

## First Citizen, Frequently Asked Questions (FAQ's)

1. What is First Citizen Homes?

First Citizen Homes is a residential complex specially designed to meet the residential, social and health care needs of senior citizens which are at par with International standards. The facility is being built as part of a larger township with the objective of promoting active ageing. The main ideology behind the concept is to develop an environment for seniors where they can live a safe, secure and hassle free life amongst friends who aspire similar lifestyle options.

2. Where is First Citizen Homes located?

First Citizen Homes is located inside Melia by Silverglades which is a 17.5 acre housing project at Sector 35, Sohna, near G D Goenka World School, 500 mtsoff Gurgaon-Sohna Highway. The site is approx 20kms from HUDA City center.

3. Who are the people behind the project?

The project is being developed by Silverglades Group of Gurgaon. Silverglades is a leading Realty and Infrastructure developer of NCR. The Group is known for Integrated Townships, Group Housing, Shopping Malls, office spaces and Infrastructure & Utility Services. Silverglades is inspiration of its visionary Chairman; Mr. Pradeep Jain, an MBA by Qualification.

4. What is the role of Age Ventures India (AVI) in this project?

AVI is providing assistance to Silverglades in the concept development, planning of key features like security, furnishing of hardware of all amenities and facilities, coordination with architects, ensuring compliance with all provision required for movement under varying physical and mental conditions (developed due to ageing), sourcing of support services, designing of system sourcing and training of care givers to ensure that the, transition to the retirement community is a positive experience. AVI will also serve the residents post construction.

5. How big is the land area, how much is the open area?

Land area is approximately 17.5 acres

6. Is the property free hold or leased?

It's a free hold property.

7. What are the types of accommodation and communal facilities available?

There are three main areas namely residential apartments, community area (The Club) and Assisted Living Units. A brief description of each area is given below;

**Residential Apartments – the residential units have three types of units spread over 2 towers of Stilt+13 floors;**

- 1 BHK– living cum dining room, 1 bedroom, 1 study, 1 toilet, kitchen, store and balcony. The saleable area is 950Sq ft.
- 2 BHK – living cum dining room, 2 bedrooms, 2 toilets, kitchen, store and balcony. The saleable area is 1250sq ft.
- 2 BHK plus Study - living cum dining room, 2 bedrooms, 3 toilets, 1 Study room, 1 Powder room, kitchen, store and balcony. The saleable area is 1500 sq ft.

## **Apartment-Level Features**

### **SAFETY & SECURITY**

- CCTVs in common areas
- Antiskid tiles in the bathroom, kitchen, living room and balcony
- Emergency control systems in the bathroom, bedroom and living room
- Anti fall bar in all areas needing protection
- Centralized emergency control room

### **AGE FRIENDLY**

- Package shelf outside the home entrance for ease
- Grab bars in the bathroom
- Anti-glare signage
- Memory friendly color coding
- Rest benches in corridors, landings of resident staircases and lawns

### **WHEELCHAIR FRIENDLY**

- Large bathroom to accommodate un-assisted wheel chair movement
- Free space under the wash basin/ sink for ease of movement
- Double height peep holes on entrance door
- Lower kitchen counter with clear area under the cooking stove

### **CONVENIENCE & EASE OF USE**

- Rounded wall corners
- Soft MDF floorings in the master bedroom
- Shower Seat / Chair in shower area
- Single lever CP fitting for ease of use by palm of hand
- Laundry facility
- Stretcher size slow-moving elevators with large size key pad and folding sitting bench
- Visual and tactile marking tiles on the walk way

## **First Citizen CLUB**

### **LIFESTYLE**

- Modern Dining Room
- Adjoining TV Lounge
- Hobby Rooms
- A Concierge Service
- Household Cleaning Service

- Guest Rooms (for visiting family)
- Weekly Activity Plan
- Tie-up with G.D Goenka University for activities/teaching opportunities for seniors

**MEDICAL**

- Physio-Therapy Center
- High-Dependence Care Rooms
- Wheelchair Friendly
- Visiting Doctor
- 24X7 Hour Nurse
- 24X7 Hour Ambulance Service (neutral)
- Tie-up with Reputable Hospital

In addition the First Citizen Club the township has a large club which will house a library, multipurpose hall, indoor games, cafeteria, swimming pool, kids are, and horde of other facilities like golf chipping and putting, tennis, badminton, squash etc.

