



# AVEnUES

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**A**partment **V**alue **E**nhancement thru' **U**se of **E**fficient & **S**ustainable solutions

A guide for Managing Committees of Apartments  
to manage their operations more efficiently,  
help reduce overall maintenance costs and  
contribute to a sustainable & better Bengaluru!

An initiative of





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## MESSAGE TO APARTMENT RESIDENTS

**Dear Apartment Resident,**

Welcome to the 1<sup>st</sup> edition of **AVEnUES** – Apartment Value Enhancement thru' Use of Efficient & Sustainable solutions!

**So, what exactly is this booklet titled AVEnUES?**

AVEnUES is our humble effort to help the Managing Committees (MCs) run their operations more efficiently & in a cost-effective manner, while at the same time contributing to a better & sustainable Bengaluru!

**Does AVEnUES provide all the solutions?**

Seriously! Is that possible at all? As all MCs of Apartment Associations will affirm, running the affairs of an apartment complex can be quite complex (with due apologies for the pun!).

AVEnUES has been conceptualized to act more as a guide to direct the MC on the right path to finding solutions! So, this can hopefully guide you to the right avenues (we are indeed incorrigible when it comes to puns!).

**How do I use AVEnUES?**

Firstly, keep this safely in your Estate Office! Secondly, read through it! It would be very useful, even though we ourselves are saying so! 18 topics are covered, with more detailed information / knowledge notes available on many topics in the Knowledge Base section of the BAF Website - <https://baf.org.in/knowledge-base>.

Our objective, through AVEnUES, is to not just provide you ideas but also point you to vendors & people who can provide the right solutions too.

**What do I do next on topics that are of interest to me?**

If you are not a BAF Member, become one (a little bit of marketing is always permitted, right!). If you are not convinced with this simple statement, please do read through the back cover of the book!

For BAF Members, you can login to our Member Portal - <https://baf.org.in/member/login>. You can then download the more detailed articles on the relevant subject. You also get access to details of hundreds of vendors on the portal with ratings (all uploaded by fellow MC Members of other apartments) who you can reach out to!

Net – net, welcome to AVEnUES! We hope you find this booklet useful and we wish you all the very best in running your Association!

Warm Regards,  
BAF Governing Council



Details of vendors across categories are available for BAF Members  
@<https://baf.org.in/member/login>



## WHAT IS AARAMB?

**AARAMB (Arise! Awake! Residents of Apartments in Mahanagara of Bengaluru)** is a voter registration campaign initiated by BAF to get apartment residents to vote during elections in big numbers, to make their voice heard with the politicians!

## WHY IS AARAMB IMPORTANT?

Politicians keep saying that apartment residents are not a vote bank and hence, have been continuously saddling apartments with discriminatory rules, absurdly high cesses and unfair treatment! This needs to change!

AARAMB is important to ensure that politicians do not continue to harass apartments:

- Voters & Votes are the agents of change;
- Every vote counts to make sure that the voice of apartment residents is heard;
- Experience clearly shows that elected representatives work better if they see votes.

## HOW DO WE GO ABOUT RUNNING AARAMB IN OUR APARTMENT?

- Educate your residents by sharing the FAQ available on the BAF website - [https://baf.org.in/assets/uploads/knowledge/attachments/How\\_to\\_find\\_your\\_ward.pdf](https://baf.org.in/assets/uploads/knowledge/attachments/How_to_find_your_ward.pdf).
- You can join the BAF WhatsApp group where others can clarify your doubts & queries. You can request your name to be added by sending a message to BAF on 99003 95000.
- Reach out to your Booth Level Officer to conduct a registration camp at your apartment complex (BLO details are available on [www.nvsp.in](http://www.nvsp.in)).
- Run campaigns involving children to educate residents to make them aware about the importance of voting.
- On Election day, organize carpool for Seniors, physically challenged, etc. and make it a Habba/Festival.

## WHICH ARE THE ELECTIONS IN WHICH WE CAN CAST OUR VOTE?

- Lok Sabha Elections (to elect Members of Parliament);
- Karnataka State Assembly Elections (to elect Members of Legislative Assembly);
- BBMP Elections (to elect Corporators).





# APARTMENT MANAGEMENT SOFTWARE

## WHAT IS AN APARTMENT MANAGEMENT SOFTWARE?

Apartment Management Software is a cloud-based system that simplifies maintenance collection, tracking, accounting, report generation, complaints tracking, booking amenities and tenants move in/out. In addition, a few systems offer integrated visitors management and even tracking of vehicles entering the complex.

## BASIC FEATURES

- **Accounting** – helps to keep track of income & expenses and generate reports.
- **Complaints Tracker** – helps residents to lodge complaints and track the status. For the Managing Committee (MC), it helps assign tasks to members with escalation matrix.
- **Communication** – provides an easy communication mode between the residents and MC.
- **Move in / out Tracker** – helps MC to keep track of residents, especially tenants, moving in and out.
- **Facility Management** – provides an easy way for residents to check availability and book common amenities like club house.

