

# **AIR FORCE AND NAVAL OFFICERS CGHS LTD**

**PLOT NO.11, SECTOR-7, DWARKA NEW DELHI-110075**

**(REGN NO.477/80)**

## **CODE OF CONDUCT FOR RESIDENTS**

### **Introduction**

1. Living in a Co-operative Group Housing Society involves interacting with the people from different walks of life having different faiths / customs and likes. What may be a way of life for one may be a taboo for others. While one may be a great pets' lover, his immediate neighbour may be scared of pets. Hence harmonious living in co-operative society calls for extra discipline and some compromises and challenges. The residents need to adjust to neighbours and environment. While each one of us has a right to peruse one's own interest and way of life we should ensure that it does not cause any inconvenience or unhappiness to the other colleagues living in the society.

2. The common causes of inconvenience / irritation to other residents are:-

- (a) Improperly parked cars and two wheelers.
- (b) Hanging of wet and dripping clothes in balconies.
- (c) Washing of floor and balconies.
- (d) Water dripping from air conditioners.
- (e) Uncontrolled pets.
- (f) Placement of cartons, flower pots, personal luggage etc in common areas, stairs, corridors, terraces and garages.
- (g) Operating TV or Music System at a high volume.
- (h) Leaving the garbage in stairs, corridors or common areas.

3. Being a good resident of the society is a matter of common sense, understanding others' convenience and treating others the way you will like to be treated by others. With these objectives in mind following guidelines are brought to the consideration of the residents.

### **Facilities Available in the Society**

4. Following recreational and support facilities are available within the four walls of the society:-

- (a) Jogging track along the peripheral walls of society.
- (b) Open Gymnasium.
- (c) Well equipped Children Park.
- (d) Well groomed gardens.
- (e) Community center.
- (f) Three guest rooms.
- (g) Extension of URC Counter of 13 BRD, AF

- (h) Grocery shop
- (i) Fruits and vegetables shop
- (j) Ladies Boutique
- (k) Electricals shop and
- (l) Internet cafe

### **Personal Servants**

5. Ours is the biggest co-operative housing society in Dwarka having 375 flats with occupancy of over 90%. There is a frequent change of residents as well, due to selling of flats or moving in and out of tenants. This also entails frequent change and movement of personal servants, cooks, drivers, domestic helps and other helpers. The residents will appreciate that the monitoring of their movement is essential from security point of view.

6. As per prevailing system, Management Committee exercises no control over the employment or fixation of wages of servants. The flat residents arrange their own domestic help to meet their needs. The wages of such servants is a matter of mutual agreement between the employer and the employee. In a number of cases the domestic help works for different residents with differing wages. Wages may depend on quantum and quality of work. It has also been observed that the servants having good reputation are enticed by needy residents with a higher wages. This at times results into acrimony among the residents of the society. In the interest of maintaining good social relation among the residents such occasions must be minimized.

7. The servants are issued with the security passes at the time of first employment. It is essential to get the police verification done at the time employment. The employers are also advised to keep the copy of Adhaar card and proof of residence with them before employing a servant. In case the servant leaves the job or relieved by the employer, it is essential that the security pass of such employee is withdrawn to avoid its misuse.

8. Following actions need to be taken while hiring a help/ servant.

- (a) Verify the antecedents. Find out where he /she worked earlier. Contact the earlier employer if considered necessary.
- (b) Verify if the individual has a pass issued by AFNOE. If not, apply for pass by filling application. Copies are available in society office.
- (c) Ensure that the employee is police verified. If not apply for the same.
- (d) In case the servant is part employed with other residents, do contact them to strengthen antecedents.
- (e) While terminating the services of a servant, please withdraw the security pass and deposit the same in society office / security section. In case he / she is working for some other residents as well, please do intimate them about the termination.
- (f) In case the termination is on disciplinary grounds, the same is to be intimated to the office in writing so that stopping of entry of such individuals can be ensured.
- (g) Health and hygiene of the servant is the responsibility of the employer. The residents are advised to get te periodical health checks of the employees done.

