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## **1. HANDOVER & FIT-OUT PROCEDURES**

### **1.1 HANDOVER**

We have Handover Service Counter purposely set up to handle such enquiries you may have and such assistance as you may need from us when you take over possession of your apartment from us.

For owners who put their apartments on sale, please remind estate agents to be cautious with the timber flooring, and that they would turn off all the electrical appliances and close all windows when they finish their apartment viewing activities.

### **1.2 DEFECT RECTIFICATION**

It is imperative that you thoroughly inspect and report defects found inside your apartment. We suggest you return our Defect Form within 7 days after you take possession of your apartment. To speed up the rectification process, if possible, please leave your keys with our staff responsible for follow up on all defects.

We have on-site representative from the main contractor, with whom our responsible staff will arrange to verify the defects you report. The building main contractor has pledged to rectify all verified defects within the shortest reasonable time.

For those who would do internal decoration, before you commence your works, we advise you to have a joint inspection between yourself / your decoration contractor and the building main contractor's site representative. This minimizes dispute as to what defects there are and who is to be responsible, and is a good opportunity for your decoration contractor to work out a feasible working schedule with the building main contractor for efficient completion of defects rectification works. **NEITHER THE DEVELOPER NOR THE BUILDING MAIN CONTRACTOR ENTERTAINS ANY ADDITIONAL OR OTHER DEFECT RECTIFICATION REQUEST IF YOU COMMENCE DECORATION WORKS TO YOUR APARTMENT WITHOUT FOLLOWING THIS PROCEDURE.**

Do not leave belongings inside your apartment after you leave your key with us for the purpose of carrying out rectification works, as neither the developer nor the Manager/Managing Agent is going to be responsible for any loss or damage to your goods or belongings.

### 1.3 DECORATION

These are the requirements of our Customer Service Office for you to observe.

**Registration**                      You must first register with our Customer Service Office before you start off your fit-out works. Please fill out our Fitting out Application Form for the decoration works you plan to carry out.

**Temporary Work Permit**      Our Customer Service Office will issue your decoration contractor and his workmen with Temporary Work Permits, all of whom must prominently display them while working at the Properties.

**Loss & replacement**            Your decoration workmen must report loss, and the replacement charge is HK\$50.00 (subject to review) for each Temporary Work Permit.

**Fit-out deposit**                    A fit-out deposit per apartment is payable to Chissay (Property Management) Limited.

Fit-out deposit is refundable and is deductible for loss/damage caused by your decoration workmen, such as improper disposal of debris or damage to communal facilities (unless already made good).

Residents should also instruct their contractors to observe any rules & guidelines that our Customer Service Office may issue from time to time regarding fitting-out & decoration.

### 1.4 DURING FITTING OUT PERIOD

**NOISE CONTROL**            All works are restricted to :

Monday – Friday	09:00 – 18:00
Saturdays, Sundays and Public Holidays	NOT PERMITTED

### PRECAUTIONARY AND PROTECTIVE MEASURES

Please ensure that, at all times, the workmen of your decoration contractor follow the instructions of our management staff. Generally, none of them should cause any

nuisance or disturbance to any other resident. Specifically, your decoration contractor :  
**Decoration Workmen** - all decoration workmen cannot be sloppily dressed and must be bear a Temporary Work Permit that should be prominently displayed for identification at all times within the Development. Also access of workmen to the building shall be conducted through the designated lift only,

- **Common Areas, etc.** - should not use the common areas, such as corridors, staircases and lift lobbies etc. to store decoration materials and other belongings. Do not carry out works in common areas or use the public water/electricity unless with the prior written consent of the Managing Agent,
- **Designated Lifts** - must be careful in using the lifts in moving their equipment. Their workmen use only designated lift for access and delivery of goods and decoration materials,
- **Inside Own Premises** - is to carry out all decoration works inside the apartment with the front door closed at all time, and
- **Debris Removal** - should dispose of debris and decoration refuse at specified dumping areas. There is a charge for the removal of refuse / debris left unattended outside the dumping areas, and owners are to bear the cost for removing debris/decoration refuse dumped in public passageways. Do not dump cement, sand and broken tiles into the toilet or drainage. Owner must bear cost for cleaning up drainage choked in such manner. In no circumstances should debris, building materials or refuse be left in the common areas.

