



INSPIRED BY  
PERFECTION



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# WELCOME NOTE

## Congratulations on your new home

We welcome you to Gala family.

The Gala team with its management has worked hard to make your purchase a beneficial and an excellent decision. At Gala Group, we strive hard to create an enjoyable and safe community living. With all the recreational amenities and other facilities at walking distance, we ensure that our promise of enjoyable living is delivered efficiently. To make living more enjoyable we further provide you with physical maintenance and operation of the common facilities such as gardens, security, drivers lounge, playground, etc. We understand that shifting to your new home is not just exciting and fun but is also accompanied with doubts and queries. Thus we ensure that our Estate Site Officer will be available during working hours to assist with any problems or questions that you may have.

We wish you blessed and peaceful years in your new home.

Feel free to contact us online on our website '[www.galainfra.com](http://www.galainfra.com)' or call personally, in order to attend to all your queries or problems immediately.

Looking forward for an excellent association for the years to come.

Following are few instructions which will help us serve you better.

# TRANSFER OF PROPERTY

- 1 If a member wishes to sell/transfer the unit to a new purchaser, the member will write a letter to the Society requesting permission to sell/transfer the unit to a new purchaser along with name and brief background of the new purchaser.
- 2 The Society will have the right to enquire about the background and suitability of the new purchaser, and request a meeting with the new purchaser.
- 3 The Society will have the right to reject any request for sale/transfer, if the Society feels that the new purchaser is not acceptable to the Society. The decision taken by the Society in this respect will be final and binding on the member.
- 4 The Society will charge certain amount as transfer charges upon sale of the unit to a new purchaser.
- 5 The transfer charges and development charges will have to be deposited to Society before transfer of membership to a new purchaser.

# RENTAL / LICENSE OF PROPERTY

- 1 If a member wishes to rent/license the unit, the member will write a letter to the Society requesting permission to rent/license the unit, along with name and brief background of the prospective licensee.
- 2 The Society will have the right to enquire about the background and suitability of the prospective licensee, and may request an interview with the licensee.
- 3 The Society will have the right to reject any request for rental/license, if the Society feels that the prospective licensee is not acceptable to the Society. The decision taken by the Society in this respect will be final and binding on the member.
- 4 The unit will not be used for any commercial purpose, guest-house, hostel, consulting room, beauty parlour or any other purpose other than the residential use of the prospective licensee, his family and domestic staff.
- 5 The licensee will be required to follow all the rules and regulations of the Society in force, and as may be modified from time to time.
- 6 The licensee will not modify/alter/renovate any part of the unit without the express written permission of the member and the Society.
- 7 During the tenure of the license, if the Society feels that the licensee is not observing rules and regulation of the Society, the Society will have the right to terminate the rental/license permission.
- 8 If permission for rental/license is granted by the Society, the member will be required to pay the monthly maintenance amount applicable for the rental period, along with any incremental property/municipal tax as may be applicable. The maintenance amount has to be paid in advance either on six monthly or yearly basis. It shall be subject to revision every year.
- 9 Rental agreement copy needs to be submitted by member at society office along with the police verification before occupying the premises.

