

GENERAL GUIDELINES FOR RESIDENTS

1. General Conduct and Courtesy

1.1. Every resident shall maintain decorum, mutual respect and peaceful coexistence within the Society.

1.2. Residents shall respect the privacy, safety and reasonable enjoyment of other residents.

1.3. Abusive language, intimidation, harassment, violence, deliberate nuisance and unlawful conduct shall not be tolerated.

1.4. Residents shall cooperate with the Managing Committee, Society staff and authorised service providers in legitimate matters concerning the residential complex.

2. Cleanliness and Hygiene

2.1. Residents shall keep their flats, balconies and immediate surroundings clean and hygienic.

2.2. Garbage shall be segregated and disposed of in accordance with municipal requirements and the Society's notified arrangements.

2.3. No person shall throw garbage, cigarette butts, liquids or other articles from balconies or windows.

2.4. Corridors, staircases, lift lobbies and other common areas shall not be used for dumping waste or storing personal belongings in violation of applicable rules.

2.5. Residents shall promptly report water leakage, blocked drains, pest infestation and other sanitation concerns.

3. Security and Access Control

3.1. Residents shall follow reasonable and lawful entry and exit procedures established by the Society.

3.2. Visitors, delivery personnel, contractors and domestic help shall comply with the applicable security arrangements.

3.3. Residents shall not share access cards, keys, security codes or other credentials with unauthorised persons.

3.4. Lost access cards or suspected security breaches should be reported promptly to the authorised office.

3.5. Suspicious activity, theft, fire hazards or other emergencies should be reported to the appropriate authority and the Society's designated contact, as appropriate.

3.6. Security procedures shall be applied fairly and shall not be used to harass residents, their guests or lawful occupants.

4. Noise and Quiet Enjoyment

- 4.1. Residents shall avoid loud music, shouting, amplified sound and other activities causing unreasonable disturbance.
- 4.2. Parties and social gatherings shall be conducted in accordance with applicable law and the Society's valid rules.
- 4.3. Drilling, renovation and other noisy work shall be undertaken only during permitted hours.
- 4.4. Residents shall comply with applicable noise restrictions and lawful directions of competent authorities.

5. Parking and Traffic

- 5.1. Vehicles shall be parked only in allotted or otherwise authorised spaces.
- 5.2. Residents shall not obstruct driveways, entrances, fire exits, pedestrian pathways or emergency access routes.
- 5.3. Vehicles shall be driven at a safe speed within the Society.
- 5.4. Guest parking shall be used according to the Society's notified arrangements.
- 5.5. Residents shall not undertake vehicle repairs, washing or storage activities in common areas where prohibited by valid rules.

6. Use of Lifts and Common Facilities

- 6.1. Lifts, staircases, community halls, gyms, swimming pools, parks and other common facilities shall be used responsibly and in accordance with their applicable rules.
- 6.2. Residents shall not overload lifts or tamper with safety equipment.
- 6.3. Service lifts shall be used for shifting, bulky items or other purposes where designated by the Society.
- 6.4. Common property shall not be damaged, defaced or altered without lawful authorisation.
- 6.5. Any defect or malfunction affecting common facilities should be reported promptly.

7. Upkeep of Individual Flats

- 7.1. Residents shall maintain their flats in a reasonably clean and safe condition.
- 7.2. Leakage, seepage, plumbing defects and electrical hazards shall be attended to promptly.
- 7.3. Structural alterations, façade modifications and changes affecting common services shall be carried out only with the permissions required under applicable law and valid bye-laws.
- 7.4. Residents shall take reasonable steps to prevent damage or nuisance affecting neighbouring flats.

7.5. Owners and tenants shall comply with their respective maintenance obligations under applicable law and their governing agreements.

8. Green Areas and Environmental Responsibility

8.1. Residents shall protect lawns, gardens, trees, flowerbeds and landscaped areas.

8.2. Littering, damaging plants, unauthorised tree cutting and encroachment upon common green areas are prohibited.

8.3. Water shall be used responsibly, and residents should avoid unnecessary wastage.

8.4. Pets shall be managed in accordance with applicable law and valid Society rules, and pet owners shall clean up after their animals.

8.5. Residents shall cooperate with authorised plantation, gardening, composting and other environmental initiatives.

9. Domestic Help and Service Providers

9.1. Residents shall follow the Society's reasonable domestic-help registration and security procedures.

9.2. Employers shall comply with applicable police verification requirements.

9.3. Domestic workers and service providers shall be treated respectfully and shall not be subjected to discrimination, harassment or humiliation.

9.4. Residents shall inform their service providers of relevant cleanliness, safety and access requirements.

9.5. Personal information and identity documents shall be handled confidentially and only for legitimate purposes.

10. Pets and Animal Welfare

10.1. Pet owners shall ensure reasonable supervision and hygiene and shall prevent avoidable nuisance.

10.2. Animal waste shall be cleaned promptly.

10.3. Residents shall not harm, threaten or unlawfully harass animals.

10.4. Pet-related rules shall comply with applicable law and binding judicial directions and shall not impose unlawful blanket prohibitions.

11. Waste, Repairs and Renovation

11.1. Renovation work shall comply with applicable permissions, prescribed work timings and reasonable safety arrangements.

11.2. Construction debris shall be disposed of through authorised arrangements.

11.3. Contractors shall comply with applicable access and safety procedures.

11.4. Residents shall promptly rectify damage caused by their renovation work, subject to the applicable legal responsibility.

12. Fire and Emergency Safety

12.1. Fire exits, staircases, hydrants, extinguishers and emergency routes shall remain unobstructed.

12.2. Residents shall not tamper with alarms, electrical panels, fire-safety equipment or emergency installations.

12.3. Emergency numbers and evacuation instructions should be kept readily accessible.

12.4. Fire, gas leakage, serious electrical faults and other immediate hazards shall be reported promptly to emergency services and the Society, as appropriate.

13. Maintenance Charges and Society Administration

13.1. Members shall pay maintenance charges and other lawful dues within the prescribed time.

13.2. Residents shall use the Society's prescribed channels for complaints, maintenance requests and suggestions.

13.3. Members shall attend General Body meetings and participate in Society affairs as appropriate under the registered bye-laws.

13.4. Residents shall avoid spreading unverified allegations or personal information about other residents through notice boards or messaging groups.

13.5. Financial demands, penalties and restrictions imposed by the Society must have a lawful basis.

14. Visitors, Events and Gatherings

14.1. Residents shall ensure that their guests comply with reasonable access and conduct rules.

14.2. Community halls and other bookable facilities shall be used according to the applicable booking procedure.

14.3. Events shall not obstruct traffic, emergency access or common passages.

14.4. Residents shall ensure that gatherings do not cause unreasonable noise, litter or damage to common property.

15. Complaints and Dispute Resolution

15.1. Complaints should be submitted to the Society's designated office or Managing Committee with relevant