

Introduction given by Ganesh given to Casagrand with Introduction of CG members.

CG Asta member Present

1. Swathiraj
2. Naresh
3. Ranjith Paul
4. Ganesh Rajan
5. Sivaramakrishnan
6. Kesavan
7. Sundaramoorthy

Shanmugamoorthy

Casagrand Members Present

1. • Anu Kumar - Vice-president customer Delight - CG
2. • Gavin - General Manager - Customer Delight - CG
3. • Kaliga Khalidha - ICARE TEAM LEADER
4. • Chandrababu - Project Manager - Incharge - CG Asta - (GM - project)
5. • Vindya - Sr. Manager - Customer Delight - CG
6. • Surya - Souria Murthy - Manager - Customer Delight.
7. • Dharaneeshwaran - ICARE TEAM HEAD
8. • Chirina Thambi - CG Asta - Maintenance Team - Asst Manager

Minutes of meeting:

1. Corpus fund:

Asta members informed about the formation of Association and enquired about the corpus fund handover.

CG team replied that Corpus fund will be handed over to the association on pro-rata basis and since the association is formed .CG team confirm to handover at the time of June 2021.

CG team clarified that 6 month Period maintenance is free and they will not deduct any amount for the charges from the corpus fund.

2. Water:

Asta member Swathiraj explained about the status of metro water connection and the discussion with Metro team

Bommu was explaining about the Metro water that connection is established. Mr. Anu Kumar has given commitment about the metro water connection and willing to explore and feedback.

Ganesh explained whether water tanker cost can be born by CG. Anu Kumar was explaining about how other projects is being handled on what is the modalitiy and confirm they will give a confirmation in 1 week on the metro water feasibility.

EB:

- Speed up the process and erection and meter is pending . 10 days /15 days is the time CG team have confirmed .Power issue will be taken care by CG.
- .Anu will commit the exact date is 1 week. Anu was explaining the depentability on government department. Commitment is Feb 2021 end.

Wall plastering

- Asta team was explaining about wall plastering issue. CG team was explaining about the process of drilling and how to drill.
- CG team was confirming 1 % is the problem
- Sivaraman was explaining about the mis -communication how to drill and how to handle this situation ,Process of drilling and interiors.
- Anu Kumar has responded that CG will take of the requirement of the customers. This new team of customer care is formed and the contact number is 8001780017 to address the issue.
- Maximum time TAT 15-20Days will be resolved.
- Naresh was asking for a support for the extended period. Anu kumar has confirmed that we will support for next 10years. Ten years is the time period is the timeline which CG will support for the warranty .
- Dharaneeswaran Heads of Icare will take of requirement for all the issues.
- We have shown the videos and photos of issues of wall plastering

STP:

- STP is working, STP running minimum requirement is 35% occupancy. Last 3 months is not running ,Sewage is stored and that why they were clearing it with Lorry. Bomma was explaining the situation.
- After commission of STP which is expected to be completed in next week Wednesday and it will be completed due to the commissioning is pending . Bomma and Chinnathambi has committed.
- Clearance of sewage and Asta member team have raised about Smell around this area. This will be taken care by CG team and completed.
- Solid waste will be collected by vendor and the period is for 5 years.

WTP:

- WTP is running mentioned by CG team . Smell is reported by Asta member coming in the tape water . CG has assured to check and comeback
- Recycling water is used for cleaning and they have assured to stop. Chinnathambi has assured to stop it.

Borewater:

- Borewater – 10 no's has been explored . Borewell is closed and stopped due to non-portable. Incase of water lorry problem then we can use the borewell. 2 bore well is connected. Since the bore well will get mixed they have kept it open in A block. Direct to flats will be given during emergency by laying a pipe .
- 2020 report to be shared by CG. Bore water -50k will costing for new bore.

