

## CASASGRAND TUDOR

**Minutes of the meeting held on 04/03/2025 At CG Head Office, Thiruvananthapuram at 11.00 am**

### PRESENT AT THE MEETING

1. CG team : Mr. Syed Anzary, Mr. Ramesh, Mr. Arun, Mr. Sliambarasan, Mr. Hari Prabhu, Ms. Mariya, Ms. Harith
2. From Owners Mr. Govindarajan, Mr. Jawahar, Ms. Anu, Mr. Guru Prasad, Mr. Fredrick, Mr. Suhail,

<u>Agenda</u>	<u>Action/Remarks from CG</u>
1. Wells Approval & Water Management Update	<p><b>Existing Borewells:</b> We currently have seven active borewells. However, some older ones are unusable due to high TDS levels.</p> <p><b>New Well Construction:</b> Based on homeowner requests, CG has agreed to dig three new wells. A suitable location near J Block has been identified after a thorough survey. CG is now awaiting structural clearance from government authorities, as this approval is mandatory for wells dug after apartment construction. Once cleared, work will begin immediately.</p> <p><b>Well Specifications:</b> The proposed wells will have a radius of approximately 5.5 to 6 feet and a depth of 40 feet. A technical update with further details will be shared soon.</p> <p><b>Water Treatment Plant (WTP):</b> Regardless of existing conditions, the WTP, equipped with an iron removal system and softener, will start operating from April 1, 2025. This will utilize available borewell and well water.</p> <p><b>Sewage Treatment Plant (STP):</b> Once the STP is operational, treated water will be used for flushing, gardening, and other non-potable purposes. This will significantly reduce the consumption of potable water from existing sources.</p> <p><b>Metro Water Connection:</b> Homeowners have requested a copy of the Metro Water connection application. CG has agreed to obtain and share this document from the liaison team.</p>

2.Lift Maintenance & Safety Updates	<p><b>Monthly Maintenance:</b> As per the AMC (Annual Maintenance Contract), lift maintenance is conducted once a month. The vendor's visit will be communicated in advance, allowing volunteers from each block to assess the service and validate it by signing the logbook.</p> <p><b>Daily Cleaning &amp; Dust Issues:</b> Currently, the lifts are cleaned daily by the housekeeping staff. However, dust accumulation at the edges during sweeping can lead to sluggish operation or minor malfunctions.</p> <p><b>Improved Cleaning Process:</b> Once IFM (Integrated Facility Management) takes charge, professional vacuum cleaning will be implemented, significantly reducing dust buildup and minimizing operational issues. CG has confirmed that this is a common challenge in all ongoing projects until full completion.</p> <p><b>Intercom &amp; Emergency Alert System:</b> Due to technical limitations, connecting the lift intercom to the security cabin is not feasible at this stage. Instead, CG is working on enhancing the alarm volume and exploring alternative mechanisms to alert security personnel in case of an emergency.</p> <p><b>Emergency Preparedness:</b> To ensure safety, CG and the site team will establish a Risk Management &amp; Rescue Process. They will coordinate with the lift vendor and site crew to verify emergency rescue procedures.</p>
3 EB Connection & Transformer Update	<p><b>J Block Transformer &amp; EB Connection:</b> The transformer near J Block will be ready soon, and with meters already installed, the EB connection for J Block is expected to be provided before the end of March 2025.</p> <p><b>Other Blocks:</b> EB connections for other blocks will be provided as soon as their respective meters are installed and ready.</p> <p><b>Transformer Capacity Upgrade:</b> The transformer capacity will be upgraded by TNEB as and when power consumption increases.</p> <p><b>Statutory Deposits:</b> Homeowners raised a concern about potential statutory deposit requirements for capacity upgrades. CG has confirmed that all necessary statutory deposits were made at the time of sanction, and no additional payment is required from owners.</p> <p><b>Sanction Letter:</b> Owners have requested a copy of the sanction letter for reference. CG has agreed to arrange and share this document.</p>
4. Internet & Mobile Network Update	<p><b>Additional Internet Provider:</b> CG has agreed to allow one more internet service provider, either ACT or Jio, to enhance connectivity options for residents.</p> <p><b>Mobile Network Assessment:</b> To improve mobile signal strength, CG will coordinate with Airtel and Jio to assess the mobile tower range in our area. Necessary actions will be taken based on their assessment to enhance network</p>
5. OSR completion Update	<p>CG has received initial approval to proceed with cleaning and levelling work. They will keep us updated as they receive further approvals and progress with the work.</p>

