

Azure Heights Community Guidelines

Residential Property Code: P001

Version: May 2025

Welcome to Azure Heights

Welcome to Azure Heights — a premium residential community in the heart of Nungambakkam, offering modern urban living with elegant design, top-tier amenities, and a warm neighborhood spirit.

By choosing to live here, you become part of a vibrant, respectful, and thriving community. These **Community Guidelines** are designed to ensure that every resident, guest, and staff member enjoys a high standard of living, safety, and mutual respect. Please take time to read them thoroughly and refer to them whenever needed.

Resident Responsibilities

Respect & Courtesy

- Treat all residents, building staff, maintenance teams, and visitors with politeness and fairness.
- Practice patience and avoid confrontational behavior, even in moments of disagreement.

Behavior Standards

- No harassment, discrimination, or threatening behavior will be tolerated, including physical, verbal, or online abuse within the community.
- Abide by all local laws and community regulations inside the property.

Noise Control

- Quiet hours: **10:00 PM – 6:00 AM** daily.

- No loud music, shouting, instrument practice, or gatherings during these hours.
- Use headphones or low-volume settings when listening to music or TV late at night.

Smoking Policy

- Smoking is strictly allowed only in **designated outdoor areas**.
 - Dispose of cigarette butts in provided ashtrays or bins — **never on the ground or in planters**.
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Apartment Care & Maintenance

Cleanliness & Upkeep

- Maintain general cleanliness and hygiene inside your apartment.
- Promptly report leaks, cracks, pest issues, or electrical faults to the Maintenance Team.

Alterations & Renovations

- **Do not** drill, paint, or structurally alter walls, balconies, or fixtures without written approval from the Residents' Association.
- Balcony enclosures, shade installations, or satellite dishes require formal application and approval.

Energy & Resource Conservation

- Practice water and electricity conservation: switch off lights, fans, and taps when not in use.
 - Avoid unnecessary waste of shared resources.
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Common Area Conduct

Shared Space Respect

- Keep lobbies, hallways, elevators, stairwells, gardens, and play areas **clean, uncluttered, and hazard-free**.
- Do not block fire exits or emergency pathways with personal items.

✓ Personal Belongings

- Shoes, bicycles, planters, prams, and other private belongings **must not** be left outside apartment doors or in common areas.

✓ Supervision of Children

- Children under **12 years** must be supervised by an adult in playgrounds, gyms, pools, and lounges.

4 Parking & Vehicle Management

✓ Assigned Parking

- Park only in your designated parking spot — **no swapping or occupying others' spaces without permission**.

✓ Visitor Parking

- All visitor vehicles **must be registered** at the security gate and parked only in marked visitor zones.
- Overnight visitor parking requires advance notice to the management.

✓ Vehicle Care

- Ensure vehicles are well-maintained to avoid oil leaks, tire marks, or environmental damage.
 - Do not honk or idle engines unnecessarily inside the premises.
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5 Security, Access, and Safety

✓ Access Cards & Codes

- Carry your **resident access card** or digital ID at all times when entering or exiting.
- Never share access codes, swipe cards, or keys with outsiders, including service providers.

✓ Reporting Issues

- Immediately report any suspicious activity, unauthorized persons, or security concerns to the **Security Desk**.

✓ Fire & Emergency Safety

- Familiarize yourself with emergency exits, assembly points, and fire extinguisher locations.
 - Participate in periodic safety drills organized by management.
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6 Waste Management & Recycling

✓ Proper Waste Disposal

- Separate waste into:
 - **Wet waste** (food, organic)
 - **Dry waste** (plastics, paper, metal)
 - **Recyclables** (glass, packaging, electronic waste)
- Follow the community's posted waste collection schedule.

✓ Bulk or Special Waste

- Bulky items (old furniture, mattresses, appliances) require pre-approval for disposal — **do not leave them in corridors or near bins.**

✓ Composting & Green Initiatives

- Participate in community composting or green initiatives when available.
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7 Amenities & Facility Usage

✓ Booking & Access

- Use the online or concierge-based system to book facilities like the clubhouse, event halls, tennis courts, gym, or pool.

✓ Responsible Use

- Respect time slots, occupancy limits, and equipment rules in all amenities.
- Clean up after use, returning equipment or spaces to their original condition.

✓ Damage Reporting

- Promptly report broken equipment, lighting issues, or maintenance needs to the **Resident Manager.**
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8 Pets & Animal Care

✓ Registration & Health

- All pets **must be registered** with the Residents' Association.
- Pets must be vaccinated and healthy; provide vaccination records upon request.

✓ Leashing & Supervision

- Always keep pets **on a leash or in carriers** when in common areas.

- Do not leave pets unattended on balconies or in shared gardens.

Cleanliness & Courtesy

- Clean up after your pets immediately, using provided pet-waste bins.
 - Avoid excessive barking or aggressive behavior that could disturb neighbors.
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Deliveries, Service Providers & Visitors

Advance Notification

- Inform the Security Desk in advance for large deliveries (furniture, electronics, home appliances).

Visitor Entry

- All visitors must sign in at the security gate and comply with building rules during their stay.

Delivery Personnel

- Delivery agents (groceries, food, packages) are **not allowed** beyond designated delivery points or lobbies.

Service Providers

- Domestic staff, maintenance workers, or outside contractors must be registered and follow all resident protocols.
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Violations, Complaints & Penalties

Reporting Violations

- Residents are encouraged to report guideline violations or complaints through the official **Resident Portal** or by contacting the Resident Manager.

Penalty System

- First violation: Formal warning.
- Second violation: Monetary fine (as determined by the Residents' Association).
- Repeated or severe violations: Suspension of amenity access, legal notice, or eviction procedures (for extreme cases).

Dispute Resolution

- The Residents' Association will mediate disputes between neighbors if informal resolution fails.

Key Contact Information

- **Resident Manager**

Phone: +91-98765-43210

Email: resident.manager@azureheights.com

- **Security Desk (24/7)**

Phone: +91-98765-43211

- **Maintenance & Repairs**

Email: maintenance@azureheights.com

Resident Portal: www.azureheights.com/maintenance

Together, We Thrive

Thank you for being a valued member of the Azure Heights family. These guidelines help us maintain a **harmonious, safe, and joyful community**. Your cooperation ensures that Azure Heights remains not just a residence but a true **home** — a place where families grow, friendships flourish, and memories are made.

Let's work together to uphold these standards and build a neighborhood we can all be proud of!

With gratitude,

Azure Heights Residents' Association