

ETERNIA

BY OBEROI CONSTRUCTIONS LIMITED



**WELCOME TO ETERNIA
BY OBEROI CONSTRUCTIONS LIMITED**

Dear Resident,

It gives us immense pleasure to welcome you to your new home. Eternia is one of Oberoi Constructions Limited most prestigious developments and we have taken great care to ensure that all the members of the family will be proud occupants here.

At Oberoi Constructions Limited, it is our constant endeavor to ensure that you enjoy an enhanced lifestyle within the spaces developed by us and this document has been prepared to ensure just that. This is a general guideline that will enable you to know your property better and help you to take maximum advantage of all the facilities, amenities and common areas that are available for your use. Additionally, you will also find salient features of your Flat available within this home guide.

You will also be happy to know that a professional Property Management Company known as OCS has been appointed to manage and maintain the project. Their duties include managing the property, supervising contractors and service providers and attending to the residents' service requests.

We wish you and your family a peaceful, content, and happy life in your new home.

Warm Regards,

Oberoi Constructions Limited

SECTION: 1

Know Your Complex

Peaceful living necessitates that all the members of the complex take joint responsibility of ensuring that the common facilities are not misused, and the safety and security aspects of the building are not harmed. Your building has the following common facilities:

Facilities	Description
Elevators	Six state-of-the-art elevators are installed in each Tower. In case of any problem with elevators, please press the alarm button within the lift or call the Help Desk. All elevators are equipped with ARD (Automatic Rescue Device) system.
VDP System	The building has a centralized Video Door Phone which connects all Flats and facilities like Property Management Office, Reception Lobby, Security Cabins at Entry/Exit Gates, Club House, etc.
Fire Fighting System	On each floor, we have provided fire shafts, which contain a hose with a nozzle and hydrant valve. In case of fire just pull out the hose with the nozzle, open the valve and pressurized water will start coming out of the nozzle. Also, we have provided sprinkler system in all the rooms and floor Lift lobbies. The kitchen in the flats are equipped with heat and gas detectors.
Pumping System	Water pumping system will ensure that water is supplied to all the Flats at suitable pressure.
DG Systems	Two Diesel Generator sets of 1500 KVA each are installed in the complex. In case of disruption of electric supply, the emergency and essential connected systems like elevators, emergency common area lighting etc. will be made serviceable by the Diesel Generator.
Recreation	Swimming Pool, Kids' Pool, Futsal Court, Squash Court, Multi-Purpose Court, Activity Room, Skating Rink, Kid's Play Area, and a fully equipped Gymnasium are available in the complex for recreation. Social functions can be held in air-conditioned Multipurpose Hall.
OWC Plant	State of Art OWC machine to process the organic waste is provided to comply with statutory norms and waste management.
Convenience Store	A Convenience Store has been provided for residents which will be stocked with basic amenities.
Launderette	Laundry is available within the premises to adhere to resident's needs.
EV Stations	EV station provisions are made at specific areas. Information for usage on the same will be available on information boards next to the charges.

Clubhouse

The Clubhouse is the home to all amenities located at P7 Encompassing efficient space utilization, the Clubhouse has been designed to provide a relaxing and casually elegant experience for all our residents and guests.

Facilities in the Clubhouse include:

- Swimming Pool and Kids' Play Pool
- Squash Court
- Doctors Room
- Male and female SPA
- Café
- Pantry
- Salon
- Golf Simulator
- Mini Theater
- Multipurpose Hall

Clubhouse Membership

For Club Membership, kindly follow the following process:

- Please contact PMS team and fill the Registration Forms. Submit the form along with 2 photographs.
- Club Membership cards will be provided to you.
- Clubhouse guidelines are mentioned elsewhere in this guide.

Know your Flat

You are one of those few to own a Flat at Eternia by Oberoi Constructions Limited which has been finished with modern technology.

Facilities	Description
Electrical Switches	Honey well Electrical switch & power points are provided for ON/OFF operations.
Sanitary ware & Water faucets	Kohler Sanitaryware & water faucets are provided in washrooms.
Water Geyser	There is a water geyser provided for hot water in each bathroom & kitchen of your Flat. It is advisable to turn the boiler off from the switch after use.
TV Cable Outlets	TV Cable outlet points are provided in the living room and all bedrooms.
Video Door Phone	Video Door Phone is provided in all Flats with interconnectivity between Flats and common area facilities.
Network Boosters	Network boosters are provided in the flat to ensure network stability in the tower.

