

To,
Mr. Anand Kumar Muthuswamy,
Flat no. A 713,
Greenwood Heights,
Kowkur.

Date: 01-10-2024

Subject: CC.93/2024/TG-RERA – Meeting to resolve construction defects.
Ref: Reply to the Letter dated 23.09.2024

Mr. Anand Kumar and Others.

We acknowledge receipt of your letter dated 23rd September 2024, and we appreciate the time and effort you have taken to come forward to engage in a discussion for amicable resolution. We have looked into the concerns raised by you along with your thoughtful recommendations. We confirm our availability for the proposed meeting on 5th October 2024 at Greenwood Heights Clubhouse at 6.30pm.

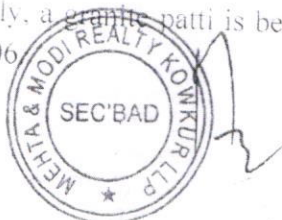
M/s Mehta & Modi Realty Kowkur LLP has successfully developed over 5 million sq.ft. of housing, delivering more than 5,000 houses. We are committed to provide good quality of housing to our customers. While we value your recommendations for repairs and corrections, we rely on the expertise of our engineers and consultants, who have designed the building systems in line with industry standards alongside ensuring that the construction as well as all amenities are in compliance with the applicable laws. Rest assured, we will continue to maintain these systems in good condition until such time the Association is fully handed over to the residents.

We also wanted you to note that the project is in the final stages of completion and there are certain works in progress. The project is expected to be fully completed by 31/12/2025. As a result, some of the works are either incomplete or unavailable for use. We understand that this may cause some inconvenience to the residents, but we assure you that we are doing everything possible to minimize any disruption and to ensure that the comfort of our residents is maintained to the best of our ability.

Having said that, in connection with the concerns raised by you, please find below our point-by-point response:

1. Leakage in expansion joints:

- Please note that the issue has been resolved.
- As an additional precaution, windows are being installed on the south phase near Flat No. 6.
- Additionally, a granite patti is being laid in the corridor between Flat No's 605/606 and 705/706.



2. Flooding in corridors:

- a) We would like you to understand that keeping in mind the fire safety, ventilation, and protection from rain, the corridors have been constructed. The designs used are used in prominent buildings such as the Secretariat of Govt. of Telangana. While some rainwater may enter the corridors which is inevitable, there is no flooding in the corridors.

3. Flooding of parking floors + broken water pipes:

- a) With respect to the flooding of parking floors, please note that appropriate provisions for stormwater drainage has already been made at both the terrace and sub-surface levels to prevent water accumulation.
- b) The current flooding in the basement area has occurred due to the broken water pipes which was beyond on control. We are actively addressing this issue, and repairs are already underway to restore the system to full functionality.

4. Compound wall height:

- a) Please note that as per NBC guidelines, the maximum height for a compound wall is 1.5 meters. The Compound wall we constructed is 1.8-meters along with a security grill. Increasing the height further may pose safety risks to the residents of the Housing complex due to high winds.

5. Provision of large garbage bins:

- a) Please note that two large garbage bins have already been ordered and will be placed soon.

6. Allotment of parking:

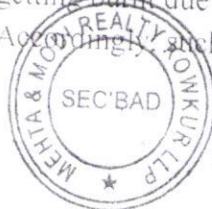
- a) Parking in any building is allotted by the Developer/Owner. Accordingly, parking has been allotted to all sold flats.
- b) Should you wish to change your allotted parking, you are free to swap them with those assigned to the unsold flats by sending a request to cr@modiproperties.com.

7. Lighting in the basement:

- a) Please note that adequate lighting has been provided as per the required norms. We believe that increasing the lighting further would not be environmentally sustainable.

8. Water level controllers:

- a) With respect to the water level controllers, the Developer has tested these controllers at various sites. Good quality controllers from reputed brands are currently not available in the market. As a result, either the controller is failing or the pumps are getting burnt due to poor quality of controller.
- b) Accordingly, such controllers are not recommended.



9. Pressure pumps for the 7th floor:

- a) Please note that the residents wanting to increase the water pressure in their flats may install booster pumps at their own cost, as this falls beyond the developer's scope.

10. DG capacity:

- a) The current DG is adequate for up to 40 flats. As more flats are occupied, the capacity will be enhanced.
- b) A higher rated DG is likely to trip because at present the load is less than 5KVA at most times.
- c) Residents are welcomed to test the DG system by switching on all appliances in all occupied flats simultaneously.

11. Water softener plant:

- a) The installation of a water softener plant is beyond the scope of the developer. The cost of the softener plant is less than Rs. 2 lakhs. However, the operation cost (men + material) is about Rs. 40,000 per month.
- b) If the residents are willing to bear the operational costs, the Developer shall be happy to provide all assistance required in this regard.

12. Provision of CCTV cameras:

- a) Wifi-enabled CCTV cameras have been installed at the entrance and the 4 corners of the site.
- b) These are wifi based cameras and can be accessed by any authorized person on their mobile or PC.
- c) 6 Additional cameras can be installed in front of the club house, one for each floor. However, these will be installed only if co-opted members are willing to monitor it

13. Plumber and electrician

- a) These services are being provided by highly skilled plumbers and electricians from our construction team.
- b) Highly skilled plumbers and electricians are not available for employment at a reasonable cost. Skilled plumbers and electricians are not available for less than Rs. 30,000 per month. Association cannot afford such cost.
- c) Unskilled plumbers and electricians are likely to cause damage to the infrastructure which needs to be corrected at a very high cost.

14. Security agency:

- a) We have tried several agencies over the last 4 decades. The performance of affordable security agencies is similar.
- b) Only the least qualified persons who are unable to get alternate employment are willing to work as security guards. Accordingly, their performance is poor.



- c) Well trained qualified guards are available from top notch security agencies. Their costs are above Rs. 30,000 per guard per shift. The cost of employing 2 guards round the clock is upwards of Rs. 2 lakhs per month. It is beyond the budget of the Association.
15. **Housekeeping agency:**
a) A housekeeping agency has already been appointed.
16. **Details of sewage disposal and rainwater harvesting:**
a) These plans are available with us and kept at site office. You can collect copies of the same from A. Suresh upon prior intimation.
17. **Co-opted members:**
a) We 3 or 4 co-opted members can be appointed as office bearers of the Association. They can help in managing the day to day affairs of the Association.
b) Co-opted members can monitor the work of security and housekeeping.
c) Co-opted members can help in managing social and cultural activities.
d) Co-opted members can ensure that the clubhouse and all other equipment is properly maintained.
e) Co-opted members can help in collections of monthly maintenance charges.
f) Co-opted members can appoint new security agency, housekeeping agency, etc.
g) Residents are requested to offer their services as co-opted members.

We have provided for a brief explanations/resolution to the concerns raised by you and shall discuss the same at length in the meeting scheduled on 5th October 2024. From our side Mr. A. Suresh, Project Manager, Mr. Krishna Prasad, Sr CR Manager and Mr. Sanjeet, Sales Manager and I shall be attending the meeting.

We look forward to your confirmation.

Thank You.

Sincerely,

