



The Castle for Dignified Seniors

## Frequently Asked Questions (FAQs)

### 1. Where is "Nandhavanam" situated?

"Nandhavanam" is situated at a distance of 12 Kms from **Kancheepuram** (The Temple Town) on the Uthiramerur direction. Kancheepuram is located at a distance of around 75 Kms from **Chennai (Madras)** on the Bangalore National Highway.

### 2. What is the principal objective of "Nandhavanam"?

To provide **Comfortable, Secured & Peaceful** living atmosphere for Dignified Seniors and to serve them in crossing their **Leisurely Living Life**.

### 3. Is "Nandhavanam" an Old Age Home?

Not exactly, it is meant for the senior people who wish to lead their leisurely living life on their own. However the result of seniors becoming members would result in Old Aged Community.

### 4. How is "Nandhavanam" different from Old Age Homes?

Old Age Homes	Nandhavanam
It only accommodates old people who could not be managed by their family members or who are ignored on economical or physical grounds	It accommodates self dependent people who can lead their life financially and physically while they become a member. When age goes they may become physically dependent.
It focuses on food and living space	It provides secured ambience at an affordable cost under the concept of <b>"Home Away from Home"</b>
Majority of the old age homes runs on donations and public contribution and they are managed under charity	Runs on membership and on cost basis adding social respect in living as owner.
It affects the social respect of a family head, if they put their old aged family members in old age homes	It gives social respect and pride since the cost is met.
Many of the old age homes lack professional set up	Run with professionals and by a corporate
It is always managed with set of volunteers and honorary team	Managed with paid staff force
No in-house employment opportunity	Opportunity for in-house employment based on their ability and skill

### 5. Who can join "Nandhavanam" as a Member?

Any Indian Citizen, male or female, who has completed 45 years of age, who can function independently, having sufficient financial ability to meet out both the present and future cost of living as well as the unknown cost which may arise due to health issues, can become a member in **"Nandhavanam"**.

**6. What are the situations in which an individual needs Nandhavanam's support?**

- Individuals who wish to stay away after their children's marriage
- Individuals whose children are either living or settled in other States of India or in any other Country
- Individuals who wish to attach themselves on serving human society
- Individuals who wish to live in peaceful and secured ambiance after their retirement
- Individuals who have not married and become seniors
- Couples who do not have any children or persons to care

**7. My spouse is below 45 years. Can she become a member?**

Yes. There is no minimum age restriction of your spouse if your age is more than 45year.

**8. What is the expected level of Code of Conduct of a Member in "Nandhavanam"?**

- Individuals with Clean Habit, Good Behavior, Etiquette, Moral & Social Responsibility
- Persons from a respectable family back ground, who executed and delivered all their responsibilities rightly during their service period
- Individuals, who can Understand, Cope-up and Co-operate with others
- Persons who can accept and follow the healthy rules and regulations of "Nandhavanam"

**9. Would there be any difference among members with respect to their category of Membership, Social Status, Past Achievements etc?**

Strictly No. There will be nil discrimination within "Nandhavanam" with respect to the category of Membership, Religion, Caste, Race, Culture, Language, Color, Status, Social, Economical and Political heights. All are equal and those members who can afford to take more space can change their plan. It is purely their individual interest and no undue benefits would be extended to different category of membership.

**10. What are the restrictions for becoming a Member in "Nandhavanam"?**

- Any Person with any Type of Communicable Disease(s)
- Any Person Ailing from any Type of Major and/or Complex/Venereal Disease(s)
- Person of Insane or Unsound Mind
- Any Person who was Either Punished by any Court of Law or Arrested or Imprisoned for any Fraud, Offenses or on Charges or Against Whom any Pending Complaints Laying with any Police Station, or Against Whom any Trial before Civil or Criminal Court or Any other Authority is pending anywhere either within or outside India
- Any Person who is Addicted to Smoking, Chewing of Pan, Drug, Alcohol, etc.
- Any other Ground(s) of Rejection as Decided by the Management on Case to Case Basis
- The Management Reserves the Right of Admission or Rejection of an Application.
- In Case if A Member, Concealed such Restrictions while Taking His/ Her Membership, the Management will have the Full Right to Terminate such Membership Immediately upon Knowing the Fact of Such Concealment.

