

## URBANA ASSOCIATION OF APARTMENT OWNERS

**Second Meeting of Board of Managers**  
**Date: 21<sup>st</sup> April, 2024**

**Venue: B1 Auditorium**  
**Time: 10.30 AM to 12.15 PM**

### Minutes of Meeting:

1. At 10.30 AM, only 15 members were present and hence the meeting was postponed for 15 minutes. At 10.45 the meeting commenced when the quorum was complete.  
(Present: 34, Leave of Absence: 14)
2. The minutes of the previous meeting held on 17<sup>th</sup> March, 2024 was confirmed and approved by the Managers present.
3. President Shri Sanjeev Nandwani welcomed the Board of Managers present and intimated the Board about the various meetings and interactions held in the intervening one-month period and which were detailed as:
  - Official meetings of the Office Bearers
  - Small group office-bearers meetings with:
    - BNRI
    - UFM
    - Past Presidents of UWA
    - Meetings with specialized Agencies, such as JLL, CBRE, Vestian
    - Meeting with other similar complexes
    - Meeting with Urbana residents with experience in Civil or Take-over work
    - Ongoing process with other small groups and individuals
  - Interaction with UWA President and Secretary
  - VC with BoM's on 9<sup>th</sup> April
- He also mentioned that meetings and stake-holder consultation is an on-going process for an efficient takeover and that the following meetings will also be carried out soon as follows:
  - Previous Secretaries and Treasurers
  - Other Complexes
  - VC with NRI's
  - Any other individual/association that the Managers and/or Member of the Urbana AAO may suggest
4. President explained that based on these interactions the team has drawn a draft '**Scope of Work**' a copy of which has been shared with the Board of Managers on 20<sup>th</sup> April' 24 evening. He read out the same and explained in detail the various issues detailed in the draft. (A copy of the same is annexed to these minutes and marked as 'Annexure -1').
5. **Letter-head:** On the basis of discussions amongst the office bearers, two formats of the letter-head were suggested and the second option with the names and co-ordinates of Office bearers at the footer was found acceptable. He sought volunteers from the Managers to help in designing a logo and also to finalise the Letter-Head, Mr. Sauvik Chakravarty and Mrs. Nidhi Goenka offered their services.

## URBANA ASSOCIATION OF APARTMENT OWNERS

6. He informed the House that a **PAN Card** has been issued and thanked the Treasurer for quick action in the matter.
7. **Owners Database:** President stated that he has been pursuing with BNRI and would prefer to get the authentic data from BNRI only. He is continuously following up with BNRI and hopefully will receive it soon.
8. President requested members to suggest changes/amendments to the West Bengal Apartment Ownership Bye-Laws, if any, so that we can take it up with the Competent Authority.
9. President informed the house that he is personally in favour of initiating steps for application for formation of **Federation** simultaneously and sought concurrence of the Board, which was agreed to.
10. President expressed that a new **Bank Account** in the name of Urbana Association of Apartment Owners needs to be opened. He added that Bye Law 19(1) of the West Bengal Apartment Ownership Bye Laws 2022 states that account can be opened with State Bank of India or any Nationalized Bank.

Accordingly, he proposed to open a Current Account with Bank of Maharashtra, Ruby Park Branch, P-39/2, Kasba Industrial Estate, Phase – III, Kolkata – 700107. He further informed that as per Bye Law 19(3) of the West Bengal Apartment Ownership Bye Laws 2022, the Bank account shall be operated by the President and the Treasurer jointly. Accordingly, the following Resolutions were placed before the members which are annexed and marked as 'Annexures -2 and 3'.

Members present unanimously approved both the resolutions and the President and Treasurer were advised by the Managers to open a Bank Account at the earliest.

11. President expressed that a five-member Grievance Redressal Committee has to be formed as per the Bye-Laws and he sought names as suggestions from the Board and which will be finalised in the next BoM meeting.
12. President then requested Vice President, Treasurer, Asst Treasurer, Secretary and Asst Secretary to share their views.
13. Secretary Shri Kisor Kumar Nadhani in his report shared following updates:
  - **Office:** Upon prolonged persuasion, on 17<sup>th</sup> April'24, BNRI has sent a letter to UAAO Secretary conveying '*The address of Management Office for Urbana Residential Complex (to be used by Urbana Facility Maintenance Private Limited, all the Associations, Urbana Club management and the proposed Federation) is as follows:*  
  
*Management Office  
783, Anandapur, Madurdaha  
PS: Anadapur  
PO: East Kolkata Township Project  
Ward No. 108, Kolkata 700107*
  - **Domain Name:** Upon acceptance of Form A, a four-letter domain name (UAAO) with .in and co.in extension for UAAO, i.e., *uaao.in* and *uaao.co.in* was booked by him. Post election of Office bearers. KN suggested the official e-mail with domain *uaao.in*, President however expressed the

## URBANA ASSOCIATION OF APARTMENT OWNERS

word '*Urbana*' should be part of the domain name even though the domain name might be a little longer. Few available domain names were suggested and *urbanaaaao.in* was finalised and registered. 3 official e-mail id has been created for President, Secretary and Treasurer under domain *urbanaaaao.in* with an objective to handover the credential to the successive office bearer to continue the e-mail that will act as repository. KN informed the house another e-mail id for GRC will be created upon it's formation. Members present also suggested to create separate e-mail id for each office bearer under the domain *urbanaaaao.in* for ease of handover process.