8. What makes this a senior citizen friendly community?

The project has been conceptualized keeping the changing aesthetic and practical needs of the senior citizens into consideration, this can be explained under two heads i.e. design features and resident services.

A) Design features: The entire complex has been custom designed to cater to the special needs of people with different types of impairments which keep occurring due to advancement of age. It provides an environment for barrier/obstruction free movement, wheelchair friendly movement and supports movement of Senior Citizen thru features like anti-skid flooring, grab bars, wider corridors, resting spaces, covered walkway to the communal areas etc. It gives eloquence with old age friendly color schemes, open area for people with special need.

B) Resident Services: AVI feels that the residents at the Home should have an active living which entails for service like common dinning, fitness cum physiotherapy, art & crafts rooms, library, indoor games, multipurpose auditorium, doctor at site for routine medical check-ups.

Personal support services such like laundry/ironing, shopping, handyman, helping with mails, paying utility bills etc.

Need based geriatric services for its residents/occupants which include personal care services like assistance with personal hygiene, bathing, showering, shaving, tooth- brushing, dressing, medication control etc.

Besides offering the above facilities the complex has an assisted living area along with care giving, which includes visiting doctor, 24X7 nurses and care givers.

At the same time elders live as part of the normal middle age residents like any where else, so it is cocoon within a larger cocoon.

**Synopsis of the same are listed below:**

**Onsite services of community Physician-** A qualified doctor would be available during part of the day/pre-defined time schedule for general consultation and periodic checkups, which will be planned on case to case basis

**Onsite services of registered nurse-**A professionally qualified registered nurse would be available round the clock on shifts for meeting the basic nursing and emergency needs.

**24hrs.Emergency facilities-** Arrangement will be made for a doctor on call& ambulance in handling medical emergencies.

**Assisted living center-** Residents/ Occupants will be able to use the assisted living unit for continuous care (based on the recommendations of the site physician).

**Physiotherapy and fitness services-**Physiotherapist would be available during part of the day to assist the occupant/residents with their physiotherapy and fitness needs.

**Emergency alarm system-** An emergency alarm response system would be installed at strategic points in the apartments, which would be monitored and manned at the central control station for any kind of emergencies.

A part time instructor for positive ageing would be available to encourage residents/occupants to practice the wellbeing activities.

Facilities like lounge room, library / reading area, television viewing, recreation facilities like multipurpose room, group outings, hobby clubs, games, Yoga, Art &Crafts room, and intellectual continuity tie ups etc. will be made available. Part time instructors would be available in the recreational activities and hobbies.

9. What are the safety & security arrangements for residents at the Senior Citizen Housing?

To ensure that the senior residents and their guests live in a completely safe and a secure environment, security systems like CCTV cameras in common areas, emergency pull cord based alarm systems in the apartment bedroom, bathroom. Complex will be guarded by 24X7 security guards. It would also have restricted entry for outsiders.

10. Who can buy the apartment?

The apartment can be purchased by anyone (person above age 18 and of sound mind).The residency will be for a senior citizen, who is at least 55 years of age. Permanent residency is only for residents who are senior citizens however there is no minimum age restriction for the spouse, if both husband and wife are staying together.

11. Can one purchase the apartment and move in later?

Since the apartment has been purchased by the resident/ owner there is no restriction for the buyer on the time frame for moving in, however he/she will have to pay the minimum monthly maintenance and service charges which would be applicable to all the residents much like the maintenance charges in any other society.

12. What would be the charges for the assisted living units and what are the rules for using the same. How long can one stay there?

