



Welcome
To
Choice PG

House
Rule Book

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House Rules

These House Rules must be followed by all residents staying in the property (PG) operated by Choice PG. Any breach or violation of these Rules will amount to a breach of the Resident Agreement entered by the resident with Choice PG and may trigger Choice PG's rights to terminate the agreement. These rules may be updated from time to time by Choice PG at its sole discretion.

Care of the Building, Common Areas and Rooms

1. Vandalism is a serious offence. Vandalism shall mean and include all acts of destruction, damage, and/or defacement of any asset or property owned by Choice PG. The residents found guilty of committing such an offence can be evicted from the hostel and be required to pay all costs incurred by Choice PG due to such damage or destruction.

2. The residents are responsible for keeping their rooms, bathrooms, and common areas in the premises such as reception, staircase, and lounge areas etc. clean and tidy at all times.

3. Any items of common use (common TV units, etc.) provided by Choice PG as part of the amenities package, shall be used only in the common areas and not in individual rooms.

4. No furniture or furnishings in the common areas of the House may be moved by the residents at any point of time.

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5. Any damage to the House must be reported by the residents immediately to Choice PG caretakers. The residents will be liable to pay for the expenses or costs to the property arising from use/misuse of the same by the resident, except for damages caused by normal wear and tear.

6. The residents are expected to use the lifts with care and movement of any heavy equipment using the lifts will require prior permission of the Choice PG management team.

7. The residents may paste posters in the rooms assigned to them, but they should ensure that any such pasting does not cause any damage to the rooms or to any other parts of the property.

8. All food kept in the room/ common area/ pantry must be stored in suitable containers or wrapped tightly to prevent insects or rodents from accessing it. Stale, unfinished or waste food must be immediately thrown in the dustbins provided in the pantry.

9. The residents must keep the keys of their rooms and almirah safe. In case of loss they will have to bear the cost of replacement of keys. The locks for the almirah and the main door are not allowed to be changed, without informing the Choice PG caretakers.

Intoxication, Betting and Gambling

1. Choice PG is strictly opposed to possession, distribution and consumption of tobacco, alcohol, and/or psychotropic substances inside the House. No resident or any other person shall possess, distribute, and/or consume tobacco (including tobacco products such as cigarettes), alcohol, or any psychotropic substances inside the House. If any instance of such

action is brought to the notice of Choice PG caretakers, Choice PG may terminate the Resident Agreement and inform the parents/college authorities, accordingly. Betting and Gambling by any means is strictly prohibited in the House.

2. If deemed necessary, Choice PG may require any resident to undertake a breath-analyser test and the resident must co-operate in such cases.

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Conduct and Behavior

1. The residents and their guests found to be in a state of inebriation may be expelled from the House.

2. Prohibition of Ragging

- Strict Prohibition: Ragging in any form is strictly prohibited within Choice PG. Ragging is recognized as a serious offence and is punishable under the current applicable laws governing educational institutions and public accommodation facilities in India.

- Legal Action: Any instances of ragging brought to the attention of the Choice PG caretakers will be promptly reported to the appropriate legal authorities for further action.

- Responsibility and Awareness: Tenants are encouraged to maintain a respectful and safe environment for all residents.

3. It is the responsibility of the residents to cooperate with the Choice PG caretakers, the housekeeping and security staff to ensure that all services are provided smoothly. The Choice PG caretaker is the authority to decide on all matters. It is expected that residents must listen to Choice PG caretakers and not get into any kinds of argument. If there is any concern and the residents are not satisfied by the resolution provided by Choice PG caretakers; the resident may email his/her concerns to choicepg5013@gmail.com.

4. In case of any emergency or crisis, the residents must follow the guidelines of the Choice PG caretakers .

5. Any resident or a group of residents, who wish to organize a party and/or invite guests, must take prior permission of the Choice PG caretaker and it will be the responsibility of the residents to ensure that the premises are cleaned up after the party.