## ADVANCED FEATURES

- **Payment Gateway** – offers a hassle-free facility to pay apartment dues through cards or online banking. Payment gateway charges are applicable to each transaction.
- **Visitor Management** – some vendors offer this as an integrated facility though a security guard application needs to be subscribed separately. It helps to maintain visitor logs, staff attendance as well as courier log.
- **Vehicle Entry** – some vendors offer the facility to read number plates when a vehicle enters the complex, which completely avoids the need for parking stickers.

## NEXT GENERATION APARTMENT MANAGEMENT SOFTWARE

The next generation of apartment management software systems are beginning to incorporate the following:

- **3-way Communication & Collaboration** among Association Members, facility management staff & service providers to ensure communication is transparent and is based on workflows & timelines.
- **Real-time Attendance** for staff employed in the facility based on face recognition.
- **Real-time water quality & consumption** monitoring thru' IOT devices in swimming pools, STP, WTP etc.
- **Dashboards** to incorporate equipment condition, power / diesel consumption, waste segregation etc.

**To get more details about next generation Apartment Management Software, you can reach out to:**



**Smartility**

LEADING APARTMENT MANAGEMENT SOFTWARE FIRM

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# ASSOCIATION REGISTRATION

## WHY IS IT IMPORTANT FOR OWNERS TO REGISTER AN APARTMENT ASSOCIATION?

Association formation and registration is an important step for apartment owners as it establishes the association as a collective body of owners. The validly formed Association can then be entrusted with the management of common areas of the property by drafting appropriate guidelines/ byelaws. It is only a validly formed / registered Association which has the right to collect maintenance dues from all owners, form rules & byelaws in concurrence with general body as well as ensure a process is in place to resolve disputes if any.

## WHICH ACT MUST AN APARTMENT ASSOCIATION REGISTER ITSELF UNDER?

A lot of Apartment Associations have registered themselves under Karnataka Societies Registration Act, 1960 (KSRA) or Karnataka Apartment Ownership Act, 1972 (KAOA). The Government of Karnataka recently issued notices to apartments that they should not register under KSRA, as it is not meant for this purpose. KAOA is the most relevant Act for Apartment Associations, however, it requires all the owners to sign the Deed of Declaration (DoD), which is practically not feasible if it is not done at the time of handover from the Builder to the Association. Karnataka Co-operatives Societies Act, 1959 (KCSA) provides an alternative but there is not much precedence of Apartment Associations registering under this Act. In summary, KAOA or KCSA are the two most relevant Acts to register an Apartment Association under.

## HOW DO WE GO ABOUT REGISTERING THE ASSOCIATION?

- The best time to get the Association registered is at the time of the handover by the builder to the Association since it is best done in collaboration with the builder.
- If that has not been possible, then the owners have to come together to form an Association subsequently. **For more details to register an Association, you can download the detailed note available in the Knowledge Base Section of the BAF Website - <https://baf.org.in/knowledge-base>.**

## GOOD PRACTICES

- It is advisable to form an ad-hoc committee which helps draft the byelaws of the Association before it is formed.
- Please make sure that the handover from the builder is done after proper diligence and also with the help of consultants / experts who have experience in this matter.
- Maintain all documents including NOCs, licenses & certificates from Government Departments, drawings & blueprints from the Builder and Members / Owners register along with their contact details.
- Managing Committees should work to represent the interests of all the owners and should function with accountability & transparency
- File all the relevant documents and get renewals of licenses, registrations etc. done at the right time

**For more information on Legal & Advisory Support for Apartment Associations, you can visit <https://baf.org.in/knowledge-base>.**



## COMMUNITY CONVENIENCE STORES

### WHAT IS A COMMUNITY CONVENIENCE STORE?

The type of amenities that apartment community demands has now gone beyond the infrastructure amenities of swimming pool, clubhouse, gym, sports facilities, traditional/ make-shift grocery stores, ATMs etc. There is an increasing demand for quality, specific community-need based and 24x7 convenience services to ensure un-interrupted supply of conveniences.

### WHY IS A COMMUNITY CONVENIENCE STORE NEEDED?

Imagine at 9 pm, you are looking for milk or a craving for a bite of chocolate or there is no onion at home for dinner or there is an urgent need for a headache tablet or cough syrup for you or your child. We all go through such instances quite often and struggle at those times. Modern store formats such as an automated 24x7 convenience store for apartments can ensure the best last-mile community retail network to connect apartment residents with the modern ecosystem.

### HOW DOES A COMMUNITY CONVENIENCE STORE WORK?

Smart-stores inside the apartment premises will keep stock of all your daily-needs items like grocery, dairy items, OTC medicines, snacks & beverages and other household needs. In addition, special services like courier, health check-up, pre-order based bulk purchases and other unique items can be customized based on community needs. Such a smart-store ecosystem can provide consumers everyday essentials instantly and wider access to basic goods and services.

