

Nichada Park Resident Orientation

1. Introduction

This document is designed to provide you and your family with the most important facts of easy living within Nichada Thani and highlights the rules and regulations applicable to Nichada Park residents and some of the main processes which you will need to be aware of in your daily life.

2. www.nichada.com

This web site has been designed with much the same goals in mind and contains all of the details you will find within this document, and more. It is an easy resource for all web users to discover the processes and services available to them now that they reside within Nichada Thani.

3. Moving in or out of your Property

Your arrival to Nichada Park should have been announced to the Property Management Company in charge of the project, (Nichada Club Co., Ltd.), as should your departure when the time comes. It is important that you, as tenants, check that this has been done, as it is Nichada Thani policy that property will be prevented from being moved either in or out of Nichada Thani should there be any outstanding debt held for maintenance fees or club accounts, and your relocation plans may be expensively delayed should notification not be given.

4. Property Management Company & Maintenance Fees

The Property Management Company contracted to manage Nichada Park is Nichada Club Company Limited. The scope of responsibility can be summed up by explaining that the Club meets monthly with an Operations Committee made up of homeowners of homes within Nichada Park, and quarterly at an open meeting of homeowners of homes within Nichada Park, to receive instruction on the management of the community and discuss problems, concerns and suggestions the homeowners, their tenants and the Club have to further improve the management of the community.

Nichada Club receives a monthly maintenance fee, paid quarterly by Nichada Park homeowners to Nichada Park Company Limited, which covers the expenses of landscaping, security, housekeeping, etc.. If this fee is not paid promptly by the homeowner it may result in penalties which adversely affect tenants in ways documented in the "Rules and Regulations Applicable to Nichada Park" document, which has been approved by a quorum of homeowners.

The Property Management Company distributes a resident list to all homeowners of Nichada Park on a regular basis. It is important for this reason, in addition to that of security, for us to maintain accurate records of all residents. Therefore, if you change any of your contact details, rental expiry date etc., please let us know so that we can amend the list.

5. Additional Public & Private Maintenance

Expenses for repair to common areas are the responsibility of Nichada Park Company subject to approval by the Nichada Park Operations Committee. For emergency situations of small expense, Nichada Club has been granted approval to address them immediately, but for non-emergency cases and cases of great expense, the Nichada Park Committee must be informed in advance and approval obtained from them in writing, before the problem can be addressed.

Therefore, if you have a power cut or similar interruption we request that you report the occurrence to us as soon as it is discovered, as it may result from a fault in the common areas of Nichada Park, in which case we will address the matter without delay. However, it may be due to a problem within your home, in which case membership to the Nichada Club Customer Relations Work Order service is necessary before any of our technicians may enter your home. Please see next section.

Although we encourage all residents within Nichada Thani to use this service as we can exercise more effective control over our own staff from a security perspective, we understand that some residents chose to employ outside vendors. In these cases advanced notification must be given to the Customer Relations Department as there exists a set procedure for all vendors working within Nichada Thani and a required deposit in case the vendor causes damage to any Nichada Thani property.

6. Nichada Club Customer Relations Work Order Service

The Nichada Club operates a home maintenance service known within Nichada Thani as the “work order service”. This service covers most repair and maintenance within homes and finds alternative vendors for customers in cases where we do not employ a professional in that field. In order for our technicians to enter your home, even to provide a quotation for work, it is necessary that you become a member of the work order service which is available as a complimentary service to the pool, landscaping and air-conditioning maintenance services only. This is especially useful in emergency cases where alternative vendors may be days away from visiting your home.

Membership requires a 3,000 Baht deposit to be paid at the Customer Relations Office, which is fully refundable, less any outstanding amounts, should you wish to terminate your membership. With this deposit you must submit a list of signatures of people you wish to have authority to request a work order on your behalf. Work orders submitted with alternative signatures will not be processed.

Once you have become a member, you may complete a “work order form”, which is available at the guard house to Nichada Park, and at the Customer Relations Office, ensuring that it is signed by one of your submitted authorized signatories. Once submitted, work is expected to be commenced within 3 working days except for in emergency cases.

