

ALOTTEES MEETING HELD ON 09 DEC 2018 AT AWHO, COIMBATORE

A meeting was held between PD and allottees of AWHO Project, Raman Vihar, Coimbatore on 9th December 2018. PD and Dy PD were present along with allottees to discuss various issues as per the meeting notice and agenda circulated through the AWHO website. The meeting was held in the Clubhouse. Before commencement of the meeting the bust of 2/Lt PM Raman was unveiled. Agenda points, points raised by the allottees and reply given by the PD are given below:-

Ser No	<u>AgendaPoints</u>
1	<p><u>Progress on last meeting held with allottees on 09 Sep 2018.</u> The PD updated the allottees on the progress on various points discussed during the allottees meeting held on 09 Sep 2018.</p> <p>(a) <u>Raising the Height of Existing Boundary Wall.</u> The PD intimated the allottees that the work Order has been placed on the contractor based on tender action and the work would commence soon.</p> <p>(b) <u>Provision of Corporation Water.</u> The PD informed the allottees that supply of water by the Corporation had commenced since last month. He mentioned that the Corporation had issued the Water Tax Booklet as per which they were supposed to supply 23000l/day. The supply was, however, being done on a cumulative basis once or twice a week depending upon availability of water. He said that a water meter had been placed at the Security Gate and the payment would be made centrally based on the meter reading. The allottees thanked the AWHO staff for their successful liaison with various departments resulting in the supply of Corporation water.</p> <p>(c) <u>Fixing Security Lights on the Main AWHO Approach Road</u> . The PD intimated the allottees regarding his meeting with the Municipal Commissioner about the AWHO approach road which had been gifted to the Corporation. He informed them that tenders for fixing of street lights had been initiated. The allottees requested the PD to fix some Halogen lights in the interim so that the security could be ensured. The PD agreed to implement the same.</p> <p>(d) <u>Resurfacing of the Main AWHO Approach Road.</u> The PD intimated the allottees that based on his request the Commissioner had allocated necessary funds and tenders for resurfacing of approach road would be issued. The PD also informed the allottees that he had met the Police</p>

authorities and requested them to enhance patrolling in the area. The Police authorities had agreed to the proposal.

(e) **Repair of Internal Roads.** The PD mentioned that the internal roads had been damaged at certain stretches including the West Side road. He assured the allottees that the same would be repaired.

(f) **Finalisation of Sale Deed.** The PD mentioned that some allottees had suggested amendment on the draft sale deed. He said that the same was being examined at HQ, AWHO. He confirmed that registration will commence once the Sale Deed was finalized. He assured that necessary assistance would be provided to allottees during the registration process

Facilitation Management Services

2.

(a) **Security and Housekeeping Services.** The PD explained that due security checks are being carried out at the main gate. Visitor passes are being issued after scrutiny. The entry and move of workers involved in interior decoration and other works are also being regulated. Allottees were being asked to provide necessary details to authorize the persons working in their apartment. Vehicle stickers are ready and these were planned to be issued to the residents.

(b) Few resident allottees brought out certain instances of security personnel not performing their duties with diligence and some being overage. There were also complaints that most of the security and housekeeping staff were related to one another. The PD requested the allottees to quote specific instances of indiscipline or dereliction of duty so that action against security or housekeeping personnel or the security/housekeeping agency could be initiated as per terms and conditions in the contract based on such complaints. He mentioned that a supervisor would be available from both Security and Housekeeping services to monitor, control and supervise the functioning of the security guards and other housekeeping staff.

(b) **Generator Services.** The PD said that generators are functional and are being utilized during power shut downs. He clarified that the synchronization panels in the generators were programmed to switch on automatically in case of a power shut down. However, due to limited number of residents staying inside the campus at present only one generator is being switched on manually as per requirement.

(c) **Lifts**. The PD confirmed that as on date all 17 Lifts were functional. He mentioned that one Supervisor had been deployed by M/s Omega, the lift contractors, who was available at site to look into lift functioning and rectification of defects. He mentioned that all lifts were being fitted with Voltage Stabilisers to avoid breakdowns. He stated that adequate security personnel and site electricians had been trained on immediate rescue drills.

(e) **Arboriculture**. The PD intimated that all plantation as per planned arboriculture scheme for lawns, plants and trees had been completed. He said that maintenance staff would be employed by the vendor to ensure regular watering and upkeep.

(f) **Fire Fighting System**. The PD mentioned that the fire fighting systems had been installed in all apartments and the same would be demonstrated in presence of the allottees in the second week of Dec 2018.

3. **Addition/Alteration of DUs**. The PD informed all allottees about the advisory issued on the addition/alteration works being undertaken by allottees in their DUs. He said that this circular was sent by email to all allottees and also displayed at the AWHO, Coimbatore website. He requested all allottees to follow the guidelines and ensure that they closely monitor the activities of the interior decorators engaged by them so that there is no inconvenience to their neighboring allottees. He informed that he had already cautioned the interior decorators against misusing the lift and non-removal of debris and construction material periodically from the DUs. He said that erring vendors would be blacklisted and denied entry into the premises.

Points from Allottees

4. **Formation of Adhoc User Committee**. Allottees expressed their desire to assist the PD in smooth functioning of various common amenities and services. The recommendation to constitute an Adhoc User Committee from among residents to monitor various services and assist the PD was agreed to. It was decided to form an Adhoc User committee which would be temporary and would function for a fixed tenure of three months. The PD requested all resident Volunteer allottees to forward their names for consideration and inclusion in the Committee.

