



Purva Eternity Apartments Owners' Association®

Thengode, Kakkanad, Cochin - 682030

Purva Eternity Residents' Manual

Welcome to Purva Eternity!

Purva Eternity Apartment Owners' Association (PEAOA) welcomes you to your new home. This manual provides all the necessary information to make your living experience at Purva Eternity peaceful, harmonious, and enjoyable. The manual draws relevant sections from the Association bylaws, guidelines and standard operating procedures and hence will serve as a ready reckoner to the key elements of living at Purva.

Moving-in, and registration procedure at association office:

- Pay moving-in charges of ₹. 2000 and a refundable security deposit of ₹. 5000.
- Fill KYC form provided
- Sign statement that resident understands the association rules and regulations
- Provide the following documents:
 - Identification documents such as voter ID, Aadhar etc.
 - Provide copy of the rental agreement (for tenants)
- Collect gate-pass for movement of house-hold articles.
- Collect car parking sticker. Cars/two-wheelers should be parked only in the designated parking slots for each apartment.

Moving-out procedure at association office:

- Ensure that all dues are cleared
- Pay moving-out charges of ₹. 2000 and a refundable security deposit of ₹. 5000.
- Obtain gate-pass for movement of household items

Maintenance charges:

Maintenance charges are collected in advance for every quarter, due on Jan 10th, April 10th, July 10th, and October 10th. Applicable fines will be charged in case of payment delays. (₹.100 for 10 days, ₹.150 for the next 10 days, and 0.5% daily till the dues are paid.)

Please note: Flat owners are solely responsible for payment of maintenance charges.

Need assistance?

	Timings	Intercom	Mobile
Caretaker	24 X 7	1200	7356444101/8111885622
Security	24 X 7	9	7356-444-107
Clubhouse	6:00-22:00, Mon-Sun	6400	
Accounts	9:00-17:00, Mon-Sat	1400	7356444103
Manager, PEOA	9:00-17:00, Mon-Sat		7902288855

Social media:

The association has set up a 'Residents group' on Telegram app for quick communication related to service announcements and other messages. Residents, once registered with the association office will be automatically added to the group. Residents are requested to download the 'Telegram' app from the android or apple store.



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Payments (Maintenance charges, gas bills, fines, etc.) to association:

- a. Cheque: made out to "Purva Eternity Apartment Owners Assn"
- b. Bank transfer: HDFC Bank, A/c number" 50200016467196; IFSC code: HDFC0000684; Type: checking account
- c. Owners can pay through their Unity Living accounts

Utilities:

- a. Centralized Cable TV: Airtel and Asianet Cable TV. **Individual DTH dishes are not allowed.**
(Airtel: 8301844220; Asia net: 9207911133, 04846535313))
- b. Internet: BSNL; Infranet; Peakair; Tatadocomo – 9249733703)
- c. Intercom: contact caretaker for installation
- d. Electricity: Electricity bill should be collected from the Caretaker and payments made directly to KSEB. Electricity bill is generated once in every two months.
- e. Centralized cooking gas: Caretaker will check your gas meter on a monthly basis and inform you of the charges incurred. Payments can be made through cheque or bank transfer. (Please note, **gas cylinder are strictly not allowed inside individual flats**)
- f. Garbage collection: collect color-coded waste bins from caretaker. Segregation details included on page 12
- g. Ironing service: Provision for getting the clothes ironed is available in the Lower Ground floor of A block.
- h. Newspaper/milk/groceries/car wash– ask caretaker for details
- i. World mart store: 8am to 9 pm, Phone: 7902906161

Facilities:

Please carefully go through the Dos and Don'ts before using any of the below facilities, provided on page 4.

- a. Clubhouse - includes a gym, party hall, swimming pool, table tennis, billiards room, movie theatre, steam room, and sauna. All residents need to sign-in at the clubhouse register before using any of these facilities.
- b. Basketball/ Badminton area
- c. Kids play area
- d. Activities/classes – several paid classes are available to residents, including swimming, drawing, dance, zumba, yoga, karate etc.
- e. Noticeboard – A special noticeboard is provided in the clubhouse where residents can put up for-sale items, any communications for other residents, etc.

