

MAINTENANCE, REPAIR AND INTERNAL CHANGES POLICY FOR APARTMENTS
2021

Background

1. AWHO Township Gurjinde Vihar is a large township with 2822 apartments. Therefore, a large number of apartments are undergoing maintenance, repair and internal changes at any given point of time. This document lays down the policy for maintenance, repair and internal changes of apartments. It also provides guidelines for periodic maintenance of apartments.

Purpose

2. The purpose of this maintenance, repair and internal changes policy is to facilitate owners to maintain upkeep and repair the interiors of their apartments while simultaneously meeting the following primary objectives:-
 - (a) Structural safety of towers should not be compromised.
 - (b) Common areas like staircases, fire escapes, common shafts and apartment lobbies etc. should not be damaged.
 - (c) Common amenities like lifts should not be damaged.
 - (d) There is minimum interference to/from RWA, fellow residents or security staff.
 - (e) DU owners who are carrying out internal changes in their apartments do not unduly inconvenience the lives of fellow residents especially because the current occupancy state of apartment complex is more than 85 per cent.
3. **This policy is guided by the following:**
 - a) The complex has a total of 2822 Dwelling Units in various configurations. The occupancy state of the dwelling units as on date is over 85 per cent and is on the increase and approximately 8000 plus residents in all age groups are residing in the complex.
 - b) Greater Noida Authority guidelines on modification and internal changes in the apartments.
 - c) Uttar Pradesh Apartment (Promotion of Construction, Ownership and Maintenance) Act 2010, as amended by U.P. Apartment (Promotion of Construction, Ownership and Maintenance) (Amendment) Act 2016 (UP Act No 30 of 2016. Extract of relevant sections of the Act and the Bye-Laws have been included in the text for ready reference.

4. **Extract of Relevant Sections of U.P. Apartment (Promotion of Construction, Ownership and Maintenance) Act 2010 and U.P. Apartment (Promotion of Construction, Ownership and Maintenance) (Amendment) Act 2016.**

Chapter III – Section 5 (4) of the Act. Quote: *“The common areas and facilities” shall not be transferred and remain undivided, and no apartment owner, or any other person, shall bring any action for partition, or division of any part thereof, and any covenant, to the contrary, shall be void.*” Unquote

Chapter III – Section 5 (6) of the Act. Quote: *“The necessary work relating to maintenance, repair and modification, or relocation of the “common areas and facilities” and making of any additions, or improvements thereto, shall be carried out only, in accordance with the provisions of this Act and the Bye-Laws.”* Unquote.

Chapter III – Section 5 (7) of the Act. Quote: *“The Association of Apartment Owners shall have the irrevocable right, to be exercised by the Board, or Manager, to have access to each apartment, from time to time, during reasonable hours, for the maintenance, repairs, or replacement of any of the “common areas” , or “facilities” therein, or accessible therefrom, or for making emergency repair therein, necessary to prevent damage to the “common areas and facilities”, or to any apartment or apartments.”* Unquote

Chapter III – Section 6(1) of the Act. Quote: *“Each apartment owner shall comply strictly with the Bye-Laws and the covenants, conditions and restrictions, set forth in the Deed of Apartment, and failure to comply with any of them, shall be a ground for action to recover sums due for damages, or for injunctive relief, or both, by the Manager, or Board, on behalf of the Association of Apartment Owners, or in proper case, by an aggrieved apartment owner.*

Chapter III – Section 6(2) of the Act. Quote: *“No apartment owner shall do any work, which would be prejudicial to the soundness, or safety of property, or reduce the value thereof, or impair any easement, hereditament, or shall add any material structure, or excavate any additional basement, or cellar, or alter the external facade, without first obtaining the consent of the apartment owners.”* Unquote.

5. **Extract of Relevant Sections of the Bye-Laws.**

Chapter – V: Maintenance and Repairs, Section 36 (1). Quote: *“Every owner must perform all maintenance, and repair work, within his own unit.”* Unquote

Chapter – V: Maintenance and Repairs. Section 36 (2) Quote: *“All the repairs of internal installations of the unit, such as water, light, gas, power, sewerage, telephone, air-conditioners, sanitary installations, doors, windows, lamps, and all other accessories, shall be, at the expense of apartment owner concerned.”* Unquote

Chapter – V: Maintenance and Repairs. Section 36 (3) Quote: *“The owner shall reimburse the Association, for any “expenditure”, incurred in repairing, or replacing, any common areas and facilities, damaged due to his fault.”* Unquote

Chapter – V: Use of Dwelling Units: Internal Changes. Section 38 (1) Quote: *“All the units shall be utilised for residential /approved purposes only”.* Unquote

Chapter – V: Use of Dwelling Units: Internal Changes. Section 38 (2) Quote: *“An owner shall not make any structural modifications, or alterations, in his unit or installations, located therein, without notifying the Association in writing, and obtaining the requisite permission of the prescribed sanctioning authority. The Association shall have the obligation to answer, within thirty days, and failure to do so, shall mean that there is no objection to the proposed modification, alteration or installation.”* Unquote

Chapter – V: Use of Dwelling Units: Internal Changes. Section 38 (3) Quote: *“No owner shall undertake any work, that affects the external facade of the building, from any angle i.e. covering of balconies, change of colour etc”.* Unquote

