From: Greenwood Heights (info@modiproperties.com)

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

Date: Wednesday, May 15, 2024 at 05:02 PM GMT+5:30

Complaint Id: 711597

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:611

Nature of complaint :Construction Customer Name : Sai Krishna Mohan Email : saikrisnamohan@gmail.com Complaints :

1. The parking floor is not yet available / Ready. There is no cleaning and there is a lot of cement dust in basement-

1, which gets on our shoes.

- 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 611	ATR Date	24-05-2024
Project	GHT	Complaint Date	15-05-2024
Customer Name	Sai Krishna Mohan		
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.

Action Taken
Work completed

Quality Control Check Report for ATR on Complaints.

Flat / bungalo	ow No.	B-611		ATR Date		24-05	-2024	
Project		GHT Comp		laint Date 15-05-20		-2024		
Customer Na	me	Sri Kr	Sri Krishna Mohan.					
Prepared by	S.Suni kumar		Date	01-06	-2024	Sign		Sunil
Project Manager	A.Sure	esh	Date	01-06	-2024	Sign		suresh
HO receipt da	ate			Sign				
Checked by I	MD on			MD S	ign			
MD's Remar	ks:			l				
CR to send le	etter to	Ye	s No	For fil	ling		☐ Ye	s 🗌 No
will send their repending compla	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.						e it in MDs	
Complaint S No.			ction taken by n complaint?	Site	If action on the complaint was not taken then, was the reason for not			
5 110.		Liigg 0	ii compianit:					stified?
1.			Avg			☐ Yes ☐ No		
2.		Good [Good Avg. Bad			☐ Yes ☐ No		
3.		Good [Avg. Ba	d	☐ Yes ☐ No			No
4.		Good [Avg. Ba	d	☐ Yes ☐ No			No
5.		Good [Avg. Ba	d	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
10.		Good [Avg. Ba	d	Yes No			No
11.		Good [Avg. Ba	d	Yes No			No
12.		Good [Avg. Ba	d			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; saikrishnamohan@gmail.com

Date: Sunday, April 21, 2024 at 10:35 AM GMT+5:30

Complaint Id: 754310

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:611

Nature of complaint : Day to Day Maintenance

Customer Name: Sharada

Email: saikrishnamohan@gmail.com

Complaints:

1. In common bathroom and the master bathroom, the flow of water is very thin. We're facing this problem daily and the flow is very less for the water coming from the geyser. The plumber is visiting but doing temporary work for few hours only. We need permanent solution for this. As it's beginning to become a problem while getting ready to go to office daily.

- 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 611	ATR Date	24-05-2024
Project	GHT	Complaint Date	21-04-2024
Customer Name	Sharadha		
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	
3	
4	
5	
6	
7	
8	
9	*
10	
E E	

Quality Control Check Report for ATR on Complaints.

Flat / bungalo	w No.	B-611 A		ATR	ATR Date		24-05-2024	
Project		GHT Complaint		laint Da	ite	21-04	-2024	
Customer Na	me	Sharada.				L		
Prepared by	S.Suni kumar		Date 01		06-2024 Sign			Sunil
Project Manager	A.Sure	esh	Date	01-06	-2024 Sign			suresh
HO receipt da	ate			Sign				I
Checked by N	MD on			MD S	ign			
MD's Remark	ks:							
CR to send le customer	etter to	Ye	s 🗌 No	For fil	lling		Ye	es 🗌 No
will send their re pending compla	eport on the ints file.	ne ATR t	and complaint to o the MD within	3 workin	g days. A	runa to f	ile to file	e it in MDs
Complaint S No.			ction taken by n complaint?	Site				plaint was not
5 110.		Lingg 0	ii compianit:		taken then, was the reason for no taking action justified?			
1.			Avg		Yes No			
2.		Good [Good Avg. Bad			☐ Yes ☐ No		
3.		Good [Avg. Ba	d	Yes No			No
4.		Good [Avg. Ba	d	Yes No		No	
5.		Good [Avg. Ba	d	☐ Yes ☐ No			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. Bac	d	☐ Yes ☐ No			No
10.		Good [Good Avg. Bad			☐ Yes ☐ No		
11.		Good Avg. Bad			Yes No		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; saikrishnamohan@gmail.com

Date: Friday, July 14, 2023 at 08:46 AM GMT+5:30

Complaint Id: 3496

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:611

Nature of complaint :Construction Customer Name : Sharada Rayapeddi Email : saikrishnamohan@gmail.com

Complaints:

- 1. Pending cement works for Bathroom window (Bottom Outside) for both Hall and master bedroom.
- 2. Pending painting works in the balcony
- 3. White cement work pending on wall side tiles.
- 4. Grouting is to be done in a few places.
- 5. Plumber works pending.
- 6. Water leakage from wall tiles in the Master bedroom.
- 7. Painting on Electrical switches to be cleaned.
- 8. Dust cleaning at all Windowsills (not proper cleaning at position time)
- 9. Kitchen tiles to be cleaned(at the time of position).
- 10. Sliding door fixation wasn't done properly. The lock is not working properly(at the time of position).

- 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-611	ATR Date	31-07-2023
Project	GHT	Complaint Date	14-07-2023
Customer Name	Sharada Rayapeddi		
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	Work completed
3	Work completed
4	Work completed
5	Work completed
6	Work Completed
7	Work completed
8	Work completed
9	Work completed
10	Work completed

Quality Control Check Report for ATR on Complaints .

