

# URBANA ASSOCIATION OF APARTMENT OWNERS

783, Anandapur, Chowbhaga Road, P.S.: Anandapur, P.O.- East Kolkata Township Project, Ward No. 108,  
Kolkata 700107

(Registered under West Bengal Apartment Ownership Act 1972) Registration No. 005002023 of 2023)

## MINUTES OF GENERAL BODY MEETING

VENUE: CLUB URBANA – B1 Multipurpose Hall		Date: 30-06-2024
Attended by 82 Members.		
Item No.	BRIEF DESCRIPTION OF ISSUES DISCUSSED AND APPROVED BY GENERAL BODY	By
1	<b>INTRODUCTION</b>  The AGM was held in terms of Bye-Law 5 of the West Bengal Apartment Ownership Act after giving due notice on Sunday 23 <sup>rd</sup> June, 2024 at the B1 Multipurpose Hall at the Club Urbana and 82 Members attended the meeting. The Annual General Body meeting was convened at 12:10 AM and Shri Sanjeev Nandwani, President, UrbanaAAO called the meeting to order.	President
2	<b>DECLARATION OF QUORUM</b>  Since this was an adjourned meeting in terms of Bye-Law 5 (5) this meeting does not require a quorum as mentioned in the meeting held on the original date on 23 <sup>rd</sup> June, 2024 and which was attended by only 66 members. It may be pointed out that an AGM requires one third of the total number of members and since only 66 members attended the AGM on 23 <sup>rd</sup> June, 2024 the said meeting was adjourned.	President
3	<b>PRESIDENT'S ADDRESS:</b>  President expressed his sincere thanks to the members of Urbana AAO for taking out time from their weekly holiday to attend this meeting. He also invited the President of UWA and the Treasurer to share the dais with Urbana AAO Office-bearers.  He emphasized that henceforth at the beginning of any meeting/event in the Common Halls at the Club there should be an announcement informing the gathering about the emergency exit points as well as other facilities arranged for the audience. While conducting major events the organizers shall ensure the presence of Fire & Safety officers to brief the audience.	

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## The following points were stated:

1. Since this is the first AGM of UAAO and since the Board of Managers have not yet taken over the charge of the maintenance and management activities, hence there won't be any financial presentation from the Treasurer
2. Once the take-over is completed, we will prepare a Budget and we will be calling a meeting to obtain the approval.
3. He explained the provision in the Bye-Laws of the formation of the three associations and the Federation and also stated that ours is the only 'Association' which has been formed and registered in terms of the new provisions so far.
4. He expressed his sincere thanks to the Election Officer, Shri Raghubir S. Upadhyay, for taking up the arduous task of conducting the elections
5. He introduced the eight Office-bearers whose names and designations are annexed 'A'. He expressed sincere thanks to the Board of Managers for opting to be a part of Board of Managers and to take up the cause of maintenance and management of the complex as laid down in the Bye-Laws. He mentioned that fortunately our Board is having professionals from all management fields, and which has a balanced representation from all Towers
6. He read out the relevant provisions of the Byelaws relating to 'Powers and Duties of the Board' and the 'Duties and Obligations of the Apartment Owners'
7. He mentioned the fire incident which happened in Tower-4 the previous week and which was immediately and efficiently controlled by the owner himself. He appreciated the efforts of the owner as also that of Shri Abhishek Jalan, Smt. Debjani Mookherjee and UFM employees who immediately rushed to the spot and extended their full support
8. A meeting was also called soon after with UFM to shore up the resources on fire-precautions and to also ensure that all the tower staircases are completely free and vacant
9. The house was informed about the check-ups of the existing infrastructure with respect to the area under this 'Association' has been taken up and after following the due-process, M/s Jones Lang LaSalle Building Operations (I) Pvt Ltd. was selected amongst the three participants, the other two being M/s Vestian and M/s CBRE
10. He informed the house that all interaction with the JLL will be monitored by a three-member Committee consisting of VP, Secretary and Shri Prabir Paul, Assistant Treasurer with the help of the Managers of the Board, especially

