



GC1 Avenue Apartment Owners Association

01st Avenue, Gaur City, Greater Noida West

Uttar Pradesh 201009

Effective Date:	8.10.2024	Version:	V 1.2
Subject:	Scope of Maintenance	Revised Ver. History:	Original V1.1
Approved by:	AOA Board 6	Reviewed by:	Committees under AOA Board
Doc Owner:	AOA Board 6	Doc User:	Maintenance Agency & Residents of GC1 Avenue

SCOPE OF MAINTENANCE

1. Meaning & Definition of Maintenance

Here, the word 'maintenance' means to upkeep the Gaur's (Builder) fitted items inside the resident flat through the resources of the Maintenance Agency.

2. Objective

To have a single source of understanding between the Maintenance Agency and Residents of GC1 1st Avenue.

3. Mode of Complaint Registration

- Tagging through NBH (No Broker hood app)
- Calling @ 15500

4. What all covers under Maintenance inside the flat:

- Electrical fittings by Builder: Switchboard, LED bulb sockets, fans socket, AC Socket and all sockets fitted by Builder.
- Plumbing fitting by Builder: Basin, Sink, Tap in Washroom, Tap in Kitchen and all other plumbing stations fitted by Builder.
- Leakages in washroom: Grouting and other necessary action required for the same.
- Any Gaur Builder fitted points such as Tap/Flush points/Kitchen points/Lights points are faulty then maintenance will upkeep them. If new material is required then they will replace it (Material to be provided by Owner)

5. What are the works that Maintenance Agency will do

Maintenance agency will only upkeep the builder fitted items, if found faulty, the agency will change the fittings free of cost.

Material to be provided by flat residents on their own cost.

6. What are the works that Maintenance Agency do not do

- Any customised station such as additional electricity port, additional socket, extended kitchen fittings, tap, etc. will not be maintained by the Maintenance



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Agency. No electrical equipment such as Mixer, Iron, fan, AC etc. will be maintained/repared by the Maintenance Agency.

- b. Any extended point originally not provided by Gaur will be out of scope.
- c. Any Gaur Builder fitted points such as Tap/Flush points/Kitchen points/Lights points is in working condition and new replacement is required then it would be out of scope.

7. Exception

Any exception will be dealt by AOA Board subject to approval of majority Board Members in consultation and recommendation of the Maintenance Agency.

8. Grievance Redressal Mechanism

- a. First Level Escalation: Facility Manager, Maintenance Agency
- b. Second Level Escalation: Chairman, Maintenance Committee, AOA
- c. Third Level Escalation: Secretary, AOA Board
- d. Final Level of Escalation: President, AOA Board

1st Avenue GC1 2023

Maintenance Scope of Work

Plumber		
	In scope	Out of scope
Kitchen	<ol style="list-style-type: none">1. To ensure supply of water in all taps2. White cement (Provided by Resident) around sink3. Grouting (Provided by Residents) work around kitchen slab4. Replacement of drain pipe (Pipe shall be provided by residents)5. Cleaning of drain pipe (if required)	<ol style="list-style-type: none">1. New Tap fittings & repairing.2. Required Materials except Teflon tape & Washer3. Any new fit outs
Bathrooms	<ol style="list-style-type: none">1. To ensure supply of water in flushes (Material required, if any, shall be provided by residents)2. To ensure supply of water in all taps Replacement of inlet pipes of flush (Pipe shall be provided by residents) and to any leakage which requires Grouting works (white cement/Grouting shall be	<ol style="list-style-type: none">1. New Tap fittings & repairing.2. Required Materials except Teflon tape &3. Washer4. Any new fit outs



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	<p>provided by resident) to stop seepage.</p> <ol style="list-style-type: none"> To prevent seepage from outside (from shafts) Change of geyser pipe (Due to poor quality or age). (Material required, if any, shall be provided by residents) 	
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Electrical	
In scope	Out of scope
<ol style="list-style-type: none"> To ensure electricity supply at each electric point. Repair/ Replacement of Switches, MCB, lights, burned sockets, Fixtures, Fan capacitors (Material required, if any, shall be provided by residents) (Applicable for power points provided by Gaur Builder) 	<ol style="list-style-type: none"> Basic Geyser Problems Fan problems (Other than replacement of capacitors) Complete replacement of the entire house light, switch fancy lights, wirings, or any electrical work. Meter cost (Repair or new purchase) There will be no interchange of Fans & Lights.

Carpenter	
In scope	Out of scope
<ol style="list-style-type: none"> Fixing L-shape Patti in modular kitchen, Door handles, screws, wardrobes for stability (L- shape Patti with screws, Door Handles shall be provided by Residents. Repair/ Replacement of modular kitchen hinges (Material shall be provided by residents) Repair/ Replacement of door locks and door hinges provided by builder at the time of handover (Material shall be provided by residents) 	<ol style="list-style-type: none"> Repairing of Interior work done by own. Repairing of materials which have been fixed by Residents own. Private work like making wooden materials etc. Change of Door or door frame



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Mason	
In scope	Out of scope
<ol style="list-style-type: none">1. Damage wall repairing work due to seepage.2. Minor repairs e.g. balcony grill area3. Change of tiles in bathroom in case of seepage issue fix (Limited to max 3 tiles). (Material shall be provided by residents)	<ol style="list-style-type: none">1. Damage wall rather than seepage.2. Any construction work3. Bathroom tile replacement, in case more than 3 tiles to be replaced

Painter	
In scope	Out of scope
<ol style="list-style-type: none">1. Seepage area wall putty work and paint (White) work will be done by maintenance. Material to be provided by resident	<ol style="list-style-type: none">1. Major seepage inside flat because of ignorance/fault will be resident responsibility

Responsibility	
Residents	Maintenance Staff
<ol style="list-style-type: none">1. Purchase the required material themselves. Don't offer the tips to staff or ask to purchase the material.2. Inform the maintenance staff minimum 3 days in advance for move in or move out3. Tenants will have to pay moving in charges as per the policy	<ol style="list-style-type: none">1. Don't take charge of any services.2. Don't purchase any material for residents for the sake of service.3. Don't allow the entry of vehicles to move in or move out without NOC.

Approvers: -

Team AOA6, GC1 1st Avenue Apartment Owners association