

**Minutes of Meeting of 'Board of Managers' (BoM)**  
**22<sup>nd</sup> December, 2024**  
**B1 Auditorium, Club Urbana**

1. The meeting started at 10:45 against the schedule time of 10:30 due to lack of quorum initially.
2. The meeting was called to Order and President thanked BoM present for attending the meeting and requested to join for the National Anthem
3. Out of 47 members – 19 members requested for LOA; Leave of Absence was granted to: Shankar Gupta, Mamta Agarwal, Ritu Agarwal, Nidhi Goenka, Harish Kabra, N Krishnan, Kalpajeet Basu, Abhishek Jalan, Harish Sekhsaria, Rajiv Ganeriwal, Ashish Tekriwal. Surajit Maity, Nikhil Kothari, Jayanta Guha, Sujata Todi, Sauvik Chakravorty, Dr. Alokesh Ganguly, Amit Tekriwal, Prakash Sashidharan. The President once again requested the members to attend the Board meetings on time, not to leave the meetings mid-way and to keep the forenoon of the Board meeting day free and dedicated for this purpose.
4. The minutes of the previous meeting held on 17<sup>th</sup> November, 2024 were confirmed and approved by the members present. It was suggested by the Members that a structure/template for recording of minutes of meeting for each committee is to be prepared by the Secretariat and sent to the respective committees. The respective committees will record the minutes of the meeting of their periodical meetings in that format and thereafter sent to the Secretariat for records.
5. President informed the House that a 'Draft-Report' has been received from JLL and that most of it pertains to the Technical Committee and being addressed by them and their Convenor. The Technical Committee has already started examining the findings of JLL and a major portion of snags have been addressed by them and the rest will be taken care of gradually. The rest of the portions of the report will be segregated and distributed to the respective Committees soon for necessary action. This being the most important issue at hand, periodic meetings will be held on the subject and members were urged to attend. He also informed that a Presentation will be made by JLL and the date will be announced well in advance and requested all to attend the same. Only thereafter the 'Final-report' will be submitted by JLL.
6. He informed the house about a letter received from the Lift License Board, as forwarded by GM-UFM and extracted as follows:

*In reference to the below email, I would like to inform you that the Lift License Board recently called us regarding the lift incident in Tower 6. As per their instructions, we are required to deploy lift operators in every lift for 24x7 hours. but till date we had not implemented this due to the associated monthly costs. However, the board has begun following up, and we must now deploy at least one lift operator in every tower for 24x7 hours. For that we need to appoint 18 additional lift operators, and that will be an additional cost of Rs 3.81 lakhs per month on tower cost.*

*In this situation, please let us know how to proceed with this requirement.*

The matter was deliberated at length and several suggestions were received from the members. It was decided that a three-member Committee consisting of Ms. Shukla Das, Mr. Kalpajeet Basu-Mullick, Mr. Abhishek Jalan and Mr. Aninda Palit will examine this issue in consultation with GM-UFM and submit their recommendation.

7. He informed the House about action being taken for recovery of CAM dues from defaulters by UFM and the assistance provided in the matter. He also recommended that henceforth action to

be taken in respect of CAM defaulters beyond two months instead of three months. The House agreed to the proposal and approved it.

8. The Board Managers requested for re-introduction of the annual payment of CAM by residents. The matter was discussed extensively and the stand taken so far was also conveyed. However, the managers insisted on re-introduction of this facility as it is very convenient and the House approved the same.

**Assistant Secretary, Shri Rajesh Singhal**

9. He stated that during the recent discussion regarding the **STP (Sewage Treatment Plant) tank**, the following points were raised:

Current System in Urbana: At present, both dark water (sewage) and grey water (waste-water from showers, sinks, etc.) are mixed and sent to the STP for processing. Post-treatment, the processed water is primarily used for gardening and other non-domestic purposes, with any excess being pumped into the drain system. Currently, this water is not utilized for domestic purposes.

Standard Practices in Other Complexes: In most residential complexes, dark water is directed to the STP, while grey water is treated separately and reused for various purposes, including domestic use.