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	<p>those having experience in similar matters and also those having sound technical knowledge. 8 Task Groups for 'Taking over' has been formed with 48 Board of Managers with office bearers as coordinators who will get involved when JLL starts Health assessment of installations and various assets that UAAO will be taking over.</p> <ol style="list-style-type: none"><li>11. He informed the house that the domain name of UAAO is already booked and that the preparation of creating our website has already commenced and that Shri Kisor Nadhani and Shri T K Basu are working on that.</li><li>12. The Logo of the Association was finalised and approved by the Board of Managers (BoM)</li><li>13. The data base of the members was under preparation and was expected to be completed soon.</li><li>14. It was informed that Shri Tarun Basu, Assistant Secretary would be responding to the queries raised by the members. He urged the members to use the official email to raise their suggestions, concerns and issues. He also invited the members to visit the office of UAAO at B-1 and raise and deliberate their concerns</li><li>15. He informed the house about the position of change-over to the Bengal Gas connection</li><li>16. He informed that the task of trying to get 'KMC water' to the complex, which is a long-standing demand of the residents has been taken up in due earnest</li><li>17. He expressed his sincere thanks to Shri Sutirtha Bhattacharya and Shri Uday Mukhopadhyay for the wonderful job being carried out by them towards the renovation of CESC meter rooms</li><li>18. He praised the UWA for their hard work carried out over the last seven years and the house acknowledged it with applaud.</li><li>19. He also acknowledged and praised the excellent work done by the Tower Captains who have a very important role to play to ensure that the rules are followed by the residents</li></ol> <p>President concluded his address and handed over to Asst. Secretary to place the Secretary's Report.</p>	
4	<p><b>SECRETARY'S REPORT:</b></p> <p>Since the Secretary KKN was unwell, the report was presented before the house by the Asst. Secretary TKB. The text of the report is as follows:</p> <p>Election result was declared on 10th March'24, thereafter on 17th March'24 meeting of Board of Managers held where President Shri Sanjeev Nandwani was selected unopposed by the Board of Managers. Thereafter, Vice President,</p>	

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	<p>Secretary, Treasurer and 2 Asst Secretary and 2 Asst Treasurer were elected / selected.</p> <p>Since then, 3 Board of Managers meetings were held on 21st April'24, 19 May'24 and 23rd June'24 respectively.</p> <p>Office Bearers held multiple meetings to discuss various matters. 8 Task Groups for 'Taking over' has been formed with 48 Board of Managers with office bearers as coordinators who will get involved when JLL starts Health assessment of installations and various assets that UAAO will be taking over.</p> <p>On 3rd June'24, UAAO team led by President Sanjeev Nandwani accompanied by VP Debjani Mukherjee, Asst Secretary Tarun Kr Basu, Asst Treasurer Prabir Paul had a detailed meeting with BNRI Directors where various matters including Health Assessment and Façade issues were discussed.</p> <p>As per discussions with BNRI Directors, on 22 June'24, UFM have issued 'Work Order' to JLL for Health Assessment.</p> <p>Domain Urbanaaa.in has been booked for UAAO and official mail accounts for President, Secretary and Treasurer has been created which are being used for official communications.</p> <p>We are waiting for confirmed Owners and UAAO Members data to start work on website.</p> <p>A Logo has been designed for UAAO which was presented by VP Debjani Mookherjee in the Board meeting which was held on 23rd June/24 and explain. After discussion the Logo has been finalized.</p> <p>UAAO Office – Office cabins for President, Secretary and Treasurer are put up inside the B 1 Conference room and PST are using their offices on regular basis.</p>	
5	<p><b><u>TREASURER'S REPORT:</u></b></p> <p>Treasurer Harish Kabra (HK) stated that although this Board was formed on 17th March'24 and subsequently UrbanaAAO Bank account was opened with Bank of Maharashtra, Kasba Industrial Zone Branch on 6th May'24 but till date no transaction happened. Hence no financial report could be prepared and presented before the house.</p> <p><b>CAM CHARGES:</b></p> <p>HK informed the house that periodic discussions took place with the Finance</p>	

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Team of BNRI who is currently responsible to maintain the UFM Accounts. Large number of data pertaining to UFM A/C was presented by BNRI finance team which was reviewed by HK as CAM Committee Chairman and appropriate justifications were sought for. Many discrepancies were found and communicated to BNRI Finance Team. Suddenly on 29th June'24 (yesterday) a mail has been received by HK from BNRI Finance that as per the latest data analysis the CAM charges arrived at Rs.3.58 per Sq ft per month and invoice from 1<sup>st</sup> April'24 will be raised on 1st July'24 will be charged @Rs.3.58 per Sq ft basis which categorically refused by HK.

