

Commencement of Prepaid Maintenance

20.07.2015

To
All Owners of Aparna Aura,

Dear Sir/Madam,

1. We are happy to inform you that Aparna Property Management Services Private Limited (APMS) an ISO 9001:2008 Certified Company, the Maintenance Services Arm of Aparna Group, will be commencing the Two Year Prepaid Maintenance Services of Aparna Aura w.e.f. 01.08.2015. We aim to develop Aparna Aura as an harmonious Model Gated Community. We seek your unstinted cooperation and support in making it possible.
2. All are requested to note that Aparna Aura is meant and approved for Residential purpose only. Any kind of Commercial or Business activity like Offices, Service apartments, Guest Houses, Beauty Parlours, Crèche's etc. is illegal and thereby strictly prohibited.
3. The Scope of Two Year Prepaid Maintenance Services is as follows.
 - Security Services.
 - Housekeeping and upkeep of all Common Areas.
 - Daily Collection and Disposal of Garbage.
 - Supply & Distribution of Water. Water charges will be collected as per meter readings and rates fixed. In the event of BMS (networking) not functioning, charges will be collected equally.
 - Attending to Plumbing Complaints.
 - Attending to Electrical Complaints.
 - Operation and Maintenance of Prepaid Reticulated Gas Supply System.
 - Operation and Maintenance of Prepaid Electricity supply system.
 - Electricity Charges for common amenities, utilities and services (club house excluded).
 - Lighting of Common Areas.
 - Maintenance of Landscaping.
 - Operation and Maintenance of Water Softening Plant.
 - Operation and Maintenance of Sewerage Treatment Plant.
 - Operation and Maintenance of DG Sets. Expenses for Diesel Oil for the DG Power units consumed in apartments is to be borne by the Individual Residents.
 - Operation and Maintenance of lifts
 - Operation and Maintenance of Electrical Transformers, Switchgear Panels, MV Panels, and Common supply Panels, Lighting Panels and Cable Network.
 - Maintenance of Solar Fencing.
 - Operation and Maintenance of Fire Fighting System.
 - Operation and Maintenance of Building Management System.
 - Operation and Maintenance of Carbon Emission Exhaust System.
 - Operation and Maintenance of Intercom system (Instruments excluded).
 - Maintenance Video door phone system.
 - Operation and Maintenance of Boom Barriers.
 - Rodent and Pest Control including fogging in Common Areas.
 - APNA Complex software portal management.

5. M/s. Pioneer E Labs is the Tele Media Service Provider Operating in Aura and presently offering a) Digital Cable TV. b) DTH from Tata Sky/Airtel/Dish TV c) TATA/Airtel land line d) Internet. e) Intercom. Please note that residents are not allowed to fix dish / any type of antennas on terrace or protruding out of the building and lay/hang cables outside the building.
6. Apna Complex Software is being installed for the convenience of the residents. Apna Complex.com is an online secure portal which can be used by residents of Aparna AURA for communicating with other Residents via notice board and forums, view their dues and payments and log their complaints in an online helpdesk system. The system also integrates with SMS and Email providing residents alerts and notices.
7. The Club House shall be maintained / managed by APMS on behalf of the owners on non- profit basis. Please note that the cost of Maintenance of Club House is not within the Scope of Prepaid Maintenance Charges paid by you. Club house is the collective property of the owners and should be run befitting the luxurious complex without any compromise. To sustain in long run appropriate tariff and good practices need to be set in place from the day one so that it will not become a liability to society at a later date. Accordingly the tariff for availing the Club House Facilities will be communicated separately.
8. Cooking in the Common Areas for House Warming and any other function is not permitted in view of fire safety, cleanliness and hygiene of the premises. Also entry of animals like cows & goats inside the premises in connection with House Warming Ceremonies or for any other reason is not permitted.
9. In the event of letting out the apartment to tenants, please give prior intimation about the same to APMS with details of the tenant for security purpose. Please note that the apartment should not be let for commercial or business use as mentioned in point 2 above.
10. Interior works are not permitted during night (7.00 pm to 8.00 am) and on Sunday and Holidays.
11. Please feel free to contact Amarnath, Executive – PMS in case of any assistance on email aurapms@aparnaconstructions.com and on Mobile: 7095026668.

Hearty Welcome to Aparna AURA and Wishing You a Happy Living

Thanks & Regards,
R. Ramakrishna.