

**ANNEX 2 TO THE RULES OF ORGANISATION AND OPERATION FOR THE DUNA PEST
RESIDENCES 'A' AND 'B' CONDOMINIUMS**

**DUNA PEST RESIDENCES CONDOMINIUM
STANDARD RULES**

GENERAL CONSIDERATIONS:

The **operation** of the Duna-Pest Residences 'A' and 'B' Condominiums **as a whole should be such that it demonstrates to both external observers and the owners that the condominiums provide the residents and their guests the comforts of home, along with a wide range of high quality services.**

In the context of the services of the Condominiums, unless further limited by law and/or this Code, Owners shall mean the actual owners of each property, the members of their families living with the owner, the persons entitled to use the property as their home, i.e., tenants and occupants who hold the majority of the ownership rights and who lawfully exercise the right of use,

Business owner shall mean the registered owner of the separate property designated as a business in the memorandum of association of the Condominiums, and in relation to the use, the tenant thereof,

Garage owner means the registered owner of the separate property designated as a parking place or garage property in the memorandum of association of the Condominiums, and in connection with the use thereof the tenant.

The Duna Pest Residences 'A' and the Duna Pest Residences 'B' are Condominiums; the Condominiums are legally separate Condominiums, but in their daily operation and management they form an integral unit. The management and operation of the Condominiums are inseparable, including the rules of co-existence, rights and obligations of the owners of both Condominiums, which must be the same at all times.

STANDARD CONDOMINIUM EXPECTATIONS:

Employees working in the condominium, and contracted partners who have a role in the service, are not expected to recognise for themselves the general expectations and standards of conduct for their activities. However, they should be expected and are expected to be fully aware these standards in detail, to apply them fully in their work and to use them as a basis for their daily work. Accordingly, the condominium should have a written code of operation (standard) setting out the expectations of the operation and it should be continuously developed in line with operational experience. And the persons involved in the operation should from time to time be held to account in an organised way for their knowledge of the standards and their ability to apply them.

MINIMUM EXPECTATIONS:

Staff/employees and contracted service providers/:

- In addition to the Hungarian language, at least a conversational level of English (exceptions could be made only for staff members whose work does not involve direct communication with the owners or tenants of the condominium (e.g. cleaning staff) with regard to the large number of foreigners living in the condominium or visiting as guests.
- High level of knowledge of the services available in the building.
- Good communication and problem solving skills.
- Knowledge of the owners and their habits and needs.
- Knowledge of the immediate and wider environment of the building and the services and facilities available.

- Loyalty to the workplace, long term relationship with the condominium.
- Certificate of clean criminal record, no previous criminal punishments.
- Discretion, etc.

MINIMUM SERVICES TO BE PROVIDED BY THE CONDOMINIUM AND/OR AVAILABLE THROUGH STAFF:

In similar establishments, it is not uncommon or is in fact common for some jobs to have more than one job role and function. In the DunaPest Residences Condominium, this is the case with the combination of Doorman, Reception and Security Service. It is important, however, that the merging of tasks should not be detrimental to qualifications and experience required to perform the task. The Security Service requires a qualification (security qualification), as also stated in the law, while the Condominium also requires knowledge of English.

There may also be tasks that may be and should be merged in the area of amenities and leisure services of the Condominium. Within this, however, priority must be given to the qualifications and experience required to carry out the main activity, in this case also including knowledge of the English in addition to the Hungarian language.

The main activity of leisure and comfort services is the Programme Animator's job. However, it is possible that, with the appropriate qualifications and experience, the lifeguard may also be qualified and authorised to teach swimming, to conduct aqua gymnastics and physiotherapy exercises, or even to conduct specific programmes related to the fitness room (e.g. such qualifications include a qualification as a physiotherapy teacher). These task combinations can usually be performed with the appropriate professional qualifications, so the task can also be performed by combining professional qualifications. **Under the guidance of the Programme Animator**, a member of staff who is doing club-related work may, with the right intention and qualifications, also operate the in-house bar set up in the club (e.g. filling up vending machines, etc.).

If so decided by the general meetings of the condominiums, the operation of the bar in the condominium club may be an independent job. In the event of a significant increase in the utilisation of the club, there is also a need for a staff member to be employed by the Condominium to operate the bar from time to time. It is up to the general meetings of the Condominiums to decide on the operation of the bar and its framework.

The person running the bar, providing occasional training sessions in the fitness rooms and massage services in the Condominium may only be a person ordered by the condominium and charged to the common expenses, paid by the Condominium owners in the common expenses.

In the operation of the Condominium, the residential community expects;

- **greeting residents at the entrance, as they come home, by name, according to the time of day.**
- **Recognising and preventing unauthorized entry by strangers.**
- **Ensuring a high level of operation of the condominium's remote surveillance system, knowledge of the system, and prompt and professional action in the event of an alarm.**
- For residents arriving with luggage, in addition to assisting them with entry, taking the luggage and delivering it to the lift, calling the lift, etc..
- Receiving calls to the central (reception) telephone number, understanding and performing the tasks triggered by the content of the calls, and, **if necessary or requested, forwarding them to the appropriate service and or property extensions.** This includes receiving and forwarding calls and messages from residents.
- Receiving mail, money orders and parcels on behalf of the owners, with their written authorisation if necessary. Notifying residents of receipt, primarily, via the in-house telephone number. In cases deemed important, also by external landline and/or mobile phone. **Delivery of parcels and letters after the owners have returned home.**

- Resolving, or finding the appropriate professional, for any faults or deficiencies detected and reported by the owners in the flats or common areas (lift, corridor, swimming pool, garage, etc.) and providing feedback and information to the reporting party on the time taken or the time needed to rectify the fault.
- Notifying owners primarily by the in-house telephone when they have a guest. If requested by the guest and it cannot be done by the in-house telephone, an attempt to contact the owners by also an external telephone number provided by the owner. Until further instruction (contact) from the owner, offer the guest a place to wait.
- Deal with the guests as requested by the owners:
 - Discreetly and courteously declining to receive a guest;
 - Offering the guest a seat in the lobby until the owner arrives;
 - At the owners' request, taking the arriving guest to the clubroom or other common areas where the owner is present.
- Accurate, precise computerised records of the individual rights and requests of each owner, so that **by simply retrieving the owner's record sheet by name and/or property number**, it can and should be decided in each case what the owner's expectation is when dealing with a particular situation, regardless of who is on duty (*if established, computerised records!*).
- Ordering passenger transport (taxi, chauffeur service, minibus, etc.) as requested by the owners, and notifying them by phone of the arrival of the vehicle.
- Running the community library and reading room.
- Running the community club and its services.
- Operation of the swimming pool, sauna, solarium, massage, indoor garden, gym, squash court and the services associated with those facilities, keeping the records (**e.g. occupancy register**) that may be required for their use. (*If established, with the creation of computerised registers!*).
- Ensuring the smooth operation of the condominiums at all times.
- Ensuring a high level of cleanliness and tidiness of the condominiums.
- Ensuring a high level of security in the condominium.
- Monitoring of events in the immediate surroundings of the condominium, taking measures as necessary (e.g. ensuring that personal and/or garage entrances are accessible at all times).
- Keeping the immediate surroundings of the Condominium clean and tidy.
- Assisting, where possible, with the personal requests of owners, providing that this does not conflict with other regulations of the condominium and does not interfere with the performance of community duties.

When adopting the annual budget, the Condominiums are entitled to decide what additional services can be provided to the residents and guests of the Condominiums in the future, based on the contributions and human capacity of the owners.

THE APPEARANCE AND DRESS CODE EXPECTED OF THE CONDOMINIUM STAFF:

The nature and high demands of the Condominium (with the exception of the Technical Manager, Programme Animator, and administrative staff) requires that Condominium employees perform their daily duties in unique work attire that is indicative of the uniqueness of the Condominium, generally owned by the Condominium, and indicative of their work area. Even for jobs that do not require customized work attire, dressing and appearance consistent with the standards of the Condominium is expected.

A neat appearance is expected, regardless of the existence of a work uniform or own personal clothing, temporarily accepted until the introduction of work uniforms. In particular;

- **Appearance:** should be in line with the expectations of the business environment. Visible, large tattoos are generally not acceptable.
- **General Hygiene** -Employees are expected to present a neat appearance both on arrival at work and throughout their working time. This should be ensured by frequent hand washing.

The expected dress code particularly applies to the Reception staff. Acceptance of and continued compliance with these rules is a condition of their employment. For the period before the introduction of compulsory work uniforms for Reception staff (e.g. during probationary periods, etc.), specific rules are expected for own clothing:

- Preferred colours are grey, black, white, blue, burgundy, ivory/cream.
- **For men:** White, black, burgundy or blue long-sleeved shirt, dark (light in summer) solid-coloured cloth trousers, matching the colour and tone of the jacket. **Shorts are not permitted for staff of the Condominiums.** Shoes and socks must be in the same colour as the suit. Shoes must be clean and polished at all times. Heavily worn shoes, boots or boots with extreme shapes are not allowed.
- **For women:** The dress code should be a skirt/blouse combination, fabric trousers in cold winter weather. The colour, material and cut of the costume, skirt or blouse must be conservative and should match the atmosphere of the Condominium. Shorts are not allowed. Footwear should be in accordance with safety regulations, the nature of the work and give an elegant appearance. Summer beach attire, any sleeveless tops, sportswear are not permitted. Bright colours should be avoided.
- **Reception staff should always wear name badges. Wearing a name badge is expected of all staff members in the Condominium.**

DETAILED RULES

I.

Technical Manager / Facility Manager

/Joint Representative/

Due to the specific nature of the operation of the DunaPest Residences 'A' and 'B' Condominiums, in addition to the statutory duties of the general joint representative of the Condominiums, it is perhaps even more important for the residential community to have a manager with the appropriate qualifications and personal skills to manage the operation and service system.

The person who will also be responsible for the technical management of the condominium should have a high-level technical degree (college and/or university) and a conversational and communicative knowledge of English. If the Joint Representative is also responsible for the operation of the condominiums, the Joint Representative is expected to have both qualifications and communicative language skills.

