Standard Operating Procedure (SOP) for Onboarding Tenants in AMAZE by Urban Tree Apartment

1. Purpose

To establish a structured process for onboarding tenants as a Resident in the Apartment, ensuring clarity, transparency, and adherence to community governance.

2. Scope

Applicable to all tenants residing in the community, covering eligibility, documentation, verification, and induction procedures.

3. Eligibility Criteria

- Tenants must have a **valid lease agreement** with the homeowner.

- The **homeowner's consent** is required for tenant on boarding.

- Tenants must comply with all the Association regulations and community guidelines.

4. Registration Process

Step 1: Submission of Application

- Tenants must submit a **Tenant Membership Application Form**, along with:

    o Copy of the **lease agreement** (minimum lease period as per RWA policy).

    o **Government-issued ID** and address proof.

    o **Consent letter** from the homeowner (if required).

Step 2: Payment of Membership Fee

- If applicable, tenants must remit the prescribed membership fee via approved payment methods.

- Payment receipt is acknowledged.

Step 3: Verification & Approval

- The Executive committee reviews applications within **7 business days** and verifies submitted documents.

- If necessary, homeowner confirmation is sought.

- Upon approval, tenants receive a **Welcome Letter and Tenant ID**.

5. Induction & Orientation

- New tenants must attend a **community orientation session**, covering:
    - Rights, responsibilities, and facility usage guidelines.
    - Introduction to security, housekeeping, and grievance redressal mechanisms.
    - Access to official communication platforms and contact points.

6. Access & Community Participation

- Tenants gain access to:
    - Association communication channels (WhatsApp groups, emails, notice boards).
    - Community grievance redressal system.
    - Facility usage guidelines and support services.

7. Conflict Resolution & Appeals

- Any disputes related to membership are escalated to the **Executive Committee**.
- Denied applications may undergo an appeals process.

8. Documentation & Record-Keeping

- A **tenant membership registry** is maintained and updated periodically.
- All records are securely stored for future reference.

9. Review & Amendments

- The SOP is reviewed annually to align with evolving governance requirements.