

## **AAOA – Residents Meeting: Minutes of Meeting (MOM)**

**Date:** 15-FEB-2025

**Location:** Clubhouse Party Hall

**Time:** 10:00 AM to 12:00 PM

### **Agenda:**

1. Cauvery Water Connection Update
2. Accounts & Finance Updates
3. Maintenance Update
4. Initiation of HOTO
5. General Updates
6. Questions, Feedback and Suggestions

### **Attendees:**

- AAOA Members: S P Nayak, Suryakant, Dr Venkatagiri, Shiva Kumar, Venkatesh Shenoy, Nataraj
- Residents

### **1. Opening Remarks**

- Mr Venkatesh Shenoy (MC Member) welcomed all residents to the second official meeting of the AAOA. He outlined the overall agenda and emphasized the importance of resident participation in building a cohesive community.

### **2. President's Address**

- Mr S P Nayak (President): Thanked the residents for attending the meeting and provided some updates on the ongoing Association Work

### **3. Updates on the pending issues, future course of action, Amenities Working Condition**

- Mr Suryakant (General Secretary) gave a detailed report on all the activities carried out by the AAOA over the past couple of months, follow up with FM Team on the pending work like Amenities in Maintenance, Cauvery Water Connection, Security issues etc.

**Below are the updates shared by General Secretary Suryakant:**

### **Cauvery Water Connection Update:**

Writ Petition is filed in the High Court by the Builder to fast track the process:

WP NO: 34777 – Last hearing was on 8th January 2025

After due consideration with the builder about the pending issue of Cauvery water connection it was informed by the builder that the BWSSB Board is reluctant to duly provide supply of connection and having thoroughly considered the said issue and on expert opinion by the Sattva legal department it was decided to approach High Court of Karnataka to issue direction to supply the connection by time bound and the same is pending consideration by the court.

We are continuously putting the pressure on the Builder to complete it as soon as possible.

**Shared the Details about the Working condition of the Amenities.**

**Shared the Details about the Income and Expenditure amount** for the current Period including Kannada Rajyotsava and Dasara/Navaratri Expenses.

### **Maintenance Update:**

The builder has agreed to transfer the maintenance responsibilities to the Association effective **April 1, 2025 for the phase 1.**

Transfer of Maintenance Responsibility – The builder will no longer manage maintenance; the **Association will take over from April 1, 2025.**

**Benefits:**

#### **Cost Reduction**

Effective low maintenance charges

#### **GST Benefits**

No GST up to 7,500 Rupees (Currently we are paying Rs. 4.5 + GST which is almost (5 Rupees, 30 Paisa per sq. ft.), in which is GST itself is around 80 Paisa per sq. ft., so this 80 Paisa Per sq. ft. can be saved straight forward up to the maintenance of Amount 7,500)

#### **Improved Facility management**

Improved Security, Housekeeping and better and fast addressing of Plumbing, Electrical and Other Common issues within 45 Minutes

### **Initiation of HOTO:**

As per the meeting with Sattva Management on 27th January 2025, the Builder is willing and ready to initiate the handover and takeover process of Phase 1 to the Association effective April 1st 2025.

AAOA has started collecting competitive quotations from various vendors for the security, housekeeping, gardening, electricians, plumbing etc. for an efficient service with effective cost.

SPECIAL GENERAL BODY MEETING (SGM) will be held within next two weeks to discuss and obtain suggestions and to inform the residents about the complete process of HOTO to be taken place.

## **General Updates:**

**Water Hardness** has been now monitored regularly for Phase 1 and a report generated every quarter.

To ensure solving of **lack of parking facility to the Visitor**, it is directed the Builder to resolve the issue and provide parking facility as per the master plan.

**Steps taken by the Builder:** Builder has marked the visitor parking and Club house parking slots, few are still pending so we asked them to complete it as soon as possible.

**GAIL Gas connection** – Directed the Facility and Management to quickly resolve the issues faced by the residents.

**HT-LT conversion** – Pending, Open Discussion with the Residents (Likely to be taken up under SGM dedicating for HT/LT Issue).

**Elmeasure issue** – requested to generate the notification to the residents when balance is low and asked to conduct a few sessions on the billing.

## **Further Actions:**

Security and Housekeeping vendor will be changed effective 1st March 2025 to resolve the lapses by the current vendors.

Maintenance with effective low charges starting from April will be collected and maintained by the Association.

Migration to the Mygate application to ease the issues faced in Nobrokerhood

DG programming upgraded, and BESCO has replaced the faulty feeders. Regular DG service report has been requested and it will thoroughly audited during HOTO.

To form representatives of 3 members for each tower to address the grievances and feedbacks.

Thorough analysis is carried out about the Maintenance takeover and HOTO process and which will be discussed in details in the **Special General Body meeting (SGM)**, which will be called in next two weeks.

## **Questions and Answers:**

**Q1: Delay in Cauvery Water Connection**

Resident: Some residents raised concerns about the delay in the Cauvery connection, suggesting that the builder has not made the necessary payment to BWSSB, causing the delay.