Chapter – V: Use of Dwelling Units: Internal Changes. Section 38 (4) Quote: *“No owner shall undertake any work that affects the structure of the building”.* Unquote

Chapter – V: Use of Dwelling Units: Internal Changes. Section 38 (5) Quote: *“No owner shall undertake any work that-*
a) *results in encroachment to common area*
b) *results in damage, or disturbance of common areas, adjacent to the upper or lower floors”.* Unquote

Quote: *“If any of the above changes are affected by any owner, he will make them good at his own cost, failing which, the Association is entitles to effect recovery of cost of rectification from him”.* Unquote

Chapter – V: Use of Apartments, Common Areas and Facilities and Limited Common Areas and Facilities: Section 40 (1) Quote: *“An owner shall not place, or cause to be placed, in the lobbies, vestibules, stairways,*

elevators, and other areas of the facilities of a similar nature, both common, and restricted, any furniture, packages, or objects of any kind. Such areas shall be used for, no other purpose other than for normal transit through them". Unquote

Chapter – V: Use of Apartments, Common Areas and Facilities and Limited Common Areas and Facilities: Section 40 (5) *Quote: "If lifts and/or elevators are provided in the building, as part of the common areas and facilities, they shall be used, by the owners of the apartment, and/or, their tenants, and/or any one claiming under them, for transportation of owners, the tenant, and their guests, as also the employees of the owners, their tenants, and or management, and heavy article, or any other articles, the transportation of which, in the lift, or elevator, along with the owners, tenants, or their guests, or the employees, shall cause discomfort, or inconvenience, to the users; provided this restriction shall not apply, if an elevator or lift, is provided, for exclusive transportation of articles, packages, merchandise and such other objects." Unquote*

Greater Noida Authority Policy Guidelines for Maintenance, Repair and Internal Changes in Apartments

6. The Maintenance, repair and internal changes Policy of Greater Noida Authority is further elaborated below:-
 - (a) The Greater Noida authority considers the apartment layout plan as submitted by AWHO during initial registration of the apartment as the bible.
 - (b) Any changes in original layout plan may cause problems during subsequent transfer of property, as only the original layout as registered will be transferred by the Greater Noida Authority.
 - (c) The RWA needs to protect the interests of all DU owners in the township. Hence if the RWA comes to know that major modifications are being carried out inside any apartment which may affect the structural stability of the tower, it may carry out an inspection to ascertain whether such modifications are safe. The DU owner will provide full access to the RWA staff to carry out any such inspections.
 - (d) The DU Owner is fully responsible for all alterations made inside his DU and is fully accountable to the Greater Noida Authority in this regard.

Responsibilities of RWA

7. The RWA will ensure that new owners who are making internal changes in their apartments are made to feel welcome into the township. Accordingly, the RWA will ensure that user friendly and efficient processes are implemented which help to increase efficiency, transparency and convenience. The following will be ensured: -
 - (a) The RWA will maintain a list of blacklisted contractors and workers. The owners before hiring a contractor shall ascertain that he/she is not blacklisted. This will prevent owners from hiring any blacklisted person.
 - (b) The RWA will be well within its rights to periodically inspect an apartment to ascertain that no unauthorized changes are being done by the contractor employed by the DU Owner. DU owner shall facilitate such inspections.
 - (c) The RWA will define efficient and transparent processes to ensure that owners and contractors face minimum inconvenience.
 - (d) The RWA will ensure that security staff does not allow workers/contractors to enter the complex without valid security passes. They will inform the DU owner about the workers trying to enter the complex without valid passes on the name of his/her apartment. However, once the owner has confirmed that the worker seeking entry in the township is a genuine worker, and he/she is in the process of getting the passes issued, they will not deny access to the worker for next three days after which the worker will be allowed with valid passes only. For security reasons, the security guards at the entrance gates may keep the ID of the worker (e.g. Aadhaar Card, Driving License etc.) and return the same when the worker leaves the township.
 - (e) The DU owner can hire any contractor or worker of his choice provided that such contractor or worker has not been blacklisted by the RWA.
 - (f) The DU owners are advised to lodge police complaints in case of any person demanding bribes. Also, all such cases where crime has been established will be announced to the environment.

Policy Guide Lines for Civil Works

8. The following policy guidelines are applicable for civil works: -
- (a) DU Owners are required to consult with the BoM Technical Manager responsible for civil works prior to starting to make internal changes of their apartment in order to ascertain whether a particular change is permitted or not. DU owner will submit a document detailing all internal changes planned.
 - (b) No modifications are permitted in common areas outside/ or inside the apartments. Also, Electric wiring, water pipes and drainage pipes in common areas cannot be disturbed.
 - (c) Fire fighting areas located on 1st, 7th and 11th floors should not be encroached by placing flower pots, bicycles or luggage. This area is designed for use by fire fighters and residents in case of a fire accident.
 - (d) No change can be made to the framed structure (Columns, beams and Slabs) since these framed structures carry the weight of the tower. It is not permitted to drill holes in the floor slabs or in the beams/columns. Similarly, no change or modification is permitted inside the shafts since these shafts house all the water supply, storm water and sewerage pipes which are common to all apartments.
 - (e) Change in overall outer dimensions of the DU is not permitted e.g. balconies cannot be extended and metal structures like Gamla Stands or shades cannot be extended outside the balconies.
 - (f) Non-load bearing brick walls (115 mm thick or smaller) inside the apartment may be removed if the DU owner so desires since these walls do not bear any load of the building. However, these walls cannot be arbitrarily constructed anywhere inside the apartment. Brick walls must always be constructed only on a load carrying beam.
 - (g) Light weight UPVC and partitions may be constructed in the apartment as needed. However, construction of permanent brick walls to enclose balconies is strictly prohibited.
 - (h) Owners must keep in mind that removal of brick walls may also disturb the electrical wires and water lines passing through the wall. Due care and adequate safety precautions will be taken while fixing

