



Guidelines for Tenants & Residents

1) Moving in

- a) Tenants should book a move-in time with the Building Manager
- b) Tenants should complete an induction to the building with the Building Manager/Supervisor
- c) Arrangements must be made for the removal of garbage following the moving-in.
- d) The repair of any damage to the common areas from moving will be charged to the tenant.

2) Utilities connections & management

- a) Building management are responsible for the connection of electricity and water to all apartments.
- b) There is no cooking gas provided in the Apartments. Apartment kitchens are serviced by electric cooktops and ovens.
- c) Individual water and electricity metres are centrally located at the ground floor and monitor individual apartment water and electricity usage.
- d) Residents are prohibited from accessing the electricity and water meter panels area for security purposes.
- e) Building Manager shall provide the details of Electricity and Water metre account information to the tenant, so that can monitor their consumption and manage the payments.
- f) Residents are responsible for their individual electricity & water consumption.

3) Other service connections

- a) All apartments are Dhiraagu and medianet connection ready. Tenants shall contact the preferred service provider to activate the services.
- b) For other service connections, tenants should request from the building supervisor and contact the service provider.

4) Furniture & fittings

- a) All apartments within the building come fully furnished, and apartment residents are not permitted to make any changes or alterations to the existing furniture and fittings without the approval of the building management (Ref to Annex E_ Apartment interior Design)
- b) Tenants are responsible for taking proper care of the furniture and fittings provided in their apartment. Any damages caused by negligence or misuse will be the tenant's financial responsibility.
- c) If tenants wish to add any additional furniture or fittings, they must inform the building manager. This is to ensure that the proposed additions comply with safety regulations and do not interfere with the overall aesthetics and functionality of the apartment.
- d) In the event of any damages or repairs required for the furniture and fittings during the tenancy, tenants must promptly notify the building management. Failure to report damages in a timely manner may result in additional charges.

5) Electronics, equipment, and kitchen appliances

- a) Residents are required to use all electronics, equipment, and kitchen appliances provided in the apartment in accordance with the guidelines specified by the manufacturer and the building management.
- b) Residents should exercise proper care and handle the equipment responsibly to prevent any damages or malfunctions.
- c) It is the tenant's responsibility to promptly report any issues or malfunctions to the building management for necessary repairs or maintenance.

- d) The building management will conduct preventative services for the electronics, equipment, and kitchen appliances based on established maintenance schedules.
- e) Prior to the scheduled maintenance, the building management will notify tenants in advance, providing the date and time of the maintenance visit.
- f) Tenants are expected to cooperate with the building management during the scheduled maintenance visits, granting access to the apartment as required,
- g) In the event of any damages or breakdowns to the electronics, equipment, and kitchen appliances provided in the apartment,
 - i. if the malfunction or damage is caused by improper use of the equipment or due to the tenant's fault, the tenant shall bear the cost of repairs or replacement of the affected equipment. This includes damages resulting from negligence, misuse, or any actions that deviate from the manufacturer's guidelines or reasonable usage.
 - ii. if the malfunction or damage occurs through normal wear and tear or factors beyond the tenant's control, the building management shall bear the cost of repairs or replacement of the affected equipment.
- c) Upon receiving a report of damages or breakdowns, the building management will assess the cause and determine the appropriate course of action. This may involve arranging for repairs by authorized technicians or replacing the equipment, as deemed necessary.
- d) The building management will make reasonable efforts to minimize the inconvenience caused to tenants during the repair or replacement process. However, tenants acknowledge that some delays may occur depending on the availability of parts or external service providers.
- e) The building management will keep tenants informed of the progress and estimated timeline for repairs or replacement, ensuring open and transparent communication throughout the process.
- f) In cases where the tenant is responsible for the repair or replacement costs, the building management will provide an itemised statement of the expenses incurred. The tenant shall reimburse the building

management for these costs within a reasonable timeframe, as determined by both parties.

6) Cleaning & Maintenance.

- a) Residents are responsible for the day-to-day cleaning and upkeep of their individual apartments. This includes regular cleaning of living areas, bedrooms, kitchen, and bathrooms.
- b) The building management shall be responsible for the regular cleaning and maintenance of common areas, including lobby, staircases, elevator, and shared facilities. Residents are encouraged to keep common areas clean and report any cleanliness or maintenance concerns to the building management.
- c) Building management team will be responsible for the maintenance and repairs of major structural components and systems within the Property. Residents shall be responsible for maintaining the interior of the Property and promptly reporting any damages or repairs required.

7) Smoking

- a) Smoking is strictly prohibited inside the apartments and all common areas of the building.
- b) A designated smoking area is provided at the building terrace for residents who wish to smoke. It is mandatory for residents to use the designated smoking area and properly dispose of cigarette butts
- c) Tenants are responsible for ensuring that their guests and visitors are aware of the no-smoking policy and the designated smoking area.

