ROF ALANTE – SOCIETY RULES & REGULATIONS

Version: 1.1

Applicable to Owners, Residents, Tenants, Visitors, Domestic Help, Staff, Vendors and Service Providers

1. General Resident Rules

1. Every resident shall maintain discipline, cleanliness and peaceful living.
2. Residents shall respect other residents, security guards, maintenance staff and domestic workers.
3. Abusive, threatening, violent or discriminatory behaviour shall not be permitted.
4. Common areas shall not be occupied or used for personal storage.
5. Residents shall comply with lawful instructions issued by the competent management/RWA/maintenance agency.
6. Residents shall not damage society property.
7. Any damage caused by a resident, tenant, guest or service provider shall be recoverable from the responsible person.
8. Residents shall cooperate during emergencies, inspections and safety exercises.
9. Residents shall ensure that their family members, tenants and guests follow society rules.
10. Ignorance of a published society rule shall not automatically exempt a person from compliance.

2. Owner Registration & Resident Information

1. Every apartment owner should provide updated contact details to the society/maintenance office.
2. Emergency contact information should be kept updated.
3. Owners shall inform management when a flat is rented/leased.
4. Tenant details shall be submitted as required by applicable law and society procedure.
5. Police verification of tenants/domestic staff shall be completed wherever legally required or advised by the competent authority.
6. Owners shall remain responsible for ensuring that their tenants comply with society regulations.
7. Any change in ownership/occupancy should be appropriately notified.

3. Tenant Rules

1. Tenants shall follow the same society rules as owners.
2. The owner shall remain responsible for violations attributable to the tenancy, subject to applicable law.
3. Tenants shall provide required identification and tenancy information.
4. Tenants shall not sublet the apartment contrary to applicable law, agreement or society requirements.
5. Paying guests/short-term occupants shall comply with applicable legal and society requirements.
6. Tenants shall not create nuisance or disturbance.
7. Tenants shall not misuse common areas.
8. The owner should ensure proper handover of society rules to the tenant.

4. Security & Entry/Exit

1. Security personnel may verify vehicles, visitors and service providers according to the approved security procedure.
2. Residents should cooperate with security checks.

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3. Visitors may be required to provide identification or resident confirmation.
4. Unknown persons should not be permitted unrestricted access.
5. Delivery personnel shall follow designated entry procedures.
6. Residents should not allow unauthorized persons to enter behind their vehicle.
7. Security gates and emergency access routes must remain unobstructed.
8. Residents shall not argue with or physically threaten security staff.
9. Any serious security incident should immediately be reported to the security supervisor/management and, where appropriate, police/emergency services.
10. Security procedures should not unnecessarily obstruct emergency medical access.

5. Visitor Management

1. Residents should inform security about expected visitors.
2. Visitors shall follow entry/exit procedures.
3. Residents are responsible for the conduct of their guests.
4. Guests shall not create nuisance or disturb other residents.
5. Visitors shall park only in designated visitor parking areas Outside.
6. Visitor vehicles must not block fire routes, gates, ramps or emergency access.
7. Repeated unauthorized access may be restricted in accordance with applicable law and approved security procedures.

6. Car Parking

1. Vehicles must be parked only in the designated/authorized parking area.
2. Commercial vehicle not allow to parked in the society.
3. Parking in fire lanes, driveways, ramps, entrances or emergency routes is prohibited.
4. Vehicles must not obstruct other vehicles.
5. Vehicle stickers/passes should be displayed as required by the society.
6. Every flat allowed only 1 bike and 1 car entry in the society.
7. Abandoned/non-operational vehicles shall not be kept in common parking areas indefinitely.
9. Washing vehicles in common areas using excessive water is prohibited.
10. Residents should not honk unnecessarily inside the society.
11. Speed limits notified by the society must be followed. Rash or dangerous driving inside the premises is prohibited.
12. Society management and RWA have complete rights for any change in 4 wheeler parking rule.
13. Parking disputes should be reported to management rather than becoming personal disputes.

