

**GENERAL INSTRUCTIONS**  
**ETIHAD TOWN**

## **CEO'S MESSAGE**

On behalf of Etihad Town I would like to welcome you to the serene community with world class infrastructure facilities. Etihad Town was conceived to realize a dream to raise the bar on the high standards of Community living. This was successfully achieved by transforming the dream into reality by bringing in the Technical Associates Pakistan (Pvt.) Limited, one of leading and finest Civil Engineering Company in Pakistan.

Etihad Town today stands as a unique model of Pakistanis living in a gated and secured Community. We remain dedicated to ensuring efficient and high maintenance of the society, environment and comfort of residents. I welcome you to an exclusive new style of living surrounded by lush green and healthy environment where you can breathe deeply that is Etihad Town.

**Regards,**

**Chief Executive Officer**

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# GENERAL INSTRUCTIONS

## ETIHAD TOWN

### RESIDENTIAL AREA

#### 1. RESIDENT STATUS

After Completion of House Construction, the plot Owner shall apply for Resident Status at the Society Office after clearance of all dues. The application can only be submitted by the plot owner in person. No house hold items shifting / moving shall be permitted / allowed without obtaining the NOC for Resident status.

Entry / exit of the shifting vehicle from main gate shall not be allowed without presentation of NOC duly signed by all relevant departments of Etihad Town, Lahore. Residents Status must be applied 07-Days before shifting of house, failure in which, entry shall not be allowed.

#### 2. SUBLETTING A HOUSE

A copy of the Rental agreement / NOC duly registered by the local police station has to be submitted at Etihad Town Society Office immediately after conclusion of such an agreement. The tenant shall not be allowed to occupy the house in the absence of this document in the society's record. Copy of the Rental Agreement must be submitted to the Society Office before 07-Days of occupancy, Failure in compliance, entry shall not be allowed.

#### 3. TRANSFERING OF HOUSE-HOLD ITEMS

To ensure protection of Residents movable property (i.e Furniture, Appliances etc.) Resident must inform the security department of the society and obtain a gate pass for movement through the Gate for the exit of every single household item. The Resident must present Gate Pass to the Security Supervisor at the Society Gate. No Movement of Goods shall be allowed without the above mentioned gate pass.

#### 4. MONTHLY MAINTENANCE

For the General upkeep of Parks, roads, street lights, Electricity, Security, garbage collection, sewerage, water Supply etc. Residents are required to pay Maintenance Charges on Monthly basis. These Charges are to be deposited before 15<sup>th</sup> of each Month in the form of cash / pay order / Cheque at society Office. In case of non- payment, a fine of 10% shall be levied as the late payments charges and a nonpayment for two consecutive months shall result in disconnection of services. Reconnection will be subject to clearance of all dues and depositing **Re-connection Charges i.e. Rs. 1,000/-**. The Monthly Maintenance Charges are subject to review by Society Management and may be increased on annual basis.

#### 5. GENERAL CLEANLINESS

Etihad Town Society Management places a great emphasis on keeping the society neat and clean. It is incumbent upon all Residents to keep their surroundings clean, littering of any kind anywhere in the society is strictly forbidden, anyone found to be violating this term shall be penalized / fined as per schedule of charges.

## **6. PAYMENT METHOD**

All payments to Society Management shall only be made in Finance Department of Etihad Town, Lahore and a receipt of the payment must be obtained. Society office will not stand liable to any claim of payment received without the requisite / relevant receipt. All payments are to be made in the name of **Etihad Town Pvt. Ltd.** Only. No Employee other than the Finance Department is authorized to receive any kind of payment.

## **7. PROHIBITION ON CUTTING OF TREES**

Residents are prohibited from cutting or pruning of trees planted outside the premises of their homes. These trees have been planted by Etihad Town Management to enhance the air quality and ambiance of the society at great expense. Any resident / contractor desirous of such an action must present an application to Society Management for altering the Horticulture of the society. Any action without permission shall be penalized / fined as per schedule of charges.

## **8. COMPLAINT LODGING**

All Complaints can be registered in the complaint register maintained at the Society Management Office. Please be noted that Etihad Town Management takes a serious view of the Complaints lodged by its Residents and strives to resolve any complaints generated on daily basis.

## **9. SERVANT / LABOUR CARDS**

Residents can apply for servant / labor cards at the Security Office, following documents are required for the application:

### **SERVANT CARD**

Copy of Resident CNIC  
Copy of Servant CNIC  
2 Passport size photographs of Servant

### **LABOUR CARD**

Copy of the plot Owner's CNIC  
Copy of Contractor CNIC  
Copy of Laborer CNIC  
2 Passport size photographs of Contractor & Labor each.