Complaints and escalations:

- a. By phone: Call caretaker 24 X 7 for all maintenance-related complaints.
- b. In person: Lodge any complaint in the register located in the caretaker's office.

Note: If you are not satisfied, you may escalate the matter to the secretary (secretary@purva-eternity.in) or the joint secretary (jointsecretary@purva-eternity.in).



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Important 'Must-know' points:

All homeowners, tenants, and guests are bound to the standards set forth in the document. Homeowners are responsible for providing a copy of this document to anyone occupying their unit. Failure to receive copies shall not relieve the resident from complying with any of the documents nor waive any of the rights, conditions, or restrictions stated or create any liability on the part of the association.

- a. All moving-in and moving-out of household goods from individual flats are allowed only between 10:00 and 19:00. This is to minimize inconvenience to other residents. Personal LPG gas cylinders are strictly forbidden. Tenants (before moving-in) should make sure that all dues related to the flat is paid to avoid issues related to service termination for the individual flat.
- b. Association office needs to be informed before moving-in or moving-out and necessary procedures followed. All dues should be paid before moving-out, an NOC and gate-pass to be obtained from the office.
- c. Maintenance charges are collected in advance for every quarter. Online payment facility is available for payment of maintenance charges and other charges. Delay in receiving payment on time will result in a fine as fixed by PEOA.
- d. The onus of paying maintenance charges lies with the legal owner of the apartment, irrespective of the status of residence in the apartment. If the apartment is rented out, the owner and tenant should make arrangements between themselves for timely payment of the maintenance charges. Tenants need to ensure that their flat owners pay maintenance charges on time.
- e. All vehicles need to display Eternity parking sticker for access into Purva Eternity. Vehicles without parking stickers will not be allowed inside the complex. Residents entering in taxis/other vehicles for drop off, should be ready to stop and identify themselves to security.
- f. Resident vehicles should be parked only in the designated parking slots. Owners may let-out their parking slot to another owner/tenant of Purva Eternity. In case you have multiple vehicles, but only one slot, please identify other owners who are willing to rent their slots. Visitor parking is restricted to the designated areas only. Vehicles parked in undesignated and wrong parking spots will be subjected to wheel lock, and a fine of ₹.100 will be levied.
- g. Residents need to follow the traffic route implemented within Eternity. The maximum speed limit within the complex is 10 km/h.
- h. CCTV has been installed at key locations throughout the compound and video footages are regularly monitored. Recorded footage can only be viewed after proper authorization from the association.
- i. Residents are requested to familiarize themselves with the fire alarm system and safety precautions in case of fire.
- j. Electrician and plumber appointed by PEOA are available for minor repair works within the apartments at nominal rates. Please contact the association office for booking and payment details for electrical and plumbing works.
- k. Each flat will be provided with three color-coded garbage collection buckets: Green, Red, and Blue. Residents need to discard only food waste in the green bucket (absolutely no plastic, metal or glass). Items like sanitary pads, diapers, and other biological waste in the red bucket and all other clean and recyclable household waste in the blue bucket. Garbage is collected from each flat between 11:00 am to 3:00 pm, except Sundays. Throwing of garbage out of windows is strictly prohibited. **Residents are strictly prohibited from discarding sanitary products like used tampons and condoms in the toilet flush.** This causes blockage of the STP unit leading to expensive maintenance related issues.