- (h) The residents are advised neither to employ dismissed servant nor to entice others servants by providing higher wages / facilities.

### **Keeping of Pets**

9. As per Supreme Court guidelines, keeping of pets cannot be denied in housing societies. Hence pets, particularly dogs form an integral part of our society. But not every resident is comfortable with pets. Following are the points to be taken into consideration:-

- (a) Do not let your dog bark or whine for prolonged duration.
- (b) If your pet barks excessively, please keep it indoors.
- (c) Keep your pet leashed when taking it out for a walk or defecation. While you may be friendly with the dog others may be scared. There are reported cases of small children and other residents being attacked and injured by pet dogs.
- (d) Please ensure that your dog does not defecate or urinate inside the society, gardens, terrace or other common areas. Please carry polythene bag and poo collecting device while taking the dog out.
- (e) The dogs are not to be taken to jogging track, Children Park, open gymnasium, terraces or gardens. Please take the dog outside the society area by shortest route.
- (f) As a general rule lifts are not to be used for pets when other residents are using the lift. In case your dog has urinated / defecated in lifts or in the corridors leading to lifts, please get the lift / corridor cleaned as a responsible resident of the society, as soon as possible.
- (g) Please get your dog registered with the municipality and submit a copy of the registration to the society office as well.
- (h) The pets must be vaccinated at laid down periodicity. Vaccination certificate copy should be submitted to society office as well.
- (i) In case going on vacations, please leave the dog either with a pet loving friend / relation or a dog handling agency.
- (j) The residents are expected to keep only one pet dog at a time. The society premises are not to be used for breeding of dogs or other pets.

### **Drying of Clothes.**

10. Now a days most of the residents have semi or fully automatic washing machines and hence problem of dripping water from drying clothes is minimal. However in a number of instances, the clothes are washed by maid servants, who in turn do not squeeze the wet clothes adequately, resulting into inconvenience to residents in the lower floors and also to people walking on the ground floor. Following actions are expected from the residents:-

- (a) Try to dry your clothes within the premises of your flat. Please use clothes stand for spreading the clothes.
- (b) If you are drying your clothes in the corridor leading to lifts please ensure that these are adequately squeezed and water does not drip in the corridors of the lower floors.

- (c) Please ensure that the wet clothes are properly clipped and these do not fall into the premises of other residents.
- (d) In case the clothes have fallen in your premises, please give a call on intercom and hand over to the neighbour.

### **First Floor Residents**

11. The first floor residents have extended balconies over the stilt parking. In a number of cases the extended balconies are uncovered or partly covered. It has been observed that a number of residents throw waste papers, wrappers, dry refuse, sanitary napkins etc which falls in the extended balconies. Water dripping from air conditioners falling in the extended balconies is quite common. This obviously causes nuisance and distress to the residents of first floor. As responsible residents this should be avoided.

### **Management of Lifts**

12. The society has a total of 24 lifts installed in 2018 - 2019 with four lifts in each of the six blocks. The old lifts had out lived their lives and a sub committee was formed to replace the lifts. In order to ensure that the lifts live upto expectations, a comprehensive AMC has been entered with M/S Kone Elevators, who are OEM for these lifts. The lifts have given excellent service for four years now and following actions need to be taken by us for continued good service:-