Electricity

Electricity is supplied by MSEDCL. Meters are provided at ground floor level for all the apartments. Each apartment has a separate electric meter. Electricity billing will be done directly from MSEDCL

SECTION: 2

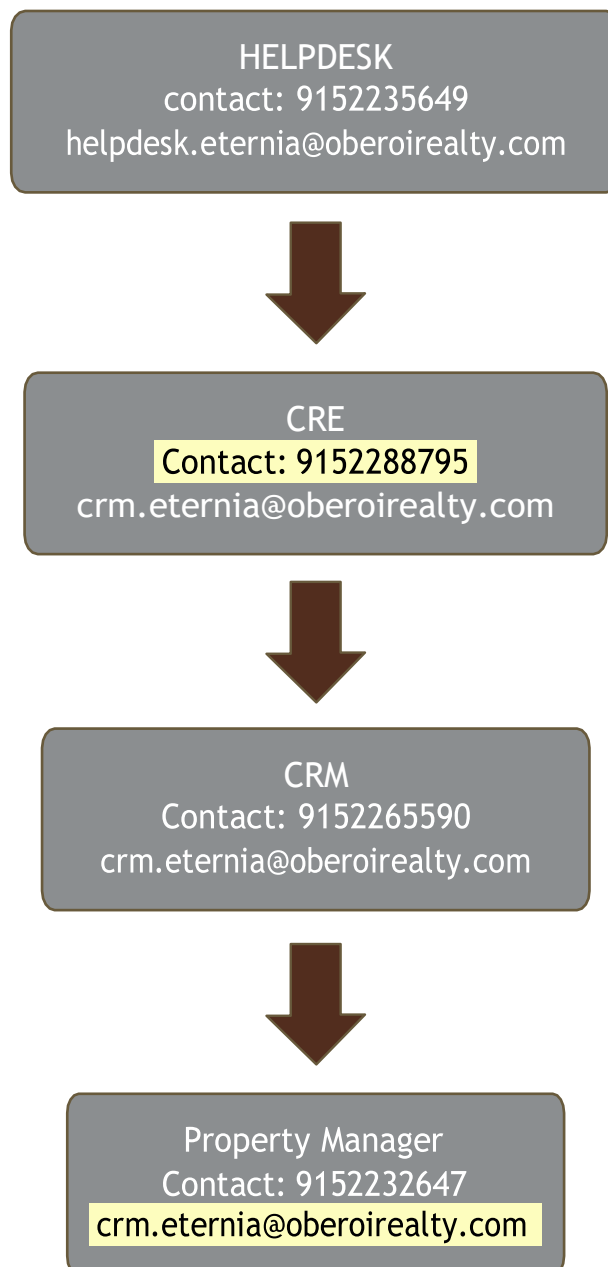
Property Management Team

“OCS” is appointed as the property management team for ETERNIA by Oberoi Constructions Limited. The OCS team will manage and provide services in the areas of housekeeping, security, common area MEP maintenance, customer relationship and other property related services.

The property management team is responsible for the maintenance and operation of common areas only. Their role includes implementation and enforcement of all rules as laid down from time to time.

Please feel free to call/mail for services related/discrepancies or faults noticed, or any violation observed in the Common Area. Enquiries or faults concerning the upkeep of the property, or any other services should be made to the Property Management. The Help Desk will assist in resolving the issues related to Common Area.

ESCALATION MATRIX



EMERGENCY CONTACT DETAILS		
PARTICULARS	CONTACT DETAILS	LOCATION
Hospital		
Fortis (Mulund West)	022 4925 4925	
Mukhis Raj Hospital	022 25658843	
Diamond Maternity Hospital	9152922565	
BMC Ward		
Bhandup West	022 2594 8588	
BMC S Ward	022 25947570/71/72/73	
	022 25947574/75	
Police Station		
Police	100	
Police Station	022 2595 4467	Bhandup
Police Station	022 2595 2171	Bhandup
Fire Station		
Mulund East	022 2563 9191	
Mulund West	022 2568 7637	
Vikhroli	022 2517 0730	
Ambulance Service		
Ambulance	108	
Fortis	9702030500	
Simple Ambulance	9222600800	
Blood Bank		
Pooja Blood Bank	022 2569 3688	Mulund West
Arpan Blood Bank	022 25111315	Bhandup West