### **SPECIFIC ISSUE FOR DECORATION**

No structural alteration or addition, or anything that affects the external appearance of the building, is permissible.

- **Balcony & Utility Platform** - You should not block/close up, or erect any structure (temporary or permanent) on any part of your balcony/utility platform. Do not erect any canopy on the wall at the balcony. Shades/curtain shall only be erected behind the balcony sliding door within your apartment.
- **Main Door** - You should not alter the main door, or have it re-painted in a different color, nor should you install any gate or entrance light, at the apartment main door.
- **Roof & Illegal Structure** - Access to the roof is prohibited except under emergency situations or with the permission of the Customer Service Office, and no temporary or permanent structure will be allowed on/at any part of the roof.
- **Additions & Alterations** - Do not remove, alter or interfere with any part of the exterior, pipe works, or any common parts, of the building. No alteration to the structure or any common part of the building is allowed. Residents are

liable to make good any damage to the building structure as a result of any works carried out by their contractors. For other alterations within his own apartment, in case of doubt, owner is best advised to approach the Managing Agent for advice, and if necessary, for the prior written approval of both the Managing Agent and Government Authority (at his own expense) before he commences any such works.

- **External Appearance** - Do not alter, conceal or block up any window, balcony, glazing doors, or air conditioner apertures, nor should any owner erect any metal cage, awning, window security grille (except in conformity with the prescribed design with written approval issued by the Managing Agent), aerial, sign or any fixtures to the exterior of the building.

### **1.5 UPON COMPLETION OF DAILY WORK**

Your decoration contractor must remove all debris to the designated debris collection point. Otherwise, the Managing Agent will charge you for the removal cost.

Your decoration workers must close all doors, windows and turn off water taps, electric appliances and gas appliances before leaving the apartment. They must report and return all Temporary Work Permits to the Customer Service Office upon completion of their daily work.

### **1.6 REFUND OF FIT-OUT DEPOSIT**

For speedy process of refund, please notify our Customer Service Office and return all Temporary Work Permits once you complete your decoration works.

Before refund, the Managing Agent will carry out an inspection to ensure:

- No decoration debris is left behind in the common areas.
- No damage is caused to the common areas and common facilities.
- All Temporary Work Permits are returned. A handling charge will be deducted from the security deposit for the loss of each permit.

As long as you fulfill these requirements, our Managing Agent will arrange refund as soon as possible. If your workmen do not follow our fitting-out rules, you will be fully liable for loss/damage caused by their fault.

You have to make good all loss and damage your decoration workmen cause to common areas and/or facilities. Our Customer Service Office will call upon you so to do. If you fail to do so within the time they specify, our Customer Service Office will carry out rectification works immediately, without prior notice. They will then deduct, from your fit-out deposit, the expenses for the rectification works they incur. If your deposit cannot cover the expenses of the remedial action, our Customer Service Office will recover the shortfall from you.

## **2. OWNERS' RESPONSIBILITIES & HOUSE RULES**

### **2.1 ELECTRICAL INSTALLATION**

Use only licensed electrical contractor, and observe the requirements of CLP Power Hong Kong Limited / Hong Kong Electric Holdings Limited in carrying out all electrical wiring and installation works.

### **2.2 WATER SUPPLY AND SEWERAGE SYSTEM**

Use only licensed plumbers. Do not alter or tee to the water and sewerage systems, as improper alterations affect the water pressure and the function of the sewerage system.

### **2.3 FLAT DOOR & DOOR LIGHTING**

Don't change the main door of the flat or install any gate or entrance light at the main door.

### **2.4 WINDOW SECURITY GRILLE**

To preserve the unique external appearance of the building, we will adopt a uniform style of window security grille if you wish to install same.

The Customer Service Office has a leaflet of the sample of the uniform window security grille, with dimension and color for you to follow. Please always consult the Customer Service Office before you work on this.