## **10. PETS**

Poultry birds, sheep and Cattle are not permitted, any Resident desirous of keeping a dog shall request approval from the Society Management, and following documents are required for approval.

- Rabies vaccination certificate by a certified veterinarian, and the said certificate will be furnished by the owner on yearly basis.
- Undertaking stating Owner's acceptance of responsibility for the pet.
- Outside the premises of the house, the pet must be accompanied by a caretaker.

- The pet shall not be let loose to roam around the society and needs to be fastened by a chain / strap to the caretaker.
- The Dog shall have a neck strap with a Token showing the Resident's address.
- The animal shall only be permitted if it is not a cause of inconvenience to the neighbors.
- Any dog seen roaming around without the owner following the aforementioned points will be confiscated and disposed off.
- The pets should be kept away from public parks.

## **11. EID UL ADHA ANIMAL SACRIFICE GUIDELINES**

To prevent the horticulture, maintenance of security and cleanliness within the society, the Management will establish Cattle Pen and Slaughter area annually on the annual occasion of Eid-ul-Azha in which facilities like, Shade (Tent Only), Water for animals, Cleaning of Area, Security Arrangements (Day & Night), Care Taker (Day & Night), Stall for Fodder, Electricity etc. will be provided by the Society Management Office. All charges will be communicated on annual basis and shall be borne by the resident(s).

- Keeping animals and slaughtering in house(s), plot(s), under construction house(s), or any other area except the designated area is strictly prohibited, Failure in which the individual shall be penalized per animal, charges of the designated area shall also be charged separately.
- Society Management will not be responsible if any animals falls sick / dies in the designated cattle pen.
- Stall for fodder will be arranged by the Society Management near cattle pen, owner of animal will purchase the fodder from the stall and feed the animal as per requirement in his/her presence. Care Taker will only help out to feed the animal(s).
- A token will be issued by the Security Department against each animal for safe keeping. The animal will be handed over to the owner on production of the token on the day of slaughter as per turn.
- Strict compliance of SOP's issued by Government time to time shall be followed by the resident(s) for the said purpose.
- No hide collection team for any political party, banned organization(s) other than Government approved organization shall be permissible to enter at Society premises. Owner will be free to hand over the hide to anyone of his/her choice outside the premises at his own transportation cost.
- Disposal of offal(s) will be arranged by the Society Management.
- No beggars shall be allowed to enter in the Society premises for door to door collection of the meat. Owner will distribute the meat of his own choice at his own transportation outside the Society premises.

## **12. WATER MANAGEMENT**

Residents are instructed to ensure proper functioning of underground / overhead water tank ensuring no leakage of water. In order to meet with the requirements of water during the load shedding, the Residents are urged upon to keep the optimum water storage at all times. No resident is permitted to install motor/pump on the water supply line. Only one connection shall be provided for each building.

No water tap point / tap will be left outside the boundary wall. Flow of water through car porch on the road is not allowed.

### **13. WATER WASTAGE**

Residents must ensure the proper functioning of float valves of their tanks. Water is a precious resource and Pakistan is among the countries that may face water shortage in near future. Therefore, it is responsibility of all of us to conserve water to fullest and minimize wastage. The management shall conduct spot checks to inspect the float valves of any house without giving prior intimation.

### **14. VEHICLE AND HOUSE PREMISES WASHING**

Washing of vehicles outside the premises of the house is strictly prohibited. Residents are advised to refrain from washing the house premises in order to conserve water. Any violation shall be penalized.

### **15. BURIAL PROCEDURE**

The following person shall be entitled to a grave in Etihad Town graveyard:

- Resident / plot Owner
- Spouse and Children of Resident / Plot owner.
- Dependents of the Plot Owner (Father and Mother)
- Tenants are not entitled for burial in Etihad Town.
- Namaz-e-Janaza shall be offered at the designated Mosque, The Society Office is to be informed, so that necessary preparations are made.

The Management shall provide:

- Transportation of deceased from the place of Residence in the society to graveyard.
- Wooden board for bathing the deceased.
- Slabs for Grave.
- Free of Cost digging of Grave (6-8 hour time needed)

Grave Construction shall conform to the instructions as outlined at the entrance of graveyard. Rasm-e-Qul is allowed in Jamia Mosque, however food items shall be served at deceased house.

### **16. VACANT PLOT ENCROACHMENT**

Residents are strictly cautioned not to encroach a vacant plot. Plantation of vegetation, installation of bird / animal cages or construction of any kind of structure on any vacant plot by any Resident is also prohibited. Such Violation shall be penalized by Etihad Town Society Management and will be accordingly demolished, without any prior notice.

