From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;

gbrambabu@modiproperties.com; ght-const@modiproperties.in; vvrmurthy206900@yahoo.co.in

Date: Tuesday, January 23, 2024 at 09:11 AM GMT+5:30

Complaint Id: 612687

Project Name: Greenwood Heights

Block No / Phase : Block A

Flat No/Villa: A515

Nature of complaint: Construction

Customer Name: RAMANA MURTHY V V Email: vvrmurthy206900@yahoo.co.in

Complaints

1. CAR PARKING IS INCOMPLETE WITH DUSTY AMBIENCE, CAUSING HEALTH ISSUES - NEEDS URGENT RESOLUTION. LIFT FOR A BLOCK IS ALSO NOT OPERATIONAL. THOUGH I HAVE BEEN PROMISED FOR COMPLETION OF BOTH BY NOVEMBER END, TILL DATE, THESE TWO ARE INCOMPLETE AND CREATING LOT OF INCONVENIENCE TO ME, BEING A SENIOR CITIZEN. PLEASE REFER TO YOUR EMAIL OF CONFIRMATION OF COMPLETION BY 30.11.2023, AFTER DISCUSSIONS IN YOUR OFFICE. I NEED AN URGENT RESOLUTION AS THE INCONVENIENCE CANNOT BE EXTENDED, EVEN AFTER THE MAINTENANCE PAYMENT IN FULL.

2. MAINTENANCE CHARGES - MAINTENANCE FEE IS CHARGED FROM THE DATE OF POSESSION TO ALL THE RESIDENTS. HOWEVER, IN MY CASE, IT IS CHARGED 7 MONTHS EXTRA, EVEN THOUGH MY OCCUPANCY CERTIFICATE IS DATED 30.11.2023. PLEASE RECONCILE FOR RETURN THE ADDITION AMOUNT CLAIMED OR WOULD BE ADJUSTED AGAINST FOR 12 MONTHS FROM THE DATE OF POSITION, AS I HAVE BEEN DEMANDED 12 MONTHS ADVANCE, WHICH I PAID. NEED A REPLY CONFIRMATION FO RTHE ABOVE

- 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.

Flat / bungalow No.	A 515	ATR Date	13-03-2024
Project	GHT	Complaint Date	23-01-2024
Customer Name	Ramana Murthy	1	
Prepared By	D Devi		
Project Manager's	A Suresh	Admin Officer's	
Sign		Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Complaint S No.	Action Taken
1	Work Completed
2	Beyond our scope of work
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	Quality	Contr	ol Check Re	port for	ATR o	n Comp	laints	<u>.</u>
Flat / bungalo	ngalow No. A-515		ATR	TR Date		13-03-2024		
Project		GHT		Comp	laint D	ate	23-01	-2024
Customer Na	me	Rama	ina Murthy				L	
Prepared by	Saikir	an	Date	19-03	-2024	Sign	Saikiran	
Project Manager	Suresh	n	Date	19-03	-2024	Sign		Suresh
HO receipt d	ate			Sign				
Checked by I	MD on			MD S	Sign			
MD's Remar	ks:							
CR to send le	etter to	☐ Yes ☐ No		For fi	For filling		Yes No	
complaint S No.	ints file.	lity of a	to the MD withi	y Site	If acti	ion on th	ne com	plaint was not
S No.		Engg (on complaint?		0.0000000000000000000000000000000000000			reason for not ustified?
1.			Avg		<u> </u>			No
2.		Good	Avg. B	ad	Yes			
3.		Good Avg. Bad			Yes No] No
4.		Good Avg. Bad			Yes No] No	
5.		Good Avg. Bad			Yes No			
6.		Good Avg. Bad			Yes No] No	
7.	Good Avg. Bad			Yes No] No	
8.	Good Avg. Bad			Yes No] No	
9.		Good	Avg. B	ad			Yes [] No
10.	Good Avg. Bad					Yes] No	

Good Avg. Bad

Good Avg. Bad

Yes No

Yes No

11.

12.