<p>6.Amenities completion and IFM Entry Update</p>	<p><b>Amenities Completion &amp; QC Check:</b> CG has confirmed that all amenities have been completed and are now undergoing a Quality Check (QC). Once the QC process is finalized, the Integrated Facility Management (IFM) team will be notified to conduct their own inspection.</p> <p>During this inspection, the IFM team will assess the amenities from both a customer perspective and based on their experience with other projects. They will provide any necessary feedback or additional requirements to the project team.</p> <p>The entire process is expected to be completed within 30 to 45 days, after which IFM will take full charge following QC approval.</p> <p><b>Post Free-Maintenance Period Costs:</b></p> <p>For flats not yet handed over by CG, CG will cover the maintenance costs after the free maintenance period. If the delay in handover is from the owner's side, the owner will be responsible for paying the maintenance costs after the free maintenance period, with CG managing the collection.</p>
<p>7. Project Status Update &amp; Pending Unit Handover</p>	<p><b>Breakdown of Pending Units:</b> Homeowners requested a detailed breakdown of the 146 units that have not been handed over. CG clarified that the delays are due to:</p> <ul style="list-style-type: none"> <li>Some owners not turning up for the NOC process.</li> <li>Others not making the final payment required for NDC clearance.</li> <li>Some units remaining unfinished due to payment defaults by owners.</li> </ul> <p><b>Prioritizing Handover:</b> CG has agreed to prioritize the handover of units where there are no payment defaults. Owners who have completed their payments but have not received a NOC call are requested to contact Guru Sir and his team for support in expediting the process. If there is no response from CRM, owners may reach out to Ms. Maria, who has been assigned to handle this task. For further escalation, owners should copy Mr. Ramesh in all emails to ensure faster resolution.</p> <p><b>CRM Communication Issues:</b> Owners raised concerns about lack of response from CRM teams via phone and email. Mr. Ramesh clarified that this is due to ongoing CRM team reshuffling, which has led to frequent changes in the assigned representatives.</p>
<p>8. Fortnight Meeting with CG</p>	<p>CG has agreed to hold fortnightly meetings with volunteers. During these meetings, Mr. Moorthy will provide updates on the project status and address any queries or concerns raised by owners. Additionally, Mr.Arun and Mr.Silambarasan would be present to address concerns and Mr. Ramesh will join occasionally.</p>

9. Lumbar Room Update	<p><b>Amenity Classification:</b> Mr. Anzary from CG has confirmed that the Lumbar Room is considered an amenity.</p> <p><b>Refund Process:</b> Mr. Hari Prabhu has been assigned to communicate with owners who have purchased the Lumbar Room regarding its surrender and refund process.</p> <p><b>Lumbar room for Community Use only:</b> Owners team have requested that the Lumbar Room be handed over to the Association for the betterment of the community. CG has agreed to this arrangement and would proceed accordingly.</p>
10. Boom Barrier & Elevation Lights Update	<p><b>Automatic Boom Barrier &amp; Community App:</b> The installation of automatic boom barriers and the launch of the community app will take place after the Integrated Facility Management (IFM) team takes charge.</p> <p><b>Temporary Traffic Control Measures:</b> Until the boom barriers are installed, security personnel will be instructed to partially close the main gate to monitor speeding vehicles. Additionally, CCTV footage will be reviewed for any speed violations.</p> <p><b>CCTV Access &amp; Backup:</b> CCTV footage will be stored for 30 days. Homeowners can request access to the footage, subject to prior approval.</p> <p><b>Elevation Lights:</b> CG has confirmed that elevation lighting has been approved only for A and B blocks as per the original design. For other blocks, this will need to be verified with Mr. Rajiv.</p>
11. Rest Room Foul Smell	<p>As per CG this may be due to blockage in the pipeline and assured to check and rectify the same.</p>
12. Low pressure flush water	<p>The issue of low-pressure flush water is due to the current manual handling of the system. This will be rectified once the process is automated after the Sewage Treatment Plant (STP) becomes operational.</p> <p>In the meantime, CG has assured immediate assistance if any specific issues are reported. Homeowners facing low water pressure can notify CG for prompt resolution.</p>
13. Sump Cleaning	<p>As per CG : All OHT will be cleaned once in 3 months and sumps once in 6 months. The present pending sump cleaning is being arranged by project team and the exact date will be shared.</p>
14 Exterior Modifications Update	<p><b>Concerns about inconsistencies</b> in external modification approvals—while some requests were denied, others were reportedly carried out without permission.</p> <p><b>Addressing this issue,</b> Mr. Anzary has instructed his team to send official notices to owners who have made unauthorized modifications affecting the building’s elevation, asking them to remove the changes immediately. Cooperation in maintaining the uniformity and aesthetics of our community is appreciated.</p>

<p>15. Owners Representation Update</p>	<p>To ensure clear and consistent communication between owners and CG, the following updates have been agreed upon:</p> <p><b>Official Representation:</b> For common issues affecting the entire Tudor community, CG has agreed that Mr. Guru and his team will represent homeowners in discussions regarding common amenities and community matters until the association is formed.</p> <p><b>CG's Communication Protocol:</b> Mr. Anzary has instructed the CG team to direct all updates and communications to Mr. Guru to avoid conflicts and confusion.</p> <p><b>Individual Unit Concerns:</b> Homeowners with individual unit-related issues that concern only CG and the respective owner may continue to approach CG directly for resolution.</p> <p>This structured approach aims to streamline communication and ensure all concerns are addressed efficiently until the association is formed.</p>
<p>16. iCare CG App Update</p>	<p>Owners have reported that complaints raised in the iCare App are being closed without resolution.</p> <p><b>Clarification from CG:</b> Mr. Ramesh explained that this issue is occurring due to the ongoing upgrade of the iCare App. Until the upgrade is completed, homeowners facing issues are advised to: Contact Mr. Silambarasan directly for immediate assistance. Send an email to iCare for complaint resolution.</p>