MEMBERS' & RESIDENTS' CHARTER

(FEBRUARY 2009)

Issued by the Management Committee of

PMO COOPERATIVE HOUSING SOCIETY LIMITED C-58/20, SECTOR-62, NOIDA, GAUTAM BUDH NAGAR, UTTAR PRADESH

MEMBERS' CHARTER INDEX SHEET

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Important Intercom Numbers		

<u>Important Intercom Numbers</u>

Office Room : 5777

Guard Room : 5222

Electrician/Plumber Room : 5444

Society's Landline Number : 0120-2403776

Society's E-mail ID: pmosociety@yahoo.com

1. Instructions to Security Guards

[Members/residents are solicited to cooperate in execution of these instruction to the Security Guard]

- a. Visitors to be permitted only after verification through the intercom. It is the responsibility of Members/residents to ensure they have a working instrument for intercom.
- b. To ensure proper details of visitors are properly entered in Visitors Register before permitting entry.
- c. Not to allow any unauthorized person to enter the guard room.
- d. Not to undertake/perform personal work of anyone while on duty.
- e. Not to smoke/chew pan, etc. or read newspapers while on duty.
- f. Not to accept keys or belonging of any flats from the Members/residents. If they do so, it will be deemed to be dereliction of duties.
- g. Do not allow entry/exit of vehicles carrying house-hold goods without gate pass/prior approval.
- h. Not to allow service providers to loiter unnecessarily within the Society premises.
- i. To keep a watch on kids and not allow them to exit Society premises without adult escort.
- j. Not to allow children to play football, cricket and any game that may spoil the lawn or damage plants in the central park of the Society.
- k. To take frequent rounds to ensure safety of Society's properties and of vehicles.
- l. To attend to lift/fire alarm calls from lifts and do needful action thereafter.
- m. They are authorized to check the bags or belongings of domestic help/service providers, in case of suspicion.

2. Parking of Vehicles in the Society Premises

- a. Members/residents are to submit the printed application, duly filled in, available in the Society office for issuance of parking label.
- b. Only one four-wheeler and one-two wheeler will be permitted to parked free-of-cost basis in the dedicated/earmarked slot. [MEMBERS/RESIDENTS ARE REQUESTED TO PARK THEIR VEHICLES STRICTLY IN THE DEDICATED/EARMARKED SLOTS.]
- c. If any vehicle is found to be parked in the slot of another Member/resident, or improperly parked, thus causing avoidable inconvenience to others, a penalty of Rs.50/- will be levied for each default.
- d. Vehicles are STRICTLY NOT to be parked in front of DG sets, generator sets, Transformer Room, electrical installation, etc., since it blocks the approach path to these sensitive places. [Such parking also entails penalty as at (c) above].
- e. If any Member/resident desires to get parking label for more than one car/two-wheeler, then additional parking label should be sought in writing and an amount of Rs.200/- per car and Rs.100/- per two-wheeler per month will be levied for this.
- f. Vehicles of visitors will be parked outside the Society premises in the parking area meant for the same.
- g. If the Member/resident wants the visitors' vehicle to be parked within Society premises, then he/she has to fill in a Parking Slip, available with the security guard. [Such parking of visitor's vehicle will entail payment of Rs.100/- per entry (for 24 hours), which will be charged from the Member/resident.] permission for parking of visitor's vehicle inside could be denied, if the parking space is NOT available inside.
- h. Members/residents may note that in spite of requests/levy of penalty, he/she continues to violate these instructions, MC vests with the power to withdraw the power back-up to his/her flat.

3. <u>Horticulture</u>

- a. Please do not throw waste of the house in flower pots, etc. to act as manure for plants.
- b. Please do not (and also educate children not) to pluck leaves & flowers or damage any plant.
- c. Please discourage any activity that damages the central park in any manner.
- d. If possible, kindly donate some good plants to the Society.
- e. Plant a flowering shrub in memory of a loved one.

4. Use of Garbage Chute

- a. Always throw waste only in the garbage chute.
- b. Do not throw liquid waste like sabji, dal, sambhar, etc. directly into the garbage chute, since it will not only corrode the inner aluminum sheet resulting in frequent (involving huge) expenditure, but also because this encourages breeding of mosquitoes/insects.
- c. Always put your garbage in a garbage disposal bag before dumping it into the garbage chute. This is not only hygienic but also ensures safety of the staff who removes garbage.
- d. Educate domestic help about use of garbage chute.
- e. Violation, if found, will entail penalty of Rs.50/-.