Remarks:

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com; gbrambabu@modiproperties.com; ght-const@modiproperties.in; tulshi2202@gmail.com

Date: Thursday, September 28, 2023 at 06:09 PM GMT+5:30

Complaint Id: 799716

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:706

Nature of complaint :Construction Customer Name : Tulshi Pandey Email : tulshi2202@gmail.com

Complaints:

1. CCTV camera not installed.

- 2. Water seepage in walls during rain inside and outside of flat.
- 3. Water leaking from the top of bathroom wall.
- 4. Swimming pool not completed.
- 5. Numbering of flats, floor and lift.

- 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.

Flat / bungalow No.	B 706	ATR Date	07-10-2023
Project	GHT	Complaint Date	26-09-2023
Customer Name	Tulsi Pandey		
Prepared By	D Devi		
Project Manager's	A Suresh	Admin Officer's	
Sign		Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Complaint S No.	Action Taken
1	Work in progress
2	Beyond our scope of work
3	Work completed
4	Beyond our scope of work
5	Beyond our scope of work
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Quality Control Check Report for ATR on Complaints .

·		,					
Flat / bungalow No. B-706			ATR Date		07-10-2023		
Project		GHT		Complaint Da	ite	26-09	-2023
Customer Nar	ne	Tulsi	Pandey				
Prepared by	Saikir	an	Date	19-10-2023	Sign		Saikiran
Project	Suresh	1	Date	19-10-2023	Sign		suresh
Manager							
HO receipt date			Sign				
Checked by MD on			MD Sign				
MD's Remark	ks:						
CR to send letter to Y		Yes No		For filling		Yes No	
customer							
Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.							

Complaint	Quality of action taken by Site	If action on the complaint was not
S No.	Engg on complaint?	taken then, was the reason for not
		taking action justified?
1.	Avg	Yes No
2.	Good Avg. Bad	Yes
3.	Avg	Yes No
4.	Good Avg. Bad	Yes
5.	Good Avg. Bad	Yes
6.	Good Avg. Bad	Yes No
7.	Good Avg. Bad	Yes No
8.	Good Avg. Bad	☐ Yes ☐ No
9.	Good Avg. Bad	Yes No
10.	Good Avg. Bad	Yes No
11.	Good Avg. Bad	Yes No
12.	Good Avg. Bad	Yes No
Remarks:		

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;

gbrambabu@modiproperties.com; ght-const@modiproperties.in; tulshi2202@gmail.com

Date: Thursday, October 19, 2023 at 05:14 PM GMT+5:30

Complaint Id: 967776

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:706

Nature of complaint : Day to Day Maintenance

Customer Name : Tulshi Pandey Email : tulshi2202@gmail.com

Complaints:

1. Black Water is coming in flush tank and smelling horrible like drainage water.

- 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.

Flat / bungalow No.	B 706	ATR Date	10-11-2023
Project	GHT	Complaint Date	19-10-2023
Customer Name	Tulsi Pandey		
Prepared By	D Devi		
Project Manager's	A Suresh	Admin Officer's	
Sign		Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Complaint S No.	Action Taken
1	Work Completed
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	Quality	Contr	ol Check Rep	ort for	ATR of	n Comp	olaints	<u>.</u>
Flat / bungalo	galow No. B-706			ATR	Date		10-11-2023	
Project		GHT		Comp	laint Da	ate	19-10	-2023
Customer Na	me	Tulsi	Pandey					
Prepared by	P.Bha	rath	Date	01-12	-2023	Sign		P.Bharath
Project Manager	A.Sur	esh	Date	01-12	-2023	Sign		A.Suresh
HO receipt da	ate		•	Sign				
Checked by N	MD on			MD S	Sign			
MD's Remark	ks:							
CR to send le customer	tter to	Ye	res No For fi		lling Y		Ye	es 🗌 No
will send their re	Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.							
Complaint	Qual	-	ction taken by	Site	The second secon		CONTRACTOR INCIDENTAL	plaint was not
S No.		Engg o	on complaint?		taken then, was the reason for not taking action justified?			
1.	Avg				Yes No			
2.	Good Avg. Bad			ıd	Yes No			
3.	Good Avg. Bad			ıd	Yes No			
4.	Good Avg. Bad			ıd	Yes No		No	
5.	Good Avg. Bad			ıd	Yes No			No
6.	Good Avg. Bad			ıd	Yes No			

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

Good Avg. Bad

7.

8.

9.

10.

11. 12.