7. Two-Wheeler Parking

1. Bikes/scooters must be parked only in designated spaces.
2. Two-wheelers must not block pedestrian paths or fire/emergency access.
3. Vehicles should not be chained to trees, railings or common infrastructure.
4. Abandoned two-wheelers may be dealt with under the applicable procedure.
5. Electric two-wheelers shall be charged only at approved charging points.

8. Electric Vehicle Charging

1. EV charging shall be carried out only through approved electrical infrastructure.
2. Residents shall not install unauthorized electrical connections.

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3. Electrical cables must not cross common corridors, driveways or emergency routes.
4. Charging equipment must meet applicable electrical and fire-safety requirements.
5. Any unsafe charging arrangement may be disconnected after due notice/action as permitted by law.
6. The society may establish a separate EV charging policy.

9. Driving & Road Safety

1. Follow the notified internal speed limit.
2. Give priority to pedestrians.
3. Children, elderly persons and persons with disabilities should receive additional caution.
4. No racing or reckless driving.
5. No driving under the influence of alcohol/drugs.
6. No unnecessary honking.
7. Use headlights appropriately at night.
8. Do not block ambulance/fire/emergency movement.
9. Do not drive on pedestrian pathways or landscaped areas.

10. Lift Rules

1. Do not overload lifts.
2. Children should not play inside lifts.
3. Do not jump inside the lift.
4. Do not hold lift doors unnecessarily.
5. Do not damage lift panels or equipment.
6. During power failure, remain calm and use the emergency communication facility where available.
7. Do not attempt to force open lift doors.
8. Report lift malfunction immediately.
9. Heavy shifting/loading should follow designated timings and procedures.
10. Lift usage during a fire/emergency should follow the fire-safety plan; residents should use designated evacuation routes.

11. Common Areas

Common areas include areas such as entrances, corridors, staircases, lifts, fire escapes, parks, parking areas and common utility installations, subject to the project's declaration and applicable law.
Therefore:

1. No permanent personal belongings shall be kept in corridors.
2. Shoe racks, cupboards, bicycles, furniture and other items must not obstruct common passages.
3. No unauthorized construction/enclosure shall be made in common areas.
4. Residents shall not occupy common areas for personal use without permission.
5. Common facilities must be used responsibly.
6. Damage to common property shall be reported immediately.
7. Residents shall not alter electrical, plumbing, structural or fire-safety installations.

12. Staircase & Fire Escape

1. Staircases must always remain clear.
2. No storage is permitted in fire exits.
3. Fire doors must not be permanently wedged open.

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4. No furniture, shoe racks, cycles or boxes may obstruct evacuation routes.
5. Smoking in designated prohibited areas is not allowed.
6. Fire equipment must not be tampered with.
7. Residents must follow evacuation instructions during emergencies.

13. Fire Safety

1. Fire extinguishers, hydrants and other fire equipment shall not be obstructed.
2. Residents shall not misuse fire equipment.
3. Fire exits must remain accessible.
4. Flammable materials must not be stored in common areas.
5. LPG cylinders must be handled and stored according to applicable safety requirements.
6. Residents should not leave cooking appliances unattended.
7. Any suspected fire must immediately be reported to security/emergency services.
8. Residents should participate in fire-safety awareness/drills.
9. Emergency assembly points should remain accessible.
10. No modification shall obstruct fire-safety systems.

14. Noise & Peaceful Living

1. Residents shall maintain reasonable noise levels.
2. Loud music, parties or gatherings must not disturb neighbours.
3. No loudspeaker/DJ activity should be conducted without required permission.
4. Construction/renovation work should follow notified timings.
5. Repeated disturbance after reasonable requests may be reported to management.
6. Residents should avoid unnecessary shouting in corridors, balconies and common areas.
7. Noise from pets, parties, vehicles or domestic activities should be reasonably controlled.