The two functions (Joint Representative and Technical Manager) may be merged or separated at the discretion of the General Meetings of the Condominiums. If the functions are separated, only a person who owns a property in at least one of the Condominiums or is the spouse, partner or cohabitant of the owner may be elected as Joint Representative.

The General Meetings of the Condominiums may decide, if the person is suitable, that the functions of the Joint Representative and Technical Manager shall be performed by the same person.

The person performing the duties of the Joint Representative and/or the Technical Manager of Duna Pest Residences 'A' and 'B' Condominiums, shall be elected by the General Meetings of the Condominiums, irrespective of the form of the mandate or employment relationship. If the Technical Manager is a separate person from the Joint Representative, the Joint Representative may issue an assignment irrespective of the form of the mandate or employment relationship, only with the clear stipulation of the person performing the task, with the legal consequences of the employment of the manager in a managerial position.

Since the uniqueness of the Condominium is precisely the uniqueness of its service system, the qualifications and professional experience required of the Technical Manager should also be aligned with the job of the operator of the prominent facility.

If the Technical Manager is also the joint representative of the Condominium, they should be elected by the General Meeting of the Condominium. In view of the requirement of professional experience and qualifications, the Technical Manager may be proposed by any owner or group of owners, or the Condominium may call for applications for the selection of the person and/or ask a group of owners (e.g. the Audit

Committee) selected and instructed by the Condominium to make a preliminary assessment of the applications and to submit the potential candidates to the General Meeting.

The Technical Manager is expected to have a higher education degree (university, college), a professional qualification, a conversational and communicative level of English, several years of experience as a senior facility manager, operations manager.

If the Technical Manager also performs the duties of the Joint Representative, their employer is the Condominium, and the power of employment is exercised by the General Meeting of the Condominium. In such a case, the term of office of the Technical Manager cannot be separated from that of the Joint Representative and shall expire when the term of office of the Joint Representative ends.

If the Technical Manager is a separate person from the Joint Representative, the Joint Representative shall exercise the powers of employment of the Technical Manager.

The Programme Animator responsible for the cultural, sports and leisure services of the Condominium, the person appointed from among the maintenance staff responsible for the proper operation and maintenance of the Condominium (if the Technical Manager appoints such a person) and the management assistant, who assists also in the work of the Technical Manager and is familiar with the tasks of the Joint Representative, (if the Technical Manager gives such a mandate) shall work under the professional direction of the Technical Manager. The Technical Manager's duties also include the direction and supervision of persons (or subcontractors) responsible for security guarding, reception services, doorman services, swimming pool service providers and persons (subcontractors) responsible for the cleanliness of the condominium.

If the Technical Manager also performs the duties of the Joint Representative, the Joint Representative elected by the General Meeting of the Condominium shall be responsible for the performance of all tasks of a high level that are assigned to the Joint Representative by the Condominium Act or the Rules of Organisation and Operation of the Condominiums.

The work of the Technical Manager is assisted by one assistant. In addition to the general assistant duties, the management assistant manager is expected to have professional qualifications and experience, experience in the duties of a joint representative of a condominium, and knowledge of English at least at a conversational level.

II/1.

PROGRAMME ANIMATOR

/programme officer/

Within the framework of operation of the Condominium, a Programme Animator should also be working in the condominium for at least four hours a day or under an equivalent contract of engagement or other employment relationship, under the guidance of the Joint Representative and the Technical Manager responsible for the operation of the Condominium. A significant proportion of the assets invested by the condominium owners, the majority of their common property, and a certain proportion of their common expenses of maintaining the property, are the expenses that are the conditions for the operation of the leisure and amenities.

It is a requirement for the content of the employment contract of the programme animator that the person who will perform the activity must be clearly defined in the contract, their work must be directly linked to the residential community of the Condominiums and their activities must be managed directly by the Joint Representative of the Condominiums or by a person appointed by the Joint Representative.

The Programme Animator's responsibilities and obligations include the supervision of all amenities of the Condominium, and ensuring that the various service premises operate at a high standard, in a civilised environment, and are used to a high level of efficiency.

The Programme Animator is required to have a high level degree with professional qualification, a conversational and communicative knowledge of English, several years' experience as a cultural/sports

manager in a hotel/recreational or sports facility. The employer and/or the principal of the Programme Animator of the Condominiums is the Joint Representative of the Condominiums. The Joint Representative may delegate the management tasks, within the scope of their mandate, to the Technical Manager, if the tasks are not performed by the Joint Representative.

The persons responsible for the cultural, sporting and leisure services of the Condominiums, in particular the fitness instructor, the lifeguards, the physiotherapist, the cafeteria service (if such a service is introduced), external persons and/or subcontractors occasionally engaged to carry out the above tasks, shall perform their work Under the professional direction of the Programme Animator.

Where justified, the Joint Representative may take over part or all of the professional management activities of the programme animator in relation to the persons responsible for the cultural, sporting and leisure services of the Condominiums.

In addition to management tasks, the Programme Animator is expected to directly perform certain tasks linked to them in order to expand the services of the Condominium and reduce its costs.

The role of the Programme Animator is only partly (to a lesser extent) a management and governance role. In a larger part, it is a direct function of organising and running community cultural and social programmes, which play an important role in the life of the residential community of the Condominium.

Without being exhaustive, the following is the responsibility of the Programme Animator and the persons reporting to them (lifeguard, fitness instructor, physiotherapist, etc.);

➤ Organising the various regular and ad hoc programmes in the **swimming pool**, directly and/or under the supervision of the lifeguard. This includes swimming lessons for different age groups, games, therapeutic and preventive gymnastics, skill exercises, swimming competitions, events linked to holidays (e.g. New Year's Eve, etc.), etc.

➤ Organising in-house competitions on the **squash courts**, squash instruction, etc.

➤ In the **billiards room**, organising house competitions, billiards lessons, etc.

➤ In the **fitness rooms**, the organisation of various fitness and wellness programmes on a reasonable scale (e.g. individual training programmes, yoga, thai chi, physiotherapy, aerobics, trx training, possibly organising competitions, family training programmes, etc.).

➤ The **library/reading room** provides an excellent opportunity for reading in privacy. Yet it could be argued that the reading room can also be a community shaper. A large number of often single pensioners, or even young people, living in the Condominium, often prefer to read and browse through the daily newspapers with people they know around them, with whom they can occasionally share news and thoughts on the news.

It is also a place where the large number of linguistic communities living in the building can access newspapers, books, readings, literary or other discussions in their mother tongue, thus strengthening their linguistic identity and enriching the cultural diversity of the Condominium.

➤ The **club room of the Condominium** offers the best opportunity for the work of the Programme Animator, as the nature of the club room means that it is not dependent on weather conditions, which are difficult to plan. The club room is also relatively free to use because of its fortunate design, as the potential noise of club events at almost any time of day has little or no impact on the residential environment of the Condominium.

The more limited capacity of the club's interior, together with the directly adjacent internal terrace and garden, makes it comfortable for a significant number of guests to use in suitable weather conditions.

The club is an excellent venue for family events, community cultural events, exhibitions, public meetings with a larger audience, debates/evenings, film screenings, etc.

➤ Organisation of play competitions, children's activity-rich games, etc. **in the children's playground.**

➤ **Organising outdoor activities** for children, adults and families **in the community garden, in accordance with the season and the weather**, including gymnastics, healthy living, play competitions, joint celebrations, etc.

- **Supervision and control of the operation of the solarium, saunas, swimming pool, therapeutic massage, etc., creation of conditions for their efficient operation, and, if necessary, proposal of changes to the relevant provisions of the rules of the house.**
- **The Programme Animator and their staff are responsible for monitoring and, where necessary, helping to ensure that the community services of the Condominium are used exclusively by the residential community and their guests, in compliance with all the relevant provisions of the house rules.**

The services provided to the guests of the residents of the Condominium, together with the owners, may only be used by the guests **at their own risk and only in the framework of the community programmes, for which the Condominium shall not be held legally or financially liable.**

A notice as described above shall be posted outside the house rules in all common areas and it shall be emphasized in all announcements of community events in the condominium.

II/2.

LIFEGUARDS, FITNESS INSTRUCTOR, PHYSIOTHERAPIST

Lifeguards, Fitness Instructors, Physiotherapists are required to have a professional qualification, conversational and communicative English language skills and several years of professional experience. The direct supervisor of their professional work is the Programme Animator of the Condominium. They may be employed on an employment contract or on a contract of engagement or a business contract. The Joint Representative of the Condominiums is the person who issues the assignment or, in the case of an employment relationship, the person who exercises the employer's rights.

It is a requirement for the content of the employment contract that the person who will perform the activity must be clearly defined in the contract, their work must be directly linked to the residential community of the Condominiums and their activities must be managed directly by the Joint Representative of the Condominiums or by a person appointed by the Joint Representative.

The work of the Lifeguard and the Fitness Instructor (personal trainer) must be organised in such a way that the programmes led by them can be planned in advance for the residential community. The programmes should take into account the different age groups and specific groups of the residential community.

In addition to the group programmes, they must also provide individual training and education at pre-arranged times, at the request of individual members of the residential community, without any extra charge. For the guests of the residential community, the service of the lifeguard and fitness instructor is available exclusively at their own risk and only in the framework of the community programmes, for which the community has no legal or financial liability.

The physiotherapist, fitness instructor (personal trainer) shall perform their work out in accordance with the rules of professional standards, also at the request of the service user, and in accordance with the booking rules laid down in the house rules.

The services of the Physiotherapist, the Fitness Instructor (personal trainer) may only be used by members of the community of owners (including family members and civil partners living in the Condominiums), according to the booking rules established in the house rules.

The services of the Physiotherapist, Fitness Instructor (personal trainer) must be provided to the residential community without any extra charge. For the guests of the residential community, the services of the Physiotherapist, the fitness instructor (personal trainer) may be provided outside the period contractually agreed by the Condominium only in the separate property of the owners of the residential community, for which the Condominium shall have no legal or financial liability.

II/3.

