



SOP

Tenancy and Flat Rental Management
UNI WORLD CITY, KOLKATA 2025

"UWC Flat Rental Protocols and Guidelines for Safety, Compliance & Harmony"

SOP Version-02/Tenancy/2025

Tenancy and Flat Rental Management -2025 -UNIWORLD CITY, KOLKATA

1. Title of SOP

- I. SOP for **Tenancy and Flat Rental Management** in UNIWORLD CITY, KOLKATA.

2. Version Control

- I. SOP Version-2, Date of Issue- **01.11.2025**
- II. Prepared by- Sub Committee -TENANCY, Approved by- BOMs & OBs.
- III. Next Review Date- 30.09.2026 or as decided by OBs or BOMs thru majority or advised by Local Police authority or Change in any statutory regulation or By-laws.

3. Objective / Purpose

- I. To establish clear guidelines and protocols for flat owners intending to rent out their property and Tenants who are renting the flat in UWC.
- II. Ensuring safety and compliance with society **bye-laws** rules, **legal requirements, local police regulations** guidelines and harmonious living conditions.
- III. Prevent **unauthorized occupation** or misuse of residential premises.
- IV. Facilitate smooth coordination between owners, tenants, and the UWC society.

4. Scope- This SOP applies to

- I. **Flat Owners** in a **Uniworld City** society who intend to rent or lease out their flat.
- II. **Tenants** who will occupy the rented flat.
- III. The **Sub Committee (SC)** and **KUCAOA**.
- IV. **Facility management staff**, including security and admin teams responsible for enforcing access control and KUCAOA policies.
- V. **Registered Brokers** who are engaged in the tenancy process.

Limitations / Out of Scope- This SOP **does not** cover:

- I. Dispute resolution mechanisms between owner and tenant.
- II. Legal arbitration in case of eviction, breach of contract, or tenant default.

5. Stakeholders

ROLE	DEFINITION	RESPONSIBILITIES	COMMUNICATION
INTERNAL STAKE HOLDERS			
Flat Owner	One who owns the flat thru conveyance deed & member of KUAOA.-individual or joint owners or trust or corporate or HUF	1.Inform Facility Manager about intent to rent. 2.Ensure Legal compliance. 3.Submit Notarized Lease Agreement copy with all documents. 4.Settle CAM/utility/Facade dues and coordinate move-in/move-out charges. 5.Ensure the tenant adheres to society rules.	1.Communicates to FM/Tenancy in Charge thru mail or direct thru hard copy submission with cc to Tenant. 2.Escalation to Sub Committee Members or OBs.
Facility Team	Facility Manager or Tenancy in charge- Operational enforcer of SOP and coordination node	1.Verify and archive submitted documents. 2.Keep records of tenants contact details and police verification.	Communicates to Owners, Tenants, Brokers, SC,OBs.

		<p>3.Ensure receipts of move in/out charges.</p> <p>4.Manage issuance/takeover of access cards, parking stickers, etc.</p> <p>5.My Gate configuration.</p> <p>6.Conduct or arrange tenant orientation.</p> <p>7.Report irregularities or violations to SC post personal verification.</p> <p>8.Issuance of tenant ID card by FM.</p>	
Uniworld City & KUCAOA	OBS or Sub Committee or Existing BOMs	<p>1.Trouble shooting in case of any road blockade.</p> <p>2.Auditing or checking or society rules/guidelines violation.</p>	Communicates to FM, Owner & Tenant.
Broker	Registered approved Broker with KUCAOA who is not blacklisted and paid his updated registration charges.	<p>1.Facilitate Tenant/Owner in documentation, legal compliance, Police verification and on boarding. 2.Submit all documents duly verified at Facility Office.</p>	Communicate to Owner, Tenant, Tenancy in charge and FM.
EXTERNAL STAKE HOLDERS			
Local Police Authorities	Local police station/vertical in charge of PS.	<p>1.Process and approve police verification requests.</p> <p>2.Investigate complaints involving tenants if required.</p>	<p>1.Communicates to Tenant, Owner or their broker</p> <p>2.Initiates police verification.</p> <p>3.Also to FM in case of serious complaints.</p>
FRRO	Foreigners Regional Registration Office Bidhan Nagar CK Market, near Araksha Bhavan, DJ Block, Sector II, Salt Lake City. Kolkata. 033-23340237.	NOC from Facility Office/KUCAO to be submitted by Owner to FRRO and obtain approval for further submission to local PS and FM.	Owner directly connects with FRRO and obtain NOC /approval as per process with intimation to local PS.
Power of Attorney Holder	Legally authorized registered POA holder with clear mentioning of his SCOPE, validity period of POA with holder's identity.	<p>1.The POA holder must ensure all documents are in compliance with local laws and regulations.</p> <p>2.Ensure submission of all documents and compliances as per details given in Owner column.</p>	<p>1.Communicates to FM/Tenancy in charge thru personal meeting. 2.Escalation to Sub Committee Members or OBS.</p>
External Broker	Real estate agent who is not registered with KUCAOA	NO ENGAGEMENT UNLESS REGISTRATION PROCESS IS COMPLETED & APPROVED BY SC/OBS.	For registration communicates to Facility manager.