Confirmation and Impact: Technical Committee Convenor, Uday da confirmed that both types of water are currently mixed, which affects the efficiency of water recirculation and that the present setup limits the volume of treated water available for reuse, increasing reliance on groundwater or municipal water sources.

Proposal for System Improvement and Future Considerations:

- To optimize the system, it was proposed to separate grey water and dark water at the source
- Grey water could be treated independently and reused for appropriate purposes, while dark water is processed in the STP
- This separation would enhance water recirculation, potentially reducing reliance on groundwater and municipal water supplies (e.g., KMC water)
- While we are currently expanding the STP capacity, it remains to be determined whether this expansion will suffice to accommodate the needs of upcoming towers in Urbana.
- Separating and treating the two water types could also support the long-term scalability of our water management system.

**Next Steps:**

- It was proposed to evaluate the feasibility and cost implications of this separation system. A detailed plan should be developed to determine the modifications required and their potential benefits. This will help us ensure sustainable water management practices while addressing future growth. Action Technical Committee and Shri Rajesh Singhal, in consultation with GM-UFM

**Proposal for Club Restaurant Operator Change:**

10. During the recent meeting of 'Welfare Committee', ongoing concerns raised by residents regarding the service quality, food quality, and overall experience at the restaurant operated by

the present 'Service-Provider' was discussed at length. These complaints, including issues with home delivery services, despite having repetitive and multiple discussions and feedback sessions with the vendor.

It was felt that given the fact that this is a residential club where the customer base is fixed, the vendor must consistently provide a high-quality experience to maintain resident satisfaction. Unlike standalone-restaurants that cater to a rotating clientele, the club requires a proactive approach to sustain the regular patrons and unfortunately, the current vendor has not been able to meet these expectations despite repeated opportunities for improvement.

Considering the circumstances and the fact that the present contract ends in March 2025, it was proposed not to renew their contract and instead identify a promising alternative. 'Tandoor Park", a vendor with six years of experience operating the restaurant at RCGC has been identified as a promising alternative and the feedback from Urbana residents, many of whom are RCGC members, has been overwhelmingly positive regarding their food quality, variety, and overall management. Further, Shri Aninda Palit suggested organizing a weekly 'pop-up event' where different restaurants collaborate with Tandoor Park to serve special add-ons. This initiative is a good suggestion as it aims to generate excitement and maintain the residents' interest in the club's dining offerings.

After due-deliberations the Board decided to empower the 'Welfare Committee' to examine all the pros and cons, look for the best alternative, examine the financial terms and take a decision and convey to the Board in its next meeting for implementation wef 1.4.2025, upon completion of the existing contract and initiate steps for a smooth take-over.

#### 11. **Proposal for Redevelopment Fund**

Our towers are approaching a significant milestone—nearly a decade since we started residing here and almost 15 years since their construction began. It is imperative that we begin planning for their long-term upkeep and enhancement. A well-maintained complex not only ensures a better quality of life for residents but also preserves and enhances the economic value of our property. He proposed that we initiate discussions to establish a Redevelopment Fund aimed at the following:

Improving aesthetics and Maintenance: Upgrading exteriors and interiors to keep the towers looking modern and appealing. As also to addressing wear and tear to prevent major issues from escalating.

Long-term planning: Ensuring the sustainability of the complex's infrastructure as high-rise complexes experience significant deterioration after a decade due to a lack of planning and financial resources. This often results in a decline in property value and living standards.

#### Challenges and Recommendations:

Financial Impact: We recognize that residents may resist additional financial contributions. However, we must emphasize the importance of these contributions as investments in their homes' future value and livability.

Professional Guidance and Proposed Plan: It is recommended to engage a reputable consultant who can evaluate the current state of our towers and draft a 10-year redevelopment plan. This would ensure that we approach this initiative strategically and effectively and begin consultations with experts in 2025 and to develop a phased redevelopment strategy starting in 2025.