## **2.5 BALCONY & UTILITY PLATFORM**

The DMC specifically prohibits the enclosing or blocking up of any part of your balcony (including the utility platform thereat). The Manager has power, if necessary to enter your apartment, to inspect on whether such fences, awnings, grilles or any other structure have been installed, erected or affixed onto your balcony – or any part of the utility platform thereat – in breach of such prohibition, and you will be demanded to remove, at your own costs, the same.

## **2.6 MAINTENANCE OF TIMBER FLOOR**

The timber which we use for the Properties owes its beauty to the unique color and grain this type of timber possesses. Remember to protect your timber flooring with plastic sheet, plywood or other suitable protective cover while you are doing internal decoration.

Polishing and waxing discolor the floor surface. Please use clear water and damp cloth in cleaning the floor. You should avoid applying strong detergent to clean the timber floor, as this may dim the floor surface.

**DO NOT POLISH OR WAX THE TIMBER FLOOR.** Otherwise, the developer would not be responsible for any resulting damage to the flooring. Neither the developer nor its main contractor will entertain any such rectification work, even if this happens within the defect liability period.

## **2.7 AIR-CONDITIONERS**

Each apartment is provided with split-type air-conditioning systems. You should not alter the position of the systems, or install additional air-conditioners on the external walls or windows.

Read the instruction manuals before you operate your air-conditioning systems.

Keep up periodic maintenance. Clean the filter and air-grille every 4-6 weeks. Employ eligible contractor to wash your air-conditioners, and the condensate drainpipe once a year.

## **2.8 ELECTRICAL APPLIANCES**

We fit your apartment with a variety of quality household electrical appliances.

Before you use them, read the manufacturer's instruction manuals to familiarize with their respective functions, and the way to operate them as recommended by the manufacturers. Your handover kit contains a complete set of the instruction manuals for these appliances.

You should keep-up with such up keeping and maintenance as the manufactures/suppliers recommend.

Always refer to the authorized dealers, or their appointed contractors, for any alteration or modification. Use genuine OEM spare parts only, if replacement becomes necessary.

Please refer all your enquiries and requests for repair/maintenance directly to the suppliers/ dealers. Our staff are, of course, pleased to offer assistance whenever necessary.

## **2.9 OTHER GENERAL HOUSEHOLD MAINTENANCE**

Re-constituted marble & granite are permeable. Avoid leaving colored liquid and beverage on top of them, and clean with damp cloth. They are fragile too, so avoid any strong hit to their surface.

Always avoid using strong or corrosive detergent or any abrasive cleaners on sanitary wares, as they soil the smooth and shiny coating on top of the sanitary wares.

Do not use concentrated alkaline to clean ceramic tiles.

## **2.10 HOUSE RULES**

The DMC empowers the Manager to make, and from time to time, amend, replace or supplement all or any of these House Rules. House Rules reflect the mandatory requirements of the DMC but focus more on their practical day-to-day applications. For definitive rights and obligations, you should always refer to the DMC.

### **2.10.1 RESTRICTIONS ON USER**

Residential purpose only. The DMC expressly prohibits you from using your flat as office, for storage of goods and merchandise – particularly, hazardous, dangerous or combustible goods - and, indeed, for any form of business activities.

### **2.10.2 CLOTHES DRYING**

You should not hang clothes from your window, outside your balcony, or in any common area.

### **2.10.3 SHRINES**

For a clean and tidy environment, installation of shrines and burning of joss stick at apartment entrance or any other common areas are not permitted.

### **2.10.4 OBSTRUCTION OF COMMON AREA**

Do not obstruct or leave any article in the common areas and the driveways. The Managing Agent will remove such articles without prior notice and charge you for the cost of removal.

### **2.10.5 NUISANCE**

Be considerate to your neighbors. Keep noise level to a minimum, especially in between the time of 11 p.m. to 7 a.m., and generally avoid any excessive noise, or activity that is likely to cause annoyance or disturbance to the other residents of the Development. Do not litter common area, or throw any refuse or object out of window.

### **2.10.6 FLUSHING AND DRAINAGE SYSTEMS**

Don't drop refuse, cloth, etc. into the flushing or drainage systems, as they can clog the whole system. We hold owner for repair cost due to such misuse.

