

Trinity Sunrise
Standard Operating Procedures (SOP) - Community Conduct
Version 1.0; August 9, 2025

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Highlights

Noise pollution

- Construction/renovation/shifting: 8 AM–6 PM **with prior intimation**
- Music/parties: Individual celebrations allowed until 10 PM, with in low volume by not disturbing others and Social Gatherings or Society collaborative events or celebrations **with prior intimation**
- Firecrackers: Restricted to festival days and until 10 PM **with prior intimation**
- Religious or Cultural Practices: 5AM-10PM and are conducted **with prior intimation**

Waste Management

- Uncovered disposal of diapers, sanitary pads, food waste, liquor bottles, or any spill-prone, foul-smelling materials are not allowed.
- Disposal outside door is not allowed at night and is allowed between 6AM – 10AM. Need self-disposal outside the society (beside gate 2 garbage collection area in designated bins) outside this time.
- Large or heavy wastes (e.g. furniture, appliances, big cartoons etc.) can be self-disposed.
- Spitting/Littering in common areas or stairwells not allowed.
- Shoes and shoe racks shall be managed properly at the common area.

Pet Policy

Pet Registration: All pets must be registered with the management committee.

Vaccination and Health: The pet parent is obliged to furnish these documents upon asked by Civic committee.

Pet Waste (both excreta/poop and urine/pee) Management: Pet parent or Pet caregiver must clean up and dispose. Urine or remnants of excreta shall be washed properly to avoid odor.

Leash and Restraint: Dogs must be leashed in common areas. In case of an event of a dog bite, injury, or incident causing fear or panic, the pet owner must fully cooperate with verification and resolution and bear full financial responsibility.

Stray Feeding: Feeding strays is not permitted within society premises to avoid littering.

1. Objective

This *Community Conduct Standard Operating Procedure* (SOP) lays down the policy framework for maintaining peace, hygiene, and a harmonious living environment at Trinity Sunrise Apartment.

It is formulated in response to various behavioral incidents reported in the community, including disturbances linked to negligence, inebriation, and disregard for shared norms. It establishes:

Defined protocol to address

- noise disturbances,
- waste mismanagement and
- pet's policy.
- Structured escalation procedures
- Roles and Responsibilities.

2. Definitions

Noise Pollution: Noise in the context of the residential society is defined as any sound that disrupts the peace, comfort, or well-being of residents, exceeding permissible decibel levels or occurring at inappropriate times. This includes, but is not limited to, loud music, shouting, construction activities, vehicle honking, or any sound that interferes with the quiet enjoyment of the residential environment.

Waste Management: Waste in the context of the residential society refers to any solid, liquid, or hazardous material generated by households, or common areas that requires proper collection, segregation, and disposal to prevent environmental harm and maintain hygiene. This includes organic waste, recyclable materials, electronic waste, hazardous waste, and construction debris.

Pet Policy: Pets in the context of the residential society refer to domesticated animals kept by residents for companionship, including but not limited to dogs, cats, birds, and small caged animals. This policy governs the responsible ownership, care, and behavior of pets to ensure a harmonious living environment for all residents.

"Pet Parent" is used to describe someone who considers their pet a member of the family and takes on a nurturing, emotionally invested role similar to that of a parent. We did not encourage the term "Pet Owner" but may be referred as a person who legally owns a pet, meaning they have purchased, adopted, or otherwise acquired and are responsible for its care and maintenance. "Pet Caregiver" is used as a broad term for anyone who provides care for a pet but necessarily does not own it. This can include pet sitters, fosterers, walkers or professionals like veterinarians or groomers.

Prior intimation: For individuals, defines as both a permission from ManCom (Management Committee) and courtesy to inform neighbours via common platform (e.g. NBH; WhatsApp

or mutual conversation). For society gathering, defines as courtesy to inform residents by organizing committee/ManCom.

Complaint: A complaint is a formal request to civic committee about an issue. Complainant is who complains and Complainee is against whom the complaint is raised.