The primary objective of assisted living units is to provide health care and supervision at the later stages of life when a person requires assistance with activities of daily living. The retirement community being exclusively for the senior citizen and the residents being a co-owner of the assisted living units, there will be no rental charged however the incremental cost like care giving, nursing, meals, laundry, electricity would be charged at the applicable rates. Detailed rules will be furnished prior to allotment. The duration and eligibility for using the assisted living units will be as per the rules and advice of the in-house doctor.

13. Would there be a transport facility to visit the local markets, friends, families etc.?

Yes, AVI will facilitate transportation by tying up with a transport company, and the services would be offered on a pre-determined time schedule.

14. Is there an option of getting a furnished flat, will the kitchen be modular?

Prior to occupation of the apartment this option has to be exercised separately with the developer at an extra cost

15. Can the property be put on rent?

Yes, we want the owners to get maximum benefits out of their property but keeping in mind the sanctity of the retirement complex the property here can be rented only to Senior Citizens in consultation with AVI.

16. Can the property be sold or inherited?

Yes, the property can be sold by the owner provided it is for senior citizens to stay. AVI will facilitate for the same, if need be.

17. When is the Project completion date?

It is likely to get completed for possession by early 2019.

18. What kind of medical facilities would be provided for the residents?

AVI will have a tie-up with a hospital of repute for medical support. The Hospital will depute a physician on site during the day and also depute registered nurses round the clock. They will also offer preferential treatment and hospitalization services at their hospital if the need arises. AVI strongly recommends all residents to get themselves covered by taking up medical insurance.

19. What about ambulance services?

Tie-up with a neutral Ambulance service provider or an in-house ambulance shall be arranged by AVI to take a resident to his/her preferred choice of hospital. Ambulance service will be available only for emergencies and will not be allowed as a transport facility.

20. Where do I go for my daily shopping needs?

The larger township will have provision for a local shopping complex where all essential like retail shops etc would be there where a resident will be able to purchase items of daily needs. Closer to the completion of the project AVI will attempt to make requisite tie-ups with various service providers and would arrange to invite Insurance/ travel / banking companies on specific days.

21. What are the arrangements for common dining and what kind of food would be available there?

There is a large dining hall on the ground floor of the Club house where residents can enjoy their meals in two seating's. Though the residents are free to cook food of their own choice in their own residences, however one meal is recommended to be enjoyed in the communal dining area to build a community feeling.

Vegetarian food would be served at the communal dining area. Good wholesome food would be made with utmost care and under strict hygiene conditions and as recommended by a dietician. Residents committee would be encouraged to advice on the menu. Other necessary health meals would also be available.

22. What is the provision of having Non-veg meals in common dining?

Non-veg meals would be sourced on specific days and served in different colored crockery separately. Different color utensils and servers would also be used keeping in mind the sensitivities of the vegetarian residents.

23. What will be the meal timings?

The tentative timings for serving meals will be from 8.00 am to 10.00 am, 12.30 pm to 2.30 pm and 7.30 pm to 9.30 pm for breakfast, lunch and dinner respectively. Actual timing will be decided closure to operations and residents feedback.

24. What is the provision for drinking water and water for cooking at the community dining area?

The food will be cooked in purified water and will also be available for drinking at the common dining hall.

Other common areas will have provision for water dispensers based upon total usage.

25. Can children of the residents stay with them?

Yes, children can stay with their parents whenever they wish to, but since it is exclusively made for the senior community hence children or young crowd cannot stay there permanently.

26. Are there guest rooms for visiting friends, relatives or family?

Yes, there would be guest rooms in the township club which can be used for visiting guest. Guest rooms will have to be booked by the residents in advance and applicable room charges to cover operational costs would have to be paid.

27. Can the resident's children/Relatives/Friends avail the facilities and services during their stay with them?

Yes, they can avail the facilities and the services at an extra cost, based on rules and regulations applicable for guests.