**11. Explain the process and procedure of becoming a Member of "Nandhavanam".**

- Visit the Authorized Representatives/ Corporate Office/ Nandhavanam and Understand the Procedures including the Terms and Conditions to Become as A Member of "Nandhavanam"
- Get to Know the Tentative Admission Time from Nandhavanam
- Submit the Application along with Background Verification Charges
- After the Successful Background Verification, Undergo Medical Screening From our Panel Doctors at Your Cost

- After the Successful Medical Screening, Make Payments towards the Refundable Membership Deposit, Joining Fee, Advance Maintenance Charges etc Applicable to the Category of Membership as Advised by the Management
- Execute the Contract of Membership, Nomination Form etc.
- The Management will confirm the date and from the date of joining the person will be within the Cares of "**Nandhavanam**" as a Member.

### **12. Can I take the membership in advance?**

No. However you can register yourself under "Soon After Membership", if the probable date of taking up the membership with Nandhavanam is beyond a period of six months. This can be done by paying the part of refundable deposit. You will be given first priority for admission while you opt to become a member later.

### **13. Does advance booking guarantee admission in Nandhavanam?**

No. The individual needs to undergo the normal admission procedure and fulfill the conditions pertaining to admission. Advance booking entitles a person the priority when accommodation is needed (availed).

### **14. Can I decide the joining date?**

Yes. Six months clear advance intimation is required. However if availability is there, you may join early.

### **15. What will happen if I am unable to join on the date given by you?**

You may choose another date with six months gap. However if availability is there, you may join early.

### **16. Can a member cancel the membership voluntarily?**

Yes.

### **17. What if a member cancels the membership before joining Nandhavanam? Will you return the refundable deposit and joining fee that was collected during admission?**

A member can cancel the membership even before joining Nandhavanam as per his/her will. The lock-in period for the refundable deposit will end at the expiry of 18 months (ie. 12 months for membership and 6 months for minimum period of intimation) from the date of payment. In any case, the joining fee remains non-refundable.

### **18. A member first decides to cancel the membership before joining Nandhavanam and intimates the Management. There after decides to join Nandhavanam. How will the lock-in period for the refundable deposit be considered?**

The lock-in period for the refundable deposit in any case would be 18 months from the date of full payment of refundable deposit or 12 months from the date of occupying Nandhavanam whichever is earlier.

### **19. A member first decides to cancel the membership after joining Nandhavanam and intimates the Management. There after decides to continue with Nandhavanam. Can a member do so? How will the lock-in period for the refundable deposit be considered?**

Yes. The existing member can do so for one time. However if they do so for the second time then they will be considered as a new member and they lose all their existing benefits, facility provided exclusively to such membership. They shall follow all the formalities, which are applicable to a new member, excluding background verification, medical checkup process and admission fee. In case of any additional deposit payable by the member due to the fresh membership they shall pay the same. The lock-in period for the refundable deposit would be 12 months from the date of their fresh membership.

## 20. What are the types of accommodation available?

Category	Total Size of Accommodation	Sharing Method
Silver	250 Sq.ft	Twin
Gold	250 Sq.ft	Single
Diamond	500 Sq.ft	Twin
Platinum	500 Sq.ft	Single

## 21. In Twin sharing, how the choice of sharing is decided?

- The twin sharing will be occupied by either couples who are husband and wife (or) brothers or sisters of the same family.
- Non related persons of same sex can also share the accommodation. In such situation, the Appraisal Committee will find out the likes and dislikes of the New Member and introduce them to likeminded existing Members.
- After personal interaction and mutual option they can select their choice of companion
- Where no conclusion has been arrived the decision of the Appraisal Committee will be final till an amicable new Member joins "**Nandhavanam**"

## 22. In Twin sharing, how expenses among the two members are shared?

Those expenses which are common to the domicile shall be equally shared among the two members

## 23. Explain the situations where the Refundable Deposit money collected from a member is used?

- Unexpected emergencies arising on health and hospital related issues
- Delay in receiving the monthly expenses either from the Member or from the Sponsor
- Recovering the damages made by the Member to the assets of "Nandhavanam"
- Meeting the last rites and related expenses
- Transferring defaulted Member from "Nandhavanam" to another charitable organization

## 24. How is Refundable Deposit fixed for a Member? Is it same for all?

The deposit is fixed to meet out the unforeseen medical expenses considering the health status of a Member. The Panel Doctors and the Appraisal Committee will recommend an increased deposit considering the applicant's present ailment and challenges in order to meet out expenditure during emergency.