HK presented before the house the sequence of the events as follows:

## Quote

- UFM on 31 May, 10 June and 26 June'24, sent 3 different sets of cost analysis.
- On 31/5 it was Rs.1.94 towards Tower Cost and Rs1.25 towards Federation share, totaling to Rs 3.19
- After 10 days on 10 June'24, Tower Cost increased to Rs2.14 and Federation to Rs1.15, totaling to Rs3.29
- In a fortnight's time, on 26 June'24 Tower cost jumped to Rs 2.39 and Federation share to Rs 1.19, totaling to 3.58.
- Their proposal was more fluid than water, in 4 weeks' time, they increased the proposal for 24-25 by 12%.
- I would like to share with you the historical CAM charges data for reference:
  - 2017: Rs 2.25
  - 2020: Rs 2.40
  - 2022: Rs 2.70
  - 2023: Rs 2.85
  - 27% increase over a period of 6 years, which works out to CAGR 4%.
- UFM has proposed 26% increase in a single year what was increased over 6 years.
- I would like to add that during 2023-24, when CAM was Rs2.85/sft, at year-end there was a surplus of appx. Rs 85 lacs. So, clearly the CAM charges of Rs 2.85/sft is sufficient to cover all costs and run maintenance quite smoothly.
- Now since Urbana Association of Apartment Owners (UAAO) has been formed and it is taking steps towards health assessment of installation and thereafter shall be taking over the responsibilities of maintenance, it

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would be the prerogative of UAAO Board to critically assess each & every component that consists of CAM, bring in efficiency and Board shall prepare & submit the Budget before the UAAO members. Hence this Cost Sheet is irrelevant and does not even merit any consideration as of now.

- UFM is sincerely urged to fully co-operate with UAAO in Health Assessment at the earliest to enable us to take over maintenance including Billing of CAM on members. Needless to point out that request for Work Order was sent on 11th June and even after 20 days, an advance of Rs 2.66 lacs has not been made to JLL despite repeated follow up UAAO President which certainly does not leave good taste in mouth.
- In a polite reminder, we would urge UFM, like past do not to indulge in any mis-adventure of unilaterally increasing the CAM as in our opinion the current CAM of Rs 2.85/month is sufficient. UFM's memory must be fresh when they had to withdraw CAM Invoice raised at higher rate, that had telling effect on their liquidity,
- Post Health assessment, once UAAO takes over, starts Billing & paying vendors from its funds, UFM will be gracefully relieved of taking the enormous pain creating such inflated numbers, rather they can just chill as the responsibility of Budget making will on UAAO.

## Unquote

HK assured the house that he along with his team members is going to review the data, hopefully by 10 days'time and will advise the members about the outcome and till that time UFM shall raise monthly CAM invoice applying the current rate.The house appreciated his hard work and expressed their confidence on HK and his team who will ensure to protect the best the best interest of the owners.

The Treasurer clarified the following points for the better understanding of the members on this sensitive issue:

- In the mail received from BNRI it is stated that the increased CAM charges @Rs.3.58 will be billed from 1st July'24 with a retrospective of April'24, which was never agreed to. In fact, BNRI could not produce any documents in justification of increased figures
- Treasurer confirmed that initial financial record was showing a surplus of 87 Lakhs
- Treasurer confirmed that an amount of Rs. 15 Cr is kept in FD as well as in Bonds as our corpus. He also added that the Deposit should be kept as an investment to earn good amount of interest