15. Party & Social Gathering Rules

1. Residents may hold private gatherings subject to society rules.
2. Common areas cannot be used for private functions without prior approval.
3. Guests must follow security procedures.
4. Music/noise must remain within permissible limits.
5. Parking arrangements must not obstruct other residents.
6. Alcohol consumption in common areas shall be prohibited where notified by the society and applicable law.
7. The host shall be responsible for guest behaviour and cleanliness.
8. Any damage caused during a gathering shall be recoverable from the responsible resident.

16. Alcohol & Intoxicating Substances

1. Consumption of alcohol in prohibited common areas is not permitted.
2. Drunken behaviour, abusive behaviour or nuisance will not be tolerated.
3. Driving under the influence is strictly prohibited.
4. Illegal drugs/substances are prohibited.
5. Any suspected criminal activity should be reported to the appropriate authority.

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17. Smoking

1. Smoking should not be carried out in areas prohibited by law or society rules.
2. Cigarette butts must not be thrown from balconies or into common areas.
3. Smoking materials must be extinguished safely.
4. Residents must take particular care around children and combustible materials.

18. Balcony Rules

1. Do not throw water, garbage, cigarette butts or other materials from balconies.
2. Do not hang objects that create a safety risk.
3. Do not install unauthorized structures/enclosures.
4. Water leakage from balconies must be prevented.
5. Residents should avoid activities that cause nuisance or damage to lower-floor apartments.
6. Do not throw food or waste that may attract animals/birds.
7. External changes to the building façade should not be made without required approval.

19. Garbage & Waste Management

1. Waste shall be segregated as per the applicable waste-management system.
2. Wet and dry waste should be kept separately where required.
3. Garbage must be handed over during the notified collection timing.
4. Do not throw garbage from balconies/windows.
5. Do not leave garbage in corridors or staircases.
6. Construction waste must not be mixed with household waste.
7. Large/bulk waste should be disposed of through the designated system.
8. Residents shall cooperate with door-to-door collection.
9. Repeated dumping may attract action under the approved society policy.

20. Wet Waste / Dry Waste

Wet waste: food waste, vegetable/fruit waste, etc.
Dry waste: paper, plastic, metal, packaging etc.
Residents should follow the waste segregation system implemented by the maintenance agency/RWA.

21. Water Conservation

1. Avoid unnecessary wastage of water.
2. Report leaking taps/pipes immediately.
3. Do not wash balconies in a manner that causes water to fall onto lower floors/common areas.
4. Do not intentionally discharge water toward building foundations/walls.
5. Residents should cooperate during water-supply restrictions.
6. Tanker water, where supplied, should be used responsibly.
7. Unauthorized modification of water pipelines is prohibited.

22. Plumbing & Leakage

1. Residents are responsible for maintaining plumbing installations within their apartment as applicable.
2. Any leakage affecting another apartment/common area should be attended to promptly.
3. Residents shall cooperate in identifying the source of leakage.

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4. No unauthorized alteration to common water/sewer lines.
5. Blocked drainage should be reported immediately.
6. Waste, oil, sanitary products or solid materials must not be flushed into drainage systems.

23. Electricity

1. Residents shall use electricity responsibly.
2. Unauthorized electrical connections are prohibited.
3. Residents must not overload electrical circuits.
4. Common electrical panels must not be tampered with.
5. During DG operation/power shortage, residents should cooperate with load-management instructions.
6. High-load appliances may be regulated during emergencies to protect the electrical system.
7. Any electrical fault should be reported immediately.
8. Residents must not interfere with meters or distribution equipment.

24. Domestic Help

1. Domestic workers should be properly registered as required by the society/security system.
2. Entry/exit procedures must be followed.
3. Residents should ensure domestic workers do not misuse common facilities.
4. Domestic workers should not be subjected to abusive or discriminatory behaviour.
5. Any serious incident should be reported to management/security.
6. Domestic workers should not be allowed to operate restricted equipment without authorization.