5. <u>Use of Lifts</u>

- a. Please press the buttons gently while operating the lifts.
- b. Avoid travel of children alone in lifts, since they cannot react to emergency situations, in case they get stuck.
- c. Do not carry water in open buckets/containers, since water spillage spoils the lift floor.
- d. Do not (and also educate children not to) write/scratch on the walls of the lift.
- e. Educate children about right usage of lifts and not to press hooters for pleasure/fun.
- f. Do not spit sputum/saliva/pan inside the lift and also advise your visitors not to do so.
- g. Do not panic in case you get stuck in the lift for any reason whatsoever. PRESS THE ALARM BUTTON in the lift. Security Guards & electrician will rush to your assistance.
- h. If any Member/tenant/their children/their visitor is found to spit/spoil the lift or break the switches or damage the lift, a penalty of Rs.50/- plus the charges for repair/damage will be levied.

6. Rules while letting out flats on rent / vacation of flats by tenants

- a. Member to give prior intimation in writing about details of the tenant, date & time of shifting, so that guard can facilitate the entry of their vehicle and record it in the register.
- b. Member/tenant should compulsorily submit the "Tenant Information Sheet" at the NOIDA Sec-58 Police Station within three days of the tenant shifting in and hand over a copy of the same with the Society's office. Copies of "Tenant Information Sheet" are available in the Society's office. [Police authorities have intimated that this is a mandatory requirement and failure to do so will be at the risk of Member/tenant].
- c. Members are requested to avoid letting their flats to bachelors, since the upkeep of flat by most of them has been found to be very poor and their living-style not in consonance with that of families.
- d. MEMBERS ARE STRICTLY ADVISED NOT TO RENT THEIR FLAT TO ANY FOREING NATIONALS. IN CASE THEY DO SO, THEY SHOULD AGAIN ON THEIR OWN INTIMATE THE POLICE AND GIVE A COPY OF SUCH INTIMATION, BEFORE SHIFTING OF THE TENANT, DUE TO PREVAILING SECURITY REASONS. [ANY DEVIATION TO THIS WILL BE VIEWED SERIOUSLY AND UNLESS THERE IS WRITTEN POLICE CLEARANCE SUCH TENANTS WILL BE EVICTED BY THE MC]
- e. Member/tenant shall have to pay Rs.500/- in advance(one time before shifting) by cheque favouring the Society for use of lift before shifting, since carrying items cause wear & tear. However, carrying of heavy items through lifts is STRICTLY prohibited and they should be carried through stairs. [If while shifting damage occurs to switches, light, fan, etc. or scratches on wall of lift, cost for repair/replacement for such damage or cost of damage of pathway/stairs/walls, etc. will also be claimed from the Member/tenant].
- f. Members are requested to adequately advise Tenants, before their shifting, the rules & regulations of the Society, procedure for collecting their vehicle labels, etc. and request them to maintain cordial relations with everyone.

- g. In case of vacation by any tenant, concerned Member or his tenant should give at least FIVE days notice to the Society in writing.
- h. Vacating tenant or the Member should clear all dues (water, electricity, etc.) and obtain a No-Dues-Certificate and collect the Gate-Pass from the Society office. Payment of dues while vacating will be accepted only by CASH and not by cheque. [Security Guard will not permit exit of vehicles carrying household goods without production of Gate-Pass].
- i. Members are to advise their tenants that they should not vacate or move in at odd hours. [There have been occasions when tenants have vacated or moved-in at midnight, leading to altercation with Security Guard and avoidable nuisance].

