

17th July 2025

To

Shri Sumanth Krishna,
Director,
Casagrand Vistaaz Private Limited
(formerly known as Casagrand Laundryboy Private Limited)

**Subject: Request for Resolution of Outstanding Issues – Casagrand Tudor Project,
Mogappair, Nolambur**

Dear Sir,

Please find enclosed a letter pertaining to Casagrand Tudor project located at Mogappair, Nolambur. The document outlines the key concerns raised by the homeowners and several long-pending action items.

We respectfully request your immediate attention to ensure the timely completion of all infrastructure and amenities associated with the project.

The owners who have signed this letter or shared emails, without prejudice to their individual or collective rights and any future legal or other actions they may choose to pursue, hereby seek a written response from your office addressing the matters highlighted in relation to the Casagrand Tudor project.

Thank you for your cooperation.

Yours sincerely,

Casagrand Tudor Owners

NOTICE FOR ACTION FROM CASAGRAND TUDOR OWNERS

To: Casagrande Laundryboy Private Limited (CIN U74900TN2015PTC100965), represented by its Authorised Signatory Shri Sumanth Krishna.

Property Location: Casagrand Tudor, Nolambur, Chennai

Subject: Resolution of Pending Infrastructure and Operational Issues at Casagrand Tudor prior to IFM entry

Public Works Department Letter No. DB2019 dt.19-11-2019; Inundation /2019/dated 27.03.2019

Environmental Clearance Letter No. SEIAA-TN/F.6766/EC/8(a)/676/2019 dt.19-11-2019

CMDA Planning Permit No. 13201 dt.31-12-2019, which expired on 30-12-2024

TN RERA Registration No.: TN/29/Building/0312/2020 dated 26/08/2020 with Project Completion Date as 24-04-2023 which was extended upto 24-04-2024

CMDA Completion Certificate Letter No. CMDA/CC/HRB/C/142/2023 dt.05-10-2023

◆ Purpose

Owners collectively seeking written response on Casagrand Tudor Project regarding

- (i) Provision and Operational Status on promised/ committed Infrastructures and Amenities;
- (ii) Commitment on Project Completion Date with promised/ committed Infrastructures and Amenities in operations with required manpower in place;
- (iii) Declaring to Owners that the buildings are safe for Occupation with civic infrastructure such as Water, Sanitation and Electricity in place, as committed to Public Authorities;
- (iv) Proposed entry period of IFM for taking over maintenance and the estimated rate of monthly maintenance cost for discussions among Owners;
- (v) Appraisal on key issues faced by TUDOR Flat Owners and actions agreed to.

❖ Key Issues & Agreed Actions

Casagrand Laundryboy Pvt Ltd (CG) promised the Owners that the TUDOR project will be ready for occupation by Dec'2022. AS there was an inordinate delay in completion of the project the Owners were made to constantly chase CG for QC & handing over and the actual occupation started in May 2024. With more than one year having passed, we are still facing considerable delays in basic requirement and amenities, including Water, STP, WTP, Safety features, Internet etc. This prolonged lack of progress has caused considerable inconvenience and raises serious questions about accountability and project management.

Below is a summary of some of the critical issues, along with the latest available updates:

Issue Description		Status / Action Required
Borewells	Borewells have not been commissioned yet. Requirements being met through lorry water which is not sustainable in the long run.	Current status of Borewells 4 working, 3 need flushing, 1 unusable, 1 under recheck.
Water Wells	Wells to be explored as an alternate source of water due to high level of TDS in the locality.	<p>Three sites have been identified by CG; however, the Water Diviner report has not yet been shared with the Tudor property owners. Additionally, the Stability Certificate remains pending from CG, despite multiple follow-ups and a commitment made during the meeting on 5th July 2025.</p> <p>Excavation work was scheduled to commence at the site near the STP on 9th July, but no progress has been observed to date.</p> <p>Action Required:</p> <ul style="list-style-type: none"> CG to immediately share the Water Diviner report with Tudor owners. CG to provide the Stability Certificate without further delay. Clarification and updated timeline needed for the excavation work near the STP.
Metro Water & Sump	Metro water application has not been processed yet. Sump not constructed.	<p>As confirmed by Mr. Mangalraj, the application has been submitted to the relevant authorities. The property owners have requested a copy of the submitted application for their records. The sump construction will be undertaken by CG upon approval of the application.</p> <p>Currently, there is no provision for a separate Overhead Tank (OHT). However, the owners have formally requested that the OHT be separated from the borewell water supply.</p> <p>Action Items:</p> <ul style="list-style-type: none"> CG to share a copy of the submitted application with the owners. CG to initiate sump construction immediately upon receiving approval as per CMWSSB norms.