### DOES A COMMUNITY CONVENIENCE STORE ENHANCE THE QUALITY OF LIVING?

“Tiny convenience stores” right inside the community with goodies that reflect the needs of that community, significantly enhance the experience of members of that community and further help enhance the value of that community for its existing & potential inhabitants. These services also bring peace of mind to residents by taking care of emergency needs of the residents! This can also provide job opportunities for any enterprising community member to manage the infrastructure and have the potential to offer job opportunities to community members as well.



LEADER IN COMMUNITY CONVENIENCE

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## COMMUNITY WELFARE

### WHAT IS COMMUNITY WELFARE / APARTMENT SOCIAL RESPONSIBILITY?

Bengaluru currently has more than 20% of its population living in apartments and this is expected to increase to 30 – 40% in the not-too-distant future. Apartment residents have the ability & the potential to play a significant role in making our city inclusive whether it is fair treatment of lesser-privileged people like domestic help, making the communities pet-friendly, contributing to needy people during disaster / emergencies etc.

### MAKING THE APARTMENT INCLUSIVE FOR LESSER-PRIVILEGED PEOPLE

We can make our apartment communities friendly to the lesser-privileged people like security / housekeeping staff, electricians, plumbers, maids, cooks, drivers etc. by doing the following:

- Follow labor laws & enforce minimum wages compliance on agencies;
- Give the staff manageable working hours as well as requisite weekly offs / leaves;
- Ensure that working conditions are safe & friendly to laborers;
- Eliminate manual scavenging.

### MAKING THE COMMUNITY FRIENDLY FOR PETS

Animals & pets have the right to space as people do, and the following is important to be understood by both the pet owners and others for a harmonious co-existence:

- Apartment Associations need to frame their bylaws to regulate pet ownership within the constitutional framework and which are not discriminatory in nature - pets should not be banned, and no maintenance charges should be levied on pets owners.
- Pet Owners need to abide by the reasonable rules as per the Byelaws of an Association, including keeping the pets on leash in common areas, cleaning up after their poop etc.

More details are available in the pet ownership note on <https://baf.org.in/knowledge-base>.

### CONTRIBUTION TO DISASTER RELIEF

One of the biggest advantages of community living is that it is relatively easier to mobilize resources like money, material, food, clothes etc. to contribute to needy people in times of disaster like floods, earthquakes etc. There are quite a few organizations which collect relief material in bulk and this makes it simple for the Association to contribute to relief. In times of such disasters, one can refer to [www.baf.org.in](http://www.baf.org.in) to check on centers which collect relief materials.

### NEIGHBORHOOD ENGAGEMENT

Apartment communities can also involve themselves in the following:

- Neighborhood activities like cleaning up garbage, planting trees, reviving lakes etc.
- Education & Health Support like health camps for under-privileged people in your locality.
- Donating newspapers, clothes, food etc. to social service organizations in your locality.
- Organizing cultural & sports programmes along with neighboring apartments.



# ELECTRICAL MAINTENANCE

## WHAT ARE THE TYPICAL PARTS OF AN ELECTRICAL SYSTEM IN AN APARTMENT?

- High Tension Voltage to Low Tension Voltage conversion – Transformer Yard
- Main Distribution Network – Panel Room
- Distribution Circuits – Consumption Endpoints
- Backup Power - Diesel Generator Sets
- Changeover mechanisms – Manual and Automatic
- Temporary Endpoints - Extensions and Outlets
- Earthing Systems
- Lightning Protectors

## WHAT ARE THE KEY ISSUES FOR THE MANAGING COMMITTEE?

- Proper Electrical Maintenance & Upkeep
- Ensuring Electrical Safety
- Ensuring proper backup power during grid failure
- Ensuring economy in consumption of common area major electrical devices like lift / water pump / STP motors, entry and exit gate motors, lighting
- Ensuring the systems and safety procedures comply with the Electrical Inspectorate's requirements.

## ELECTRICAL & FIRE SAFETY MEASURES

The following table depicts the potential hazards and protective measures that can be taken:

<u>HAZARDS</u>	<u>PROTECTIVE MEASURES</u>
Ungrounded electrical systems & tools	Proper grounding
Inadequate wiring	Use GFCI's (ELCB's)
Exposed electrical parts; Overhead power lines	Use fuses and circuit breakers
Wires with bad insulation	Guard live parts
Overloaded circuits	Proper use of flexible cords
Damaged extension cords	Use proper approved electrical equipment
Damaged power tools and equipment	Close electrical panels by Competent Person
Damaged Panels with open doors	Lockout / Tagout
Using the wrong protection equipment and tools	Employee training
All hazards are made worse in wet conditions	Ensure Competent Person on site
Unqualified workers doing electrical work	Qualified person to install electrical devices

It is recommended that the regular maintenance of electrical systems be done by qualified Electrician(s) either in-house or outsourced. An energy audit is also recommended to minimize consumption of electricity in common areas of the Apartment.