CARETAKERS / CLEANING

When investing in the Condominium, the community of the owners of the Duna-Pest Residences Condominium committed themselves to a significantly higher than average investment in order to ensure that their investment has a unique and special value. It is presumably true of all owners that they should achieve an above-average standard of interior design for their own individual property, wherever it may be.

It is a **unique feature of the Duna-Pest Residences** that, in addition to the above-average quality of the owners' individual properties, they can expect - and do expect - the whole of the Condominium to ensure that the quality of the Condominium common property should be in line with their individual property and should not detract from the value of their individual properties, but even increase it. **The general condition, appearance, utility, etc. of the areas outside the individual properties is therefore crucial.**

Daily maintenance and cleaning of the common areas plays a key role in the daily appearance of the common areas, and therefore also is a key responsibility. The image that the common areas present to the residential community and guests of the Residence is therefore of crucial importance.

The work of the caretakers, who are responsible for the maintenance and smooth running of the residence, and the cleaners, who are responsible for its cleanliness and general appearance, can and does have a significant impact on the satisfaction of the residents and the owners who invest in it.

In the case of caretakers and cleaners, it should also be noted that it is a requirement for the content of the employment contract that the person who will perform the activity must be clearly defined in the contract, their work must be directly linked to the residential community of the Condominiums and their activities must be managed directly by the Joint Representative of the Condominiums or by a person appointed by the Joint Representative.

For caretakers and cleaners, a professional qualification is also required, as well as a minimum level of communication skills in English and professional experience for at least one person present in the respective position. The direct supervisor of the work of the caretakers is the Technical Manager of the Condominiums. In the case of cleaning duties, the Technical Manager directly, or a person delegated by them. They may be employed on an employment contract or on a contract of engagement or a business contract. **The Joint Representative of the Condominiums is the person who issues the assignment or, in the case of an employment relationship, the person who exercises the employer's rights.**

Caretakers and cleaners are also expected to have a neat and clean appearance and to wear work clothes appropriate to their duties and reflecting the Duna Pest Residences.

CARETAKERS

In addition to the caretaker job and general caretaker duties it is expected that, apart from ensuring the smooth running of the building, the caretaker should be able to communicate with the residential community (minimum conversational level of English) and be able to perform their work in such a way as to monitor the daily life of the residents and plan and carry out their duties with the minimum of disruption.

The caretakers are expected to provide a reasonable level of assistance in repairing minor faults (not requiring spare parts or which can be repaired by replacing a known part which can be found in the Condominiums local stocks) in the individual properties of the residents. In the case of major breakdowns, they should help to call in the appropriate professional and, if necessary and possible, to apply temporary solutions and eliminate further damage until the professional arrives.

Not as a favour but as an obligation, without interfering with their work in the common interest, for example to assist an elderly resident and/or a resident who is afraid of electricity to replace a broken light bulb in their individual property, etc. It is of course the responsibility of the resident to obtain the replacement bulb, light fitting, etc. at their own expense. However, it is not forbidden and is even expected that the resident may be advised on the purchase if they so request the caretaker, i.e. the Condominiums.

Special mention should be made of the employment of a specialist within the management of the Condominiums, who is essential for the smooth running of the IT systems that ensure the continued operation of the Condominiums. **These days Condominiums cannot be operated with a high level of operational security if they do not employ a person who can understand the condominiums' IT systems and can rectify any malfunctions on working days, at least four hours a day.**

The employment of IT staff shall be governed by the same general rules. **A particularly important clause is that the assignment or employment is linked to a specific person.**

CLEANING

In addition to the cleaning job and general cleaning duties it is expected that, apart from ensuring the smooth running of the building, there should be a cleaner who is able to communicate with the residential community (minimum conversational level of English). It is expected that all of them are also able to communicate in English on a day-to-day basis, as a courtesy not related to the task. They should understand, i.e. be able to receive and respond to greetings in English, as appropriate to the time of day (in particular, greet in advance, let the resident in at the door, lift and verbally indicate this).

They are also expected to be able to perform their work in such a way that they can monitor the daily activities of the residential community and plan and perform their duties with the minimum of disruption.

In addition to their general cleaning duties, the cleaners are also expected to be able to intervene independently to make the general environment more beautiful and harmonious. They should be able to assess independently whether it is enough to wipe down an elevator that has already been wiped down several times and is therefore sufficiently clean, while the books in the library room could be rearranged on the shelves from time to time. For that purpose, a person with the appropriate authority (e.g. a team leader) should be appointed from among the staff present to perform the daily cleaning tasks.

In relation to the cleaning tasks, it should be ensured that, **in justified cases** (e.g.: old owners with reduced mobility, parents with young children, etc.), household waste collected by the resident in a sealed (tied) waste bag for this purpose from the apartments is taken to the waste collection point of the Condominiums, after prior arrangement, if a resident requests it at reception during working hours. The resident's waste bag cannot be placed in the corridor, even for a short period of time, and can and must only be removed from within the individually used property upon request. The owner who places the household waste in the corridor shall be refused the assistance described herein for a period of three months in the first instance, and permanently if it is repeated, and shall be charged for any extraordinary cleaning and air-cleaning of the corridor that may be necessary in the next debit note.

Among the cleaning tasks, it is expected that during periods (e.g. extraordinary events such as the celebrations of 20 August, etc.) when major pollution of the building and/or its surroundings can and should be anticipated, cleaning should take place immediately after the event. The clean-up of the pollution should not be dependent on the next "normal, pre-planned general" work period.

The cleaning, caretaker and technical assistance of the residential community's separate properties is not included in the direct scope of the mandate issued by the condominium community. **However, these tasks include the tidiness, cleanliness, maintenance and repair of the Condominium as a whole.** Community tasks should also include ad hoc work in individual properties, in the event that it is linked to an exceptional occurrence, in order to prevent or minimise the consequences of damage. Such an exceptional event could be, for example, an exceptional cleaning task resulting from a breakdown (e.g. burst pipe, accidental leakage, etc.).

Assistance provided at the request of a resident (co-owner) in their individual property does not in any circumstances constitute the provision of a service by the Condominium, therefore;

- It cannot be demanded.
- Assistance may only be provided at the request of the co-owner (resident). The use of the assistance is not obligatory for the Co-owner, the assistance of the community does not constitute the provision of a service by the Condominium.
- In the performance of work, priority shall be given to tasks of the jointly owned premises.

- No remuneration shall be accepted by the Condominiums for the assistance.
- No liability, warranty or guarantee may be legally invoked in connection with the assistance.

If the limited possibilities of the Condominiums are not adequate for the resident or co-owner, the resident or co-owner must take care of the needs arising in their individual property on their own.

II/4.

DOORMAN & RECEPTION-PORTER SERVICE & SECURITY SERVICES

/Receptionist for short/

The provision of high quality Doorman and Receptionist services is of paramount and long term interest for the condominium owners, tenants, and those lawfully occupying separate properties. This is a position of particular trust and requires the highest level of loyalty from the staff to the wider condominium owners.

It also takes time to develop a personal relationship, but if successful, this relationship is established and personalised for the long term. **In the practice in countries with tens of thousands of buildings like the Duna Pest 'A' and 'B' Condominiums, it is not uncommon to see cross-generational relationships in similar places.** Therefore, in this job, it is not possible, or only with great difficulty, to operate a contractor relationship in which the condominium has a contractual relationship with a company that directly determines who it employs and when it lays off a staff member. Thus, the employees are not loyal to the owners but to the company that employs them, and they wish to satisfy the demands of the company, since their livelihood depends on that company. Therefore, as an aspiration, it is necessary to maintain the possibility for the Condominiums to develop the independent Doorman and Receptionist-Porter Service, which is an objective already set by the Founder. The timeframe for the introduction of an independent Doorman and Receptionist service, separate from the security service, is to be decided by the General Meetings of the Condominiums taking into account the ability of the Condominiums to bear the costs.

As a result of the current cost bearing of the condominium and the tasks formulated today, the condominiums, the Doorman, Reception-Porter service and the Security Service are still considered as a single task at the time of the adoption of these standard rules. This naturally requires increased training and professional qualifications (**language skills, security guard qualifications, etc.**) from the persons performing these tasks, but at the same time these tasks complement each other and build on each other.

At the time of the adoption of these rules, the efficiency of the condominium's operations and its ability to bear costs do not allow or require these tasks to be performed by separate persons. The constancy of the residents and tenants, the frequency of their movements and requests, does not require a separate service capacity as in a hotel of similar size, where guests move in and out on a daily basis, change from one to another and expect constant assistance due to a lack of local knowledge.

The security service/reception porter service, which is the main part of the task, requires professional qualifications and continuous specialised training, which may 'override' the requirement that the staff concerned should not be employed directly by the Condominiums but through an agreement with a company with specialised knowledge for this task. In this case, however, it should be ensured that the contractor's contract stipulates the possible stability of the staffing of the contractors and that the Condominiums have the right to agree on the appointment of the staff. In the event of a loss of confidence of the community of owners, the contractor must replace the person objected to by a new person.

If the general meetings of the Condominiums decide to establish all the conditions for a professional management system for the security service/reception-porter service, the general meetings may decide to opt for direct employment in this area as well.

For the purposes of this chapter, the reception/porter service as a job includes security services as well as doorman services. Even if any of the three names (reception, doorman, security service) is used, it is true that all three functions should be understood as long as the three functions are performed by the same staff in the Condominiums.

Regardless of the employment relationship, persons performing reception, doorman and security services are expected to have a neat, clean appearance, to wear work clothes that are appropriate to

their duties, to wear a uniform that is in line with the Duna Pest Residences Condominiums and to wear a name badge with a photo if possible at all times.