these electrical wires/water lines. Electrical wiring and fittings from only reputed brands should be used.

- (i) Access to the water control valve and to the common water and drainage pipes running in shafts cannot be blocked. These are needed to be accessed by maintenance staff to carry out repair and replacement works. The shafts are part of the common areas even though they are located inside the apartment.
- (j) Layout of the water supply, storm water and sewerage pipes passing through the shafts as well as false ceilings of bathrooms cannot be changed.
- (k) If internal change done in any apartment causes seepage or any other damage to adjacent or lower flats, the owner of the apartment carrying out changes will ensure that the seepage or damage is promptly rectified in the affected flat(s) at his own cost.
- (l) DU owners need to note that any unauthorized constructions or changes made in their apartment may be demolished by Greater Noida authority. Unauthorized maintenance, repair and internal changes may also lead to difficulty during transfer of title when the apartment is being sold. Hence, it is in the interest of DU owners to ensure that only authorized and minimal layout changes are carried out in their apartment. The RWA will ask the DU owner to remove all unauthorized changes when they come to the notice of the RWA. In case the DU owner does not do so within a week, the RWA shall report the matter to Greater Noida Authority for demolition of the same.
- (m) The DU owner and the contractor must ensure storage of materials inside the apartment & not in the open areas. Also, cleanliness of the premises as well as lifts has to be ensured by DU owners carrying out internal changes, maintenance and repair in their apartment. Violations will invite penalty.
- (n) Debris or any material falling from the DUs may hurt people and damage property below. Therefore, utmost care is needed to ensure that no debris etc. is permitted to fall from higher floors. Security staff should be informed, and a representative of the contractor must stand below the tower to warn people about any accidental fall of debris. Nylon nets must be used to prevent debris from falling on the ground thereby preventing accidents.

- (o) Malba (wastage) must always be stored inside the tower and removed directly from the apartment into the trolley and cleared out of the township complex under arrangements of the DU owner/contractor. Malba will normally be cleared once/twice every week. Security deposit will be refunded only after all the malba and other construction material lying anywhere outside the flat is fully cleared.
- (p) There could be exceptional cases where malba or construction material may be found lying unclaimed inside or next to a tower. In such cases, the RWA will be entitled to collect useful construction material like Bajri/cement and use it for its own requirements. Material that is not found useful by the RWA may be sold to the Kabadi or thrown outside the township using the tractor trolley.
- (q) Welding works can lead to fire hazard. As such, while taking permit to start internal changes work, DU owners and contractors will have to clearly mention the welding works that they plan to carry out. Also, DU Owners will have to give an undertaking that they will compensate any damage to common areas or private property of adjacent flats due to any fire accident while doing welding works.
- (r) While changing floor tiles, it must be ensured that power drills are not used or if necessary they are used with extreme care. Any careless use of power drills could result in holes being drilled in the floor slab thereby causing permanent damage and also weakening the structure of the building. Any damages to the tower will be reported expeditiously to the RWA by the security staff/RWA maintenance team and such damages will be fully repaired by the owner at his own cost.
- (s) Mild Steel grills should not be fixed in the balconies because these grills prevent fire fighters from entering the apartment in case of fire. Also, evacuation of residents will not be possible if grills are fixed. In case MS Grills need to be fitted due to security reasons, DU owners will ensure that a window of sufficiently big size for the purpose is provided in the grill. This will help fire fighters to enter the balcony after breaking open the window. It will also help in servicing of AC's that are fitted outside the balcony.

