

Urbana Facility Maintenance Private Limited

Minutes of the meeting held with Owner Association on 11 May 2019 at Conference Room, BNRI

Urbana Management represented by:

1. Mr Pradeep Sureka – Director
2. Mr R. Bachawat – Director
3. Ms. Debjani Mukherjee- Sr. VP MKTG & Sales
4. Col. Gautam Nandy- CEO Facility Management
5. Mr. Avijit Bose- Asst. VP Contracts
6. Mr. Anjum Rehman- AVP Operations (Club)
7. Mr. Anjan Bardhan- Asst. VP Accounts & Finance
8. Ms. Arpita Dasgupta – Sr. Mgr- Customer Care & handover

Apartemnt Allotees represented by:

1. Mr. Sanjiv Ganeriwal – T2 2701
2. Mr. Kishore Nadhani – T2 4201/4301
3. Mr. Arindan Sil – T4 4404
4. Mr. Aninda Palit - T6 4402/4502
5. Mr. Aditya Birla- T7 1704
6. Ms. Gopa Bhawani- T1 3602
7. Mr. Nikhil Kothari T1 2602

The below referred points were discussed in the meeting

	Points/Issues raised by Owner Association	Response of BNRI
Phase 3-facilities in upcoming Tower 8/9/10	<p>The Residents group wanted to go through the phase 3 plan.</p> <p>They have also asked for Provision Stores, Medicine Store, Doctor's Chamber, Spa/Salon etc at new Tower</p>	<p>BNRI is preparing a presentation for the Residents. Once the same is ready, BNRI shall share the same with Resident's Group.</p> <p>However, the resident's group shall submit their other requirements to BNRI and in return BNRI shall check the feasibility of the same.</p>
CAM Charges	<p>The current expense of 1.36 Cr/month comprises of all including residential Towers, Bungalow as well Club.</p> <p>The Resident's Group members requested BNRI to share complete details of the expenditure including Contracts. AMC etc as well as Income at the earliest.</p> <p>The Resident's Group has requested to maintain at 2.25 /sqft level while try to curtail cost to the extent possible while maintaining quality.</p>	<p>Col. Nandy along with Mr. Anjan Bardhan shall assist the committee members regarding the same.</p> <p>BNRI has agreed to share the details with Resident's Group, UFM will work in close co-operation with Resident's Group to curtail flab, optimize operation and minimise cost.</p> <p>Agreed CAM billing till 30 June'19 @2.25/sft.</p>

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Surekha

		BNRI has asked to revise the CAM from July 2019 @ Rs.2.50/- , which we <i>disagree</i>
Property Tax	The Residents group informed that Currently Apartment owners are paying very high property tax to KMC, even higher than UAA computation. Proper representation be made to KMC to reduce property tax, at least not to charge higher than UAA computation.	Mr. Sureka has advised that Mr. Nadhani can have a word with Mr. Nandy from BNRI and the details can be discussed in the next meeting.
KMC deposit	The Residents group informed that BNRI should refund the KMC deposits to the owners who have paid property tax and shouldn't enforce mutation. Earlier, it was agreed that the same would be refunded forthwith on payment of KMC tax and submission of proof, as agreed on 2 July 2016	Mutation is necessary because a corporation corpus deposit would be refunded one time against each apartment. BNRI is already refunding the KMC deposit to owners who have paid property tax and completed mutation process upon submitting the mutation certificate.
Sports & competition	The Residents group suggested to organize various sporting competition in association with sponsors to make Urbana one of the most active sporting destination. Sports committee will discuss with BNRI on capital and infrastructure investment.	BNRI has advised that the committee shall submit their plan to Col. Nandy and it will be reviewed by him. Review meeting with Resident's Group tentatively scheduled on 1 st June'19 with Mr. Pradeep Kumar Sureka.
Club Improvement	The Resident's Group suggested to provide Large screen TV at B1, 200 Banquet chairs, improvement of acoustic, Also improvement of acoustic at Bar/Restaurant, curtain at Restaurant, improve AC at Card room. Club committee will discuss with BNRI on other club related issues.	BNRI has seen the Club Committee's Power Point presentation with numerous proposals. BNRI has advised the committee to sit with Col. Nandy and Mr. Rehman regarding and discuss the issues. Please note that many actions have already been taken like the installation of large Screen TV at B1, Improvement of Acoustic etc.
Mosquito Menace	Nearby Canal/Nallahs cleaning /beautification, installation of more magnet machines, monitoring functioning & effectiveness of existing magnets, plantation of mosquito repellent plants to arrest mosquito menace.	BNRI has already taken the precautions by planting the mosquito magnet machines inside the project. BNRI agreed to call the vendor of mosquito magnet machine to re-assess the requirement of machines and install more mosquito magnets if advised.

