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# EVERYTHING YOU NEED TO KNOW ABOUT YOUR HOME AT NANDI MERAKI



# Welcome home to Nandi Meraki!

It brings us immense pleasure to welcome you to your home at Nandi Meraki.

Today marks the beginning of a new chapter and we're delighted to have enabled this special moment. As you step into your new home, know that you're stepping into a space filled with warmth, compassion, and a deep sense of belonging.

Nandi Meraki was built with a vision to create not just homes, but a Tribe That Cares. We hope your home brings you comfort, peace, and countless cherished memories.

**Congratulations once again and Welcome to the Tribe!**

# Table of Contents

Table of Contents.....	3
Introduction.....	6

## Part-1

<i>1. Interior Work Handover: Key Rules &amp; Guidelines.....</i>	<i>7</i>
a. Carpentry Gate Pass Form.....	7
b. Electrical and plumbing drawings etc .....	7
c. Preventing Damage During Interior Work .....	7
d. No Modifications involving Civil Work .....	7
e. Kitchen Countertop.....	8
f. Main Door Grill Design .....	8
g. AC outdoor unit Installation/ Maintenance.....	8

## Part II

Measures to Minimize Disruptions and Ensure Your Comfort.....	9
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## Part III

<i>Moving In: What You Need to Know About your Apartment .....</i>	<i>10</i>
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### I. Apartment Features

a. Television & Internet.....	10
b. Power Backup .....	10
c. Vertical Garden .....	10
d. Kitchen Instant Geyser Provision .....	10
e. Video Door Phone .....	11
f. Wooden flooring .....	11



<b>II. Eco friendly Installations</b>	12
a. Water meters	12
b. Sewage Treatment Plant (STP)	12
c. Water Treatment Plant (WTP)	12
d. Waste Segregation and Management	12
e. Low Flow Fixtures	13
f. Rooftop PV Solar installation	13
<b>III. Common area guidelines</b>	14
a. Common Area Usage	14
b. Drying Clothes	14
c. Visitors Car Parking	15
d. Pet Zone	15
<b>IV. Utilities</b>	16
a. Centralized Gas Connection	16
b. Lift Usage	16
c. Balcony Use	17
d. Water Supply	17
<b>V. Home maintenance and upkeep</b>	18
a. Walls	18
b. Water Lines	18
c. Sewage Disposal	18
d. Warranty Certificates	19
e. Grouting	19
<b>VI. Things to do after Registration</b>	
Property Tax Assessment, Khata transfer and BESCOM Meter transfer	20
<b>VII. Services</b>	21
a. MyGate	21
b. Maintenance	21

<b>Part-IV</b>	22
Maintenance charges	22
<b>Part V</b>	23
<b>MISCELLANEOUS</b>	23
a. Resale	23
b. Additional Facilities You May Want	23
<b>Part VI</b>	24
Annexures	24

# Introduction

Moving into and setting up a new home is no small task. This guide is designed to help you seamlessly transition into your new home at Nandi Meraki. It covers everything you need to know about - from how to go about your interior work, details about your eco-friendly installations to essential apartment features, common area usage, and maintenance tips. Additionally, it includes details about facilities, utilities, and sustainable practices to ensure a comfortable and harmonious living experience. Whether you're setting up your home, navigating community guidelines, or exploring the thoughtful amenities, this guide is your go-to resource for settling into the vibrant Nandi Meraki community.

# Part-1

## INTERIOR WORK - KEY RULES & GUIDELINES

The first thing you'll want to start planning will be the interiors of your apartment - really making it your home. Adhering to the below guidelines will help organize and streamline the process, ensuring that the work progresses smoothly.

### a) Carpentry Gate Pass Form

Before you begin any interior work in your apartment, we kindly request that you fill out the **form** and review the Carpentry Guidelines outlined in Part IV below.

In the interest of the safety of the residents, only preauthorised members of your interior execution team will be allowed into the premises between the start date and end date specified by you.

### b) Electrical and plumbing drawings

A pendrive containing the electrical and plumbing drawings for your unit, along with other important documents will be provided to you at the time of handover of the apartment. Please ensure that your designers refer to these drawings while planning your interiors (esp. for installing bathroom fittings like soap trays, towel racks, mirrors etc.) to avoid any damage to concealed electrical wiring or water pipelines in the walls/ ceilings.

