

Dear Valued Employees and Families.

Welcome to JSIS employees' Accommodation, Sohar. We are delighted to have you as a part of our vibrant community. To ensure convenient and comfortable stay these residential facilities and guidelines will help everyone understand the residents' responsibilities of living and working in our township. Please take a moment to familiarize yourself with these guidelines, as they are designed to promote safety, cooperation, and coordination with FMS Team for all residents and employees. Adherence to these guidelines in letter and spirit plays a crucial role in maintaining the excellence we strive for.

- **Visitor Policy:** Visitors will only be permitted into the premises after the Security Guards have confirmed with the resident on the identity of such visitors.
- **Respect for Others:** Respect for other guidelines is essential in fostering positive interactions and maintaining a harmonious environment. Encourage each one to considerate of their neighbours by keeping noise levels down, especially during quiet hours. Shoes & shoe racks be placed in their respective areas not in corridors and keep the corridors and front of the house neat and clean.
- **Smoking** is prohibited at all the common areas
- **Community Facilities:** Usage of the Party Hall / Facility Zone areas may be reserved at the management approval/ Respective committee.
- The residents are **not allowed** to assign **any personal work** to the **Administration employee/FMS Staff**.
- It is unlawful for any person to engage in commercial solicitation in the township.
- Only LPG Cylinder use for domestic purpose is allowed inside the premises.
- **Maintenance of Common Property** - The sidewalks, passages, lobbies, staircases, and corridors must not be obstructed at any time or used for any purpose other than their designated use.
- **Liability for Damages to Common Property** - The Management shall assess any damaged caused to common property, and the cost of repairs and or replacements shall be borne by individual Employee if it is caused by negligence/omission & commission of activities by concerned employee or family member.
- **visual communications:** Brooms, mops, cartons, advertisements, posters or other means of visual communication are prohibited be placed on windows, doors or passages which might act as obstruction.
- Residents have to ensure that items such as clothes, towels and linen etc. are not hung or placed in area which shall be viewed from outside of the Apartment / Unit / Guest House unit/Villa.
- **Water and Electricity** - Individual residents must pay their respective unit bills as per the billing raised by the concerned authorities.
- **Elevators / Lifts** - Smoking, chewing gum, eating and drinking is strictly prohibited in all elevator/ lifts. In addition, persons in wet bathing suits are not allowed onto the elevators / lifts. Vehicles such as, motorcycles and other motorized from of transport (except wheelchair and bicycles), shall not be allowed into the elevators / lift. Smoking, chewing gum, eating and drinking is strictly prohibited in all elevator/ lifts. .
- **Car Park** - A designated parking area shall be allocated for parking cars by residents. Residents are not allowed to park their vehicles other than designated vehicle/Car parking area.
- **Car-wash and Repairs** - Only car-wash or polishing is allowed on the designated parking area.

- **Visitor's Parking Area - Visitors** shall only park their vehicles at the designated visitor's parking area as available.
- **PROXIMITY CARD AND BARRIER GATE / ACCESS GATE** - The proximity card is for the Resident's personal use only and should remain in the care of the Resident at all times. It should be returned back to the admin department on leaving the company as part of F&F.
- To ensure the safekeeping of the proximity card and if the same is **misplaced/lost/damaged** the Resident is to inform the Security immediately so that the said card shall be barred. The same may be replaced upon payment to the Security of a charge of RO 1.000
- **Pets:** Pets are allowed with follow of specify rules regarding pet ownership, such as leash requirements and waste disposal.
- **Refuse Disposal – Garbage** - All rubbish, rags or any other refuse shall only be disposed into the garbage located near to the complex. No services would be provided by services team for that.
- Heavy or bulky objects such as beds, old furniture, wooden doors, etc., must be **removed by the Residents** to a dumping site approved by the Authorities outside the compound of the premises.

