

SOP for Maintenance Charge Payment

- The current maintenance rate is Rs. 3.20 per sq. ft per month
- The quarterly invoices are generated for each flat by Falcon Real Estate Private Limited (FREL) and are sent to each and every resident over mail (soft copy) in their registered email ids.
- The invoices are generated in advance.
- The maintenance fee is exclusive of GST.
- Invoices are to be paid within the stipulated time. The due date is mentioned on the face of the invoice. If the invoice is not paid within the due date, the amount will be loaded into secure meter which may affect the essential services like electricity.
- The payment against the invoices may be made online through NEFT, IMPS or UPI in favour of Falcon Real Estate Limited in the bank account mentioned in the invoice. No Cash payments are allowed.
- **It's mandatory to put remarks in remarks column as CREST MC "FLAT NO". Example- CREST MC D-1302.**
- For any queries please send email to accounts_crest@falconrealestate.in or call our Estate Manager (Tophan Barik) on 91785 74645.

FAQ Maintenance Payments

- **Why should I pay maintenance?**
- The maintenance charges are collected from residents for services like water, common area electricity, security and common area cleaning. The money also goes into general upkeep of the building and maintaining amenities in the apartment complex.
- **Who should pay the maintenance charge? The owner or the tenant?**
- The maintenance charges are levied on the flat. The payment of maintenance charges depends on the agreement between the owner and tenant. Your agreement with owner decides who pays the charges.
- **What can happen if maintenance charges are not paid?**
- When a flat does not pay maintenance on time, the other apartments bear the financial burden of the non-payment. If the invoice is not paid within the due date, the amount will be loaded into secure meter which may affect the essential services like electricity.
- **My apartment is empty. Do I pay maintenance?**
- Yes needs to pay maintenance charges of Rs 3.20 per sq. ft. even it is empty.