Policy on Electrical Works

9. The policy on electrical works is as follows: -
- (a) DU owners are requested to study and adhere to the electrical and plumbing layout diagrams of their apartment which were provided by AWHO during possession. These documents should also be provided to the contractor carrying out the maintenance, repair and internal changes. These documents can also be collected from the RWA office if available.
 - (b) Minor changes such as additional switch boards or extra connections are permitted. While fitting additional switches or sockets, it will be ensured that 15 A power sockets will not be fitted on 5 A wiring since that can lead to serious fire accidents.
 - (c) Only BIS certified high quality and fire-resistant wires of suitable gauge from a reputed manufacturer should be used.
 - (d) Quality of electrical wires and circuit breakers should never be compromised under any circumstance because low quality circuit breakers or wires may lead to severe fire accidents.
 - (e) While replacing circuit breakers, please ensure that the replacement has exactly the same current rating as the defective one. Please seek free advice of society electrical technical manager whenever in doubt. Never by-pass faulty circuit breakers since that could lead to fire accident.
 - (f) AC, heater, microwave oven, grill, air blower, heat pillar and other high wattage appliance connections should be secure and proper. High wattage appliances should be operated only from 15 Amp power sockets. Loose plugs and sockets may lead to sparking and fire accidents. Improper AC and heater connections are one of the major reasons for fire accidents.
 - (g) While fitting electrical appliances, owners must ensure that approved load for the DU is not exceeded (1BHK-3.5 KW, 2BHK-4.5, 2+1 BHK-6, 3 BHK-7.5, 4BHK-9, 3 BHK Ph (3) 8.5, 4 BHK (ph III) 10.5 and Penthouse 15 KW). Similarly, owners must ensure that individual circuit breakers are not overloaded under any circumstances.
 - (h) While fitting AC's, please ensure that it is easy to access the outdoor unit for regular maintenance. Further, please ensure that a

condensation pipe is fitted in the AC and the pipe outlet is terminated in a storm water drainage outlet available in the balcony. Water dripping on the outer walls is not permitted. If it is not possible to take the condensation pipe outlet to a storm water drain, then the condensation pipe outlet may be placed in a bucket and the bucket emptied in the storm water drain whenever it is full.

- (i) In utility balconies and kitchen where lots of washing takes place, the Power and Light sockets must be fitted at least 3 feet high. This is to ensure that frequent washing of the floor does not lead to seepage of water into the light sockets thereby causing short circuit and consequent tripping of circuit breakers.
- (j) Owners will not tap electricity from their electricity meter panels on the ground floor without proper permission from the RWA.

Policy on Plumbing Works

10. Policy on Plumbing works are as follows: -

- (a) Plumbing works involves three types of pipes – overhead water supply pipes, storm water drain pipes and sewerage pipes. These pipes pass through shafts in the balconies of the apartments and are further extended to the bathrooms and kitchen. These pipes travel downward through the entire apartment block and any irregular modification may result in serious inconvenience to all other residents in the block. Therefore, it is very important that the overall layout of these pipes is not disturbed or jeopardized.
- (b) Additional fixtures may be fitted in bathrooms and the kitchen. Existing fixtures may also be changed. However, it will be ensured that the existing layout of pipes as given in the plumbing diagram is not disturbed.
- (c) Civil works and plumbing work often causes loosening of joints of the pipes. This may lead to seepage and damage to adjacent or lower apartments. Therefore utmost care is needed when these works are undertaken.
- (d) Seepage in the DU must be stopped at all costs since this may lead to serious damage to paintwork in your own apartment as well as adjacent apartments. Also, seepage is the major reason why the external walls of the tower are getting spoilt and give a very shabby look.

- (e) One major cause of seepage is the gap between drainage jalis in the bathrooms/kitchen and the traps just below them. Gaps may also exist between the floor tiles in the bathroom floor. Another cause for seepage is the hollow spaces between taps/stop cocks fitted on bathroom walls and the surrounding wall tiles. The steel cap behind the stop cocks hide these gaps and the seepage is not visible to the naked eye. All the gaps causing seepage must be properly grouted /sealed with good waterproofing chemicals / silicone sealer. If in doubt, please take free advice from the ATM employed by the RWA.
- (f) Grouting and sealing must be properly carried out in all bathrooms and kitchen once every year. This will prevent seepage and the consequent damage to expensive paint work and wood work. It will also prevent termite problems since damp plywood invites termites.
- (g) DU owners must take special care while fitting accessories like Geysers, health faucets, bathroom corners, bathroom curtain rods, glass partitions etc. While fixing such accessories, it will be ensured that the holes drilled in walls do not puncture the underlying water pipes or drainage pipes.
- (i) While submitting the application for taking permit to start the modification, the DU owner will have to give an undertaking that he will pay for any damages caused to the common areas or neighboring apartments due to faulty plumbing or seepage or due to any other reasons.
- (j) The drainage pipes (both storm water and sewerage) are made of cast iron which tends to corrode and crack over a period of time. Hence the drainage pipe joints must be carefully inspected on a regular basis. Any seepage from the drainage pipes may cause severe seepage and inconvenience to the flats below. In case of any seepage, it is the responsibility of the owner from whose flat the seepage has originated to ensure that the seepage is repaired promptly at his own cost. The residents of lower flats will not be inconvenienced under any circumstances.
- (k) Some owners have fitted pipes in their balconies in order to easily drain out storm water. This is because the slope of the balcony is not done properly towards the designated storm water drain. In such cases, the owners need to get the slope of their balconies corrected. Fitting of pipes to drain out dirty water is not an acceptable practice

since it unduly disturbs residents of lower flats and also damages the façade of the building.

- (l) The drains fitted in balconies collect the storm water and then discharge it into rain water harvesting pits. These rain water harvesting pits help to recharge the water table in the township. Hence it is important that dirty water is not discharged through the balcony drains. Owners should therefore ensure that the soap water from washing machines is not discharged into the storm water drain of the balcony. Rather, the soap water should be discharged in the kitchen drain. Owners should therefore make arrangements for connecting the washing machine discharge into a pipe that is connected to the kitchen drain.