Civic committee: A committee of 8 residents (preferably one from each block) who volunteer to oversee the violation of the SOP and plays a role of mediator in a conflict situation. It's an independent body from ManCom.

3. Noise Pollution SOP

3.1. Not covered in SOP/Uncontrollable

- Appliances and Equipment: Noise from generators, air conditioners, or other machinery not adequately soundproofed for society use.
- Emergency Situations: Sounds from emergency vehicles, alarms, or alerts necessary for safety.
- Routine Household Activities: Normal sounds like conversations, children playing during reasonable hours (7 AM to 10 PM), or minor household chores.
- Unavoidable External Noise: Noise from external sources like traffic or public infrastructure work, not under society control.

3.2. Covered in SOP/Controllable:

- Loud Music and Audio Systems: Music from speakers, home theater systems, or musical instruments audible beyond the resident's premises.
- Construction and Renovation Activities: Drilling, hammering, or other construction-related noises during residential activities and beyond permitted hours or without prior intimation.
- Vehicle-Related Noise: Excessive honking, revving of engines, or loud vehicle modifications within society premises.
- Social Gatherings: Noise from parties, gatherings, or events that exceeds reasonable levels or extends beyond permitted hours or without prior intimation.
- Appliances and Equipment: Noise from generators, air conditioners, or other machinery not adequately soundproofed for individual households.
- Pet-Related Noise: Continuous (only and not occasional) barking or other pet-related sounds disturbing neighbors.

3.3. Prior intimation required

- Shifting during daytime; Construction and Renovation Activities: Drilling, hammering, or other construction-related noises; Individual celebrations etc.
- Social Gatherings or Society collaborative events or celebrations
- Religious or Cultural Practices: Reasonable noise from prayers, aartis, or cultural events (including crackers), provided they adhere to time restrictions (5AM-10PM) and are conducted.

3.4. Permitted Hours for Noise-Generating Activities:

- Construction/renovation/shifting: 8 AM–6 PM, with prior intimation
- Music/parties: Allowed until 10 PM, with volume that is not disturbing others and within property boundaries.
- Firecrackers: Restricted to festival days (e.g., Diwali) and until 10 PM. Fireworks are encouraged to be burst outside society premises.

3.5. Suggestions

Soundproofing: Encourage residents to use soundproofing materials for renovations or music systems. Tools to Measure Noise:

- Sound Level Meters: Devices like the Extech 407730 or Lutron SL-4010 (available online or at local electronics stores) measure decibel levels accurately.
- Smartphone Apps: Apps like Decibel X or Sound Meter provide approximate readings (not legally binding but useful for quick checks).
- Professional Services: Engage KSPCB-approved agencies for periodic noise monitoring in the society.
- Calibration: Ensure devices are calibrated as per manufacturer guidelines for accurate measurements.

3.6. References

The Noise Pollution (Regulation and Control) Rules, 2000 (Central Government, under the Environment Protection Act, 1986) for Residential areas at Daytime (6 AM–10 PM) limit is 55 dB(A), and at nighttime (10 PM–6 AM) limit is 45 dB(A).

Karnataka State Pollution Control Board (KSPCB): Enforces noise pollution standards and provides guidelines for residential societies.

Bengaluru Municipal Corporation (BBMP) Guidelines: Local bylaws emphasize cooperation in maintaining peace in residential areas.

Indian Penal Code (IPC) Section 268: Addresses public nuisance, including excessive noise.

4. Waste Management SOP

4.1. Covered in SOP/Controllable

- Organic Waste: Food scraps, vegetable peels, garden waste, and other biodegradable materials.
- Recyclable Waste: Paper, cardboard, plastic, glass, metal, and other materials that can be processed for reuse.
- Electronic Waste (e-Waste): Discarded electronics like batteries, mobile phones, or appliances.
- Hazardous Waste: Chemicals, paints, medicines, sanitary waste, and other materials posing health or environmental risks.

- Construction and Demolition Waste: Debris from renovations or repairs within the society.
- Bulk Waste: Large items like furniture, mattresses, or appliances not suitable for regular collection.