# INTERIOR DECORATION AND RENOVATION

- Members will be required to give a security deposit of ₹20,000/-(interest free) before starting interior/renovation work.
- The said deposit will be returned if the member/contractors and working staff follow the stipulated rules and regulations.
- All interior related work will be done at the risk and cost of the members.
- No material or refuse will be kept in the floor landing, lobby or compound.
- All material, valuables, tools, etc., will be stored in the apartment, and the developers/security agency/management/contractors will not be responsible for the same.
- No RCC/walls/tiles to be broken, or removed. Breaking or drilling holes in RCC may have serious structural consequences.
- No part of the plumbing system, including the plumbing duct, plumbing wall in toilet, piping, fixtures, vessels will be removed or modified in any manner. For fixing accessories in toilet, please seek advice from Site Officer, Estate Management.
- Before drilling holes in walls, please ensure that there is no concealed plumbing or electrical line.
- No external openings including windows, doors will be removed or modified in any manner.
- Please ensure that lobbies, floor landings or any part of the property/compound are not damaged in any manner.
- Suppliers and building material transportation is not allowed in the elevators. The members are requested to communicate to their vendors in advance for the same.
- Rs.2000/- per day will be charged as penalty in case of any minor damage to elevator and for the major damages, cost as per bill by repairing agency to be paid by member.
- The flat owner is responsible to lift the material lying for alteration within 24 hrs from the common areas.
- Please ensure that appointed agencies/staff do not spit/litter in any common areas or throw any refuse/material from any external opening. Food Service Table will not be allowed in the Garden area.
- Plumbing supply and drainage lines required for kitchen/washer/drier should be placed in the skirting cavity of the modular kitchen, without concealing it in the wall/flooring.
- Permission to carry out interior decoration work/renovation will be granted for a period of four months. The said permission may be extended upon written request.



- Working and delivery hours will be 9am to 7pm. No work on Sundays and public holidays. Work will be suspended in afternoon between 1pm to 3pm. While carrying out work, please ensure that no inconvenience is caused to the neighbours.
- AC outdoor units to be placed at the designated places, any change in this regard will have to take prior approval for fixing outdoor units from Society before execution.
- If safety or security grills are required to be installed on any of the windows, design will be provided upon request. Only approved designs will be installed.
- All debris/packaging materials removed from the premises will be temporarily placed in designated area and removed every 2-3 days by the member.
- Before starting any interior work, members will be required to sign a letter accepting the terms and conditions. Failure to observe terms and conditions may lead to penalty and/or recovery of expenses from the purchaser. The Society also reserves the right to withdraw permission to carry out interior work due to non-observance of terms.
- The Society will take prior approval from the GALA GROUP for making any structural changes in the building.
- Drying of clothes is not permitted outside the elevation i.e. can be dried in gallery but not hanging outside the grill.

## Lift / Elevator use

- Do not overload an elevator.
- No smoking in elevator.
- Do not try to leave a moving elevator.
- Do not try to force open the elevator doors.
- In an emergency, call for help by pressing the call button.
- In case of fire, do not use an elevator.
- Watch your step getting on and off an elevator.
- Do not interfere with opening or closing doors.
- Children below six years to be accompanied by an adult at all the times in the elevator.
- Do not load equipment, construction materials in elevator (fine ₹ 2000/-).
- Member's domestic staff must give up their space in elevator if requested to do so by other members.
- Domestic staff is requested to use stairs when possible, especially while descending.
- Management/Society shall not be responsible for any accident or injury and those who use the elevators, do so at their own risk.

# PETS

- Members may not keep any pets other than a reasonable number on any portion of the property, as determined at the discretion of the Society management.
- Members may not keep, breed or maintain any pet for commercial use.
- Structures for pets cannot be constructed in common areas.
- Dogs must be kept on a leash and be under the physical control of a responsible person at all times while outdoors.
- Pets must be vaccinated. Dangerous animals such as rottweilers, snakes, etc. may not be brought to the premises at any time.
- The Society may require that any pet, which in its opinion, endangers the health of any owner/occupant or creates a nuisance or unreasonable disturbance, be permanently removed from the property upon seven (7) days written notice. If the animal creates an immediate danger, it may be removed at the Society's discretion without prior notice to the pet owner.
- Pets must always be attended to in common areas.
- If management receives 3 or more complaints about someone's pet(s) from more than one homeowner, the pet owner will be sent an official warning regarding the issue thereafter on further complaints are received, the Society will be forced to address the problem at their discretion.
- The pet owner must clean up animal 'messes' on any part of the property.
- Pet owners are requested to be courteous to neighbours regarding barking dogs.

