

POPE PROPERTIES



TENANT HANDBOOK



XAVIER APARTMENTS

OFFICE HOURS

Monday – Friday : 9:00 AM – 5:00 PM

Saturdays : 9:00 AM – 3:00 PM

LOTS 903, 907, 908, 909 REPUBLIC GARDENS, PETERS HALL, ECD, GUYANA

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1. INTRODUCTION

This rule book provides the guidelines and regulations for the management and use of the apartment complex. Compliance with these rules ensures a safe, comfortable, and orderly living environment for all residents. Non-compliance with these rules may result in penalties or termination of the lease agreement.

2 . GENERAL POLICIES

2.1 Compliance with Laws

All residents and guests must comply with all applicable laws and regulations of Guyana.

2.2 Lease Terms

All terms and conditions outlined in the lease agreement must be strictly adhered to by all parties.

3. GUEST ENTRY

3.1 Guest Registration

All guests must be registered with security upon arrival. Guests must provide identification and their host's apartment number. Host will be required to authorise the entry of all guests.

3.2 Guest Conduct

Hosts are responsible for the conduct of their guests. Guests must adhere to all complex rules and regulations.

4. PARKING REGULATIONS

4.1 Resident Parking

Residents are allowed to park in the yard.

4.2 Guest Parking

Guests are not allowed to park in the yard; they must park on the street.

4.3 Vehicle Registration

At this time parking permits have not been issued, but will be in the future

5. INCIDENT REPORTING & REPAIR REQUESTS

5.1 Reporting Incidents

Residents must report any incidents, including but not limited to accidents, security issues, or any form of property damage, to the management office immediately.

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5.2 Requesting Repairs

Residents should submit repair requests through the designated maintenance request system, either online or by contacting the management office. Emergency repairs should be reported immediately via the emergency contact number.

6. SMOKING POLICY

6.1 No Smoking Indoors

Smoking is not permitted within any apartments or indoor common areas.

6.2 Designated Smoking Areas

Smoking is only allowed in designated exterior smoking areas. Residents and guests must use the cigarette receptacles provided to dispose of cigarette butts and ashes safely.

6.3 Safety Compliance

Strict adherence to the use of cigarette receptacles is required to prevent fire hazards. Violation of this policy may result in fines or further disciplinary action.

7. EMERGENCY PROCEDURES

7.1 Emergency Situations

In the event of an emergency, such as a fire or natural disaster, residents must not use the elevators. Use the stairwells and follow the posted evacuation routes to exit the building safely. If there is an emergency issue with accommodation after office hours, please report the matter to security immediately, do not wait until the next morning.

7.2 Emergency Information

Emergency contact numbers and procedures are provided in each apartment and common area.

Residents are encouraged to familiarise themselves with these contacts and procedures.

Organisation	Name	Phone	Location/Address
Xavier Apartments	Vernon Thorne	WhatsApp 592 679 2005	
Xavier Apartments	Security		On Premises
Fire Station	Eccles Fire Station	Emergency Tel: 912 592- 233 - 5700	Nandy Park
Police Station	Providence Police Station	(+592) 265-7382 Emergency Tel: 911	Providence Public Rd, East Bank Demerara
Ambulance Service		Emergency 913	
Medical Emergency Services	ASSL (Private)	592 227 2599	Georgetown
Hospital	Diamond Regional Hospital	592 627 9331 open 24 hrs.	Diamond EBD
Pharmacy	Smart Aid 24 Hrs	592 613 6610 6 mins away	Eccles EBD

8. USE OF OUTDOOR LOUNGE AREA

8.1 Cleanliness

Residents and guests must clean up immediately after using the outdoor lounge areas. All rubbish must be disposed of in the appropriate receptacles.

8.2 Conduct

Proper conduct is expected at all times in the outdoor lounge areas. Loud noise, disruptive behaviour, or any form of vandalism will not be tolerated and may result in further action.

9. NOISE POLICY

9.1 Quiet Hours

Quiet hours are enforced from 08:00 PM to 7:00 AM daily. During these times, noise levels must be kept to a minimum to ensure a peaceful environment for all residents.

9.2 Noise Complaints

Residents should report excessive noise or disturbances to the management office. Repeated noise complaints may result in further action.

10. PET POLICY

No pets are allowed

11. MAINTENANCE AND UPKEEP RESPONSIBILITIES

11.1 Resident Responsibilities

Residents are responsible for keeping their apartments clean and in good condition. Any damage beyond normal wear and tear will be the resident's responsibility.

11.2 Management Responsibilities

Management is responsible for the maintenance and upkeep of common areas and interior, as well as exterior property.

12. UTILITY USAGE GUIDELINES

12.1 Energy Conservation

Residents are encouraged to conserve energy by turning off lights, appliances, and water when not in use.

12.2 Utility Repairs

Any issues with utilities should be reported to the management immediately.

13. WASTE MANAGEMENT & RECYCLING

13.1 Rubbish Disposal

All rubbish must be disposed of in the designated rubbish bins. Residents should not leave rubbish outside their apartments.

14. SECURITY MEASURES

14.1 Access Control

The complex uses an access control system. Residents should not share access codes or keys with unauthorised individuals.

14.2 Security Reporting

Any security concerns or suspicious activities should be reported to the management office or security immediately.

15. AMENITIES USAGE & OTHER GUIDELINES

15.1 Gym and Recreational Facilities

Residents must follow all posted rules and regulations for gym and recreational facilities. Proper conduct and cleanliness are expected.