Remarks:

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;

gbrambabu@modiproperties.com; ght-const@modiproperties.in; tulshi2202@gmail.com

Date: Friday, February 23, 2024 at 06:28 PM GMT+5:30

Complaint Id: 831297

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:706

Nature of complaint :Construction Customer Name : Tulshi Pandey Email : tulshi2202@gmail.com

Complaints:

1. Crack in the inside and outside wall of flat

2. Water seepage in one of bathroom

- 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.

Flat / bungalow No.	B 706	ATR Date	13-03-2024
Project	GHT	Complaint Date	23-02-2024
Customer Name	Tulshi pandey		
Prepared By	D Devi		
Project Manager's Sign	A Suresh	Admin Officer's Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Complaint S No.	Action Taken
1	Work Completed
2	Work completed
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Quality Control Check Report for ATR on Complaints.

Flat / bungalow No.		B-706		ATR Date	ATR Date		13-03-2024	
Project		GHT		Complaint D	Complaint Date		-2024	
Customer Na	ne	Tulshi	i Pandey					
Prepared by	Saikir	an	Date	19-03-2024	Sign		Saikiran	
Project Manager	Suresh	1	Date	19-03-2024	19-03-2024 Sign		Suresh	
HO receipt date				Sign	Sign			
Checked by M	1D on			MD Sign	MD Sign			
MD's Remark	cs:			1	***************************************			
CR to send letter to customer		Yes No		For filling		Yes No		
Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC								

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint	Quality of action taken by Site	If action on the complaint was not
S No.	Engg on complaint?	taken then, was the reason for not
1000 CO.		taking action justified?
1.	Avg	☐ Yes ☐ No
2.	Avg	Yes No
3.	Good Avg. Bad	☐ Yes ☐ No
4.	Good Avg. Bad	Yes No
5.	Good Avg. Bad	Yes No
6.	Good Avg. Bad	Yes No
7.	Good Avg. Bad	Yes No
8.	Good Avg. Bad	Yes No
9.	Good Avg. Bad	Yes No
10.	Good Avg. Bad	Yes No
11.	Good Avg. Bad	Yes No
12.	Good Avg. Bad	Yes No
Remarks:		

From: Greenwood Heights (info@modiproperties.com)

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

Date: Thursday, July 20, 2023 at 11:35 AM GMT+5:30

Complaint Id: 7940

Project Name: Greenwood Heights

Block No / Phase : Block A

Flat No/Villa:605

Nature of complaint :Construction Customer Name : Preeti Pratyush Veer Email : thapar.preeti@gmail.com

Complaints:

- 1. There is a leakage at the junction of block A and Block B on every floor. Water leakage is there continuously during the rains
- 2. There are no drains in the corridors thus all the water is getting accumulated.
- 3. Swimming pool has stagnant water giving rise to mosquito issues

- 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.

Flat / bungalow No.	A-605	ATR Date	24-07-2023				
Project	GHT	Complaint Date	20-07-2023				
Customer Name	Preeti Prathyush Vee	Preeti Prathyush Veer					
Prepared By	D Devi	D Devi					
Project Manager's	A Suresh Admin Officer's						
Sign		Sign					

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Action Taken	
Work completed	
Beyond our scope of work	
Beyond our scope of work	

Quality Control Check Report for ATR on Complaints.

Flat / bungalow No.		B-605		ATR Date		24-07-2023	
Project		GHT		Complaint Da	Complaint Date		-2023
Customer Nai	ne	Preeth	ni Pratyush				
Prepared by	P.Bha	rath Date		25-07-2023	Sign		P.Bharath
Project Manager	A.Sur	esh	Date	25-07-2023	Sign		A.Suresh
HO receipt date				Sign			
Checked by N	ID on			MD Sign			
MD's Remark	cs:						
CR to send letter to customer		Yes No		For filling		Yes No	

Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.