## 25. Does the deposit vary depending on age?

No. But it is advisable to have extra deposit considering the health issues that may arise due to age factor.

## 26. What is lock-in period for the refundable deposit?

The lock-in period for the refundable deposit in any case would be 18 months from the date of full payment of refundable deposit or 12 months from the date of occupying Nandhavanam whichever is earlier.

## 27. Whether Lock-in period will apply for the Refundable deposit in case of death of a Member?

No. in case of demise of a member while in pre-membership period Or during membership period Or post membership period the refundable deposit will be refunded forthwith.

## **28. Can a member pay additional amount in their EPCC A/c. credit?**

- Yes, To meet the emergency, considering the age and medical problems of the Member
- To meet monthly expenses if the usage is more
- To avoid monthly payment inconvenience
- The amount kept in EPCC can only be used in **"Nandhavanam"** and will be refunded immediately on ceasing to be a Member.

## **29. What are the facilities, features and services available at "Nandhavanam"?**

Other than the basic facilities like Shelter and Food the following additions are available at **"Nandhavanam"**

### **Covered within the Package:**

- Medical Care (in house Doctors, Staff Nurse, Attenders, Lab and Bed)
- Television with Cable connection and Intercom in each domicile
- Domicile Service – Ailed Members
- Web monitoring (activity details of the Members)
- Electronic Prepaid Cash Card (EPCC) & Bio Metric Reader (BMR) – the technological ambiance
- Online Payment Gateway
- RO Plant, Sewage Treatment Plant, Bio Gas (Proposal)
- Safety Lockers
- CCTV Monitoring
- Public Address System and Video Telecast System
- Open and Closed Auditoriums
- Open Lawn, Walking, Jogging court and Water Body
- Convenient Store
- Common Lift at Kitchen area
- Floor level walk ways, Coffee Joints in every floor
- In campus Conveyance
- Library & Reading Hall
- Tennis and Badminton Court
- Yoga & Meditation
- Swimming pool (for adult and toddlers)
- Festival Celebrations and Exhibitions
- Open and Closed Theaters
- Common Washing and Drying area in each floor
- Internet facility along with Browsing Center
- Common Electricity of Nandhavanam
- Events and Entertainment arranged by Nandhavanam
- Shuttle services from Nandhavanam to Kancheepuram

## Charged Extra

- Coffee/Juice/Ice-cream shop
- Try Your Food Kitchen
- Electricity Charges of individual Accommodation
- Group Medical Insurance Policy (Proposal), Individual Medical Claim Policies
- Professional Support – Property / Income Tax / Banking / Legal
- Travel Desk Services
- Annual Stay Package for the Members' relatives
- Domicile Service – General Members
- Separate Place for Ritual Performance
- Performance of Last Rites
- Personal Expenses Arranging for Organ Donations
- Outside Medical Expenses including ambulance services

### 30. What if a member vacates Nandhavanam after a short span?

In case a Member becomes a non-member, either on their personal grounds or at the discretion of the Management within a period of 365 days from the date of occupancy, **deemed Short Stay charges** is applicable. For more details, contact Nandhavanam Corporate office.

The deemed Short Stay Charges payable shall not be applicable if vacancy arises due to the demise of a member.

### 31. Is there Interim Membership (Short Stay) facility available?

Yes. **Interim Membership** is available for continuous period of 7 days or such other higher days. Period of Stay should be decided upfront. Strictly no extension shall be allowed and the person should checkout on the Pre-Agreed Date.

### 32. What is the admission procedure for Interim Membership?

The individual needs to undergo General Checkup by Doctor along with a Self-Declaration about their Health Status. Failing in Medical Screening implies rejection of admission.

At the time of admission the individual has to pay the **Interim Membership** Charges (Non- Refundable) for 7 Days or such other higher days shall be paid in Advance Calculated on Per Day Basis and also Refundable Deposit calculated on per month basis or thereon, depending on the stay duration. The deposit amount will be refunded on Checkout Subject to other deductions like Additional Services Availed, Damages to Assets if any etc. For more details, contact Nandhavanam Corporate office.