6. General Guidelines/ Do's and Don'ts.

I. Non-Discrimination Policy

- a. KUCAOA shall not discriminate on the basis of **profession, gender, marital status, religion, caste, creed, or regional background** when it comes to selecting or allowing a tenant in UWC. The decision to rent out a flat and selection of tenant is **entirely at the discretion of the individual flat owner**.

II. Tenancy by Foreign Nationals

In the case of a **foreign national tenant**, the following steps must be strictly followed:

- a. Prior approval from the **FRRO (Foreigners Regional Registration Office)** and the **local police station**.
- b. Mandatory **approval from KUCAOA Office Bearers (OBs)** for each such tenancy.
- c. A **personal meeting** between the foreign tenant and OBs is required before approval and processing.

III. Mandatory Lease Agreement and Police Verification

- a. **No tenancy shall be permitted** without the submission of a **notarized lease/rental agreement, Police verification**, and all **required documents and information** as specified in **Annexure A**.
- b. A definite validity period must be mentioned in lease agreement or renewal agreement.
- c. There will be **no leniency, relaxation, or exception** to this condition under any circumstances.
- d. It is the **sole responsibility of the flat owner** to **vet and verify** all documents submitted by the tenant, at **their own cost, effort and risk**.
- e. Tenants must vacate premises immediately after agreement expiry or termination unless in case it is renewed.
- f. In case of renewal of agreement, the renewal agreement needs to be submitted on or before the date of expiry date.

IV. Tenancy Through Power of Attorney (POA)

- a. In cases where a flat is being rented out through a **Power of Attorney**, the **POA holder must personally visit the Facility Office** with the following:
 1. Original **identification documents of POA**.
 2. The **original Power of Attorney document**.
- b. The POA holder is required to **meet with the Facility Manager and/or SC Members/OBs** prior to the submission of the tenant's documents.
 1. The Facility Manager reserves the right to **request a Police Clearance Certificate (PCC)** of the POA holder if deemed necessary.
 2. Upon **each renewal of the lease agreement**, a **fresh copy of the POA** must be **submitted or shown**, especially if the **validity of the original POA has expired**.
 3. FM will do a video call with the Owner for confirmation in case of **Tenancy thru (POA)**.

V. Prohibited Tenancy Arrangements

- a. The following forms of tenancy are strictly prohibited in UWC:
 1. Subletting
 2. Paying guest accommodations or Guest houses
 3. Airbnb or similar short-term rentals
 4. Event hosting or venue usage

VI. Permissible Use of Flat

- a. Flats may be rented out **only for residential purposes**.
- b. **No business or commercial activities**, including but not limited to **cloud kitchens**, are allowed.

VII. Prohibited Items and Substances

- a. Tenants are strictly prohibited from storing or possessing:
 1. Unauthorized arms or ammunition
 2. Narcotics or banned substances
 3. Hazardous or flammable materials
 4. Prohibited or banned animals/birds/items

VIII. **Licensed Arms Possession**

- a. If a tenant possesses **licensed arms**, the tenant and the owner must:
 1. Inform the **Facility Manager (FM)/KUCAOA**.
 2. Submit approved documents and license copies.
 3. Provide an acknowledged copy of intimation submitted to **local authorities or the police station**.

IX. **Guests and Visitor Regulations**

- a. Tenants must not allow **unauthorized guests or long-term visitors** without prior intimation to the owner and Facility Manager.
- b. Any **unauthorized entry via MyGate** by either the owner or tenant will invite suitable action.
- c. Persons entered as "Family" in MyGate must be **blood relatives or individuals listed in the tenant's KYC form**.
- d. Tenants are not allowed to handover the possession of his rented flat to any person whose documents are not submitted in his absence or if he is away on vacation etc. Handing over access cards, stickers, or parking tags to outsiders is strictly prohibited.
- e. In case of any permanent domestic servant/helper residing with tenant, tenant will ensure to declare the same and get the proper ID card issued from facility office after submission of required documents and police verification/online registration on local police portal as per regulation. Tenant will be totally accountable for his/her behavior and conduct.
- f. Tenant will ensure that no gathering of any nature or on any occasion in his rented flat of more than 25 adult persons at one point of time without the approval of Facility Office.

X. **Prohibited Activities**

- a. The following illegal activities are strictly forbidden in flats at UWC:
 1. Gambling or betting.
 2. Drug or human trafficking.
 3. Massage parlors or immoral trafficking or any other activity as determined by KUCAOA.
- b. Any violation will result in **strict action as determined by KUCAOA**.
- c. A tenant is not allowed to hold political/communal rallies, unlawful assemblies, or disruptive protests with in premises of UWC. Any ritual etc. has to be done inside his rented flat only.

