

Urbana Facility Maintenance Private Limited

Minutes of the Meeting held with the Residents' Representative on Saturday, 18th August, 2018
Present: Ms. Debjani Mukherjee - BNRI

Mr. Avijit Bose - BNRI

Mr. Durgadas Sarcar - UFM

Ms. Arpita Dasgupta - BNRI

Mr. Pradip Bhatia – Residents' Representative

Mr. Uday Shankar Mukhopadhyay – Residents' Representative

Mr. Sushil Khaitan - Residents' Representative

Mr. Sushil Agarwal - Residents' Representative

1) Water quality with reference to third party report in June 2018.
BNRI along with ion Exchange is already working on it. Any further scope of improvement shall be considered as per recommendation of the report. A SOP will be also be considered to be put in place if there are any recommendations.

2) Availability of Community Hall on the basis of FOC for community events subject to UWA approval. Condition: At least 31 residents (both owner residents as well as occupier residents) will approach to UWA and consider the application for a valid community Programme.

BNRI strongly opposed the proposal, as out of 1170 owners such numbers are very small and could be considered only if 2/3 of the residents agree.

However BNRI suggested a list of such events/ festivals in which the halls to be FOC, to be forwarded by Resident's Representative, and will be decided in a joint meeting by UWA, BNRI & UUC.

3) To emulate **PET POLICY**

- Dos & Don'ts for Pet Owners to be circulated. Dog owners should carry Poo Bags and clean up the mess created by their pets. Residents should be responsible for their pets.
- Infiltration points to be sealed. It is reported that Dogs slip in through the main Gate that is always open. If it is closed they slip in through the wide gaps between the rods. This gap should also be plugged with net. **Has been done**
- It is reported that Construction workers enter the complex through the Project Office Gates with dogs in tow. This should be stopped and security staff to this gate should ensure that there is no infiltration of any dog through this gate.
- All other infiltration points should be sealed.
- It's reported Bungalow area Construction workers are bring in and keeping and feeding stray dogs. This should be stopped and Security Personnel should be instructed to ensure this zone is dog free and the construction workers should be instructed not to keep and feed stray dogs. Designated Area for Feeding of the 5 Dogs permitted to stay in the complex should be fixed. Further These 5 dogs should have dog collars
- Dogs roam freely in Car Park Basement 1 & more so in 2nd. Basement. Necessary steps should be taken to make this Zone totally dog free.

A Meeting with the Pet Owners to be held on a convenient day to take into consideration the suggestions made by them. Date will be formalized by UFM & UWA but not later than 15/09/18. Do & Do Not list to be prepared 7 days before the meeting.



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- 4) Parking Slots should be properly marked and repainted
**All parking slots will be properly cleaned and the damaged marking will be repainted.
Exit Speed breaker from parking will be placed at end of the slop, as early as possible.**
- 5) Car Wash Area should be kept clean.
BNRI ensure to review and take proper measure
- 6) It's reported that there is no proper Toilet facility in the Basement Car Park and the Basement, especially Basement 2 is used by many as Open Urinal. Drivers, workers and staff should be discouraged and the area should be properly monitored to prevent misuse.
Feasibility to built a total of 4 nos toilet at Basement 1 and Basement 2 will be checked
- 7) In Driver's room, it has been reported that drivers get together and indulge in playing cards, found to be drinking liquor and at times even having drugs. Security should properly monitor their movements and behavior and prevent such activities. It is suggested CCTV should be installed in Drivers Room.
Feasibility of installation of CCTV to be undertaken depending upon availability of spare slot in the system. Cost details will be shared.
- 8) Further Toilets for the Drivers are also not cleaned and maintained properly. Facility Management Team should ensure proper hygiene and keep the toilets clean.
Drivers' toilet to be cleaned twice every day – morning & afternoon with immediate effect.
- 9) Additional 4 toilets in four corner of complex and toilet to be constructed in basement too.
Not advisable at corner of complex as stated by BNRI.
- 10) Guest parking area - it is to be kept free for visitor failing which BNRI shall impose fine.
Surprise visit to be done early morning and clamping will be done if found illegal parking, with immediate effect.
- 11) Car washing - no car wash to be allowed in the guest parking.
Not to be allowed. A warning to be given first, then to bar the entry of the washing boy/ driver flouting the rules.
- 12) Security system – Introduction of Biometric or smart Card for Maids and Drivers
BNRI stated that it is not a practical proposal due to large change of personnel every time.
- 13) Replacement of low resolution CCTV
Plan shared with Project. Will check.
- 14) Fixing of CCTV cameras in elevators
Already approve and shall be taken up for execution
- 15) Video Door Phone to be made operational.
System is operational but device is yet to be fixed in permanent location, at tower reception.
- 16) Availability of KMC water.
Discussions are on with the Authority
- 17) Lights not working in garden and road. Garden cabanas should be more illuminated.



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Feasibility for CCTV to reposition to monitor garden area during dark hours, will be looked into.

Bollard lights replacement to be taken up shortly. Other allotted lights are on. Cabana lights are as per the Plan.

- 18) Segregation of garbage and creating of awareness for environmental management.
BNRI suggested that two bags with different colure should be distributed and cost will be put into CAM. One will be for Compostable garbage and other will be disposable type. The compost will be used in garden.
- 19) Club guest charges to be reduced.
UWA proposed guest charge to be reduced to Rs 100, BNRI to look into for reconsideration
- 20) Ineffective AC in club.
Matter is already under review and appropriate measure will be taken to correct the system.
- 21) Progress related extension of lift alarm system.
All are in place for the lifts going to the basement except at Club, which will be taken up.
- 22) Introduction of biometric system for club entry.
To be review in consultation with expert agency.
- 23) To reduce Golf Cart Charges and to make it free school going children and senior citizens.
BNRI declined to reduce any charge with regard to Golf Cart
- 24) Feasibility and status update of bringing JIOFIBER in URBANA.
Discussions are on with Reliance
- 25) Window repair status
Detail status will be furnished by 20.08.2018 Proper supervision to be looked into. BNRI also stated that some owners are not permitting entry of workers to check the window system.
- 26) Help desk for KMC Tax return
BNRI has establish a help desk for Tax Return process – Tamal Dasgupta, so that the process will be easier.

