

Standard Operating Procedure (SOP) for Maintenance Charges in Amaze by Urban Tree Apartment

1. Purpose

To establish a **structured approach for collecting and managing maintenance charges**, ensuring **financial sustainability, timely payments, and fair distribution of costs** among residents.

2. Scope

This SOP applies to **all apartment owners and tenants** responsible for paying maintenance charges for the **upkeep of common areas, security, utilities, and amenities**.

3. Fee Structure & Calculation

3.1 Maintenance Fee Components

- **Common Area Expenses:** Electricity, cleaning, landscaping, security.
- **Utility Costs:** Water supply, sewage treatment, waste management.
- **Facility Upkeep:** Lift maintenance, clubhouse, gym equipment servicing.
- **Administrative Costs:** Salaries of society staff, office expenses.
- **Reserve Fund Contribution:** Future repairs, infrastructure upgrades, emergency funds.

3.2 Calculation Methods

- **Proportional Model:** Charges based on **apartment Super Built-up Area @ Rs.4/= per sq. ft.**

3.3 Payment Frequency & Mode

- Maintenance charges **are collected in Advance on Annual Basis.**
 - **Upon request from member, Association will consider Half-yearly payment.**
 - Payment modes:
 - Online transfer via **Society Portal / UPI / Net Banking.**
 - Cheque/DD deposit at the **Association Office.**
 - Cash payments are not **allowed.**
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4. Payment Process

Step 1: Invoice Generation & Distribution

- Yearly maintenance invoices **issued on [X] date**.
- Residents receive invoices via **email, society portal, or printed copies**.

Step 2: Payment Submission

- Residents must **pay dues before [Due Date]** to avoid penalties.
- Online payments **auto-confirmed** upon transaction completion.

Step 3: Late Payment & Penalties

- **Grace period of [X] days** before penalties apply.
 - Late payment penalty of **Rs.10/- per day** on overdue amounts.
 - Persistent non-payment **beyond 3 months** may result in:
 - **Restricted access to common amenities.**
 - **Formal notice from the Managing Committee.**
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5. Dispute Resolution & Exceptions

5.1 Handling Disputes

- Complaints related to **billing errors or incorrect calculations** must be submitted to the **Treasurer**.
- The committee reviews disputes within **[X] days**.

5.2 Special Waivers & Adjustments

- Temporary exemptions may be granted for:
 - Senior citizens / financially distressed residents (*subject to Managing Committee approval*).
 - Vacant flats (if society policy allows reduced charges).
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6. Financial Governance & Audit

- Maintenance fund utilization **must be documented quarterly**.
- Annual audit to ensure **transparency in financial transactions**.
- Expense reports **must be presented during General Body Meetings (GBM)**.

7. Annual Review & Amendments

- Maintenance fee structure **reviewed annually**, factoring in:
 - **Inflation adjustments.**
 - **Operational cost changes.**
 - **Resident feedback & budget forecasts.**

8. Contact & Payment Assistance

For inquiries or assistance, residents may contact the **Society Office / Treasurer** at **[Phone / Email]**.

FAQ Maintenance Payments

1. *Why should I pay maintenance?*

The maintenance charges are collected from residents for services like water, common area electricity, security and common area cleaning. The money also goes into general upkeep of the building and maintaining amenities in the apartment complex. The maintenance is collected by the association of residents called AMAZE by Urban Tree Apartment Owners Association (AMAZE). You can read more about the same in the bye laws of the association.

2. *Who should pay the maintenance charge. The owner or the tenant?*

The maintenance charges are levied on the flat. The payment of maintenance charges depends on the agreement between the owner and tenant. Similarly, the penalties if any, are levied against the flat. Your agreement with the owner decides who pays the charges.

3. **What are the penalties of not paying maintenance?**

When a apartment does not pay maintenance on time, the other apartments bear the financial burden of the non-payment. For this, a penalty system has been introduced to encourage maintenance payment on time. The dates for payment and penalty amounts are mentioned above.

If the maintenance amount is unpaid after 15 days, the utilities of the flat can be disconnected by the association. This includes, but is not limited to, disconnecting DG and water supply. An additional one-time reconnection charge of 1500/- is levied on the flat in these cases.

4. *My apartment is empty. Do I pay maintenance?*

Yes. Needs to pay maintenance charges of **Rs [X]** per sq.ft. even if it is empty