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- l. KWA water is provided in the kitchen for cooking and drinking. RO treated bore well water is provided in bathroom taps. Recycled sewage treated water is used for flushing toilets.
- m. Balconies: Setting up of TV dish and antennas, drying clothes on railings, setting plant pots that are above the railing, and discarding objects off the balconies are strictly prohibited. **Residents are legally liable for property damage or bodily harm caused due to falling objects from their balconies.**
- n. Discarding trash of any kind from the balcony to neighboring property or into the water canal will invite fine and a police complaint against the resident.
- o. Lobbies, corridors & all other common areas should not be used for interior/other works including keeping personal items like flower pots, etc.
- p. All common areas within Eternity are strictly non-smoking zones. Discarding cigarette butts from the balcony is prohibited.
- q. Swimming pool is open between 7:00 and 22:00. Proper swimsuit and pre-shower is a must before entering the pool. Regular clothes should not be worn inside the pool.
- r. Residents can meet with the clubhouse caretaker and familiarize themselves with rules and regulations pertaining to use of sauna, steam room, gym, table tennis, billiards and the movie theatre.
- s. Private functions can be held in the clubhouse after payment of applicable charges at the association office. However, planting stilts in the common area for putting up pandals are not allowed. No cooking is allowed in the clubhouse or in any common area.
- t. Sports such as football and cricket, where there is a chance of bystanders and small children getting hurt due to a moving ball are not allowed within the complex.
- u. Misbehaving, aggressive behavior, and threats against residents, association employees, or facility management personnel will be taken seriously and reported to the police if required. All complaints against association staff or facility management staff needs to be brought to the attention of the secretary (secretary@purva-eternity.in).
- v. There are several paid on-going classes and activities for children and adults. If interested, please inquiry at association office for more details. Also, all major festivals are celebrated within the community. Residents are requested to participate in these events. All such announcements will be made via the 'Telegram' app.



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General rules and regulations for using common facilities

1. Common areas

- a. All owners/residents are governed by the rules framed/instructions issued by the association from time to time for the use of the swimming pool, gymnasium, clubhouse, badminton courts, basketball court, children play areas, and other common facilities.
- b. The common areas are to be used only for the purpose that they are meant for and no owner/resident shall put them for his individual use. Encroachments will be cleared at the cost of the violator/s. The association is authorized to use the common areas for any get-togethers, functions or meetings etc. organized by the association in the interest of and for the benefit of the members. Allowing sponsors/outside on any such occasions will be at the sole discretion of the Managing Committee (MC).
- c. No owner/resident or any person connected with him/her/them, shall cause any damage, whatsoever, to any asset in the common areas. In the event of doing so, the full cost of repairing/replacing such asset shall be borne by the owner/resident. The decision of the MC will be final in this regard.
- d. Nobody, including children, shall be allowed to play in the basements, lobbies, corridors, lawns, vestibules, staircases, or on the terraces.
- e. Residents, their family, and their guests are to conduct themselves in a manner that will not disturb their neighbors'/residents' peaceful enjoyment or constitute a nuisance. Any action, which causes unreasonable disturbance to other residents or interferes with their rights, comforts, or convenience are to be avoided.
- f. No bicycles, baby carriages, motorcycles, or other personal effects shall be stored in or near halls, stairways, elevators, sidewalks, or other public areas.
- g. The association will assume no liability for articles left in the common area.
- h. Please report any damage to equipment's/facilities to the caretaker/facility supervisor.
- i. No signs, signal, illuminations, equipment's or advertising shall be exhibited, affixed or posted outside the apartment/in common areas without written consent of the association/facility supervisor.
- j. There shall be no door-to-door advertising or soliciting by resident or their guests.
- k. Resident advertisements can be posted on the dedicated bulletin board in the clubhouse.

2. Lifts

- a. Every owner/resident shall use the lifts in such a manner as to not cause damage to them in any way.
- b. Children below 14 years should be accompanied by an adult while using the lift.
- c. The service elevator must be used to transport passengers with pets, laundry, grocery carts, bicycles or strollers and for all house-hold moves.
- d. Do not block the doors open with any object. Holding the doors open for a prolonged time will cause the elevator to "timeout" and shut down as a safety feature. Use the DOOR OPEN button on the floor selector panel to hold doors open longer than the normal timing sequence allows.

3. Clubhouse

The clubhouse in Purva Eternity is equipped with a gymnasium, mini theater, table tennis room, billiards room, steam and sauna rooms, which are available for use of residents free-of-cost, while the use of party hall is available for rent.