Handover

- Plan/Submission of all documents at the take over of association in the first week of June 2021. Ten days before expiry ,they will get a notice.
- Sharing the other members contact person ,Prop care will be associated and they can be continued . CG has committed to share it once the association is handed over.

New initiative from CG

- Apart from Broucher will be considered by CG and we will discuss in detail with the association for the requirement and go back to CG.
- CG has assured to support even after the expiry of association .
- Swimming pool rail ,CG has committed to give .
- Lakeside wall need to be explored with CG. Wall fencing ,CG has committed near the lake area.
- We have explained about the confidence building exercise and Asta member association has raised about the safety and security commitment . Asta member association has asked for more CCTV/Automatic gate /Mygate /Security strengthening .
- Intercom –Hathway/Jio is being explored and CG team to get back.
- CG is developing an App regarding all issues

NOC from LIC/Bank and documents & Occupancy Certificate:

- LIC and other lenders Association – CG replied once all flats are sold and CG will give all documents .. 1 week time deadline will be shared.
- Availability of the flat is only 3-5 flats as per CG. CG will be share the exact details of the number of units not sold.
- Occupancy certificate - CG team to get back on this certificate.

• Data of all members of CG-Asta will be shared. Association needs to send the mail to Ms. Vindhya - Sr. Manager - Customer Delight

Other issues and requirement of ASTA team discussed:

1. Rapid response: PH (80017 - 80017) - Single point contact

Chinnathambi is responsible for this for emergency requirement to attend all issues.

Customer care department - ^{Khalida} ~~Kalida~~ - 20 - 30 member team and emergency team is arranged and they are trying.

Contact numbers and APP is arranged by CG in the month of Feb 2021 and all details will be available.

Auto escalation team – 8 days is the minimum time.

2. Medical emergency : 3 rooms are available.

J block staircase, Toilet opposite. Room is available in stilt.

G Block, near lawn – Room is available in Stilt.

Near STP there is another room

3. Shaft in all floors has to be closed. Group also to be instructed for closure of all shafts required Service lifts it is not possible.

4. Terrace is locked – CG team explained that key is handover at the time of association handover.

5. Association will be recognized only at the time of handover as mentioned by CG team.

6. Solar Panel : Solar panel in the roof to be explored by CG team for common area electricity.

7. Shuttle Post – CG team has agreed.

Final Conclusion:

CG team has confirmed to send the revert within a week and meeting is possible at mutual convenience.

Casagrand Team

~~Signature~~ (Sourin Murthy)

Signature (Aml Kumar)

ASTA Association Team

For (B.H. Divaraya Krishnan)
B-102

3 (Ganesh D. Rajan)
F-402

Signature Research CLOS
Signature RACONIT JAYARAM
F-507

SLI S. SWATHIRAT

GH T. Shanmug Murthy

Date:-

CGOA - Meeting Attendy

20/1/2021

CG - Ho Team

Sr No	Name	Design	(Signature)
1.	R.T. Dharameeswarar	Manasar	R.T. Dh
2.	Gavin	G Mangun	G Mangun
3.	Khalidha M.H	Team Leader	Khalidha
4.	Chinnathambi V	Assistant Manager	Chinnathambi
5.	K. Chandra Bommy	General Manager	K. Chandra
6.	ICB. Anvikumar	VP	ICB. Anvikumar
7.	R. Vinodya	Sr Mgr.	R. Vinodya
8.	Souria Murthy	Manager	Souria Murthy

Cr - Member

9.	SWATHIRAJ	CL01	SWATHIRAJ
10.	Lajith Jayapaul	F-307	Lajith Jayapaul
11.	NARESH KUMAR	Cr-203	N. Nishu L
12.	R Kesavan	CL03	R Kesavan
13.	B. H. Sivaramakrishnan	B102	B. H. Sivaramakrishnan
14.	T. Shanmuga Moorthy	B203	T. Shanmuga Moorthy
15.	Ganesh. D. Rayan	F-402	Ganesh. D. Rayan