Policy on Security Deposit

11. The following policy will be ensured:-

- (a) DU Owners will apply to the RWA for a permit to carry out internal changes in their apartment. Sample application is given in Appendix 'A' attached. DU owners will have to deposit the refundable security deposit as shown in Appx A while applying for the permit.
- (b) The RWA will expeditiously grant the permit within seven working days.
- (c) After depositing the security deposit, in case the maintenance, repair and internal changes permit is not granted within 7 working days and the maintenance, repair and internal changes is also not denied in writing by the RWA, the DU owner can escalate the matter to the RWA President and seek immediate grant of maintenance, repair and internal changes permit.
- (d) In case any common area has been damaged due to the maintenance, repair and internal changes, the cost of damage will be recovered from the security deposit. In case the cost of damage exceeds the security deposit (e.g. if the main glass in the lift is broken or the lift car is badly damaged), the DU owner will deposit the additional amount to fully cover the loss. If the DU owner refuses to pay the cost of damage, the same will be recovered from his monthly maintenance account by the accounts department after obtaining approval from the President RWA on file noting.

- (e) Once the modification has been completed, the DU owner will ensure that all the rubble and waste material is correctly disposed. No waste material will be left lying in any common area/parking lots. Thereafter, the DU owner can seek refund of his security deposit.

Policy on use of Lifts for carriage of Maintenance, Repair and Internal Changes Material

12. The following policy will be ensured:-

- (a) GVGN complex does not have service lifts installed. All the lifts are passenger lifts. The occupancy state of most of the blocks is over 85% percent. Single lift blocks have 100 per cent occupancy. There are over 8000 residents living in the complex.
- (b) As such the use of lifts for carriage of stores has to be done very carefully and without causing any inconvenience to the residents. Lifts will however be permitted to be used free of cost for carriage of permitted items of stores in a restricted manner.
- (c) Carriage of stores in the lifts in single lift blocks shall not be permitted at all.
- (d) In order to prevent inconvenience to residents, lifts will not be used for carriage of stores before 10:30 am and after 4:30 pm.
- (e) Only one of the two lifts in the double lift blocks can be used for carriage of stores. Under no circumstances both the lifts will ever be engaged simultaneously for carriage of stores.
- (f) Construction material WILL NOT be placed directly on the lift floor.
- (g) Loose material like cement, steel, paint, POP bags, debri/malba etc should be carried in non-porous polythene bag/sheet and placed in a wheeled trolley permanently covered on all four sides with metallic sheet.
- (h) In case of any violation, guards are empowered to stop carriage of material by lifts and ban usage of lifts for seven days. DU owners and contractors will ensure the same.
- (i) DU owners and contractors will properly brief their workers to keep the lift & lobbies clean and strictly not spit inside the lift or common

areas. Non-compliance of this rule will invite strict fines which will be deducted from the security deposit.

- (j) The residents will always have priority over workers and modification material while using lifts. In case one lift is faulty, the serviceable lift will not be used for transporting modification material.
- (k) Lifts and the lobbies must be kept clean at all times. In case of any spillage / dirtying, the same must be cleaned up immediately otherwise use of lift will be denied for the next seven days. Any damage whatsoever shall be deducted from the security deposit.
- (t) Owners will ensure that lifts are not overloaded or damaged under any circumstances. Owners will ensure that items like large plywood sheets or granite slabs, large furniture items such as sofa sets, dining tables, beds etc that do not fit in lifts are carried through the fire escape stairs. Many lifts have been badly damaged earlier due to owners trying to force fit large items into the lift.

Policy on Arbitration between DU Owners and Contractors

13. There have been cases where serious disagreements crop up between the DU owner and contractor. In order to ensure absolute fairness, the RWA will normally not involve itself in settling such disputes. Therefore, it will be the responsibility of the DU owner to settle the dispute with his contractor. However, the RWA may appoint an RWA member as arbitrator if both the DU owner as well as the contractor agree for arbitration. The decision of the arbitrator will be final and binding on both the DU owner and contractor. In case the contractor indulges in serious indiscipline or unethical conduct, the RWA may ban or blacklist him. The ban period may extend from one year to life depending on the gravity of the misconduct.

Timings

14. The following timings will be followed:-

- (a) Modification work is permitted between 0800h to 1900h on all days during summer & 0900h to 1800 during winter.
- (b) Work creating noise or dust will be banned from 2 PM to 4 PM.
- (c) The duration of modification work (start and end date) will be clearly mentioned in the work permit.

- (d) Workers will not be permitted to stay inside the apartments. To prevent fire hazards, workers will not be permitted to cook inside the apartments while on work. Owners will be responsible for the good conduct and behavior of workers while working in their apartments.

Extension and Renewal of Maintenance, repair and internal changes Permit

- 15. It is essential that modification be carried out in a time bound manner. **The validity period (start and end date) will be clearly mentioned in the modification permit.** The DU owner will ensure that the modification is completed before the permit lapses.
- 16. Security guards at towers will check the permit on a daily basis and allow workers to enter the tower only if the permit is valid. In case DU Owners are unable to complete the work in the permitted time, they can seek extension. While giving extension, the RWA will deduct additional security deposit for the extension period over and above the amount paid initially.

