

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; 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.

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.

ACTION TAKEN REPORT (FOR COMPLAINTS)

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 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.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-611	ATR Date	24-05-2024
Project	GHT	Complaint Date	15-05-2024
Customer Name	Sri Krishna Mohan.		
Prepared by	S.Sunil kumar	Date	01-06-2024
		Sign	Sunil
Project Manager	A.Suresh	Date	01-06-2024
		Sign	suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
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 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.	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:		

Complaints And Suggestions from Greenwood Heights

From: Greenwood Heights (info@modiproperties.com)

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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.

Note:

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3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

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 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.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-611	ATR Date	24-05-2024
Project	GHT	Complaint Date	21-04-2024
Customer Name	Sharada.		
Prepared by	S.Sunil kumar	Date	01-06-2024
		Sign	Sunil
Project Manager	A.Suresh	Date	01-06-2024
		Sign	suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
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 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.	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:		

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; 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).

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.

ACTION TAKEN REPORT (FOR COMPLAINTS)

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.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-611	ATR Date	31-07-2023
Project	GHT	Complaint Date	14-07-2023
Customer Name	Sharada.R		
Prepared by	P.Bharath	Date	01-08-2023
		Sign	P.Bharath
Project Manager	A.Suresh	Date	01-08-2023
		Sign	A.Suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
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 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.	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:		

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; 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

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.

ACTION TAKEN REPORT (FOR COMPLAINTS)

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.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-611	ATR Date	31-07-2023
Project	GHT	Complaint Date	14-07-2023
Customer Name	Sharada.R		
Prepared by	P.Bharath	Date	01-08-2023
		Sign	P.Bharath
Project Manager	A.Suresh	Date	01-08-2023
		Sign	A.Suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
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 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.	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:		

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; saikrishnamohan@gmail.com

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

Complaint Id : 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.

Note:

1. Please allow atleast two weeks for us to attend your complaint.
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3. In case the complaint is not attended to for over two weeks customers are requested to send a reminder using the form given.

ACTION TAKEN REPORT (FOR COMPLAINTS)

Flat / bungalow No.	B-611	ATR Date	06-12-2023
Project	GHT	Complaint Date	13-12-2023
Customer Name	Sri sai Krishna mohana		
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.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like “Work completed”, “Changes not permitted – work not taken up”, “Kept pending at customer’s request”, “Beyond our scope of work”, etc.

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 Krishna Mohan		
Prepared by	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 Remarks:			
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 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.	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:		

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; 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.

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.

ACTION TAKEN REPORT (FOR COMPLAINTS)

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.

[illegible]

Note: 1. Keep the report brief. 2. Do not repeat the complaint. 3. Use terms like "Work completed", "Changes not permitted – work not taken up", "Kept pending at customer's request", "Beyond our scope of work", etc.

Quality Control Check Report for ATR on Complaints .

Flat / bungalow No.	B-611	ATR Date	06-02-2024
Project	GHT	Complaint Date	27-12-2023
Customer Name	Sai Krishna Mohan		
Prepared by	Saikiran	Date	12-02-2024
		Sign	Saikiran
Project Manager	Suresh	Date	12-02-2024
		Sign	Suresh
HO receipt date		Sign	
Checked by MD on		MD Sign	
MD's Remarks:			
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 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.	Avg	☐ Yes ☐ No
2.	Avg	☐ Yes ☐ No
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:		