It is probably true that the **receptionist-porter service** (doorman, security service) **maintains the closest contact with the community of owners, residents and guests of the condominiums, while their liaison activity is also decisive between the residential community and the staff assisting with other services** (caretakers, cleaners, amenities, operations). This is the reason why the standard regulations are the most detailed in this area. **The detailed rules of procedure for reception-porter service, doorman and security service are set out below.**

2.4.1./ RECOGNITION OF OWNERS/TENANTS/OCCUPANTS

The concept of condominium owners may be defined as the group of persons living in a condominium, using the services of the condominium on a daily basis, with the exclusive rights of the owners, and having the same interests or purposes. For some, ownership is a business investment that will provide value in the future. For others, their ownership is the result of years of hard work and achievement, which is reflected in the fact that they live in the condominium, where they form the backbone of the community.

one of the most important tasks, and the most important expectation of the person the Doorman and Receptionist (hereinafter Receptionist) is to recognise the owners, tenants, residents, i.e. the members of the condominium community. Some owners require to be recognised, while others may seem to be disinterested in that respect. **Regardless of the receptionist's judgement as to whether or not the owner needs to be identified, one of their main tasks is to record the owners of the condominium, their names, the expected addressing and to apply that knowledge, thus reinforcing in the owners that they are receiving special and privileged treatment in their own home.**

The owners' names can be memorised in a number of ways. The most effective way of remembering the names of the owners, of recognising the owners, is for the condominium staff to try to address the owners by their names in all communications.

For staff to 'actively' recognise a resident, they need to be mentally alert at all times, constantly training their memory by concentrating on names and faces (it is common practice in private clubs for new staff to make small notes to reinforce the learning process). **Teamwork can also help in recognising residents by having the staff members recite the names of owners and residents to each other as the resident walks past and/or approaches one of them.** It may seem an impossible task at first, but consider that tens of millions of employees in clubs, restaurants and hotels around the world have already done this, not only with names, but also with the names of their family members, children and some other important context. **How do they achieve that ?! It is no secret! Mostly by wanting to!**

A particular help in this respect is the magnetic card access system in the Condominium, which, when the magnetic card is used, immediately displays the name, key data and the facial image of the card holder on the monitor at the reception desk.

2.4.2./ ACCESS CONTROL SYSTEM / ACCESS RIGHTS FOR MAGNETIC CARDS

➤ **To facilitate the use of the common areas for access and amenities, the Condominium has set up a photo access control and identification system.** It is important to stress that the use of the photo access control system cannot be imposed on the owners of the Condominium. No one can be restricted in the data on the keys used to enter their exclusive property, nor in the number of keys they can have.

➤ **However, the community of the Condominium has the right to determine whether an authorised person initiates access to the jointly owned common areas of the Condominium, such as the staircase, in particular to areas of common ownership with limited capacity and high running costs.** The use of a magnetic card with a photo will only simplify and speed up this process. Its use is not mandatory for the owner, the tenants and guests of the owner, but it only helps identification.

➤ Accordingly, the existence of a magnetic card or a photographic magnetic card is not a prerequisite for the owner, resident, tenant, lessee or guest staying for a lengthy period of time at the owner's premises to be allowed access to the property. It is natural that a resident who leaves their magnetic card at home should be able to go home. The absence of a magnetic card, regardless of its content, only means that it takes longer to

check access. These regulations detail how the Doorman must greet the owner, resident or tenant on their return home, greet them by name and open the door for them. It also follows from the above that the magnetic card is usually of no significance to the residents or owners of the building when they arrive home, since the Doorman (if the Condominium has introduced this service separately) has recognised them and has already identified their entitlement, the door has been opened for them and they have been greeted politely.

➤ **The existence of a magnetic card is therefore not a condition for entry, but identification of the person is a necessary condition.** Accordingly, the **existence of a magnetic card, even if it is a photo card, does not automatically give the right of access:** even if a magnetic card is used, the Security Service is obliged to check whether the person is using it and whether he is using it in accordance with their authorisation.

The magnetic card may be stolen, for example, and anyone who tries to use it without authorisation to gain access to the building **must be stopped!** However, any owner may allow a person designated by them to enter their property without restriction - even with a photo magnetic card for permanent access.

However, the community of owners can impose conditions and restrictions on the use of the amenities, swimming pool and club, especially for persons outside the owners. Thus, a magnetic card issued to a friend or guest of the owner does not grant an independent right of use, in particular not conferring ownership rights, to use the common areas, facilities and amenities. **With these cards, once the right of access has been established, it is possible to enter the condominium, to go up to the individual property of the owner granting the right of access, but entering the premises of the condominium community, club, fitness room, swimming pool, etc., is only possible only as a guest of the owner, together with them - provided that the priority of the condominium owners is not limited by their presence!**

2.4.3./ RECEPTION OF OWNERS / TENANTS / RESIDENTS

It is not by chance that the importance of recognising residents has been highlighted and defined as one of the tasks of the Doorman and Receptionist-Porter Service staff. It is related to almost all their tasks. They cannot be expected to perform their duties to a high standard on a sustained basis if they fail to remember who the people are for whom they are there to help them feel as much at home as possible, including one of the most important feelings, the security of home, the feeling that it is their own, where they can retreat to at any time. The only other people who can be there are the people they have invited, and only when they want them to be here!

Carrying out each task correctly and according to the rules is, of course, a mutually reinforcing process. So are the expectations of the reception of residents. Reception staff should be expected to actually greet residents when they arrive home or to say goodbye to them when they leave their homes. The latter also reinforces the feeling that the owners have not abandoned the people they left at home or their homes and valuables, as they have virtually handed over the supervision of their homes to the reception staff by saying goodbye.

It would be hard to imagine all this being done if reception staff were sitting behind the reception desk, reading or doing other tasks when residents or their guests were arriving or leaving their homes. Even within a family, it is a common, general practice to see the leaving person out and let the arriving person in when we have been or are staying at home.

Therefore, it should be a priority expectation of reception staff that;

➤ **They should position themselves primarily near the entrance and welcome the owners by opening the door or assisting them in leaving** (The presence of a receptionist at the entrance, who is also responsible for security, acts as a deterrent to unauthorised entry and also provides an opportunity to identify the residents as quickly as possible). During the day, it should not be a problem to have one of the two staff members at the door at all times. And at night, the significantly reduced traffic itself allows one receptionist to ensure the check-in/check-out of periodic arrivals, while at the same time performing any other duties that may arise at the reception desk. **To ensure the security of the building and to pursue remote surveillance work, it is necessary to have at least three people on duty at night at the two reception desks.**

It is expected that the person at the reception desk also greets any resident or guest on arrival or departure by standing up from the chair, as appropriate, and by name in the case of a resident.

➤ Arriving people not known to the receptionist should be greeted and addressed by the receptionist, requesting the purpose of their entry **in order to ascertain with complete certainty that the person**

intending to enter has the right to be in the condominium. The mere existence of a magnetic card does not in itself constitute a right of access, as it may be stolen, misappropriated, etc. A reception and security service, which costs tens of millions of HUF a year, is a completely unnecessary expense if it cannot ensure that only the owners and people expressly permitted by them are allowed to enter the building, including the use of common areas. (It should also be pointed out here that the use of common areas and services by guests of the owners is also restricted to the owners themselves, subject to the restrictions imposed by the General Meeting resolutions.)

Of course, at the beginning, it may happen that a staff member does not yet know the resident (but this can happen up to two or three times for the same resident). In such cases, it is mandatory to ask the resident to swipe their own key card before opening the door, even though the door is already open.

In a sufficiently discreet manner, then the computerised feedback of the magnetic card (name, picture, authorisation, etc.) will ensure verification of the authorisation, identity and offer the possibility of memorising the resident concerned.

Typically, a person not known to the receptionist will appear at the entrance as a guest and/or as a person providing a service to a resident and will answer the Doorman's question accordingly. In such cases, it is mandatory to escort the person intending to enter into the lobby and offer them a seat until eligibility is verified. The only exception to this rule is when the person arriving has been notified in advance by the owner and has expressly requested to be let in. Failing this, it is mandatory to inform the owner named by the arriving person of the arrival by any means known to the reception, so that the owner can decide what to do next. If the owner has been contacted and has been informed, the procedure should fully comply with the request of the owner.

It is FORBIDDEN to admit anyone to the condominium beyond the waiting time at the Reception, unless the Reception has been able to verify their eligibility beyond reasonable doubt. There is no justification for admitting a person on the basis of any explanation received from the arriving guest if the owner is not at home, has not answered the house telephone, is not in the club, swimming pool, etc., and has not made prior arrangements with the arriving guest. If the owner was unavailable, then obviously the guest cannot legally enter the individual property of the owner/resident named by the guest, and **thus is not justified, nor allowed for the guest to "walk around" the house.**

➤ **It is the mandatory and accountable duty of the Doorman (security service) to prevent unauthorized access to the services approved by the General Meeting of the Condominium, described in the House Rules and Code of Operation of the condominium, which constitute the common property of the condominium owners and are provided exclusively for the residents of the condominium and their guests, and to keep unauthorised persons away from the condominium, recognizing such intentions.**

➤ **Some unauthorised persons may try to gain access to the condominium by tricks** (e.g. by entering with a person returning home or by referring to an invented reason). By following the rules applicable to the tasks of a Doorman, it is relatively easy to detect the scams. For example, it is much easier for the receptionist at the door to identify who has actually arrived together than from behind the reception desk.

It is unfortunate, and this is also the case in similar condominium buildings with many properties, that the unlawful behaviour of a property owner, or their particular interest, "facilitates" the presence of even a significant number of unauthorised persons. It has happened that a student resident has been selling magnetic cards which provide free and high quality access to swimming pools, fitness centres and saunas for an annual fee. But there have also been cases of nearby office buildings trying to attract tenants when the owner who had a property also in the condominium also offered a free fitness and leisure time card in addition to the office rent. Thus, unauthorized persons may be expected to attempt to gain access to the condominium and use the services free of charge by possibly possessing a magnetic card that provides access to the condominium. **However, strict rules apply to persons who enter the common areas of the condominium as guests, even if the guest has a magnetic card. This magnetic card can only give unlimited access to the owner's individual property. This cannot legally be prevented by the community of the condominium.** Thus, even in such cases it is expected that a guest arriving with a magnetic card should be offered a seat in the lobby and, upon reaching the owner, be informed whether the owner is at home and wishes to receive the guest in their property. If the resident/owner is not at home and the guest is unable to enter the individual property with the key provided by the owner, they will no longer be allowed to stay in the condominium because the owner is

required to be present in person for using the common areas - **except when the guest is also a temporary resident.**

Of course, it is not the responsibility of the receptionist to investigate and assess the processes behind the unauthorised person's intention to enter, but it is their responsibility to prevent unauthorised use. It is also their duty **to make a note of the attempted unauthorised use and to hand it over to the joint representative.** It is the responsibility of the joint representative to examine all the circumstances of the situation and to consult the owner concerned. In the event of a recurrence or failure to resolve the situation, they are responsible for bringing the situation to the attention of the next general meeting, proposing a solution or asking for a resolution on the action to be taken.