For more information on Electrical Inspection in Apartments - <https://baf.org.in/knowledge-base>

Details of vendors across categories are available for BAF Members  
@<https://baf.org.in/member/login>



## FACILITIES MANAGEMENT

### KEY ASPECTS OF GOOD HOUSEKEEPING

- Collection of dry, wet & sanitary waste in separate colored bins & shifted to separate area.
- Cleaning of the premises, corridors, staircases to be done daily followed by swiping with wet cloth.
- Cleaning using soap solution is suggested once a month.
- Use of scrubbing machine once in 2 months in basement & parking lots is recommended.
- Swimming Pool water to be kept clean and bacteria free.

### KEY ASPECTS OF PEST CONTROL

- **General** – Cold fogging with heavy duty machine & spraying of herbal pesticide six days in a week.
- **Rodent Control** – Glue pad to be kept in duct areas & rat cakes to be kept in garden areas regularly.
- **Cockroach Control** - All chambers & duct areas to be sprayed once in 15 days.
- **Ants Control** – "Phorate" powder to be sprinkled in affected areas.
- **Bats Menace** – Branches of the particular tree/s to be trimmed to reduce the population.
- **Pigeon Control** – Nets can be used in the balcony area or spikes can be used where they settle.

### KEY ASPECTS OF GOOD LANDSCAPING

- If space is available, one can have a lawn with Mexican Grass that is available in mat form
- Perennial flowering plants like Lantana Camra, Gardenia, Oleander, Pentas, Vinka etc. can be planted
- Flowering plants can be mixed with shrubs like Draceana, Asparagus Fern, Aralia, Acalypha, Eranthamum
- Plants like Palms, Arecanut trees, Ficus, Snake Plant, Plumeria Pudica, Champa (Frangipani) can be added along with herbs & medicinal plants like Curry Leaves, Ginger, Pudhina (Mint), Amrita Palli, Papaya, Banana etc. for good oxygen & pollution control
- Scented Plants like Night Queen (Raat Rani); Parijat, Jasmine & Rose can give a nice aroma

### KEY ASPECTS OF GOOD TECHNICAL SERVICES

- **Electrical** – Regular inspection & cleaning of all electrical installations like DG, Lifts, Transformers, Panels
- **Pumps & Motors** – Load monitoring & timely servicing of pumps & motors, energy audit etc.
- **WTP** – Regeneration, rinse, salt mixing & dosing as per OEM to maintain hardness of 100 – 150 ppm
- **Swimming Pool** – Brushing, vacuuming, filter pump operations and maintenance of PH & Chlorine levels
- **Plumbing** – Water level monitoring, timely procuring of tankers, leakage arresting, stocking spares etc.



LEADING INTEGRATED FACILITY MANAGEMENT FIRM

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# FIRE SAFETY

## WHY IS FIRE SAFETY IMPORTANT?

Fire incident in an apartment complex is an extremely rare event but if it happens, it can be extremely devastating, given the potential damage / loss of lives & property. There are a set of measures that can be implemented in apartments which can help one be more aware and better prepared, and even more importantly, potentially avert or prevent the fire happening.

## GOOD PRACTICES

There are basic things that an apartment complex can have in place for effective fire safety:

- Provide a 6-metre wide pathway around the periphery of the apartment for a fire engine to come.
- All exit doors from the staircases must be kept open always and should open outside.
- Staircases should have handrails on both sides.
- Avoid storing any combustible material, specifically near staircases, electrical rooms & cable shafts.
- Ensure that fire hydrants are present around the building and in working condition.
- Install sprinklers along the passages leading to exits.
- Make sure that the fire extinguishers are in working condition all the time.
- Valve in the fire water line must be kept open always and fire sump must always be filled with water.
- Building must have an automatic fire alarm system and a working public address system.
- Engage with a professional vendor for an AMC of your entire fire system.

## IS AN NOC REQUIRED FOR THE FIRE SYSTEM?

It is mandatory for apartments to renew their Fire Safety Certificate with the Fire & Emergency Services Department every 2 years.

## CAN I GET A FIRE SAFETY ASSESSMENT DONE FOR MY APARTMENT?

BAF, in partnership with Beyond Carlton, Citizen Matters, Jain University and When-It-Strikes has been conducting free fire safety assessment surveys for BAF member apartment complexes in Bengaluru. This survey is aimed at helping apartment complexes become aware of protocols relating to fire safety, identify & suggest improvements to prevent fires and provide a framework for apartments to assess their level of preparedness.

**If you are a BAF Member, you can ask for a free fire safety assessment by reaching out to us. Contact details are provided in the back cover of this document.**



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# LANDMARK SOCIETIES

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# LIFTS MAINTENANCE

## IMPORTANCE OF LIFTS MAINTENANCE

It is extremely important for the Association to maintain, operate, ensure safety, repair and replace equipment & accessories in lifts, thereby safe-guarding life and property as well as enhancing / protecting the value of the lifts.

