

From: QC <qc@modiproperties.com>
Sent: 31 01 2019 4.10 PM
To: sohammodi@modiproperties.com
Cc: QC; nilgiriestate@modiproperties.com; Krishna Prasad
Subject: Re: Complaints And Suggestions from Nilgiri Estate
Attachments: 3.jpg; 1.jpg; 2.jpg

To,

Soham Sir,

As per your Instructions we Went to Nilgiri Estate Site for Checking of Villa.no-20.

Complaints

1) a) Duct Plastering Completed, b) Duct Painting Pending, c) Duct Window opening is Beyond our scope.

2) Work Completed.

3) Work not Completed. (Site Engineers had attend the work, but Problem was not Resolved). ← pending!

4) Work not completed. (At Bottom of the Door Shutters get Damaged due to Fungus, please find the photo copies also).

5) Work Completed.

6) Work Completed.

NOTE:- 1) We Observed in that Villa is Wash area was provided in East Side, but they are Washing Clothes in North Side Set-Backs, Adjacent Wall to the Drawing Room, due to this also Seepage was occurring.

2) At Lawn Area also Lawn was not Laid, only Red Mud was laid.

This is for your kind Information

Regards,
QC Team.

----- Original Message -----

From: sohammodi@modiproperties.com
To: 'QC' ; 'Krishna Prasad CR' ; 'NE Group Email'
Sent: 30-01-2019 6:01 PM
Subject: FW: Complaints And Suggestions from Nilgiri Estate

Suneel,

This complaint is repeatedly being sent by customer. Please visit the villa and send me a report. Indicate which works are pending and which works are completed or beyond our scope of work.

Regards,

Soham Modi
Managing Director | +91 40 6633 5556 | sohammodi@modiproperties.com

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From: Nilgiri Estate <info@modiproperties.com>

Sent: 29 01 2019 07:49 AM

To: cr@modiproperties.com; feedback@modiproperties.com; kprasad@modiproperties.com; gbrambabu@modiproperties.com; nilgiriestate@modiproperties.com; deepthicrm9@gmail.com

Subject: Complaints And Suggestions from Nilgiri Estate

Complaint Id : 4801

Project Name : Nilgiri Estate

Block No / Phase : Phase I

Flat No/Villa :20

Nature of complaint :Construction

Customer Name : Pradeepthi

Email : deepthicrm9@gmail.com

Complaints :

1. Duct plastering / painting and closure of duct window has not been completed. Keeping window open is a security issue
2. Window in first floor sit out : Painting has not been completed since more than a month
3. Seepage issue in ground floor hall and bathroom has not been addressed since last 6 months. I have spoken to Srinivas and Pasha multiple times. YOU MUST ADDRESS THIS ISSUE IMMEDIATELY AND ALSO NEED QUALITY GUARANTEE CERTIFICATE. THIS IS REQUIRED AS THE WALLS ARE GETTING WEAKENED BECAUSE OF SEEPAGE ISSUE
4. GROUND FLOOR BATHROOM DOORS ARE OF VERY CHEAP QUALITY AND THE WOOD IS NOT GOOD AT ALL. THESE DOORS MUST BE CHANGED IMMEDIATELY. PLEASE SEE THE PICTURES ATTACHED
5. TERRACE PLASTERING WORK HAS NOT BEEN COMPLETED
6. WALL PAINTING ON TERRACE HAS NOT BEEN COMPLETED

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.

Re: Complaints And Suggestions from Nilgiri Estate Tuesday, 29 Jan 2019, 4:19 pm

 NR

To: sohammodi@modiproperties.com
From: DEEPTHI CRM <deepthicrm9@gmail.com>
Cc: Nilgiri Estate <info@modiproperties.com>, Krishna Prasad <kprasad@modiproperties.com>, CR <cr@modiproperties.com>, Nilgiri Estates <nilgiriestate@modiproperties.com>

Hi Soham

If you see my mail I clearly mentioned that the complaints have been logged again in your website
Please check and kindly help to address all the complaints on priority and provide update

Regards
Deepthi

On Tue, Jan 29, 2019, 08:47 <sohammodi@modiproperties.com> wrote:

Madam,

You are requested to send your complaints and suggestions through our website www.modiproperties.com. The link for complaints and suggestions is at the bottom of the home page. We will not be able to act on your complaints or suggestions unless they are sent through the website.