Issue Description		Status / Action Required
		<ul style="list-style-type: none"> CG to review the feasibility of a separate OHT as per the owners' request and provide a response.
Occupancy Certificate	Only Completion certificate is shared by CG.	<p>Occupancy Certificate needs to be provided to all Owners by CG prior to IFM entry.</p>
RO Water	RO promised in Brochure, but provision does not exist till now.	<p>Remains an open issue. CG confirmed that this will be taken up later once source of water, capacity and quality is clear.</p> <p>Next Steps:</p> <ul style="list-style-type: none"> CG to monitor and assess water source options. Final decision and planning to proceed once clarity is achieved on source, capacity, and quality.
Lift blocks) (All	Frequent breakdowns, life threatening situations, AMC non-renewals in the past.	<p>The B-Block lift remains non-functional and continues to experience issues despite recent repair efforts. A third-party or vendor-issued quality assurance report is urgently required. Additionally, a complete refurbishment of the B-Block lifts is non-negotiable and must be prioritized. The replacement of the glass panel is scheduled within the next two weeks.</p> <p>Frequent lift breakdowns have also been reported in other blocks, indicating a broader maintenance concern that needs to be addressed.</p> <p>Action Items:</p> <ul style="list-style-type: none"> CG to arrange a third-party/vendor quality assurance report for the B-Block lift. Initiate full refurbishment of B-Block lifts without delay. Ensure timely replacement of the glass panel within the committed two-week timeframe. Conduct a comprehensive inspection of lifts in all blocks and implement preventive maintenance measures.
Lobby	Lobby not provided for all blocks (other than C).	Owners have requested the provision of lobbies, furniture, and adequate access for all blocks, as outlined in the project brochure. Currently, only

(3)

Issue Description		Status / Action Required
	Access narrow for most blocks.	Block C has a lobby, and access remains narrow for most other blocks. Action Required: CG to consult the architect and provide a formal response regarding the implementation plan for lobbies and access improvements across all blocks.
OSR & Back Gate	OSR work pending. Back gate has not been constructed yet causing security and administrative concerns.	Work stalled due to authority issues; no ETA.
STP and WTP	Not commissioned yet.	Work in progress. Commissioning expected by 12th July 2025 as per Mr. Mangalraj's update during the meeting on 5 th July 2025.
Seepage issues	Many units have seepage issues that are remaining unresolved.	Consolidated list to be provided to CG for ease of resolution. Action required immediately.
Car Parking	Car parking allotment not done yet even though a year has passed since occupation started. Apparent shortfall in carparking slots availability.	No visitor/clubhouse/two-wheeler parking. Builder to address owners concerns and comply CMDA compliance. CG confirmed CRM team is working on it and will get back with resolution plans. Delight team confirmed that allotment will be done only after IFM entry.
Lumber Rooms	Lumbar room which is an amenity has been sold to a few owners. To be refunded by CG.	7 rooms to be repurposed; refunds post confirmation from mid-July. Action required immediately.
ISP (ACT)	Internet connectivity and Mobile network is a major issue, especially for podium facing units.	Approval pending; internal discussions ongoing and no ETA provided as on date. Action required immediately.
EV Charging	No EV charging points in common area	1 point approved; more under evaluation. Action required immediately.

(4)

Issue Description		Status / Action Required
DG Exhaust (Millenia)	DG exhaust at Millennia is at a lower level, that causes pollution to blocks that face this apartment.	Vendor quote under review. MR. Mangalraj confirmed that the relocation work is in progress and will be completed by 2 months.
OHT Cleaning	OHT not cleaned. Water has foul smell and colour. Repeated complaints from owners.	No update despite multiple reminders.
Solar Power	Solar power yet to be made operational with at least 10% of overall energy requirements.	CG claims 80% lighting load will be solar-powered. Owners raised concerns about capacity; CG to arrange MES team meeting. Action and follow up required immediately.
Ramp access	Ramp access for Lobby & Podiums.	Proper Ramp access (at lobby) to be available for all blocks similar to C Block to ensure easy access for wheelchairs & ambulance. Podiums lack wheel chair access. Ramp to be provided as agreed, especially for B Block which is currently accessible only through stairs. Also, there is a security risk with B Block podium access as there is a direct entry door available from the car parking area. No door available from podium to floors.
Prominence of Tudor name @entry & exit gates	Tudor emblem not visible, which causes inconvenience for visitors/delivery agents.	Tudor emblem to be installed next to Casagrand branding. Action required immediately.
Garbage bin and segregation	Garbage bins located near D block/Back gate for the entire apartment which is not as per design. To be relocated and cleaned periodically.	Owners requested relocation from back gate. CG to remove and explore alternate location. CG to maintain the Tudor premises with utmost cleanliness and hygiene, both are missing currently at Tudor.
Solid Waste Management	Management for Solid waste	Proposed system to be deployed by CG to be communicated to Owners.

(5)

Issue Description		Status / Action Required
Storm Water Channel	Pending	Issue closed by local authorities. Written confirmation pending. Mr. Mangalraj said that the confirmation will be provided in a document at the time of handing over of amenities to the association (once formed) Needs follow-up and verification of completion of the said action.
Rainwater Harvesting	Pending	Status update pending.

• Resident Requests

Casagrand must prioritize the project's completion with utmost urgency and seriousness. Despite the meeting and site visit by Mr. Mangalraj and other members on July 5, 2025, progress on the ground remains disappointingly slow for a builder of Casagrand's stature. Owners are increasingly concerned about their investments, and it's imperative that all basic infrastructure and promised amenities are fully delivered before IFM's takeover. We expect nothing short of complete fulfilment of these commitments. The continued delays and vague responses are unacceptable. Casagrand is expected to present clear, detailed, and time-bound updates on each pending item.

Signatories to the NOTICE – Block

S.No	Unit Number	Owner Name	Signature
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2		
3		
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8		