**The Board decided to take this up in serious earnestness and advised members to forward their suggestions for a final decision in the matter in the next Board meeting**

**12. Double Entry Exit at T1**

Shri Rajesh Singhal informed the house about the challenges at Tower 1 arising from the leased parking area and leased porch area, which result in congestion during periods of heavy traffic. To address this issue, he requested the House approval to construct a double entry-exit system for Tower 1, similar to the setup at Tower 5. The President said that this matter has been discussed previously, and the Board has approved the possibility for other towers to implement similar arrangements in line with Tower 5 in its meeting held in September, 2024. Therefore, the proposal for Tower 1 to proceed with the construction of a double entry-exit system was acknowledged and supported. The minutes of the said meeting reads as follows:

**Double entry exit**

*The board discussed and approved the Tower 5 double entry/exit proposal and it was also agreed by the Board that Towers 1, 2 & 4 may propose a similar double entry-exit. The 'Tower-Captains' were advised to prepare their proposal, obtain the consent of the residents of respective tower and then forward their proposals to the 'Technical Committee'. Once approved, the President of UAAO could finalise and approve them, under subsequent intimation to the Board. The President shall have the option to seek advice and support from any member or committee if necessary.*

**13. Recording of Meeting decisions:**

A concern was raised regarding the lack of proper documentation for various committees and other meetings and without adequate records, future members might not have access to the decisions and discussions already undertaken when the office transitions to a new management. It was proposed to hire a dedicated employee under UAAO to coordinate meetings across various committees, document and circulate minutes and support committee members in organizing and maintaining meeting documentation.

The house agreed with the need for a dedicated secretariat and it was also suggested that a full-time secretariat for UAAO should be considered upon the formal takeover, as also envisaged in the Bye-Laws.

**Technical Report by Convenor, Shri Uday Mukhopadhyay**

14. JLL Report: After regular and constant interaction with JLL by the Technical Committee, a draft-report has been submitted by JLL. The Technical Committee has already started working on findings of JLL and a major portion of snags have been taken care of and rest will be taken care gradually because a lot of materials need to be procured and external agencies are to be engaged.
15. Gas Pipe-line replacement: As discussed, and approved in the last Board meeting quotations for selection of vendor has been completed. Technical specifications, SOW, Terms and conditions,

BOM etc. have been sent to three vendors for quotation and expected by next week. A competitive statement will be submitted to the Board for quick financial approval.

16. WTP and STP: 50 % capacity enhancement of WTP and STP will be done and the entire project will be taken care of by BNRI. All the Snags reported by JLL will be taken care of by the respective vendors. A copy of report has already been handed over to them.
17. Plumbing line: All Plumbing lines are being inspected and a consolidated BOM is under phase-wise preparation. All the piping, pumps, collection pits in the service floor are in bad shape and it requires an overhauling. A considerable financial impact is envisaged.
18. Technical snags relating to Fire and safety are in various stages of correction; 85% has been completed and the rest are in progress. All structural problems like leakages in basement, Façade cleaning, Silicon-gel on windows is being taken care of and vendors have been invited and requested for quotation for repairing the leakages.
19. Upgradation of CESC Meter Rooms has been completed for six towers and the seventh tower will be completed by 10<sup>th</sup> January, 2025.
20. Assistant Treasurer, Shri Prabir Paul mentioned that the Security Committee will acknowledge tenders from different Security Agencies with the updated terms and conditions. The best rates and best suitable terms and conditions will be our selection criteria.
21. Medical Issues: The house was informed that the medical-Room and its functioning need attention and additionally we have been receiving several proposals in the matter. It was decided to call for a meeting in the first week of January on the subject and the President requested the members raising the issues to be present at the meeting or send their suggestions in advance to finalise long-term decisions.
22. Shri Vikram Saha, Convenor of the 'Pet-Committee' presented the SOP (as was also circulated in the Board Group earlier in the day). He mentioned that the same was prepared after several rounds of 'Consultation' and recommended the same for circulation and implementation. The President requested for recommendations (including fines) on errant Pet-handlers and to come up with a follow-on circular in the matter.  
  
