

SOP

Owner Responsibilities Towards Facility Office for Tenant Move-In and Move-Out

Objective

To outline the procedures and responsibilities of property owners of Uniworld City in providing timely and accurate information and completion of formalities to the facility office regarding tenant move-in and move-out activities. This SOP ensures smooth communication and efficient management of tenant data.

Definitions

- **Owner:** The legal owner of the property.
- **Tenant:** An individual with/without family occupying the property under an leave and license agreement.
- **Facility Office:** The designated office responsible for managing common area services of Uniworld City.
- **Broker/ Channel Partner:** A person/organization who is working as a mediator in the tenancy process working as a bridge between the Owner and the tenant. He/they must be registered with the Facility by paying the prescribed fee.

Procedures

1. Tenant Move-In Notice

- **Owner Responsibility:**
 - Provide complete documentation to the facility office at least 7(seven) days before the tenant's move-in date **else move-in of the tenant will NOT be allowed.**

The documentation should include the following:

- Police verification form, duly filled up and with acknowledgement of the attached verification form including broker form in original from Technocity Police Station, Bidhannagar Police Commissionerate, HG68+CGM, Patharghata, Newtown, Akandakeshari, West Bengal 700135. Format attached for ready reference. The said Form with original Stamp & Signature of the aforesaid police station has to be submitted to the Facility office.
 - KYC Form, duly filled up, signed and all documents as asked for in the form. Format attached for ready reference.
 - To confirm if the channel partner/broker involved in the process is registered with the facility to prevent any complications during your tenant move-in. Please check the ID card issued to them by the Facility for confirmation of the same.
- Clear the following dues, if any:

- Association CAM: CAM as on date (Payable in favour of “**KOLKATA UNIWORLD CITY APARTMENT OWNERS ASSOCIATION A/C**”)
 - Utility Dues
 - Reticulated LPG dues
 - Email sent from the registered email id of the owner to tenancy@kucaoa.in and cc to fm@kucaoa.in & security@kucaoa.in mentioning the details of the tenant moving in
 - Payment of Rs.5000/- in favour of “**KOLKATA UNIWORLD CITY APARTMENT OWNERS ASSOCIATION A/C**”
- **Facility Office Action:**
 - Acknowledge receipt of the notification.
 - Update tenant records in the records of the facility.
 - Initiate necessary procedures for tenant registration, my gate access, and service connections.

2. Tenant Move-Out Notice

- **Owner Responsibility:**
 - Clear the following dues, if any:
 - Association CAM : CAM as on date (Payable in favour of “**KOLKATA UNIWORLD CITY APARTMENT OWNERS ASSOCIATION A/C**”)
 - Utility Dues
 - Reticulated LPG dues
 - Email sent from the registered email id of the owner to tenancy@kucaoa.in and cc to fm@kucaoa.in & security@kucaoa.in mentioning the details of the tenant moving in
 - Payment of Rs.5000/- in favour of “**KOLKATA UNIWORLD CITY APARTMENT OWNERS ASSOCIATION A/C**”
- **Facility Office Action:**
 - Acknowledge receipt of the notification.
 - Update tenant records in the records of the facility.
 - Initiate necessary procedures for removing my gate access, and stoppage of service connections.

Additional Considerations

- Owners are responsible for ensuring that tenants comply with the facility's rules and regulations.

- The facility office may require additional documentation or information from the owner as needed.
- This SOP may be subject to modification as required to meet changing circumstances.

By following this SOP, owners contribute to the efficient management of the property and enhance the overall experience for both owners and tenants.

Thanks & Regards

Facility Management Team

KUCAOA