Complaint	Quality of action taken by Site	If action on the complaint was not
S No.	Engg on complaint?	taken then, was the reason for not
		taking action justified?
1.	Avg	Yes No
2.	Good Avg. Bad	Yes
3.	Good Avg. Bad	Yes
4.	Good Avg. Bad	Yes No
5.	Good Avg. Bad	Yes No
6.	Good Avg. Bad	Yes No
7.	Good Avg. Bad	Yes No
8.	Good Avg. Bad	Yes No
9.	Good Avg. Bad	Yes No
10.	Good Avg. Bad	Yes No
11.	Good Avg. Bad	Yes No
12.	Good Avg. Bad	Yes No
Remarks:		

From: Greenwood Heights (info@modiproperties.com)

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

Date: Monday, September 25, 2023 at 03:31 PM GMT+5:30

Complaint Id: 183880

Project Name: Greenwood Heights

Block No / Phase : Block A

Flat No/Villa:A605

Nature of complaint :Construction Customer Name : Preeti Thapar Email : thapar.preeti@gmail.com

Complaints:

1. The slope in the entrance of the building is not wheelchair friendly. It has a slope but it is not made properly with stoppers to tale the whelchair up

- 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.

Flat / bungalow No.	A 605	ATR Date	07-10-2023			
Project	GHT	Complaint Date	25-09-2023			
Customer Name	Preethi Thappar					
Prepared By	D Devi					
Project Manager's Sign	A Suresh Admin Officer's Sign					

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Complaint S No.	Action Taken
1	Beyond our scope of work
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Quality Control Check Report for ATR on Complaints.

Flat / bungalow No.		A-605		ATR Date		07-10-2023		
Project		Ght (Comp	Complaint Date		24-9-2023	
Customer Na	me	Preeth	Preethi thappar					
Prepared by	S.Suni	1	Date	19-10	19-10-2023 Sign			Sunil
Project Manager	A.Sure	esh	Date	19-10	-2023	Sign		suresh
HO receipt da	ite			Sign				
Checked by N	ID on			MD S	ign			
MD's Remark	cs:							
CR to send le	tter to	Ye	s No	For fil	lling		☐ Ye	s 🗌 No
Note: CR will send a copy of ATR and complaint to QC immediately after the receipt of the ATR. QC will send their report on the ATR to the MD within 3 working days. Aruna to file to file it in MDs pending complaints file.								
Complaint S No.	Quality of action taken by Site Engg on complaint?				If action on the complaint was not taken then, was the reason for not taking action justified?			
1.	[Good	d 🗌 Avg. 🔲 E	Bad	1/2		Yes	
2.		Good	Avg. B	ad		Yes No		
3.] Good	Avg. Ba	d	Yes No			No
4.] Good	Avg. Ba	d	Yes No			No
5.	. [Good	Avg. Ba	ıd	☐ Yes ☐ No			
6.] Good	🗌 Avg. 🗌 Ba	d	Yes No			No
7.] Good	Avg. Ba	d	Yes No			No
8.		Good [Avg. Ba	d	Yes No			No
9.		Good [Avg. Ba	d	Yes No			No
10.		Good [Avg. Ba	d			Yes 🗌	No
11.		Good [Avg. Ba	d	Yes No			No
12.	12. Good Avg. Bad				Yes No			No
Remarks								

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com; gbrambabu@modiproperties.com; ght-const@modiproperties.in; tabithapremkumar@yahoo.com

Date: Tuesday, September 26, 2023 at 04:14 PM GMT+5:30

Complaint Id: 646884

Project Name: Greenwood Heights

Block No / Phase: Block B

Flat No/Villa:513

Nature of complaint : Day to Day Maintenance

Customer Name: Tabitha Prem kaza Email: tabithapremkumar@yahoo.com

Complaints:

- 1. The car park not completed the cement is damaging the cars
- 2. The Cc tv camera not yet fixed
- 3. The common areas not yet completed swimming pool / children's park
- 4. Lift numbering needs to be corrected
- 5. Flat numbering to be completed
- 6. Security at main gate no common number for night guards / poor quality of secrity
- 7. The walk around the blocks yet to completed
- 8. Lifts need to be cleaned _ always dirty with cement debris

- 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.

Flat / bungalow No.	A 513	ATR Date	07-10-2023
Project	GHT	Complaint Date	26-09-2023
Customer Name	Tabitha Prem ka	za	
Prepared By	D Devi		
Project Manager's	A Suresh	Admin Officer's	
Sign		Sign	

Note: Original ATR should be sent to CR & a copy to MD. CR to file original in customer's file.