- **Website:** KN shared plan of making a data driven website and requested managers with expertise to come forward and be part of the website team. S/Shri Vikram Saha, Ashis Tekriwal and Pradip Kumar Sinha expressed their interest to join the team.

14. KN expressed that since a representation with Competent Authority is being planned seeking amendment in the WB Apartment Ownership Act and Bye Laws, following points be included in the representation:

- a. As per current provisions in the Act & Bye Laws, there will be equal representation in Federation by all constituent associations irrespective of number of members or area of each association which will be unfair for UAAO as it will have highest number of members and largest contributor towards Common expenses. Therefore, a representation be made that number of representatives from each constituent association should be based on the principles of fairness.
- b. The current provision allows only President and Treasurer to operate Bank Account which might pose practical difficulty in case one of them is not available. Hence the provision be expanded to authorize a third office bearer also to sign to operate the account by any two of the office bearers jointly.
- c. KN suggested to consider initiation of Federation formation process only after amendment of representatives as listed under #a above which President appreciated concurring 'Good Point'.

15. KN expressed that the house has full confidence on the President and suggested members to authorize President to do the needful in context to 'Taking Over' process and placed a resolution for consideration, which is annexed and marked as 'Annexure -4'.

Members present unanimously approved the above resolution and requested President to take forward the Taking Over process on priority basis.

16. Asst. Secretary Shri Tarun Kumar Basu (TKB) highlighted to the Managers that majority of services provided by UFM are outsourced. About 100 contracts are currently in place such as C-AMC, Non-C-AMC, ARC & Manpower supply. UFM is paying appx Rs. 1.04 Crore every month. Till date these documents never reviewed by UWA. It is imperative that we start our homework joining hands with UFM to evaluate these contracts.

- TKB also proposed that an official mail should go to UFM advising them not to renew of contracts will be allowed with immediate effect without the consent/approval of UWA/UAAO.
- It was resolved that a team will be formed involving members from both UAAO and UWA to address this issue. TKB will coordinate with the members & will act accordingly.

## URBANA ASSOCIATION OF APARTMENT OWNERS

- Upon discussion, the house agreed to the following:
  - i. The team comprising members from UAAO and UWA will be formed to carry out comprehensive review of all AMCs.
  - ii. The AMCs which are due for renewal in next couple of months; the team shall recast the whole AMC agreed keeping in view the interest of residents. And shall negotiate with the vendors accordingly along with UFM.
  - iii. For all other AMC's, wherever and whichever needed, the team will discuss with the AMC vendors to do necessary modification in the scope, prices, operation of AMC.

### Operational Matter

- Ms. Nidhi Goenka apprised the house that there is a state of confusion within the Residents as their issues and complaints are not getting addressed. As per UAAO understanding the key focus of UAAO is on taking over the assets and operation control has to be continued by UWA, but unfortunately committee members and tower captains of UWA have stopped their functions as well as they are not addressing issues of residents. This is creating a lot of confusion, dissatisfaction, unrest among the residents as the residents are of the understanding that now UAAO is handling all the matters.

The house resolved the following:

- UWA President was requested to please advise all members of UWA to continue their work as usual till further notice.
- UWA President to circulate in all tower groups that operational matters which are under the preview of UWA, UWA will continue to look after them.
- One BoM – UAAO from each tower to be attached with the tower captain of respective towers for smooth coordination and working in addressing issues of residents.
- To join UWA in their monthly review meetings.
- This mechanism to continue till UAAO takes over the complete assets and start operational activities.

### Social conduct of Residents and their Guests/ Staff

- Mr. Kalpajit Basu raised and suggested that UAAO should come out with a rule book/Do's and Don'ts for social conduct, moral conduct, ethical conduct, etc. for the residents, their staff and their guests highlighting specifically for CAM defaulters, callous pet handlers, disobedient drivers, alcoholic owners on steering, the nouveau riche hubris, etc. As per him it is very much essential to lace the defaulters by bringing in social discipline in the complex.

17. President informed the House that on every 3<sup>rd</sup> Sunday, Board of Managers meeting will be held, thus next meeting will be on Sunday, 19<sup>th</sup> May'24 at 10.30 AM.

18. A Vote of thanks was proposed by Shri Aninda Palit.

URBANA ASSOCIATION OF APARTMENT OWNERS  
  
President

URBANA ASSOCIATION OF APARTMENT OWNERS  
  
Secretary