

# COMMUNITY RULES & REGULATIONS

Communities Managed by  
Wallmark®

**Version 1.2**

**February 2026**

**Wallmark**

# INTRODUCTION

## Introduction

These **Community Rules & Regulations** have been established to ensure a **safe, orderly, harmonious, and high-quality living environment** for all residents within residential communities managed by **Wallmark Property Solutions**.

The Rules set out the **standards of conduct, usage, safety, maintenance, and community living** applicable to Owners, Tenants, Occupants, and all other persons accessing or using the community, including guests, visitors, domestic staff, contractors, and service providers.

The objectives of these Rules are to:

- protect the health, safety, and quiet enjoyment of all residents
- preserve the condition, appearance, and value of the community
- ensure fair and consistent use of common property and amenities
- establish clear responsibilities and accountability
- provide a transparent and reasonable enforcement framework

These Rules are issued pursuant to the governing **Sale & Purchase Agreement (SPA)**, Management Agreement, Master Community Declaration, and applicable UAE laws and regulations. They are intended to complement, not replace, statutory requirements and contractual obligations.

All residents and users of the community are expected to **read, understand, and comply** with these Rules. Compliance contributes to a respectful, well-managed, and sustainable community for everyone.

---

---

# TABLE OF CONTENTS

## Table of Contents

1. Legal Status & Applicability
  2. Definitions
  3. Occupancy & Use of Units
  4. Noise, Disturbance & Quiet Enjoyment
  5. Safety, Fire & Common Areas
  6. Damage to Common Property & Cost Recovery
  7. Cleanliness, Waste & Environmental Protection
  8. Vehicles & Parking
  9. Pet Regulations
  10. Home Appearance, Balconies & External Visibility
  11. Amenities, Recreational Facilities & Open Spaces
  12. Alterations, Renovations & Fit-Out Works
  13. Commercial & Retail Unit Operations
  14. Security, Access & Surveillance
  15. Moving, Deliveries & Logistics
  16. Conduct & Respect for Community Staff
  17. Enforcement, Charges & Procedural Fairness
  18. Community Cooperation & Resident Responsibilities
  19. Appeals
  20. General Provisions
-

## 1. LEGAL STATUS & APPLICABILITY

1.1 These Community Rules & Regulations (“Rules”) are issued by **Wallmark Property Solutions** (“Management”) pursuant to the applicable Sale & Purchase Agreement (SPA), Management Agreement, Master Community Declaration, and relevant UAE laws.

1.2 These Rules form an **integral and binding part** of the occupation, use, and enjoyment of any unit within the community. Occupation of a unit constitutes full acceptance of these Rules.

1.3 These Rules apply to and are binding upon:

- Owners
- Tenants and Occupants
- Family members
- Guests and Visitors
- Domestic staff
- Contractors and subcontractors
- Service providers, delivery personnel, and agents

The Owner and/or Tenant shall remain **fully responsible** for compliance by all such persons.

1.4 In the event of any inconsistency, the following hierarchy shall apply:

1. UAE Federal and Local Laws
2. Sale & Purchase Agreement and Master Community Declaration
3. Tenancy Contract
4. These Community Rules & Regulations
5. Operational policies, notices, and procedures issued by Management

1.5 **Third-Party Service Providers:** Owners/Tenants who engage service providers (cleaners, nannies, drivers) are responsible for providing them with key Rules summaries and ensuring their compliance. Repeated violations by a service provider may lead to Management denying them access to the community.

## 2. DEFINITIONS

- **Community:** The residential development and all common areas therein.

**Wallmark**

- **Common Property:** All areas, facilities, systems, landscaping, and amenities not forming part of a private unit.
- **Management:** Wallmark Property Solutions or its appointed agents.
- **Owner:** The registered owner of a unit.
- **Tenant / Occupant:** Any person occupying a unit under a valid tenancy arrangement.
- **NOC:** A written No Objection Certificate issued by Management.
- **Charge:** A contractual charge levied in accordance with the Schedule of Charges, as updated from time to time.
- **Quiet Hours:** Designated hours during which noise must be kept to a minimum.