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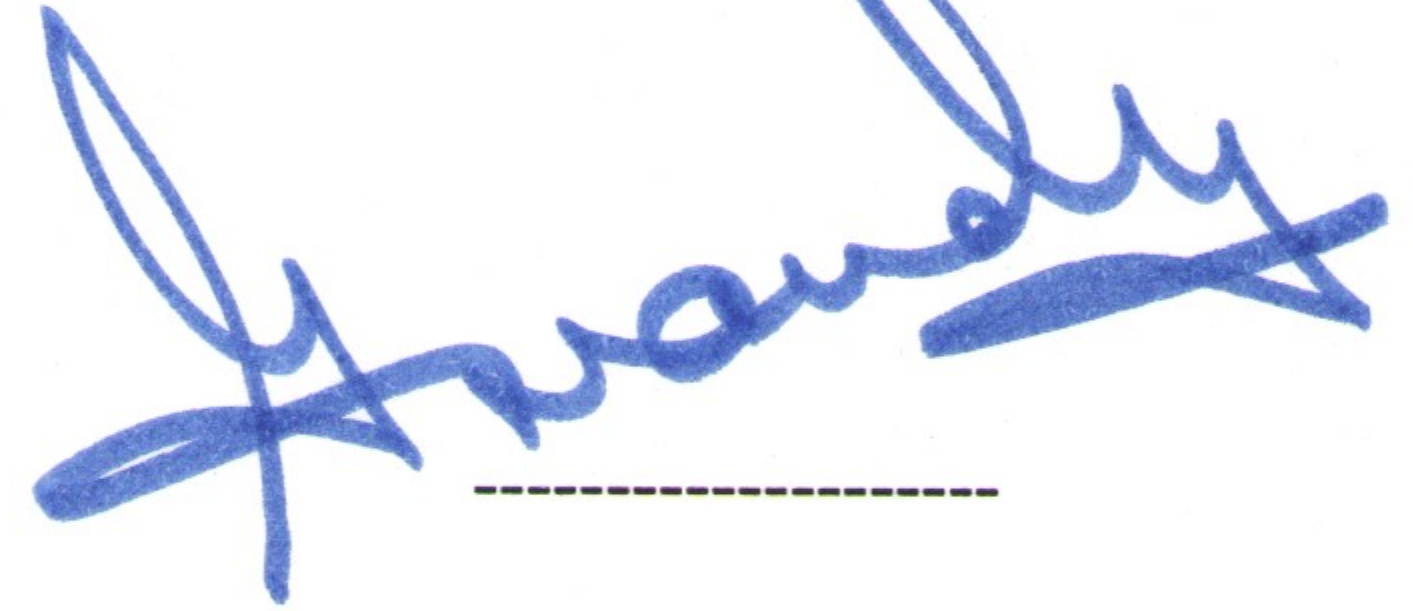
	Mosquito menace is a health hazard and BNRI should take immediate action.	Mr. Arindam Sil from the Resident's Group has informed that he will escalate the beautification of external canal with the Govt. Authorities and BNRI shall support the cause.
Technical Issues	<p>The Residents group wanted thorough study of high wind pressure effect on Doors, windows and false ceiling by experts should be conducted to ensure long term resolution.</p> <p>Resident's group has asked for an additional 2 years free warranty on windows to be provided to all the owners.</p> <p>The point on the water pipeline issues were raised.</p>	<p>BNRI has taken strong action and looked into the issue with utmost priority.</p> <p>Please be intimated that there are 1170 apartments and approx. 16711 windows/glass panels are present in the entire project. Last year around 143 apartments were affected and all of them were rectified. This year it was 22 apartments which were affected. BNRI is looking into the issue and the vendors are working toward the same. The process is ongoing.</p> <p>Please acknowledge that the problem is less than 2%. No warranty can be extended by the vendors.</p> <p>The plan has been made and the work is in process. Work has started for the Domestic & Flush Line new PRV forma replacement.</p> <p>T5 domestic pipeline's work has been completed even.</p>
Future facilities	The Resident's Group has asked for Banquet Hall of 500 pax, Guest Rooms in Urbana -II	BNRI has looked into the same, however considering the Traffic Factor and other non-feasible reasons Banquet of 500 Pax is not possible. Guest Rooms can be considered. BNRI shall inform the Resident's group in due course of time.
Digitization	The Resident's Group want the Introduction of security mgmt. app for movement of people and vehicle, entry to Club.	<p>BNRI is already using Adda Application as a resident's facility app. Adda has a lot of facilities and those are now being looked after by Col. Nandy and Mr. Anjan Bardhan to facilitate the residents in a broader aspect.</p> <p>BNRI is already in process for the Swipe card entry in the club premises.</p>

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Safety & Security	<p>The Resident's Group requested BNRI to Engage Consultant to draw proper systems & process for traffic movement to check high speed/rash driving) in and around Urbana. There are accident prone areas like around fountain, bends in front of T1, T7, in front of Tower (In/Out tracking), vehicles coming from/going to basement where proper safety arrangements are required like creation of separate traffic channels for vehicles and pedestrians.</p> <p>Fire safety & full rehearsal drill, formation of disaster Management Team for emergency.</p>	<p>BNRI has already ordered many signages for the betterment of Traffic in Urbana premises.</p> <p>BNRI has appointed Security specialist and also agreed to call a safety and security expert/advisor to look into the road safety matters. Once these are fixed, the further requirement if any, to be discussed with Col. Nandy.</p> <p>BNRI has their own Fire Consultant Mr. Tarak Chakraborty. In UFM team BNRI has appointed one dedicated Fire Officer and in-house Fire Drill training happens on every Sunday in the premises. On every six months Fire drill happens with the residents also. The detailed report is also available with the UFM team.</p> <p>The Next scheduled Fire drill with the resident's is to be happened in the month of July'2019.</p>
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RESIDENT'S GROUP



UFM