XI. **Clearance of Dues**

- a. Owners must **clear all pending dues** (dues include: **CAM, utilities, gas, façade repair**, etc.):
 1. Before Renting out their flat and Renewing a tenancy lease.
 2. During period of stay of the tenants.
- b. In case of any pending dues KUCAOA can take suitable action as they deemed fit including blocking of My gate access of their tenants and family members.

XII. **Multiple Tenancies**

- a. Multiple tenancy arrangements are **subject to approval** by the **Sub-Committee (SC) or OBs**.
- b. Each tenant must submit **separate documentation** and undergo **individual police verification**.

XIII. **Pets Owned by Tenants**

- a. Tenants must provide **complete information about any pets** they own to the **Facility Office**, including details of **periodic vaccinations**. **Banned breeds** of pets are **strictly prohibited** in UWC.
- b. Tenants are responsible for ensuring that their pets **do not cause harm or nuisance** to any resident and must adhere to all **UWC pet-related guidelines** including timely vaccination and ensure that they clean up after pets in common areas.
- c. Tenant will ensure that they do not let pets roam unattended in lifts, corridors, or gardens and not prevent others from using lifts/parks because of pets, also they must use leashes and muzzles in open/common areas.
- d. Tenants will ensure that they will adhere to society guidelines on stray dogs and will feed only in the designated areas. They will also not feed the pigeons and other birds/animals/fish in open common areas or water bodies.

- XIV. **Lease Renewal and Car Stickers**
- a. In case of lease renewal/extension:
 1. A **fresh lease agreement** must be submitted along with required documents.
 2. A **new car sticker** will be issued corresponding to the new validity period.
- XV. **Owner's Responsibility and Liability.**
- a. Flat owners are **fully responsible** for:
 1. Any illegal activity, misconduct, or violation of KUCAOA rules by their tenant(s).
 2. Damages caused to **UWC property or assets** by their tenant(s).
 3. Misuse of water, electricity, or other utilities by their tenants.
 - b. Owners will be **liable to indemnify or compensate** for any such losses.
 - c. **Any action taken by KUCAOA** in such cases shall be **binding on both the tenant and the owner.**
- XVI. **Common area & corridor/balcony**
- a. Tenants will ensure that they don't keep any of their belongings in common area and corridor like flower pots, shoe rack, gas cylinder etc.
 - b. Tenants will also ensure that they should not hang flower pots or any loose fittings/stuff in the balcony.
 - c. Vandalism or graffiti on society walls/property is strictly prohibited.
- XVII. **False Information or Documents**
- a. If any tenant submits **false or misleading information/documents**, KUCAOA will initiate **appropriate action**, which will be **binding on both the owner and the tenant.**
- XVIII. **Health, Safety and Emergency**
- a. Tenants have to follow fire safety norms all the time while staying in UWC campus and participate in mock drills & awareness sessions organized by the society.
 - b. They should not tamper with firefighting equipment, alarms, or electrical panels under any circumstances.
 - c. They should keep emergency contacts (society office, security, local police, ambulance) handy and contact immediately tower guard or main gate security in case of any incident, accident or mishap.
 - d. Tenants will ensure that they do not bypass or argue with security protocols, they should not misbehave or engage in physical altercation with any staff of facility. In case of any issue they should escalate their complaints to facility office with information to owner.
 - e. Tenant must immediately inform the Facility office in case of any infectious or communicable disease in his family and must take due precaution so that it does not spread to others.
- XIX. **Harmony and Respect to Neighbors**
- a. Tenants will not engage in quarrels, abusive language, or create harassment of neighbors/staff and will always respect privacy, cultural & social diversity of residents.
 - b. In case of any issue they should inform the Facility office and Owner.
- XX. **Parking & Traffic**
- a. Tenants will ensure to park their vehicles only in their allotted slots and in no way in fire exits, driveways, visitor parking, or neighbor's slots. They should not wash vehicles in common area/road or in someone else parking slots.
 - b. Tenants will ensure that their guests also park their vehicle in visitor parking slot and not anywhere else.
 - c. Tenants will affix their appropriate vehicle sticker so that it is displayed society at all times.
 - d. Tenants will ensure that they should not allow to drive or learn driving by any of their family members with in the campus of UWC.
 - e. Tenants will follow speed limits and other traffic management of the UWC within premises.
- XXI. **Dispute Settlement Disclaimer**
- a. KUCAOA shall **not be involved** in any **owner-tenant disputes** and will **not mediate** under any circumstances.