---

### 3. OCCUPANCY & USE OF UNITS

3.1 Units are approved strictly for **single-family residential use only**.

3.2 The following uses are strictly prohibited:

- shared or partitioned accommodation
- hostels, labor accommodation, or similar arrangements
- commercial, professional, or business activities
- overcrowding beyond approved occupancy

3.3 Owners leasing their units shall ensure that **all tenants and occupants are registered with Management** prior to move-in using the prescribed registration format.

3.4 The Owner shall remain **fully responsible** for the conduct, compliance, and violations of their tenant and occupants at all times.

---

### 4. NOISE, DISTURBANCE & QUIET ENJOYMENT

4.1 All residents shall conduct themselves in a manner that does not cause nuisance, disturbance, or inconvenience to others.

4.2 **Quiet Hours** are as follows:

- Weekdays: 9:00 PM to 7:00 AM
- Sundays and UAE public holidays: all day, except for normal living noise

4.3 Loud music, parties, shouting, vibration, or any noise audible outside the unit during Quiet Hours is prohibited.

4.4 Repeated or excessive noise outside Quiet Hours that disturbs others may still constitute a violation.

4.5 Infant & Child Noise: Reasonable noise from infants and young children is expected. However, parents/guardians are responsible for managing persistent, disruptive noise (e.g., uncontrolled running, throwing objects in units above) that disturbs neighbours.

---

## 5. SAFETY, FIRE & COMMON AREAS

5.1 Corridors, staircases, landings, lobbies, and fire exits are emergency escape routes and shall be kept **clear at all times**.

5.2 Storing personal items, furniture, bicycles, shoes, or any obstruction in common areas is strictly prohibited.

5.3 Tampering with fire alarms, detectors, extinguishers, sprinklers, emergency lighting, or safety systems constitutes a **serious breach**.

5.4 Barbecuing, open flames, or hazardous activities are permitted only in designated areas, if any.

---

## 6. DAMAGE TO COMMON PROPERTY & COST RECOVERY

6.1 All common property, including but not limited to lifts and lift interiors, walls, paint finishes, doors, furniture, fixtures, lighting, corridors, staircases, lobbies, gardens, landscaping, plants, flowers, walkways, water features, lakes, swimming pools, amenities, and recreational facilities, shall be used with due care at all times.

6.2 Any damage, defacement, misuse, negligence, or deterioration caused by an Owner, Tenant, Occupant, or their family members, guests, domestic staff, contractors, or visitors shall be **fully repaired or reinstated at the cost of the responsible Owner/Tenant**.

6.3 Management reserves the right to:

- arrange and carry out repairs or reinstatement
- recover the full cost of repair, including materials, labor, contractor charges, and administrative expenses
- deduct such costs from applicable deposits

### Wallmark

- levy charges in accordance with the Schedule of Charges

Accidental damage does not exempt liability.

6.4 Consequential Damage: The responsible Owner/Tenant is liable not only for direct damage but also for consequential costs (e.g., alternative accommodation for affected residents, loss of amenity use, increased insurance premiums) if the damage originates from their unit or actions.

---

## 7. CLEANLINESS, WASTE & ENVIRONMENTAL PROTECTION

7.1 Waste shall be securely bagged and disposed of only in designated waste areas.

7.2 Littering, including cigarette butts, is prohibited in all common areas.

7.3 Bulk waste, construction debris, grease, pet hair, grooming waste, or hazardous materials shall **not** be disposed of via toilets, drains, washbasins, or common waste bins.

7.4 Any plumbing blockage, environmental damage, or pest issue arising from improper disposal shall be rectified at the cost of the responsible Owner or Tenant.

7.5 Residents shall cooperate with pest-control and hygiene measures as required.

7.6 **Resource Conservation:** Residents are encouraged to conserve water and electricity. Reporting leaking fixtures in common areas is a community responsibility.

7.7 **Recycling Programs:** Where implemented, residents must segregate waste as per Management guidelines.

7.8 **Chemical & Hazardous Waste:** Disposal of batteries, paint, electronics, chemicals, or medical waste in common bins is strictly prohibited. Management will communicate safe disposal options.