Complaint S No.	Action Taken
1	Beyond our scope of work
2	Work in progress
3	Work completed
4	Work in progress
5	Beyond our scope of work
6	Beyond our scope of work
7	Beyond our scope of work
8	Work completed
9	
10	

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.		A-513		ATR Date		07-10-2023			
Project		Ght		Comp	laint Da	ite	26-9-2023		
Customer Na	me	Tabitha prem kaza.							
Prepared by	S.Suni	1	Date	19-10-2023 Sign				Sunil	
Project	A.Sure	esh	Date	19-10	19-10-2023 Sign			suresh	
Manager				Cion					
HO receipt da				Sign	•				
Checked by N				MD S	ign				
MD's Remark	KS:								
0				T					
CR to send le customer	tter to	∐ Ye:	s 🗌 No	For fil	lling		Ye	s No	
Note: CR will se will send their re pending compla	eport on the	of ATR	and complaint to the MD within	QC imn 3 workin	nediately ig days. A	after the cruna to f	receipt o	of the ATR. QC e it in MDs	
Complaint	Qual	ity of ac	ction taken by	Site	If action on the complaint was not				
S No.		Engg o	n complaint?		taken then, was the reason for not taking action justified?				
1.	Good Avg. Ba			ad	·	akilig a	Yes	istificu:	
2.			Avg.			Yes No			
3.			Avg.			☐ Yes ☐ No			
4.			Avg.			Yes No			
5.		Good	Avg. Ba	ad	Yes				
6.		Good [Avg. Ba	d	Yes				
7.		Good	Avg. Ba	d	Yes				
8.			Avg.		Yes No				
9.		Good [Avg. Ba	d	Yes No				
10.		Good [Avg. Ba	d	☐ Yes ☐ No			No	
11.		Good [Avg. Ba	d	Yes No			No	
12.		Good [Avg. Ba	d	Yes No			No	
Remarks									

From: Greenwood Heights (info@modiproperties.com)

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com;

gbrambabu@modiproperties.com; ght-const@modiproperties.in; tabithapremkumar@yahoo.com

Date: Saturday, September 30, 2023 at 10:37 AM GMT+5:30

Complaint Id: 589807

Project Name: Greenwood Heights

Block No / Phase: Block B

Flat No/Villa:513

Nature of complaint :Construction Customer Name : Tabitha Prem kaza Email : tabithapremkumar@yahoo.com

Complaints:

- 1. Both bathroom drain gradient needs to be corrected...the water is accumulating at the corners..
- 2. Master bedroom AC switch point sinking cannot be used ... plastering and electrical work required
- 3. Need another plug point in the children's room
- 4. Kitchen window beading coming out

- 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.

Quality Control Check Report for ATR on Complaints.

Flat / bungalow No.		B-513			ATR Date			07-10-2023		
Project		GHT			Complaint Date		30-09-2023			
Customer Na	me	Tabith	na Pre	m Kaza						
Prepared by	Saikiran		Date		19-10-2023 Sig		Sign		Saikiran	
Project Manager	Suresh		Date		19-10	-2023	Sign		suresh	
HO receipt date					Sign					
Checked by MD on					MD Sign					
MD's Remark	ks:									
CR to send le customer	Ye	Yes No			For filling			Yes No		
Note: CR will se will send their re pending compla	eport on the ints file.	he ATR	to the N	MD within	3 workir	ng days. A	Aruna to f	ile to file	e it in MDs	
Complaint S No.					Site	The second secon			e complaint was not as the reason for not	
5110.	Engg on complaint:					taking action justified?				
1.	☐ Good ☐ Avg. ☐ Ba				d	Yes				
2.	Avg					Yes No				
3.	Good Avg. Bac				d	Yes				
4.	Avg					Yes No				
5.	Good Avg. Bac				d	☐ Yes ☐ No				
6.	Good Avg. Bad				d	Yes No				
7.	Good Avg. Bad				d	Yes No				
8.		Good Avg. Bad				☐ Yes ☐ No				
9.		Good Avg. Bad				Yes No				
10.		Good Avg. Bad				Yes No				
11.		Good Avg. Bad				Yes No				
12.	12. Good Avg. Bad							Yes 🗌	No	
Remarks:										