

23/09/2019

Yahoo Mail - customer complaints report

(Handwritten signature: X/R)
(Handwritten signature: M/R)

customer complaints report

From: Nilgiri Estates (nilgiriestate@modiproperties.com)

To: sohammodi@modiproperties.com

Cc: ashaiya@modiproperties.com

Date: Sunday, September 22, 2019, 03:57 PM GMT+5:30

Respected MD sir,

As per task I went to site and herewith attaching the report of customer complaints .

Regards

M.Madhusudhan

Project Manager.



complaints status on sundday -22-9-19.xlsx
13.6kB

Report on customer complaints raised by customers pedning dt: 18-9-2019

Sl. No.	Complaint No.	Brief description of Complaint	Report of status	Remarks
53	23	damaged tiles, stains on tiles, leakage at tap	observed no leakage in utility tap	Door Lock
03	57	cracks in compound wall, air cracks in villa wall	To be rectified with crack filling	customer met
37	23	seepage external painting peeling off	To be rectified with paint and Epoxy	Door Lock
51	37	Electricity related with power and gyser		Gate Lock
06	42	seepage problem, stagnation of water in terrace	rectification with paint, slopes to be rectified	customer not residing
36	100	bathroom leak, broken tiles	leageage rectified, tiles not available at site.	customer not in house
33	35	seepage of external walls	To be rectified epoxy	Door Lock
44	88	Power supply in villa	rectified the problem with laying new cable	Tenant met
11	117	street lights, duct window to duct, parking tiles	st lights progress, duct window to be fixed parking tiles repair to be done	customer met
33	49	Roof cracks, patches in villa	Roof cracks and civil work to be done at terrace and WP finishing coat rework to be done	customer not residing
5	100	water stagnation in front of house	Due to heavy rain .	customer not met
6	44	seepage in internal bathroom wall	painting and chemical coat to be done	Tenant met
7	51	water stagnation on terrace, external paint peeling off	Terrace in proper slope, rectified with WP work	customer not residing.
7	1	seepage at inside and out side, stagnation of water at terrace, CC camera, security at night	waterproofing wor 2nd time done but slope is problem and rectified	Monthly once he will visit in house.
6	23	seepage in out side villa	To be rectified with epoxy and paint upto 2'	2nd owner of villa- customer met
9	80B	seepage in villa for rooms	earlier putty applied and paint and to be rectified with chemical coat and paint	Door Lock
0	63	seepage problem in villa, gate lights	Gate lights to be fixed	Tenant met.
1	100	water leakage at tiles and broken tiles	grouting completed, and broken tiles not available at site	Door Lock, customer not residing.
2	51	water stagnation on terrace, external paint peeling off	Terrace in proper slope, rectified with WP work	customer not met.
2				customer not residing.
				Monthly once he will visit in house.

5235	84	Paint peeling off, cracks at terrace parapet	To be rectified	customer not residing ,door lock
5236	82	seepage, cracks in c/wall, damaged tile in wash area	To be rectified	customer not residing ,door lock
5219	80	seepage in villa for rooms	earlier putty applied and paint and to be rectified with chemical coat and paint	Tenant met
5220	63	seepage, lights to main gate	Gate lights to be fixed.	Door Lock, customer not residing.
5234	100	water leakage at tiles and broken tiles	grouting completed, and broken tiles not available at site	customer not met.
5232	51	water stagnation on terrace, external paint peeling off	Terrace in proper slope. rectified with WP work	customer not residing Monthly once he will visit in house
2236	82	seepage, cracks in c/wall, damaged tile in wash area	To be rectified	customer not residing ,door lock
241	122	seepage internal walls	to be rectified	customer not occupied and not met
248	116	AI windows not properly fixed	presently stage 3 work in progress, due to Z angle template in proper fixing. it will be rectified	customer not occupied. work in progress
254	177	slow progress of work	work in progress	work in progress
57	58	checking and resolve of previous complaints i.e. paint peeling off around villa, pavers sinked, window gapfilling,parapet cracks, paint for gate lock, 3 steps to change, damaged glass of ventilator, Villa Electrical drawing, Q.C details of villa	works to be done. approval required for giving villa electrical drawing and q.c details.	customer residing and met.
22	95	seepage and terrace cracks	Epoxy paint to be done cracks to be rectified to roof top and external plumbing holes to be closed	customer not residing ,door lock
5	84	Paint peeling off, cracks at terrace parapet	To be rectified	customer not residing ,door lock
0	66	stagnation of water in terrace,	in proper slop and top layer of roof top is rectified and cracks on parapet wall is rectified.	customer not residing ,door lock
4	1	seepage at inside and out side, stagnation of water at terrace, C.C camera, security at night	waterproofing wor. 2nd time done but slope is problem and rectified	2nd owner of villa. customer met
7	2	water stagnation in terrace. water coming from terrace kadapa	water coming from kadapa rectified and stagnation due to improper slope and to be rectified.	2nd owner of villa. customer met