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	<ul style="list-style-type: none"><li>• He also stated that our towers accounts always show surplus but the losses on account of Bungalows &amp; Phase II are having negative impact on the overall accounts of UFM</li><li>• He stated that after tough discussion with BNRI, we have reached to an agreement that the ratio of distribution of common area's expenses should be based on total areas of each segment which are T1- 7 about 33.58 lacks Sq ft; 14.5 Lacks Sq ft and Phase II is about 13 Lacks Sq ft. Hence to ration was agreed upon as<ul style="list-style-type: none"><li>○ Tower 1 to 7 50%</li><li>○ Bungalows 20%</li><li>○ Phase II 30%</li></ul></li></ul>	
6	<p><b>ANY OTHER MATTER WITH THE PERMISSION OF THE CHAIR:</b> <b><u>Question &amp; Answer Session:</u></b></p> <p>Several members raised various and valuable queries and concerns which was responded by the President and Office-Bearers and recorded as under:</p> <ol style="list-style-type: none"><li>1. <b><u>Common areas</u></b> are being used by the residents to place personal belongings/household items and the common areas need to be kept clear: <b>Response:</b> The concern has been noted and will be addressed immediately</li><li>2. <b><u>Change-over to the new Gas connections</u></b> should be taken up: <b>Response:</b> The planning for the change-over has been done tower wise. UFM is now trying to complete Tower-1 and thereafter they will proceed sequentially in the matter</li><li>3. <b><u>Unauthorised structures</u></b> have been made by the residents in their flats and common areas: <b>Response:</b> The residents have been advised to bring the specific cases to the notice of the UFM and the Association and the concerns will be addressed. Any violations in future must be informed immediately and they will be addressed on priority</li><li>4. <b><u>Fire-safety precautions</u></b> - Members emphasised the need for strong measures in this regard and that there should be periodical demonstration on usage and familiarity with the fire safety equipment placed on each floor <b>Response:</b> The concern is of major importance and will be addressed on priority. UAAO will also hold a fire &amp; safety awareness campaign tower-wise wherein the usage of fire extinguishers will be demonstrated. The members were requested to ensure maximum participation in these sessions</li></ol>	

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<p>5. <b><u>Synchronization of lift-movements:</u></b> <b>Response:</b> The request has been noted and will be examined and addressed</p> <p>6. <b><u>Dedicated lift for Pets</u></b> and open space for pet-movement and also the <b>Stray-dog related issues</b> need to be addressed <b>Response:</b> The request has been noted and will be examined and addressed after due consultation</p> <p>7. <b><u>Status of UWA post formation of UAAO and status of the funds lying with UWA:</u></b> <b>Response:</b> This needs to be addressed by the UWA and the members were requested to take it up in the next AGM of UWA</p> <p>8. <b><u>Proposed increase in CAM charges</u></b> was mentioned with concern by the Members: <b>Response:</b> The matter will be taken up immediately and will be discussed at length with the BNRI Finance and UFM officials by our existing CAM Committee and office-bearers. The Treasurer who is also the CAM Committee Chairman will lead the discussions</p> <p>9. <b><u>Position of CAM defaulters and steps being taken in the matter:</u></b> <b>Response:</b> It was informed that UFM is handling this issue at the moment and the Association is assisting them in the recovery process. It was also informed that once we take-over formally we shall come down heavily on CAM defaulters</p> <p>10. <b><u>Conducting festivals, sports and Cultural activities by UAAO</u></b> – Whilst some members suggested that these activities should be held directly by the UAAO, some other members felt that these activities should continue to be held by the UWA and that this Association should only concentrate on maintenance and management issues which is the prime focus and mandate of this Association</p> <p>11. <b><u>Sufficient light and cleanliness in the Basement Parking</u></b> is missing and needs to be addressed <b>Response:</b> This matter will be taken up on priority</p> <p>12. <b><u>Cleanliness of Towers</u></b>, especially Tower-1 and bad condition of open garbage room at the back side exit <b>Response:</b> This matter will be taken up on priority</p>	
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7	CLOSURE OF THE MEETING The meeting was concluded with a happy note.	
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President

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Secretary