### c) No Modifications involving Civil Work

As per the agreement, no modifications involving civil work are allowed during your interior work. This includes activities such as opening-up of walls or any other structural alterations, relocation of electrical plug points/switches etc. Since all walls in the building are load-bearing, even minor changes can have serious structural implications. Hence please take utmost care to ensure that these walls are not altered during the interior works. In the event of such a situation, an independent structural evaluation/rectification/corrective measure will have to be undertaken from your side. Also such modifications can lead to issues like cracks, dampness, or seepage. NHPL will not be held liable for any such modification works in your apartment.

#### **d) Preventing Damage During Interior Work**

While we're here to help ensure a smooth transition, we'd like to remind you to take care during the interior work to prevent any damage to the apartment or common areas, including plumbing lines. Any rectification needed for damages like chipped wall paint, broken tiles, or ceiling finishes in common areas during furniture shifting will be charged to the respective apartment owner.

#### **e) Kitchen Countertop**

Please ensure that your kitchen countertop is installed without any gaps, filling them with sealant to prevent water leakage from the sink. This is an important instruction for your interior design team during the installation process. Cutting and finishing the countertop granite inside the apartment is not allowed to avoid noise, dust, and potential damage to the flooring. Please ensure that the granite is cut at the workshop / interiors factory, with only the fitting completed inside the apartment.

#### **f) Main Door Grill Design**

If you plan to install a grill door in front of your main door, the design for the same is provided in Part IV. Ensuring uniformity in the design of the Main Door Grill is important as it directly impacts the aesthetics of the common areas. If you need assistance with the installation, you may choose to contact our recommended vendor (contact details provided in Part IV), to have the work done at an additional cost .

#### **g) AC outdoor unit Installation/ Maintenance**

For the installation of the AC outdoor unit or any maintenance requirements, you may choose to contact the vendor (contact details provided in Part IV), who will offer the necessary assistance.

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*\*All vendors recommended in Part IV are third party, external agencies and are only shared as a matter of convenience. You are welcome to proceed with your own vendor if you so choose to. Nandi Housing will not be responsible for the services rendered by any third party vendor.*



## Part-2

### Measures to Minimize Disruptions and Ensure Your Comfort

While every effort is being made to minimize disruptions during your stay in Meraki, you may experience intermittent dust and noise due to ongoing works. Below are a few measures that we will take to ensure your comfort and safety.

- Movement of labor staff will be managed within designated areas and times to avoid inconvenience.
- Safety measures, including barricades and signage, are in place temporarily to restrict access to active construction zones.
- Regular dusting/mopping of common areas and amenities.

Further, certain shared amenities and facilities may not yet be operational; timelines for their readiness will be communicated.

**Please note:** The entry and exit gates currently in place are temporary and are subject to change based on completion

## Part-3

### ***Moving In: What You Need to Know About your Apartment***

#### **I. APARTMENT FEATURES**

##### **a) Television & Internet**

For your convenience, we have provided necessary wiring to facilitate DTH/Cable TV and internet services directly to your home. Residents have the option to subscribe to Airtel/ ACT Fibernet, as preferred. To commission these services, contact the vendor (contact details provided in Part IV)

Please note that individual dish antennas or external cabling in balconies and other areas are not permitted.

##### **b) Power Backup**

All common area lighting, lifts, and other essential utilities have power back run on diesel generators (DG). Every 3 BHK, 2.5 BHK, and 2 BHK apartment is equipped with a 1.5 KVA backup. All 1 BHK apartments have a 1.3 KVA backup. This backup system supports all lights, fans, refrigerator and 5 Amp sockets within the apartment but excludes 16 Amp sockets

##### **c) Vertical Garden**

We have provided a water inlet for those interested in setting up a vertical garden in your balcony, please contact the vendor (contact details provided in Part IV)..

##### **d) Kitchen Instant Geyser Provision**

A provision has been made for an instant geyser in the kitchen in case you would like to have a hot water supply for your kitchen sink.

**e) Video Door Phone**

Each unit is equipped with a video door phone, which will be installed prior to occupancy. Please inform the Client Relations team via email at [mail@nandihousing.com](mailto:mail@nandihousing.com), of your planned occupancy date to allow the installation team to schedule the installation accordingly.

**f) Wooden flooring**

The primary bedroom features high-quality wooden laminate flooring. While premium materials have been used, please be aware that the laminate is not water-resistant or waterproof, and the warranty excludes damages caused by abrasion or water stagnation. The profile and skirting are also not covered under warranty. For detailed information, kindly refer to the maintenance guidelines in Part IV. We request you to take appropriate precautions to safeguard the wooden flooring during any interior work.