### **17. FIRE ARM POSSESSION & DISPLAY**

Possession of firearm without license is illegal as per the Punjab Arms Ordinance 1965. Open display and aerial firing of licensed firearm is also prohibited as per the law of Punjab Arms (Amendment) Act 2015. Violation of this Law carries a minimum sentence of 2 years which may extend up to 14 years with fine. Strict action shall be taken against any violator of this law, and the violator shall be handed over to police for further prosecution. All licensed weapons and ammunition shall be properly registered with Security Office to avoid above penalties. Any such violation shall be penalized.

## **18. PROHIBITION OF HUNTING.**

Hunting of animals and birds is prohibited within the premises of Etihad Town, Lahore. Any person / Resident engaging in such an activity within the boundaries of the society shall be handed over to police for further prosecution as deemed appropriate, the violator shall be penalized.

## **19. PROHIBITION OF KITE FLYING AND FIRE WORKS**

The kite Flying and Fireworks, these two activities are forbidden as they endanger the life of Residents, Violators will be handed over to Police for legal action and may be penalized as per Society schedule of fines.

## **20. DRIVING & TRAFFIC RULES**

- Driving by minors is prohibited as per Traffic Laws of the Government. Such an action is a threat to the life of the minors themselves and the other Residents of the society. Parents are strictly advised to prevent their underage children from unauthorized driving, any violation shall be reported to traffic Police for Further action. Residents and visitors should strictly abide by all the traffic rules as displayed by road markings and signage.
- Residents are not allowed to park their vehicle at green belt of the Society premises.
- All the residents are requested to drive within allowable limits in Society. Driver caught over speeding / un-safe driving will be liable to traffic laws. Underage driving strictly prohibited. Similarly driving a motorbike without safety helmet is not allowed within society premises. Violation of above mentioned guidelines shall be penalized as per Society Schedule of Fines.

## **21. CHILDREN PARK**

Adults are cautioned to refrain from using equipment / Swings meant for use of Children in the Parks. In case of damage and injury Etihad Town Society Management will not be responsible. Resident(s) and their families, visitors along with the families shall only be allowed to visit the parks. Violation will be strictly penalized and damages shall be recovered from the individual.

## **22. PROHIBITION OF LOUD MUSIC**

Residents are instructed to observe noise level in the society so as not to cause any inconvenience to others during functions. Moreover, the Music should be played at a low level and activities should cease at the given times as directed by the Punjab Government from time to time.

## **23. COMMERCIAL ACTIVITY**

No Commercial / Semi commercial activity (like educational institutions, guest houses, bachelor accommodation medical clinics, shops, offices, beauty parlors, tailor shops, real estate offices, mess, hostel etc.) are not permitted in the residential area. . Displaying of commercial sign boards outside houses is not permitted and shall be taken down immediately by the Etihad Town Management.

## **24. WATER TIMINGS**

The installed overhead water tanks shall provide water at the following time slots in order to conserve water.

- |              |                        |
|--------------|------------------------|
| a) Morning   | 07:00 A.M to 09:00 A.M |
| b) Afternoon | 12:30 P.M to 01:30 P.M |
| c) Evening   | 04:00 P.M to 06:00 P.M |

Etihad Town Society Management reserves the right to change the timings depending upon the usage, and keeping in view the optimum utilization of the water usage.

## **25. GARBAGE DISPOSAL**

All garbage is to be packed in polythene bags and placed in the bin. The Waste bin shall be provided by the Society at prescribed charges. Residents must ensure to adhere to the following disposal protocol.

- Kitchen / Organic waste are not to be tossed into vacant plots, doing so will cause pollution, breeding of flies, insects.
- Failure to comply shall result into imposition of fine.

## **26. LOAD SHEDDING.**

Residents are advised to connect their gate lights with UPS / Generators to enhance the Security of themselves and Society during period of load shedding.

## **27. SECURITY**

The Residents are instructed to fully co-operate with the Security staff, please be advised that an inconvenience you may face is to ensure your own safety. Residents are requested to remain aware of their surroundings and report any suspicious activity to the security staff immediately.

## **28. MOSQUE MANAGEMENT**

The management of mosque(s) within the premises of the society shall be handled in all respects by Etihad Town Society Management. Any complaint, suggestion(s) may please be communicated to Society Management Office.

## **29. CLOTHS DRYING POLICY**

Tenants and Owners are not allowed to put up cloth lines, dry wet clothes, Matts, carpets etc. on the balcony or on the boundary walls, façade of house / building, front gate. Violation shall be penalized as per Society Schedule of Fines.