SECTION: 3

General Guidelines

- The Flat shall be used only for residential purpose.
- Afternoon 2 PM to 4 PM are declared as lean period. Resident are requested to maintain silence during this period.
- No fit out or any noise creating activities will be conducted during lean period.
- Resident will not be contacted for any service or complaints during lean period unless there is an emergency.
- Residents shall not use their Flat for any purpose, which may be injurious to the reputation of the property or for any purpose as to cause a nuisance or danger to any other residents.
- Residents shall not make excessive noise or engage in offensive conduct that annoys or disturbs other residents e.g., all residents shall ensure that their radios, hi-fi equipment, television sets, musical instruments etc. are not tuned / played at a volume which may cause disturbance or inconvenience to others.
- Advertisements of any form are not permitted to be displayed from balconies or windows of Flat units or anywhere in the common areas.
- Commercial Photography of any form is not permitted anywhere in the common area of the premises.
- Animals and pets are not permitted in the amenity areas.
- Residents shall not distribute any flyers or the kind, in the mailboxes, doorsteps or any part of the common property unless written approval is obtained from the management.
- Residents shall not keep, store, or use any explosives or highly inflammable material of any nature in the Flat.
- Residents shall ensure that no potted plants or any other objects are placed dangerously on air-conditioner ledges or ornamental projection area where they can fall and cause bodily harm to persons below.
- It is intended that the exterior facade of the building shall represent a uniform appearance. As such, residents shall not allow any projections to extend through any doors and window opening; erection of partitions and window grills; and painting of external wall and window frames without the prior written approval of the management. The management shall have the full right and authority to demolish any or all such unauthorized additions, alterations, structures, or any part thereof after fourteen (14) days written notice to the owner/occupier requesting him/her to remove the same and all costs and expenses incurred, including legal fees in respect of such removal or demolition shall be borne by the apartment owner concerned.
- Residents shall not damage any part of the common property and shall make good the damage, to the satisfaction of the management, in case damaged.
- Residents shall be responsible for the acts of their family members, guests, servants, house movers, agents or contractors and have to make good any damages caused to the common area or any structures and equipment that is the common property of the estate to the satisfaction of the Management.
- Residents shall not use abusive language with their neighbors, the management and the appointed management agent and contractors. If a resident has any cause of complaint against the management or staff of the Property Management Company or its contractors, he/she shall communicate the same to the Management or Property Management Company in writing.

SECTION: 3

- Residents are not allowed to use any employee of the Management for any business or private errands. The Management, maintenance personnel and security guards are not authorized or allowed to accept delivery of packages, parcels etc. of any kind on behalf of residents.
- Residents shall permit any staff of the Management at all reasonable times and on reasonable notice being given (except in an emergency when no notice is required) to enter their Flat to execute any work or perform any duty or enforce any house rules in connection with the property.
- Residents shall display the car park sticker issued to them prominently to facilitate the Security Guard in checking vehicles entering the property. Residents who are expecting guests are advised to give the name of their visiting guests as well as their vehicle numbers (if any) to the Security Guard on duty at the main gate. Residents should also inform their guests that they would have to be verified at the Security Gate.
- Every Flat owner or Occupier must give written notice to the Management furnishing the names of the tenants and the family members or occupier of the Flat. If the Flat owner or occupier fails to give such written notice, the Management reserves the right to refuse entry to any person as it deems fit.
- The Management shall not be liable for any personal injury, accident or loss occurring in any part of the property.
- Residents shall not hold a barbecue in the Common area at any time eg. Refuge floor within the tower.
- In the event of power failure, fire or other emergencies, residents must not use the elevators but should use the stairways to vacate the buildings.
- The residential units cannot be used as a Guest House, Service Flat or as a Dormitory.
- In the event of any violation of these home guide, the Flat owner or occupier shall make good and/or compensate for any loss and/or damage caused to the satisfaction of the Management.
- No tobacco or cigarettes to be carried into the complex by servants, driver & helpers.
- Feeding of stray animals/birds within the complex is not allowed.
- Pet owners should have pet license as per BMC rules and a copy of the same shall be submitted to the Property Management office.

Residents shall not hang their laundry items, bedding, or other articles in an unsightly manner or in such a way that are visible from outside the building.

- Do not spit or scribble on walls, corridors, basements or elevators in the complex. Instruct your domestic staff, drivers and contractor staff to refrain from chewing pan and spitting in the common areas.
- Do not allow your drivers/domestic staff to sleep in the common areas/lift lobbies/stilt parking etc. Drivers or domestic staff, including maids, must not use the lawns for lying down, playing around, sleeping or for their personal get-together.
- Do not pluck flowers and leaves and do not pull or bend plants in the premises.
- Children must be asked to play ball games only in the designated playing areas and not on the lawns of the complex, as this may damage the grass and flower beds.
- Keep the gardens and lawns clean and good for use by others. There are dustbins provided for disposing of small litter around the lawns.