5. **Vacant Land in Raman Vihar Complex**. Allottees felt that the cost of entire stretch of land in AWHO, Raman Vihar complex had been charged to Ph I allottees. The allottees said that a number of mails and letters had been written in this context and even a legal notice had been served to AWHO in this connection. The PD clarified that the allottees had only been charged for land on which Ph-I construction had been undertaken

including a part cost of land on which common amenities had been constructed. He added that the cost of balance land on which Ph II construction had been planned was not charged to the Ph I allottees.

6. **DUs on Rent**. Allottees wanted all house owners to ensure proper security check of tenants before giving their DUs on rent. Some allottees complained about the problems being faced by residents when the DUs were given on rent to multiple persons at the same time. The PD mentioned that one DU could not be given on rent to more than one person or a family. He informed the allottees that all allottees desirous of giving their DUs on rent were required to fill up a form giving details of the family/persons who were residing and submit a copy of the Rent Agreement. The PD requested all allottees giving their DUs on rent to ensure security check/police verification of their tenants.

7. **Mobile and Landline/Cable Connections**.

(a) **Mobile Connectivity**. The allottees intimated the PD about the poor mobile connectivity inside the complex. It was suggested that mobile towers could be installed in some apartment blocks to enhance the connectivity. Certain allottees expressed their reservations on such installations citing health and safety issues. It was decided to build consensus on this issue by intimating all allottees through mail and AWHO website about the need to install wireless towers and seek their suggestions/ inputs within a given timeframe. Further action on this would be taken based on the feedback received from allottees.

(b) **Connectivity**. The allottees were unhappy with the poor services being provided by BSNL. The allottees suggested that other service providers be also permitted to lay FTTP cables for landline and cable services. It was decided to form a subcommittee amongst residents and discuss modalities with both Airtel and Jio Services to work out an alternate to BSNL for providing landline and cable services to the allottees.

8. **Fixing of Drain Covers** The PD intimated that all damaged manhole and drain covers would be replaced.

9. **Inadequate light in the West Side Road**. The allottees felt that the street lights used in the west side road was inadequate. The PD informed the allottees that due to the HT line and transformers only 4m high light poles had been provided. He assured the allottees that additional lights in the west side road would be installed.

10. **Essential Services Centre.** The PD informed the allottees that mobile number of key personnel dealing with Lifts, Electrical and Plumbing complaints had already been circulated. He added that a central mobile number would be available with the Duty Supervisor who could be contacted 24 X 7. He agreed to the request of the allottees to open a maint cell in a central location by utilising the driver's room in one of the Apartment blocks.
11. **Leakage and Seepage issues.** The PD intimated allottees that polycarbonate sheet roof cover at terrace level had been erected in C Block on trial basis to prevent ingress of rain water into lift lobbies. Since this trial was successful, work on covering all C and D block apartments with polycarbonate sheet has commenced. All leakages from the overhead tanks have been arrested.
12. **Drainage of Rain Water from RH GroundFloor.** The PD agreed to provide an outlet at the open space of GF of Row Houses to drain rain water accumulating through rain water pipe of first floor RH.
13. **Installation of Energy Meters.** The PD intimated that 366 meters out of 400 meters had been received for DUs from TNEB and regular liaison was being done with concerned staff of TNEB to install the balance meters in Row Houses and for some common services.
14. **Clarification on Property Tax.** Some allottees sought clarification on the deviation penalty noted in the property tax booklet. The PD clarified that based on the assessment done by the Revenue authorities there were minor variations in the area and some excess sqft area was noted in all apartment blocks ranging from 26 sqft in C Blocks to 113 sqft in A Blocks. Accordingly, A block allottees were charged a deviation penalty of Rs 100 per six months and B,C,D and E block allottees were charged Rs 50 per six months. There was no deviation noted in Row Houses.
15. **Labour Camp.** The residents brought out the lack of proper potable water and toilet facilities in the labour camp. The PD intimated that the labour camp near the STP plant had been removed and only one labour camp was presently functional in the Ph II land. He confirmed that potable water would be provided to the camp. He further added that the Contractor had already been directed to construct adequate latrines and ensure that the labourers utilize the same.
16. **Cleaning of Debris.** The PD informed the allottees that the debris lying around the blocks which included

	<p>rubble and reject material after household shifting and interior works had been cleared. He requested allottees to ensure cleanliness and also monitor that debris generated by the interior works contractor be cleared by them periodically.</p>
17.	<p><u>Construction of Jogging Track&Pathways.</u> Some allottees mentioned that there was a need to construct walking pathways and jogging track as mentioned in the Technical Brochure. The PD clarified that all construction as per the initial scope of work had been completed and there was no plan to construct any jogging track or pathways.</p>
18.	<p><u>Perimeter Road along Boundary Wall.</u> Some allottees wanted the existing road to be extended all along the boundary wall and provide street lights for enhanced security. The PD clarified that no such road or street lights were planned in the Ph II land and security was to be provided by active patrolling by the security personnel.</p>
19.	<p><u>Vegetable Vendors.</u> The PD confirmed that vegetable vendors would be permitted entry within the campus as per specified timings after due security clearance.</p>