**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.