With the right attitude, what at first sight may seem like cumbersome expectations can in practice be carried out much more easily and to a high standard. It quickly becomes "recognisable" to the security guard/receptionist/porter waiting at the door if someone arrives "home" several times before the start of the morning working hours with a sports bag, etc., and then leaves an hour or an hour and a half later, carrying the same bag, wearing the same clothes, or if someone does the same after the usual late afternoon working hours. This is not the usual behaviour of residents, as they leave their properties in the morning and arrive home in the evening. This behaviour clearly indicates that the person is not a resident but a regular visitor to the fitness facilities. **The identification of such persons, possibly their entry with a magnetic card, should be noticed by the security service and, once identified, they should be refused entry if it can be established that they are not the owner, tenant or resident of any property.**

➤ **The Doorman and Receptionist shall have the additional responsibility of monitoring other entrances to the condominium, assisting authorized entry, and preventing attempts at unauthorized entry.** This includes, in particular, monitoring the entrances to the garage, which is in principle "automatic", and, in the event of a malfunction, assisting authorised access, but only after the identification and establishment of the entitlement (person, vehicle and registration number and the corresponding levels of entitlement). Since the automatic operation of the condominium garage system may fail at any time, manual operation based on a request for assistance via microphone at the barrier may be required at any time.

Subsequently, an eligibility check must be run in accordance with the request of the person wishing to enter, and only in the light of this can and should the request be granted. Particular care should be taken when signalling from a staircase, e.g. a garage, as it is relatively easy for unauthorised persons to gain access to the garage level from behind a vehicle driving in. Residents very rarely request assistance with these entries because they have access cards. If this does happen and the reception recognises the person checking in, they should of course assist them immediately. If the person cannot be identified through the microphone, only the security/reception-porter staff can go down to the entrance and assist the entry after verifying the eligibility of the person.

➤ **During the daytime operation of the condominium, the cleaning of the condominium and its surroundings shall be ensured at all times by the staff assigned to that task.** During the daytime, the reception and security staff are expected to keep a constant and conscious eye on the cleanliness of the entrances, lobbies and the outside of the entrance. If any disturbing dirt is detected, they are expected to take action to remove it, depending on the nature thereof. The clean-up of major dirt, sudden heavy snowfall, and stairway dirt caused by heavy rain is normally performed after notifying and involving the condominium's cleaning and maintenance staff. However, a receptionist is also required to pick up any minor wind-blown litter and place it in the litter bin provided.

During periods when there are no cleaning/maintenance staff present in the condominium (e.g. at night), the receptionist/security staff is expected to cooperate to the maximum to remove the dirt and should not wait until work starts the next morning. This means that snow falling on winter nights must be cleared away immediately around the entrance, just as leaves blown into the lobby by a small autumn windstorm, or rubbish left by the crowds on 20 August after the fireworks, etc. In such cases, they should collect the litter immediately after the crowd has left, and not wait for the next day's "normal" cleaning time.

2.4.4./ REMOTE SURVEILLANCE OF OWNERS/TENANTS/RESIDENTS' COMMON AND INDIVIDUAL PROPERTY. ACTION REQUIRED WHEN THE ALARM SYSTEM IS TRIGGERED

The Security Service (Doorman, Reception-Gatekeeping staff) shall be responsible not only for the security of the common areas of the condominium, but also the protection of the individual properties of the residents and tenants as well as occupants of the properties.

During the construction of the building, a "remote monitoring" network and a control centre capable of receiving information from this network were installed in all the individual properties and the main common areas. The security system of the condominium required a very substantial investment, which was of course paid for by the owners as the final cost bearers in the purchase price. **The existence of a 'live' security staff in the condominium is also a cost to the owners.** This cost is one of the most significant items of expenditure in the condominium budget. **Consequently, it is reasonable and justifiable for the owners to expect that they can rely on the high level of security skills of the staff contracted by them to carry out their security tasks, as this is another area where they can expect an outstanding service.**

It is mandatory that the Doorman / Receptionist-Porter/ Security Service staff should have a detailed knowledge of the condominium security systems, be able to interpret the signals properly and be aware of their obligations arising from the information and signals provided by the system. They are expected to refresh their knowledge from time to time, as security incidents in the condominium are expected to be very rare, to attend appropriate training, to test their knowledge in exams and to be able to provide accurate information to the residents of the condominium at all times.

Tasks related to the operation of the remote surveillance system:

➤ **A short information leaflet should be available at the reception of the condominium at all times to inform residents and tenants of the options they have when they wish to link the internal security system of their own individual property to the condominium's remote surveillance system.** Accordingly, the most important information and actions related to the remote surveillance system should also be included in the Condominium's House Rules and its Rules of Organisation and Operation.

The communication centre for the condominium alarm system is located in the remote control room behind the reception desk in Building A of the condominium. It is the responsibility of each receptionist to be proficient in the use of the remote surveillance centre and in the interpretation of its information signals.

When correctly set up and operated, the remote surveillance centre will provide information on the most important primary alarm information together with the alarm signal. **Thus, e.g.:**

- The location of the alarm, specifying the exact residential property or other premises affected by the alarm.
- Also the content of the alarm, if the alarm system within the property is capable of providing more detailed information (e.g. front door opening, patio door/window opening, panic alarm, smoke detector in the living room, smoke detector in the kitchen, etc.).
- Notification telephone number in the case of an alarm event.

In the event of an alarm signal from the remote surveillance centre, the Reception-Porter Service/Security staff are obliged to take immediate action without delay. In the event of an alarm signal, if you are in the middle of a conversation with a resident, you must very politely but firmly interrupt the conversation.

In the event of an alarm signal, the following tasks must always be performed:

- The staff member nearest to the alarm control centre must, on a signal from the control centre, suspend all other duties and go immediately to the control centre and, while handling the control centre in a professional manner, carefully review and assess the control centre's signals.
- The computerised data page of the owner of the property affected by the alarm should be checked to see if the owner has a special procedure for an alarm (e.g. have they left a security key for use only in such cases, which allows control of the property).
- They should inform their staff member of the information from the centre, specifying which of the two of them will remain at the reception desk and who will go immediately to the alarm site, taking the key of the property concerned if available.
- Communication between the staff members must be maintained at all times throughout the process, using the radio transceiver/domestic telephone network/service mobile phone provided for this purpose. It shall be

the daily responsibility of the staff to ensure that the security service communication equipment is in working order each time they start their service.

➤ The staff member arriving at the alarm site shall assess the situation on the spot, based on the initial information received from the alarm centre. If the owner of the property has left a security key for access to the property in case of an alarm and has made provision for this, they should attempt to discover the cause of the alarm inside the property in addition to the external inspection, unless it was already clearly discoverable without entering the property.

➤ The information received at the site of the alarm should be compared with the alarm centre's signals and the staff member who arrives at the site should determine the further action to be taken in consultation with his colleague. Thus, depending on the content of the information, they must take the professionally expected measures in accordance with the rules applicable to such cases and learned in the professional training, as well as the relevant legal requirements.

For example, but not limited to;

➤ In the event of a fire, the staff member remaining at the reception must immediately notify the fire brigade, informing them of what they have observed on the scene. In the meantime, the staff member remaining on site shall exercise due professional care in extinguishing the fire, making necessary rescues, and/or preventing the fire from spreading. Depending on the extent and nature of the fire, they should inform their colleague at reception, who, in consultation with the fire brigade, should decide whether it is necessary to notify the residents of the house, order a fire alarm, etc.

➤ If an unauthorised entry is detected, the staff member remaining at the reception should immediately inform the police of the infringement. When reporting, the authorities should be informed in a professional manner of all available information. **In the meantime, the staff member present on the premises must act with due professional diligence, in accordance with the skills acquired during their professional training, in securing the premises,** preventing further damage and effectively tracing the offenders. They must take all professionally reasonable measures, in accordance with the relevant legal requirements, for example, to apprehend any offender still on the scene until the authorities arrive and to effectively prevent further criminal activity.

➤ Even in the case of a clearly false alarm, they shall attempt to identify the cause of the false alarm, the fact of any technical and/or human involvement and, following any necessary action, record the incident immediately in the event log or duty log of the remote surveillance system.

➤ In cases where the on-site inspection, the comparison of the primary information received from the alarm system does not provide a sufficiently substantiated answer to what happened, or it cannot be reasonably established that the alarm was false, caused by a technical fault and/or by the owner's incorrect/incorrect handling of the alarm system, the following procedure shall be followed:

In accordance with the centrally registered procedure (i.e. notification) of the alarm system, if this fails for any reason, an attempt should be made to contact the owner or tenant (resident) with the right to dispose of the property via the known contact details of the property owner. **They should be asked to decide what further action should be taken, after having been duly and properly informed.** If that is successful, the other member of the security staff should be informed of the instructions received and should act on the instructions received, unless the execution of the instructions would be unlawful and/or would endanger others, or would be likely to cause great damage or risk likely to cause damage. The content of the instructions shall be recorded in the event log of the remote monitoring system immediately after the action has been taken. In the event of failure to do so, the property and its surroundings and movements in the condominium should be monitored closely until the owner is reached, looking out for any unusual occurrences, with particular attention to the property concerned.

➤ Following any alarm event, staff are required to record all relevant data in the remote surveillance system event log immediately after any action required by the alarm event.

➤ Following an alarm event affecting an individual property of an owner or resident, unless otherwise previously agreed by the owner or occupant, the owner or occupant concerned shall be informed in detail and in a professional manner of what has happened, after taking the measures required by the nature of the event without delay, even if the measures taken or the cause of the alarm could have been taken in a professional manner without the active intervention of the owner or the fault could have been rectified. Unless the owner

or resident has made other prior arrangements, the notification of the owner or resident shall not prevent the necessary and professional action from being taken, thereby causing a delay in taking measures to mitigate the damage.