25. Delivery Personnel

1. Delivery personnel shall follow designated entry procedures.
2. Security may verify delivery details.
3. Delivery personnel should not remain unnecessarily in residential common areas.
4. Residents should cooperate with security rather than bypassing procedures.
5. Delivery vehicles must not block gates or emergency routes.

26. Pets

1. Pet owners shall comply with applicable laws and local regulations.
2. Pets should be handled responsibly in common areas.
3. Owners must clean pet waste immediately.
4. Pets should not be allowed to create persistent nuisance.
5. Aggressive or dangerous behaviour must be appropriately controlled.
6. Pet owners are responsible for damage caused by their pets.
7. Pets should not be left unattended in common areas.
8. Residents should not harass or harm animals.

27. Children

1. Parents/guardians are responsible for children's safety.
2. Children must not play in parking/vehicle movement areas.
3. Children should not damage plants, equipment or common property.
4. Children must not enter restricted areas.

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5. Parents should ensure reasonable noise levels.
6. Children should follow swimming pool/play-area rules where applicable.

28. Construction / Renovation

1. Prior permission/intimation should be obtained where required.
2. No structural alteration shall be carried out without competent approval.
3. No wall, column, beam, slab or structural component may be cut or modified without legally required approval.
4. Construction workers must follow security procedures.
5. Construction materials must not block corridors, staircases or fire exits.
6. Debris must be removed promptly.
7. Dust/noise must be controlled.
8. Work shall be restricted to notified timings.
9. Damage to lifts, walls, flooring or common areas shall be repaired at the responsible owner's cost.
10. The apartment owner shall be responsible for contractors engaged by them.

RERA provisions also restrict unauthorized structural alterations and changes to common areas, subject to the statutory requirements and applicable approvals.

29. Moving In / Moving Out

1. Prior intimation should be given to management/security.
2. Vehicles used for shifting must follow designated routes.
3. Lifts should be booked where the system requires it.
4. Furniture/material must not damage common areas.
5. Any damage caused during shifting shall be repaired/recovered from the responsible party.
6. Shifting should take place only during permitted timings.

30. Commercial Activity from Flats

1. Apartments shall primarily be used according to sanctioned use and applicable law.
2. Unauthorized commercial activity should not be conducted from residential apartments.
3. Activities creating excessive visitors, noise, traffic, safety risks or nuisance may be subject to action under applicable law.
4. Professional work from home must comply with applicable rules and must not disturb other residents.

31. Shops / Commercial Areas

1. Commercial units shall comply with sanctioned use and applicable permissions.
2. Shop owners must maintain cleanliness around their premises.
3. Shopkeepers shall not encroach upon common areas.
4. No unauthorized signage or installation.
5. Waste must be disposed of properly.
6. Customer parking must not obstruct residential movement.
7. Food businesses must follow applicable food, hygiene, fire and waste regulations.

32. Advertising & Posters

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1. No unauthorized posters, banners or advertisements in common areas.
2. Society notice boards shall be used only with authorization.
3. Commercial advertising may require prior approval.
4. No advertisement should damage walls, lifts or other common property.
5. Political/election-related material, where restricted by law or society policy, must comply with applicable rules.

33. Gardens & Green Areas

1. Do not damage plants.
2. Do not park vehicles on lawns.
3. Children should not damage landscaping.
4. Pets should not be allowed to damage landscaped areas.
5. Residents should not plant/remove trees or plants without permission.
6. Gardening staff should be treated respectfully.

34. Clubhouse / Community Hall

1. Use is subject to booking rules.
2. Prior booking/approval may be required.
3. Users must maintain cleanliness.
4. Damage shall be recoverable from the responsible user.
5. Noise restrictions shall apply.
6. Capacity limits must be followed.
7. Emergency exits must remain clear.

35. Security Guards & Maintenance Staff

1. Residents shall treat staff respectfully.
2. No resident should physically threaten or assault staff.
3. Complaints against staff should be made through the designated complaint process.
4. Staff should also maintain professional behaviour with residents.
5. Serious misconduct should be escalated to the Estate Manager/management/RWA as applicable.
6. Staff must not disclose residents' private information except where legitimately required.