After detailed discussions the SOP was approved for circulation and the house thanked Shri Vikram Saha for his efforts on the subject.
23. Water Consumption checking: President invited Shri Susanta Mallick, Co-Convenor of the KMC Committee to present his report on high water consumption in Urbana, which is a very important and sensitive subject as consumption of water is alarmingly high in certain towers. Shri Mallick presented a very lucid and elaborate report on the subject and explained in detail the need for water consumption and the urgent action that needs to be taken. The House appreciated the report and advised to take action for early installation of Water Meters.

The meeting ended with a Vote of Thanks.

# **Urbana Pet Policy**

December 2024

Further to the guidelines issued by the Animal Welfare Board of India in 2015 followed by the Pets Policy circular drafted by Shri Peeyush Pandey in August 2021, we have broadly summarized the key takeaways or guidelines that need to be followed in Urbana going forward:

**Keeping our Residents safe:**

- 1) Whenever the Dog is in a common area i.e. outside its flat, it must *always* be kept on leash and under strict supervision of its Owner or handler. This is irrespective of its size or breed.
- 2) It is the sole responsibility of the Owners to ensure that their Dog is disciplined. **In case a particular Dog attacks a resident or any individual for that matter, the Dog Owner has to take complete accountability. A police complaint may be filed by the aggrieved party and the resident will have to bear all medical expenses and legal damages, if any.**
- 3) Eventually, it is the Pet owner who is responsible for all actions of its handler, be it a domestic help or a hired dog walker. Even if visitor's pet comes to Urbana and creates a nuisance, it's the Urbana resident and host who stands accountable.
- 4) Residents should ensure that their pets are vaccinated on a timely basis including administering of booster shots. One must note here that vaccinations need to be administered annually. Typically, the major vaccinations are for Rabies, Corona, Parvo and Distemper and any others that are suggested by the respective Vets. It is the Pet Owner's responsibility to update UAAO / UFM with the updated vaccination records. This should ideally be done through the MyGate App which Pet owners have been briefed upon in the WhatsApp group. Otherwise, Pet Owners are being reached out to fill a detailed form which can then be kept for records.

- 5) Till recently, all dogs, small or large, could not be banned in any complex, However, based on the recent verdict dated 15th March 2024, the Government has banned ferocious 25 dog breeds as it considers them to be aggressive and dangerous to human life - Pitbulls, Mastiffs and Rottweilers being among them. This means that there will be no further import, breeding or sale of these dogs as pets. Based on this verdict, the existing pet owners of the above breeds will need to exercise extreme caution in ensuring that they have proper licenses in keeping them and that their pets are sterilized. However, any new induction of these dogs considered dangerous will not be allowed.
- 6) While muzzles cannot be mandated for dogs in general, an exception is being done for the above aggressive breeds mentioned wherein these dogs will need to be muzzled when taken out of their apartments especially while using elevators.
- 7) Keeping safety norms in mind, a dog handler or domestic help should not handle more than two small dogs OR one large and one small dog at the most at a time as it may be difficult for him to control the animal since he may be overpowered at times in case of an approaching car or an aggressive stray dog nearby.

**Keeping Urbana clean:**

- 8) The Owner or handler must clean the poop using a scooper or poop bag. Fines will be levied and entry restrictions may be imposed on handlers or helps. In case poop is found, CCTV footage will be seen and action will be taken as deemed fit. If a Pet urinates or poops inside the lift or tower lobby, the owner must take full responsibility in having the area cleaned up. The same applies to the basement area as and when accessed during rains. For this, it is suggested that the handler carries a bottle of water to clear the soiled area.
- 9) Pet parents are requested to advise their pet handlers or domestic helps to carry scoopers or poop bags. When stepping out, Security can check with them and, if needed, send them back to the house to fetch and bring the scooper or poop bag.