Penalties and Fines

- 17. The following penalties and fines will be applicable:-
 - (a) Carrying out modification without a valid permit – Rs 500/- per day for the period when maintenance, repair and internal changes was carried out without a permit.
 - (b) Seepage from renovated flat into adjacent flats – owner of renovated flat will have to repair the damage in neighboring flats at his own cost within seven days, failing which a penalty of Rs 500 per day shall be charged for the entire period of delay beyond seven days.
 - (c) Not cleaning the lift, lobbies, stairs and other common areas after transporting maintenance, repair and internal changes material – lift usage will be debarred and the one day salary of the housekeeping staff deployed for cleaning for each day the staff is employed for such cleaning work shall be charged.

Conclusion.

- 18. A user friendly maintenance, repair and internal changes policy will greatly help our DU owners who are shifting into our lovely township by providing them a pleasant and happy first experience. It will also ensure that due safety precautions are taken during maintenance, repair and internal changes to ensure that common areas and amenities are not damaged. Finally, by ensuring use of high quality spares/material, it will ensure high safety of the building and residents.

19. This SOP will be uploaded on GVGN website for download by the DU owners. In case the Du owner does not download the SOP from the website, a copy of the same can be obtained from RWA on payment of Rs 50/-.

To

APPENDIX 'A'

The President
RWA,AWHOTownship, GreaterNoida

CONTRACTOR
PHOTO

PERMISSION FOR CARRYING OUT MAINTENANCE, REPAIR AND INTERNAL CHANGES IN FLAT

NO: _____

Sir,

1. I wish to carry out maintenance, repair and internal changes work in Flat No _____, GurjinderVihar. I intend to get the maintenance, repair and internal changes carried out by Contractor Mr. _____. Aadhaar Card, Address Proof and Police verification of the contractor are attached for your information please. The contractor has not been blacklisted by RWA Gurjinder Vihar.
- 1A. The contractor employed by me is qualified to undertake maintenance, repair and internal changes work in multi-storey buildings or he/she has a qualified person in his team who knows the internal changes that cannot be done in the multi-story apartment buildings. I have personally ensured this.
2. I will strictly adhere to the Maintenance, Repair and Internal Changes Policy/SOP promulgated by RWA, Gurjinder Vihar.
3. I am attaching the detailed list of Maintenance, Repair and Internal Changes works to be done along with this application.
4. I will ensure that
 - (a) No damage is done to the structure of the tower. I will not object to checking by RWA staff in this regard as per the Maintenance, Repair and Internal Changes SOP as well as provisions in the UP Apartment Owners Act 2010 as amended in 2016.
 - (a) The lifts and common areas will be used with utmost care. I will pay to the RWA for any breakages/damages. The decision of the RWA on the quantum of payment shall be final and non-negotiable.
 - (c) My workers will not indulge in any misbehavior or misconduct inside the society complex.
5. I undertake to replace or repair any damage caused to the building or adjacent flats as a result of my maintenance, repair and internal changes work.
6. I will pay the correct security deposit based on the expected maintenance, repair and internal changes period.
7. I will not carry out maintenance, repair and internal changes without a valid permit.
8. I will be permitted to extend the permit in which case, the RWA will charge additional security deposit for the extension period.
9. If the RWA discovers that I have carried out maintenance, repair and internal changes without a valid permit, I will pay fine of Rs 500/- per day for the period of default.
10. I will not make any changes to the façade or common areas of the building, i.e. no work of any nature will be done outside the carpet area/interiors of the apartment.
11. I will not encroach upon any common areas.
- 12.. I will construct brick walls only on load bearing beams. I will not construct brick walls anywhere on the floor or balconies of the apartment.
13. I will ensure that main valve for water supply is closed after the day's work is over. I will further ensure that no seepage is caused in adjacent flats due to my maintenance, repair and internal changes. Any damages to adjacent flats will be got repaired by me at my cost within three to seven days failing which I will be liable to pay a penalty.
14. I will also ensure that there is no fire hazard due to welding work. All losses will be fully paid by me.
15. My Contractor is already working in Flat Nos. _____
16. It is requested that the permission may please be granted.

Yours Faithfully,

(Signature of Owner)

Rank _____ Name _____

Owner's Mob No. _____

Owner's Email _____

(Signature of Contractor)

Contractors Mobile No. _____

Date: _____

INFORMATION FOR CONTRACTOR

1. फ्लैट में कार्य के दौरान मलवा फ्लैट से उठाकर सीधे कॉलोनी के बाहर हटाना होगा। मलवा ओपन एरिया में इकट्ठा नहीं किया जायेगा। ऐसा न करने पर सिक्योरिटी से उचित राशि काट दी जाएगी।
2. कृपया AC के पानी के ड्रेनेज का इंतजाम जरूर करायें। AC का पानी फ्लैट की बालकनी की ड्रेन में ही होगा। किसी भी हालत में AC का पानी फ्लैट की बाहरी दीवार में नहीं गिराया जायेगा।
3. बालकनी में कोई भी लोहे अथवा वेल्डिंग का कार्य FACADE (अग्रभाग) के बाहर की तरफ नहीं किया जाएगा। आप को काम शुरू करने से पहले फ्लैट के बिजली के तारों और पानी के पाइप्स, ड्रेन पाइप्स और सीवेरज पाइप्स का लेआउट पूर्ण तरह से पता होना चाहिए।
4. मेटेनेंस, रिपेयर और फ्लैट में अंदरूनी बदलाव के लिए इस SOP का पूर्ण रूप से पालन किया जायेगा।
5. आप इस बात का पूरा ध्यान रखेंगे तो लॉफ्ट और कॉमन एरिया साफ़ रखी जायेगी।
6. फ्लैट में काम करने वाले कर्मचारी रात को फलत में नहीं रुकेंगे और घर में खाना नहीं पकाएंगे।