# PARTIES AND FUNCTIONS

- Members are requested to notify Management of any function planned for the common area at least 10 days in advance.
- Common area functions must end by 11pm (Subject to police permissions).
- If any private or common property is damaged during the party, please notify Management immediately. The member hosting the party will be expected to reimburse cost of repairs.
- Charges of ₹2000/- to be made for the function and to be made by cheque in Society account. Charges are subject to change.
- Additional refundable deposit of ₹5000/- as caution money. Caution Money will be returned after deducting cost of function, cleaning and damages (if any).
- Maximum of 100 Guests.
- Power supply for the function if required to be taken from the member meter.
- Cooking is not allowed in the common area, instead ready made food to be served for any function.
- Floor to be covered by white sheets in the food serving area to prevent damage to the tiles/flooring.
- Visitors parking for the function has to be outside the society premises.
- Washing of utensils not allowed, and to be informed to the cook/vendor by the member.
- Garden areas if required to be utilized as suggested by the estate personal.
- Swimming pool will not be allowed for the guests during the function and will remain closed.
- No guests will be allowed to enter the gym and club area during the function.
- Proper cleaning to be ensured after the function in the common areas utilized for the function.
- Garbage and any other stuff has to properly taken care of by the client, and cleaned after the function by the client agency.
- Please be respectful of your neighbours regarding noise levels.

# GARDEN USE

Members, their families, guests and staff are requested to help us maintain the garden by following the under mentioned guidelines.

- Young children are welcome in the garden but must be accompanied by an adult and must be supervised at all times.
- Please ensure that children do not engage in sports on the garden turf.
- Members are requested to avoid littering and ensure that children do not damage the foliage in and around the garden.
- Members are requested to ensure that no digging/erections are done in a manner to damage the garden/lawn or waterproofing of garden slab.
- Food service tables are allowed on the garden, but preparation/heating would have to be done in the designated area.
- Functions and parties may be arranged in garden area and will be subject to party and function rules.
- All drivers be advised to wait in the Drivers Area/Lounge and moving around in garden is not permitted as this may cause inconvenience to other occupants.

# WASTE COLLECTION AND RECYCLING SOPs

- With the increased threat of global warming, every citizen must do their part to reduce waste and recycle all recyclable materials. We would like to come together as a forward thinking society and help our environment!
- Every household will be required to separate garbage into organic and recyclable waste. Bins for garbage separation: **Organic waste bins** (Organic waste - all discarded food items)  
**Recyclable waste bins** Recyclable materials such as plastic bags, bottles, glass, paper, boxes, cans, etc. (Dirty - bottles, cans, food covering, should be rinsed and dried before placing in bin)
- We request you to report any suspicious, inappropriate or potentially hazardous waste dumping by anyone to the society office.
- The sweeper will first collect all recyclable waste and place it in a specific bin. (This could also be done by individual households to further help the process)
- Members are requested to place all organic waste in plastic/garbage bags. The bags will also be collected by sweeper in the morning and deposited in the designated place or dumper.
- **Please remember, when you think of throwing waste away..... there is no away!**

# GENERAL SOPs

- Guards, manager, staff and selected resident members should be trained to operate fire-fighting equipment and undergo basic training and evacuation procedure.
- Guards, manager, staff and selected resident members should be trained to evacuate persons trapped in elevator.
- Main entrance/exit to be kept open from 7am to 10pm.
- Other entrances to be kept closed, and to be opened only when required.
- No visitors should be allowed to park their vehicles in the compound at any time.
- Interior work should be in compliance with specified rules and regulations.
- No materials, debris to be stored in any part of the common spaces, lobbies, compound, parking spaces.
- Site officer / estate personnel should ensure that office, pump room doors are locked when not in use and lights/fan/AC have been turned off.
- Area behind elevators and near ACs should be kept clean and should not be used for storage.