### 33. Is there any lock-in period for the deposit paid towards Interim Membership?

No. Lock-in period is not applicable for the deposit paid towards **Interim Membership**.

### 34. Should I undergo medical screening every time when I come for Interim Membership?

No. The medical screening once done is considered valid for one year.

### 35. Can a Member be expelled from "Nandhavanam"?

The cause of running "**Nandhavanam**" is to care and serve seniors for peaceful living. It is implied that every Member shall cooperate for its smooth running. No one should give any sort of trouble or inconvenience to others in any manner within Nandhavanam. The Appraisal Committee will make

periodical report about the various activities of every Member. The Management reserves the right of warning, taking corrective actions and if needed expel the Member from **"Nandhavanam"**.

### **36. What is considered to be Negative Remarks on the Conduct of a Member?**

To illustrate, following are the examples of incidents which will be considered as Negative Remarks from Management's point of view.

- Damaging the assets of **"Nandhavanam"**
- Indulging in fraudulent activities while handling the roles of employment
- Involving in theft of any kind with anyone
- Involving in frequent quarrels with others
- Not abiding by the terms and conditions of the Management
- Bringing prohibited items inside **"Nandhavanam"**
- Getting involved in unacceptable activities
- Involving themselves in criminal and civil related prohibitive matters
- Willful suppression of fact about his/her involvement which are against the guidelines of **"Nandhavanam"**
- Any other reason which are against the objects of the Management

### **37. What if the self-declaration regarding the ailments of a member is found false after joining Nandhavanam?**

It may become a cause for termination of membership by the Management. The Management reserves the full rights on this issue.

### **38. What are the events or situations in which "Nandhavanam" takes NIL Responsibility towards a Member?**

- The personal belongings and valuables lost within or outside the premises of **"Nandhavanam"**
- Any accident or mis-happening both inside and outside the premises of **"Nandhavanam"**
- Health deterioration of a Member due to his/her age and ailment
- Any epidemic spreading locally and affecting human
- Losses or damages to members due to the Act of God or Natural disaster
- Any loss or damage to Members arising due to his/her willful activity
- Any technical failure in facilities and equipments provided at **"Nandhavanam"**
- Unintentional delay in services
- Things which are not within the control of the Management

### **39. Explain Bio Metric Reader (BMR) and Electronic Prepaid Cash Card (EPCC) and its purpose?**

- To account, control and monitor cash usages and other facility usages by a member
- To avoid misuse of EPCC by others
- To monitor the movement of a member within **"Nandhavanam"**
- To have a cashless environment
- To monitor sign out and sign in and to get the absentees list
- To closely monitor the point of usage from the system on daily basis
- To give immediate attention to a Member if there is no usage by a Member up to lunch break

### **40. How can a member get liquid cash if he/she needs it for any reason?**

Since Nandhavanam is cash less environment, a member need not have to keep huge cash balance with them. In case of requirement they can withdraw cash from their EPCC account from the cash counter.

### **41. How is the monthly expense statement of a member communicated?**

- The monthly expense statement will be uploaded in the website for each member
- The Member / Sponsor will be provided with a Membership ID and Password at the time of taking up the Membership
- Any time they can log in and see the information till last update

#### **42. How can a Member or Sponsor make the monthly payments?**

The payments can be made through

- Online payment gateway either by NEFT or by RTGS, (**or**)
- By Cash at the corporate office or at the Nandhavanam cash counter, (**or**)
- By Cheque / Demand Draft drawn in favour of *Concept Homes India Private Limited* payable at Chennai by mentioning the name and membership number of the member on the back side of the instrument.

#### **43. Explain "Serve and Earn Option"?**

- "**Nandhavanam**" involves various administrative activities which are to be managed by handful of like minded people. Nandhavanam feels that the best person for such activity should be its Members who have mind and physic.
- Members having experience / interest in required fields can extend their services.
- Suitable concession will be extended on his/her monthly charges based on the roles and responsibilities handled by the member.

#### **44. Explain the Floor Level Walk Way facility?**

Covered walk ways connecting every block with the food court and lift area is provided to facilitate easy mobility. This will give comfort during rainy and summer seasons.

#### **45. Do you have diet consultant?**

Yes.

