

MODI GREENWOOD HEIGHTS FLAT OWNERS
Greenwood Heights, Kowkooor, Secunderabad 500 010



BY REGISTERED POST

August 22, 2024

Mr Soham Modi
Partner
M/s Mehta and Modi Realty Kowkooor LLP
II Floor Soham Mansion
No 5/4/187 – 3 & 4, Karbala Maidan,
Mahatma Gandhi Road,
Secunderabad – 500 003.

Dear Sir

Sub: Addendum to Letter Dated 21/08/2024

By oversight a couple of major issues were left out in our letter dated 21/08/2024.

Please find attached a PDF Document from Lt. Col. C. Biju, owner of Flat A 702 listing these issues. I understand that these complaints were also put up by him on your website. Kindly attend to these issues along with others listed out in our earlier letters.

Yours Sincerely

M. Anand Kumar, B. Com, FCA
CA & RERA Consultant
Flat No B 713, Greenwood Heights
(For and behalf of Self and 19 other
Complainants in CC 93/2024 – TG RERA)

Attached: PDF document – Lt. Col. C. Biju

**CONSTRUCTION RELATED PROBLEMS: A-702, GREENWOOD HEIGHTS
APARTMENTS**

Dear Sir,

1. I am resident of A-702, Greenwood Heights Apartments and moved in the month of April 2024. I am a serving officer of Indian Army, presently posted in Northern parts. My Wife and Daughter are staying in the flat and I hope you will have a considerate view of the issues as a gesture towards Armed Forces.

2. I am constrained to write this mail regarding various problems being faced by me in A-702, Greenwood Heights Apartments, after repeated attempts to resolve the issue with site engineer and your staff. All issues pertain to faulty design and construction quality.

3. **Water Pressure in Washrooms.**

(a) There is a persistent issue of low water pressure in the washrooms. The pressure is so low that it is **IMPOSSIBLE** to take bath under the showers. We spent good amount of money to purchase good quality geysers, but they are totally useless because of low water pressure. It has been over a month since we apprised Abhishek, site engineer, of the issue. When the plumber came, after repeated requests, he was totally unprofessional about the whole issue. When my wife told him the problem, he's saying "theek hi to hai pressure". When my wife told him that it is **not OK** and pressure is **too low**, he replied in a **mannerless** way that "Mujhe kya pata, main shower mein thodi nahata hoon". This behaviour from the plumber is **totally unacceptable**. You cannot treat buyers this way.

(b) Secondly, the plumber was shown the tap fixtures and told that the tap selector knob is too tight and impossible to operate. However an attempt was made by the staff to shift the blame to us by wrongly alleging that we have fixed the taps of our own choice so they are not responsible for it. After a lot of efforts, Abhishek finally agreed to change the tap fixtures. The tap fixture was finally changed yesterday but the issue of low water pressure still persists. The plumber who came yesterday along with Devi, your staff, seemed to be a much decent person and was quite convinced that the water pressure is abnormally low. Devi herself is a witness to the problem. He pointed out the reason for low water pressure very accurately. The water line for the top floor in multi-storey buildings should be separate due to less height difference between floor height and water storage tank height. In Greenwood Heights, a common line has been provided for all floors. The problem will further increase when all lower floors, below us, get occupied.

(c) We have shown this problem to various plumbers since we shifted to Greenwood Heights in April 2024. Each and every plumber has reached the same conclusion that a separate pipeline should have been provided to the top floor. They were quite surprised and shocked at the plumbing architecture designed for Greenwood Heights. So it is very clear that the plumbing design in Greenwood Heights is **FAULTY**.

4. **Drainage Issue in Powder Room.** There is fault in the drainage system of the powder room. There is a persistent bad odour from the powder room. The reason behind it seems that either no "water trap" has been installed or the installation is faulty. Due to the stink we cannot open the door of the powder room. Due to this problem, we avoid inviting anyone to our home, especially Army friends. After selecting and paying for a house with powder room facilities and not being able to even use it, is not justifiable.

5. **Seepage Issues.** In spite of being a brand new construction, seepage issues have developed in the flat. The same has been shown to Abhishek, site engineer. Seepage in the very first rains indicates that waterproofing measures have not been undertaken during construction. If the problem is not tackled at this very stage, it would affect the structural integrity of the building in due course of time.

5. We had taken a decision to purchase flat in your project after considering your vast experience in the field and views of friends in the Army circle. However, the experience since we moved in has **NOT** been pleasant and comfortable at all. After spending so much money in buying and furnishing the flat, if we have to live in such pathetic conditions, then it is clearly deficiency of services on your part.

6. In view of the above mentioned issues, I request following actions from your Company's side on an urgent basis:-

- (a) Separate water pipeline from tank to taps to overcome the problem of low water pressure.
- (b) Fixing the drainage issue in the powder room by fixing water trap.
- (c) Waterproofing measures to prevent seepage.
- (d) The staff being employed by you be please be educated to be more empathetic to the problems of residents and be more courteous to women atleast.

With Regards,

Yours Sincerely

Lt Col C Biju
A-702, Greenwood Heights
Ph- 8725900616
just4shoppin16@gmail.com