

MINUTES OF THE MEETING WITH CG HO CUSTOMER DELIGHT TEAM – ASTA
CORE TEAM (ACT)

DATE :17th March 2021
PLACE : CASA GRAND HEAD OFFICE THIRUVAMIYUR CHENNAI
TIME : 15:00 HRS TO 18:00HRS

Dear All

We would like to inform the 1st official Meeting of the CG HO with the Core Team Members at CG Office in Thiruvannamiyur.

The Meeting was attended by a Delegation of 8 members from CG team and 6 Members from Asta Community.

CG HO Team

- 1.Gavin Eustace: GM -Customer Delight
- 2.Lavanya - Asst Manager
- 3.Velumani - VP Projects
- 4 Chandra Bommu- GM Projects
- 5 ChinnaThambi - Maintenance IFM- Integrated Facility Management
- 6 Vinayak - Project Team
- 7 Vinodh- IcareTeam
- 8 Kumaravel - Liasoning Team

ASTA CORE TEAM (ACT)

- 1.Ganesh D Rajan F 402
2. Swathiraj- C 401
3. Kesavan C 103
4. Ranjith Jeyapaul F 307
5. Derick DSA J 206
6. Anbu Johnson A 106

The Meeting Started with the Following Agenda

CORPUS FUND:

1.Corpus Fund will be Handed over to the Association Account on Handing over to the Association as per the discussion on 30th Jan 2021 with Sr Manager Ms Vindhya as per the Handing process which will start from June 15th 2021 and complete on June 30th 2021.From 1st July 1st 2021 the Association will be given charge and after a period of 30-45 days. On ore before 15th Aug 2021.the Corpus Amount will be calculated and deposited into the Association Bank Account
All Block Members have Paid Rs 1Lakh as Corpus Except H Block where Rs 50,000 has been collected

Corpus Fund :

H Block : 64 Apts Rs 50000 Other Blocks : 261 Apts Rs 100000

At the Time of Handing over the Accounts will be reconciled and the details will be sent to the Association.

WATER ISSUES

The Second Issue of the Agenda to be addressed is the Ongoing Water Issues

The Asta Core Team (ACT) started with their reply dated 8/03/21 and expressed total unpleasantness for the reply from CG HO

The Asta Core Team(ACT)also recapitulated the minutes of the 30th Jan 2021 discussion and emphasized the concern for such a major issue and how carelessly it has been replied.

The Asta Core Team (ACT) also placed the points of the Environmental Clearance Document which was submitted by CEO Casa Grand Shelter LLP to the State Level Environment Impact Assessment Authority Tamilnadu which is a 21 page copy Document highlighting Page 4 Annexure 2 Point 1 which mentions

"The Commitment to SEIAA that the Total fresh water requirement for the above Residential Development(Casa Grand Asta) is 160KLD and it will be met through the CMWSSB. We assure that the Required permission from the Competent authority for the supply of fresh water for the entire period of operation will be obtained before Handing over or Before obtaining the Completion Certificate from the Competent Authority which ever is earlier"

The Photocopy of the above Document was handed over to the CG HO Team and they have mentioned that they will clarify with the Concerned Authorities and get back at the earliest

CASA GRAND HO TEAM HAS ALSO MENTIONED THAT THERE HAS BEEN NO APPLICATION INITIATED FOR THE METRO WATER CONNECTION TO THE CMWSSB ON THEIR BEHALF

Liasoning Team Mr Kumaravel :

He has informed us that they CG HO team have not applied for any Metro Connection for the project and he also met the Officials of the CMSWB and they informed that there is currently no dedicated line going for the CG and nearby Location.

This was in contradiction to what the AE of Menamedu CMWSSB had informed our team member Mr Swathiraj on 29th Jan2021. She Had mentioned that they had received an application for Connection Request earlier when the project has started She was not available on Phone for the confirmation.

BORE WELL – AS AN ALTERNATE SOURCE

It was Earlier Agreed that as per the 30th Jan Meeting that the existing 2 Bore wells in the C & D Block will be again tested to find out whether it is possible for Human Use

Bore well Testing Reports By CG:

On 8/03/2021 CG HO has collected Samples of water from both the Bore wells and following are the results

1356 TDS : Bore wells B&C

1340 TDS : Bore wells D&E

Simultaneously Asta Core Team(ACT) of Mr Swathiraj and Water Team Mr Mathan also Tested the Samples of the Collected water through the Tamil Nadu Govt Agency on 13/03/2021 and the Following were the Reports

3610mg/ltr TDS : Borewell C

3070mg/ltr TDS : Borewell D

Both Reports seem to be contradictory and we need to again verify and test the correctness of the Reports.

In case the CG HO is accurate then there will be a possibility of using the Bore wells as an alternate source of water for Asta

The CG HO team has to again get back on the Reports of the Water Testing from Bore wells and also will share the Copy of the same.

RO Plant

In case if the Bore well Water is declared to be Fit for Human Consumption then CG HO said that we will look forward for the possibility of digging more Bore wells

The RO Plant discussion was initiated and the Costs also needs to be worked out in case we can use the Bore well Water

They have also asked to send the RO quotation from the companies which we are discussing and asked to find out the feasibility.