#### **46. How will be the outside Medical treatment and Hospitalisation done?**

- Consultation with special doctors shall be arranged as advised by the panel doctors
- The health problems, treatment expenses, duration of hospitalisation, approximate cost of the treatment and other information etc. will be communicated to the Member or the sponsor
- Upon approval and receiving the budgeted cost from the Member or Sponsor he/she shall be hospitalized (or) if he/she is covered under Medical Insurance Scheme follow up process and approval for the treatment will be obtained from insurance companies before admission
- Other developments will be periodically reported to the Sponsor Or Member

#### **47. How would be a Member affected by Communicable disease managed?**

- Any member identified with such issues either by the Panel Doctors or at outside hospitals, would be quarantined at hospitals and all the medical expenses towards its treatment shall be borne by the Member or the Sponsor.
- No prior approval is required from the Member or the Sponsor for such treatment. They shall park the expected cost of the treatment immediately after getting such intimation from the Management.
- If no amount could be paid he/she shall be given treatment to the extent of the fund available with his/her account.
- Members are advised to periodically increase their cash balance considering their ailment and health problems etc. for their smooth care.

#### **48. What are the arrangements made to care Assisted Members?**

Assisted Members are grouped under three categories:-

1. Members needing short time assistance due to physical Challenges (**No Illness, No Age factor**)
2. Members needing short time assistance due to age factor (**No Physical Challenges, No Illness**)
  - Such members will be given accommodation in blocks supported with exclusive attenders. Domicile-wise calling bell support system shall be used to reach the support staff round the clock.

### 3. Members needing assistance due to illness (**Covers all category like Physically Challenged and Aged People**)

- Such Members will be shifted to block close to Doctors Wing supported with staff nurse and attenders who will take care of their needs.
- Domicile -wise calling bell support system be used to reach the support staff round the clock.
- No Extra Charges be payable by such categories of Assisted Members till their life time for availing such facility and care. **"Nandhavanam"** believes that this period of service to the elderly people as **THE SERVICE TO GOD**.
- However any outside expenses like Special Doctors charges, Medicines Used at **"Nandhavanam"** are chargeable.

→ *Any Member needing exclusive attender shall bear the cost of such attender*

#### **49. How will be the Members with illness taken care?**

- They will be admitted in the Doctors Wing with possible in-house clinical equipments along with full time Staff Nurse & Attender to take care round the clock without any extra charges.
- If required they will be admitted in hospitals as per the advice of the Panel Doctors and the related charges are charged to the Members Account.

#### **50. What about ambulance services?**

Exclusive 24-Hrs ambulance services will be carried out by **"Nandhavanam"** Management. In case of admission in any outside hospitals the cost of such treatment and ambulance related expenses are charged to the Members Account.

#### **51. Do you have Clinical Lab facility inside "Nandhavanam"?**

- Tie-up arrangements are made with testing clinical labs for the initial periods
- A clinical lab will be established inside **"Nandhavanam"** upon reaching the required level of usage
- Periodical checkups like sugar, urea, cholesterol, Pressure etc. are carried
- A member is entitled for five free checkups in a year for using the in-house facility

#### **52. How is the Pharmacy (Medical Store) planned?**

- Tie-up arrangements with leading medical stores to supply the required medicines have been made for the initial stage
- A Medical Store will be established inside **"Nandhavanam"** upon reaching the required level of usage

#### **53. Is there a physical fitness centre?**

Apart from the indoor and outdoor games, walking and jogging tracks, there are open and closed areas for Yoga, Meditation & Exercises. Trained professionals will give training to the desired members.

#### **54. How would "Nandhavanam" manage the usage of common facilities? Ex. Like swimming pool facility.**

Sufficient infrastructure will be provided for all the common facilities, considering the occupied strength. In case, if more members are continuously using a single facility, the management will restrict the usage hours per month for each member. In case of shortage in infrastructure the management will increase the capacity. The system generated report will be used to solve this issue.

#### **55. Do you provide Professional and Liaisoning support?**

Members who are liable to meet out their statutory obligations like filing of Income Tax Returns, Pension Form Declaration with Bank, Defending cases etc. shall be provided with services as decided by the Member with the help of various professionals on cost basis.

**56. Can a Member ask for In-house Internet service with web camera and Air conditioner Facility?**

- **Laptop** can be hired on hourly basis booked in advance
- **Air Conditioner** facility can be availed on lease-basis.
- In case the sharing member is not willing for Air-conditioner facility the member shall change his/her membership category from Silver to Gold and accordingly they shall pay the additional deposit and cost towards such migration.