## BEST PRACTICES IN LIFT MAINTENANCE

- Ensure AMC is in place, including replacement of spares. Do not use cheap alternate spares.
- Ensure a proper maintenance program with professional vendors or OEMs, along with monthly review
- Train Apartment Electricians, Security Staff and a few owners on emergency procedures including opening of doors and rescue of passengers stuck inside
- Maintain a register of events to record every occurrence in the lifts which is not normal
- Fix Automatic Recovery device, which works even if power is not available in case of power outage
- Ensure Auto Changeover Switch is working.
- Ensure pasting of luminous stickers which display Emergency Switch, Alarm Bell, Telephone switch, etc. and phone numbers of Security and Lift Maintenance staff
- Call Lift maintenance immediately, in case of Shaky movement, lift movement before doors close, improper alignment on landing, lift stopping midway between floors, etc.
- Ensure grooves in which the doors slide, are clean and without obstructions
- Prominently display signs in various places, like *"If there is a fire in the building, use stairs"*.

## EMERGENCY PROCEDURES – PREVENTIVE & RESPONSIVE

- When the alarm / bell / intercom rings, communicate immediately with the passenger trapped inside. Identify the floor position where the lift would have halted.
- Go to the nearest floor where the Lift is, let the person inside feel at ease and tell him / her – "You are absolutely safe inside the lift", "Lift is ventilated", "You will not suffocate", "We are calling for Lift maintenance for immediate help" etc.
- Call the Lift maintenance company to inform that someone is trapped inside the elevator.

## RESOURCES

For more information on Lift License Renewal Guidelines, you can visit <https://baf.org.in/knowledge-base> to download the document.



## PAINTING & STRUCTURAL PROTECTION

### WHY IS REPAINTING & STRUCTURAL PROTECTION IMPORTANT?

As the apartment starts ageing over a period of a few years, the following things start happening:

- **Paint Ageing:** The builder-provided painting loses its properties due to ageing and does not give any protection to exterior walls and reduces the aesthetic look of the building.
- **Surface Cracks:** Structural & non-structural cracks develop due to weathering, minor seismic waves rainwater starts penetrating into the structure.
- **Water Leakage:** Different parts of the building become prone to water ingress and cause seepage & leakage problems.
- **Algae Formation:** Algae starts to form due to continuous exposure to water which must be removed else it might lead to growth of weeds & plants.
- **Surface Protection:** As exterior surfaces are exposed to external environmental conditions, they start becoming prone to structure surface deterioration.

**Painting helps to upkeep the premises and enhances the value of the property.**

### HOW OFTEN SHOULD AN APARTMENT GO FOR REPAINTING / UPKEEP?

It would really depend on the quality of the original construction & painting by the builder and how it has been maintained, however it is recommended that the apartment definitely go in for repainting & upkeep within 8 – 10 years after the completion of construction of the building.

### WHAT ARE THE DIFFERENT TYPES OF SURFACES TO BE PAINTED?

Different types of surfaces require a different type of painting. The main types of surfaces to be repainted in apartments include Exteriors, Interiors, Wood Surfaces (Paint / Polish), Metal Surfaces & Terracotta Tiles.

### WHAT ARE THE KEY POINTS TO REMEMBER & HOW DOES ONE GO ABOUT IT?

Multiple activities need to be taken care of when going for repainting like pre-painting site inspection, fixing the scope of painting, determining the measurements / quantities, understanding the specifications & painting methodology, finalizing the right colour schemes, knowing the quantum of paint consumption. It is important for the Association to engage with a professional paint manufacturer, enter into a tri-partite agreement with the paint manufacturer & paint applicator and move ahead with proper project planning.

  
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## ROOFTOP SOLAR

### WHAT IS ROOFTOP SOLAR?

In a rooftop solar system, solar panels are mounted on the roof of an apartment complex. These solar panels generate electricity in the form of DC power when the panels receive sunlight. With a BESCOM-grid connected rooftop solar plant, electricity generated can be used to reduce common area electricity consumption in an apartment complex.

### WHY IS ROOFTOP SOLAR IMPORTANT?

Rooftop Solar is a win-win for the following reasons:

- Huge cost savings which reduce the electricity bills of common areas significantly;
- Renewable source of energy is free and infinite, which contributes to the environment;
- It has long life and is simple & easy to maintain.

### SOUNDS GOOD BUT HAS ANY APARTMENT INSTALLED ROOFTOP SOLAR?

Yes, indeed! Quite a few apartments including BAF Member apartments have already installed rooftop solar and are enjoying the benefits of a great Return on Investment (ROI) and significantly reduced electricity costs! You can reach out to the vendors given below and a few other vendors whose details are available on the BAF Website.

To know further details, you can refer to the more detailed note available in the Knowledge section of the BAF website – <https://baf.org.in/knowledge-base>



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Website : [solaredge.com](https://solaredge.com)



## RWH & GROUND WATER RECHARGE

### WHY DO WE NEED TO HARVEST RAINWATER & RECHARGE THE GROUND?

Rapid urbanization & concretization of the city has led to a situation where there are few avenues for the rainwater to seep into the ground and recharge the same. Given that natural percolation takes time and there is also surface water run-off along with evapotranspiration, it is important that rainwater is directed significantly into the ground at the place where it falls.