The prior permission is required from the JSIS Management

- Please note that no renovation work to be arranged out in allocated company's accommodation without approval from JSIS Management.
- All the maintenance and property upkeep would be managed by Facility Management. All works would be registered with the helpdesk for further assistance.
- **Facility Zone – is** free to use common facility with appointment and booking of slots. First come first use basis. All residents must register or check the available bookings before proceeding to the zone.
- It's a free use common facility and timing as per the approval from management. Any damage & misuse or taking the items out of the gym location without permission is strictly prohibited.
- The company's fixed assets in the apartment shall not be changed or moved without management's permission. The company's policy would be to adhere to the bearing of costs for the same.
- The house will be handed over to the employee in good condition with fresh paint, which will be checked by the employee & all further changes will be borne by the employee themselves.
- Employee will give back the house in the good condition in case he/she leaves the house before two years

Helpdesk

The central Helpdesk of Facility Management Service Company Scott Oman shall be accessed for any on call services, additional services & complaints. The email helpdesk will be active and response from **8am to 6pm**. All occupants shall email helpdesk:

support@scott-oman.com

All services would be initiated once the requirements for seeking the services are registered with the helpdesk.

- For all Emergency services 24 hours.
- **Electrical Outage**
- **Water leak from pipes**
- **LPG leak**

Registered Services, plumbing work, Electrical work, AC maintenance, Civil work, Carpentry work, Pest & Rodent Control service, **except drinking water supply on paid basis if require.**

For emergency, please reach out to the following number- after 7pm – 6am

1st Response – Liwa @ 72228692, Falaj @ 72228693, Ghadfan @ 72228694

1st Escalation – Facility Manager @ 72228690

2nd Escalation – Operations Manager @ 99266056

On Call Services would not be provided after 7pm, which are not categorized as Emergency Services. However, all the registered services would be attended first in the morning as per the slot allocated.

Notice to Occupants-

- All residents must register the appropriate service requests with the helpdesk.
- Services would be initiated / provided on call only if the call is not designated under Emergency services.
- All the complaints registered after the working hours 7am -6pm would be attended next day except emergency services.
- AC unit - complaints would be attended under and considered as emergency services.
- During working hours, the team will respond with 1st responses within 2 hours.
- All spares must be provided and purchased in advance, before scheduling the appointment.
- If the appointment is missed out because of the spares, the next appointment would be allocated as per the availability within one hour.
- All residents will take complete responsibility of their household goods.
- The technician, Caretakers & Vendors would be performing the approved task only. No additional works or services would be rendered on payment or free. All services reviews would be collected once the works are attended in full.
- In case the spares are to be purchased by the management company, the payment must be paid in advance. A small service charges would be applicable as per the approved process from JSIS.
- For Pest Control Services, AC planned preventive services & other scheduled planned preventive services – the residents would share their availability to the helpdesk. However, the slot could be confirmed if the availability exists. Its first come first serve basis.
- No cash or payment to be made to the technicians visiting the units and attending the complaints, you may intimate the transactions to the helpdesk and make the payment to the caretaker for proper records and billing.
- Employee services subject to charges –

✚ Chargeable from employee's side at actual. (Post it is handed over to them in the good working condition)

Bulbs, consumables, shower mixer, bathroom hand sprayer, EWC flash, basin mixer, power switch, doorbell, fan regulator, AC remote, TV connection works, Wi-Fi fixing & services, Kitchen mixer, drain cover (all) & pipe.(This is to be signed by employee and Admin before handover of house.

✚ Un- chargeable / Company maintained.

AC service, pest control, EWC Commode, wash basin, water geyser, water OH tank, pressure pump, tank float valve, electrical room fuse, electrical DB related, ceiling fan, wall mounted fan, exhaust fan, Kitchen cabinet hinges, door locks, LPG connectors, window handles

HOSPITAL & CLINICS

Aster Al Raffah	26940800
BEST CLINIC SPECIALITY MEDICAL CENTER SOHAR	26721133
Aster Al Raffah Medical Centre, Liwa	26762283
Aster Al Raffah Medical Centre	26704301
Bahwan Clinic - Sohar	24650750
Badr Al Samaa Hospital, Sohar	22826624
Sohar Poly Clinics	26840043
Sohar International Medical Center	26721116
Badr Al Samaa Polyclinic, Sohar	26 846660
LIFELINE HOSPITAL	26651111
Zain Medical Centre	26649911
Blessing Healthcare Centre	9381 4156
Dr. Salim Thaha Pediatrician Clinic	9281 8318
Sohar Hospital	26840399
Al Shifa Modern Polyclinic	26753606

All the above Guidelines are only for JSIS Liwa Colony, JSIS Falaj Colony and JSIS Ghadfan Colony.