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- Residents shall not install any radio/television antenna/dish in the common corridor, or at any other part of the building or any external part of the unit. A common dish is provided for this purpose. All furniture and equipment placed or installed in the common areas by the management have been provided for the safety, comfort and convenience of all residents and therefore shall not be removed without the permission of the management.
 - Residents shall not damage any furniture and equipment provided in the common property areas for the use of all residents, or cause damage to any part of the common areas.
 - Residents shall not use the lobby or common areas of the property for any private/public activities or functions and religious functions or activities.
 - Residents shall use and enjoy the common property in such a manner so as not to interfere unreasonably with the use and enjoyment thereof by other owners or their families or visitors.
 - Residents shall not use abusive language with their neighbors, the management and the appointed management agent and contractors.
 - Residents are not allowed to use any employee of the management for any business or private errands. The management, maintenance personnel and security guards are not authorized or allowed to accept delivery of packages, parcels etc. of any kind on behalf of residents.
 - Residents shall permit any staff of the management at all reasonable time and on reasonable notice being given (except in an emergency when no notice is required) to enter their apartment to execute any work or perform any duty or enforce any house rules in connection with the property.
 - All residents are advised to read the communication sent on residential app, as through these emails and notices, that the management will communicate with all the residents about forthcoming events, the schedule of residents and important decisions, on a regular basis.
 - Smoking is prohibited in all public areas.

Day-To-Day Living at ETERNIA by Oberoi Constructions Limited

Following is some of the guidelines which a resident should be aware of in maintaining the property:

Balconies:

- **Flowerpots:** Do not keep flowerpots on balcony railing or on window railing.
- **Drying washed clothes:** Do not hang washed clothes over the balcony/window railings.
- **Washing:** Do not wash balconies with water, but a dry broom followed by a wet mop is most effective. Mop up the excess water with a cloth as water must not spill from balconies of upper floors onto lower floor occupant balconies.
- **Watering potted plants:** While watering potted plants in the balconies, use as little water as possible to prevent spillage or overflow. Also use over-spill trays under the pots.
- **Garbage Disposal:** Each apartment will be provided with garbage bags for wet and dry garbage. The black bag for wet garbage and a white bag for dry garbage. The housekeeping staff will collect the garbage bags every day at scheduled times from each Flat. Please do not keep the garbage outside the Flat or in common area to avoid attracting rodents and any foul smell in your lobby.

Dry Garbage: E.g., Battery cell, metal wire, metal nails, plastic bags, rubber, glass, thermocol, news papers, tetra packs etc.

Wet Garbage: E.g., Wood, hair, human nails, egg, coconut, tea powder, vegetable & fruit & food waste etc.

- Garbage bags must not be left in the passage. Do not use the shafts or fire staircases for disposing garbage or other household material.
- Do not throw dust or garbage outside from the Flat while cleaning. It must be collected and disposed through garbage bags.
- Sanitary napkins shall not be flushed. Please keep them in cover and dispose of in garbage bag.
- Garbage bags must be always used for disposal of garbage in the bins. Please do not dispose loose/open garbage in the bins.

Noise from your Flat:

- **Moving heavy furniture:** Heavy items, including furniture and equipment, should be lifted and not dragged. This is not only to prevent damage to the flooring but also to avoid disturbance to occupants in other Flats.
- **Games:** Do not allow children to bounce balls or create noise that may disturb other occupants.
- **Music:** As a courtesy to fellow occupants, Decibel levels should be kept low, especially after 10 p.m.

Parties:

- While having a party in your Flat, kindly ensure the music and other noises do not disturb other occupants.
- Cooking and display of food counters in lift lobbies is not permitted.

Pets:

- Only household pets of small pedigree may be kept by residents. Livestock, poultry, and other non-household pets shall not be allowed in the Flats.
- Household pets that cause nuisance or unreasonable disturbance must be tamed for the safety of other residents.
- Pets are not allowed in Club House area, please use designated pet area.
- Pets (specifically dogs) must always to be kept on a leash outside the Flats. Make sure the leash is appropriate and the handler can effectively control his Pet. Ensure the Pets do not enter flower beds or garden areas.
- **Dog Litter:** Do not allow your dogs to relieve themselves in common areas such as roads, gardens, lawns, elevators or through the stairs. Please pick up the Poop if littered.
- Please get your pet registered with Brihan Mumbai Corporation ("BMC"), which is mandatory as per BMC guidelines.
- Ensure that your pet does not cause inconvenience to others by barking constantly or through aggressive behavior.
- Ensure that your pet is regularly vaccinated against rabies, and a copy shall be submitted with PMS Team.

New tenant

- Every Flat Owner or Occupier must give written notice to the Management furnishing the names of the tenants and the family members and support staff.
- If the Flat Owner or occupier fails to give such written notice, the Management reserves the right to refuse entry to any person as it deems fit.
- New tenants and new owners are permitted to move in by the security only after duly verifying the records of permission.

Moving In:

- **Bringing goods into the Complex:** All Residents moving in need to notify 96 hours (04 days) in advance to the property management team for convenience & logistics of the Residents.
- **Taking goods outside the Complex:** All residents taking goods outside the complex need to notify the property management team prior to the movement.