Flat / bungalo	w No.	B-611		ATR Date		31-07-2023	
Project		GHT		Complaint Date		14-07-2023	
Customer Nar	ne	Sharao	da.R				
Prepared by	P.Bha	rath	Date	01-08-2023	Sign		P.Bharath
Project Manager	A.Sur	esh	Date	01-08-2023	01-08-2023 Sign		A.Suresh
HO receipt da	te			Sign			
Checked by M	1D on	on		MD Sign			
MD's Remarks:							
CR to send let customer	tter to	Ye	s 🗌 No	For filling		Ye	s 🗌 No
Note: CD will se	nd a con	of ATD	and asymplaint t	a OC immediately	ofter the		fthe ATD OC

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.		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.	Avg	Yes No
3.	Avg	Yes No
4.	Bad	Yes No
5.	Avg	☐ Yes ☐ No
6.	Avg	☐ Yes ☐ No
7.	Avg	☐ Yes ☐ No
8.	Avg	☐ Yes ☐ No
9.	Avg	☐ Yes ☐ No
10.	Avg	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; saikrishnamohan@gmail.com

Date: Friday, July 14, 2023 at 10:02 AM GMT+5:30

Complaint Id: 7925

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:611

Nature of complaint :Construction Customer Name : Sharada Rayapeddi Email : saikrishnamohan@gmail.com

Complaints:

1. Pending finishing works in the kitchen balcony 2. Air gaps in tiles in the living room and dining hall

- 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-611	ATR Date	31-07-2023
Project	GHT	Complaint Date	14-07-2023
Customer Name	Sharada Rayapeddi		
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.

Action Taken
Work completed
Work completed

Quality Control Check Report for ATR on Complaints.

Flat / bungalow No.		B-611		ATR Date		31-07-2023		
Project		GHT		Complaint D	Complaint Date		14-07-2023	
Customer Name		Sharac	Sharada.R					
Prepared by P.Bhan		rath	Date	01-08-2023 Sign			P.Bharath	
Project Manager	A.Sure	esh	Date	01-08-2023	Sign		A.Suresh	
HO receipt date				Sign				
Checked by MD on				MD Sign				
MD's Remark	cs:							
CR to send letter to customer		Yes No For filling Yes			s 🗌 No			
	eport on t			o QC immediately 3 working days.				

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.	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; saikrishnamohan@gmail.com

Date: Wednesday, December 6, 2023 at 04:37 PM GMT+5:30

Complaint ld: 995490

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:611

Nature of complaint : Day to Day Maintenance

Customer Name : Sai Krishna Mohan Email : saikrishnamohan@gmail.com

Complaints:

1. Yesterday and today morning around 5:30 am, we experienced a surge, the voltage was so high that all the fans were running at their highest speed, when it was at 1 speed (no issues in other flats) Some of our lights and appliances were also damaged. Burnt MCB isolator. Suspect something wrong with the wiring or other things.

- 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-611	ATR Date	06-12-2023			
Project	GHT	13-12-2023				
Customer Name	Sri sai Krishna mohan					
Prepared By	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						
N ASSESSMENT OF STREET	their f 2 December 2 Head and the Whole and the 2 West and the 2 W						

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.		B-611		ATR Date		13-12-2023		
Project		GHT		Complaint Date		06-12-2023		
Customer Name		Sri sai	Sri sai Krishna Mohan					
Prepared by	y Saikiran		Date	19-12-2023	Sign		saikiran	
Project Manager	Suresh		Date	19-12-2023	Sign		suresh	
HO receipt date				Sign				
Checked by MD 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 ☐ 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; saikrishnamohan@gmail.com

Date: Wednesday, December 27, 2023 at 02:29 PM GMT+5:30

Complaint Id: 178451

Project Name: Greenwood Heights

Block No / Phase : Block B

Flat No/Villa:611

Nature of complaint : Construction Customer Name : Sai Krishna Mohan Email : saikrishnamohan@gmail.com

Complaints:

- 1. 1.Pending cement works for Bathroom window (Bottom at- Outside) for both Hall and master bedroom. 2 Plumber works pending.
- 2. 2 Plumber works pending.
- 3. 3. Experiencing voltage fluctuation. Suspect something wrong with the wiring or other things.

4.4.

- 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 611	ATR Date	06-02-2024			
Project	GHT	Complaint Date	27-12-2023			
Customer Name	Sai Krishna Mohan					
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.

Action Taken
Work Completed
Work completed
Beyond our scope of work

9	Quality	Contr	ol Check Rep	ort for	ATR o	n Comp	olaints	<u>.</u>
Flat / bungalow No.		B-611		ATR Date		06-02-2024		
Project		GHT		Comp	Complaint Date		27-12-2023	
Customer Name		Sai Kı	Sai Krishna Mohan					
Prepared by	by Saikiran		an Date		-2024	Sign	Saikiran	
Project Manager	Suresh		Date	12-02	2-2024 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	Yes No For filling			Yes No			
	port on t		and complaint to to the MD within					
Complaint	Qual		ction taken by	Site				plaint was not
S No.		Engg o	on complaint?		112000000000000000000000000000000000000			reason for not astified?
1.			Avg					No
2.			Avg		Yes No			
3.	Good Avg. Bad			d	Yes			
. 4.	Good Avg. Bad			d	☐ Yes ☐ No			
5.		Good Avg. Bad			Yes No			
6.		Good Avg. Bad			Yes No			
7.	Good Avg. Bad			d	Yes No			
8.	Good Avg. Bad			d	Yes No			
9.	Good Avg. Bad					Yes 🗌	No	

Yes No Yes No

Yes No

Good Avg. Bad

Good Avg. Bad

Good Avg. Bad

9. 10.

11. 12.

Remarks: