

RESIDENT GUIDELINES

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Reviewed by: ADM & BEX	Approved by: Director	Distribution Details: Intranet

1. PURPOSE

To facilitate an independent, secure and active post-retirement life with comfort, care and dignity.

2. GUIDELINES

Physical infrastructure in community living is incomplete without services to be rendered to its Residents. It requires meticulous planning and coordination at all levels in order to make facilities practical and the best of their kind.

A major issue in rendering facilities is the cooperation between the users and the service providers. While the facility management must show empathy and sensitivity, along with eagerness to serve, the Residents need to cooperate by following guidelines in letter and spirit. The Residents must appreciate that all rules and guidelines have been drafted for making their living a comfortable experience. These guidelines are essential for a healthy inter personal relations among residents within the community. The timely payment of maintenance charges is very important for smooth functioning of maintenance activities, which Residents should give due importance to.

Security is another area where a coordinated effort is required between the Residents and the facility management. The management team will be on guard, always. The residents, on their part, should also ensure that they do not insist or act in a manner that compromises the laid down security measures.

Let us make life more meaningful and enjoyable at Saral Satya Legacy.

3. GENERAL GUIDELINES

- Dress code: We respect your privacy and that of others. Whenever you are out in common areas and in club premises, we appreciate you in semi-formal or formal dress. Kindly avoid night suits in common areas.
- Do not spread wet clothes in a manner that covers the balcony or window of the flat below as it may disturb peaceful living of others.
- Keep the volume of your TV, music system and conversation low so as to prevent disturbance to neighbors.
- Though we are also animal lovers, Saral Satya Legacy is a pet free zone to ensure safety and psychological security of other residents.
- Should there be any clash of interests with your neighbors, please settle the issue amicably.
- Do not keep your personal belongings, pots etc. on balcony railings, corridors or staircases as it may disturb free movement of other residents. It may cause obstruction during emergency movements.
- Do not feed stray animals and birds as it may cause nuisance to co residents. Many residents may be allergic to bird and animal droppings.
- Do respect the fact that the common area belongs to everybody and follow decorum of public behavior in such places.
- Do not throw out any object or garbage from your balcony or window as it may disturb other residents.
- Do not keep your personal belongings in common areas. Service team reserves rights to remove such items without giving any notice.
- Do educate your children and grand-children visiting you to respect peace and space of other people in the complex. Teach them to be respectful with residents as well as staff.
- Do cooperate with service staff. Allow them to enter your premises for rectifying defects in your neighbor's flats if needed. If the source of defect is inside your flat which is causing problems to your neighbor, please cooperate.

APPROVED

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- Understand the limitations and the attendant cost of enhanced service requirements.
- We thank you for your cooperation in:
 - ✓ Respect the privacy and privileges of other residents.
 - ✓ To avoid activities which compromise the safety and security of the community.
 - ✓ To be responsible for your guests and visitors and to educate them regarding the society norms especially car parking.
 - ✓ Be discreet in private functions and celebrations such that sensibilities of other residents is not affected.
 - ✓ Drive cautiously around the project and park only in your own designated slots.
 - ✓ Do not compromise the look and feel of the project by changing the facade design or colors as this devalues the property for all residents.
- To treat service providers with dignity.
- To encourage good moral behavior of the staff by adhering to the no tipping and no gift policy.
- Respect the sanctity of common areas and not abuse the same for personal needs.
- We thank you for not smoking and spitting in public places. Refrain from being in public place in case you are on high due to alcohol.

4. WATER AND ELECTRICITY

- Do use water judiciously. Remember to save water for posterity in a world where natural resources are depleting very fast.
- Check all taps and close them properly after every use and before going out.
- Get your electrical appliances checked periodically and get them serviced.
- Do not overload your electric plug points, it may result in sparks and fire. Do not keep cloth or inflammable objects near room heaters due to fire hazard.
- Do not treat electric spark lightly. Switch off mains immediately and report to maintenance staff.
- In case any seepage is noticed in your apartment, please lodge a complaint at the earliest.
- Do note that power back up has a cost implication and has its limitations. Do not over load the system during back up period.

5. HYGIENE AND CLEANLINESS

- Place your disposable garbage bags at designated place for cleaners to pick up on time.
- Avoid leaving dirty dustbin/container outside your flat as it may not speak well of you.
- Do not throw cloths and other materials in drains, it may choke sewage system.
- Do not spit on walls and at staircases, it spoils clean look of the complex and can become a sourced of infection. Prevent others from doing so.
- Do not stick posters, placards and stickers inside the complex anywhere. Prevent others from doing so.