## **30. STRUCTURES ON ROOF**

No mobile phone antennas / Towers and billboards are allowed on roof of residential unit.

**COMMERCIAL AREA  
GENERAL INSTRUCTIONS**

# GENERAL INSTRUCTIONS

## ETIHAD TOWN

### COMMERCIAL AREA

#### **31. HALL WAY CLEANINESS**

Building Owners, Tenants, and shop owners are not to place or throw any item in the lobby or staircase. These are shared spaces for use of all occupants and must be kept clear at all times for the convenience of all and in line with safety standards.

The Cleanliness of the shared spaces is the responsibility of all and each person must refrain from dumping or placing garbage in these places.

#### **32. CLOTHS DRYING POLICY**

Building Owners, Tenants, and shop owners are not allowed to put up cloth lines, dry wet clothes, Matts, carpets etc. on the balcony or on the boundary walls, façade of house / building, front gate. Violation shall be penalized as per Society Schedule of Fines.

#### **33. OPEN SPACES**

No clothes or waste materials will be dumped or stacked in front or the rear verandas or open areas of the property.

#### **34. SECURITY PASSES**

Building Owners, Tenants, and shop owners must obtain security passes for the staff / servants from Etihad Town Security Office.

#### **35. BUILDING DAMAGE**

Building Owners, Tenants, and shop owners will be held liable / responsible to pay in compensation for any damages caused due to leakage, blocked drains or electrical related accidents.

Etihad Town Society Management may enter in to the locked premises of the property in case water or electrical damages are being caused or expected to harm occupants of the building or neighborhood.

#### **36. PLUMBING BLOCKAGE**

Building Owners, Tenants, and shop owners shall make all possible efforts to ensure that drainage system of property is not choked due to any misuse which includes throwing in of any such material which could cause blockage.

#### **37. SEWERAGE**

- a) W.C discharge is to be connected with the main hole through septic tank
- b) Wash Room and kitchen drainage shall be connected direct to the over flow main whole of septic tank. It must not be connected to the inlet septic tank. Connection to the main sewer line shall be allowed by the Building Control Department on completion of house/building and member will not tamper / connect with the main line. Violation shall be penalized.

### **38. STRUCTURES ON ROOF**

No mobile phone antennas / Towers and billboards are allowed on roof of residential unit. However, may be allowed for commercial unit(s) subject to approval of the Society Management.

Alternate Energy Solutions such as Solar and wind, etc. are allowed.

### **39. SPECIFIC INSTRUCTIONS FOR SHOP OWNERS**

- Proper arrangements for disposal of garbage shall be ensured by the owner or occupant in case of tenant of shops / public buildings.
- No AC or its outer unit shall be fixed in front of the shop or the arcade.
- All outer units of split ACs shall be fixed on roof or rear wall of the shops.
- Where unavoidable ACs outer units, ACs may be fixed in the front arcade at height not less than 8 feet and with prior permission of the Society Management
- Wall chalking / writing on walls and pasting of posters etc. shall not be allowed.
- Arcade / passage in front of each shop shall be kept free of any fixed or movable items to provide clear passage to users.
- Showcases, sale goods, seating for customers must not be placed outside in the arcade or passage as the case may be.
- No room cooler, fan, water cooler, generator, UPS batteries or charger shall be placed outside the shop.
- No part of the building shall be altered, modified or pierced for fixing decorative material or display of goods.
- Sign or name boards of only specified sizes shall be allowed.
- No stand-alone boards will be placed on streets, roads, arcade or passage.
- Violation of above mentioned will be penalized

### **40. BLASTING.**

Use of explosive material for construction & demolition work is not allowed in the Society.

### **41. INFLAMMABLE MATERIAL.**

Storage of inflammable material is strictly prohibited in both commercial and residential area.

### **42. ELECTRIC METERS.**

Maximum two electric meters are allowed for each plot / house after obtaining NOC from Management Office and depositing of prescribed fee.

#### **43. INSTALLATION OF SOLAR PANELS.**

Solar panels / geysers on rooftop of residential / commercial building will be provisionally allowed and structures including raised solar panel(s) or geyser(s) on roof of Mumty and / or overhead water tank are not allowed. Management reserves the right to change the policy, notify the member and the member will change accordingly within one month at his expense, risk and cost.

#### **44. FAÇADE CODE**

Drainage of storm water will not be through spouts but through down pipes.

False ceiling, night lighting, cleaning in front of the shop in the corridor or arcade is the responsibility of the shop owner.

#### **45. DRINKING WATER POINTS**

Electric water cooler shall not be allowed outside the residential and commercial area.