PLASTERING ISSUES : INNER AND OUTER

CG HO gave the Following Clarfication through Mr Chandra Bommu that

I care has received 75 Tickets depending on the Various Issues and all the Tickets are being attended and sorted out and Mr Chandra Bommu has given the Details of

the status of the tickets.

20 plastering Tickets were still pending and they are attending the same.

The following were the major issue that was discussed by the Asta Core Team

A) Plastering is a major issue in all the apartment irrespective of their occupancy status

B) The Quality of Work has been very poor far below the CG Standards

C) There are at least 80% of Apartments that have the plastering issues accompanied by Cracks, Seepage and Leaks

The CG HO Team had asked for the following suggestions and the Asta Core Team(ACT) suggested them the following and they assured that they will look into the following Suggestions

1. Inspection of the Plastering Sites and Choosing Random places and Checking with their Project Team at the Asta Complex
2 . Increasing of the Warranty of 5years(As Per agreement) +5years (Additional) in a written agreement to Asta Community
3. Defective Areas to be done till there are no issues
4. Dedicated I care and Project team to be available on site to attend the issues without Delay on a daily basis.
5. Mails being sent to Icare will be attended on priority to Asta Complaints.
6. The 12 unattended complaints Excel sheet will be taken into priority by I care team and a feed back will be given on a weekly basis to all the Complaints.
The mail was immediately <u>forwarded to</u> Icare Team represented by Mr Vinod Of Icare.
He will be responsible for all the Complaints made to Icare from Asta.
ALL COMPLAINTS TO BE ADDRESSED TO 8001780017 and a Mail to icare@casagrand.co.in and the assurance is that they will act and close the issue in 15working days from the Date of complaint

EB CONNECTION:

The Forms have been submitted and as per the Liason Executive Mr Kumaravel there

is a Shortage of Meters and Hence the Delay in the Connection.No definite Date has been given as a commitment.

DG GEN SET :

Currently since the DG is taking the entire load in ASTA , CG HO has assured us that they have a proposal to take a Gen set on Lease to reduce the Load and discussions are being in process

TERRACE ACCESS FOR H BLOCK

The ACT spoke specifically for the Access of H Block which is facing issues in terms of drying the Clothes in the absence of Balconies. But CG HO has clearly stated that due to the Safety Measures they cannot hand over the Terrace Access to any of the Residents and after the Take Over period is done the Association can decide on the Terrace Access.

OCCUPANCY CERTIFICATES:

The Completion Certificates itself are to be considered as the Occupancy Certificates as there are no specific Occupancy Certificates given by the CMDA or the Builder. Already we have the Copy of the CC and they will also provide us the same at the time of the Handover to the Association.

STP ISSUES AND WTP

Mr Chinnathambi IFM Clarified that the Separation of the Black Water and Grey Water is not applicable to the Present STP as this water is used for the purpose of Flushing

The Other issue that was Addressed was the Smell in the Toilets and Kitchen when the Water is opened for the First Five minutes and the CG HO Clarified that since many houses are not occupied the smell may be coming because of the not using

FIRE SAFETY :

CG HO mentioned that the Fire Safety Equipments were all provided near the EB Room and since it is Stilt+ 4 Floors only they do not need Fire Extinguishers as per the general norms of Fire Safety.

There is also an Plan in case of emergencies which they will share it during the Hand over Phase.

Currently the IFM is stationed in the project and will take care of any emergencies during the period.

FIRST AID ROOM

It was agreed as per the 30th Jan 2021 meeting that the IFM (Integrated Facility Management Room) opposite to A Block will be converted as the First Aid Room .and all amenities like Wheel Chair and Stretcher and First Aid Items will be provided after the Hand over

Before the Hand over in case of Emergencies Members can contact Mr Chinnathambi IFM (Integrated Facility Management) for any emergencies.

OSR – AREA (OPEN SPACE RESERVATION)

The Cricket Pitch Area has been nominated as the OSR has been discussed and they have informed that it is only for a formality of CMDA Rules the space has been allotted But only our members will be only using it as the entrance is only from our place. CG HO have also taken a 99 year lease again back for which the details will be shared to the association during hand over phase.

VISITOR PARKING AREA

The CGHO has also agreed that as per the Current Norms after 2018 there has to be a 10% of Parking to be provided by the Builder

But in 2017 when the Casa Grand Asta Project started there was no rule and there was no mandatory Parking and due to space constraints also there is no provision for parking

It was concluded that we need to sort out amongst ourselves only at a later date.

GYM EQUIPMENTS

The Asta Core team had proposed some Enhancement equipments like Heavier Dumbbells, and Other Items which the CG HO Team said they will get back after consulting the Product Team

ASTA CORE TEAM :

It was also decided that the CG will pursue with this Core Team
Untill the elections which will conclude n 25th April 2021 and the New MC Members and Office Bearers will be announced and brought to the notice of the CG HO.

All Mails and Correspondence will be sent to the Core Team Mail ID and the Asta Core Team will be coordinating with the CG HO

The Meeting ended on a even note and we will co-ordinating and discussing on a

periodic basis of 15 days to ensure that there is movement of the Discussion.

We wanted to inform that the above Discussion had taken place and the Minutes of the Meeting will be sent to both sides.

We hope to take it forward and Solutions may take time but we will work on a definite basis for a long term Solution and better understanding

Regards



ON BEHALF OF ASTA CORE TEAM
Ganesh D Rajan
F 402

Date: 18th March 2021