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6. Choice PG treats all its employees and service providers including housekeeping, security and food vendors with dignity and respect. It is expected that the residents also uphold this principle in their dealings with all Choice PG employees, representatives and service providers.

7. The residents must always behave in accordance with the Choice PG Anti-Harassment Policy and shall not harass any persons. Further, all residents must respect the personal beliefs of the other residents, such that no resident hurts any religious sentiments, beliefs, or practices in any way whatsoever.

8. Making loud noises, including playing loud music between 9.30 PM to 6.00 AM is strictly prohibited.

9. The residents should not behave in any manner which is deemed to be offensive by the neighbours or by the society either in the premises or in the neighbouring areas surrounding the premises.

10. The resident shall cooperate with the Choice PG caretaker for getting his/her police verification, FRRO compliance and any other compliance, as required by Choice PG, done timely.

Kitchen Rules

1. Cooking of food in any area except the kitchen is strictly prohibited.

2. Personal food items can be stored in common refrigerators. The

residents should adequately label their food items. Choice PG will not be liable for consumption of personal food items by the other residents.

3. The residents should ensure that the kitchen Platform area is clean after their use. All the dirty dishes should be placed in the sink, and any leftover and/or garbage must be thrown in the appropriate dustbins. The residents will be liable for damage to common utensils.

4. If food is ordered from outside by the residents, then all leftovers and packaging materials should be disposed of in appropriate dustbins.

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5. If Choice PG caretaker finds dirty kitchen top often, Kitchen utensils and other provided services will be taken away from PG and setup is needed to be done by tenants.

6. Only the first gas cylinder is provided by Choice PG, For refill the contribution must be made among tenants and aid can be provided by Choice PG but in case of no availability , Choice PG is not responsible for refilling.

Tenants can go and refill. Transportation costs will not be paid.

7. If house help/ Maid is sick or not available , Informing or raising an issue doesn't mean the garbage will be kept in the kitchen or rooms. In case of complaint Caretaker will contact househelp/maid to gather the information of absence. Caretaker will not throw away the garbage of tenants in any case.

If tenants force the caretaker to throw garbage, the tenant is eligible for financial charges.

8. In the case of house help/maid , tenants have to do cleaning by themselves and also throw garbage.

9. If in case tenants fail to throw garbage outside and it gets rotten, and help from Choice PG caretaker is sent, Rs 700 will be charged per instance.

Water and electricity consumption

1. Water should be used judiciously. Residents must report any water leakages to the security or Choice PG caretaker immediately upon detection.

2. Electricity Usage:

- A monthly electricity allowance of Rs 2500/1500(May vary) is covered by Choice PG. Any electricity expenses exceeding this amount must be shared equally among the residents of the room. The specific limit applicable to each room will be communicated in advance by Choice PG management.

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- It is expected that electricity expenses will continue to be shared equally between roommates, even if one roommate is absent for a period of time, unless a different arrangement is mutually agreed upon based on their common understanding.

- All amounts payable remain due irrespective of the number of persons occupying the room.

- Any disputes between roommates related to billing or splitting the electricity bill should be resolved amongst themselves. Choice PG will not intervene in such disputes.

- Prepaid electricity metres in case of AC installation, where applicable, have been installed in rooms by Choice PG. Each room's electricity costs are shared by all residents of the room.

Additional Guidelines:

3. Conservation Efforts:

- Residents are encouraged to turn off lights, air conditioning, and electronic devices when not in use to conserve energy and reduce costs. - Use of high-energy-consuming appliances that significantly increase electricity usage (e.g., personal heaters, air conditioners) should be minimised, especially during peak hours and in summers.

4. Monitoring and Reporting:

- Regular audits(Once a month) of water and electricity usage may be conducted to ensure compliance with these rules. Excessive usage can result in penalties or the need to revisit the terms of occupancy.