28. Will pets be allowed in the complex?

AVI respects the sentiments of the pet lovers, but since it is not equipped enough to take care of the pets, it therefore recommends residents keep pets only under an explicit understanding that their care would be the personal liability of the residents and AVI will under no circumstance be liable to look after them. Resident would also be responsible for maintaining hygiene and picking up droppings etc.

29. What are the arrangements for home housekeeping and maintenance services?

Services of society plumber, electrician for basic repairs would be part of the larger township. Individual housekeeping would be arranged on a pre-determined fixed charge on a monthly basis.

30. How is the monthly expense statement of a resident communicated?

The monthly/quarterly expense statement will be given to each resident in physical copy.

31. Is there a Pathology lab or a sample collection center?

The nursing station has a provision for sample collection area, however necessary tie-ups with a pathology lab will also be arranged.

32. Will there be a Hair salon/Beauty saloon in the senior living community?

Hair salon has not been separately provided for in the senior living community, however the same would come up in the near by areas.

33. Does one have to undergo a Medical examination before buying?

A self declaration as per the form will have to be provided for on the health status of the resident.

34. How will complaints be addressed?

The first level of complaint would be to the center manager and in case the issue is not resolved then a complaint will be escalated to the Management Committee and then to AVI corporate office.

35. What are the provisions for a Bank ATM or a Pharmacy shop?

The larger township will have provision for multiple shops and these services are expected to come up in the same. However efforts would be made for home delivery of medicines also.

36. What provisions are there for support services like filing income tax, cheque payments and other bill payments?

On specific days a separate counter for visiting service providers like travel agents, insurance agents, tax consultants would be made available. Depending upon the volumes AVI will try to facilitate by inviting service providers. Bill payments will be facilitated by the in-house valet.

37. What about video conferencing with children?

Provision for videoconferencing with children would be arranged on specific days, residents can use the same on nominal charges. The staff will be happy to assist you with the same.

38. Which all areas would be air-conditioned?

The communal block (The Club) and the Assisted Living Block (Care Home) would have air-conditioning.

39. What are the provisions for car parking?

Space for car parking will have to be purchased while buying the apartment, similar to any other society. Since there is limited parking, it will be allotted on a first cum basis.

40. What would be the mode of payment for monthly charges?

Monthly/Quarterly payments can be paid either through cheque or bank transfer in advance.

41. What if someone defaults in the monthly payments?

In case of default the outstanding amount would be adjusted from the deposit and after three months the services would be stopped. Services will be extended once the outstanding are cleared and the deposit amount has been restored.

42. What are the options of sample stay before purchase?

At present this option is not available?

43. What are the arrangements for celebrating festivals?

Special meals and programmes would be organized in-house to promote resident involvement and interaction on a secular basis.

44. Can one organize private parties?

Yes, private gathering for family and friends can be organized either in the dining hall or in the large multipurpose hall depending upon availability of space.

45. Does one have to inform the management if going outstation for long?

Yes, in order to get rebate on the dining and housekeeping charges it is advisable to inform the management. Besides it will be easier for security measures.

46. What types of entertainment facilities are available? What about movies?

There is a large communal block (The Club) which has a large multipurpose hall for activities like listening to discourses, TV Lounge, Arts and Crafts rooms, indoor games etc.

47. How and when will the monthly charges be revised?



The monthly charges would be reviewed annually.

48. How and when will the IFSD (interest free service deposit) be modified?

The IFSD will be evaluated and modified once in two years.

49. Can one have a personal attendant/ servant?

Yes, one can have a personal attendant subject to verifications.

50. Is smoking / drinking allowed in the complex?

As per Government regulations smoking or drinking in public areas is not allowed. A resident is free to smoke or drink in his/her own apartment.

51. What are the power backup arrangements?

In the common areas power backup would be provided in areas like dining, kitchen, activities rooms, emergency alarm system, lifts etc and in the apartments 2 fans, 2 lights, emergency alarm system and night light.

52. What would be the applicable deposits?

There would be deposits for maintenance and senior citizens services.

53. What are the bank loan tie-ups?

The larger township has got loan facilities which will apply here also, provided the applicant falls in the eligibility criteria.