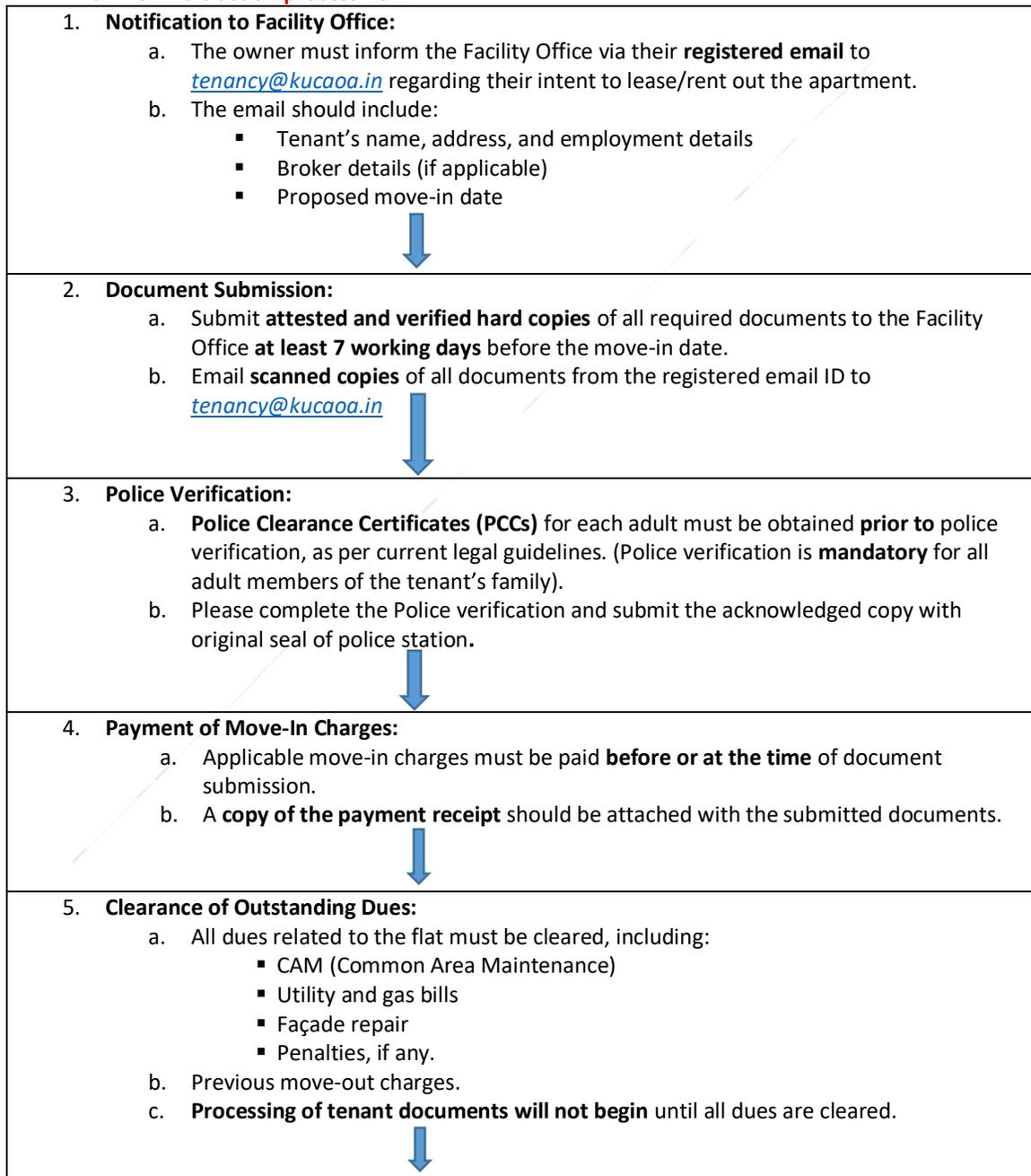
XXII. **Compliance by Tenant**

- a. Tenant, his family members and guests have to abide by all rules, regulations, guidelines, and protocols prescribed by the **Uniworld City/ KOLKATA UNIWORLD CITY APARTMENT OWNERS ASSOCIATION (KUCAOA)** now in force or as may be amended from time to time.
- b. Any violation or breach or of these rules may result in penalties or other actions as per the society's rules, regulations, guidelines, and protocols.
- c. Tenant will fully cooperate and abide by the decision of the society and KUCAOA.

7. Process of Tenant Move in and Move Out

I. Tenant Move in (New Tenant) ----- Applies to Internal Movement within UWC also.

a. Owners action process flow:



6. **Owner-FM/BOM Interaction:**

- a. If requested, the owner must **cooperate** with the Facility Manager (FM) or BOMs via **in-person meeting or video call** to provide additional tenant details.



7. **Coordination for Goods Movement:**

- a. The owner must ensure the tenant's goods vehicle **movement date and time is pre-approved** by the Facility Office and Security In-Charge.
b. Timings should avoid school/office rush hours for **safety and optimal**.



8. **Clean-Up Responsibility:**

- a. The owner must ensure that the tenant **cleans the lift and common areas** of all packing materials **on the same day** of shifting, **at their own cost**.



9. **Parking Guidance:**

- a. The owner should:
- Inform the tenant of the **allotted parking space**
 - Inform the tenant to ensure the vehicle sticker is **affixed to the front windscreen**
 - Instruct the tenant to **park only in the designated space**

b. Tenant's action process flow:

1. **Police Verification:** Obtain proper PCC and **Police verification** as per legal requirements **before move-in**.