- (a) All the buttons in the lift and on panels are feather touch. Please press them gently.
- (b) The lifts are fitted with intercoms through batteries. In case you are stuck in the lift, please seek help through intercom. Main Guard room intercom numbers are 1000 and 1001 and rear gate 1002. Please train your children and domestic helps to use intercom.
- (c) Small children should be accompanied by parents / guardians,
- (d) The lifts are fitted with ARD (Automatic rescue device), which operates on battery. In case electricity goes off and the standby power is delayed, ARD takes over. The ARD takes the lift to nearest floor and the lift door gets opened automatically. Hence in case the lift stops, do not panic and wait for ARD to take over.
- (e) In case the lift stops due to breakdown or mall functioning, please use the bell button to call help. Electricians have been trained on rescue in such cases. The emergency numbers are displayed in the lift cabin. Please contact the numbers and rescue will take place within 10 minutes.
- (f) Please council the children not to play around in lifts. Similarly putting foot marks on the lift cabins walls should be avoided.
- (g) Please do not press up as well as down buttons. Press down button only if you want to go to lower floors and vice versa. Pressing both the buttons will result in both the lifts coming resulting into increased wear and tear of the lifts besides wastage of electricity.
- (h) In case of using lifts for transportation of luggage, please inform guard room. Transportation is to be undertaken in the presence of a guard only.

- (i) As a general rule building materials are not to be transported through lift. In case the resident decides to use the lifts, amount as fixed by MC from time to time will be payable.
- (j) Please put off lift fans before leaving the lifts.
- (k) In case the resident observes any problem or malfunctioning of lifts, please report the same to society office or MC.
- (l) In case your pet soils the lift, please get it cleaned it as early as possible as a responsible resident.

### **Water Management**

13. Water is a precious commodity as Dwarka has a perennial shortage of water. While we are able to supply potable DJB water round the clock, a good number of societies have to buy water through tankers. Hence it is important that every drop of water is conserved. On its part the society has installed rain water harvesting facility with seven pits to help water tables rise.

14. Following are some of the suggested steps for conserving DJB water:-

- (a) The DJB water is fully fit for direct consumption. It has necessary minerals as well, with TDS varying from 110 to 150. RO removes the essential minerals from the water thus deteriorating the quality of water. Hence water filters and not the RO should be used.
- (b) If a resident still wants to use RO, please do not waste the RO rejected water and accumulate the same in a bucket /pot and use this water for washing, cleaning or gardening.
- (c) Please use water saving taps for washing utensils. As an alternative, please do not allow the domestic help to wash the utensils with full tap on. Vegetables should be washed in a bucket and not the flowing water.
- (d) Please use water saving cisterns in toilets.
- (e) Please use buckets for having bath. Use of showers should be minimized and bathing tubs are big no.
- (f) Washing of floors and verandas must be avoided. Prior permission of MC must be obtained in case washing is inevitable. Fines will be imposed for intentional wastage of water.
- (g) Please get leaking taps and cisterns repaired without delay.
- (h) Please do not keep the tap running while brushing the teeth, washing the face or shaving.

### **Car, Scooter and Cycles Parking.**

15. Every flat has been allotted with one parking which is free (Green stickers). Following points need to be noted for using these parkings:-

- (a) Lot of cables and pipes are passing underneath the parking. The garage may need vacation for maintenance activities.
- (b) The cars should be parked within the red lines drawn in thr parkings.

- (c) It is the responsibility of resident to report seepage or damage to parking to MC.
- (d) The scooters and cycles should be parked within the garage boundaries as a general rule. In case the same is not possible due to the size of the garage, the scooters and cycles are to be parked at the place designated by MC in an orderly manner. Parking in the passage to lifts is not permitted.
- (e) The vehicles must be cleaned periodically and should not be allowed to become eye sores.
- (f) Cars / scooters having outlived their lives should be disposed off. In case some resident wants to retain life expired vehicles for vintage or emotional reasons, the same should be parked outside the rear gate. Guard is available to look after the vehicles.

16. The second cars of Flat Owners (**black stickers**) are permitted to be parked inside the society premises open areas on payment of charges as fixed by MC from time to time. Following are the ground rules:-

- (a) The space is on first come first serve basis. In case marked space is not available, the car is to be parked outside the rear gate.
- (b) The cars should be parked within the yellow line marks.
- (c) Parking of cars in unauthorized (other than yellow marked area) area is not permitted.
- (d) The cars with black stickers can be parked in allotted parking or outside the society near rear gate.