**57. Will there be any Bank inside "Nandhavanam"?**

No. The cash handling will be dealt in the Cash Counter of "Nandhavanam" with the help of EPCC system.

**58. Do you have separate Non-Vegetarian kitchen and dining?**

Yes, further for Non-Veg category the shape of the plate or its colour will be different to avoid psychological imbalances.

**59. What is the food timing?**

- Morning Beverage – 6.15 am – 6.45 am
- Breakfast - 7.30 am to 9.00 am
- Forenoon Beverage – 11.00 am – 11.45 am
- Lunch - 12.00 noon to 2.00 pm
- Evening Beverage – 3.45 pm – 4.30 pm
- Dinner along with Beverage - 6.45 pm to 8.00 pm

**60. Can a Member go out and come back to "Nandhavanam"? Will there be any restriction on that?**

- As such there is no restriction on any member going out of "Nandhavanam" if they are capable of doing so
- However frequent outing shall be avoided to give comfort to the Management as well as to their family members
- For a sponsored Member, general consent of the Sponsor is must for going out of "Nandhavanam". In case of specific direction given by such Sponsor then prior consent by email is required for going out of "Nandhavanam"
- The management may also restrict or disallow a member going out of Nandhavanam at times of spreading disease, National Strike, Bandh, Political Meetings, Election Periods etc.
- The decision of the Management will be final. The purpose is to give mental comfort to the Sponsor that the Member is within the secured gates of "Nandhavanam"

**61. What are the types of travel arrangements available with "Nandhavanam"?**

Travel desk will provide facilities like pick-up, drop, ticket booking and arrangement of tours. All the cost towards such facility will be charged to the member's account in advance.

**62. What are the arrangements made at "Nandhavanam" to the visitors of a Member?**

- Visitors can meet a member at the visitors lounge.
- Visitor who wishes to meet a member at his/her place will be charged with an entry fee on hourly basis.
- In case, a visitor wishes to stay with Gold and Platinum Category of Member, one visitor for Gold Category and two visitors for Platinum Category shall be allowed to stay and they shall pay all other charges other than the domicile rental.
- Paid accommodation within "Nandhavanam" on day basis is available for other visitors with prior confirmation from the Management.
- Every Visitor shall purchase the prepaid cash voucher which they can redeem for inside usages and for all applicable charges.

**63. What are the instructions to be followed by the visitor of a Member?**

- Visitors are advised not to visit “Nandhavanam” during epidemic periods
- Visitors are advised not to carry any eatables, medicines, and toiletries etc. which are otherwise available at “Nandhavanam”
- Visitors ought to keep “Nandhavanam” neat and clean. Any loss or damage caused whether knowingly or otherwise will be charged with the respective Member’s account
- Visitors shall not create any inconvenience in any manner to the other Members of “Nandhavanam”

**64. How will be electricity usage charged?**

Every domicile will have an electricity meter and the Members shall pay the charges according to their usage. In case of shared accommodation the charges shall be shared equally. However the common electricity charges for the open areas and other infrastructures are not chargeable.

**65. Do you have Power Back-up?**

Yes. Generator with sufficient capacity to run all the essential facilities, light equipments in the domicile and common areas is available.

**66. How is Drinking Water Supply managed?**

Hot and cold water dispensers will be provided at various joints and every domicile will be provided with water jugs.

**67. Do you have Group Insurance coverage?**

It is in Proposal. If the Member has already taken any medical insurance policy, “Nandhavanam” will support in getting the claims and renewal.

**68. How will be commutation done within “Nandhavanam”?**

Motorized transport facility will operate from entrance to the respective block to make commutation easier.

**69. Do you celebrate festivals?**

Yes. Every festival will be celebrated in “Nandhavanam” with its specialty and uniqueness. A special menu would be served.

**70. Can I cook for myself?**

Yes, ‘TRY YOUR FOOD KITCHEN’ facilitates you to cook for yourself. However a Member shall procure the necessary ingredients and also get the prior reservation of the kitchen. This facility is available only for vegetarian food.

**71. Can I arrange a private party?**

Yes. The Management should be intimated well in advance to make the necessary arrangements. Food, Events, Photography, Video etc shall be arranged exclusively on cost basis.