While leaving town

- Occupants are expected to inform property management team while leaving town for an extended durations and preferably hand over apartment keys to their nearest relative/neighbors to allow access inside apartment in case of any emergencies. Always provide key holder's contact details.
- Occupants should grant the entry to the apartment to security, or any Property Management staff, in case of emergency resulting in threat to life whether the resident is present or not.
- Occupants should inform their domestic staff & service providers such as Milk Vendor, Newspaper, House Maid in case leaving town for extended durations.
- Please ensure to shut down piped gas/cylinder gas connections, water taps, and electric connections etc. before leaving your home for longer durations.

Renovation and fit out

- For Fit-out activities, please refer the Fit-out Manual.
- Please be sensitive to neighbor convenience. It is a good gesture to inform your neighbor prior to starting any work, which may cause them inconvenience.

Note: Please refer Fit out manual to understand detailed fit out process

Common Areas – Guidelines

- **Modifications:** Do not make any modifications that may affect the façade of the building. Do not make holes in the outer walls for air-conditioning pipes or drainage pipe and do not put-up awnings or roof coverings over balconies.
- **Plumbing and Electrical Shafts:** Do not store anything in the shafts as these can be hazardous and is prohibited.
- **Common Areas and Passages inside Buildings:** Common areas and passages in all parts of the buildings are to be kept free of obstructions from any objects such as plants, decorative furniture, bicycles, boxes, crates, wood shavings and building materials. All such material found in common areas will be cleared by the maintenance staff of the complex at owner's costs.
- Do not throw any garbage from your Flats down to the common areas and parks.
- Do not allow your drivers/servants to sleep in the common areas/lift lobbies/stilt parking etc.

Lawns and Common Areas:

- **Plants and Flowers:** Do not pluck flowers and leaves and do not pull or bend plants in the premises.
- **Ball Games:** Children must be asked to play ball games only in the designated playing areas and not on the lawns of the complex, as this may damage the grass and flower beds.
- **Driver and Maid Servants:** Drivers or domestic servants, including maids must not use the lawns for lying down, playing around, sleeping or for their personal get-together.
- **Use of Dustbins:** Keep the gardens and lawns clean and good for use by others. There are dustbins provided for disposing off small litter around the lawns.
- **Dog Litter:** Please ensure that your pets do not relieve themselves anywhere on the lawns or in the common areas.

Elevators:

- **Small Children:** Children below 12 years must not be allowed to travel alone in elevators.
- In case elevator got stuck in between, please press Alarm Button to connect with Lobby Security.

Fire Sprinklers

- Please ensure that sprinklers inside apartment are clear and not clogged by paint (and not covered by bookshelves or curtains). If in doubt, call the Property Management Team to check your apartment.

Preventing fires

- Bonfires: Do not light a bon fire inside your apartments, even to entertain your children.
- Havans: Inform 7 days prior to property management team while performing a Havan in your apartment. Light the Havan fire in a Havan pot (Havan Kund) to insulate the fire from the floors. Install caps on detectors with the help of property management team to avoid its activation of due to smoke. Owner should arrange a fire extinguisher prior to Havan.

In case of Fire / Natural Calamity

- In case of a fire, earthquake, natural calamities etc. seek immediate help from property management team.
- Respond to any fire alarm instantaneously, do not stop to pick up valuables but make sure all family members are out of the apartments and do not risk your own life.
- Do not use the lift and instead use the staircase. Gather near Assembly Point and make sure your presence is noted by the security team.

Note: In the event of a fire, Apartment Owner/authorized contractors must not use the elevators but should use the staircase to evacuate the buildings.

Other General Guidelines for the use of Common Area

- Personal belongings must not be placed/stored at the common areas at any time other than for their designated purpose. The refuge areas, sidewalks, passages, lobbies, stairways, corridors, parking slots or any other Podium area must always remain unobstructed or be used for any purposes other than their designated usage. The Management shall not accept any liability, whatsoever, for loss or damage to such goods or any item including bicycles, benches, flowerpots, shoes etc. left in the common property areas.
- Smoking within the vicinity of the swimming pool, common toilets, elevators, and any other enclosed area is strictly prohibited.
- Littering and spitting in the common areas is strictly prohibited; in breach whereof, the owner or occupier shall bear the cost of removing the litter/cleaning up the area in addition to penal action. The cost of removing the litter/cleaning shall be determined at the sole discretion of the Management.
- All furniture and equipment placed or installed in the common areas by the Management have been provided for the safety, comfort and convenience of all residents and therefore shall not be removed without the permission of the Management.
- Residents shall not damage any furniture and equipment provided in the common property areas for the use of all residents, or cause damage to any part of the common areas.
- Residents shall not install any radio/television antenna/dish in the common corridor, or at any other part of the building or any external part of the unit. Common dish is provided for this purpose.
- Residents must not erect any external awnings, shades, screens, grills or any other structure on the common property without prior written approval of the management.
- Residents shall not use the lobby or common areas of the property for any private/public activities or functions and religious functions or activities.