17. As a general rule the second car of tenants and third cars of flat owners (**red stickers**) are to be parked near the rear gate by paying the charges as fixed by MC. In case spare parking is available within society premises, the cars can be parked inside the society premises with prior permission of MC.

18. Following will be treated as wrong parking and penalized as decided by Management Committee:-

- (a) Parking of cars with green stickers in open areas inside the society.
- (b) Cars with red stickers inside the society premises.
- (c) Cars parked in area other than yellow marking.
- (d) Cars parked on the access road to lifts.
- (e) Cars parked in stilts outside red markings.

### **Renovation of Flats.**

19. The buildings in our society are more than 25 years old and require not only external repairs and maintenance but also renovation of individual flats due to ageing, damage to woodwork by termites or improvements in aesthetics. While renovation may be necessity for the flat owner, it can be source of discomfort and nuisance to neighbors. Following ground rules are to be followed:-

- (a) Written permission is to be taken from MC before commencement of renovation. The scope of work is to be incorporated in the application. The time frame within which the work is expected to be completed is also to be indicated in application.

- (b) The passes for the contractor and the laborers are to be obtained from the society office. The flat owner will be responsible for conduct and behavior of contractor and other laborers.
- (c) The contractor should undertake major carpentry work within his workshop. Adjustments, fitments and pasting should only be undertaken inside flat premises.
- (d) The renovation work can be carried from 0900 hrs to 1400 hrs and 1600 hrs to 1800 hrs. No work is permitted between 1400 hrs and 1600 hrs.
- (e) In case the lifts are to be used for carrying building materials, charges as fixed by MC are to be paid beforehand.
- (f) The building materials garbage is to be kept in the authorized stilt parking or a place designated by MC. The garbage is to be kept in gunny or other bags only. The garbage is to be disposed off by flat owner from time to time under his arrangement.
- (g) It is to be ensured that no holes or damage is caused to beam, columns or pillars.
- (h) As far as possible the water drain pipes should terminate in bath rooms. If the same is not possible, the drain pipe should be connected to Rain Water Harvesting Pit by the flat owner. The water is not to be allowed to drip in the open.
- (i) Please do not undertake any unauthorized or objectionable modifications in the flat. DDA may undertake demolition of non compoundable violations. It will be advisable to consult MC before carrying out modifications.

### **Open Gymnasium and Children Park.**

20. Well equipped Open Gym and children Park are available within the society premises for taking physical exercises and enjoyment for children. While the equipment are quite user friendly, these may cause bodily harm to users if not used properly. Small children, in particular must be accompanied by parents / guardians while visiting these areas.

### **Booking of Guest Rooms and Community Center for Personal Use.**

21. The Community Center and Guest Rooms can be booked by members and residents for personal use. These will be allotted subject to availability. For booking these facilities application form, available in the society office is to be filled and charges as fixed by MC are to be paid. The charges and terms and conditions as given in application forms are to be complied with. Following are important guidelines:-

- (a) In case of clash of dates, the society commitment / function will get precedence.
- (b) Proxy bookings on behalf of outsiders are not permitted.
- (c) The parties in community center must finish by 2230 hrs. Playing of music / DJ must stop by 2200 hrs.
- (d) Loud music is not to be played in Guest Rooms.
- (e) Electricity charges are additional.

### **Festivals Celebrations**

22. Ours is a very vibrant and happening society and has set up benchmarks for other societies to follow. AFNOE is highly sought after by people planning to settle in Dwarka. We

celebrate cultural and national functions with energy and fervor. New year, Republic Day, Basant Panchami, Holi, Ram Navmi, Independence Day, Durga Puja, Deepawali, Guru Parav and New Year are celebrated at society level. Residents are requested to take active part in the celebrations and enjoy the social life prevalent in the society.

**Conclusion.**

23. These guidelines are not complete by any means. New and different situations will keep emerging from time to time. There are no social issues which cannot be resolved in a healthy environment of mutual understanding. Let us all live in our society in best of the co-operative spirit.