### WHY ARE RWH & RECHARGE WELLS IMPORTANT IN APARTMENTS?

Bengaluru is in a significant water crisis today primarily because we are not able to use rainwater effectively to recharge the ground water, which is one of the most important sources of water for the city. In many places, ground water has run dry and in many other places, the groundwater levels have depleted quite substantially.

### IS RWH MANDATORY IN APARTMENTS?

Rainwater Harvesting (RWH) is mandatory in apartment complexes. As per BBMP Byelaws 2003 (Byelaw 32) – “Every building with a plinth area of exceeding 100 sq. mtrs. and built on a site measuring not less than 200 sq. mtrs. shall have one or more Rainwater Harvesting structures having a minimum total capacity as detailed in Schedule XII.” As per BWSSB Amendment Act, 2009 – “Every owner or occupier of a building having a sital area of 2,400 sq. ft. & above or every owner who proposes to construct a building on a sital area of 1,200 sq. ft. & above shall provide for rainwater harvesting structure.”

### IS IT MANDATORY TO HAVE A GROUNDWATER RECHARGE SYSTEM?

While groundwater recharge is not mandatory, it is extremely important for apartments to dig recharge wells so that the ground water is recharged at the place at which the rain falls. This is the best way to revive borewells and have a continuous source of water supply for the apartment without having to rely on external sources of water like Cauvery water & tanker waters.

### HOW DO I INSTALL AN RWH & GROUND WATER RECHARGE SYSTEM?

You can refer to the more detailed note available in the Knowledge section of the BAF website – <https://baf.org.in/knowledge-base>



## SECURITY & SAFETY

### WHAT ARE THE KEY COMPONENTS OF SAFETY & SECURITY IN AN APARTMENT?

Security & Safety is one of the key reasons why many residents choose Apartment Living, specially for people who take up jobs which involves certain amounts of travelling or households with working couples. The fundamentals of security & safety in an apartment include engaging with a professional security agency, installing a proper CCTV system, following good processes & police verification where possible.

### KEY ASPECTS OF HIRING A GOOD SECURITY AGENCY

- Hire a professional Security Agency registered under the PSARA (Private Security Agency Act) 2005.
- Draw up clear guidelines & process for the working of the security guards.
- Ensure that the guards are well-trained and work on proper shifts with adequate holidays.

### KEY ASPECTS OF A PROPER CCTV SYSTEM


- Install a system which provides online real-time feed.
- All the common areas of the apartment must be properly covered through multiple cameras.
- Recording / footage should be available for at least 1 – 2 weeks.
- 1 or 2 cameras should always cover the road at the entry / exit.

### GOOD PROCESSES

- Have a robust communication system with residents including intercoms in all apartments.
- Use a good Security & Apartment Management System to ensure proper maintenance record of entry / exit.
- Maintain a database of all residents including their emergency contact details.
- Put out a list of all Emergency Numbers – Fire, Police, Ambulance, local hospitals etc.
- Get police verification done for all house maids, drivers & other domestic help.
- Ensure that accident-prone areas like Swimming Pool, Gym, Lifts, etc. are properly attended to.
- Child proof your balconies to avoid any accidents.
- Ensure that all common areas are well-lit and the pathways are free of any obstructions.

### POLICE VERIFICATION

It is very important for Associations as well as Owners to get a police verification done for the domestic help who work inside the apartment complex. Separately, police verification is advisable to be done for tenants too. While police verification is not mandatory in Karnataka, it is prudent practice for Apartment Associations & Owners to undertake the same, with a view to having a community which is secure & safe.



LEADER IN TENANT VERIFICATION

For further details contact  
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Website : [www.tenantverify.in](http://www.tenantverify.in)





# SEWAGE TREATMENT PLANTS

## WHY ARE STPs IN APARTMENTS IMPORTANT?

Bengaluru is going through a severe water crisis and the situation is only expected to worsen as the city grows and the demand for water increases. Treated water from Sewage Treatment Plants (STPs) is an important source of water for the city which can be used for gardening, car washing, toilet flushes and in construction sites too. Having STPs in apartments makes it possible for the treated water to be used locally thereby reducing the demand for water overall, which otherwise would have ended up in the sewage network and ultimately going out of the city.

## WHAT IS TO BE DONE IF THE STP IN MY APARTMENT IS NOT FUNCTIONING?

STPs become dysfunctional primarily for 2 reasons –

- Faulty design & implementation of the STP by the builder
- Poor maintenance of the STP system

**The good news is that irrespective of whether it has become dysfunctional due to faulty design or poor maintenance, the STP can be set right and made to function properly!**

## HOW DO I GO ABOUT MAKING MY STP FUNCTIONAL?

To start with, it is important to engage with a competent consultant / vendor who can study the existing system to determine whether it has to be redesigned or whether it has to be just maintained properly. After that, the vendor can guide the Association through on how to manage the system properly, which yields rich dividends for the apartment financially & environmentally!