Security and safety

1. Houses may be entered and exited by the residents between designated timings, unless they have acquired the permission to enter and/or exit during the Night Hours as specified for the property. (Night Hours may vary from property to property. The residents shall check the Notice Board for these timings)

2. Exceptions to the above rule will be made only if the resident has submitted a request to the Choice PG caretaker in advance and obtained approval from the same. All such request applications need to be made

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only through the Choice PG Website. Any such request will have to be approved by the respective parent / guardian and Choice PG caretaker.

3. The residents, who are first year students or less than 18 years of age, may be required to obtain their parent's/guardian's approval on their application for a late check-in, night-out or leave through the Choice PG Website.

4. The residents who are in the second year of their studies and above the age of 18 or those who have a blanket permission (one time approval from parents), can avail blanket approvals for late check-ins, night-outs and leaves through the Choice PG Website. However, it is mandatory for these residents to notify Choice PG about their late check-in, night out or leave requests through the Choice PG Website. Failure to notify the same will automatically mean that the resident does not have the necessary approvals/permissions and their parents may be informed about the same. Do note that Choice PG has the right to share the late check-in, night-out or leave data with the parents and authorities, if required under law.

5. The Choice PG caretaker has the right to reject any late entry/night-out

requests from time to time at its sole discretion.

6. If any resident is not inside the House before the commencement of Night Hours and has not obtained requisite approvals from the Choice PG caretaker in advance, then Choice PG may notify the parents / guardians and the local police station of the same.

7. Choice PG is not responsible for the loss of any private property. The residents are strongly advised to keep secure and lock all their valuables e.g. mobile phones, laptop, watches, money etc. at all times. While going on leave, they must keep all their belongings securely packed in their bags or cupboards.

8. Building repairs and maintenance is a continuous and planned affair and Choice PG reserves the right to open and enter any room while the student is on leave to carry out such maintenance work. The same would be carried out in presence of the Security / Choice PG caretakers.

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9. Choice PG would not entertain any such claims for the loss / damage of any loose or unsecured belongings of the resident.

10. Possession, distribution and use of firearms, lethal weapons (including air guns), contraband drugs, alcohol, toxic and hazardous material are strictly prohibited in the residences. We reserve the right to search bags of the residents as well as their visitors at any time and confiscate any prohibited substances that may be found in their luggage or in their possession.

11. In case of any emergency, please contact the Choice PG caretaker or the Choice PG admins. Important contact numbers will be provided to all residents at the time of move-in.

12. Tampering with any security or fire-fighting equipment is strictly prohibited. The resident responsible for such actions will be held responsible for the cost of restoring the damaged equipment.

13. In case of any emergencies in the building, all the residents should be patient and cooperate with the Choice PG caretakers.

14. Choice PG reserves its right to handover its property to the Government Authorities in case there is any notice/order/directions from the District Administration or State Government to acquire its property during an emergency. The rooms occupied by the residents may be vacated and their belongings may be shifted in their absence for any necessary compliance of such Government Order.

Housekeeping

1. Cleaning of the room may be carried out in the absence of residents as well, so the residents are advised not to leave their valuables open and unsecured in their room. The residents must ensure their valuables are always safely placed in storage and the rooms are always kept locked.

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2. In case the residents are not available at the time of housekeeping, the room can be cleaned at a later time on request depending on the availability of the housekeeping staff in the residence.

3. Littering the room and common spaces is not allowed.

4. The residents are expected to cooperate in the periodic (quarterly) pest control / fumigation / preventive maintenance activity.

5. Please note, the services of the housekeeping staff can't be utilised for any personal work. For example: no personal utensils will be washed by the housekeeping staff.

Internet

1. Bandwidth speed will depend on the service provider and the House location. Speed will be limited per user and may be changed as per company policy.

2. Devices per user: Houses may have a restriction on the maximum number of devices per user. One user can access the internet on limited devices at a time (limit of devices may vary from property to property).