---

## 8. VEHICLES & PARKING

8.1 Vehicles shall be parked only in designated parking areas allocated to the unit or visitor parking, where available.

8.2 Blocking access roads, fire lanes, walkways, ramps, or landscaping is prohibited.

**Wallmark**

8.3 Parking spaces shall not be used for long-term or habitual parking of vehicles belonging to friends, relatives, or non-residents.

8.4 The maximum speed limit within the community is **30 km/h**, or as shown on speed limit signs in the community.

8.5 **Vehicle washing, cleaning, oil changes, or mechanical repairs** within parking areas, driveways, or common areas are strictly prohibited unless expressly permitted in designated areas.

8.6 **Proper Use of Parking Bays:** All vehicles must be parked fully within a single marked parking bay. Parking across bay markings, straddling boundary lines, or occupying more than one parking space constitutes a violation of these Rules and may result in enforcement action and applicable charges.

8.7 **Zero-Tolerance Areas:** Parking is strictly prohibited in the following areas at all times:

- Wheelchair or accessibility ramps
- Emergency or fire access routes
- Building entrance ramps
- Garbage collection or service ramps
- Pedestrian walkways

Vehicles parked in these areas may be immobilized or towed immediately without prior warning.

8.8 **Authority to Immobilize or Tow:** Management reserves the right to immobilize (wheel clamp) or tow any vehicle parked in violation of these Rules. Such enforcement action may be taken in addition to the application of violation charges.

Any damage resulting from attempts to move or operate an immobilized vehicle shall be the sole responsibility of the vehicle owner. Management shall not be liable for any loss arising from lawful enforcement actions.

8.9 **Repeated Violations:** Repeated or deliberate violations of parking regulations, including removal of official notices placed on vehicles, shall constitute non-compliance and may result in escalation of enforcement measures, including immobilization, towing, and additional administrative charges.

---

## 9. PET REGISTRATION, CONTROL & COMPLIANCE

### 9.1 Mandatory Registration

All pets kept within the Community must be **registered with Management** prior to being



brought into or kept within the Community. Pet registration is mandatory for both Owners and Tenants.

### 9.2 Approval Requirement

Only pets expressly approved by Management are permitted within the Community. Management reserves the sole discretion to approve, conditionally approve, or reject any pet registration application.

### 9.3 Unregistered Pets

Unregistered pets are **strictly prohibited**. Management shall have the authority to issue violation notices, impose charges in accordance with the Schedule of Charges, and require the **removal of any unregistered pet** from the Community.

### 9.4 Registration Validity & Renewal

Pet registration approval shall be valid for **one (1) year** from the date of issuance and must be renewed annually. Any change of pet shall require a new registration and approval.

### 9.5 Conduct in Common Areas

Pets must be kept **leashed or properly contained** at all times in common areas and shall not cause noise, nuisance, aggression, or safety concerns.

### 9.6 Hygiene & Waste Disposal

Pet owners shall immediately clean and properly dispose of pet waste.

Pets shall **not** be washed, groomed, or shaved in common areas, balconies, parking areas, or drains. Pet hair or grooming waste shall not be disposed of via toilets or plumbing systems.

### 9.7 Owner / Tenant Responsibility & Liability

The Owner and/or Tenant shall be fully responsible for the conduct, hygiene, noise, safety, damage, and any costs arising from their pet, whether within the Unit or common areas.

### 9.8 Nuisance, Safety & Revocation

Where a pet causes repeated nuisance, hygiene issues, or poses a safety risk, Management reserves the right to impose penalties, revoke pet registration approval, and require **permanent removal of the pet**, subject to applicable law.

### 9.9 No Waiver of Liability

Pet registration does not constitute acceptance of liability by Management and may be revoked at any time in the event of non-compliance.

---

## 10. HOME APPEARANCE, BALCONIES & EXTERNAL VISIBILITY

### Wallmark

10.1 Units, balconies, patios, and windows shall be maintained in a clean, orderly, and aesthetically acceptable condition at all times.