In summary: It is not the owners but the staff trained in property protection who should be expected to take the necessary steps. Responsibility cannot be discharged by claiming that the Security Service was waiting for the decision of the owner, as it is typically not even present at the scene of the alarm and only has the information from the report received.

2.4.5./HANDLING OF UNLAWFUL CONDUCT, EXPECTED ACTIONS IN SITUATIONS THAT DISRUPT THE ORDINARY FUNCTIONING OF THE CONDOMINIUM

The Condominium Security Service/Reception-Porter Service must take action and has the obligation to take action against behaviour that seriously violates the house rules, the peace and quiet of the Condominiums and behaviour that endangers the assets and property of the condominium. Therefore, it is mandatory that the training and qualifications of the staff working in the condominium are such that they are able to perform this task to a high standard.

Basically, two different situations can and should be distinguished:

➤ **The "simpler" case, where the person(s) committing the disorder have neither an ownership nor a tenancy relationship with the condominium, or a guest relationship with the owners or tenants.** In such a case, the condominium security service/reception-porter service must act as firmly as possible, with the utmost respect for the law, to prevent further disorderly conduct or damage. Of course, courteous behaviour matching the character of the Condominium is expected.

Except in minor cases, which can be resolved quickly and are indeed resolved, in addition to preventing further disorder or damage, the Security Service/Reception-Porter Service staff member is generally expected to notify the competent authority. Once the disturbance has been resolved, a detailed record of the incident should be made in the Condominium Security Incident Log and the Condominium joint representative or their proxy should be informed of the security incident and its resolution as soon as possible.

The Joint Representative shall be responsible for deciding, on the basis of the authorisation given by the General Meeting of the Condominium, on the further actions to be taken, in particular the repair of any damage and the reimbursement of the costs of repair. **It is a generally expected principle that any person who has caused damage to the Condominium must compensate the Condominium for all damages,** in particular the costs of restoration. In the absence of any other solution, this should also include the initiation of civil proceedings on behalf of the Condominium.

➤ **The "more complicated" case is where the owner, tenant(s) or their guest(s) are responsible for the disorder or damage.** It is a common allegation in such cases that the person(s) disturbing the order, will try to send the Security Service/Reception-Porter Service staff away, even using rude language, claiming that it is their house, their property, and they can do whatever they want there - even destroy it.

The correct legal interpretation of the situation gives guidance on what the Condominium staff member should do in such cases. Firstly, the condominium as a whole is not the exclusive property of a resident or their proxy. The same is true even for their individual property in a condominium only within certain limits. Undivided common property, however, is the property of the community of residents as a whole, where the obligation to act is determined by the collective will of the residential community. **And the collective will is the decision of the General Meeting, which is a majority decision under the Memorandum of Association of the Condominium. Thus, it is the representation of this majority decision that requires action from the Security Service/Reception-Porter Service, which need not be the same as the individual will of all the owners.** It is also important to understand correctly that **the staff members are not mandated by the individual owners of the Condominium, but by the community of owners,** and that they are therefore accountable to the community of owners and are obliged to take action.

In addition to all these obligations, the community of owners is also expected, notwithstanding the community's mandate, to seek, to the maximum extent possible, to satisfy the individual members of the community of owners. **This requires particular patience, maximum courtesy, maximum preparedness, and skill in handling the situation.**

Without being exhaustive, such a specific obligation is that a member of the staff of the Condominium must address the owner or tenant of the Condominium with utmost discretion and respect and ask them to change their behaviour. They should try to ensure that the communication is audible only to the person concerned, preventing the possibility of damaging the authority of the owner by making the person present a witness to the warning. **Discreet addressing is much more likely to produce results than public "shaming"**.

Accordingly, "warning" guests of owners or tenants, and asking them to respect the standards of behaviour expected in the building, requires special situational management. In the case of guests, it is expected that, if direct and appropriately discreet addressing of the guest has proved unsuccessful, the owner or tenant who grants the right for the guest to be a guest should be notified immediately, if possible, to assist in restoring order in the condominium. **In general, there should be no obstacle to addressing the owner or tenant, since the right of guest is conditional on the presence of the owner or tenant at the same time as the use of the common premises.** Thereafter, the relationship with the guest becomes indirect, because the guest must be made to behave in accordance with the accepted rules of the house by the owner or tenant. The owner or tenant is fully responsible for the guest. If the owner or tenant is unwilling or unable to comply with the request concerning the guest, or if the owner or tenant is not present, the guest shall immediately cease to have the right to remain on the common premises and shall be asked to leave or be made to leave all premises of the community of owners.

The procedural rules must be applied in compliance with the general legal provisions, where the last resort is the intervention of the public authority. However, the Security Service/reception-porter service cannot leave the premises **"without a result"**, because in this case it has not fulfilled its task and this will also be grounds for terminating its continued employment.

In the case of owners, tenants and their guests, more difficult situations may require the Security Service/Reception and Porter service to involve the Joint Representative of the Condominium, if available, in the resolution of the situation, or to seek assistance from other owners of the Condominium who are present and on whose behalf and in whose interests they are acting. However, this is only an option, which can often help to resolve the situation, but it is not an obligation on the part of the parties concerned, nor does it imply a transfer of responsibility. **In all cases, the duty to take action is that of the Security Service/Reception-Porter service staff member present.**

Once the disturbance has been resolved, the incident must be recorded in detail in the Condominium's Security Incident Logbook and the Condominium joint representative or their proxy must be informed of the security incident and its resolution as soon as possible.

The Joint Representative shall be responsible for deciding, on the basis of the authorisation given by the General Meeting of the Condominium, on the further actions to be taken, in particular the repair of any damage and the reimbursement of the costs of repair. It is a general principle that the person who has caused damage to the Condominium must compensate for all damage to the Condominium, in particular the costs of restoration, even if these costs are caused by the wrongful conduct of a Condominium owner. The joint representative may not bring a civil action directly against the owners on behalf of the Condominium. The unanimous decision of the Audit Committees of the Condominiums or, in the absence thereof, the authorisation of the General Assembly is required to bring an action against the owner of the Condominium. However, it is the responsibility of the Joint Representative to make such a proposal to the Audit Committee or to the community of owners of the Condominium in the event of failure to recover the damage by other means.

2.4.6. / RECEIVING, MANAGING AND DEALING WITH REQUESTS AND COMMENTS FROM OWNERS/TENANTS/RESIDENTS

The aim of the operation of the Duna Pest Residences Condominiums is to provide the owners and residents with the highest level of security and a sense of home in their own properties. At the same time, it is an important objective to provide maximum use of the leisure facilities of the condominium, offering a pleasant relaxation, entertainment and pastime for owners and their guests. The investment objectives of the owners who have made a significant investment in the condominium can only be achieved by maintaining a very high level of quality. **The management's task is to take advantage of the unique facilities of the condominium to provide recreation, leisure and relaxation for its residents, with high quality services that meet the expectations of residents and their guests.**

The doorman, the receptionist and the security/reception staff and porters play a key role in these tasks, either directly, such as assisting arrivals and departures, ensuring the security of the building, dealing with specific requests from the owners, or indirectly (for example, by helping the guests to make the most of the services available). **If they do their jobs with a genuine desire and belief in providing the highest level of service to owners and their guests, the condominium can reach its maximum operational efficiency.**

As described above, a priority for the reception staff is to address the individual requests and comments of residents in a conscious manner and to the highest standards. The conduct of the reception staff is as an important element of the job as their skills, knowledge, experience and practice. **The following list sets out, without being exhaustive, the expectations of the employees of the condominium, in particular the reception staff:**

- Smile constantly while working, regardless of your actual mood.
- Always ask: "How can I help you?".
- Be kind and courteous (try to make friendly conversation).
- Be proud to work in the Condominiums.
- Be helpful and show enthusiasm in performing your duties.
- Reception staff should remember and deal with requests, comments and suggestions from owners, or, if it is outside their scope of competence, pass them on to the Joint Representative of the condominium.
- In all cases, inform the owner who made the request, suggestion or comment about the handling and follow-up of the requests, suggestions or comments, thanking them for their comment or the fact that they turned to the Reception with their request.
- Try to exceed expectations.
- Try to spend the idle time productively. There is always room to improve tidiness, improve the environment, etc.
- Don't wait for others to do the tasks on the agenda.
- Answer the phone within three rings at most!
- It is the responsibility of the receptionist to answer all phone calls. If they need to be away from the telephone for a short period of time, for example during the lunch break, another member of staff must replace the Receptionist until they return. Under no circumstances should the telephones or the Reception area be left unattended.
- All condominium staff must be familiar with the main expectations and rules for personal and telephone communication. A copy of the 'Reception Rules' should be available at all times in case a member of staff is temporarily acting as a Receptionist. This way you can review the expected rules of procedure in them if necessary.
- Telephone calls must not be put on speakerphone or recorded for unauthorised purposes.
- The Reception Desk must always be clean and tidy. It must be free of litter, paper and other debris, and ensuring that the desk is tidy. No cups, saucers, glasses or plates (food, drinks or other food) should be placed in a visible place on the counter. Under no circumstances may a receptionist consume food near the Reception Desk in sight of the owner and/or guest. The smell of food or drink must be avoided.
- Chewing gum, eating sweets and smoking are not permitted near the Reception Desk.

The condominium community may choose to establish its own web and/or other electronic interface to provide a state-of-the-art contact system for the community of owners, including electronic submission and documentation of detected errors and requests, follow-up of action, booking of amenities, etc. The principles of the electronic system to be implemented should be in line with the expectations of this Standard Rules, helping it to function effectively.

The community of owners may not be obliged to use the electronic system and can submit their requests and notifications in person at any time through the reception service. In this case, it is the responsibility of the reception service to enter the requests and notifications into the electronic system.