3. Choice PG shall try to give a fair internet experience to everyone for which Choice PG may continuously monitor internet usage by the residents. A Fair Use Policy i.e. to ensure that every resident uses data in moderation with respect to the fellow residents (given in Gigabytes (GB) of data) will apply on all internet services.

4. Browsing access: The residents are not allowed to -

- Access pornography
- Create and maintain fake accounts
- Download and view pirated content
- Faking IP
- Piggybacking: Using someone else's credentials

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5. Tenants are strictly prohibited from attempting to hack, modify, or otherwise interfere with the Wi-Fi network provided by Choice PG. This includes, but is not limited to, unauthorised access to the network, modifying its hardware or software, and any form of network intrusion or breach attempts.

Consequences of Non-Compliance:

- Any tenant found engaging in such activities will face immediate disciplinary action, which may include financial penalties, termination of Wi-Fi access, eviction from the property, and legal action, depending on

the severity of the offence.

Reporting and Monitoring:

- Tenants are encouraged to report any suspicious Wi-Fi activity or security concerns to the administration immediately. Regular audits and monitoring of network usage will be conducted to ensure compliance with this rule.

Usage of Electrical Appliances

1. Usage of appliances like heaters, coils, iron boxes or any other heating / cooking electrical gadget is strictly prohibited inside the room unless the room has prepaid electricity metres.

2. Residents found cooking inside a room using electric cookers, coffee makers, roti makers, heaters or any combustible material, will be considered a serious violation leading to a penalty.

3. While leaving the room premises, residents ensure that they switch off all lights, fans, electrical appliances including ACs, heaters, geysers, mosquito-repellent, machines etc.

4. In case of power being run on DG back-up, usage of electrical items especially ACs, geysers, washing machines, elevators etc. will be restricted. Management can also take the liberty of revoking the electricity access of these temporarily to conserve power backup.

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5. The right containers /bowls should be placed inside a microwave to avoid a hazardous situation. In case of doubt, please connect with the Choice PG caretakers for assistance.

6. Residents should refrain from overloading the washing machines, ensuring that clothes are unloaded immediately after usage. In case clothes are found lying unclaimed, Choice PG staff will not be held responsible if misplaced.

7. Residents should avoid stocking up the fridge unnecessarily. The housekeeping staff will get rid of any leftovers found in the refrigerator

Health

1. The residents shall intimate Choice PG caretakers immediately if any critical or transferable illness is detected to prevent other residents from getting infected.

2. The residents shall not consume any medication except which is prescribed by a registered medical practitioner.

Photography and filming

1. The common areas in Houses are under CCTV Surveillance for safety and security of the residents, the residents are advised to maintain decorum in common areas and not to obstruct / change the view of CCTV by any means.

2. Photography and filming shall be allowed but the residents shall maintain the privacy of other residents.

Police Complaints

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1. The residents shall inform the Choice PG caretaker before dialing Police Emergency Numbers i.e. '100' in case of any emergency.

2. The residents shall immediately inform the Choice PG caretaker for any engagements or encounters with Police in order to avoid surprise visits by Police Authorities at the House.

Visitors

1. All visitors must register at the visitors registration form from the website of Choice PG or from whatsapp to ChoicePG caretaker and provide all details and documents as requested by the Choice PG caretaker before entering the residence 6 hours before visit.

<https://forms.gle/F5zN7XtdpUjGVkjFA>

2. Siblings and friends are allowed to visit PG other than night. Only after visitor form/ informing ChoicePG caretaker.

3. Visitors only from the same gender may enter the resident's room with the consent of the resident's roommate. If the roommate has any objection, the visitor will be allowed only in the common areas. Visitors of the opposite gender will be allowed only till the hall/outside of PG.

4. If siblings of the same gender intend to spend the night with the resident on the premises, then due permission for the same must be sought from the Choice PG caretaker in advance. The permission for the same is subject to the resident providing a valid and justifiable reason for the same to the satisfaction of the Choice PG caretaker. Overnight stays will be allowed and will be subject to additional charges of Rs. 500 per night for the resident which will be included in their monthly rental bills.