**2.10.7 ALTERATIONS OF EXTERNAL APPEARANCE**

The DMC prohibits everything that changes or affects the external appearance of your own flat as well as the building. This includes, in addition to main door and windows mentioned in 2.3 & 2.4, the enclosing or blocking up of your own balcony and the utility platform thereof, as well as the putting up of any banner or sign visible from outside.

**2.10.8 STRUCTURAL ALTERATION**

It is in contravention of the relevant DMC provisions for you to make any structural alterations to your flat, nor shall you cut, alter, damage or interfere with any main wall or beam except obtaining the written consents from all involved parties including Statutory Department, the affected owner and the Building Manager. The Managing Agent will take enforcement action, and you may also be liable – under the DMC – to suit by your co-owner as well.

**2.10.9 PRIVATE AERIAL**

Do not install or affix your own private aerial. All residents shall use only the communal aerial. We allow no individual television aerials or telecommunication equipment to protrude from your flat.

**2.10.10 PETS KEEPING**

While we do not prohibit the keeping of domestic pets, pets-loving owners should use care, and control the behavior of their pets to cause as little nuisance/disturbance to other residents as possible.

Our Customer Service Office reserves their right to regulate pets within the Properties. If we have 2 or more complaints about the behavior of a particular pet, our Customer Service Office regret that they may have to take reasonable action including her eviction from the Building.

**2.10.11 INSURANCE**

Customer Service Office will arrange an insurance coverage for the original building fabric and fittings of the whole development including common and private areas. However, you may wish to insure on the furnishing, fittings, and other decoration within the Unit, as these are no included in the aforesaid insurance policy.

### **2.10.12 AMENDMENT TO THESE RULES**

To meet changing circumstances, it is in the interest of owners & residents that these House Rules are regularly up-dated. The Manager may from time to time amend or supplement any of the House Rules, as and when it becomes necessary, in accordance with the DMC. There is a copy of the House Rules at our Customer Service Office for your inspection.

## **3. FIRE PREVENTION & TYPHOON PRECAUTION**

### **3.1 FIRE PREVENTION**

Familiarize yourself with the building fire escape routes, and the location of fire alarm. Don't temper with building fire-fighting equipment. Always keep lobby smoke doors closed. Please do not place any articles at or otherwise obstruct emergency exits, lift lobbies, corridors and staircases. Residents are liable for the removing cost of their articles.

Avoid overloading of electric circuit and, particularly, using adapters inappropriately.

#### **3.1.1 In case of a fire, please :**

- 3.1.1.1 Keep calm,
- 3.1.1.2 Sound the fire alarm at your lift lobby, and alert other residents,
- 3.1.1.3 Switch off all electrical appliances and close the main valve of the gas pipe,
- 3.1.1.4 Proceed to the nearest staircases for evacuation– DO NOT USE THE LIFTS,
- 3.1.1.5 Dialing 999 and the Customer Service Office immediately,
- 3.1.1.6 Close all the windows and doors of your apartment, and ensure that lobby smoke doors are closed to ensure safety of fire escape route,
- 3.1.1.7 If it is a small fire, try the fire extinguishers but if the fire originates at electrical installation, don't try to put it off with water from the hose reel but use the CO2 fire extinguisher, and
- 3.1.1.8 If there is excessive smoke, keep your body close to the floor and cover your face with a wet towel.

**3.1.2 If you suspect a gas leak at your apartment, please immediately :**

- 3.1.2.1 Turn off the main gas supply,
- 3.1.2.2 Open all windows for maximum ventilation,
- 3.1.2.3 DO NOT switch on/off any electrical appliances and DO NOT use the telephone as these may cause a spark,
- 3.1.2.4 Report the incident and any suspected gas leak to the Customer Service Office and the Towngas at the emergency hotline labeled on their gas appliances.

**3.1.3 Don't store inflammable, combustible or explosive substance inside your apartment or at your car park.**

**3.2 RAINSTORM & TYPHOON**

**3.2.1 Close all windows and balcony doors.**

**3.2.2 Apply strong adhesive tape – in a cross-shape format – onto windward windowpanes and the balcony door.**

**3.2.3 Fasten all articles/loose items at balcony to prevent their falling down.**