**Anugraha Apartment Owners Association and Sattva Team Meeting**

**Minutes of Meeting**

**Date**: September 5, 2024

**Attendees:**

**AAOA Members:**

Mr. SP Nayak

Mr. Suryakant

Mrs. Kalavathi

Mr. Shivakumar

Mr. Nataraj

Mr. Shivalingappa Diggi

**Sattva Representatives:**

Mr. Ryan Taylor

Mr. Santosh Kumar

Mr. Anand Mishra

Mr. Praveen

Elmeasure Representative

**Agenda Items and Discussions:**

**1. Cauvery Water Update**

* Sattva Team has submitted another letter to BWSSB Chariman for road cutting permission not being given by BBMP.
* BBMP delayed road cutting permission citing new road and which can’t be cut for 2 years.
* Sattva team has resent the request to BBMP Special Commissioner.
* Copies of all submitted letters and demand receipts to be shared with AAOA.
* Resolution expected within 60 days (**by November 5, 2024**). **At least pipeline.**

The cavery connection has been further delayed as the concerned authority is not available and will be contacted post Diwali holidays.

**2. HT/LT Conversion and Power Disruptions**

* Sattva Team declined the HT to LT conversion due to management decision and building electrical design, which AAOA does not accept. Further discussions with management are needed.
* DG programming has been updated, and faulty BESCOM feeders have been replaced.
* DG service report to be shared with AAOA.
* DG – getting return power issue to be urgently investigated and tested.

HT to LT conversion is impossible at this stage and we have responded to the previous association in many occasions/meeting. DG return power issue has been sorted out. All service reports will be shared shortly.

**3. Elmeasure Billing Issues**

* Residents raised concerns regarding improper billing to be prioritized and resolved by Elmeasure.
* Elmeasure Team agreed to provide timely and detailed bills to residents.
* Elmeasure Team will share contact details (including email) for resident inquiries.
* Sattva Team to share the agreement copy which was made between Elmeasure and Sattva Team to AAOA.

Individual residents to reach out to anugraha.fm @sattvagroup.in for billing related queries and same will be escalated to elemeasure team for addressing. Detailed bills will be mailed individually within 12th of every month and also available in the app.

Our finance in charge Mr. Samir will reach out to you for sharing agreement copy.

**4. Maintenance of Amenities**

* Facilities team shared the status and deadlines for the fix for ongoing maintenance of Amenities.
* Deadlines to be communicated to residents.

There will be little delay in servicing of bowling alley as there is an issue with the software updation and hard disk, we have sent the system through Profession courier to Mumbai on 24/10/24.

Materials received for servicing both men and women Jacuzzi and it will ready by 1/11/24.

**5. Water Hardness Concerns**

* Facilities maintain water hardness levels, but not TDS.
* Hardness checked every three months, reports to be shared with AAOA.
* As Per Sattva Team, low occupancy and water storage contribute to increased hardness.
* AAOA to seek expert opinion hardness for domestic use.

Required reports will be shared at the earliest.

**6. Handover (HOTO) and Corpus Fund Transfer**

* AAOA will send an official request to initiate the HOTO process.
* AAOA to request corpus fund transfer with applicable interest as part of the HOTO process.

**Request for HOTO yet to be received from AOA.**

**7. Security Lapses**

* AAOA instructed the security team to strictly follow standard guidelines.
* Residents raised concerns about security check-in. Proper check-in/out procedures to be enforced.

Strict instructions have been given to security team towards adhering to the guidelines and reach out to facility team/AOA for any escalations.

**8. Visitor Car Parking**

* As per Sattva Team, records show over 300+ illegally parked cars in the complex.
* Sattva Team to allocate and mark visitor parking by October 5, 2024.
* RF ID system to be implemented post-allocation of all the parking spaces.

We have reached out CRM and project team for numbering visitor parking and same will be done before 23/11/2024. Security team is locking unauthorized car parking and collecting fines. RFID system will work smoothly when there is 100% occupancy.

**9. Borewell Conversion**

* 2 of 5 borewells are operational.
* Facilities team to assess the conversion from commercial to domestic use, and Praveen to provide details to AAOA.

Mr. Praveen/Prakash will reach out to projects team for getting further borewell details.

**10. GAIL Gas Connection**

* GAIL Pipeline completion discussed by Sattva Team with the Regional Head; updates expected by the end of September 2024.
* GAIL helpdesk to be set up at Anugraha premises, and status to be shared with AAOA immediately.
* At least 48-hour notice to be given to residents for any maintenance activities.

MOM between GAIL and Sattva team will be sent to shortly and GAIL team can be contacted through control room mobile no: 8904085019 /8867786683.

No maintenance will be allowed to Gail without prior approval.

**11. Helpdesk Contact Number**

* Facilities team agreed to procure an additional helpdesk mobile number.

Additional phone no 9611937043 has already been provided to Clubhouse reception and it will be available for 24/7.

**12. Buggy Availability**

The buggy is available in the complex and will be operational by the end of September 2024 after servicing.

We had reached out to the service vendor, however buggy is beyond repair.

**13. Seepage/Leakage Issues**

* Genuine seepage/leakage cases will be addressed by the facilities team.
* Other Seepage issues because of grouting and pipeline changes are not taken care by facilities.

Common area Seepages/leakages will be addressed on priority in coordination with project team and also its owner’s responsibility if seepage occurs due to their negligence inside their flat.

**14. Maintenance:**

* The current rate of Rs. 4.5/- per sq. ft. and multiple requests made by EX OA Sattva denied any further reduction, and the outstanding dues have now exceeded Rs. 2 crores.
* The Sattva Team has requested AAOA's assistance in collecting the pending maintenance charges and insisted that it us part of the taking over from previous OA . However, AAOA has clearly stated that it will not be involved in any collection activities.
* AAOA has requested the Sattva Team to provide detailed information on the current expenses and justification for the Rs. 4.5/- rate, which is higher than in other comparable apartments.
* Sattva refused the sharing of accounts of maintenance to OA.
* If Sattva team is ready to reduce the maintenance, then we can take up this with the residents and collect their feedback.
* AAOA will consult with the residents to determine the next steps regarding the payment of maintenance charges.

Reduction in maintenance charges is not possible. PKM sir has already responded to the previous association to their many requests and also in open house meetings. Please avoid making these requests in future.