- a. Smoking, consumption of alcohol, and cooking in the clubhouse is strictly not allowed.
- b. No skateboards, roller-skates/blades are allowed inside the clubhouse



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Party Hall

- a. No owner/resident shall use the party hall except as approved by the association.
- b. The party hall shall be open for parties/promotions/demos/exhibitions etc. from 8:00 to 22:00 only and any exception is allowed only with a written consent from the association. The hall can be rented for a total of 8 hours, inclusive of time need for decoration etc.
- c. The party hall can be reserved at least 10 days in advance. Booking is on a first come first serve basis.
- d. Applications for reservation must state the purpose of use, approximate number of guests invited and the likely duration of the event, etc. in the prescribed format
- e. Residents using the party hall should pay in advance the applicable charges at the association office and receive appropriate receipt for the same.
- f. Guests attending parties/promotions/demos/exhibitions etc. are not allowed to use any of the clubhouse facilities like the gym, swimming pool, table tennis room etc.
- g. Any damage to the clubhouse premises will be borne by the resident/owner who has booked the party hall.
- h. The party hall cannot be used for lodging purpose.
- i. Residents/guests shall not install any machinery or equipment like decorative lights, speakers that make noise or cause disturbance to the residents in any way. Residents/guests may also not damage the walls by sticking, pinning items to the walls or ceilings.
- j. Resident/guest shall not put any hoarding/advertisement or poster of any kind in the clubhouse except as authorized by the association.
- k. The party hall should be handed over after use with due cleaning.
- l. The association reserves the right to close the facilities, or restrict access for cleaning, repair, maintenance, meetings, community functions, and other similar or related activities.
- m. The association may refuse permission for an event to be held in the party hall at their discretion.

Gymnasium

- a. Gym is open 7 days a week, 5:00 to 22:00.
- b. Fitness center is unsupervised, use at own risk.
- c. Proper workout clothes and athletic shoes must be worn on the training floor at all times.
- d. As work out etiquette suggests, residents should bring a towel to the gym.
- e. Please use only personal music devices with headphones. Transmissions from radios/mobiles audible to others may be distracting to other users and will not be allowed.
- f. No equipment is to be removed from the gym.
- g. No food or drinks, with the exception of water, is permitted in the gym.
- h. Smoking, spitting, or consumption of alcohol is not permitted in the gym.
- i. No person under the age of 12 is permitted in the gym without being accompanied by an adult.
- j. Gym is open for the residents or their guests only. A guest must be accompanied by the resident when using the gym.
- k. Any damage to the gym or its equipment caused by a resident or their guests should be repaired or replaced at the sole cost and expense of the resident.
- l. Before leaving the gym, each user shall be responsible for: (i) returning any dumbbells or other loose gym equipment to their original storage area; (ii) turning off the AC; (iii) turning off any exercise equipment (such as a treadmill, elliptical machine); (iv) disposing any trash in the waste basket; and (v) turning off the lights.



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Table Tennis room

- a. TT room is open for residents or their guests on first-come-first serve basis. A guest must be accompanied by a resident when using the room.
- b. Residents and guests are requested to limit playing time to one hour if there are other people waiting to use the facility.
- c. Only soft-soled athletic shoes are allowed in the room.

Billiards room

- a. The billiards room is open for residents or their guests on prior reservation. A guest must be accompanied by a resident when using the room
- b. Absolutely no food and drinks in the room.
- c. Children below 12 years are not allowed unless accompanied by an adult.
- d. Resident or their guests will be liable to pay for any damage caused by them to table surface, cue sticks, or other accessories in the room.
- e. Avoid excessive chalking and take care to prevent chalk on table surface.

Mini theater

- a. Theatre is available for public and private viewing.
- b. Movie title and time will be announced on the Telegram app for public viewing, which is free of charge. A minimum of 10 people is required for public viewing.
- c. Residents can book the theatre for private viewing (3-hour slot, 2:30 pm to 5:30 pm) for a fee of ₹. 500. Public viewing takes precedence over private viewing.
- d. No one under the age of 16 is allowed in the theater unless accompanied by a parent or guardian.
- e. No one will be allowed to enter the theatre with any wet clothing.
- f. Resident must ensure the theater room is clean after use.
- g. Upon leaving the theatre, the projector, lights, and door must be turned off/closed.