## WILL IT BE BENEFICIAL TO MAKE THE STP FUNCTIONAL?

Given the increasing water cost, rectifying the STP makes good commercial sense as it can provide payback within a few months, even if the cost runs into a few tens of lakhs of rupees. Also, given the severe water shortage in the city, it makes eminent civic, social & environmental sense too! Please do go ahead immediately to set your STP right! You can reach out to the vendors below!

LEADING FIRM IN 10 - 200 KLD STPS

**For further details contact**

Contact Person : Kannan Pasupathiraj  
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Website : [www.ecotec.in](http://www.ecotec.in)

Leading Firm in 100 KLD - 1 MLD STPs

**For further details contact**

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# SOLID WASTE MANAGEMENT

## WHAT CONSTITUTES SOLID WASTE MANAGEMENT AT AN APARTMENT COMPLEX?

In an apartment complex, the Apartment Association should provide mechanisms for the regular disposal and management of the waste generated by each resident household. The association should ensure that all streams of waste generated by the complex are handled and managed properly as per guidelines and enable a hygienic and responsible lifestyle for residents, while at the same time making the city sustainable.

## WHAT ARE THE DIFFERENT WASTE STREAMS TO BE MANAGED?

- **Organic or Wet Waste:** All forms of bio-waste, mostly waste from food
- **Dry Waste:** Non-wet waste items like plastic / paper / packaging, metal tins / cans, glass bottles, rubber, thermocol etc.
- **Hazardous or Reject Waste:** Sanitary waste like diapers, sanitary napkins, bandages, condoms, used tissues, medicines, razors, blades, used syringes, injection vials etc.
- **Other Waste:** All other forms like e-waste, bulky waste like old furniture, community garden waste etc.

## WHAT ARE THE GUIDELINES FOR WASTE MANAGEMENT IN AN APARTMENT COMPLEX?

Waste management in Bengaluru is governed by the Solid Waste Management Rules 2016 mandated by BBMP. The following guidelines are to be followed:

- Segregation at source is mandatory! An Apartment Association must facilitate the residents to segregate various waste streams at the household and dispose / manage separately.
- It is preferable to opt for an in-situ composting system to manage the wet waste. In the absence of adequate space for in-situ composting, waste must be disposed with a vendor empaneled by BBMP.
- For all other waste forms, empaneled vendors can be enlisted to help manage the waste.
- There is a ban of sale and use of various forms of plastic items as per notification issued in March 2016. Association must ensure residents are aware and adhere accordingly.
- Maintain a cutlery bank and encourage zero waste events at your apartment events and functions.
- Run constant education and awareness sessions for residents and house-helpers.

You can refer to the more detailed note available in the Knowledge section of the BAF website – <https://baf.org.in/knowledge-base>



LEADER IN SOLID WASTE MANAGEMENT

For further details contact

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## TAP AERATORS

### WHAT ARE TAP AERATORS?

Aerators are small devices that can be fitted on to the end of taps or inserted inside existing spouts, to control / regulate the flow of water. These water saving devices control the amount of water that flows through the tap without affecting the water pressure. Aerators are easy to fix and are available in various sizes which ensures that they can be retrofitted with all existing taps.

### WHY ARE TAP AERATORS IMPORTANT?

#### **TAP AERATORS HELP SAVE WATER UP TO 80%**

Given the current water crisis, tap aerators are an extremely important aspect of conserving water in homes through a simple technique. In addition, the cost of water is continuously & significantly increasing. The amount of water saved and hence the cost saved through tap aerators, provide significant return on investment given that tap aerators are priced at extremely affordable rates.

### HOW DO I GO ABOUT INSTALLING TAP AERATORS?

The Association can reach out to a few vendors and negotiate the best rate with them. These are small items which can be procured in bulk, post which any plumber can go home to home to install the aerators in the taps. It is very simple!

To know further details, you can refer to the more detailed note available in the Knowledge section of the BAF website – <https://baf.org.in/knowledge-base>. You can also reach out to one of the leading vendors of tap aerators, whose details are given below.



**LEADING TAP AERATORS FIRM**

**For further details contact**

**Contact Person : Goutam Surana**

**Phone : 9686194711**

**Email : [info@neosystek.com](mailto:info@neosystek.com)**

**Website : [www.eco365.co.in](http://www.eco365.co.in)**



## TAX COMPLIANCE

### WHY IS TAX COMPLIANCE RELEVANT FOR APARTMENTS?

Tax Compliance is a statutory requirement and hence it is important for apartment associations to be aware of the compliance requirements in GST, Income Tax, Professional Tax, TDS etc.

### APPLICABILITY OF GST

Scenario	Amount collected from Members	Aggregate Turnover of Association	GST Applicability
1	All Members <= Rs. 7,500 p.m.	< Rs. 20 lakhs p.a.	Not Applicable
2	All Members <= Rs. 7,500 p.m.	>= Rs. 20 lakhs p.a.	Not Applicable
3	Some Members > Rs. 7,500 p.m.	< Rs. 20 lakhs p.a.	Not Applicable
4	Some Members > Rs. 7,500 p.m.	>= Rs. 20 lakhs p.a.	Applicable

Aggregate Turnover includes Maintenance Charges, Corpus / Sinking Fund, Interest Income & Other Income like Rentals from Club House / Common Amenities / Dhobi / Parking Space, Moving In / Out Charges, Revenues from Hoardings, Sponsorship Income and other revenue like receipts.