Regards,

Soham Modi
Managing Director | [+91 40 6633 5556](tel:+914066335556)
| sohammodi@modiproperties.com
Don't just buy a flat / villa! Buy a great lifestyle!
Affordable flats / villas in gated communities.

From: DEEPTHI CRM <deepthicrm9@gmail.com>

Sent: 29 01 2019 08:00 AM

To: Nilgiri Estate <info@modiproperties.com>;
sohammodi@modiproperties.com; Krishna Prasad
<kprasad@modiproperties.com>

Cc: cr@modiproperties.com; Nilgiri Estates
<nilgiriestate@modiproperties.com>

Subject: Re: Complaints And Suggestions from Nilgiri Estate

Hi Krishnaprasad

We discussed.

Following complaints have not been addressed since many months

1. Duct plastering / painting and closure of duct window has not been completed. Keeping window open is a security issue
2. Window in first floor sit out : Painting has not been completed since more than a month
3. Seepage issue in ground floor hall and bathroom has not been addressed since last 6 months. I have spoken to Srinivas and Pasha multiple times. YOU MUST ADDRESS THIS ISSUE IMMEDIATELY AND ALSO NEED QUALITY GUARANTEE CERTIFICATE. THIS IS REQUIRED AS THE WALLS ARE GETTING WEAKENED BECAUSE OF SEEPAGE ISSUE
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we have raised the above complaints in your portal again

PLEASE ADDRESS THE ISSUES WITHIN A WEEK AND PROVIDE UPDATE. I HOPE YOU WILL NOT WAIT FOR US TO REMIND AGAIN

Regards

Deepthi

On Sat, Jun 23, 2018 at 5:33 PM Nilgiri Estate <info@modiproperties.com> wrote:

Complaint Id : 4432

Project Name : Nilgiri Estate

Block No / Phase : Phase I

Flat No/Villa :20

Nature of complaint :Construction

Email : deepthicrm9@gmail.com

Complaints :

1. DUCT HAS NOT BEEN PLASTERED PROPERLY. MUST BE COMPLETED WITH GOOD QUALITY
2. WINDOW IN FIRST FLOOR BEDROOM HAS NOT BEEN FITTED PROPERLY. MUST BE COMPLETED WITH GOOD QUALITY
3. RAILING IN FIRST FLOOR BALCONY IS BENT ALL THE WAY. YOU MUST PUT A GOOD QUALITY RAILING IMMEDIATELY
4. SWITCHES NEAR STAIRCASE RAILINGS HAVE NOT BEEN COMPLETED. MUST BE COMPLETED
5. SECOND COAT PAINTING HAS NOT BEEN COMPLETED
6. ELECTRICAL AND WATER FACILITIES MUST BE PROVIDED FROM 30TH JUNE 2018 ONWARDS

Note:

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112

From: Nilgiri Estate <info@modiproperties.com>
Sent: 29 01 2019 7.49 AM
To: cr@modiproperties.com; feedback@modiproperties.com;
kprasad@modiproperties.com; gbrambabu@modiproperties.com;
nilgiriestate@modiproperties.com; deepthicrm9@gmail.com
Subject: Complaints And Suggestions from Nilgiri Estate

Complaint Id : 4801
Project Name : Nilgiri Estate
Block No / Phase : Phase I
Flat No/Villa :20
Nature of complaint :Construction
Customer Name : Pradeepthi
Email : deepthicrm9@gmail.com
Complaints :

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Sent to QC