8) Fire Safety Protocols

- a) All residents must comply with fire safety protocols to ensure the safety of themselves and others within the building.

- b) The building management shall provide a fire evacuation plan detailing the escape routes, assembly points, and emergency contact information. This plan should be shared with all residents and prominently displayed in common areas.
- c) Residents are expected to familiarize themselves with the fire evacuation plan and follow it in the event of a fire or emergency.
- d) Residents should promptly report any fire hazards, faulty fire safety equipment, or any other concerns related to fire safety to the building management.
- e) All residents to refrain from any actions or behaviours that may pose a fire hazard, such as tampering with electrical systems, overloading power outlets, or obstructing fire exits or staircases.
- f) Residents should not store flammable materials or hazardous substances in their apartments or any common areas of the building.

9) Garbage Disposal

- a) Residents should adhere to the guidelines set out by the building management to ensure efficient waste disposal and maintain cleanliness within the property
- b) Dedicated waste bins are installed at the ground floor for organic waste, plastic bottles and other waste.
- c) A specific time and guideline will be set out by the building supervisor for garbage collection and disposal.
- d) All residents are required to segregate their waste and follow guidelines from WAMCO
- e) Hazardous materials, such as chemicals, batteries, or sharp objects shall not be placed in the regular garbage bins and shall be disposed of separately.
- f) Plastic containers and food containers should be emptied of any residual fluid and are wiped down before disposal.

- g) All waste must be properly packed to prevent leakage of liquids and odor. (as per WAMCO guidelines)
- h) Residents are encouraged to reduce waste generation by practicing recycling and minimizing single-use plastic items, contributing to the overall sustainability efforts of the property.

10) Building Access, Keys & Key cards

- a) Each tenant will be provided with a set of keys and access key cards upon signing the tenancy agreement. The standard number of keys and key cards issued to each tenant will be two sets of keys for the apartment main door and 1 set of keys for bedroom and bathroom doors in the apartment. Each tenant will also get 2 building access Key Cards.
- b) The keys and key cards are the tenant's responsibility, and they should be used solely for their designated purpose. In case of lost keys or key cards, tenants are required to immediately report the loss to the Building Supervisor.
- c) For security reasons, lost keys or key cards will be replaced promptly by the Building Supervisor for a nominal fee of MVR100/- per key, MVR150/- per key card. The old key cards will be deactivated to prevent unauthorised access.
- d) Tenants are prohibited from duplicating or lending their keys or key cards to anyone.
- e) Tenants are not allowed to change locks or install additional security mechanisms without prior written approval from the Building Manager. If such approval is granted, tenants should provide the Building Supervisor with a copy of the new key /key cards for emergencies.
- f) Upon the termination of the tenancy agreement, tenants are required to return all keys and key cards to the Building Supervisor.

11) Building Features and Operations

Common areas

a) Lobby:

- i. Guests and visitors will have access to the building via the intercom system located at the main entry door.
- ii. If authorised by the apartment the security guard will grant lift access to the visitor

b) Parking:

- i. There is a common parking space for motor bikes on the ground floor.
- ii. Each Apartment will be granted a slot for motor bike parking
- iii. To use the parking space, residents should request a security guard to open the parking space gate.

c) Lift & staircase

- i. There is a common lift and a staircase for use by all residents, staff and guests.
- ii. Residents shall only use the lift to access their apartment level, terrace and the ground floor.
- iii. Residents should use the lifts responsibly, taking into consideration the needs of other residents, especially those with mobility challenges.
- iv. Do not overcrowd the lifts beyond their designated capacity and avoid holding the lift doors open for an extended period, as this can compromise safety and cause malfunctions.
- v. If staff or residents notice any issues or malfunctions with the lifts, such as unusual noises or improper functioning, they should report them promptly to the building manager.
- vi. Tenants should take prior permission from the building supervisor if any heavy load items are to be carried through the lifts.

- d) Terrace Access
 - i. Open terrace is available for the exclusive use of residents.
 - ii. Residents should pre-book the terrace if they want to use the terrace for private functions.

12) Moving out

- a) Upon termination of the tenancy agreement, tenants must return the apartment with all the furniture, fittings, and equipments in the same condition as they were provided, with normal wear and tear expected. Any damages beyond normal wear and tear will be deducted from the security deposit.
- b) Tenants are not allowed to remove any furniture or fittings from the apartment without prior permission from the building manager. The building manager shall inspect the apartment before and after the tenancy to assess the condition of the furniture and fittings.
- c) Tenant is responsible for cleaning the apartment and removing garbage from moving out.
- d) The repair of any damage to the common areas from moving will be charged to the tenant.