### APPLICABILITY OF INCOME TAX

Applying the principle of mutuality to an Association, the various heads of income of an Association are split into two categories (exempt from tax & taxable):

Sources of Income Exempt From Income Tax	Sources of Income Which Are Taxable
All charges levied on members*	All charges levied on non-members
- Maintenance Charges	- Membership Fees, if any
- Interest & penalties on overdue amounts	- Interest & penalties on overdue amounts
- Rentals for usage of common amenities	- Rentals for usage of common amenities
Transfer Fees on change of ownership	Income from third parties (hoardings, cell towers etc.)
Interest on investments made in co-op banks	Interest on investments made in regular banks

### APPLICABILITY OF TDS & PROFESSIONAL TAX (PT)

In Apartments, TDS is payable on certain types of payments like salaries & payments to contractors. PT is also applicable for employees employed by the Association.

### APPLICABILITY OF PROPERTY TAX ON COMMON AREA

In Apartments, the common areas which house the various amenities like gym, club house, swimming pool, play area etc. are already included in the super-built-up area of the individual flat owners. The property tax for the common areas is already paid when the individual owners pay the property tax for their respective flats. Hence, there is no need for the Association to pay property tax separately on the common areas. However, if there are common areas / clubs which are not included in the super-built-up area of an apartment complex, those areas would come under a separate PID No. and property tax would be payable separately on that.

For more details, you can refer to detailed notes on GST, Income Tax & TDS available in the Knowledge section of the BAF website – <https://baf.org.in/knowledge-base>



## WATER METERS

### WHAT ARE SMART WATER METERS FOR INDIVIDUAL FLATS?

Most apartment complexes have a single water meter which measures the water supply at source for the entire apartment complex. Smart Water Meters for individual flats are devices that measure the data relating to total amount of water that is supplied to individual flats, which in turn, is transmitted in real time to the apartment association as well as the individual flat owners.

### WHY ARE WATER METERS FOR INDIVIDUAL FLATS IMPORTANT?

What cannot be measured cannot be managed! Since the usage of water in individual flats is currently not tracked, it leads to a lot of wastage & inefficiencies as the owners are not even aware of the same. In addition, since the usage of water in individual flats is currently not charged on the amount of water they individually consume, people tend not to bother about the usage. Hence it is extremely important for apartments to consider water meters for individual flats.

### DOES INSTALLATION OF WATER METERS HELP REDUCE CONSUMPTION?

#### **WATER METERS IN INDIVIDUAL FLATS HELP SAVE WATER BY UP TO 30%**

Smart Water Meters have been installed in quite a few apartment complexes in Bengaluru and the output data from many such apartments clearly shows that overall water consumption reduces by almost 30% within 1 – 2 months of installation of the water meters.

### IS IT DIFFICULT TO INSTALL WATER METERS IN EXISTING APARTMENTS?

There are a few technicalities involved like restructuring of piping and changing the existing system, but there are currently a lot of vendors who can help the apartment manage the same very efficiently & effectively.

### DOES IT MAKE COMMERCIAL SENSE TO INSTALL INDIVIDUAL WATER METERS?

Water meters make eminent commercial sense. The workings from existing apartments show that the Return on Investment (ROI) is ~20%, which is quite attractive. **To know further details, you can refer to the more detailed note available in the Knowledge section of the BAF website – <https://baf.org.in/knowledge-base>.** You can also reach out to the vendor given below to know more.



**For further details contact**  
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## About BAF

Bangalore Apartments' Federation (BAF) is a registered not-for-profit Federation (Regn. No. SOR/GNR/02/2014-15) to represent and protect the interests of Apartment Associations across Bengaluru! As of November 2019, BAF has over 500 apartment complexes across Bengaluru as its Members and represents the voice of ~ 1 lakh households & ~ 3 lakh citizens!

## Key Campaigns / Achievements of BAF

- **AARAMB** (continuous campaign) thru' which voting in apartments has increased to 80%
- **Apartment Rally** (2nd Dec 2017) which helped successfully reverse retrospective STP rule
- **AVeNUES**, a guide to help Apartment Associations manage their operations effectively
- **BAMBOOS** (Annual Event) through which apartments share and exchange best practices
- **Engagement with civic agencies** to eliminate harassment & facilitate smooth approvals
- **GST Exemption** (continuous campaign) which is providing big relief to many apartments
- **Knowledge Base** on Website to help build a proper understanding on various initiatives
- **MADHURA** (24th November 2019) to bring domestic help under group medical insurance
- **Member Portal** through which Members share vendor details & rating with each other
- **Political Debate** (22nd Apr 2018) which is helping remove discrimination of apartments
- **Rooftop Solar** (continuous campaign) through which lot of apartments are going green



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