

From: Paramount Avenue <info@modiproperties.com>
Sent: 16 07 2018 6.40 PM
To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com; gbrambabu@modiproperties.com; pmr@modiproperties.com; haribabu1965@yahoo.co.in
Subject: Complaints And Suggestions from Paramount Avenue

Complaint Id : 4473
Project Name : Paramount Avenue
Block No / Phase : Phase II
Flat No/Villa : A 402
Nature of complaint :Other complaints
Email : haribabu1965@yahoo.co.in

Complaints :

.. This is bring to your knowledge regard the damage condition of the balcony grill door of flat no 402 paramount avenue, nagaram . I have taken physical possession of flat in the month of april 2014, at that time we noticed that the balcony grill door are not properly closed and it was fixed up and down position. The same was reported to the Project incharge Mr. Sirish. He said it will get it repaired. After repeated oral remainders he executed the persons to get it repaired but workers were spoiled the position of the door rather than the original position and left 1 inch gap between the two doors and welding has not done properly and left gap in all places. This was happened more or less 1 year back. Due to rains the doors were rusted wherever they welded with patch work. After the repair work done I asked Mr. Sirish to see the work how your workers has done. Then he said and promised to me it will replace with a new door at the time of B&B™ block grill fixation work is executed. Immediately i asked Mr. Sirish shall i lodge a complaint in this regard, then he clearly told me not necessary to lodge complaint this i will get it done. There onwards i keep on reminding whenever we come across in the stilt place, at that time re replied i have remember i will do it. One or two times he himself informed that this week we replace your door with new doors which are coming this week, but later he never responded . In the last 3 or 4 months back without our concern he send the painter to get the doors painted. That time we remained unless the new doors not fixed properly why you insisted to do the painting work. He replied even after painting work i will replace the doors. At last if he have really interested to replace the doors, why he has not asked or suggest to lodge a written complaint. What i have done a mistake is not lodged a complaint without believe his words and commitment. If he would have informed in the initial stage the status, i would have taken some other decision. Because of i merely believe the words of the person, who is in the position /designated as Project Incharge. In that stature, should give proper and valuable commitments within their powers but not to act or tell like a assistant. In the last 3 days back in met Mr. Krishna Prasad, at Head Office and narrated the entire story right from the beginning . He suggested me to book a complaint then our people will resolve the issue. Lastly i request you good self to resolve the issue and replace the grill doors at the earliest .

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.