

# Standard Operating Procedure (SOP) for Onboarding Members in Amaze by Urban Tree Apartment

## 1. Purpose

To define the process of membership enrollment in the **Amaze by Urban Tree Apartment Owners' Association** and ensure transparency, inclusivity, and smooth onboarding for all residents.

## 2. Scope

This SOP applies to all **apartment owners and eligible tenants** who wish to become members of the association and participate in community activities, governance, and welfare initiatives.

## 3. Eligibility Criteria

- **Ownership-Based Membership:** Any individual owning an apartment unit within the premises is eligible.
- **Joint Membership:** In case of co-ownership, only one nominee will be considered the primary member.
- **Nominee Membership:** Owners can nominate anyone to become a member on behalf of him/her. The appointed nominee shall remain Alternate Member till revoked.
- **Tenants:** They are residents of the apartment and not a member.

## 4. Registration Process

### Step 1: Submission of Membership Application

- **Obtain Membership Form:** Collect a membership application from the **association office** or download it from the official portal.
- **Complete and Submit Application:** Fill in details such as name, unit number, contact information, and ownership proof.
- **Documentation Requirements:**
  - Construction Agreement Page 2 & 4 (*must*)
  - Possession letter (*must*)
  - Aadhar Card (*must for address proof*)
  - Voters ID Card (*photo ID proof*)

- Pan Card (*photo ID proof*)
- Vehicle RC Book copy (*photo ID proof*)

## **Step 2: Payment of Membership Fee**

- One-time Registration Fee of Rs.1000/= payable at the time of enrollment.
- Payment via Bank Transfer / Online Portal / Cheque
- Payment acknowledgement to be obtained from Association

## **Step 3: Verification and Approval**

- The Executive committee reviews the application within **2 working days**.
- Membership is approved within **2 days** unless objections arise.
- If any discrepancies arise, the applicant is informed for clarification.

## **Step 4: Membership Confirmation:**

- Members receive an official **welcome letter and membership ID**.
- Members will start enjoying all the privileges and amenities granted.

## **5. Induction & Orientation**

- New members must attend an **orientation session**, covering:
  - Rights, responsibilities, and community participation guidelines.
  - Overview of facility usage policies and grievance redressal mechanisms.
  - Introduction to key committee members and communication channels.
- Access to **official communication channels** (WhatsApp groups, emails, noticeboards) is granted.

## **6. Rights and Responsibilities of Members**

- **Member Benefits**
  - **Participation in General Body Meetings.**
  - **Voting Rights** for governance (**owners only**).
  - **Access to community amenities** (clubhouse, gym, parking, etc.).
  - **Discounts on event participation** and exclusive association programs.

- **Grievance Redressal Support** for community-related concerns.
- **Responsibilities:**
  - Comply with community rules and regulations.
  - Ensure timely payment of dues (maintenance charges, etc.).
  - Contribute positively to community welfare.

## 7. Conflict Resolution & Grievances

- In case of disputes, members can escalate issues to the **Executive Committee** for resolution.
- A formal appeals process is available for rejected applications.

## 8. Documentation & Record-Keeping

- The Association maintains a **membership registry**, updated periodically.
- All membership-related documents are securely archived and updated periodically for future reference.

## 9. Termination of Membership

- **Voluntary withdrawal** via written request.
- **Non-payment of dues** for **3 months** results in temporary suspension.
- **Disciplinary action** for violating association rules or misconduct (**subject to committee review**).

## 10. Amendments & Review

The SOP will be reviewed annually or as needed by the RWA to align with evolving requirements.

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