2.4.7./ CONTROL AND REGISTRATION OF KEYS FOR ACCESS TO INDIVIDUAL PROPERTIES

Individual property owners may also decide that, in particularly justified cases or in cases precisely determined by them, the Reception-Porter Service / Security Service of the condominium may enter their property with a key assigned to them for responsible keeping. Without being exhaustive, this may include, for example:

- In case of alarm system signalling (alarm event). This is relatively common, and common in many countries, especially if the owner uses the property only periodically and then the property would be left unattended for a longer period of time, for example due to a long-term stay abroad.
- For the same reasons as described above, to deal with possible utility failures (burst pipes, leaks, etc.).
- During the absence of an owner, to allow access to the property for cleaning, tending and watering the plants.

It is important to underline that it is up to the property owner to decide whether, for the above or for other purposes, they wish to allow the Security Service/Reception-Porter Service to access their property in their absence, in their absence with the key provided by them. This cannot be legally required of owners. The fact that an owner does not wish to allow access to their property does not mean that they are not entitled to all services. Even in the event of an alarm, the security staff must attempt to discover the cause of the alarm signal with an external visual inspection, without entering the property.

The condominium Security Service/Reception-Porter Service shall keep the keys provided by the condominium owners for conditional access to the property in a properly secure manner with responsible safeguarding. The keys shall be kept in a place specifically designated for this purpose, ensuring that they are securely locked and that they cannot be immediately identified or accessed by unauthorised persons. An up-to-date record of the keys received shall be kept at all times and it shall be entered in the register (or computerised register, if established) in the prescribed manner and without delay, whenever a key is removed from the key cabinet for the purpose of access to the property. The record shall include the name of the staff member who took the key, the reason for taking the key, the exact time to the minute when the key was taken out and then put back in.

The records shall state in unambiguous terms the disposition of each owner as to the use of the keys and the limits on their use.

The Rules of Organisation and Operation of the condominium shall include the limit on the liability of the condominium, either directly or through a contractual agreement with the contractor providing services in the condominium, for any damage that the owners may incur, at the owner's discretion, as a result of the incorrect handling or safekeeping of the keys provided by the owner. **The legal exceptions to this are wilful damage and liability for damage caused by gross negligence.**

2.4.8./ RECEIPT AND HANDLING OF MAIL AND OTHER ITEMS SENT TO OWNERS AND TENANTS

It is the responsibility of the Condominium Reception to assist in the receipt of postal and other mail for owners, tenants and residents of the condominium, even at times when the resident requesting assistance is at home but does not wish to receive the mail in person for whatever reason (e.g. they wish to rest).

It is the exclusive right of the owners of the Condominium to determine their expectation as to whether they wish to request the delivery of mail on their behalf. They may determine the limits and scope of this request and may request assistance with receipt on a temporary and/or permanent basis.

It also follows that accurate and clear records must be kept of the requests and decisions of each owner. It is the responsibility of all staff to know exactly how to use these records, so that they can act in accordance with the wishes of the owners when receiving or refusing to receive mail.

It is important to ensure that the consignment is undamaged when it is received. If the consignment is damaged, the owner's instructions should be followed. In the absence of the owner's instructions, an attempt should be made to notify the consignee of the consignment by telephone or other means available to the Reception prior to acceptance. If this is successful, the owner shall be informed and their instructions should be followed.

If the owner concerned has not been contacted and the owner has not previously made arrangements for such a situation, the Reception staff member shall, in considering the nature of the damage, proceed with the receipt as they would have done themselves in the case of a consignment for their own account. **It is important that in the case of a decision to accept the consignment, a record of the damage should be made and signed by the person who delivered the consignment. If the deliverer refuses to sign, the receipt of the delivery must be refused.**

After receipt of the mail and consignments, the resident must be notified, at the time and in the manner specified by the owner, that the mail they were expecting has arrived.

After receipt, it must be kept in a place designated for this purpose by the Reception until delivery. The owner shall be notified, on their return home or at a time specified by them, that the consignment they were expecting has arrived and is awaiting delivery. The owner concerned shall be informed of the arrival of the consignment via the intercom system.

The Rules of Organisation and Operation of the condominium shall include the limit on the liability of the condominium, either directly or through a contractual agreement with the contractor providing services in the condominium, for any damage that the owners may incur, at the owner's discretion, during the receipt or safekeeping of the mail received on their behalf, even if this is due to a cause attributable to the person responsible for the receipt or safekeeping. **The legal exceptions to this are wilful damage and liability for damage caused by gross negligence.**

2.4.9./ REGISTRATION AND MANAGEMENT OF GENERAL INFORMATION MATERIAL

The operation of the Condominium is like a complex hotel business. Accordingly, the residents of the condominium may from time to time have difficulty in maintaining an adequate level of knowledge and up-to-date knowledge of the operating procedures, the full range of services available to residents and their guests in the condominium, particularly those services that are rarely used.

Accordingly, it is necessary to prepare information material on the functioning of the Condominium, on the services currently available, on dealing with the most frequent requests from residents and on how to solve problems, preferably in Hungarian and English, and made available at the Reception, on the notice boards in the Condominium and on the internal information video and/or internet system of the Condominium.

Without being exhaustive, such information material shall include the following:

- The Code of Organization and Operation, the House Rules and the Standard Rules of the Condominium;
- Amenities of the Condominium (Swimming Pool, Squash Courts, Fitness Room, Sauna, Solarium, Massage, Club Room, Billiard Room, Library Room, etc.), the rules of their use and operation (e.g.: reservation procedure);
- A summary of the current leisure and amenity programmes of the condominium;
- Availability of cable TV service;
- Availability of the Internet service;
- List of landline telephone service providers offering services in the Condominium and their availability;
- A description of the security remote surveillance system of the condominium, the possibility of installing it within the individual properties, its connection to the central alarm system, the contact details of the service providers;
- Use the central telephone number of the Condominium, how to receive external calls to the central telephone number and how to connect it to the residents' properties,
- The operation of the magnetic card system in the Condominium, how to request it;
- The possibility of requesting, free of charge or at some cost, the performance of minor maintenance work and the repair of minor technical faults in the Condominium;
- The rules of the use of information boards /bulletin boards/ in the condominium;
- The use of the internal video information system of the condominium.

Information on the availability of the above information materials shall be provided to new owners, tenants and residents moving into the Condominium without special request, to help them settle in and familiarise themselves with the amenities of the building. In the context of the investment in the Condominium, the technical possibility of operating an internal information (video) system has been developed, which will allow the central provision of information via the television sets of each tenant. Once this is operational, the above-mentioned information material shall also be made available in electronic form and up-to-date via the internal video information system. Where an internal computer and Internet network is established for all properties, this information shall also be available via the internal computer network.

For the purpose of informing the residents of the building, information boards (video newspapers) have been installed in the lift lobbies. These bulletin boards are intended solely to facilitate the exchange of information between residents and between residents and the Condominium. The display of advertising material or notices (except for the purpose of raising awareness among residents, offering a property, garage, storage space within the condominium, etc.) is expressly prohibited on the information boards. The advertising space cannot be used for a commercial service even by condominium owners.

No advertisements may be placed in the common areas of the Condominium other than in the storage boxes for advertising magazines and flyers located at the Condominium Reception. In any case, if there is no more free space in the storage boxes, "external" advertising materials must be placed in the boxes in a civilised manner by replacing the oldest materials. Advertising material older than one week must be removed from the boxes even if there is still unused space in the box.

The Technical Manager shall have the responsibility and authority to determine and decide whether to refuse the temporary placement of leaflets that are of no interest to the residents of the Condominium, or that are offensive to good taste, or that are unsatisfactory in appearance or content.

It is forbidden to publish "external" advertising material in the internal video information system of the condominium.

It is the responsibility of the Reception / Security Service to prevent the placing of any advertising material or leaflets inside the Condominium, for example in the doors of the individual properties or in the windows of cars.

2.4.10./ KEEPING RECORDS OF CURRENT INFORMATION AND PROGRAMMES, INFORMING OWNERS

➤ THE condominium shall be operated in a manner that takes advantage of the unique features of the condominium to provide ongoing programmes for residents and their guests. The organised programmes should be based on the preferences and interest of the owners and their guests, and aim to bring the residents together for various sporting, social and cultural events. The events should be organised to a high standard and should be promoted to the residents of the condominium.

➤ All owners and residents should be informed of the opportunities and services offered by the organised programmes. If owners do not understand or are aware of the benefits of the condominium community and the condominium's services, they will not use or enjoy them. If they are fully aware of the value of the condominium, how the club, reading room, swimming pool and other community spaces work, they will feel more comfortable and at home as residents, and more willing to show their living environment and share the benefits of the condominium with their friends. It is the primary responsibility of the condominium reception staff to inform new residents about the operation of the condominium and to keep all residents informed about the latest programmes, providing them with adequate information about how to participate in them and ensuring that they are fully involved.

➤ Information on the services of the condominium, current and near future programmes shall be maintained on a continuous and up-to-date basis at the condominium reception desk and shall be posted in a prominent location for residents to view. The most important basic information and promotional data should also be displayed on a central information board permanently present on the reception floors of the condominium, with constant updates prevailing at the time.

➤ All information posted on the information boards shall be made available through the condominium's internal video channel system (if installed) and updated at the same time as events occur.

➤ The occupancy of each restricted service should be published with simultaneous updates through the internal video system, allowing for information to be obtained through the TV sets in each property and then for reservations to be made through the in-house telephone system, IT system (if installed).

2.4.11./ REGISTRATION AND HANDLING OF COMMENTS, COMPLAINTS, WARRANTY PROBLEMS

The complexity of the management of condominiums means that, whether in the field of operation or even as a result of the investment, the reception of the condominium will receive comments, complaints and warranty issues from owners.

In many cases, it is clear for the residents that, with regard to their comments and complaints about day-to-day operation, the community of the condominium is both the beneficiaries of the operation and amenities and the providers of these services, i.e. their complaints are generally addressed to the community as a whole, including the person raising the complaint.

In view of the time that has elapsed since the construction and occupation of the Condominiums, the owners of the Condominiums can no longer claim either a guarantee or a warranty from the developer, and these obligations have not been assumed by the community of condominiums, and the resulting damages could not be claimed against the community in the past. The members of the community may raise the issue of correcting defects arising from operational problems and preventing their recurrence with the community as a whole within the scope of the applicable legislation, the resolutions of the General Meeting, the Memorandum of Association and the Rules of Organisation and Operation, while in the case of claims attributable to investment defects, the request may only be made at the level of a request for assistance.