36. Complaint Management

1. Complaints should preferably be submitted through the designated maintenance/helpdesk system.
2. Complaints should contain flat number/contact details where necessary.
3. Emergency complaints should be immediately communicated to security/maintenance.
4. The maintenance agency should maintain complaint records and reasonable TATs.
5. Repeated unresolved complaints may be escalated to the designated authority.
6. False or malicious complaints should not be encouraged.
7. Residents should not abuse helpdesk personnel.

37. Emergency Situations

Emergency contacts should be displayed prominently at security gates and notice boards.
Examples:

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- Fire → Fire Services / 112 - Police → 112 - Ambulance → 108/112
- Electrical emergency → Maintenance - Lift emergency → Security/Maintenance
- Water emergency → Maintenance

Residents should keep emergency routes clear.

38. CCTV & Privacy

1. CCTV may be installed in common/security areas for safety and security.
2. CCTV should not be directed toward private residential spaces unnecessarily.
3. CCTV recordings should be accessed only by authorized persons.
4. Residents should not demand or circulate recordings without following the applicable procedure.
5. Recordings may be shared with law-enforcement authorities where legally required.

39. Lost & Found

1. Found property should be handed to security/management.
2. Security should record the details.
3. Items should not be taken or retained without reasonable effort to identify the owner.
4. CCTV may be reviewed according to the applicable procedure.

40. Security Threat / Criminal Incident

1. Any serious threat, assault, theft, intimidation or suspected criminal activity should be reported to police/security immediately.
2. Residents should preserve available evidence such as CCTV, photographs, messages or recordings where lawful.
3. Residents should avoid taking law into their own hands.
4. Management/RWA should cooperate with law-enforcement authorities.

41. Staff / Vendor Entry

1. Vendors must follow registration/verification procedures.
2. Contractors working inside apartments should comply with security requirements.
3. Unauthorized persons shall not be permitted into restricted areas.
4. Vendors shall not create obstruction or nuisance.
5. The resident engaging a vendor is responsible for ensuring compliance with applicable society procedures.

42. Use of Common Electricity/Water

1. Common electricity and water shall be used only for authorized purposes.
2. Residents shall not draw electricity from common points for private use without permission.
3. Unauthorized water connections are prohibited.
4. Any misuse causing additional cost/damage may be recovered from the responsible party.

43. Terrace Rules

1. Terrace access shall be restricted to authorized purposes.
2. No unauthorized construction.

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3. No personal storage.
4. No installation of equipment without approval.
5. Fire-safety and service equipment must remain accessible.
6. Children should not access restricted terrace areas.
7. Antennas, solar equipment, AC-related installations, etc. must comply with applicable approvals and society/building requirements.

44. Laundry / Clothes Drying

1. Clothes should not be hung in a manner that creates an external façade or safety issue.
2. Water dripping onto lower apartments/common areas should be avoided.
3. Residents should follow any designated drying arrangements.

45. Water Drainage & Balcony Cleaning

1. Do not throw water from balconies.
2. Balcony cleaning must not cause water to fall on other flats.
3. Do not pour chemicals, paint, cement slurry or waste into common drains.
4. Any blockage should immediately be reported.

46. Fireworks

1. Fireworks shall comply with applicable laws, court/administrative directions and permitted timings.
2. Firecrackers shall not be used near vehicles, LPG areas, electrical equipment or other hazardous locations.
3. Fire safety must be maintained during festivals.

47. Festivals & Community Events

1. Festivals may be celebrated subject to applicable law and society guidelines.
2. Events in common areas require prior approval where required.
3. Emergency access must remain open.
4. Noise limits must be observed.
5. The organizing group shall maintain cleanliness.
6. Temporary installations must be removed after the event.

48. Children Playing in Common Areas

1. Children should use designated play areas wherever available.
2. Parking areas are not play areas.
3. Children should not enter restricted maintenance/electrical areas.
4. Parents/guardians are responsible for supervision appropriate to the child's age.
5. Residents should raise concerns reasonably without confrontation.