## II. ECO FRIENDLY INSTALLATIONS

At Nandi Meraki, we are proud to integrate eco-friendly features like energy-efficient systems, water conservation measures, and sustainable materials, which are designed to reduce environmental impact while enhancing your living experience. These thoughtful installations reflect our commitment to sustainability with the hope that these features add value to your home and inspire a lifestyle of sustainable living.

### a) Water meters

In line with Nandi Meraki's commitment to sustainability, every apartment is equipped with individual water meters for both hot and cold water. A cloud-based app is available to monitor your water consumption in real-time. The Client Relations team will share the app details, along with your customer ID, via email, enabling you to efficiently track and manage your usage.

### b) Sewage Treatment Plant (STP)

An **Eco-STP Plant** has been installed to treat sewage. The treated water from this process is utilized for various purposes, including flushing, landscaping, cleaning common areas such as corridors and basement parking, as well as car washing.

### c) Water Treatment Plant (WTP)

Nandi Meraki features a state-of-the-art, sustainable water management system. Water is sourced from both the borewell and rainwater harvesting, ensuring optimal resource utilization. After collection, the water undergoes a rigorous treatment process before being stored in the main water sump. From there, it is distributed for household and domestic purposes, providing a reliable and eco-friendly solution for daily needs.

#### **d) Waste Segregation and Management**

A sustainable waste management system has been put in place in Nandi Meraki to ensure that no waste is sent to landfills. This will be handled by One Hop Organics Pvt. Ltd (Orbin). Their services will support efficient waste disposal and uphold our commitment to sustainability and maintaining a clean environment.

Kindly note that the housekeeping staff will not collect waste unless it is properly segregated.

An Organic Waste Converter (OWC) has been installed to transform all organic household waste into valuable manure for landscaping. Dustbins and waste segregation bags will be provided by NHPL on the day you move into your apartment. Please contact Mr. Gunasekhar (contact details provided in, Part IV), who will deliver the waste segregation bins as part of the complimentary start-up pack from NHPL.

Every apartment will be provided with two dustbins for wet and sanitary waste, as well as four bags for other waste types specified in the guidelines. Please contact Mr. Gunasekhar (contact details provided in Part IV) to collect these items after you move in. Please adhere to the waste segregation guidelines for both **individual household** and **community events**.

#### **e) Low Flow Fixtures**

All taps are fitted with low-flow fixtures to promote mindful water consumption, support environmental sustainability and our overall water-saving initiative. We kindly request that you do not remove, or tamper with these fixtures, for any reasons.

#### **f) Rooftop PV Solar installation**

A 400 kWp Solar PV system has been installed on the terrace, providing a 70% energy savings on common area power consumption. Please note that the areas in the terrace where the solar panels are installed will not be a usable space for residents.

### III. COMMON AREA GUIDELINES

#### a) Common Area Usage

All common areas are shared spaces, except those foyer areas in front of the main door that are specifically allotted to a particular apartment.

We kindly request all residents to use these areas including staircases, considerately and to uphold cleanliness and hygiene standards for the benefit of everyone. They must not be used for personal use, including items such as shoe racks, flowerpots, bicycles, or similar belongings. Such usage can infringe on the rights of other residents and may cause inconvenience. NHPL or the Association reserves the right to intervene if complaints are received from neighbors regarding the misuse of these shared spaces. We kindly request all residents to keep these areas clear and ensure they remain accessible to everyone.

Additionally, corridor railings and parapets should not be used for storage, drying clothes, or hanging flowerpots. This helps protect the building facade and avoids causing inconvenience to residents on lower floors.

#### b) Drying Clothes

Residents must use the utility areas within their apartments for drying clothes by installing ceiling-mounted cloth hangers. Only floor-mounted clothes stands can be used in the balconies to maintain the appearance of the building's facade. If you would like to install a ceiling-mounted cloth hanger at an additional cost, please contact the vendor (contact details provided in Part IV).

T-angles with ropes for drying clothes have been installed in designated areas on the terrace, specifically for the convenience of residents in apartments without balconies. We kindly request residents with balconies to refrain from using these spaces for drying clothes, ensuring they remain available for those who rely on them.