16. FOOD APPS

Go to Google Play Store for Android or for Apple go to the App Store for Apple phones, Download GTEats APP

17. HOUSEKEEPING

17.1 Xavier Apartments will wash sheets, towels, bedspreads, pillow slips.

17.2 You are responsible for your washing your personal items.

17.3 Cleaning Schedule:

- Mondays: Ground Floor Apartments
- Tuesdays: First Floor Apartments
- Thursdays : Second Floor Apartments

Please note that if a room becomes vacant and needs to be cleaned outside of the scheduled days, the room will be cleaned, but apartment will be cleaned on regularly scheduled days.

17. HOUSEKEEPING CONTD.

17.4 Self Cleaning

If you choose to wash your towels and sheets etc. Please do not wash the whites with any other colors. Doing so may cause discoloration of the white items.

Some tenants have opted to clean their own space.

17.5 Trash Removal

In addition to taking the trash on the scheduled cleaning days, we will remove trash a second time in cycle week.

- If your cleaning day is Monday, we will retrieve trash again on Thursday
- If your cleaning day is Tuesday, we will retrieve trash again on Friday
- If your cleaning day is Thursday, we will retrieve trash again on Monday

If you have trash that needs to be removed outside of the times mentioned, please pull the trash, tie off the bag and take to trash receptacle outside. No trash is to be stored outside of trash can in apartment or receptacle outside in the yard. We have to be mindful of pests.

18. MOVE-IN & MOVE-OUT PROCEDURES

18.1 Move-In Inspection

A move-in inspection will be conducted with each new resident to document the condition of the apartment. Any pre-existing damages must be noted during this inspection.

18.2 Move-Out Inspection

A move-out inspection will be conducted when a resident vacates the apartment. The apartment must be left in a clean and undamaged condition. Any damages or excessive cleaning required may result in charges to the resident.

18.3 Key Drop Off

Upon leaving, please drop keys in the Drop Box located outside the office. If you leave and do not turn your keys in, Schlumberger will be charged for replacement of the keys.

19. ALTERATIONS & DECORATIONS

19.1 Alterations

Residents are not permitted to make any structural alterations to the apartment. This includes painting, installing fixtures, or making any changes to the layout.

19.2 Decorations

Residents may decorate their apartments within reason. However, any decorations that may cause damage to the property or require excessive removal efforts are not permitted.

20. SUBLETTING POLICY

20.1 No Subletting

Subletting of apartments is not permitted. Unauthorised subletting will be reported.

21. CONFLICT RESOLUTION PROCEDURES

21.1 Reporting Conflicts

Residents should report any conflicts or disputes with staff, service providers, and security personnel to management (WhatsApp 592 679 2005). Management will work to mediate conflicts as necessary.

22. USE OF BALCONIES, DECKS & PATIO

22.1 Furniture and Decorations

Residents may not place furniture and decorations on their balconies and patios. However, these areas must be kept clean and free of clutter.

22.2 Use of the deck is allowed with permission from the office. Please contact the manager during office hours.

23. GRILLING

No unsupervised grilling is allowed on patios. For safety reasons storage of flammable materials on balconies and patios are prohibited.

24. SHARED SPACE

Please be mindful that some apartments are shared with others which means space in the common areas is shared. "Out of respect for fellow tenants, we ask that everyone show consideration when using and maintaining shared spaces."

25. TAXI

Book a Ride :- 592 233 9988

26. PEST CONTROL

26.1 Resident Responsibilities

Residents are responsible for maintaining a clean environment always to prevent pest infestations. Any pest issues should be reported to the management office immediately.

26.2 Dirty Dishes

Help us maintain a pest free environment please do not leave dirty dishes etc. on the floor. Your cooperation is greatly appreciated

27. CORRECT USE OF APPLIANCES & FIXTURES

27.1 Appliance Usage

Residents must use all appliances in accordance with the manufacturer's instructions. Misuse of appliances can lead to damage or hazards and may result in repair costs being charged to the resident. If you are in doubt of use, please contact management.

27.2 Washing Machine Usage

HE laundry detergent must be used when using the washing machine. Please **DO NOT** use any other type of laundry detergent other than HE because it will cause damage to the machines.



Only use liquid laundry detergent with HE Brand please

27.3 Fixture Usage

All fixtures, including plumbing and electrical fixtures, must be used properly. Tampering with or attempting to repair fixtures without management approval is prohibited and may result in penalties or repair costs.

27.4 Reporting Malfunctions

Any malfunction or damage to appliances or fixtures must be reported to the management office immediately. Prompt reporting can prevent further damage and ensure timely repairs.

28. ENFORCEMENT & PENALTIES

28.1 Rule Enforcement

Management reserves the right to enforce all rules and regulations as necessary to maintain a safe and orderly environment.

29. APARTMENT ENTRY

It is our policy to give our tenants 24 hours' notice if we have to enter the apartment outside of the cleaning and trash pick-up cycle. However, in the event of an emergency, we will enter the apartment but will let you and your Accommodations Department know that we had to go into the apartment.

30. AMENDMENTS

30.1 Rule Amendments

Management reserves the right to amend these rules and regulations as necessary. Residents will be notified of any changes in writing.

30.2 Adherence

By adhering to these rules and regulations, all residents and guests contribute to a harmonious living environment. Your cooperation is appreciated.