10.2 The following are prohibited:

- hanging laundry or items visible externally
- storage or clutter on balconies
- unauthorized screens, shades, coverings, or fixtures
- external signage, banners, or advertisements

10.3 Any condition detracting from the overall appearance of the community shall be rectified upon notice.

10.4 Window Treatments: To maintain external uniformity, any window treatments (curtains, blinds) visible from the exterior must have a white or off-white backing/lining.

---

## 11. AMENITIES, RECREATIONAL FACILITIES & OPEN SPACES

### 11.1 General Principle & Hours

All amenities are for the exclusive use of registered residents and their accompanied guests. Operating hours for each facility type shall be posted on-site and are subject to change for maintenance, safety, or seasonal reasons. Management may close any amenity temporarily without prior notice for emergency repairs or health/safety concerns.

### 11.2 Booking Systems & Priority

Certain facilities (e.g., sports courts, function rooms) may operate on a pre-booking system via a Management-approved platform. Residents are prohibited from charging others for booked slots or using them for commercial coaching without a prior, written commercial NOC. Management may designate specific times for different user groups (e.g., adult swim, family hours).

### 11.3 Sports Facilities (Football/Cricket Ground, Shuttle Games, Sports Complex)

- **Appropriate Use:** Facilities must be used for their intended purpose only. Cricket must use only tennis balls or approved soft balls unless the facility is specifically designed for hard-ball cricket. No metal spiked footwear (studs) permitted on artificial turf.
- **Safety & Equipment:** Users assume all risk of injury. Personal protective equipment is the user's responsibility. Misuse of equipment (e.g., climbing goalposts, netting) is prohibited.

## Wallmark

---

- **Private Coaching/Events:** Organized team practice, private coaching, or tournaments require prior written NOC from Management and proof of third-party liability insurance.

#### 11.4 Swimming Pools & Water Features

- **Supervision:** Children under 14 years must be actively supervised by a responsible adult (18+). Lifeguards, if present, are not a substitute for parental supervision.
- **Health & Hygiene:** Users must shower before entering. Persons with infectious diseases, open wounds, or incontinence are prohibited. No diapers except approved swim diapers.
- **Conduct:** No running, diving (where depth prohibits), rough play, or glass containers.
- **Decorative Water Features (Lakes, Fountains):** Swimming, wading, fishing, boating, or introducing objects/animals is strictly prohibited. Tampering with pumps, lights, or controls is a serious violation.

#### 11.5 Children's Play Area

- **Age & Supervision:** Designed for children aged 2-12. Children must be supervised by a guardian at all times.
- **Faulty Equipment:** Residents must immediately report damaged or unsafe equipment to Management and refrain from using it.

#### 11.6 Mosque / Prayer Room

- **Respectful Use:** The area is for quiet worship and reflection. It must be kept clean; shoes must be removed at designated areas.
- **Timings:** Adherence to posted opening/closing times, especially during cleaning periods, is mandatory.
- **Personal Belongings:** Management is not responsible for items left unattended.

#### 11.7 General Amenity Conduct

- **Personal Property:** Items left unattended may be removed by Management after a reasonable period. Management bears no liability for loss or damage.
- **Food & Beverages:** Consumption may be restricted to designated picnic areas. Littering is prohibited.
- **Commercial Photography/Filming:** Requires prior written NOC from Management.

---

## 12. ALTERATIONS, RENOVATIONS & FIT-OUT WORKS

### Wallmark

12.1 No alteration, renovation, fit-out, drilling, hammering, or similar work shall be carried out without prior written **NOC from Management**.

12.2 Only internal, non-structural works may be approved.

12.3 Structural changes, façade alterations, balcony modifications, or interference with utilities or fire systems are strictly prohibited.

**12.4 General Working Hours:**

Monday to Saturday, 9:00 AM – 6:00 PM

No works on Sundays or UAE public holidays.

**12.5 High-Noise Tools Restriction:**

Drilling, hammering, wall chasing, demolition, or similar activities are permitted **only** during:

- 10:00 AM – 12:00 PM
- 2:00 PM – 3:00 PM

12.6 Management may require a refundable security deposit and reserves the right to **stop works immediately** in case of violations.