Please refrain from hanging wet clothes on the balcony railing for the following reasons:

- Prolonged use can damage the paint on the outside of the balcony parapet wall.
- Hanging clothes that drape into the balcony below can cause inconvenience to your neighbors and detracts from the appearance of our carefully designed building.

We trust that you value its aesthetics as much as we do.

#### **c) Visitors Car Parking**

Please ensure that visitor vehicles are parked exclusively in the designated visitor parking areas, as per community guidelines.

#### **d) Pet Zone**

To maintain cleanliness and hygiene throughout the complex, dedicated pet areas with waste disposal bins have been provided. Residents are kindly requested to train their pets to use these designated spaces. Bins and scoops are available for proper disposal. For further guidelines, kindly refer to **Pet policy & pet area guidelines** and contact Mr. Gunasekhar (contact details provided in Part IV).

## IV. UTILITIES

### a) Centralized Gas Connection

Your apartment is equipped with a centralized gas line, with the gas meter located outside your unit. NHPL has installed a copper pipeline up to the designated hob point as specified in your layout. Any extensions beyond this point will incur additional costs, which will be the owner's responsibility. For any modifications, contact the vendor (contact details provided in Part IV) . A monthly bill will be issued based on your gas usage.

### b) Lift Usage

As of now, the service lift in your block near the lobby is operational. When moving furniture or appliances using the lift, please ensure they are properly packed to prevent damage to the lift walls and ensure they remain within the weight limit of 884 kg for passenger lifts and 1020kg for service lifts.

When using the service lift to transport furniture or appliances, please ensure the following:

1. Proper Packing: Items should be securely packed to prevent any damage to the lift walls.
2. Weight Limit: Please ensure that the weight of the items being transported does not exceed the maximum limit displayed in the lift.

Your cooperation in following these guidelines will help maintain the lift in good condition for the convenience of all residents.

These lifts are equipped with comprehensive safety features, including an Automatic Rescue Device (ARD), which ensures the lift will stop at the nearest floor and automatically open in the event of a power failure. There is no need for concern if the lift pauses briefly during such an occurrence. We kindly request that you adhere to the safety guidelines displayed, which include the requirement for children under 12 to use the lift only when accompanied by an adult. In alignment with our commitment to accessibility, all lifts are designed with inclusive features such as voice announcements and braille engravings.

### **c) Balcony Use**

The balconies are thoughtfully designed to enhance your leisure time and allow you to enjoy the outdoor environment. It is part of the fire safety regulations for low-rise apartments that balconies are not permitted to be enclosed. Hence, we kindly urge you to avoid enclosing/installing metal grills in the balcony and utility areas. It will also help to maintain the aesthetic appeal of the project.

### **d) Water Supply**

The water at Nandi Meraki is sourced from bore wells, and we have test reports confirming that it is potable. However, we cannot guarantee that the quality and quantity of the water will remain consistent in the future. We are actively working with the authorities to secure Cauvery water supply as soon as possible.

All statutory fees required for facilitating BWSSB water supply have been paid by NHPL, as confirmed by the BWSSB receipt provided along with your title deed set. However, owners may be required to pay any additional fees that BWSSB may demand when the water supply is connected to the premises.

## **V. HOME MAINTENANCE AND UPKEEP**

### **a) Walls**

Even though our solar panels cover a large part of the roof, the top roof slab will expand and contract to some degree due to sun exposure, which may result in visible effects on the external walls. This is a natural process that occurs in the first year and stabilizes after settling. Any minor cracks you may notice are cosmetic and do not affect the structural integrity of the building. It is generally recommended to apply a fresh coat of paint inside the apartment after two years of occupancy to cover hairline cracks and any general weathering on new surfaces.

During the first rainy season after occupancy, you may notice damp patches on certain external walls, particularly around windows, and on the ceiling. The dampness may reduce over a period of time as the building stabilizes. If the dampness persists, please escalate the same through the MyGate app.

### **b) Water Lines**

In new buildings, residual sand and cement particles may occasionally impede the flow of water, despite thorough cleaning of plumbing lines before handover. This is normal and may require regular cleaning for the first 4-6 months. You may also notice minor dripping or leakage from cisterns and taps; these are not defects but typically require minor adjustments. If you experience any such issues, please escalate the same through the MyGate app.

### **c) Sewage Disposal**

To ensure its proper functioning, please avoid disposing of items such as used sanitary napkins, plastics, diapers, wet wipes, paper towels, hair, dental floss, tissues, or other non-biodegradable materials in the toilets, as these are common causes of blockages in the main sewer line.