7. Power Back-up Facility

- a. When regular electricity supply from UPPCL, NOIDA gets disrupted, the DG sets automatically get started. At times, it may take a minute or so.
- b. Each flat is allowed only 500 watts as power back-up through the DG sets, in case of disruption of regular power supply.
- c. In case any Member/tenant draws beyond 500 watts the Current Limiting Device (CLD) installed in the meter room, gets automatically trips, resulting in disruption of power back-up supply. [It can be activated only by the electrician, who can be contacted through intercom.]
- d. Members are requested to keep heavy electricity consuming items like geyser, refrigerator, heater, immersion rod, oven, etc. in the power point only. Or else, in case of power failure from UPPCL, NOIDA, the CLD will trip due to over-draw of power from back-up.
- e. Frequent tripping due to over-drawing of power leads to heating of CLDs and renders them non-functional. HENCE KINDLY DO NOT USE HEAVY ELECTRICAL ITEMS IN LIGHT POINTS (DURING REGULAR POWER DISRUPTION) WHICH CONSUMES BEYOND 500 WATTS.
- f. Only the Society will replace the electricity meter/LCD/MCB, whose cost will have to be borne by the Member/resident. Cost of electricity meter is Rs. 1000/-, CLD is Rs.900/- and that of MCB is Rs.300/-, which will be realized through the electricity bill. (The costs are subject to revision depending on actual market rates.)
- g. Electricity/water bills are delivered in each flat in the first week of every month and its payment should be made only by cheque favouring the Society before 15th of each month. [Failure to make payment by 15th invites penalty of Rs.10/- for each day of default beyond 15th for the month of default].

8. <u>Use of Fire-fighting equipment</u>

- a. Fire-fighting equipments are in full working condition.
- b. Service provider for maintenance of fire-fighting equipments will perform a mock-drill once every month to educate the Members/residents about its usage in emergency. All Members/residents are requested to participate in such mock-drills in the overall interest.
- c. In case of any fire-emergency, Members/tenants are requested to immediately contact the Security Guard.
- d. Further, a Public-Address (PA) System is installed, which will be activated to alert Members/residents in case of any fire or other emergency, including earthquakes.

9. <u>Use of Intercom System</u>

- a. The intercom system of the Society connects each & every flat of the Society [all blocks] and also the Security Guard Room, Office Room and that of the Electrician/Plumber.
- b. Service provider for maintenance of intercom visits the Society once every week to attend to complaints, if any.
- c. Members/tenants are requested to keep their intercom in full working condition, since their visitors' will be permitted only after checking through the intercom. Further it is the only mode of communication to reach the Security Guard/service providers from your flat.
- d. In case of disruption of intercom service, the Member/tenant is requested to lodge the complaint in the Society office and get it rectified through the service provider.
- e. The intercom instrument is the property of the Member. The cost of repair/replacement shall be fully borne by the Member. [However, they could use the service of the Intercom Service Provider and pay the charges directly to him].

10. Supply of Normal Water / RO water

- a. Normal Water is pumped twice daily to the overhead tank.
- b. For the purpose of conservation of water, every Member/resident is requested to store water, since plumber has strict instructions to pump only twice in a day (once in morning & once in the evening).
- c. RO water is supplied each day for 15 minutes from 07.00 to 07.15 AM each day.
- d. RO water is stored in a tank kept below near RO Plant Room, from where it could be fetched at any time.

11. Mechanism for Pest/Rodent/Termite Control

- a. An agency is appointed exclusively for pest/rodent control to free the Society from its menace.
- b. Members/residents is requested to kindly intimate the Society office in case they experience rodent/pest menace in their flats, and make use of the services of this Agency.
- c. Termite is a major issue, which could cause widespread damage, if not controlled on time. Members/residents are requested to IMMEDIATELY REPORT to the Society office any termite menace for its urgent eradication.

12. Handling of Pets

- a. Members/residents should keep their pets under leash, whenever the Society staff/service provider visits your flat for any work.
- b. DO NOT go for a walk with your pets within the Society premises (even if it is leashed).
- c. DO NOT let your pets run/play in the common area/central park, even under your supervision. This is strictly prohibited.
- d. If any Member/resident is found violating the above, the guard/caretaker is instructed to give the particulars of such Member/resident to the MC, who would levy a penalty of Rs.50/- for each default.]

