

Minutes of Meeting

Date: 20-Sep-2025

Location: Casagrand Tudor Premises

Participants:

- **Owners/Residents:** Multiple owners from Tudor premises
 - **Casagrand Team:** Mr. Javeed, Mr. Saravanan (CG-AVP), Mr. Kamal, Mr. Silambarasan & Mr. Thibin
 - **Key Stakeholders Involved via Call:** Mr. Anszary
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1. Meeting Overview

- Owners had gathered from **10:00 AM** onwards awaiting the Casagrand (CG) team's visit to address long-pending issues.
 - The CG representatives arrived at approximately **2:00 PM** after multiple follow-up calls made by owners to Mr. Anszary and Mr. Mangal Raj.
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2. Key Discussions & Points Raised

1. **Meeting Scope Limited by CG Team**
 - When owners attempted to raise project-related queries, Mr. Saravanan (CG-AVP) interrupted and mentioned that the CG team was only authorized to discuss **Association Formation** and **IFM (Integrated Facility Management)** related queries.
 - Owners requested that the present site team (Mr. Kamal, Mr. Thibin) answer project-related questions on behalf of the project team.
2. **Project Completion Timeline**
 - Owners asked for a **clear project completion plan and timeline**.
 - Mr. Thibin/Mr. Kamal assured that the **exact details would be shared by Monday without fail**.
3. **Compliance & Regulatory Concerns**
 - Owners raised queries on:
 - **Statutory compliance** of the project (Environmental Clearance, etc.).
 - Absence of a **dedicated Rainwater Harvesting (RWH) sump**, which is a statutory requirement.
 - Status of **Metro Water connection**.
 - The CG team present was **unable to answer** these queries, resulting in disruption and confusion during the meeting.
 - Owners felt that the CG representatives **left abruptly** without properly addressing the pending concerns, which was perceived as disrespectful.

4. Escalation to Mr. Anszary

- Owners called Mr. Anszary directly to report the incident and raised additional queries regarding:
 - **IFM entry timeline**
 - **Start date for 6-month prepaid maintenance**
 - **Pending project works**

5. IFM & Prepaid Maintenance Discussion

- Mr. Anszary stated that IFM would commence **only after a review** with the project team and once the project handover is formally completed to IFM team.
- Owners requested that the **6-month prepaid maintenance period be deferred** until critical pending issues such as **water supply** and **Metro Water connection** are resolved.
- Mr. Anszary **declined** this request, stating that:
 - The project IFM takeover process will include a thorough **audit and review** to ensure all committed deliverables are in place.
 - Any pending issues identified after IFM entry will still be resolved by the CG team.

6. Owners' Concerns on IFM Takeover Process

- Owners specifically highlighted missing infrastructure such as the **RWH sump** and **Metro sump** and asked whether these would be questioned before taking IFM takeover from the project team.
- Mr. Anszary confirmed:
 - CG will **review, audit, and ensure compliance** before accepting IFM takeover.
 - Owners all queries pertaining to infrastructure (Sump, Water, RWH Sump, Solar, Visitors & 2 wheelers Parking, WTP, STP and CCTV) and amenities will be answered on IFM takeover by Mr. Anszary
 - **Promised amenities** will be delivered, and any deviations will be addressed after IFM entry.
 - However, the project team will only be questioned **after they declare the project complete** and ready for IFM takeover.

3. Key Action Items

Action Item	Owner/Team Responsible	Target Date
Share project completion plan and timeline	Mr. Thibin / Mr. Kamal / Project Team	Monday, 22-Sep-2025
Conduct project audit and compliance review before IFM entry	CG Management & Project Team	Before IFM takeover
Ensure pending deliverables (RWH sump, Metro sump, etc.) are addressed	CG Project Team	Prior to or immediately after IFM entry

Action Item	Owner/Team Responsible	Target Date
Provide clear communication on IFM entry date and prepaid maintenance start	Mr. Anszary / CG IFM Team	Post project IFM takeover

4. Closing Notes

Owners strongly emphasized that **critical pending works must be resolved** before initiating prepaid maintenance, to avoid unfair financial burden on residents. CG team committed to auditing the project and ensuring compliance before IFM takeover from the project team, and to rectify any gaps post-IFM entry.