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- Residents shall use and enjoy the common property in such a manner so as not to interfere unreasonably with the use and enjoyment thereof by other owners or their families or visitors.

Vehicle & Parking Facilities

Entry and Parking of Residents' Vehicle:

Resident Vehicle Stickers: All Vehicles belonging to the occupants that they wish to park within the premises will have to be registered with the Property Management office. An entry will be made in the vehicle register and a parking sticker will be issued.

- 'One Parking One Vehicle' policy is being followed at ETERNIA by Oberoi Constructions Limited.
- Only one (1) car sticker will be issued for each parking slot.
- A fee of Rs. 200/- per sticker will be charged for replacement of damaged or lost stickers.
- Residents who change cars shall submit details of the new vehicle to Management.
- The car park sticker must be prominently displayed on the front left-hand side of vehicle windscreen. Vehicles without sticker are not allowed to be parked inside parking podiums.
- The car park has a height limit of 7 feet.
- Heavy vehicles are not allowed in the car park.
- Parking of vehicles in front of entrance lobbies is strictly prohibited.
- Parking slot should be utilized only for parking vehicles.
- Keeping any material in the parking slot is strictly prohibited.
- Flat Owners/Occupiers are responsible for ensuring that their visitors abide by the rules.
- Two wheelers need to be accommodated by residents in their own parking space.

Note: Car sticker is provided for identification of vehicle for security reasons and does not serve as proof of parking space allotment.

Vehicles parked within the car park are at the sole risk of the owners or residents, and Management will not be responsible for any loss or damage howsoever caused.

Commercial Vehicles:

- No commercial vehicle is allowed to be parked in the in the car park unless with the written approval of the Management.
- Vehicles and machinery like forklifts, generators, welding machines, air compressors, lifting equipment, containers etc. will not be allowed entry unless prior written approval from the Management is obtained.
- Repair or servicing of cars is not permitted in the car park or anywhere in the common areas.
- Overnight parking by visitors is prohibited and attracts penal action including fine and wheel clamping.

Wheel Clamping:

- The Management is empowered to wheel-clamp vehicles without a valid sticker or if found parked in a space other than designated areas not drawn as parking space.
- The vehicle may be released upon the payment of Rs. 500/- in cash for each incident during office hours.

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- In the event that the owner/driver of the vehicle and/or the Flat owner/occupier and/or their servants/agents damage the clamp in their attempt to remove the clamp, the owner, driver of the vehicle and/or the Flat owners/occupier shall be liable to pay and indemnify the Management for the costs of replacing the damaged clamp and other incidental expenses and legal costs that may be incurred by the Management to ensure compliance with the rules.
 - The Management shall not be liable for any damage to the car, while its wheels are clamped or when the clamps are removed.
 - The Wrongly parked vehicle may be towed away, and all towing charges or car park charges shall be payable by the Flat owner/driver and/or owner of the vehicle.
 - The Management shall not be responsible for any fines, car park charges, compositions or summons as a result of the vehicle being towed away and parked outside the complex or for any loss or damage to the vehicle or its contents.
 - The Management shall not be liable for any loss/damages, actions, proceedings, claims and suits which may be made against the management. All charges incurred by the management including any towing charges and incidental costs and expenses shall be borne by the owner/driver of the vehicle and/or the apartment owner.
 - All motor vehicles are parked in these premises at owners' risks and the Management, and its servants and agents undertake no responsibility and shall not be liable in any manner whatsoever for any loss or damage of or to any motor vehicle parked in these premises.

Visitor Management:

Visitors at ETERNIA by Oberoi Constructions Limited have been classified into the following three types:

- Your Guests (Relatives & friends)
- Daily Services: Milk, Newspaper, Daily Maid servants, Drivers, Tiffin boys, Teachers etc.
- Non-Daily Services: Courier, Gas, Water, Flower, Fast Food, Medicines, Groceries, Services Personnel and Other Deliveries

Each visitor has specific objectives of the visit to the complex and therefore has corresponding security related guidelines:

Guests:

- Guests will be announced by a call from the main gate security to the host resident. Only after confirmation from the occupant will the guest be allowed into the complex. It is advisable that the hosts inform the names of the expected guests to the main gate security to avoid the waiting period for their guests.
- In case of a larger gathering of expected guests, please provide the guest list in advance to the security to avoid continuous disturbance to other residents and yourself.
- Please advise your guests to make an entry in the register at the main gate.
- Please advise your guests to park their vehicles outside the complex/owner's parking slot.
- Please note that your guests, their accompanying children, friends, and relatives, remain your responsibility throughout their stay at the complex and will be expected to follow the residents' guidelines.