Swimming pool

The following rules and regulations are for the protection and benefit of residents and to assure the safe and sanitary operation of the pool and facilities. Your cooperation in abiding by these rules will ensure a pleasant relaxation and recreation for all concerned. Residents are required to caution their guests to observe all rules and regulations and obey the instructions of the association.

- a. Swimming pool shall be used from 6:00 to 22:00 on all days.
- b. Entry to the pool is ONLY through the clubhouse. Please do not cross the planted-pot barricade around the pool. Residents need to sign-in in the register placed in the clubhouse before using the pool.
- c. No children under the age of 14 are allowed in the pool area unless accompanied by an adult. If the child is 14 or over, they must be able to swim in order to come to the pool alone.
- d. No food, bottles, or glass is allowed inside the pool enclosure.
- e. Proper swimsuits must be worn in the pool. Regular clothing is not allowed in the pool.
- f. A pre-shower is mandatory. Do not enter the pool after application of sun-tan lotions or body oil.
- g. Running, ball playing, rough play and conduct not conducive to safety are prohibited in the pool area.
- h. For personal health, it is required that no person who has an infectious or communicable disease enter the pool. Admission shall be refused to anyone with skin abrasions, cold/cough, skin infection, or anyone wearing bandages.



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- i. The pool may be closed at any time for maintenance at the discretion of the association
- j. Children who are not toilet trained and anyone who is incontinent must wear waterproof diapers.
- k. No pets are allowed in the enclosed pool or patio area.
- l. Please do not dip footwear in the pool.
- m. All trash must be put in the containers placed in the pool area.
- n. No bicycles, tricycles, skates, or skateboards are allowed in the pool area.
- o. Persons using the swimming pool should use the changing room for changing clothes; they are not allowed to change next to the pool. Shower rooms should be left in proper condition for the person using it next.
- p. Any guest must be accompanied at all times by an adult resident (a person 18 years of age or older). Please limit your guests to 4 per apartment.
- q. Guests attending parties/functions in the clubhouse are not allowed to use the swimming pool.
- r. Since there is no lifeguard on duty, residents and guests must be aware that they use the pool at their own risk and all safety rules must be observed. The association is not responsible for any injuries or loss of life.
- s. Third party instructors are not permitted for paid or unpaid coaching activities or instruction, unless approved by the association.

4. Outdoor Children's Play Area

- a. Children/Guardians should follow requisite caution in the play areas. Adequate precautions should be taken by adults and children to ensure that no damage is caused to play equipment or surfaces.
- b. Play areas should be used between 6:00 to 22:00 only.
- c. The outdoor play area is designed for children up to 14 years and use of the play area equipment by adults is strictly not permitted.

5. Badminton Court

- a. Timings:
 - Upto 18:00 - Children
 - 18:00 – 19:00 – ladies exclusively; The decision to allow children/gents to share the court with them during this period would, however, rest with the ladies
 - 19:00 – 22:00 – all adults
- b. The lights on the court would be switched off at 22:00.
- c. Parents and/or designated guardians are at all times responsible for the safety, wellbeing, and behavior of their children in the badminton court.
- d. Using badminton court for other games (including skateboarding, bicycling, etc.) are strictly not permitted.
- e. Guests should be accompanied by the host-resident. Residents are also responsible for the behavior and actions of their guests.
- f. No food or liquids of any kind are permitted on the courts. However, players are permitted to have liquids for their consumption courtside.
- g. Third party instructors are not permitted for paid or unpaid coaching activities or instruction, unless approved by the association.
- h. Proper and tidy sports attire including non-marking athletic shoes must be worn. Shirts are required at all times.
- i. Residents are requested to keep all areas clean and tidy. No littering of any kind is permitted. Please use the garbage bins.