For full details of the work order service and charges, please check at www.nichada.com or by calling the Customer Relations Office. Please see the “Important Telephone Numbers” section.

Please note: Without becoming a work order service member, no technician will visit your home.

7. Access to your home

For your personal access you may apply for a “Resident Pass” which is a hand held card and a “Car Sticker” allowing you to pass through every entrance to Nichada Thani and through the Nichada Park gate. The secondary access, known as the “Seechaithong Gate” is reserved for club members and Nichada Thani residents only and may only be passed through by showing one of these passes or a club membership card.

Your visitors, if unannounced, must enter Nichada Thani through the front gate only, known as the “Samakee Gate”, where they must exchange some form of identification for a visitor pass, color coded for Nichada Park only. (They will not be permitted to access any other residential compound within Nichada Thani.)

If you know the date, time and mode of transport for your guests’ visit, they may use the Srichaithong Gate providing that you provide security with all details in advance. In this case you should call the Security Center or inform the guard posted on the Nichada Park gate.

8. Garbage Collection

Household garbage will be collected from your home every day except Sunday. Trash from vendors and workers hired at your home will not be collected and is their own responsibility to remove. We ask that residents place their garbage in appropriate trash receptacles, tied securely in plastic bags ready for collection, in a visible location.

9. Domestic Staff

We advise all residents to carefully check the particulars of all domestic staff considered for employment and to insist on a recent reference from their last employer, which should also be checked on. Crime by domestic staff is not unheard of and residents place much trust in their staff, allowing access to their homes and the project, so for your own security, this is of vital importance.

In order for your domestic staff to gain access to your home with ease, they should apply for a “Driver / Maid Pass” at Customer Relations. (If they are employed for any other purpose there is a provision on this form.) They will need you, as their employer and Nichada Thani resident to validate this application, and will receive a hand held pass in return. This pass is the property of Nichada Thani and must be returned to Customer Relations upon termination of the staff’s employment. This is also for security reasons ensuring that individuals with no business within Nichada Thani cannot gain access to the project.

10. Nichada Club & Clark Hatch Nichada Club

The owner of your home may have purchased a residential membership to the Nichada Club for your use, but this does not include the new Clark Hatch Nichada Club facilities. This can be easily checked by calling the Nichada Club Membership Manager. However, if this is not the case, membership is easily arranged.

The club facilities currently include Olympic Swimming Pool, Jacuzzi, Aerobic Studio, Gymnasium, Tennis Courts, Squash Court, Mini-Golf, Boules, Restaurant, Bar and outdoor terrace. In addition to these facilities, the Club provides home food delivery to every home in Nichada Thani, catering for parties and celebrations at homes within Nichada Thani and holds many social events throughout the year at which members enjoy discounted rates.

11. Important Telephone Numbers

Following is a list of Nichada Thani and Nichada Club staff which you may need to contact frequently. If the person you wish to contact is not listed here, the main switchboard number for Nichada Thani is Tel. 02-960-4300-9. The operator will be able to connect you with anyone in the Company from this number.

Property Management Tel.0-2960-4300-9 Fax. 0-2960-4344 Email: richard@nichada.com	Mr. Richard Deputy Managing Director, NT Group	ext.187
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Customer Relations Tel. 0-2960-4300-9 Fax.0-2960-4344 Direct: 0-2967-9674 customerservice@nichada.com	Ms. Jarunan Mr. Toom Ms. Ooy	ext.186 ext.185 ext.184
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Security Center Tel. 0-2960-4352	Mr. Uthai Chief of Security	
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Nichada Club Membership Tel. 0-2960-4326-7 membership@nichada.com	Ms. Daeng Membership Manager	ext. 17
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Restaurant Tel. 0-2960-4326-7 nichada-club@nichada.com	Ms. Pitimon Food & Beverage	ext. 16
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Sales and Rental Tel. 0-2960-4329-31 Fax. 0-2960-4348 rental@nichada.com	Ms. Khansithon Sales & Rental Manager	
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12. Validity

This orientation document was reviewed and approved by a quorum of homeowners at the Meeting of Nichada Park held on October 21st 2006. Change has been made since this time, on November 20th 2007, to the Nichada Club membership contact name.