Daily Services:

- All daily service persons would need to carry a Building Entry Permit Card issued by the Property Management Office. The card must be pinned at all times and need to be visible to security staff when moving around within the complex.

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- Normally, no call will be made to the concerned Flat, but a call will be made if Domestic Servant does not have a valid Building Entry Permit Card.
 - All daily service persons have to make an entry in the register kept at the security gate.

Non-Daily Services:

- All non-daily services (gas, couriers, water, flower, fast food, etc.) will be stopped at the main gate and will be checked for their delivery bills and identity cards from their employers.
- All such visitors will be given a numbered Visitor Pass that has to be worn and displayed at all times while they are in the complex and has to be returned to the Security when they leave the complex. All non-daily services will be announced by a intercom call to your Flat.

Domestic Servant (Maid Servants, Man Servant, Live-In or Daily Workers)

Hiring Domestic Servant:

- Police Verification of Domestic Servant is mandatory under the guidelines by Mumbai Police. Once you have selected your Domestic Servant, please get the police verification done through the local police station and submit the verification documents certified by the police to the property management team for records and issue of the building entry permit.
- All Domestic Servants would need to carry Building Entry Permit Card with them and produce it on demand while in the complex.
- All part time Domestic Servants working at the complex will have to carry Building Entry Permit Card issued by the Property Management Office. The card has to be pinned and displayed at all times. The part time Domestic Servant will have to make an entry every time they enter the tower block and shall be allowed entry only to those Flats endorsed on the card.
- Please do not employ any domestic servant/driver already working in the complex without verifying his or her background from the existing employer and taking the NOC of their previous employer and the Property Management Office.
- Please instruct your Domestic Servant on these guidelines so that they follow them strictly. The employer is solely responsible for the conduct of their Domestic Servant.

Employment of servants under 18 years of age shall not be permitted

Terminating Services of Domestic Servant:

- Please return the Building Entry Permit of the Domestic Servant to the Property Management Office, whose services have been terminated.

Reporting Problems with Domestic Servant:

- Please inform the Property Management Office in writing of absconding Domestic Servants so that security staff is instructed not to let them in subsequently.

Drivers and other workers are not allowed to sit in the common area at any time.

- **Prohibition to employ Child Labor:**

“As per the Child Labor Act 1986, it is prohibited to employ child labors for household and other works. As 7per the provisions of the said Act, if any person/member is found to have employed child labor for household work and other work then a punishment of imprisonment of one year and a fine up to Rs. 20,000/- or both can be awarded to him. The managing committee of the society shall display the said legal provision on the notice board and shall create awareness in the minds of all the members for eradication of the said evil, child labor practice.

If any member/ person /contractors are found to have employed child labor, the managing committee shall inform immediately to the office of the Labor Commissioner or the nearest Police station or the concerned voluntary organizations.”

ANNEXURE

RESIDENT INTRODUCTION FORM

Tower:

Flat Number:

Possession Date:

Owner Name:	
Gender	Male <input type="checkbox"/> Female <input type="checkbox"/> Others <input type="checkbox"/>
Date of Birth:	Blood Group:
Anniversary Date:	
Occupation:	
Address for Correspondence:	
Tel.:	
Mobile 1:	Mobile 2:
E-mail:	
Alternate Contact Details:	
Tel.:	
Mobile 1:	Mobile 2:
E-mail:	
Vehicle Registration Number:	
Disclaimer: The Above information will be kept confidential and taken solely for official record purpose only.	

Signature:

Date:

ANNEXURE

RESIDENT FAMILY DETAILS

Name: _____

Possession Date: _____

Contact No.: _____

Tower: _____

Flat No.: _____

E-mail Address: _____

Family Details					
Name	Gender	Relation	DOB	Contact details	Occupation
Any specially abled member in the family? If yes, please mention.					
Pet Details					
Name of Pet	Breed / License No		Vaccination Details Y/N		
Vehicle Details					
Car Model	Vehicle number		Parking Slot Number		
Disclaimer: The Above information will be kept confidential and taken solely for official record purpose only.					