Association's Response: The builder has confirmed that full payment has been made to BWSSB. Despite this, there has been a delay in the connection. As a result, the builder has filed a writ petition in the High Court to expedite the process. The Association will follow up with the builder, request the payment receipt, and continue to apply pressure to ensure the connection is provided as soon as possible.

## **Q2: Change in Driveway Path**

Resident: Why has the driveway path been changed? Many residents find the new path inconvenient, and it was suggested that an entry be added near the Buddha statue.

Association's Response: The new pathway was implemented by the Sattva Project team and was approved by the BBMP. Changing it could pose issues with fire and safety clearance. However, due to numerous requests from residents, the Association will ask the Sattva Project team/Facilities team to explore more convenient alternatives (only about providing one entry near the Buddha Statue and strictly not about the one way). An update on this will be shared with residents within one week.

## **Q3: Insufficient DGs**

Resident: Two DGs, which were supposed to be installed by the builder and for which residents were charged, have not been installed.

Association's Response: The Association will look into this issue and check with Sattva management. This will also be thoroughly audited during the HOTO process.

## **Q4: Vehicle Movement in Front of the Clubhouse**

Resident: Some residents requested that vehicle movement in front of the clubhouse be stopped.

Association's Response: The Association will assess the feasibility of this request and update residents accordingly.

## **Q5: Security Deployment at Each Tower**

Resident: Why can't security be deployed at each tower, particularly to assist during lift emergencies?

Association's Response: As previously mentioned, the security vendor will be changed effective April 1, 2025. Once the new security team is in place, the feasibility of providing security at each tower will be evaluated.

## **Q6: Lift Issues**

Resident: Why are there so many issues with the lifts?

Association's Response: The issue has been escalated to Mr. P K Mishra, and the lift vendor has been instructed to address the problems immediately. The Association is actively monitoring the situation and will ensure prompt resolution.

**Q7: Maintenance Payment Starting April 1st**

Resident: Will the maintenance payment be made to the Association starting April 1st?

Association's Response: Yes, maintenance payments will be made to the Association starting April 1st, 2025. Further details will be shared during the upcoming Special General Body Meeting (SGM).

**Q8: Utilization of Buggy**

Resident: Why is the buggy not being used even though it is available?

Association's Response: The buggy is currently undergoing maintenance, and the repair costs are significant. However, the Association will raise this matter with Sattva management and urge them to repair and make the buggy available before the completion of the handover process.

**Q9: Visitor Parking Allocation and Marking**

Resident: Why hasn't visitor parking been allotted yet, and why aren't the spaces marked?

Association's Response: Out of the 200+ visitor and clubhouse parking spaces, over 150 have already been allotted and marked. For the remaining 50 spaces, there are some issues, and the builder has been asked to resolve them by reallocating and completing the markings. Once this is done, the map will be shared with residents.

**Q10: GST/Tax Reversal**

Resident: The reversal of GST/Tax needs to be discussed with the builder.

Association's Response: The Association will notify Sattva management regarding this matter and request them to take the necessary action.

**Q11: ATM Installation at the Premises**

Resident: Can an ATM be installed at the premises?

Association's Response: The Association has consulted with 2-3 banks regarding this matter. However, there are certain conditions that need to be met, such as a minimum transaction volume per day or month. Since most residents currently use UPI payments, it is challenging to meet these conditions. The Association will explore options with additional banks to see if ATM installation can be made feasible.

**Q12: Pending Maintenance Dues**

Resident: Should residents pay the pending maintenance dues? If not, will the Association recover them?

Association's Response: The payment of pending dues is a personal decision for each resident. Many residents have withheld payment due to high maintenance charges, and some have already received legal notices. The Association will not be responsible for collecting these dues as the payment responsibility lies with Sattva.

**Q13: Water Hardness in Phase 2**

Resident: Why is there a water hardness issue in Phase 2, which is affecting appliances?

Association's Response: The issue is due to the Water Treatment Plant (WTP) and Sewage Treatment Plant (STP) not yet being operational in Phase 2, as they require a certain occupancy percentage. The Association has suggested that Phase 2 residents form a group to collaborate with the Facilities team and explore alternate solutions until the WTP is operational.

The same applies to the Phase 2 lift issues.

**Q14: Pending Works and Corpus Fund during HOTO Process**

Resident: What will happen to pending works and the Corpus Fund when the HOTO process begins?

Association's Response: All pending issues will be taken up with Sattva management and resolved before the completion of the HOTO process. The Corpus Fund will be transferred to the Association's account, along with any accrued interest, from Sattva, more details about this will be shared in next SGM.

**Action items for Association:**

1. Let the residents know about the path way change (only about one entry near Buddha statue and not about one way) within 1 week which is by 22nd Feb 2025.
2. Confirm about the Demand payment to BWSSB by Sattva Team and share the details with residents within 1 week which is by 22nd Feb 2025.
3. Call the SGM - Special General Body Meeting to share the detailed Analysis about the maintenance takeover and HOTO Procedure.