**12.7 Heavy Installations & Lifting Operations**

The installation of heavy items including, but not limited to, fountains, jacuzzis, plunge pools, large planters, stone features, water features, safes, sculptures, or any object imposing significant structural load on balconies, terraces, roofs, or building slabs is strictly prohibited unless expressly approved in writing by Management.

Approval shall be subject to the submission of a structural engineer's certificate, technical specifications, method statements, lifting plans, contractor insurance, and any other documentation required by Management.

Management reserves the absolute right to refuse such installations at its sole discretion where structural, safety, operational, aesthetic, or liability risks are identified.

Any approved installation shall remain the full responsibility of the Owner, who shall be liable for all resulting damage, leakage, structural impact, safety incidents, and associated costs without limitation.

## 13. COMMERCIAL & RETAIL UNIT OPERATIONS

### 13.1 Primary Responsibility & Liability

The Commercial Tenant is solely responsible for ensuring full compliance by itself, its employees, agents, contractors, customers, and suppliers with all applicable UAE federal and local laws, licensing requirements, its lease or license agreement, **and these Community Rules & Regulations**. The Owner of the Commercial Unit remains jointly and ultimately liable to Management for any violations, charges, or damages arising from the Commercial Unit's operations.

### 13.2 Operating Hours, Deliveries & Servicing

- a) The approved operating hours for each Commercial Unit shall be stipulated in its lease and/or by written notice from Management. Commercial Tenants must not operate outside these hours unless prior written authorization is obtained for a specific event.
- b) All deliveries, loading, unloading, and removal of waste for Commercial Units **must exclusively use the designated Loading Bay(s)**.
- c) Delivery and servicing time windows may be prescribed by Management (e.g., 6:00 AM – 10:00 AM and 2:00 PM – 5:00 PM on weekdays). No such activity is permitted on Sundays or UAE public holidays without a special NOC.
- d) Delivery vehicles must not obstruct access roads, fire lanes, or residential parking. Overnight parking of commercial vehicles within the Community is prohibited.

### 13.3 Customer Management & Parking

- a) Commercial Tenants are responsible for the conduct of their customers and must take all reasonable steps to ensure they do not cause nuisance, litter, loiter in residential zones, or engage in anti-social behavior.
- b) Customer parking is **strictly limited to designated visitor parking areas**. Commercial Tenants must explicitly inform customers (via signage, websites, etc.) that they may not use residential parking bays. Habitual use of visitor parking by a Commercial Unit's staff or customers may lead to access restrictions.
- c) Queues or gatherings of customers must be contained within the immediate frontage of the Commercial Unit and must not block pedestrian pathways, building entrances, or emergency exits.

### 13.4 Waste, Recycling & Environmental Management

- a) Commercial Tenants must contract directly with a waste collection service provider **approved by Management** for the regular removal of all **Trade Waste**. Proof of contract may be required.

- b) **Under no circumstances** may commercial waste—including food waste, cooking oil/grease, packaging, cardboard, or hazardous materials—be disposed of in residential waste enclosures, compactor rooms, or common area bins.
- c) Grease traps and kitchen exhaust filtration systems must be professionally cleaned and maintained at intervals mandated by law or more frequently as needed. Records of service must be available for inspection by Management upon request.
- d) Spills, especially of grease or chemicals, in common service areas must be cleaned immediately by the Commercial Tenant using appropriate methods to prevent slips, odors, and pest attraction.

### **13.5 Signage, Advertising & External Appearance**

- a) All external and internal signage visible from common areas (including permanent signs, temporary promotions, A-frames, banners, posters, digital displays, and menu boards) requires **prior written NOC** from Management and must conform to the community's master design guidelines.
- b) Lighting from Commercial Units, including interior lighting visible after hours and external promotional lighting, must not cause light pollution, glare, or nuisance to residential units or pedestrians.
- c) The exterior façade, doorway, and immediate surrounding area of the Commercial Unit must be kept clean, tidy, and free of unauthorized displays, storage, or seating. Any planters or fixtures placed outside the unit require prior NOC.