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6. Garden and Landscaping

- a. Residents are not allowed to alter or change the landscaping such as planting a tree, cutting down trees or shrubs, or putting in a garden.
- b. Residents are not allowed to place containers for gardening in the lawns/common areas; potted plants may be kept in the resident's balcony only.
- c. Residents should use the pathways and should avoid walking on the grassy areas.
- d. No bicycles, tricycles, skates, or skateboards are allowed on the lawns.
- e. Parents are financially liable for any damages caused to the landscaping/clubhouse or any other common area property by children.

7. Traffic Rules

- a. Please enter and exit through designated gates only. Entry for parking is permitted only for vehicles displaying the car parking sticker.
- b. Vehicles should adhere to the speed limits as displayed and the one-way routes within the complex.
- c. The association will not be held responsible for any losses/accident's whatsoever.

8. Parking

- a. Vehicles are to be parked wholly within the designated parking area, strictly within the yellow marked lines, and must not encroach on the parking slots of another resident or adjacent common property.
- b. Residents must not park in any slot other than the one allocated to the apartment in which they reside.
- c. If a resident gives another resident permission to use his/her designated parking slot on an ongoing basis or during a period of absence, the resident granting the permission must inform the association in writing.
- d. All vehicles parked in undesignated areas and in wrong slots will be subjected to a wheel lock. Owner of the vehicle will need to pay a fine of ₹.100 at the caretaker's office and have the lock removed.
- e. If a resident has multiple vehicles, the responsibility lies with the resident to seek out owners who may be willing to rent/allow the use of their parking spot. Owners and residents who are looking to rent, or want to rent a spot can also provide their information in the association office.
- f. Owners and residents must not lease or lend a parking slot to any person who does not live in the complex.
- g. Parking slots are not to be used for any purpose other than the parking of a motor cycle or vehicle.
- h. Tandem parking is strictly prohibited.
- i. Visitors should park their vehicles ONLY in the visitors parking area (Near the STP)
- j. Oversized vehicles that occupy more than one parking space are not permitted on the property.
- k. Any vehicle parked in fire lanes, designated reserved spaces, without proper authorization will be towed at association's discretion.

Garbage Segregation

Waste Segregation Guidelines

BIO-DEGRADABLE

- Food waste of all kinds.
- Fruits, vegetables, fish, chicken & meat.
- Fish waste to be kept in a separate box in the fridge or to be boiled to prevent bad odour.
(Waste without water content will help in better processing)



NON BIO-DEGRADABLE

- Books, Newspapers, Card boards, Cartons and Plastic bottles
- Milk cover, Plastic and Aluminium food containers, etc; should be cleaned and kept.
- Thermocole, Rexene, Shoes, Chappals, Broken glass, bulbs, plates & Metals to be kept separately.

E-waste

- All used electrical & electronic devices, Battery etc.



MEDICAL WASTE

- Diapers, Sanitary napkins, Pads, Pampers and all types of bio medical waste.
(Kindly make sure there is no contamination with human excreta)
- Used Paper Cups, Tissues, Pillows, Bed, Mats, Clothes, Newspapers, Coconut shells to be given by the RWA to the licensed agencies for incineration or scientific land filling .





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Purva Eternity Apartment Owners' Association members and office bearers

PEAOA is formed by the owners of apartments within Purva Eternity. The association represents all owners and manages the day-to day tasks at Eternity. The managing committee of the association comprises of five office bearers and committee members.

The office bearers include:

President (president@purva-eternity.in)

Vice President (vicepresident@purva-eternity.in)

Secretary (secretary@purva-eternity.in)

Joint secretary (jointsecretary@purva-eternity.in)

Treasurer (treasurer@purva-eternity.in)

Each block is represented by two committee members.

The office bearers are elected every year by owners, while the committee members are nominated.

Other useful information

Near-by hospitals:

Sunrise Hospital (Kakkanda) - 0484 416 0000

Amrita Institute of Medical Sciences (Ponekkara) - 0484 285 1234

Aster Medcity (Cheranelloor)- 0484 66 99 999

Thrikakkara Police station (04842428665)

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