If you notice any blockage, please do not attempt to address it yourself. Instead, register your complaint through the MyGate app, and a plumber from the maintenance team/agency will assist you.

#### **d) Warranty Certificates**

Warranty certificates for various fittings in your apartment are included in Part IV. The validity of these warranties depends on the date the fittings were procured, which may vary across different blocks. Please refer to the certificates to determine the applicable warranty period for your apartment.

#### **e) Grouting**

Over prolonged use or in cases of misuse, grouting can wear out due to several factors, including the types of chemicals and cleaning methods used. Certain cleaning chemicals and vigorous scrubbing with brushes or mops can accelerate the wear on the grout, especially in high-moisture areas like bathrooms.

To address this, periodic re-grouting is typically necessary, as grout is not covered by a warranty and depends on the regular usage and maintenance of the space. Grouting maintenance helps maintain a water-tight seal and prevent seepage. As part of annual maintenance, ensure that all tile joints in your toilets are properly filled with grouting.

If you encounter any issues or concerns regarding grouting in your apartment over time, please contact the vendor (contact details provided in Part IV), who will assist with the work at an additional cost.

## VI. THINGS TO DO AFTER REGISTRATION

### **Property Tax Assessment, Khata transfer and BESCOM Meter transfer**

Property tax from the date of registration, for the FY 2024-2025, will be borne by NHPL (we will share the tax paid receipt with you to enable you to pay the property tax for the following years).

Khata transfer to owner's name will also be done by NHPL. Katha transfer fees, (2% of the stamp duty) will be borne by the respective owners.

After Khata transfer, NHPL will provide the NOC to BESCOM to support the transfer of the Electricity meter. For assistance with transferring the meter to your name, please contact Mr. Krishnappa, the BESCOM liaison representative, at 9449001773. You will need to provide a copy of the sale deed, a photo ID card, two passport-sized photos, and a service fee related to the same.



## **VII. SERVICES**

### **a) MyGate**

The community security and maintenance systems are managed through MyGate. Please download the MyGate app on your phone, select Nandi Meraki, and fill in the necessary details. Maintenance team will receive a notification from MyGate and will assist with your integration into the application, until AOA is formed. Any maintenance-related issues, including plumbing, electrical, or carpentry concerns, should be reported by raising service tickets or complaints through the MyGate app. Kindly remember to close your tickets once the issue is resolved.

For any concerns related to the handover, please raise the issue on the MyGate App and we will attend to you.

### **b) Maintenance staff**

Apartment owners are strictly prohibited from hiring any members of the maintenance team, housekeeping, or security staff for personal tasks.

## Part-4

### **a) Maintenance charges**

Maintenance charges will begin from the maintenance start date, which will be communicated to you by NHPL. These charges will be deducted from the advance maintenance deposit collected. Once the advance amount you have paid is close to being completely utilised, you will be notified and required to pay additional maintenance charges.

Any balance of the advance maintenance amount paid by you at the time of handover to the Association will be transferred to the NMAOA once formed.

## Part-5

### MISCELLANEOUS

#### a) Resale

If you decide to sell your apartment, please inform NHPL via email at [mail@nandihousing.com](mailto:mail@nandihousing.com), providing the details of your apartment, the name and contact information of the purchaser, and the date of registration. Ensure that all outstanding maintenance or other dues are cleared, and a No Objection Certificate (NoC) from NHPL is issued to the new owner.

#### b) Additional Facilities You May Want

We understand the high expectations you have from NHPL, and we sincerely appreciate the trust you've placed in us. We have worked diligently to deliver a high-quality apartment that aligns with all our commitments.

However, please note that there may be certain requests from individuals or groups of residents that we may not be able to accommodate. We have adhered strictly to the architect's specifications and, unfortunately, cannot make deviations from the original plans. Your cooperation in following these guidelines will help make your moving-in experience a grand and comfortable one.

## Part-6

### ANNEXURES

Vendor contact details	<a href="#">Link</a>
Carpentry gate pass form	<a href="#">Link</a>
Do's & Dont's for carpentry work	<a href="#">Link</a>
Maintenance of wooden flooring	<a href="#">Link</a>
General Guidelines	<a href="#">Link</a>
Maintenance Timeframe	<a href="#">Link</a>
Warranty Details	<a href="#">Link</a>
Main Door Grill Design	<a href="#">Link</a>