### **13.6 Nuisance Prevention: Odor, Noise, Vibration & Emissions**

- a) Commercial Tenants must install, maintain, and operate adequate extraction, ventilation, and filtration systems to absolutely prevent cooking odors, smoke, steam, or fumes from migrating into residential common areas, lobbies, or units.
- b) Noise and vibration from music, entertainment systems, HVAC units, kitchen equipment, or customer activity must be contained within the Commercial Unit. Levels must comply with Section 4 (Noise, Disturbance & Quiet Enjoyment) of these Rules at all times, 24 hours a day.
- c) Management reserves the right to conduct an assessment of noise or odor emissions and require the Commercial Tenant to undertake and fund remedial works at its own expense.

### **13.7 Staff, Contractor & Security**

- a) Employees of Commercial Units must use designated service entrances and routes. Loitering in residential areas or using residential amenities is prohibited.
- b) Commercial Tenants are responsible for the security of their own premises. After-hours access must not compromise the security of adjacent residential areas.

### **13.8 Enforcement for Commercial Units**

#### **Wallmark**

a) Violations by a Commercial Tenant will result in the issuance of violation notices and charges as per the Schedule of Charges, which may be set at higher rates for commercial violations due to their greater impact.

b) In cases of repeated or serious violations, Management reserves the right to take further action, including but not limited to: restricting delivery access, suspending the right to use external areas, recommending non-renewal of the lease to the unit Owner, instructing security to refuse entry to repeat-offender delivery vehicles, or pursuing legal action for breach of community standards.

---

## **14. SECURITY, ACCESS & SURVEILLANCE**

### **14.1 Access Credentials:**

Keys, fobs, access cards, or codes issued by Management are for resident use only. Sharing, duplicating, or tampering with access systems is prohibited.

### **14.2 Visitor Management:**

Residents are responsible for registering their guests, where a system is provided, and for ensuring guests comply with all Rules. Overnight guests staying beyond [e.g., 7] consecutive days may require notification to Management.

### **14.3 Identification:**

Security personnel may request identification from any person in common areas. Residents and their invitees must comply.

### **14.4 Unauthorized Persons:**

Loitering, solicitation, or unauthorized provision of services (e.g., unapproved tutoring, home businesses) is prohibited. Residents must report suspicious activity.

### **14.5 Closed-Circuit Television (CCTV):**

Common areas are monitored by CCTV for safety and security purposes, in compliance with UAE law. Footage may be used for incident investigation and enforcement.

### **14.6 Unit Access by Management:**

---

## **Wallmark**

Management or its agents retain the right to enter any unit (with prior notice except in emergencies) to inspect, repair, or maintain common systems, verify compliance, or, during an emergency (fire, leak, etc.).

## 15. MOVING, DELIVERIES & LOGISTICS

### 15.1 Moving In/Out:

Requires a minimum of 48 hours prior to booking with Management. Moves are restricted to weekdays, 9:00 AM - 5:00 PM, unless an exception is granted.

### 15.2 Protection & Damage:

Residents are liable for all damage during moves. Protective padding for elevators, floors, and corridors is **mandatory**. A refundable moving deposit may be required.

### 15.3 Delivery & Service Vehicles:

Must use designated loading zones and are limited to a maximum stay of [e.g., 30 minutes]. Heavy goods vehicles may be restricted to specific times.

### 15.4 Contractor Supervision:

Residents are responsible for the conduct, parking, and waste removal of their hired contractors. Contractors must carry a copy of the renovation NOC while on site.

## 16. CONDUCT, RESPECT & DISPUTE RESOLUTION

### 16.1 General Conduct

Residents and occupants shall:

- Conduct themselves in a respectful and lawful manner.
- Avoid behaviour that causes nuisance, disturbance, harassment, or intimidation.
- Comply with security and management instructions.

### 16.2 Respect for Community Staff

Residents shall not:

- Use abusive, threatening, or aggressive language toward staff.
- Intimidate, obstruct, or interfere with security or management personnel.
- Refuse reasonable identification or compliance requests.

Any such behaviour may result in immediate enforcement action.