6. SAFETY AND SECURITY

- Do not fiddle with emergency buttons provided. Discourage children from doing so.
- Do not entertain unknown and less known person in your apartment. Entertain such person in clubhouse or in café.
- Do not keep valuables / Petty cash in vicinity when staff or service personnel attend you. Always be watchful. Electronic safe is provided in each apartment. It is recommended to keep all high valuable items / documents in your bank locker.
- Do report any suspicious activities in your neighborhood to help desk or to security supervisor.

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7. BILLING AND PAYMENTS

- Maintenance team will raise monthly bills by 1st of every month and residents are requested to pay their bills before due dates. Due dates may not be extended in case there is any delay in billing process due to unforeseen reasons.
- Partial payments will not be accepted and applicable interest will be payable for any such defaulted amount. No interest waiver will be given in such cases for any reason.
- In case of payment defaults and partial payments, the management team reserves rights to withdraw certain services without issuing any notice.
- Residents are advised to pay bills through payment gateway through our website or by Cheques/DD.

8. MOVING-IN SERVICES

- Moving in services will be provided at Senior Living, which would include the following:
 - ✓ Cleanliness of the apartment.
 - ✓ Shifting of luggage to apartment after reaching the complex.
 - ✓ Welcome brochure containing various information on Senior Living.
 - ✓ Issuance of car stickers.
 - ✓ Information related various service schedules.
 - ✓ Orientation briefing of the complex and surroundings.
 - ✓ Welcome drink.
- The Residents must note the following for a hassle free shifting to Senior Living
 - ✓ Inform Senior Living office at least 3 days in advance of your date and time of arrival. Without prior information, it would take time to organize ourselves.
 - ✓ You may dispatch your heavy luggage (locked / sealed) in advance with prior information to the Senior Living Manager of the complex.
 - ✓ On or before arrival, you are requested to produce a copy of identity, Proof of ownership or rental agreement to ensure no unauthorized person moves in.
 - ✓ In order to maintain peaceful living of residents already living in the complex, we request moving in between 9 AM to 5 PM only.

9. DETAILS OF SERVICES

There will be various services, which would be rendered to the Residents of Saral Satya Legacy. Some services will be provided as integrated services, being part of monthly charges, but other services shall cost extra. Both are listed below:

- Integrated services
 - ✓ Emergency Response services.
 - ✓ Concierge.
 - ✓ Regular maintenance of the complex.
 - ✓ Common area security.
 - ✓ Common area housekeeping and housekeeping inside house.
 - ✓ Three times meals and 2 times tea
 - ✓ Common area horticulture
 - ✓ Facilities available at activity centre/club house
 - ✓ Courier/mail collection and delivery
 - ✓ First aid services, IPD and basic nursing
 - ✓ Ambulance for emergency movements
 - ✓ DTH/Cable.
 - ✓ Landline and internet services.
- Pay by use services
 - ✓ Organized excursions and tours.
 - ✓ Laundry, Drivers.

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10. LOGGING YOUR COMPLAINTS REGARDING MAINTENANCE

- Please call the reception / helpdesk office and register your complaint. Remember to ask for your complaint number.
- As far as possible, all minor works will be attended to and completed within 24 hours.
- Any complaint, which requires major work, will be attended to in 24 hrs and completed at the earliest.
- Please ensure that you narrate the exact nature of the fault/requirement when you register your complaint so that the team comes prepared to attend it.
- If you do not get a call or your work is not attended within 24 hrs, please convey this to Head Operations.
- Please do not make any verbal complaints with the maintenance staff as no action would be possible without the complaint having been registered.
- You may also complain in writing in the prescribed register at help desk/reception desk.
- A suggestion book is kept at the Reception/help desk where you may record your suggestions regarding improvement of the services.