7. काम करने का समय - ग्रीष्मा कालीन - 0800 से 1900 बजे तक, शीट कालीन - 0900 से 1800 बजे तक होगा। दिन में 1400 बजे से 1600 बजे के बीच कोई जोर की आवाज करने वाला काम नहीं किया जायेगा।

8. यदि मैं या मेरे कर्मचारी फ्लैट के अंदर कोई भी अनधिकृत या अवैध निर्माण काम करते हैं तो मुझे सोसाइटी में काम करने से वंचित किया जा सकता है और मुझे ब्लैकलिस्ट भी किया जा सकता है।

Signature of Contractor _____

FOR RWA GURJINDER VIHAR OFFICE USE

Maintenance, repair and internal changes Permit granted from _____ to _____

Security Deposit Payable _____ Any Other Charges Payable _____

Any special instructions: _____

Extension granted upto _____

RWA OFFICE, AWHO GVGN
Office Telephone-01204272990
Email- awhotownshipgn@gmail.com

REFUNDABLE SECURITYDEPOSIT PAYABLE

Maintenance, repair and internal changes Duration Slab	Refundable Security Deposit	Remarks
5 - 30 Days	10,000/-	Whitewashing, Minor Woodwork, UPVC Works etc.
31 - 60 Days	20,000/-	Minor Wood Work, Minor Civil Works, Fabrication and UPVC works etc
61 - 180 Days	50,000/-	Major Wood work, Major Civil Works, Changing Tiles in Bathrooms and rooms etc.
More than 180 Days	75,000/-	Change of flooring, Change of Bathroom Tiles, Bathroom Fittings and Plumbing, Shifting of walls, Change of Doors and Windows, POP, False Ceiling, Putty, Painting etc.

DESCRIBE THE MAJOR MAINTENANCE, REPAIR AND INTERNAL CHANGES WORKS BEING CARRIED OUT
(Attach detailed description separately)

#	Brief Description of the Work	RWA Remarks (Authorised/ Not Authorised)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

13		
14		

DOCUMENTS REQUIRED TO BE ATTACHED

1. Two Photo, Adhaar Card, Address Proof and Police verification of Main Contractor
2. Owner Signature on maintenance, repair and internal changes permit or e-Mail to (awhotownshipgn@gmail.com) from registered e-mail id
3. I hereby certify that if I am unable to complete the maintenance, repair and internal changes within the permitted duration, I will immediately apply for extension of permit. While issuing extension, the RWA will charge me additional security deposit for the extension period.
5. I further certify that I will always use the wheel barrow or trolley provided by RWA for carriage of construction material in the lifts. I will not cause any damage to the lift and ensure that the lift and lobbies are kept clean.
6. I also certify that I will remove all the malba and waste material directly from my flat to outside of the complex.
7. I hereby certify that I have read and understood the SOP and sought all the necessary clarifications.

Signature of the Contractor

Signature of Owner

(Signature of President or Member IC Civil Works as the case may be)

DO'S

Maintenance, repair and internal changes Policy

1. Read the SOP on maintenance, repair and internal changes carefully and ensure that your contractor strictly complies with the SOP.
2. Seek advice from the civil works member in RWA regarding types of maintenance, repair and internal changes that are prohibited.
3. Seek advice from the civil works member in RWA regarding causes of leakages and how to prevent it.
4. Do maintain amicable and cordial relations with neighbours. Many residents are quite old and may be irritated due to maintenance, repair and internal changes noise. In case of any serious disagreements, please escalate to the RWA.

Maintenance, repair and internal changes Permit

5. Always have a currently valid maintenance, repair and internal changes permit issued by the RWA while carrying out maintenance, repair and internal changes work. If maintenance, repair and internal changes is carried out without a valid permit, penalty of Rs 500/- per day will be charged.
6. While applying for maintenance, repair and internal changes permit, ensure that you do not underestimate the maintenance, repair and internal changes duration so that you can avoid the inconvenience of renewing the permit.
7. Renew your expiring maintenance, repair and internal changes permit well in advance so that your work is not stopped by RWA.
8. Hand over one photocopy of your maintenance, repair and internal changes permit to the security guard of your tower.
9. Ensure that all waste material/malba is cleared every Thursday. Also ensure that all the waste material lying in common areas is fully cleared before you apply for refund of security deposit.
10. Ensure that you preserve a copy of security deposit receipt and maintenance, repair and internal changes permit since these documents will be needed later for obtaining refund of security deposit.