13. Mechanism for Seepage control

- a. Special care and attention is taken by the Society to control seepage. One plumber is exclusively appointed to immediately attend to the complaints of seepage.
- b. Members/tenants are advised <u>STRICTLY NOT</u> to undertake any plumbing or masonry work without the permission of the MC, since in the past such works have led to seepage.
- c. Members/residents (to be decided amongst themselves) shall bear the cost of repair/replacement of all items within the flats like tiles, pots, slabs, taps, traps, flush, etc.
- d. Main reason for seepage is found to be stagnation of water in bathrooms/toilets and blockage in the traps.
- e. Members/residents are requested NOT to throw shampoo sachets, polythene bags, etc. into the drains, traps and toilets which leads to blockage and subsequent seepage.
- f. Members/tenants are requested to keep their bathrooms/toilets clean and dry, so that water does not seep through the wall or corners.
- g. Members/tenants are requested to lodge a complaint immediately in case they notice blockage, to avoid the menace of seepage.
- h. In case the Plumber does not attend to your seepage complaint, Member/tenant is requested to report the matter to resident MC member.
- i. Plumber is instructed to seek the convenience of the Member/resident to do the plumbing work in your flat, even if there is no seepage in yours, but defect in yours is causing seepage to the flat below. Whenever he makes such request, kindly given him early opportunity to do the work; or else the seepage may take draconian shape. [AVOID GIVING UNREASONABLE TIME (LIKE 10.00 PM IN THE NIGHT) OR MAKE HIM SHUTTLE TO YOUR FLAT SEVERAL TIMES]
- j. Non-cooperation with the MC for addressing seepage problem will be viewed seriously, since it would damage the building structure and appropriate action, as deemed fit, will be initiated like issuing written notice, etc.]

14. Rules regarding sale of flat/transfer of flat [ONLY FOR MEMBERS]

- a. Members desirous of selling their flats should ensure that they negotiate only with those individuals, who are eligible to become Members of our Society as per our Bye-laws.
- b. Members should apply in writing about their intention to sell and seek a "No Objection" letter from the Society.
- c. Society will, within 15 days of receipt of this request, issue a letter conveying its no-objection, stipulating all the conditions, prescribed by the Housing Officer of the UP Government.
- d. Members may please note that mere issuance of letter of no objection does not vest him/her with the right to enter into a sale agreement with the prospective buyer.
- MEMBERS SHOULD STRICTLY COMPLY WITH ALL THE CONDITIONS MENTIONED IN THE LETTER ISSUED BY THE SOCIETY CONVEYING ITS 'NO-OBJECTION'. SOCIETY SHALL NOT TRANSFER THE MEMBERSHIP, UNLESS ALL THE CONDITIONS ARE CLEARLY SATISFIED. IT IS REITERATED THAT ALL THE CONDITIONS MENTIONED WILL HAVE TO BE SCRUPULOUSLY COMPLIED WITH.

15. <u>Miscellaneous</u>

- a. All payments to the Society made only by Cheque in favour of "PMO Cooperative Housing Society Limited".
- b. Members shall get receipt of all the payments made by them within 15 days of the cheque being realized.
- c. Monthly maintenance amount (which is presently Rs.1200/- for "A" category, Rs.1100/- for "B" category and Rs.1000/- for "C" category) should be paid by 10th of each month; otherwise a penalty of Rs.150/- per month will be levied. Monthly Maintenance is also payable even if the Vacant is vacant. [In case if any Member fails to pay monthly maintenance for two months in succession, even with penalty, power back-up to his/her flat will be withdrawn.] Members may note that the monthly maintenance charge can only be increased with the approval of the GBM.
- d. Members may note that monthly maintenance charges are payable, even if the flat is vacant. [In such cases of vacant flat, if the monthly maintenance is not paid by 10th of each month, penalty of Rs.150/- per month will be levied.]
- e. Members may note that even if the flat is vacant, a minimum amount of Rs.264/- for "A" category, Rs.197/- for "B" category and Rs.122/- for "C" category per month towards electricity charges is levied. Similarly, a minimum amount of Rs.120/- for "A" category and Rs.100/- for "B & C" category per month towards water charges are payable. [If these are not paid by 15th of each month, a penalty of Rs.150/- will be levied].
- f. Members/residents may note that a penalty of Rs.200/- will be levied in case his/her cheque bounces back/returned unpaid by the Bank, for any reason whatsoever attributable to him/her. [In case the cheque of any Member/resident gets repeatedly returned back on presentation by the Bank, the MC is empowered to initiate such action as it deems fit, in addition to the levy of the penalty].
- g. Members/residents may note that since the case Bank levies additional charges on presentation of any out-station cheque for any payment made by him/her to the Society, the same charge shall be levied from such Member/resident.

