



Kisor Nadhani <kisor.nadhani@gmail.com>

CAM Accounts

Kisor Nadhani <kisor.nadhani@gmail.com>

Sun, Jun 5, 2022 at 12:53 PM

To: Anjan Bardhan <anjan@urbana.co.in>

Cc: Prasanta Banerjee <prasantab@urbana.co.in>, uwa.president@gmail.com, hkabra19@gmail.com, sunilsinghania1962@gmail.com, rajayecal@rediffmail.com, DEBJANI MUKHERJEE <svp@urbana.co.in>, udaysm0707@gmail.com, skhaitan@ashokaworld.com

Dear Anjan da,

From 6 Oct'21, it has been exactly 8 months we have been continuously interacting with UFM in the matter of Common Area Maintenance (CAM) charges. All along, both sides had a common vision & goal "Increase efficiency & rationalize cost while optimizing Income". From time to time, we have shared our expert advice on how to increase revenue and curtail flab to achieve the objective.

During this period, we had persistent discussions – following table provides a gist:

Meetings (Face to Face)	5 on 23-11-21, 8-2-22, 29-3-22, 13-5-22, 24-5-22
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Mails Exchanged	Sent to UFM	Received from UFM
Oct'21	5	5
Nov'21	3	5
Dec'21	2	3
Jan'22	4	1
Feb'22	2	2
Mar'22	3	3
Apr'22	2	1
May'22	8	4
Total	29	24

This clearly establishes how proactively we were pursuing the matter and in particular, the high level of intensity of our engagement during the month of May'22 when we had 2 meetings within a span of 11 days and exchanged a dozen of mails as we seriously wanted closure. A single fact demonstrates our proactiveness: on 22nd May (Saturday) you sent an invite for meeting, at short notice our team of 6 members joined the meeting on 24th (Tuesday) morning and discussed the issues in threadbare, flagged out concern and shared our recommendation.

We draw your specific attention to following points in MoM dated 24 May'22:

- **# 2:** Urbana comprises 3 segments (a) Bungalow enclave (b) Residential Towers 1-7, (c) Urbana-II (comprising upcoming Towers 8-9-10), the expenses pertaining to the *common facilities* should be apportioned appropriately.
- **# 4:** Expenses on account of (a) Stores, (b) Repair (c) Site Maintenance that sums up to Rs 1.94 Cr is abysmally higher than previous years, need proper classification & mapping to respective heads to which it relates.

We recommended to identify and map following expenses pertaining to *common facilities* like Water Treatment, Sewage Treatment, Storm Drainage, Garbage Disposal, Fire Detection/Protection, Central Rotary, Main Gate, Pollution Control, Networking etc and apportion only a part, i.e., 50% of such cost to Towers 1-7.

- Manpower
- Electricity
- AMC
- Purchase & Stores items
- Repair & Maintenance Expenses

- Site Maintenance Expenses

Likewise, not exceeding 50% of expenses associated with Central lawn and 60% of Establishment Cost, 30% of gardening expenses should be apportioned to Towers 1-7; further, expenses for Parking should be apportioned in the ratio of parking allotted to owners of Tower 1-7.

In the meeting, it was agreed that UFM will work accordingly, which might take 2-3 days at max and thereafter we shall sit together to finally arrive at the expenses attributable to Tower 1-7. Since then, we have been waiting for a revert.

In the same meeting, we had explained that expenses of Rs. 33 lacs not attributable to Tower 1-7: (a) Rs 23 lacs on account of LPG and (b) Rs 10 lacs towards Interest on OD – explained in the MoM.

We also listed Expected Savings/additional Revenue of Rs. 39-44 lacs during FY 22-23:

- a. The current Insurance Policy premium is appx 31 lacs, hence there will be a saving of 14 lacs
- b. By investing the long-term Deposit from T1-7 owners in higher yielding instruments, e.g., PSU Perpetual Bonds/G-Sec, RoI can go up by 25-30 lacs annually

On doing a quick calculation at the meeting itself, it was estimated with knocking off Rs. 72-77 lacs as above and upon proper apportionment of expenses for common facilities, possibly there will hardly be any shortfall for Towers 1-7. We agreed to work out jointly upon completion of the above exercise.

We were utterly surprised by the mail sent by Helpdesk on 4th June'22 to all Urbanites intimating arbitrary decision of increase in CAM by 60 paise/sft while acknowledging the ongoing intense discussions with CAM team. During our meeting on 24 May'22, you had agreed to our observation & recommendation of apportionment of expenses pertaining to common areas to multiple segments, as stated in the MoM. Until the exercise is over and the matter is fully discussed & concluded, no revision in the CAM Bill is acceptable.

