Engineer Pvt.Ltd

Thanking You,

Gurpreet

For Sakha Services Pvt. Ltd.

Gurpreet Singh Arora
DGM Services & Operations
Mob: - 9560326507

INTERNAL

SERVICES

CHARGES

RATE CHART FOR INTERNAL SERVICES PARK VIEW SPA

SOP

Dear Residents

1. Park View SPA maintenance staff is responsible to undertake maintenance jobs only in the common areas of the complex. All day to day maintenance jobs pertaining to electricity, plumbing and civil, which are inside the flat, will be attended under own arrangement of the residents.
2. For the convenience of the residents, this service shall be provided to the residents under arrangement of the maintenance department at rates which shall be lesser than the market. This will enable the residents to get the service at the door step, as well as avoid undesired entry of various trades' men into the complex, which will be in the overall interest of security of the complex.
3. The rates prescribed for each job are mentioned below category wise.

S. No.	Nature of work	Charges	Remarks
Electrical			
1	Light fixture	Rs. 50 each point	
2	Ceiling fan	Rs. 70 each point	
3	Switch, Socket, MCB & regulator	Rs. 50 each point	
4	Point shifting	Rs. 300 each point	without material length 3 Mtr.
5	Exhaust fan fixture	Rs. 100 each point	
Plumbing			
1	Big cock & Angle Valve change	Rs. 50/- each	
2	WC jet & Wash Spray	Rs. 100/-	
3	Connection/pipe Change	Rs. 50/-	
4	RO Fixture	Rs. 200/-	
5	Geyser Fixture 10 ltr to 25 ltr	Rs. 200/-	
6	Geyser Fixture 10 ltr to 10 ltr	Rs. 150/-	
7	WC Seat Cover change	Rs. 50/-	
8	Washing Machine Fixture	Rs. 100/-	

Note:- Rates are subject to change with change in market inputs

- Request will be entertained from 9:30 AM to 5:30 PM
 - Request will be lodged at the Maintenance Office in person or on Inter com No. 413-414 .
 - Request number will be obtained from the Maintenance Office.
 - Tradesman will report to the Flat with the Job Card.
 - After attending the request, the resident to sign on the Job Card and endorse the remarks and pay the amount to the tradesman as indicated in the job card.
 - Collect receipt from the Maintenance Office.
4. No other tradesman from the market will be permitted entry in the complex for security reasons.
 5. Your co-operation will be highly solicited for making the Society Safe and Better.

WARRANTY

CARD'S

GROHE

Pure Freude an Wasser

No.

WARRANTY CARD

GROHE Service Promise

now a standard feature of

BESTECH INDIA PVT. LTD.



✓ 24 HOURS GUARANTEED SERVICE
Toll Free No. **1800 102 4475**



reddot design award

www.grohe.co.in

Toll Free

dorsët

dorsët KABA
AN INDO SWISS JOINT VENTURE

Warranty Certificate

This is to confirm that DORSET INDIA PVT LTD'S products are manufactured /supplied by us at Park View Spa, Sector 47- Gurgaon and we certify that the product is warranted for :-

1. Night Latch on Main Door (Product Code: NL501NS)
2. Bedroom Door Handle Sets (Pair of Door Handle + Lever Lock HLIPSC KY)
3. Toilet Door Handle sets (Pair of Door handle + Mortise Latch - HLIPBSC)

DORSET extends a mechanical warranty to the original user (“Users”) of Dorset product (“Products) against defects in material and workmanship as long as the user occupies the premises upon which the product was originally installed. Warranty is valid till December 2014.

This warranty is subject to the following conditions

1. Upon return of a defective product to Dorset, Dorset shall either replace or repair the product.
2. It does not cover product finish i.e. colour, gloss and luster of the article.
3. This warranty does not cover abused or misused products.
4. This warranty is applicable only for mechanical performance of the article and does not cover ordinary wear and tear.
5. This warranty shall be void if the article is not used for the purpose or in the manner intended for.
6. The warranty is only applicable if the product i.e. (handle) are installed as per global standard of installation.
7. This warranty shall be void if the article is repaired or tampered with any unauthorized personnel.
8. The company's maximum liability hereunder is limited to the purchase price of the product. In no event shall the company be liable for any consequential, indirect , incidental or special damages of any nature arising from the sale or use of this product, whether in contract, tort, strict liability or otherwise.

All disputes are subject to Delhi jurisdiction only.



The contact details in as below:

Name of Person :

Mr. Naveen Kumar (09560747773)
naveen@dorsetkaba.com
: Mr. Amit Singhal (09717997312)
Amit@dorsetkaba.com

Customer Care Service Center Tel. No. : +91-11-46138888
Toll Free No. : 1800-102-2888

For Dorset India Pvt. Ltd.

Authorized Signatory

FINAL WORDS TO RESIDENTS

Thank you for taking the time to read the Resident's Handbook.

The Resident's Handbook has been developed to acquaint you with the various aspects of the Condominium operations, policies, facilities and Services for residents of **Park View Spa**.

Please remember that you are an important part of our community and we hope you invest time and interest in making **Park View Spa** a great place to live!

We anticipate that with co-operation regarding our mutual obligations covered in this handbook, your stay in your new home at **Park View Spa** will be pleasant and memorable.

We are open to any suggestions which you might have for the betterment of all, because after all this is your home.

DISCLAIMER

The information as contained in the resident handbook for the Park View SPA is merely indicative of the equipments provided in the apartment. DO's & DON'Ts, code of conduct guidelines during stay apartment's renovation etc. These rules/ guidelines may be modified altered or amended by Condominium Association /company / Management /Agency from time to time.

The first prevention guidelines and DO's & DON'Ts are merely suggestive, indicative and are not limited to what has been stated therein. It shall be responsibility/Liability of the allottee for making his /her own assessment of the situation and take appropriate steps that the allottee may think appropriate in case of an eventually/ emergency.

Though, reasonable care has been taken while publishing this handbook, the condominium association/company/ management/ agency does not accept any liability/ responsibility, what so ever to any person for the information or advise provided in this publication or incorporated into it by reference or for any loss or damage, incurred as a result of reliance upon any information contained herein, or incidental Thereto.

Authorized Signatory