- h. Member/tenants could seek clarification about their payments/ account from the Accountant on all working days from 06.00 PM to 09.00 PM. On Sundays from 11.00 AM to 6.00 PM.
- i. For convenience of Members/tenants, cheques/written complaint, etc. could be dropped through the vent in the door of the Society office, leading to a DROP-BOX within, even after office hours.
- j. Members/residents intending to erect a tent within Society premises for conduction social functions, shall make a written request to the MC at least 05 days in advance to the MC. Grant of permission shall be subject to following conditions:
 - (i) Such request shall be examined by examined by the MC and accord written permission and for residents (tenants) an amount of Rs.2500/- will be charged for 12 hours, for use of an area of 15 feet by 30 feet; Rs.3000/- for 30 feet by 30 feet and Rs.3500/- for area beyond it. [For Members the charges will be Rs.1500/-, Rs.2000/- and Rs.2500/-resp.]
 - (ii) Mere applying does not vest the right to hold such social function and granting permission is the sole discretion of MC. Permission could be denied by MC for reasons of general interest and the decision of the Society shall be final and binding.
 - (iii) A refundable security deposit of Rs.2000/- shall be charged. In case of any damage to Society's property such cost of damage will be deducted from the security deposit and if the damage is more than security deposit, such additional costs shall also be levied.
 - (iv) Society shall permit use of electricity. Electricity shall be provided through a point in the Meter Room and electrical charges will be levied at actuals, as per Meter reading. [Electricity connection will be provided only by Society's Electrician in the Meter Room and meter reading could be noted by the concerned Member/resident].
 - (v) Music/sound system shall be kept to the minimum possible extent so as not to cause inconvenience to fellow Members/ residents. [Use of sound/music system after 10.00 PM, shall be strictly as per guidelines of the Government].

- (vi) Vehicles of the visitors attending such function shall not be allowed to be parked within the Society premises. [If such request is made, as a special case Society shall permit parking of not more 03 four-wheelers and 04 two-wheelers, and parking charges of Rs.100/- per four-wheeler and Rs.50/- per two-wheeler shall be charged, for 24 hours].
- The request of ONLY ONE Member/resident shall be (vii) entertained by the MC on any single day. In case there are requests from more than one Member/resident, then MC shall the request honour of the Member/resident who made the request first (to be reckoned by date). However, if requests are received from more than one Member/resident simultaneously on the same day, then MC shall decide by draw-of-lots of name and the only the chosen one shall be permitted.
- k. Committee Room of the Society (under "B" Block) is the property of the Society and is meant for exclusive use of the MC for holding its meetings and other official activities. The use of the Committee Room by any individual Member/resident, for any other social function will be permitted by the MC as per the terms & conditions that would be laid down by it from time to time, which shall be final & binding.
- 1. Society will celebrate Independence Day and Republic Day and shall spend money for such celebrations which would be decided by the MC.
- m. As is the practice each year, Society will contribute Rs.2000/-each year towards illumination of the Society Building during Deepawali for two days.
- n. Members/residents may note that, if they collectively wish to celebrate any function to commemorate festivals like New Year, Holi, Diwali, etc., then MC need to be informed at least 05 days in advance to facilitate such gatherings. [However, no contribution from the Society will be made. However, as a token of good-will, MC will permit use of electricity/water for conduct of such community gatherings.]
- o. Members/residents may please note that though MC encourages such social gatherings, they shall be STRICTLY confined ONLY to the Members/residents of our Society.

