**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:
  + Copy of the **lease agreement** (minimum lease period as per RWA policy).
  + **Government-issued ID** and address proof.
  + **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.