49. Noise from Pets / Children / Parties

The objective should be reasonable control and peaceful coexistence, not unreasonable restriction.
1. Residents should first communicate politely.
2. Repeated disturbance should be documented and reported.

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3. Management should investigate complaints fairly.
4. Action should be proportionate and consistent with applicable law.

50. Damage to Society Property

Examples include:
- Lift damage - Broken lights - Damaged doors - Damaged landscaping - Broken tiles - Damaged CCTV - Damage to parking infrastructure - Damage to walls/paint – Other Society Property.
Where responsibility is established, the actual reasonable repair cost may be recovered from the responsible person, subject to applicable law and due process.

51. Penalty / Fine System

A society should not impose arbitrary penalties.
A proper penalty framework should specify:
Violation → Evidence → Notice → Opportunity to explain → Decision → Applicable charge/recovery → Appeal/escalation mechanism

For example:

Violation	Proposed Action
Blocking fire/emergency route	- Immediate removal + applicable recovery
Damage to common property	- Actual repair/replacement cost
Repeated garbage dumping	- Notice + approved penalty
Unauthorized common-area storage	- Notice → removal
Parking violation	- Warning → applicable parking action
Unauthorized construction	– Stop work/action under applicable law
Repeated nuisance	- Written notice → escalation
Staff abuse/violence	- Complaint + appropriate legal/management action

Important: exact monetary fines should be approved through the legally applicable society management/RWA/by-law process rather than simply announced by an individual office bearer.

52. RWA / Management Rules

The RWA/association should:
1. Maintain proper records.
2. Maintain minutes of meetings.
3. Maintain approved accounts.
4. Follow the association's registered documents/by-laws.
5. Communicate important decisions transparently.
6. Avoid discrimination between residents.
7. Maintain complaint records.
8. Maintain vendor/contract records.
9. Conduct meetings according to applicable rules.
10. Ensure decisions affecting residents are properly authorized.
11. Maintain emergency and maintenance information.
12. Coordinate with competent authorities when required.

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53. Financial Transparency

Where finances are under the RWA/association's control:
1. Proper accounts should be maintained.
2. Receipts should be issued where applicable.
3. Expenditure should be supported by appropriate documentation.
4. Bank transactions should be properly recorded.
5. Annual financial reporting/audit should be undertaken where legally required.
6. Society funds should not be used for personal purposes.
7. Major expenditures should follow the applicable approval process.

53. Rule Enforcement Procedure

I recommend using this standard procedure for every violation:
Step 1 – Complaint
Complaint received through approved channel.
Step 2 – Verification
Management/security checks facts, CCTV or other evidence where appropriate.
Step 3 – First Notice
Resident is informed of the violation.
Step 4 – Explanation
Resident gets reasonable opportunity to explain, where appropriate.
Step 5 – Corrective Action
Violation is stopped/corrected.
Step 6 – Recovery/Penalty
Only an authorized and legally supportable charge/recovery is applied.
Step 7 – Repeated Violation
Escalation to the appropriate management/RWA/competent authority.
Step 8 – Serious Incident
Police/fire/other statutory authorities are contacted where required.

55. Zero-Tolerance Safety Matters

The following should be treated as serious safety violations:
- Blocking fire exits - Blocking ambulance/emergency access - Tampering with fire equipment - Electrical tampering - Dangerous driving - Physical assault - Threats of violence - Criminal activity - Unauthorized structural alteration - Deliberate damage to essential infrastructure - Creating a serious fire hazard
These should be escalated immediately according to the nature of the incident.

56. Resident Rights

Rules should also protect residents—not only impose restrictions. Every resident should have the right to:
- Peaceful enjoyment of their apartment
- Raise complaints
- Receive appropriate response to complaints
- Be treated respectfully
- Challenge/appeal an incorrect complaint or penalty through the approved mechanism

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