**72. Can I subscribe magazine/news paper of my own choice?**

Yes, you can subscribe any news paper or magazine (subject to availability).

**73. What kind of entertainments will be hosted by “Nandhavanam”?**

Carnatic Music, Light Music, Drama, Dance, Movies, Speech, Videos, Documentaries, etc., hosted on a periodical basis.

**74. Can I watch movies of my choice at my domicile?**

Yes. DVDs and players can be hired on hourly basis to watch movies. Also there is open / closed theatre where movies can be watched in group.

**75. How can I safeguard my personal belongings?**

Safety locker in the wardrobe can be used to safeguard personal belongings like jewels, valuables, documents etc.

**76. How can a member be contacted (Intercom Facility)?**

The IVRS will automatically route the incoming calls to the respective member's intercom. All the incoming calls will be attended by the front office between 2.00 pm - 3.30 pm and between 9.00 pm - 6.00 am, to facilitate proper rest after food. The caller will be connected with the member in case of emergencies only.

**77. What are the arrangements made for making outgoing calls by a member?**

Since every one is having Mobile Phone Facility such requirement will be remote. However there will be a dedicated Public Call Office within "Nandhavanam" for such purposes and members can use this facility at cost.

**78. Is there a Beauty Parlor?**

Yes, there are Beauty Parlors for both Ladies and Gents on timely basis with prior appointment.

**79. Do you have satellite Connection to watch television?**

Yes. No charges are payable.

**80. Are there any shops within "Nandhavanam"?**

Yes, sophisticated Convenient Store, Coffee Shop, Juice and Ice-cream shops, In-House Pharmacy are there to cater the needs. All the necessary things like Attires, Toiletries, Provisions, Gift items, Fruits, Accessories, Foot Wares, Cosmetics, Snacks, Electronic Accessories, Laundry items etc. will be available in this store. Members can also place there requirements at this store in case an item is not readily available. Necessary arrangements will be done to supply such items as soon as possible.

**81. Do you have library?**

Yes. There is a reading hall and a library with required volume of newspapers, magazines and various categories of books. Members can also carry books (which are allowed) to their room and shall return within the specified time to pass on the opportunity to others incase of demand. Members can also place their interest about a book and the same will be given to them in the order of request.

**82. Explain the Browsing Center Facility?**

Dedicated browsing centers with sufficient computers would cater the need of the members. The timings will be between 10.00 am and 8.00 pm.

**83. Do you have any recreational facilities (or) Is there any place to relax oneself in "Nandhavanam"?**

Yes. Periodical buffet along with live or recorded shows, concerts etc would be arranged. Apart from this Open Lawn, Swimming Pool, Water body, Indoor and Outdoor Games, Closed and Open Auditorium, park, etc will certainly keep the member in good spirit.

**84. Do you have housekeeping services?**

Yes. Pre-determined fixed charges per month for each category of membership shall be charged for this purpose. The management reserves the right to revise this charge from time to time. Laundry charges, if outsourced, for personal cloths are payable at cost.

**85. Do you give any discount for the absent period at "Nandhavanam"?**

Yes. In case a member is absent at "Nandhavanam" due to his/her family visit, hospitalisation or for any reason for a continuous period of more than 5 days, a predetermined sum as decided by management will be given as credit to member's account. This will also not give any entitlement to avoid deemed short stay charges.

### **86. Can I have my own Attender /Staff Nurse?**

Staff nurse and trained attenders of "Nandhavanam" will take care of the seniors more dedicatedly. This requirement will not arise to any member since the issues are already covered by "Nandhavanam". However any member wishes to have any full time attenders or staff nurse such persons will be considered as an attached member and all other terms and conditions prevailing at that point of time for a member shall be applicable to such attached member like deposit, admission fee, lock in period etc. Also if needed such member may swap his/her membership category which would also increase the monthly running cost as well as other deposits.

### **87. Can I have pet animals within "Nandhavanam"?**

No.

### **88. Will there be any revision in the Maintenance Charges?**

Yes, maintenance charges are revisable every April at a predetermined rate. The predetermined rate will be fixed for once in 3 years commencing from 1.4.2012. The management reserves the right to fix the rate.