11. CLUB HOUSE

- Club house of Senior Living located in the complex hosts the following facilities:
 - ✓ Reception Desk/Help desk/Concierge – This desk will function as a single window system for Residents. Residents can contact the Help desk supervisor or Receptionist with queries or complaints. Information pertaining to activities, maintenance and security would be handled by the receptionist. Help desk will accept/dispatch all official letters on behalf of administrative office.
 - ✓ Library/reading room with internet facility – This will cater to postal and email needs of residents.
 - ✓ Meeting Hall/Multipurpose Hall – A spacious multipurpose hall of activity center is for hosting lectures, discourses and monthly get together etc.
 - ✓ The movie theatre / hall is situated at first floor, will screen popular movies and selected OTT or other shows as per fixed timings and the same will be communicated residents in advance.
 - ✓ Games room - Games rooms are situated in activity center, for board games and indoor games.
 - ✓ Swimming pool and Jacuzzi for therapy and recreation.
 - ✓ Saloon, SPA and Massage services are available on direct payment to third party. Space provided for the said services is free.
 - ✓ Administrative Office – The Administrative Office of Senior Living is situated in the club house.
- Residents are advised to
 - ✓ Utilize facilities on prescribed timings
 - ✓ Use club house for self and for personal guests
 - ✓ Abide club house rules and regulations as well as individual facility guidelines
 - ✓ Take care of the sanctity of the place and avoid any misuse
 - ✓ Form a committee to look after any donations from temple

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12. SECURITY SERVICES

What to expect

- Access control at main gate
 - ✓ Establish identity of your personal guests and visitors.
 - ✓ Guide them to your unit.
 - ✓ Guide to parking area.
 - ✓ Obtain telephonic verification from you about their arrival.
 - ✓ Capture the entry and exit on CCTV, preserve for a limited duration (approx. 1 month)
 - ✓ Maintain a record of all house help, vendors and staff.
 - ✓ Monitor material and luggage movement and establish its legitimacy.
- Verification of people where needed.
- Manage the traffic at the main gate.
- Information service – act as a concierge for information regarding providers of services like medical, taxi, vendors etc.
- Narcotic Drugs are not permitted inside premises. If found, security may initiate legal action.
- Emergencies
 - ✓ Be the first point of contact for any emergency situation e.g.: fire, injury, theft, public disorder or nuisance.

13. HOUSEKEEPING SERVICES

What to expect

- Garbage collection and disposal.
- Daily dusting, Brooming and Mopping of house.
- Daily cleaning of washrooms and toilets.
- Discharge of duty as per laid down schedule of work
 - ✓ Maintain cleanliness of common area.
 - ✓ Maintenance of public area.
 - ✓ Upkeep of cleanliness of common facility including toilets, shafts, rooftops.
- **Understand that the common housekeeping services are not designed for delivering the following:**
 - ✓ Cleaning and washing personal cars and two wheelers (available on paid basis).

14. MAINTENANCE SERVICES (RESIDENCE SUPPORT)

What to expect

- Respond to problems relating to electrical, services, housekeeping, civil work in a reasonable time frame which is
 - ✓ Routine minor complaints (upto 4 hours).
 - ✓ Routine major complaints: within 24 hours
 - ✓ Civil work: within 96 hours.

15. HELP DESK/CONCIERGE

• **What to expect**

- ✓ Manned desk attending residents' calls for lodging complaints,
- ✓ Support for bill payments
- ✓ Providing information regarding facilities available within complex, details of vendors and service providers
- ✓ Providing contact details of vendors like chemist, travel agency etc.
- ✓ Initiation of action in case of emergency

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- **Usage of Notice Boards**

- ✓ Maintenance related, billing and finance related information, activity related notifications etc. will be shared in notice boards placed in apartment blocks and activity center/club house.
- ✓ Management team reserves rights to decide duration and location etc. of a notice to be placed on notice boards.
- ✓ A portion of the notice boards will be allocated for residents to paste their information after moderation from complex manager.

16. ACTIVITIES

- **What to expect**

- ✓ Monthly activity calendar.
- ✓ Coordination with committee in making calendar.

- **Please note:**

- ✓ Activity executive will have the final authority in planning and implementing activities
- ✓ Activity executive will conduct activities within budget range for the financial year. No financial approval is sought for every activity conducted.
- ✓ Management team will select suitable space within the complex for conduct of activities and no approval will be sought for the same.
- ✓ Activities cannot be conducted as per individual convenience.

17. CAFÉ/DINING HALL

- It aims at providing good quality, simple, vegetarian food at economical rates, so as to provide a substitute for the kitchens at home.
- Non vegetarian food will be provided through cloud kitchen during specific days
- There will be provision for ordering a la carte items
- Smoking and consumption of alcoholic drinks is prohibited in the dining hall.
- Outside food will not be entertained in dining hall.