#### **46. HEALTH AND SAFETY GUIDELINES**

Every member, contractor and sub-contractor shall make an arrangement during operation, handling, transport, storage of building material to ensure the safety and health of the labour and public.

- Every member, contractor and sub-contractor shall ensure that all workers are properly informed of the hazards of their respective occupations and the precautions necessary and adequately supervise to avoid accidents, injuries and risk to health, in particular that of young workers, newly engaged workers and illiterate workers.
- Debris shall be handled and disposed of by a method, which will not endanger workers and public safety and health.
- No youth under the age of 14 is permitted on the habitat construction site.
- Use of ladders is not allowed during poor weather or on windy days.
- Safety of worker, labour and visitor will be sole responsibility of member / owner

#### **47. SPECIAL CONDITIONS FOR ALL COMMERCIAL BUILDINGS**

- All commercial buildings shall incorporate / install CCTV cameras in inner periphery of the building.
- Additional precautionary measures including Gas Alarm System to be taken wherever any Gas Cylinder or relevant facility is provide in the building. c. Periodic check / inspections of Electric and Gas utilities by concerned Government Department.
- It is mandatory to use tempered glass to avoid accidents.

#### **48. APPLICATION OF LAW OF LAND**

Every resident including owners of commercial buildings are expected to obey the law of land and its disobedience is liable to penalize as per prevailing rules.

**ANNEX-1**

**IMPORTANT TELEPHONE NUMBERS**  
**ETIHAD TOWN (PVT) LIMITED LAHORE**

**MANAGEMENT**

Building Control Department (From Monday to Saturday 10:00 AM to 06:00 PM):

Society Maintenance Department (From Monday to Saturday 10:00 AM to 06:00 PM) 0315-4154784

**SECURITY**

Security Control Room and in case of emergency (24 hours): 0321-3375467

## ANNEX-2

### SCHEDULE OF CHARGES (LIST OF FINES & PENALTIES)

Followings are the fines & penalties to be imposed for the under mentioned violations & infringements as amply explained in the general instructions. The Society Management has the right to revise these Penalties & fines from time to time:

| <b>Sr. No.</b> | <b>Description of Violation</b>   | <b>Per Violation Charges (Rs)</b>  |
|----------------|---|--|
| <b>01</b>      | General Cleanliness   | 500/-  |
| <b>02</b>      | Subletting House Without Permission                                     | 10,000/-   |
| <b>03</b>      | Violation of Eid-UI-Azha Guidelines                                     | 25,000/-   |
| <b>04</b>      | Washing of Vehicle outside House  | 5,000/-  |
| <b>05</b>      | Vegetable Sowing with society   | 5,000/-  |
| <b>06</b>      | Fire Arms Possession , Aerial Firing , Display of Fire Arms, Fire Works | 10,000/-   |
| <b>07</b>      | Prohibition on Cutting of Trees   | The fine may extend up to <b>Rs. 200,000/-</b> but shall not be less than Rs. 20,000/= per tree, as per the provision of the Parks and Horticulture Authority Act 2012 as amended. |
| <b>08</b>      | Prohibition on Hunting  | 10,000/-   |
| <b>09</b>      | Garbage Disposal  | 500/-  |
| <b>10</b>      | Violation of Traffic Rules  | 10,000/-   |
| <b>11</b>      | Parking at Green Belts  | 5,000/-  |
| <b>12</b>      | Dry Clothes   | 5,000/-  |
| <b>13</b>      | Illegal Sewerage Connection   | 10,000/-   |
| <b>14</b>      | Shop Owner Violation  | 5,000/-  |
| <b>15</b>      | Commercial Activity at Residential Area                                 | 10,000/-   |

In order to avoid the above fines and penalties the Residents are requested to adhere to the norms of discipline as comprehensively outlined in the general instructions. Etihad Town Society management solicits the willing cooperation of all the respected Residents for mutual benefits and cordial relations.



**ACKNOWLEDGEMENT**

**(For receiving Etihad Town Building Bye-Laws)**

I, Mr. / Mrs. / Ms. \_\_\_\_\_ Owner of plot # \_\_\_\_\_ Block \_\_\_\_\_  
Type \_\_\_\_\_ Etihad Town, have received the General Instructions issued by the Management office for  
Residents / Commercial Building Owners.

I undertake to read it carefully and will abide by all the guide lines and regulations mentioned in the general  
instructions in its entirety. I hereby undertake to Co-operate with the Management of Etihad Town Lahore in all  
matters / manners.

\_\_\_\_\_

(Owner's Signatures)

Dated: \_\_\_\_\_