2. **KYC and Document Submission:**

- a. Provide complete and accurate personal and family details to the owner/facility Office.
b. Submit all required documents **properly self-attested and verified**.



3. **Vehicle Sticker:** Collect/get affixed the vehicle sticker from the Facility Office after document approval and **Affix the sticker** on the vehicle **from Day 1**.



4. **Goods Movement Approval:** Obtain **prior approval** for moving goods from the Facility Office and **notify security** to avoid inconvenience. Move in on specified date.

5. **Clean-Up Responsibility:** The tenant must ensure that the lift and common areas is **cleaned of** all the packing materials **on the same day** of shifting, **at their own cost**.



6. **My Gate App Configuration:**

- a. Add only those family members in the My Gate app for whom documents have been submitted and approved by the Facility Office



7. Compliance with Society Rules:

- a. Follow all society guidelines, including, Parking, Security, Waste management, Lift usage, Interior work from day one.
- b. Follow all society guidelines, including, Parking, Security, Waste management, Lift usage, Interior work from day one.
- c. Cooperate with Facility team in physical verification process.

c. Brokers' action (if engaged)

- 1. Facilitate the tenant in:
 - a. Completing documentation and police verification.
 - b. Coordinating with the Facility Office.
 - c. Assisting with onboarding.

d. Facility Office Action process flow:

1. Document Verification:

- a. Check all documents/dues clearance update and notify owners, tenants, and brokers (if any) about any missing signatures/details/ pending dues **by Facility Tenancy in charge. TAT: 3 hours.**
- b. if everything is OK, **Facility Tenancy in charge** will get clearance **from accounts department** for giving NOC of dues **TAT 1 hour**
- c. **Facility-Tenancy in charge** will take approval **from FM- TAT 2 hours.**



2. Receipt Issuance:

- a. Issue receipt for move-in charges **at reception/accounts department. TAT: 10 minutes** (Preferably digital payment; cash payment only with FM's approval)



3. Move-In Approval:

- o Notify by mail **to Security In-Charge** by **Facility Tenancy in charge** about approved move-in date and time, copying owner, tenant, and FM. **TAT: 4 hours.**



4. Vehicle Sticker & Access Card:

- a. Issue and affix vehicle sticker **by reception** after taking approval from Facility Tenancy in charge: **TAT: 20 minutes.**
- b. Issue access card **by Security** (if applicable) upon payment: **TAT: 20 minutes**



5. Tenant Registration:

- o Register tenant and approve MyGate access by Facility Security in charge.: **TAT: 1 working day.**
- o Update facility records (digital and physical) Facility Tenancy In charge: **TAT: 1 working day.**



6. Document Preservation:

- o Maintain all documents in **properly tagged digital & physical files** for easy retrieval. **TAT: 1 working day.**



7. Orientation & Guidelines:

- FM/facility team to meet the tenant (preferably before move-in) to explain:
 - Society rules
 - My Gate setup
 - Helpdesk and complaint procedures
 - Communication channels
 - Security protocols and waste management



8. Post Move-In Verification:

- Conduct in-flat verification after move-in and confirm document details. TAT: **within 7 working days.**
- Aadhar verification TAT: **3 working days of move in.**
- Daily verification status to be shared with FM and SC members.



9. ID Card Issuance:

- Tenant ID card to be issued: TAT: **within 7 working days.**

e. SC/OBs Action

1. If SC/OBs members feels in case of any Foreign national, suspicious or escalated case by FM, they can
 - a. verify the details from owner by telephonic call /video call or personal meeting
 - d. also meet personally any prospective or existing tenant and seek more details.
 - e. request to others BOM (at least 3 BOMS together) and delegate the above two processes for support.
2. Random meeting and interaction with tenants to take feedback at the time of move in/out.
3. Random interaction with registered brokers for feedback on TAT, our process and best practices in other societies.

II. Tenant Move Out Process

a. Owners Action process flow:

1. Dues Clearance:

- Clear all dues related to:
 - CAM
 - Façade repairs
 - Utility and gas bills

2. Move-Out Charges: Pay applicable charges and obtain the official receipt.



3. Notify Facility Office:

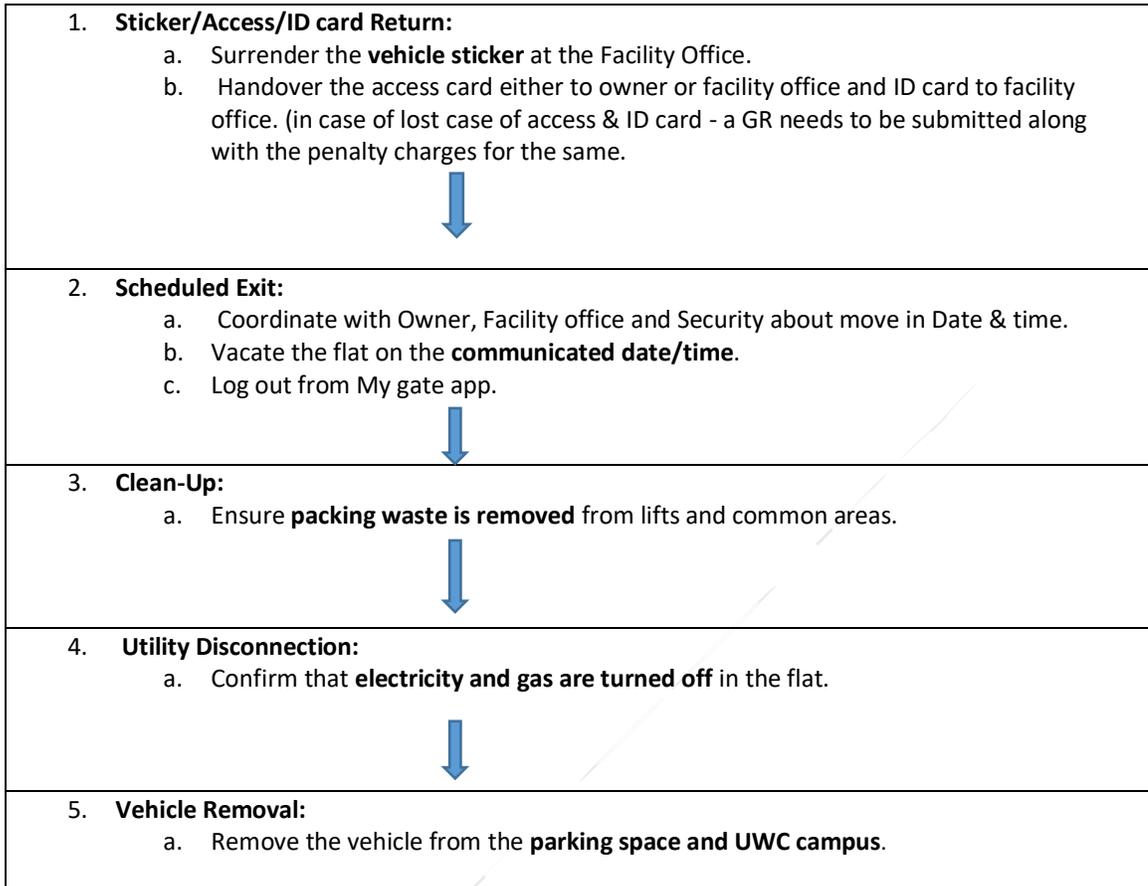
- a. Email move-out details (date/time) along with receipt to tenancy@kucaoa.in , fm@kucaoa.in , security@kucaoa.in
- b. Confirm to FM that tenant has handed over the access card for Tower entry to him or not.



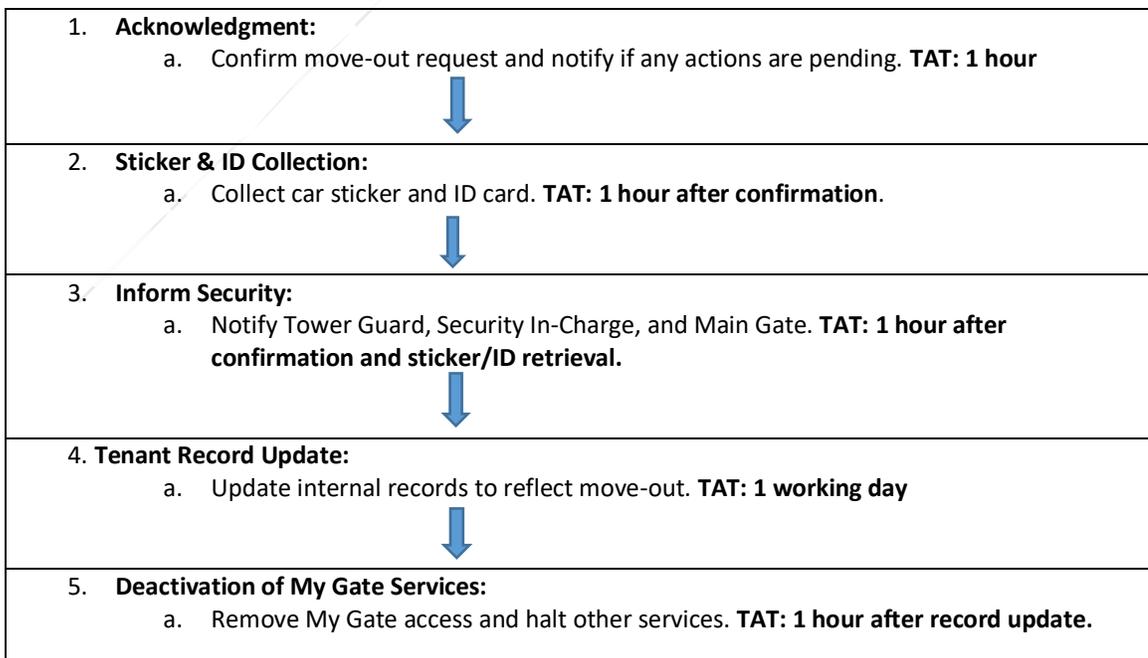
4. Utility Disconnection:

- Ensure **electrical and gas connections** in the vacated flat are properly switched off.

b. Tenant Action process flow:



c. Facility Office Action process flow:



III. Tenant Move in (Renewal of Tenancy)

Action By	Actionable(s)	TAT
Owners	1.Owner will inform the Facility Office the intent of renewal of existing Tenant. 	10 working days before the expiry of current Lease Agreement.
	2.Owner will ensure that all pending dues are paid at the time of renewal of his tenancy lease agreement otherwise renewal will not be entertained by Facility Office and My gate access of Tenant will be deactivated on the midnight of the expiry date of Lease Agreement. Any action taken by KUCAOA in such cases shall be binding on both the tenant and the owner. 	At least two days before the expiry of Lease Agreement.
	3.Owner will submit the renewal agreement to Facility Office either thru registered mail id or by hand along with KYC form. 	Before or latest by the date of expiry of Lease Agreement.
	4. In case of any additional or new family member of tenant decides to stay during the period, the details and required documents need to be submitted in prescribed KYC form along with Police verification/PCC in case of adult family member.	Before or latest by the date of expiry of Lease Agreement
Tenants	Tenant will coordinate with owner and ensure that all pending dues are cleared and the renewal agreement and all KYC documents including PCC and Police Verification for any additional/new adult family member is submitted to facility office. 	Before or latest by the date of expiry of Lease Agreement
Facility Office	Facility Office will intimate proactively the Owner and Tenant both thru phone as well mail about the date of expiry of lease agreement and submit the renewal agreement in case it is going to be renewed with same Tenant. (Tenancy in charge will maintain an updated tracker of date of expiry of every lease agreement of respective flat) 	15 working days before the expiry of current Lease Agreement
	Reminder by Facility Office on the above point and check the pending dues, if any. Owner and Tenant will also be informed on pending dues, if any. 	2 days before the expiry of current Lease Agreement.
	In case of submission of renewal Lease Agreement and payment of pending dues, validity of My Gate access will be extended till the new expiry date as per new Lease Agreement. 	On the midnight of the expiry date of Lease Agreement.
	New Car sticker to be issued and affixed on Tenant's vehicle with new validity period. 	On the day of submission of new renewal Lease Agreement.
	Tenancy record need to be updated and proper documentation to be maintained by Tenancy in charge.	Within 2 days of submission of documents.

8. Escalation Matrix

In case of any delay beyond the defined TAT (Turnaround Time) from the Facility Office, the Owner may escalate the issue as follows:

Level 1: Facility Manager

- **Mode:** Email or telephonic call
- **Details Required:** Complete issue details
- **Response Time:** Within 24 hours (one working day)

Level 2: Sub-Committee Member / BOM (Board of Members)

- If no resolution at Level 1 within 24 hours- Escalation to any Sub-Committee member or any BOM.
- **Mode:** Email or telephonic call
- **Response Time:** Within 24 hours (one working day).

Level 3: Office Bearers (OBs)

- If still unresolved, escalation to **OBs**.
- **Preferred Contacts:** Secretary or Vice President **Mode:** Email or telephonic call.

9. Communication Matrix

- I. All communications to Owner, Tenant(s), broker, local police station, law enforcing authorities will be done by Facility Manager/his team member unless as specified in this document.

10. Audit and Compliances

- I. Monthly audit by SC member(s) on process adherence, TAT and documentation.
- II. Random audit limited to once in a month by any BOM on process adherence, TAT and documentation.
- III. Random audit by OBs on process adherence, TAT and documentation on demand.
- IV. **Non-compliance** – Effect on Annual appraisal of Tenancy in charge and FM.

11. Handover Protocols and Procedure

- I. Updated SOP with all documents and records will be handed over to new Tenancy in charge, FM, SC or OBs/Board. **TAT-7 working days.**
- II. Knowledge transfer thru personal interactions/digital communication. **TAT-10 working days.**

12. Risk and Mitigation

Identified Risk	Potential Impact	Mitigation Strategy/Suggestive actions(one or multi or all actions)	Responsible Role
Unauthorized tenants or subletting	Security breaches, unauthorized access	Mandatory tenant KYC, ID proofs and police verification. Periodic checks by security or Facility team. Inform owner. Forced Exit	Facility Manager / Security Supervisor/ SC-Security
Tenant non-compliance with society rules	Disturbances, conflicts, damage to property	Signed undertaking during move-in. Clear communication of society rules during onboarding. Inform owner.	Facility Team/ Manager
Inadequate/False documentation	Legal complications, lack of accountability. Security breaches	Require valid rental agreement, ID proofs, KYC, and owner consent letter before tenancy approval. Periodic audit by SC/BOMs/OBs. Inform owner	Facility Team/ Manager Audit-SC/BOMs
Security lapses during move-in/move-out	Theft, vandalism, unauthorized people entering	Pre-scheduled move-in/out with ID verification at gate. Supervision by Tower Guard-escalation to Security supervisor/FM in case of any incident. Inform owner	Tower Guard/ Security In-charge / Facility Manager