In the MoM dated 24/5/22, our recommendation was incorporated. We again request to resolve the issue without delay and only thereafter any decision on CAM revision based on data can be arrived at. We are ready to sit once apportionment data is ready and willing to extend all our support to close the issue in a rational manner. We reiterate that once the numbers are computed, only thereafter revised CAM for Tower 1-7 will be arrived at and accordingly Bill can be raised but there should be NO interim step,

We also invite your attention to following:

Point # 7 of MoM dated 24/5/22:

UFM updated that claim of Rs. 5.43 Cr was received from Insurance company for Aamphan, against which expenses on account Aamphan till 31/3/22 amounting to Rs 3.54 Cr has been incurred as communicated by UFM in mail dated 19 May'22. We emphasized that the surplus of Rs 1.89 Cr on Aamphan account should be maintained continuously and be invested in a separate Fixed Deposit having sweep-in facility.

Paragraph in UFM mail dated 4/6/22 reads:

"Further Club CAM charges for Bungalow Plot Owners – Rs 2400 per plot (old rate was Rs 1200 per Plot)".

Please refer to the Club SoP finalized in 2018, on which the Club Membership forms were made where you will find the Bungalow Owners monthly Club membership as Rs 2400/month. Fact is Bungalow Owners were paying @2400/month till Oct'20 as can be seen in the following UFM MIS Reports (2020-21):

Urbana Facility Maintenance Pvt. Ltd.									
MIS Reports (2020-21)									
Club	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Income Heads	₹	₹	₹	₹	₹	₹	₹	₹	₹
Tower Club CAM	14.04	14.04	14.04	14.04	14.04	14.04	14.04	14.04	14.04
Bungalow Club CAM	1.30	1.30	1.30	1.30	1.30	1.30	1.30	0.65	0.65
Club Misc. Fees	0.06	0.06	0.06	0.05	0.05	0.05	0.03	0.03	0.11
Interest on Delay Payment of Club Maintenance	0.29	0.38	0.38	0.41	0.33	0.34	0.31	0.32	0.31

However, as appears from the above MIS Report, since Nov'20, Bungalow Plot Owners Club CAM was reduced to half (from 2400 to 1200/plot) while Club CAM for Tower residents continued to be at same rate, despite repeated demands from residents for reduction when Club was non-operational since April'20 due to pandemic. You will agree that the mail is giving an incorrect impression that Bungalow Plot Owners' old rate was Rs 1200/month. At best, it can be stated '*Club CAM charges for Bungalow Plot Owners' has been reinstated to the original rate of Rs 2400/month.*

In view of the foregoing, the CAM team has advised the UWA Committee to communicate to all apartment owners of Tower 1-7, **not to pay more than Rs 2.40/sft towards CAM for the month of June'22 until the matter is mutually worked out and settled.**

As we have been engaging with UFM continuously, the mail sent by UFM Helpdesk on 4 June'22 to Urbanites without any consultation with us was surely not a right step; one of our team members already spoke to you over phone on 4th June'22 and has conveyed our position. Hence, we ask you to recall/withdraw the intimation dated 4 June'22 and advise you raise CAM Invoice for June 22 either @2.40/month only or wait till final conclusion of CAM computation.

Thanking You,

Kisor Kumar Nadhani

On behalf of UWA CAM Team

Attached: copy of Minutes dated 24 May'22

On Wed, May 25, 2022 at 9:49 AM Kisor Nadhani <kisor.nadhani@gmail.com> wrote:

Thanks Anjan da for yesterday's meeting when you patiently heard our views & recommendations and agreed to work on it.

I attach 'Minutes for the Meeting'.

Once the revised data is ready, please share with us.

Thanks

Kisor Kr Nadhani

On Sat, May 7, 2022 at 8:46 AM Kisor Nadhani <kisor.nadhani@gmail.com> wrote:

Thank you Anjan da for your prompt response.

We are glad to note that the stat. Audit for FY 21-22 is almost complete. While sharing Tally data, we request you to please also share the draft financials prepared by/shared with the Auditors. Also the Internal Auditors reports for FY 21-22.

Please also provide the following:

1. Billing Data for FY 21-22 from Adda and other sources
2. Copy of vendors & service providers Invoices for Aamphan related expenses during last 2 fiscal years.
3. copy of vendors & service providers Invoices for (i) Stores and Spares, (ii) Site Maintenance, (iii) Repair & Maintenance and break-up thereof mapping to Towers, Bungalows, Club and Common facilities (e.g., WTP, STP, Central lawn etc) for FY 20-21 and 21-22.
4. Copy of service providers Invoices with supporting documents/ attendance for (i) Security Services (ii) Housekeeping (ii) Gardening for the month of Jan'22.
5. copy of Agreements with ICICI Bank, Genius Kids and Red Chilli for Restaurant.

Looking forward to meet you on 13th May'22

Thanks

Kisor Nadhani

On Fri, May 6, 2022 at 6:28 PM Anjan Bardhan <anjan@urbana.co.in> wrote:

Dear KisorJi,

Good Evening,