- p. No-flower pots should be kept on parapet walls. If kept, it should be properly guarded with strong railings, etc, so that it does not fall down resulting in grievous accidents. [If MC notices placement of flower-pots in parapet walls unguarded, it will issue notice to such Member/resident to immediately erect proper railings/remove the same. If such Member/resident does not heed to the notice of the MC, then a penalty of Rs.150/- per month shall be levied, even withdraw power back-up to his/her flat and such Member/resident shall be solely responsible for any accident/incident happening due to it]. Members/resident are requested to cooperate, since fall of flower-pots on anyone from the height could also result in fatality.
- q. Members/residents SHOULD NOT use the services of Society staff for any personal work. They have been strictly advised to refrain from performing personal work of any Member/resident; if any of them are found performing such personal chores during office hours, it shall be treated as dereliction of duty, and such staff could be removed from service.
- r. Members/residents are informed that the electrician is responsible ONLY for supply of electricity till the electrical points provided by the Society within their flats and has STRICT INSTRUCTIONS to refrain from installation/removal/repair of electrical fitments/appliances (like tube-lights, fans, geysers, ovens, etc. within the flats].
- s. Members/residents may note that Electrician has instructions to undertake petty electrical works within the lifts, on the instructions from the Caretaker/MC.
- t. Members/residents are informed that similarly the plumber is responsible ONLY for supply of water till the points provided by the Society within the flats, check the water traps, pots, flush, etc. and change them with the approval of the Society, with a view to control seepage and has STRICT INSTRUCTIONS to refrain otherwise from undertaking fitment/repair/relocation of any sanitary items in the bathrooms/toilets/kitchen.
- u. Members/residents are requested not to litter the Society premises or throw anything out of their windows; it could fall on someone leading to injury.

- v. Members/residents are <u>STRICTLY PROHIBITED</u> to smoke/ drink in the common area of the Society or do any such act(s) which are obscene, unsocial or uncivilized. MC will view violation of this instruction very seriously and will initiate stringent action, as complaining to Police authorities and getting the erring tenant evicted, etc.
- w. Members/residents are requested NOT to play musical instruments at high volume in their flats, since it would disturb other fellow Members/residents. [PLEASE UNDERSTAND THERE COULD BE ELDERLY PEOPLE OR SICK PEOPLE OR SMALL CHILDREN OR STUDENTS PREPARING FOR EXAMINATIONS IN OTHER FLATS. YOUR PLEASURE SHOULD NOT BECOME A DISPLEASURE TO OTHER OR YOUR ACTS CAUSE NUISANCE].
- x. Members/residents are advised <u>STRICTLY NOT</u> to encroach upon the common area of the Society. Such encroachment will be viewed seriously and MC will take all steps for eviction of the same in addition to levy of penalty to be decided by it.
- y. Members/residents are requested not to drive rashly within the Society premises, which could cause accidents. [If any Member/resident is found doing so, the guard/caretaker are instructed to give the particulars of such Member/resident to the MC, who would levy a penalty of Rs.50/- for each default.]
- z. Members/residents are requested to immediately inform the Security Guard/Caretaker, if they find anyone moving in suspicious circumstances or notice anything alarming/objectionable.
- aa. Members/tenants are requested to deal with the staff members and service providers courteously.
- ab. Members/tenants are requested to immediately report to the MC in case they find them misbehaving or not performing their duties/functions properly to the MC.
- ac. Members/residents are STRICTLY PROHIBITED from entering the Meter Room/RO Water Plant Room/Electricity Sub-Station Room, etc. without the permission of the MC. [VIOLATION OF THIS WILL BE VIEWED SERIOUSLY AND MC WILL NOT ONLY LEVY A PENALTY OF RS.100/- FOR EACH DEFAULT, BUT WOULD ALSO REALIZE THE CHARGE FOR ANY DAMAGES TO THE PROPERTY OF THE SOCIETY FROM SUCH ERRING MEMBER/TENANT. FURTHER THE SOCIETY WILL NOT BE RESPONSIBLE FOR ANY ACCIDENT TO THE MEMBER/TENANT, IF HE ENTERS WITHOUT THE PERMISSION].

- ad. Advise and educate the children not to enter the Meter Room/RO Room/Electricity Sub-Station Room, etc.
- REQUESTED TO FURNISH THEIR "MEMBER'S DATA SHEET" IN THE SPECIFIED FORMAT AVAILABLE IN THE SOCIETY'S OFFICE AND ALSO UPDATE THE SAME IMMEDIATELY WHENEVER ANY CHANGE OCCURS TO THE DATA FURNISHED EARLIER. MEMBER'S SHALL BE SOLELY RESPONSIBLE FOR ALL CONSEQUENCES FOR ITS NON-COMPLIANCE.
- af. Member/tenant can also communicate through the e-mail ID of the Society which is pmosociety@yahoo.com.
- ag. This Charter is inclusive and not exhaustive. MC is empowered to amend/add/delete any of the above clauses, if it is felt or intended to serve the general/overall interest of Members/residents and of the Society.