***Please submit recent color photographs of family member with form.**

Date: _____

Signature: _____

ANNEXURE

Intimation of Move In

Name of Owner/ Tenant: _____

Flat Number: _____

Date Of moving in: _____

Moving In As: Owner ☐ Tenant: ☐

Incase of Tenant,

Tenancy Period: From _____ to _____

Details of vehicles:

(Kindly mention details of vehicles in which your material of move in will be brought in)

No of Vehicles: _____

Vehicle Number: _____

Name of Movers and Packers: _____

Please Note:

- Height of the basement entrance is 2.25 meters. You are requested to bring in vehicle of similar or lesser height.
- Incase of any changes in the above-mentioned schedule, you are requested to kindly inform the property management team.
- In case of any further query please feel free to connect with your CRE or help desk.

ANNEXURE

DOMESTIC STAFF ID FORM

APPLICATION FOR ENTRY PERMIT

- ☐ Domestic Servant
☐ Driver
☐ Ironing/Laundry Man
☐ Vendor
☐ Other

Documents Required	
1.	Two Passport Size Photograph
2.	One Copy of Residential and ID Proofs
3.	Copy of driving license (for Drivers)

I Mr/Ms _____ residing at _____
(First) (Middle) (Last) (Tower/ Flat)

of the complex do hereby apply for an entry pass in respect of my ☐ Domestic Servant ☐ Driver

☐ Ironing/Laundry Man ☐ Other _____, who's particulars are as under.

Name of Employee Mr. /Ms _____
(First) (Middle) (Last)

Local Address of the Employee _____

Permanent address of the employee: _____

Identification Mark: _____

Driving License No: _____ Date & Place of issue: _____

Police verification done at: _____ Police Station: _____

Signature or thumb impression of the employee

Name and address of the reference (Other than present employer): _____

Contact no. (H) _____ (O) _____ (M) _____

Declaration by employer:

I hereby declare that the particulars given above are correct & true to the best of my knowledge & belief.

If above information found false any point of time, the following services are liable to be terminated without notice.

I undertake and confirm to the property management team that the above said employee will abide by the rules & regulation of the society, in respect of observing cleanliness, discipline and any other rules and that I shall be solely responsible for the conduct of the employee while in our employment.

The property management team shall be at liberty to cancel the entry pass in the appropriate case. I undertake to inform the property management team; in case the said employee leaves my services, he/she will surrender the entry pass immediately

Date: _____

Signature of Resident

ANNEXURE

POLICE VERIFICATION LETTER

To,
Eternia by Oberoi Realty,
L.B.S. Road,
Mulund (West),
Mumbai, Maharashtra 400080.

Dear Sir/ Madam,

This is to inform you that I (Mr. / Ms.)

Residing in flat no.Tower have employed Mr. / Ms.

..... as my Domestic help/Driver from/...../.....

Police verification (Yes / No / Applied)

Verification No:

.....

Thank you,

.....

ame & Signature of the Resident)

ANNEXURE

APPLICATION FOR PARKING STICKER

Resident Details:

Name: _____

Contact No: _____

Tower: _____

Flat No.: _____

Vehicle Details

Sr. No.	Registration Number	Model	Type of Vehicle	Vehicle Color

Note: 1 Xerox Copy of RC book required

No. of Stickers issued: _____

Serial No: _____

RFID Details: _____

Parking No:

H/o by: _____ H/o to: _____

Authorized Name & Signature

CLUB MEMBERSHIP FORM

Tower No.: _____

Flat No. _____

Photo	Member's Name	:	_____
	Date of Birth	:	_____
	Relation with Owner	:	_____
	Signature	:	_____

Photo	Member's Name	:	_____
	Date of Birth	:	_____
	Relation with Owner	:	_____
	Signature	:	_____

Photo	Member's Name	:	_____
	Date of Birth	:	_____
	Relation with Owner	:	_____
	Signature	:	_____

Photo	Member's Name	:	_____
	Date of Birth	:	_____
	Relation with Owner	:	_____
	Signature	:	_____

Photo	Member's Name :	_____
	Date of Birth :	_____
	Relation with Owner/ Tenant :	_____
	Signature :	_____

Photo	Member's Name :	_____
	Date of Birth :	_____
	Relation with Owner/ Tenant :	_____
	Signature :	_____

Please Note-

- Tenant resident applying for membership needs to submit a copy of the NOC issued by the Owner.

I hereby acknowledge that, all the names mentioned above are the residents of Oberoi Enigma and abide by the rules and regulations for the use of the Club House.

Name:

Signature:

ETERNIA by Oberoi Constructions Limited, L.B.S. Road, Mulund (West), Mumbai, Maharashtra 400 080

Oberoi Constructions Ltd.

**3rd Floor, Park, Oberoi Garden City, Off Western Express Mumbai-400 063. Phone-22 6677 3333
Website: www.oberoirealty.com**

No representation or warranty is made or intended as to the accuracy or completeness of information herein or as to its suitability or adequacy for any purpose. By agreeing.