



**BAHRIA TOWN KARACHI
SUPER HIGHWAY PROJECT
FACILITIES MANAGEMENT RESIDENTIAL TOWERS**

No. **Resident Circular**

11 Jul 2023

Subject: **NEW MAINTENANCE METHODOLOGY**

1. Following guidelines are for information of all residents:
 - a. As per new maintenance methodology, residents will have to look after maintenance of their apartments themselves, if the warranty period has expired.
 - b. And warranty period is 1 year from the date of commissioning of the tower. Not the date, resident was allotted or the date he took over the premises.
 - c. For all works, resident is allowed to bring any vendor he desires. He may bring authorised vendor, if he likes. Or any vendor from outside which is not registered with us. But in all cases, he has to inform BTK Administration and take approval.
 - d. Considering SOPs for Standardised / Safe Practices and Collective Security of Tower, following procedure will be adopted if a resident wants work at his premises; whether from Authorised or Unregistered vendor.

PROCEDURE FOR WORKS – SOPs

2.
 - a. Resident raises application with FC and highlights type / nature of work. Application can be hand written/ typed or through email or verbal on telephone with AM/ Manager/ GM Facilities. But some document of approval should be held with resident to show to duty staff at reception desk.
 - b. Timeframe of work will be shared by resident together with, details of vendor. Standard Timeframe is 0900 – 1800. No work after 1800, until specifically approved from BTK Administration.
 - c. Facilities Centre will approve resident's application and share with Reception Desk in advance (in pdf, on WhatsApp group, or through Email) . This will bring visibility at reception.
 - d. Work under supervision of resident. Work without supervision not permitted.
 - e. Reception desk to brief resident on SOPs of work (permitted/ prohibited works). We have SOPs for everything i.e. ACs installation, MEP/ Structure Works etc. Resident can consult FC staff anytime for clarity.
 - f. All labour be registered in Visitor Management System by resident. Without registration no-one allowed inside tower.



BAHRIA TOWN

**BAHRIA TOWN KARACHI
SUPER HIGHWAY PROJECT
FACILITIES MANAGEMENT RESIDENTIAL TOWERS**

POST WORK INSPECTION BY SUPERVISOR AND RECEPTION

3. a. After work when labour leaves, receptionist & supervisor take rounds of site & share reports with their seniors.
4. The abovesaid SOP is for apartments whose Warranty has expired.
5. Violations of BTK regulations will be penalised.

UNDER MAINTENANCE AREAS

6. For common areas, Maintenance will be done by M&S dept through complaint registration i.e. CMS. These include External lights, Garbage Collection, Horticulture, Corridor lights, Rooftops, Children Rides etc.
7. For any clarity, please contact Facilities Office.

GM FACILITIES MANAGEMENT