4.2. Not covered in SOP/Uncontrollable

External Dumping: Waste illegally dumped by non-residents, which should be reported to local authorities by ManCom.

4.3. Desired Practices

- Uncovered disposal of diapers, sanitary pads, food waste, liquor bottles, or any spill-prone, foul-smelling materials are not allowed.
- Due to insect or pet or any other interventions at night – no disposal outside door is not allowed at night.
- Due to collection by cleaning staff in the morning only disposal outside door is allowed between 6AM – 10AM
- If requires at any other time or means the resident need to self dispose outside the society (beside gate 2 garbage collection area in designated bins).
- Large or heavy wastes (e.g. furniture, appliances, big cartoons etc.) can be self disposed outside the society outside the society (beside gate 2 garbage collection area in designated bins) or seek help from the facility manager or ManCom.
- Spitting/Littering in common areas or stairwells not allowed.
- Shoes and shoe racks shall be managed properly at the common area.

Verbal/written complaint from cleaning staff, verified by Facility Manager or from fellow residents would be considered.

4.4. Best Practice and suggestions

- Segregation at Source: Residents are suggested (not mandatory until enforced by local governance) to segregate waste into categories using color-coded bins:
  - wet (organic in green),
  - dry (recyclable in blue), and
  - hazardous (red).
- Composting: Society shall work towards an on-site composting unit for organic waste. As a community initiative, this can help reduce the amount of wet waste sent to landfills and produce valuable compost for gardening.
- Recycling Partnerships: As a society, thrive to collaborate with BBMP-approved recyclers for dry waste and e-waste collection. Consider donating unused items like clothes, books, and furniture to charities or participating in community exchange programs.
- Awareness Programs: Civic committee and/or in collaboration with NGOs, conduct of workshops on waste segregation, composting, and the environmental impact of improper waste disposal can be done.

4.5. References

Solid Waste Management Rules, 2016 (Central Government, under the Environment Protection Act, 1986):Mandates segregation of waste at source into biodegradable, non-biodegradable, and hazardous categories. Requires societies to hand over segregated waste to authorized collectors.

Karnataka State Pollution Control Board (KSPCB): Provides guidelines for waste segregation, composting, and disposal in Bengaluru.

Bruhat Bengaluru Mahanagara Palike (BBMP) Bylaws: Enforces door-to-door waste collection, segregation, and penalties for non-compliance.

E-Waste (Management) Rules, 2016: Regulates the disposal of electronic waste through authorized recyclers.

Plastic Waste Management Rules, 2016: Bans certain single-use plastics and mandates recycling of plastic waste.

5. Pet Policy SOP

5.1. Covered in SOP/Controllable

- Common Household Pets: Dogs, cats, birds (e.g., parrots, budgerigars), rabbits, hamsters, and fish kept within residential premises.
- Pet-Related Activities: Walking pets in common areas, pet grooming, and feeding within society premises.
- Pet Waste: Feces, litter, or other waste generated by pets in private or common areas.Pet Behavior: Barking, meowing, or other vocalizations, as well as physical actions like jumping or scratching that may affect other residents.
- Stray Feeding: Feeding of stray animals (e.g., dogs, cats) within society premises by residents. Inside society it is not allowed.

5.2. Not covered in SOP/Not Allowed

- Exotic or Wild Animals: Snakes, large reptiles, or other non-domesticated animals not permitted under local laws or BBMP regulations.
- Livestock: Animals like cows, goats, or poultry kept for agricultural purposes, which are not allowed in residential societies.
- Commercial Breeding: Breeding pets for commercial purposes within society premises, which is prohibited.

5.3. Requirements

1. Pet Registration: All pets must be registered with the management committee, providing details like breed, age, vaccination status via Society App (eg. NBH).
   BBMP dog license, however not mandatory until it expands boundaries to encompass Yamare panchayet, it is encouraged to get your pet licensed.

2. Vaccination and Health: Pets must be vaccinated (e.g., rabies for dogs and cats) and have regular veterinary check-ups. The pet parent is obliged to furnish these documents upon asked by Civic committee.