### 16.3 Dispute Resolution

Where disputes arise between residents:

- Parties shall first attempt amicable resolution.

**Wallmark**



- Management may mediate but is not obligated to adjudicate private disputes.
- Escalation shall follow documented procedures.

#### **16.4 Escalation for Misconduct**

Repeated misconduct, harassment, or abuse may result in:

- Charges under the Schedule of Charges
- Restriction of non-essential privileges
- Referral to relevant authorities where applicable

---

## **17. ENFORCEMENT, CHARGES & PROCEDURAL FAIRNESS**

17.1 Management may issue advisory notices, violation notices, and charges for non-compliance.

17.2 Enforcement shall be reasonable, documented, and proportionate.

17.3 Evidence may include security reports, photographs, CCTV (where permitted), inspections, and complaints.

17.4 Charges shall be levied in accordance with the **Schedule of Charges**, as updated from time to time.

17.5 **Recovery & Administrative Restrictions:** Where violation charges remain unpaid, Management may:

- Record such charges against the unit or the customer account;
- Require settlement prior to lease renewal, transfer, sale, or vacating;
- Restrict non-essential community privileges, including parking allocations, parking access credentials, and issuance of clearance certificates, until outstanding amounts are settled.

Essential utility services shall not be restricted under this provision.

---

## **18. Community Cooperation & Resident Responsibilities**

---

### **18.1 Emergency Cooperation**

**Wallmark**

Residents and occupants shall familiarize themselves with basic emergency procedures and cooperate fully with Management, security personnel, and emergency responders during any emergency, safety situation, or evacuation.

Residents shall not obstruct emergency access routes, emergency equipment, or response activities.

---

## **18.2 Moving Activities**

Residents shall notify Management prior to any significant moving activities, including moving in, moving out, or delivery of large items.

All moving activities shall be conducted responsibly and in a manner that avoids damage to common areas, obstruction of access routes, or disturbance to other residents.

Residents shall be responsible for any damage caused by themselves, their contractors, or movers during such activities.

---

## **18.3 Visitor Responsibility**

Residents shall be responsible for ensuring that their visitors comply with community rules, including requirements relating to parking, conduct, safety, and use of common areas.

Any violation by visitors may be treated as a violation by the resident.

---

## **18.4 Community Courtesy**

Residents and occupants shall conduct themselves in a respectful manner that promotes peaceful enjoyment and mutual consideration within the community.

Behaviour that causes nuisance, disturbance, or inconvenience to others may be addressed under these Rules.

---

## **18.5 Reporting Hazards and Concerns**

Residents are encouraged to promptly report any safety hazards, maintenance concerns, or conditions affecting the community to Management.

### **Wallmark**

Early reporting supports the safe and proper operation of the community.

---

## 19. APPEALS

19.1 Residents may submit a written appeal within **7 calendar days** of a violation notice.

19.2 Management's decision shall be final, subject to applicable law.

---

## 20. GENERAL PROVISIONS

20.1 Failure to enforce any rule shall not constitute a waiver.

20.2 Management may amend these Rules with reasonable notice in accordance with governing documents and law.

20.3 Management reserves the right to interpret these Rules and to address situations not explicitly covered herein. Such interpretations and decisions shall be made reasonably, with the community's best interests in mind, and shall be consistent with the overall objectives of these Rules.

20.4 Management will communicate via email to registered addresses, the community app, and/or posted notices in common areas. Residents are responsible for keeping contact details updated and checking official channels regularly. Digital notices have the same force as physically posted ones.

20.5 Residents shall engage with Management strictly in their **personal capacity** only. No resident, tenant, owner, or occupant may represent, imply representation of, or communicate on behalf of the community, residents collectively, or Management in any form, including but not limited to correspondence, announcements, notices, events, or external communications.

20.6 Community-wide representation, announcements, approvals, or decisions are issued **exclusively by Management** or its authorized representatives. Any activity, communication, or initiative presented as being on behalf of the community without Management authorization shall be deemed unauthorized and may result in corrective action in accordance with these Community Rules and the Schedule of Charges.