# SECURITY SOPs

- Security Guards will be on duty in turn shifts - total 2 shifts of 12 hrs each.
- Guards should be well groomed, wearing proper uniform, ID cards and between the age of 25-45 yrs (chewing of tobacco will not be accepted).
- Guards should familiarize themselves with the members and their staff. Guard manning the gate should have a list of all the residents with their names, apartment number and intercom number (Incase provided).
- Main entrance gate will be manned at all times.
- Before relieving duty at the gate for any reason the guard will hand over duty to reliever guard/suitable alternate. Main gate will not remain unattended under any circumstances.

- Guards should:
  - Ensure that no salesmen/marketing executives enter without calling the member and obtaining member's permission.
  - Ensure that no beggars/vagabonds enters the premises.
  - Ensure the lights are turned on and off as per specified schedule.
  - Be trained to operate fire-fighting equipment and undergone basic training and evacuation procedure.
  - Be trained to evacuate persons trapped in elevator.
  - Be able to turn off valves in case of leakage in the plumbing system.
- Ensure that guards are not rotated by security agency (unfamiliar guards) and only relieved by guards who are familiar with Gala Site SOP's & residents.
- No visitors should be allowed to park inside the Gala compound; Guard should call the member and inform/take permission before allowing visitor in compound.
- All domestic staff, drivers, contractors and workers to be given identity cards to enter the premises.
- Site Officer to ensure that the entire staff has valid identity cards & should keep records and identity proof of all staff working for members. Manager to ensure that identity cards for new staff is immediately issued (all members to ensure that information required for issue of new identity card is immediately submitted to the Manager preferable on the first day of employment of new domestic staff).
- Guards should ensure that each member is parking their cars in the designated parking space.
- Security should ensure that office, pump room doors are locked when not in use and lights/fan/AC have been turned off.

# LIFT / ELEVATOR SOPs

- Ensure that there is a valid license for operation of lifts.
- Renew license before expiry.
- Ensure regular scheduled maintenance visits by official service provider.
- Renew service contract before expiry of warranty period. (Notify of terms of contracts)
- Do not allow use of damaged lift.
- Ensure lifts are cleaned daily.
- Test call button on daily basis.
- Security staff be trained to remove people from lift in the event of power failure.
- Have lift service provider's contact information handy to security and other staff members.
- No equipment and material is allowed in the lift (fine ₹1000/-).
- No contracting or labour staff is allowed in the lift (fine ₹100/-).
- No children below 5 years to use lift without adult.
- Prepare fine/penalty receipt book (printed in duplicate format).
- Only one lift to be operational between 7am – 11pm.
- Any one lift (alternate use) to be operational between 11pm – 7am.
- Ensure lift is on the ground floor with no passengers before shutting lift.
- Fix laminated copy of rules and license in each lift.



## GARDEN SOPs

- A good garden maintenance company will be given a contract for maintenance of the garden and plants.
- Please ensure regular watering, weeding, mowing, pruning, etc., by the gardening staff.
- Pesticides, herbicides, weed killers and anti-termite chemicals are not allowed in any part of the premises.
- Do not allow digging/ erection of poles etc., in any part of the garden.
- Ensure garden lights are turned on at dusk if garden is in use or there is a planned function.
- Place garbage collection bins in garden during function.
- Clean garden thoroughly before and after function.
- Inspect the common areas after function and report damage and approximate cost of repairs to the management.

## WATER TIMINGS

- We shall make an endeavor to supply you water for 24 hours.
- The water timings for various things is as under:  
  
4:30 hrs to 6:30 hrs and 17:00 hrs to 19:00 hrs - Pumping into overhead tanks.  
  
7:00 hrs to 11:00 hrs and 15:00 hrs to 16:30 hrs - Garden.
- We would request all occupants to conserve water and no pressure washing of cars is permitted in the compound.

## LOCAL VENDORS

- All local vendors will have passes approved by the society such as washerman, newspaperwallas, milkman, etc.
- Police verification is a must for all the domestic help and members to ensure that they submit the same at the Security and as well to the Estate Management Office.

