To,

Mitesh Mamtora

Pragati Land Developers  
Kandivali West,  
Mumbai – 400 067

**Sub: Urgent Complaint from Residents of Shree Laxmi Vandan**

a. No Water Supply to the building for more than a month  
b. Repair of Water Leakage/Moisture/Dampness in the walls in the flats  
c. Repair of Hollow tiles in kitchen and bathroom of the flats  
d. Faulty electrical and geyser switches

**Dear Mitesh,**

We are writing to urgently bring to your attention the severe issues faced by the residents of Shree Laxmi Vandan society. It has been over a month since we first lodged a complaint regarding the lack of water supply to our building. Initially, we were informed that this was a temporary problem that would be resolved within a few days.

However, despite repeated complaints, there has been no consistent water supply for more than a month. The temporary arrangement of water tankers has proven inadequate, as we receive water for only about two hours a day. This has caused significant hardship and stress for the residents, as we struggle to perform basic daily functions without adequate water.

At the time of purchasing our flats, we were assured of a 24-hour water supply. It is the primary responsibility of the builder to provide water for the residents until the final possession and handover of the flats are completed. In this case, we have yet to receive the final possession, and the handover is still pending.

During our last meeting on 21st March 2025, you informed us that the cost of supplying water tankers would be charged to the residents and adjusted against the advance maintenance paid by us. We were also informed that the charges would be approximately Rs. 10,000 to Rs. 15,000 per day. This was never communicated to us at the time of arranging the water tankers, and we strongly oppose this additional charge. The builder cannot charge separately for tanker water supply after assuring a 24-hour water supply at the time of selling the flats.

Additionally, all the flats in the building have issues with water leakage, dampness, and moisture in the walls. The tiles in the kitchen and bathroom are hollow due to improper cement application, and many residents are facing problems with faulty electrical and geyser switches. Despite multiple complaints, these issues have not been addressed, even after nearly a year.

Furthermore, given that all repair and leakage issues are structural defects, we were assured that the builder would diligently address these concerns during the initial years, ensuring a seamless handover to the residents. We request you to urgently send a representative to inspect each flat and conduct the necessary repair work at the earliest.

We urge you to take immediate action to resolve these problems, particularly the water supply issue, as our survival has become difficult without a consistent water supply.

Thank You!

Regards,

Residents – Shree Laxmi Vandan