5. The Choice PG caretakers will not entertain visitors of the residents in the event the resident is absent.

6. The resident will be wholly responsible and financially liable for all actions of resident's visitor.

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7. The local residence management reserves the right to place restrictions on the access of visitors in the event that utility consumption increases dramatically, a visitor's behaviour is inappropriate, or the people-carrying capacity of the building is compromised in any way.

Rent and Payments

1. The resident shall pay all fees and charges timely and, in the manner, prescribed as per their Resident Agreement.

2. Any disputes related to rent should be flagged to the customer experience team, as per the process laid out, and such requests will be actioned upon basis the timelines mentioned by Choice PG. However, any pending disputes in rent should not be a reason for not making timely payments. 3. In case of continuous default of payments, Choice PG reserves the right for immediate termination of Agreement and evicting the defaulter resident.

4. The residents may not be allowed to go on leaves or refuse to leave the premises with their belongings in case of pending rental payments until the same gets resolved and all the dues are cleared.

5. We do not take “Cash” in case if you want to send the rent please follow the procedure from notice in hall.

6. Please inform about rent on WhatsApp group (by texting “Rent paid_BY NAME_MONTH”)

Complaints and Suggestions

1. The Choice PG customer experience team will conduct feedback sessions on a regular basis. All the residents are asked to participate in the sessions actively so as to ensure the best delivery of services. From our perspective, any complaints, suggestions or enquiries are always welcome.

2. The residents are required to share feedback/submit queries/raise complaints on the Choice PG Website under the 'Complaints and

Suggestions section'.

3. The residents should only submit genuine complaints in the 'Complaints and Suggestions section' in Choice PG Website.

General

1. No animals or pets will be brought inside the House by any person without permission. Feeding street animals near PG premises (approx. 200-300m) must not be done.

2. Choice PG residences are apolitical and areligious. No political or religious gatherings will be permitted at the residence without the consent of the Choice PG local residence management.

3. Choice PG and the Choice PG caretakers reserve the right to make spot checks on the Houses and rooms without having to give prior notice to the residents.

4. Choice PG will not be responsible for any packages / parcels received at the House.

5. Electricians, contractors or any other service person may enter rooms as and when necessary in the course of their duty under the supervision of the Choice PG caretakers. The Choice PG caretaker shall ensure that all such activity is done in a manner which respects the privacy and dignity of the residents.

6. The Choice PG caretakers reserve the right to move residents to other rooms if there is a necessity or emergency.

7. The Choice PG team reserves the right to revise the rules and regulations from time to time and will keep the residents informed of any changes in the form of notices. Ignorance of any such amendments to the rules will not be accepted as an excuse for any breach of rules and regulations.

8. Choice PG provides a set of consumables for the entertainment/ games

area including remote batteries, accessories for games/sports like darts, dice, cue sticks, rackets etc. The same shall be maintained by the residents in good condition. Any loss or damage to the said consumables shall be borne by the resident responsible for such loss or damage.

Penalties and Charges

Sr. No.	Actions	Penalty
1	Smoking/Drinking in PG rooms	Rs. 500 per instance
2	Bringing visitors of opposite gender to the room	Rs 1000 per instance
3	Bringing visitor without information	Rs 1000 per instance
4	Obstructing or changing view of CCTV	Rs 2000 per instance
5	Damage of utensils	Rs 500 per
6	Lost Key	instance Rs 500
7	replacement	per instance Rs
8	Leaving lights/tap on	300 per instance
	Using non mandatory electrical appliances in the rooms other than rooms having paid electrical meters	Rs 1000 per instance
9	Rent Delay	Rs 500 in first 5 Days

Complaint Management System

Emergency Contact Protocol

- Tenants should only contact the owners or admins directly by call in cases of super emergency. For all other emergencies, such as medical or security issues, tenants are advised to contact the appropriate emergency services like police or ambulance.