# MAINTENANCE AND REPAIRS SOPs

## Repairs of electrical faults in unit

In case of electrical sparking, fluctuations, malfunction, please switch off the appliance and switch off the MCB located in the electrical distribution board in the store room.

Please register your complaint with the Gala Site Officer or with Security gate.

Unauthorized electrical contractors are not allowed to work on main lines or faults outside the unit.

Plumbers other than those authorized by the Society are not allowed to open the ducts or conduct any repairs to supply/drainage pipes. A fine of upto Rs. 5000/- + cost of repairs may be applicable for breaking the rules.

## Gas leakage

If you suspect a leakage in your gas line, please switch of the mains supply immediately and call the following:

Emergency - Fire department: 101, Police: 100, Ambulance: 108.

## Repairs of ACs and water leakage from AC unit

If water is dripping from your AC, please switch off the unit. Please do not call for the plumber, call the agency that has installed your AC unit.

## Carpentry work, painting and repairs

Members are allowed to engage their own contractors for carpentry work, painting and repairs, provided the following conditions are met:

Working hours: 9 am to 1 pm and 3 pm to 7 pm

No working on Sundays and public holidays.

No breaking or modifications of walls, RCC, flooring, toilet ducts, windows, etc.

No drilling holes in toilet plumbing wall (behind basin and WC).

No storage of building materials in passages, lobbies, elevators, parking bays, etc.

No throwing of refuse from unit.

Excess material and waste must be disposed off at the end of the working day.

Contractors or their staff must not use elevators.

A fine of upto Rs.5000/- + cost of repairs/removal may be applicable for breaking the rules.

# INTERNET / CABLE TV SKY

For complaints regarding your installation/subscription etc, please contact them directly.

## ECO-SENSITIVITY

Steps that can be taken by each household to reduce the environmental impact on our planet:

### Reduce

- Reduce waste of electricity by switching off lights and appliances when not required.
- Appliances in stand-by mode draw a lot of energy too.
- Switch off main electrical supply, gas and water control valves (in duct) when traveling.
- Limit the use of water for bathing, cleaning, cooking, etc.
- Use a bucket to clean your car instead of hosing it.
- Keep the thermostat on your AC as high as possible and keep doors and windows closed to prevent air leakage.
- Use stairs instead of elevators, especially when descending.
- Take your own shopping bags and containers to stores and restaurants.
- Avoid taking printouts when e-copies can do the job.

### Reuse

- Reuse shopping bags, food containers, boxes, bottles, etc.
- Old appliances, clothes, shoes, etc., can be reused by someone else.

### Recycle

- Recycling all recyclable materials reduces up to 70% of the energy and resources required to create a new product.
- It also provides livelihood to thousands of people who collect, separate, recycle and remanufacture these products.
- Please follow the simple instruction on recycling in the waste collection and recycling SOPs.
- Please educate your domestic staff and fellow citizens about the importance of reducing, reusing and recycling waste!

Let's preserve our environment for the coming generations!



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**Disclaimers:**

The following Rules and Regulations are in addition to the Bylaws of the Society. If there is a discrepancy between the Rules and Regulations and the Bylaws, the Rules and Regulation herein will prevail. All charges, fines and amounts collected will be appropriated in the "Development Charges" account of the Society or as advised by our accountants. Expenses towards contractor's charges will be paid from the said account. Always insist on a receipt of payment from the manager. The management or the society does not take any responsibility of any damage, loss or harm caused by any authorized contractor or any agency mentioned herein. All work is done at the risk and cost of the member/occupier of the unit. The rules, regulations and operating procedures are subject to change from time to time, and without further notice. The rules, regulations and operating procedures are for private circulation of members of Gala Housing Society. Unauthorized reproduction, circulation and copying strictly prohibited. In case of any changes in the rules, can be amended and set for better ambience .