18. MEDICAL FACILITIES

- Senior Living complex will have certain basic medical facilities within the campus. This include
 - ✓ First aid support.
 - ✓ Doctor's clinic (out sourced) at pre decided hours
 - ✓ Ambulance 24/7
 - ✓ Availability of qualified Nurse on pre decided hours
 - ✓ Physiotherapy clinic
- Saral Satya Legacy will have tie up with an authorized medical institution for hospitalization needs of residents, who will give priority admission to our residents. There will be special services like periodic preventive health camps, discounted rates etc. for our residents.
- Doctor on call may be arranged as a pay by use service
- First Aid Centre will arrange for delivery of medicines against prescription from a external chemist on pay by use basis.
- Through an outsourced lab collection of samples and delivery of pathology reports can be arranged.
- User charges for first aid and certain nursing services may be applicable.

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19. MEDICAL EMERGENCY RESPONSE

- In this facility you can expect
 - ✓ Immediate response from help desk in initiation of course of action.
 - ✓ Nurse on duty attending the call with first aid kit.
 - ✓ Assessment of the situation and taking a call on evacuation.
 - ✓ Ambulance evacuation to the nearest hospital.
 - ✓ Nurse accompanying the resident till nearby hospital.
 - ✓ Ensuring the first level of treatment begins at hospital without deposits.
 - ✓ Telephonic report to NOK
- Kindly note that the system is not designed for
 - ✓ Immediate arrangement of doctor at home during emergency.
 - ✓ Bills and admission fee payments to hospital.
 - ✓ Treatment decisions and negotiations with hospital or doctor.

20. NURSE ON CALL

- In this services there will be -
 - ✓ Availability of qualified Nurse inside the campus on specified hours for that campus
 - ✓ Helping residents with basic monitoring of parameters like BP, temperature etc.
 - ✓ Administering medicines based on Doctor's advice slip produced by residents.
 - ✓ First aid help in case of emergency or when needed.
 - ✓ Helping residents with minor wound dressing and other first aid.
 - ✓ Organizing medicines for residents as per Doctor's advice slip produced by residents through an outside pharmacy.
 - ✓ Accompanying residents to nearby hospital in ambulance during emergency.
- Kindly note that the system may not be able to do
 - ✓ Cost negotiations with chemist, hospital and lab.
 - ✓ Guarantee of same brand of medication being delivered by chemist.
 - ✓ Any procedure or treatment for which nurse is not authorized to.

21. GUIDELINES FOR UNDER AGE RESIDENTS

- Senior Living projects/resorts are developed for providing retirement residential solution and hence the spirit of the same need to be maintained.
- In order to maintain the sanctity of Senior Living, the resident or spouse of the resident should be at least 55 years in age at the time of occupancy.
- Children/grand children or other relatives or friends below the age of 55 years may stay with the resident for a short duration, not exceeding 60 days in a year whether in continuum or on different occasions.
- Unmarried/widowed daughters can stay with the resident on a permanent basis.

22. OTHER USEFUL GUIDELINES

- **Booking Multipurpose Hall for private functions**
 - ✓ Residents are welcome to book multipurpose hall between for private functions and parties, advised to book at least 2 days advance for proper preparation of the hall.
 - ✓ Booking will be done on availability and on first come first serve basis, the timing may be revised by complex manager from time to time.
 - ✓ A booking amount which will be revised from time to time by complex manager is payable for each booking.
 - ✓ Booking is open for residents only and any damage caused to the property during the period will be recovered from the booking party.
 - ✓ Booking party is requested to keep the noise level down so that it will not disturb other residents.
 - ✓ Club reserves the right to screen the movie.

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- **Theater Hall**

- ✓ Residents are admitted on first come first serve basis.
- ✓ No pirated disks or media is allowed as it is against law.
- ✓ Any damage to media hall by residents shall be the sole responsibility of the residents.
- ✓ The management reserves rights to evacuate the Media Hall on requirement.

- **Usage of common area for gatherings (Central Block)**

- ✓ Common area can be used for private functions with permission from Head Operations.
- ✓ Common functions/social functions or gatherings are allowed in common area where large group of residents of the society are participating.
- ✓ Cooking/catering in such cases if any will be only allowed in designated areas to minimize the risk of injury, inconvenience to residents and to reduce damages to property.
- ✓ Management has final rights to frame rules from time to time on common interest.