3. Pet Waste Management: Pet parent or Pet caregiver must clean up pet waste immediately in common areas and dispose of it in designated bins using their own disposal kits (poop scooper, bag, sanitizer, etc.). The pet parent shall instruct the pet caregiver. Upon found violating the pet parent only will be held responsible. Pet waste includes both excreta/poop and urine/pee. Repeated failure or complaints will attract penalties. The urine or remnants of excreta shall be washed properly to avoid odor.

4. Leash and Restraint: Dogs must be leashed and allowed in all common or public areas, including lifts, corridors, stairwells, and open grounds. For repeated aggression the Civic committee may seek help form BBMP helpline along with the pet parent. The society would like to believe in inclusiveness of pets.
    a. In case of an event of a dog bite, injury, or incident causing fear or panic, the pet owner must fully cooperate with verification and resolution. The Association must also promptly inform BBMP Helpline 1533, which is the designated authority for community animal concerns.
    b. The pet owner shall bear full financial responsibility for any medical examination, treatment, property damage, or emotional harm caused by the pet regardless of pet's vaccination. This includes expenses incurred by affected residents, guests, or workers within the apartment premises. Apart from medical expenses the pet owner shall pay ₹20K towards emotional damages of the Victim.

5. Stray Feeding: Feeding strays is not permitted within society premises to avoid littering. But it is encouraged to feed strays outside society premises.

5.4. Suggestions

BBMP License and Stray feeding: It is encouraged to get license for pets, and feed strays outside society premises.

Smartphone Apps: Use apps like Pet First Aid or BBMP Sahaaya to access pet care resources or report stray-related issues.

Training Resources: Engage professional trainers or use online platforms like Udemy for pet behavior training to reduce noise or aggression.

RFID Tags: Encourage microchipping or RFID tags for pets to track lost animals and ensure responsible ownership.

Stray Animal Coordination: It is encouraged to collaborate with BBMP and local NGOs for stray animal sterilization and vaccination programs.

The society is committed to create in future

- *Pet-Friendly Zones*: Designate specific covered areas (e.g., a pet park) for pet activities to minimize disturbance in common areas.
- *Pet Waste Bins*: Install dedicated, color-coded bins (e.g., brown for pet waste) for proper disposal.

5.5. References

Bruhat Bengaluru Mahanagara Palike (BBMP) Pet Dog Licensing Rules: Mandates licensing of dogs, vaccination records, and responsible ownership to prevent nuisance or health risks.

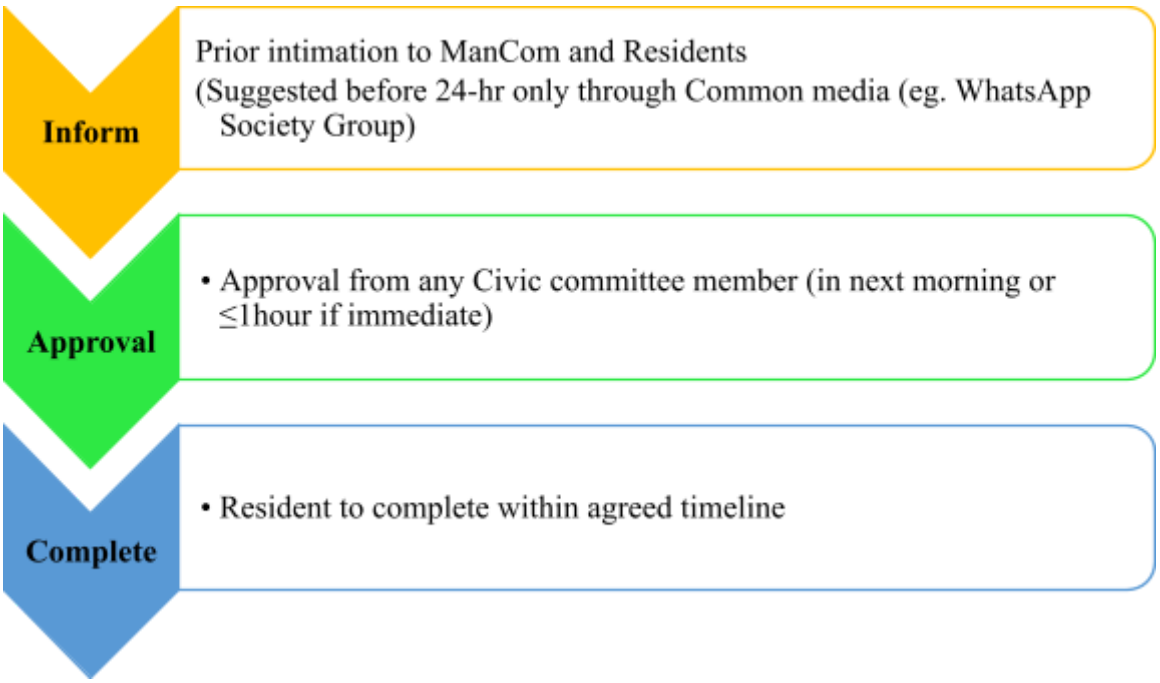
Animal Welfare Board of India (AWBI) Guidelines: Promotes humane treatment of pets and strays, including guidelines for feeding and care.