Use of Lifts

11. It is much cheaper to pay lift usage charges since lifts improve productivity of your labour substantially.
12. Always keep the lift and lobbies neat and clean. Clean any spilled material immediately.
13. While using lifts, always carry loose maintenance, repair and internal changes material in covered plastic gunny bags and trolleys
14. Advice workers to always use only the service lifts.

15. Advise workers to give residents higher priority for usage of lifts.

Civil Works and Maintenance

16. It is advisable to change the flooring of bathrooms and kitchen in case of excessive seepages.

17. It is advisable to change corroded wash basin water hose pipes since they burst and cause seepage.

18. Do ensure that PNG Gas connection is installed before the maintenance, repair and internal changes is completed.

19. Do exercise maximum caution while carrying out welding works and ensure there are no fire hazards.

Plumbing Work and Seepage

20. Check service shafts regularly and lodge a maintenance complaint if you observe any leakages.

21. Ensure that the drains in bathrooms, kitchen and balconies are not blocked thereby causing standing water in your apartment - standing water causes severe seepage

22. Get your bathrooms and kitchen properly grouted and water proofed every year.

23. Always terminate the condensation drain pipe of AC's on a storm water drain outlet in the lobby.

24. While getting appliances fitted in bathrooms and kitchen, please observe the layout of pipes and ensure that an underlying water pipe is not punctured while drilling holes

25. Check the cast iron sewerage pipe attached to your WC and ensure that there are no cracks/leakages.

26. Use high quality and branded water hose pipes for geysers and wash basins.

27. Use high quality branded bathroom shower attachment to avoid leakage and seepage.

Electrical Works

28. Always ensure that high quality wire and circuit breakers of the correct ampere rating is used.

29. Always use high quality and branded electrical appliances

30. Always ensure that plug points are securely fitted and there is no sparking.

31. Always use good quality branded electrical appliances to avoid fire hazards.

32. Always use stabilizers with AC's and Refrigerators to avoid fire hazards.

33. Never let water to get into power sockets since it could cause short circuit and tripping of circuit breaker.

Wood Work

34. Get proper termite treatment done in your flat before starting maintenance, repair and internal changes

35. Do not let seepage get into the wood work of your flat since damp plywood promotes termites.

36. Ensure that while drilling holes in walls, underlying electricity wires or water pipes are not punctured.

37. Using Boiling Water Proof marine plywood in Kitchens and Bathrooms ensures long life.

38. Use termite proof and water resistant plywood of good quality for wardrobes and wooden fittings.

39. Use high quality fittings e.g. hettich, to ensure minimum headaches at later stage.

40. Aluminum windows fitted in flats are of poor quality. You may consider high quality UPVC windows.

Relationship with Contractors

41. Always negotiate your maintenance, repair and internal changes contract in minute detail and ensure that there is no ambiguity. The RWA has no role in commercial disputes between owners and contractors. Hence resolve disputes with contractors mutually. However, the RWA can mediate in case both parties agree for mediation.

DONT'S

Maintenance, repair and internal changes Policy

1. Do not hire blacklisted contractors or workers. The blacklist is available in RWA.

2. Do not carry uncovered maintenance, repair and internal changes material in the lift. Also, do not dirty the lifts or the lobbies with maintenance, repair and internal changes material. Lift may be barred in case of non-compliance.

3. Avoid damage to lifts or common areas while carrying maintenance, repair and internal changes material. Any damages will be recovered from your security deposit.

4. Do not try to force fit large sized items like plywood sheets or granite slabs in the lift if they are not fitting easily. Force fitting such items may cause extensive damage to the lift cabin or glass panel.

5. Do not encroach the fire-fighting areas located on the 4th, 7th and 11th floor in any manner.

Civil Work

6. Do not carry out maintenance, repair and internal changes that may damage the columns, beams, slabs and shafts of the tower.

7. Do not encroach the common areas in the lobby.

8. Do not fix gamla stands or shades or any other fittings that protrude outside the balconies.

9. Do not damage the outer tower façade (grit wash or mosaic tiles) by drilling holes, welding or any other maintenance, repair and internal changes work. It is very difficult and expensive to repair damaged façade.

10. Do not damage the marble flooring of lobbies and staircases while transporting heavy maintenance, repair and internal changes material like marble, tiles, plywood, cement, iron grills etc.

11. Do not fix tiles in lobbies or balconies which alter the look and feel of the tower.

12. Do not change the color or look of the lobby area or your balcony area since it spoils look of the tower.

13. Do not construct brick walls arbitrarily anywhere in the flat other than on load carrying beams.
14. Do not change the layout of the apartment without obtaining advice from the Technical Manager RWA.
15. Do not alter or disturb the layout of pipes or block access to pipes and valves in the shaft.
16. Do not create new storm water drain outlets in the balconies.
17. Do not let debris to fall outside your balcony since it could cause serious injury as well as damage.

Timings

18. Do not permit workers to stay in the apartment and create noise while at work specially between 2 and 4 pm.
19. Do not permit workers to cook food or use electric heaters inside the flat.

Electrical and Plumbing

20. Do not change the layout of electrical wiring and plumbing.
21. Do not use substandard fittings since they cause more losses and headaches in the long run.

