

Sub.: Guidelines and standard operating procedures for additions & alterations

Keywords: additions and alterations, extra specifications.

This circular has been revised with additional clarifications about standard operating procedures.

1. Intimation for additions and alterations (by CR division):
  - a. For villa projects letter for additions and alterations should be sent after model villa is fully completed. Thereafter, for new bookings, A&A request to be handed over to customer at the time of executing AOS (by CR).
  - b. For projects with flats A&A request letters must be sent after completion of model flat in all respects. Here A&A must be sent block wise. As a general rule send A&A for the first block after completion of model flat. For subsequent blocks send A&A requests on starting of brick work of ground/first floor or on completion of RCC work, whichever is earlier. Thereafter, for new bookings, A&A request to be handed over to customer by CR at the time of executing AOS.
  - c. Typically, A&A request should provide a period of one month to the customer. This applies to all types of bookings.
  - d. A&A request letters must be sent by email and if possible handed over in person with acknowledgement of receipt. All letters must also be sent by email to customer by site engineers and copy marked to CR.
  - e. The draft A&A request letter is attached as Anx-A. Also attach working drawing, bathroom plan and electrical plan to it.
2. A&A files to be maintained at site (construction division):
  - a. On completion of model flat/villa A&A files to be prepared for all flats in the block or phase of villas.
  - b. The draft format for A&A details to be maintained at site is attached as Anx-B. Also attach working drawing, bathroom plan and electrical plan to it.
  - c. Customers must sign all pages including plans pages.
  - d. A&A sheets can be filled and signed only if all changes requested are as per guidelines given in this circular. If changes requested are not permitted then customer has to make a request to CR in writing/by email.
  - e. For cases where additions and alterations are not permitted CR to prepare a note for MD (as per Anx-C) for review in fortnightly CR meetings. Ashaiya to coordinate with CR and engineers at site. Engineers to proceed with signing A&A details sheets only after receiving written confirmation from CR.
  - f. At any point of time, customers shall be entitled to give request for A&A at HO or site. If above criteria is met (i.e., model villa/flat is completed), engineers at site can directly enter the request in the A&A sheets. In other cases, CR/engineers are advised to collect a request letter from such customers – the complaint /copy must be filed in the A&A file at site and customer file at HO (CR & engineers must keep each other posted about such requests by email).
  - g. Project managers at site with help of admin at site is required to send a list of A&A status of all flats and villas to CR /Audit team before end of every month. Draft format attached as Anx-D.
  - h. Additions & alterations related to changes in civil work, electrical plan, bathroom layout must be accompanied by working drawing/plan (latest – approved), with a rough sketch of A&A required for MDs review/approval. This is a joint responsibility of sales, CR and E&D team.
  - i. In case of substantial changes in civil work, a plan has to be drafted by architects/ engineers at HO, approved by MD and sent to CR, site and customer.

- j. In case of refund/ additional charges estimate to be prepared by engineers, at the earliest possible date and sent to CR for approval. CR to get the estimate approved by E&D team and then forward it to customer – draft format attached as Annexure -E. MDs approval on estimate is required only at time of possession.
3. Changes that shall not be permitted under any circumstances:
    - a. No changes in structural design shall be permitted.
    - b. No changes in door frames shall be entertained.
    - c. Change of grills design shall not be permitted.
    - d. Installation of grills and collapsible gates on the elevation or main door shall not be permitted.
    - e. No arches shall be provided.
    - f. Installation of AC units effecting the elevation shall not be permitted. Window ACs especially, in apartments shall not be permitted.
    - g. Changes that effect the external appearance of the building shall not be permitted.
    - h. Installation of furniture, counter tops, sinks, wash basins etc., shall not be permitted in balconies (excluding utility areas) or terraces on the external side of villas and apartments.
    - i. Installation of furniture, fixtures and plants/pots in common areas shall not be permitted.
    - j. Plantation can not be changed in common areas or in area effecting external appearance of villas.
    - k. Exhaust fan provision by modification of window or ventilator design in bathrooms or kitchen.
    - l. Only white color sanitaryware shall be provided.
    - m. Change of electric wires or cables.
  4. Changes that under normal circumstances shall not be permitted, however, if changes are to be made then they must be approved by M.D. in writing.
    - a. Changes to brick work and door position.
    - b. Loft in bedrooms or other areas not marked in working drawing. As a standard loft must be provided above the entrance in the kitchen.
    - c. Changes in bathroom door positions.
    - d. Changing positions of WC, basins, wall mixtures, etc.
    - e. AC points and frames for window ACs.
    - f. A 9” round exhaust provision can be provided in kitchens that does not appear on the front face of the villa or apartments for exhaust fans. In bathrooms a 4” PVC pipe can be provided next to the ventilator for exhaust fan of Siracco make.
    - g. Change in maindoor position only in select flats shall be permitted, however only as per standard plan (plans prepared for GMR).
  5. Changes that shall be permitted.
    - a. Door shutters except external doors and balcony doors can be changed if required.
    - b. Choice of Indian/Anglo/Western WC shall be given wherever PVC and water proofing work has not been completed.
    - c. Minor alterations or additional electric points can be provided.
    - d. Flooring can be changed at the request of customers. Choice of 9 different types of tiles are being offered to the customer – 4 x 2’ size – Nexion/ Ispiria brand – at extra cost – see internal memo no. 912/128.
    - e. Choice of 2 or 3 colours from Asian paints, tractor emulsion shade card shall be given to customers. For other kinds of paints and dark colours, let the customer pay our painting contractors, additional charges if any. We shall not take responsibility of such works.
    - f. Kitchen platform stone can be changed (standard is Tan brown granite). However, stone has to be provided by customer.
    - g. AC point positions can be changed, however ACs can not be installed where they effect the elevation.
    - h. 2 or 3 combinations of bathroom tiles shall be given to customer.
    - i. Customers can provide their own floor/bathroom tiles, CP & sanitaryware for bathrooms.

- j. Minor extension of kitchen platform shall be permitted.
  - k. A 4/6" round exhaust provision can be provided in kitchens that does not appear on the front face of the villa or apartments for exhaust fans. In bathrooms a 4" PVC pipe can be provided next to the ventilator for exhaust fan.
  - l. Sink position in kitchen can be changed subject to feasibility at site. Open pipeline can be provided behind kitchen cabinets, if required.
  - m. Customers to approach Kitchen by Design (or other Vednors) for change in colour/design/fittings – they may pay the vendor directly for such changes. CR to send letters to customers about visiting the vendor.
6. Notes:
- a. These are general guidelines and for some issues there may be a change from project to project. Project managers/engineers shall ensure that they refer to the specification given in the brochure. Also refer to correspondence sent to customer with respect to additions and alterations.
  - b. Materials like flooring, stone, tiles, CP, sanitary ware bathroom tiles, etc., must be delivered by the customer to the site on or before the cutoff date specified.
  - c. Ensure that the additions and alterations sheet including plan is signed by customer.
  - d. Customers living out of station can send a request for additions and alterations in writing or by email.
  - e. Any doubts regarding additions and alterations should be clarified from M.D. during his site visits.
  - f. Additions and alterations files must be maintained properly.
  - g. GMR – alternate position of kitchen and utility may be approved due to change in column position from block to block – standard plans to be approved by MD.

Managing Director.