**Access and restrictions:**

- 10) The Owner or handler can take the Dog in any of the Elevators as would otherwise be applicable to residents and domestic helps in that particular tower. For example, if the resident is taking the dog out, he or she can use any of the elevators. However, the domestic help or handler should only take the pet in the elevator he or she is designated to use.
- 11) When taking the lift from the ground floor, a resident can request but cannot prevent the pet owner or handler / domestic help from entering the designated lift and likewise while coming down, no resident can ask the pet owner or handler to step out. However, if the pet owner or handler / domestic help is planning to enter a lift midway which is already partially occupied, he should seek the permission of the occupants before entering. If denied, the pet owner or handler / domestic help should wait for the next lift. All these are issues of general courtesy which the residents may amply exercise.
- 12) Barring a few restricted areas such as Club or Central lawns or the tower lawns adjacent to the community halls, Pets are allowed to move around freely with its Owner or handler in most of the open areas in Urbana. It is important to note that the basement area is to be used predominantly for car parking. Only in exceptional cases like rains or heat wave should the basement area be accessible to pets. Needless to say, owners / pet handlers / domestic helps are expected to carry the poop bag or scooper and pick up the poop, if required, and maintain hygiene. Efforts are being made to ensure that a few Pet hygiene areas can be identified within Urbana that can be easily accessed.
- 13) Residents are advised to exercise caution while walking their Pets in terms of safety. UAAO or UFM will not be responsible for any vehicle accidents or attacks by other strays or pets within the complex.

### **Role of Pets Committee:**

In case a resident notices an act which he or she feels is a violation of the Pet Guidelines or would like to voice their concern on any matter pertaining to dogs, he or she may send an email to **[petsnstrays@urbanaaaao.in](mailto:petsnstrays@urbanaaaao.in)** accessed by the Pets Committee who will try to respond and/or resolve the issue at the earliest.

- \* Members are requested not to post violations on social media or sham the owner in the WhatsApp groups. This only creates ill feelings.
- \* However, if it is seen by the Pets Committee that there is a **willful** or repeated case of violation, the Pet owner will be warned by written notice and if such incident or violation continues, the matter will be brought to the notice of all Urbana Residents.
- \* Keeping a record of violations will be strong evidence of any non-compliance of the Pet owner.

### **Guidelines with respect to Street Dogs**

- As per Indian law, beating and driving away street dogs is NOT allowed. They can only be sterilized in the manner envisaged in the Animal Birth Control (Dog) Rules, 2001, vaccinated and then returned into their original habitat.
- There is no law that prohibits the feeding of street animals. In case one chooses to feed the dog, it should be done at a place away from the residences and also away from children's play area or public access points. Also, there should be no leftovers once the strays have had their fill and the area must be cleaned.

### UAAO's Role in controlling Stray Dog population:

- Over the next few weeks, UAAO will do a headcount of the stray dogs and ensure that they are identified and photographed. Their domain area will also be identified and a chart with photos will be shared with the Tower Captains and Security.
- Security will be informed to ensure no more strays enter the complex.
- Over time, efforts will be made to ensure sterilization of the stray dogs in Urbana.

### **Maintaining records**

The Pet owners will need to submit to UAAO complete details of their Pets. For this purpose, a new form has been designed (Annexure 1) which will need to be filled up. We will be taking help of the Tower Captains in facilitating this activity by coordinating with their respective Tower Security who will help us identify all the Pet Owners and get the Forms filled by them.

Further, provisions will also be made to capture details of all the Pet handlers / Dog walkers so that everyone falls in line with the Pet policy and there is no violation of the rules and regulations that have been laid down.

Additionally, Residents are advised to use the MyGate App and incorporate their respective Pet details in the Member's section.

*The Urbana Pet Policy is subject to revision periodically.*

Annexure 1

Pet Details	
Name of Pet	
Breed	
Age	
Gender	Male / Female
Weight	Kgs (appx)
Color / Mark	
Photo	{paste Photo of Pet}

**Vaccination Details**

Details of Vaccine	1.	2.	3.	4.
Valid till				

Owner Details	
Name of Owner	
Tower:	Flat Number:
Mobile no:	e-mail:
<b>Dog Walker details</b>	
Morning timings	From: To: AM
Evening timings	From: To: PM
Goes for a walk mainly with (strike out what is not applicable)	Owner / Handler / House Help
Does the Dog Walker carry pooper scooper / poop bag / bottle of water to clean up?	Yes / No

Details of Dog Walker	
Name	
Mobile Number	
UFM ID card no / Flat no	
He / She is:	Professional Handler / Domestic Help / Owner
Number of Pets the Handler takes together	