Issue Reporting Procedure

- Tenants are encouraged to report issues during the monthly visit by the PG supervisor. Issues should be clearly described and demonstrated at that time for efficient handling.

Follow-Up on Unaddressed Complaints

- If there is no response from the admins after an initial complaint, tenants should follow up on the issue via WhatsApp to ensure it is addressed only after 2 days.

Wi-Fi Service Concerns

- Wi-Fi speeds may fluctuate. Tenants are requested not to raise complaints about Wi-Fi performance for at least two days unless they receive a notification from the company indicating a need to recharge or other specific issues.

Transition to App-Based Complaints

- As the complaint management system is upgraded, tenants will be required to use the designated app to address and track issues. Direct calls to the PG caretaker should be avoided. Excessive calls (more than 10 times in a month) to the caretaker will result in additional charges due to the disruption caused.

Termination Form

Notice Period Requirement

- Tenants must submit a termination form at least 30 days before the intended moving out date. This 30-day notice is crucial for the admins to verify the inventory that was recorded during the tenant's move-in period. If the notice period is not fulfilled, or if items are found missing during the move-out inventory check, applicable charges will be deducted from the tenant's security deposit.

Tenant's Inventory Responsibility

- It is the responsibility of all tenants to ensure that all items listed in the inventory are present and accounted for upon termination of the lease. Missing items will result in deductions from the security deposit.

Consequences of Not Filing Termination Form

- If a tenant fails to submit the termination form within the required 30-day notice period and moves out, the security deposit will be forfeited in full.

Move-Out Procedures

- During the move-out, admins will be present to conduct the final inventory check and facilitate the handing over of keys. Tenants are encouraged to fill out a feedback form at this time. For additional feedback, tenants are welcome to leave a review on Google Maps.

Cooler subscription

Cooler subscription is available from ChoicePG, The subscription amount must be paid monthly with the rent.

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Having a cooler in one room and not in others is not the dispute of electricity bill, any disputes between electricity bill will be avoided by Choicepg and must be resolved by tenants.

Parking

1. Parking Allocation and Registration

- All tenants requiring parking must inform the Choice PG administration prior to moving in. Parking spaces are allocated based on availability and are not guaranteed to be available at all times.
- Tenants must register their vehicles with the Choice PG administration, providing details such as the make, model, and licence plate number of the vehicle.

2. Compliance with Local Regulations

- Parking must adhere to the rules and regulations set forth by the city council or the Mahanagar Palika of Pune. Tenants are responsible for keeping themselves informed of and compliant with these regulations.

3. Security and Liability

- The security of parked vehicles is solely the responsibility of the tenants. Choice PG will not be liable for any loss, damage, theft, or fire to vehicles parked on the premises.
- Choice PG will not provide insurance for tenant vehicles under any

circumstances. Tenants are encouraged to secure their own vehicle insurance.

4. Dispute Resolution

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- Disputes related to parking between tenants or with neighbors must be resolved among the involved parties without intervention from Choice PG caretakers.
- Tenants are encouraged to handle parking disputes amicably and respectfully, maintaining a peaceful community environment.

5. Fines and Violations

- Choice PG is not responsible for paying any fines incurred by tenants for parking violations or non-compliance with local parking regulations.
- Any fines or penalties levied due to improper parking or violations are the sole responsibility of the vehicle owner.

6. Notification of Non-Availability of parking

- In cases where parking is not available or is limited, tenants will be notified in advance, and alternatives or solutions will be suggested where possible.

Sublet

1. Sublet is permitted by the ChoicePG admin only if the tenant is willing to provide the sublet for that period.
2. Sublet have to pay the deposit and the security to ChoicePG.
3. Sublet must meet Choicepg caretaker in advance and inform about their accommodation situation.
4. Sublet is only permitted for same gender PGs and only in case

of more than 10 days.