Prevention of Cruelty to Animals Act, 1960: Prohibits cruelty to animals and mandates responsible pet ownership.

BBMP Stray Dog Management Rules: Encourages humane treatment of strays, including sterilization and vaccination programs.

6. Role of the Civic committee and flow

6.1. Approval



6.2. Issue/Conflict

6.2.1. Remember

Respect: Residents are encouraged to respect each other's right to a peaceful environment. Before hosting events or starting renovations, inform neighbors in advance and seek their understanding.

Open Dialogue: Address noise concerns through polite conversation. Residents should first approach the concerned party directly to resolve issues amicably.

Cultural Sensitivity: Recognize Bengaluru's diverse community and accommodate reasonable cultural or religious practices while ensuring they align with noise regulations.

6.2.2. Flow

Open Dialogue with concerned party

Resolved

Did not resolve

⇒ Formal complains to Civic Committee

- email (trinitysunrise.blr@gmail.com) or
- Society App (eg. NBH)

1. acknowledge receipt within a day
2. investigate within capability within a week or inform the complainant with a plausible timeline, may reach back for evidence/proof
3. as a mediator sends (within a week):
   - notice (if found accountable) or
   - resolution (if found not accountable or unable to prove guilty)
   - includes
     a) complainee
     b) in case of tenant, owner
     c) complainant (*based on severity a confidentiality can be maintained by masking complainant*) provide findings
4. After one formal notice if still issue persists
5. add penalties in maintenance and inform the complainee (and owner, in case of tenants)
6. After 4 formal notices penalties keep adding (*based on severity of the issue the notices can be skipped*) and/or A formal police complain may get triggered by Civic committee and/or Complainant

⇒ Notice/Penalties

Resolved

Did not resolve

Complaint to Police or other authorities

6.2.3. Penalty

Category **Offence Count**	**Penalty**	**Action**
Noise Pollution/Pet Policy		
First	₹0	Formal notice(s) in society app (eg. NBH) and/or email
Second	₹1000	
Third	₹2000	
Fourth and subsequent	₹3000/count	Continued penalties and escalation to Civic committee for formal resolution. Repeated violations may be reported to BBMP/Panchayet/Police for legal follow-up.
Pet Policy		
First	₹0	Formal notice(s) in society app (eg. NBH) and/or email
Second	₹1000	
Third	₹2000	
Fourth and subsequent	₹3000/count	Continued penalties and escalation to Civic committee for formal resolution. Repeated violations will be reported to BBMP Helpline (1533) for legal follow-up.
Waste Management		
First	₹0	Formal notice in society app (eg. NBH) and/or email
Second	₹1000	Second notice along with one free bucket and 30 bio-bags
Third	₹2000	No more notice – direct penalty
Fourth and subsequent	₹3000/count	