### **89. Is there specially designed domicile for differently-abled?**

Yes, such domiciles will have special designs like even floors, without steps, facilities etc in order to function independently for a maximum possible level. Attender's support can be availed incase of need. Room services would be done for such members as short listed by the management.

### **90. How would be the Sponsor/ family members intimated in case of emergencies?**

In all possible forms like voice over phone, email, SMS to the Sponsor and to one of the single point of contacting persons as given in the database.

### **91. How will be the status of the Ailed / Assisted Member in "Nandhavanam" intimated?**

To give moral strength to the Sponsor & to know the exact physical condition of the Member a one minute video clipping will be uploaded in the web when required. Also the general appraisal about the ailment, recovery status, present condition, recovery speed etc as informed by the panel Doctors will also be forming part of the monthly statement. This will be made only to those who had ailment during a month or member ailing due to very old age.

### **92. Whether Retirement Villages and Assisted Living Centers are same? How Nandhavanam is unique?**

No. Post Retirement Living can be broadly classified in two categories viz. 1. Self-Depended Living and 2. Assisted Living.

One can opt for Retirement Villages during the first part of their living and should switch to second part of their living when assistance is needed. Retirement Villages are sold to individuals with certain terms and conditions. Assisted living is the living period between home and nursing home. But in our view running cost of retirement villages along with assisted living facilities will be very much on the higher side.

**Nandhavanam is the hybrid version of both Retirement Living & Assisted Living for elders.**

One can decide their life to live in peace right from the beginning of the retirement.

### **93. Will you sell the residential units at Nandhavanam?**

No. The basic purpose for forming Nandhavanam is to serve the dignified seniors at their golden period. Selling the residential units and serving them on cost basis may not work out in long run, since the ownership is transferred. This will create inconvenience to the Management in effectively delivering their goal. Issues will arise on legal grounds as well as on personal grounds with various individuals. The responsibility of the Nandhavanam and its ambition, goal will be defeated at one point and all the good

efforts will become meaningless. Moreover, at the golden period of a person it is not advisable to own any immovable assets in their name, which may create further complications and inconvenience for their peaceful living. **Living as time shared ownership is the best way at this living periods.** Hence it is firmly decided by the Management not to sell its residential units.

#### **94. Can a Member become a Group Member with other Member who is either their Relatives or Spouse?**

Yes. With the following conditions:

- They should be relative or spouse and should stay in the same room
- Their sponsor should be self or the same Member
- They should enter into a Group Membership Agreement with the Management of Nandhavanam
- The Minimum and maximum Members in a group can be of 2 and 4 respectively
- The Group Membership cannot be terminated at any time once entered
- Still if situation warrants, for cancellation of Group Membership, the terms and conditions applicable to the Membership Type to be fulfilled.
- For more details, contact Nandhavanam

#### **A1. Do you arrange for organ donations like eyes, heart etc? Explain about this.**

Yes. Those Members who are interested in donating their organs will be introduced with the respective institutions that are authorised for this purpose. Volunteers from such institutions will be in touch with interested members and Nandhavanam will take the necessary steps in fulfilling their wish subject to feasibility and situation prevailing at the time of a Member's demise.

#### **A2. Is there any facility for Ritual performance?**

Yes, a dedicated reserved space is available within "**Nandhavanam**" for performing the rituals based on the need of the respective Member on cost basis. The required Member should inform the Management well in advance about their need and expectation for such performances.

#### **A3. Explain the procedure in case of demise of a Member?**

- The Sponsor Or the Nominated Kin of the demised Member will be immediately communicated over telephone and e-mail
- Based on the recommendation of the Panel Doctor, the demised Member will be kept suitably
- The concerned Sponsor Or the nominated Kin or any authorized representatives shall present at "**Nandhavanam**" as early as possible
- Complete the documentation formalities and proceed further as per the family custom
- In case of any delay in reaching "**Nandhavanam**" by such Sponsor or the nominated Kin or any authorized representative beyond the informed time, the Management will perform the last rites
- All the expenses will be charged with the demised Member's account

#### **A4. Whether "Nandhavanam" will perform the Last rites?**

Yes. The last rite will be executed according to the custom of the member, Panel Doctor's advice, norms of the local civic authority, etc. For more details contact the Management.

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### **For Further Details, Contact:**

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[Submit Enquiry Form](#)

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