

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com; gbrambabu@modiproperties.com; ght-const@modiproperties.in; ak47mak@gmail.com

Date: Saturday, June 8, 2024 at 01:56 PM GMT+5:30

Complaint Id : 853051

Project Name : Greenwood Heights

Block No / Phase : Block B

Flat No/Villa :713

Nature of complaint :Construction

Customer Name : Mr. Anand Kumar Muthuswamy

Email : ak47mak@gmail.com

Complaints :

1. Mr Krishna Prasad/Suresh / Abhishek We had complained about the Fire Escape Doors not having a Handle inside and the inability to open the door from inside and come out. Today an Amazon Delivery Agent used the Service Lift and came to the 7th floor. However he could not open the Fire Door from Inside. I understand he went to the ! Floor and again could not exit. He came back to the 7th Floor and started shouting and banging on the Fire Escape Door. Hearing the noise my wife went out and opened the Fire Door. This point had been brought out in our First Letter to Mr Anand Mehta but he merely shrugged it off saying that Fire Department Regulations are followed. It takes common sense to know that at the Exit Points the Door should be capable of opening from inside otherwise people would not be able to exit. Also since the service lift is located in that stair case the doors should be capable of being opened from inside. The security guards are also unaware of this and ask the delivery agents to use the service lift. Please take this up with your Directors and get this rectified immediately. Please note that if any untoward incident occurs in this area due to persons not being able to exit the blame will be on your organisation. Mr Suresh to come immediately and check this defect. M Anand Kumar B 713

Note:

1. Please allow atleast two weeks for us to attend your complaint.
2. In general written response / reply to complaints shall not be given.
3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

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