➤ **In the case of warranty claims, the Condominium community did not and still does not have a legal relationship with the investor, who is the obligor of the guarantee, and therefore has no legal basis to make a claim against the investor.** This fact does not in itself mean that the operation could avoid contributing to the warranty claims that still exist in the narrow sense and helping to correct defects as quickly as possible. It is the Reception's task to assist as much as possible in resolving all owner requests and concerns. The Reception should keep records (*computerised records, if established*) of the requests made by residents, the steps taken to deal with them and the fulfilment of the requests. Reception staff should know how to deal effectively with the most frequent and recurrent requests and complaints. This includes dealing with any warranty problems that owners may have. In a narrow range of cases, it is not the Condominium but the investor from whom the first owner bought their individual property that has the warranty obligation but this is now unenforceable and the community of the Condominiums can no longer provide any meaningful assistance.

➤ **The Reception's role in dealing with comments and complaints about the operation of the Condominium is no longer limited to providing information, mediation and assistance.** The general starting point for dealing with comments and, in particular, complaints about the operation of the condominium should be that the requests of owners or residents who approach the Reception should be satisfied as far as possible and, if possible, the complaint should be remedied. The condominium belongs to the owners' residential community as a whole and to the individual owners within it. Often it is the owners' most significant lifetime investment. Therefore, owners have a reason and right to expect that, except in the case of a circumstance precluding the fulfilment of a request, the condominium should operate according to the will of the owners, and the operator's primary responsibility is to serve that will.

➤ **Comments and complaints must be recorded in the register at the Reception of the Condominium** (*or in the computerised register, if established*). The register must contain the name and contact details of the person who made the request, comment or complaint, the exact date of the comment, the substance of the comment, the action taken, the status of the process, the fact and time of the action or the pending action, and the confirmation of the feedback to the owner who made the comment.

➤ **Comments and complaints should be addressed as soon as possible and in any case at the earliest possible time.** The procedures for dealing with frequently recurring cases (e.g. minor breakdowns, cleanliness issues, etc.) should be such that the staff member on duty at the Reception has direct authority to deal with them. Requests that require action beyond the discretion of the Reception staff member, or that for any reason appear to be unfeasible, excessive, etc., should be referred to the Joint Representative.

No request, comment, etc., from the owners or residents may ever be directly judged by the Reception as unfounded or unacceptable. Such a decision or response to the owners can only be given by the Joint Representative of the Condominiums, after taking into account all possible circumstances, referring to the appropriate legal limits, including those set by the community of owners of the Condominium.

2.4.12./ HANDLING AND MANAGING EMERGENCIES

The Receptionist must be familiar with the procedures to be followed in case of an emergency, the Procedures in Case of Emergency manual must be available at the Reception Desk at all times (if developed, it must be available in the Reception's computer system).

The Procedures In Case of Emergency Manual shall contain the following:

- Procedures in case of fire, explosion, sudden crisis, emergency.
- Telephone numbers and contact details of fire brigade, ambulance and police.
- Telephone number and contact details of the joint representative and their proxy, by time of day.
- What to do in case of sudden illness of a resident or guest.
- What to do in the event of a bomb alert.
- What to do in the event of disorderly behaviour.
- Action to be taken in the event of attempted and/or discovered theft or robbery.
- Procedure in case of threatening telephone calls.
- Procedure for dealing with intoxicated, strangely behaving, aggressive persons.
- Procedures in the event of utility breakdowns entailing a threat of significant damage (burst water pipes, gas leaks, boiler system overheating, etc.).

III

CONDOMINIUM AMENITIES - SWIMMING POOL, SAUNA, CLUB, FITNESS ROOM, BILLIARDS, LIBRARY ROOM, SQUASH COURTS, SOLARIUM, MASSAGE ROOM, ETC.

The DunaPest Residences are distinguished from other condominiums built to a similar high standard by the extent, variety and use of their amenities. The diversity of amenities and leisure services is a specific feature of the Condominium, but so is the amount of space available, and so is its ownership.

In practice, this means that the owners of the Condominium are not only the owners of their individually owned residential properties and the primary users of the amenity space, but also that the community of owners as a whole is the exclusive owner of all the amenity space, the equipment there, etc. This legal relationship has important substantive consequences for jointly owned premises and services.

Such a specific legal situation is that no single owner can be restricted in the use of their property, for example by a majority vote of the owners to lease or make available for any other exclusive use of the jointly owned premises, if even one owner objects. The right to dispose of property is a constitutional right. The owner cannot be put in a position where they can only enter their own property at a certain time, possibly subject to the payment of a fee. **Therefore, the Condominium must operate its common-owned premises providing amenities in such a way that owners can access them at any time under the same conditions (i.e. subject to a commitment).** Thus, for example, to prevent the owners from entering, the club may not be rented or used by third parties, whether temporarily or permanently, or the club, library, swimming pool may not be closed at any time of day to prevent access even by the request of the owner, or rented out to third parties, etc.. This restriction applies to all premises, including, for example, massage rooms.

Of course, the community of owners, which shares the cost of operation, may decide, within reasonable limits, to provide cleaning, a lifeguard or a programme animator, a fitness instructor, on a daily basis but not 24 hours a day. However, the use of the premises for private purposes, under the owners' own responsibility, cannot be restricted, unless specifically precluded by law. Under no circumstances may

access to the premises be restricted, for example, to prevent an owner to show the premises to family members, guests or partners.

The community of owners has the right to set the rules for the use of the premises and services of common ownership with limited availability (**i.e: Reservation Procedure**). However, this procedure can only be legally established so that;

- It may not directly or indirectly exclude any owner from its use (not including sanctioning temporary restrictions under the rules of the Rules of Organisation and Operation of the Condominiums).
- It may not, directly or indirectly, design the rules in such a way that they restrict all owners in the use due to the conditions.
- The conditions cannot legally be designed in such a way that an owner, or a community of owners narrower than the community of owners as a whole, may use the common property on disproportionately more favourable terms.
- The conditions established shall ensure that, under the same standards, priority and, where necessary, exclusivity of use is given to owners of common property. Thus, the presence of persons only indirectly connected to the property (e.g. guests) should not legitimately create a situation where limited capacity makes use unavailable to an owner.

Duna Pest Residences reservations for the limited availability of amenities in the 'A' and 'B' Condominiums are regulated as follows:

RECORDS OF RESERVATIONS FOR THE SERVICES WITH LIMITED AVAILABILITY (SQUASH, SOLARIUM, BILLIARDS, MASSAGE, TABLE TENNIS, ETC.)

Some of the so-called "amenities" of the condominium are only available to the owners on a limited basis. These may include the use of the squash courts, solarium, billiards, massage, table tennis, but may also include periodic special events (e.g. trx/thai chi training, occasional writer-reader meetings in the library, in the club, so-called "public meetings", reading nights, etc.), but may also include other improvements (e.g. skittle, golf simulator, etc.).

The reservations for equipment with limited availability should be kept in the register kept at the Reception and/or, if developed, in the Condominiums' electronic register with real time updates. The records shall be kept separately for each equipment. **The following limitations must be taken into account when recording the reservations** (The limitations and any necessary modifications must be approved by the General Meeting of the Condominium);

- 1. The same owner may only make one reservation for the same equipment. The next reservation can be made when the use according to the previous reservation has been completed.**
- 2. The reservation can be entered in the register no sooner than 30 calendar days before the reservation date.**
- 3. The period between the start and the expected end time specified in the reservation may not exceed 60 minutes for squash, billiards, table tennis, 50 minutes for massage, 30 minutes for solarium, and the actual time of the event for events.** In the case of a service to be introduced at a later date, the maximum period of use of the service shall be determined together with the decision to introduce the service.
- 4. The actual use and realisation of the reservation, i.e. the actual use of the equipment reserved with the reservation, must be verified and entered in the reservations register.** After a reservation that has been made and not cancelled at least three hours before the start time but not used, the owner/resident/tenant concerned may not make another reservation for another equipment for a period of 30 calendar days, and any remaining reservations must be cancelled, with the tenant being informed at the same time.
- 5. It is not permitted to grant a collective reservation request which would result in a permanent restriction of the ownership and disposal of any equipment or of the reserved property and of the community of owners as a whole, or which would result in the effective expropriation (even if only in a significant proportion) of any equipment or premises by a group narrower than the community of owners as a whole.** Such reservation (linked) requests shall also be registered, provided that they are in themselves in compliance with the above-mentioned restrictions, but the joint representative of the

condominium and/or the Technical Manager shall be informed, who shall, after a joint examination of all the circumstances, endeavour to reach an agreement with the applicants for linked reservations in such a way that the interests of the condominium as a whole are not prejudiced. **If this is not successful, they shall submit a proposal to the general meeting of the Condominium, including the solution proposed by them**

ANNEX:

Organisation chart for the management of the condominiums.

ORGANISATIONAL CHART FOR THE MANAGEMENT OF THE CONDOMINIUMS

The extension of the organisational structure may be decided by a simple majority resolution of the general meeting when the annual budget of the condominiums is presented as part of the annual budget, subject to the financial opportunities of the condominiums. The organisational chart outlined in the Standard Rules define the tasks as a minimum for the expected operation of the Condominiums, so that the procedure for amending the Rules of Organisation and Operation of the Condominiums must be used to narrow it down.

A reorganisation of the organisational structure that does not entail a reduction in the tasks and/or the number of staff required is not considered to be an amendment to the standard rules, but its authorisation is the responsibility of the general meeting.

Nor shall it be considered an amendment to the standard rules and therefore to the rules of organisation and operation of the condominiums, if, taking into account the budgetary possibilities of the condominiums, the general meeting of the condominiums decides to extend the range of services provided by the condominiums or to increase the capacity of an existing service by adding new staff. **The standard rules only require a reduction or limitation of the capacity and/or the scope and quality of services to be subject to the requirement to amend the Rules of Organisation and Operation.**

Sitemap