Identified Risk	Potential Impact	Mitigation Strategy/Suggestive actions(one or multi or all actions)	Responsible Role
Owner not informing society of new tenant/adding as Owners family.	Lack of records, Security breaches & concerns, unauthorized access	Enforce penalty for non-disclosure. Forced exit of tenant or proper documentation within 24 hours, Information to local police authority for suitable action for non-compliance.	SC –Tenancy, SC-Security, OBs and FM (Collectively)
Overcrowding/unauthorized persons in rented unit	Safety hazard, damage to infrastructure, Security breaches & concerns, neighbor complaints	Inform owner and enforce proper documentation. Periodic inspection/monitoring if complaints arise.	Facility Manager / Security Supervisor
Delay in police verification	Legal non-compliance, risk of housing illegal persons. Security breaches	Set deadlines for submission. Tenancy/move in not allowed without police verification copy.	Facility Manager / Security Supervisor
Tenant disputes with neighbors/ Tenants misusing common areas	Disharmony, Wear and tear, inconvenience to other residents. possible escalation into legal issues	Inform owner, Conflict resolution mechanism through FM & SC - security. undertaking of guidelines/do's and don'ts at the time of move in. warning/penalties for repeated violations.	SC –Tenancy, SC-Security, and FM (Collectively)
Domestic violence/any incident of harassment of domestic servant/family members	Legal issues, Security breaches & concerns, risk to safety & inconvenience to other residents	Inform owner and issue advisory to tenant. Inform local police on repeated incidents.	Facility Manager / Security Supervisor
Illegal activities from rented units/storage of banned/illegal/hazardous materials	Legal issues, Security breaches & concerns, risk to safety of other residents	Inform owner, Inform Local police. Forced Exit	Facility Manager / SC-Security
Damage to society property during move-in/move out	Cost of repairs, disputes	Cost recovery from owner/tenant for damages. No further tenancy allowed till damage cost is paid.	Facility Manager / enquiry committee formed by OBs.
Inaccessible owner for tenancy issues	Delayed decisions, unresolved complaints	Keep multiple contact details. Mandate owner responsibility through declaration at the time of tenancy.	Facility Manager/SC-tenancy

13. Budget and Revenue along with different charges.

- I. **Cost heads** – documents printing charges which can be thru internal infra - max **Rs. One Lac per annum** (can be further minimized thru digital documentation and process in due course). Also, welcome KIT- 200/- per case.
- II. **Move in /Move Out Charges-**
 - i. External Movement- Tenant – **Rs 5000/- on every activity.**
 - ii. Internal Movement – Tenant – **Rs.3000/- once. Only on move in.**
 - iii. Existing Tenant becoming Owner- **Rs.5000/- once. Only on move in to new flat.**
 - iv. Owner moving in (if no tenant was in last 1 year by the same owner) –**NIL.**
 - v. Owner Moving Out-**Rs.5000/- once.**
- III. **Broker registration Charges - Rs. 25,000/- for one-time registration and Rs. 25,000/- yearly renewal.** On a gap of one year for renewal fresh registration charges will be applicable or pending years’ amount needs to be cleared. (as per Broker registration process).
- IV. **Car Sticker Charges for Tenant-** Rs.50/- per vehicle every time - both first time as well on lease renewal (since date is mentioned on sticker).
- V. **Access/ID card Charges-** Rs.50/- per card first time.Rs.100/- on replacement/duplicate.
 - a. In case of loss of access and ID card, GR needs to be submitted to facility office and applicable charges to be paid for new issuance. No charges on renewal of lease agreement/tenancy.
 - b. My Gate configuration- NIL Charges.

15. Annexures (if any)

- I. List of documents required for submission at the time of tenancy/renewal of lease. (A)
- II. KYC forms- Declaration forms by Owner and Tenant and family details. (B)
- III. Guidelines/Do’s and Don’ts declaration form. (C)
- IV. Broker declaration form. (D)
- V. Police verification form issued by Bidhan Nagar City Police Office – (ACTUAL AS ISSUED BY LOCAL PS.

Prepared by: Sub Committee - Tenancy and Rental Management-2025		
Kabi Joardar	Subhaasish Bandyopadhyay	Rakesh Mishra

Approved by: BOM vide meeting Dated 12th Oct 2025	Recorded in MOM dated
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Authorized to implement: Office Bearers, KUCAO-2025-2028			
Col Jaideep Bhowmik	Vineet Kapoor	Chhanda Chakraborty	Ajit Ranjan Bardhan
Dated:			

CC: Facility Manager, BOMs, All members KUCAOA, website of UWC.