

URBANA ASSOCIATION OF APARTMENT OWNERS

Fifth Meeting of Board of Managers
Date: 14th July, 2024

Venue: B1 Auditorium
Time: 10.30 AM to 12. 00 Noon

1. Attendance

Members Present : 33
Leave of Absence : 3

Out of 48 Board of Members (BOM), 33 members were present with leave of absence (LoA) granted to Shri Aninda Palit, Shri Shankar Gupta and Smt. Sujata Todi.

2. President thanked all BOM for attending the meeting and requested to join for National Anthem.
3. Before start of the proceedings President requested the house to observe 2 minutes silence mourning in the honor of Late Manish Didwania ji.
4. The minutes of the previous meeting held on 23rd June, 2024 were confirmed and approved by the members present.
5. Further, it was agreed in the house that, henceforth in case of any demise of member of Urbana family, a representative of UAAO will mark the presence for UAAO for placing the wreath. Any BOM can read the condolence messages on behalf of UAAO.
6. President informed the house that finally the Member's database has been completed,. He stated that initial Member's database was done in September 2023 for the purpose of Form 1. The said database had certain gaps and 21 nominations were updated during the course of Election held in March'24. Though other ambiguities in the data have been corrected by gathering the information from BNRI sources and this data has to be maintained in the format of Form 4 as well, therefore it was prudent that the said data is taken from BNRI. President appreciated the contribution made by few Urbanites in the process of reconciliation. President informed the house that the data has been kept with Asst. Secretary - Mr. Tarun Basu who will be the custodian of the data henceforth, as decided earlier. In case of any changes required in the data by any resident he / she will have to write and email to Assistant Secretary for rectification.
7. President mentioned that the key agenda point for today's meeting is the formation of the 'Committees' to take forward monitoring and implementation of various maintenance and welfare activities in Urbana. He said it was felt necessary that due to the fact that the term of UWA has expired and the committees that were responsible for coordinating with UFM on behalf of UWA are not active anymore, leading to lot of gaps and causing inconvenience to the residents, therefore these new committees will take forward the work henceforth.
8. President updated the House that upon multiple follow-ups, finally on 7th July'24, UFM has shared minutes/records of Meeting held with BNRI Directors on 3rd June'24, appended below for reference & records.

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Record Notes of Discussion between BNRI, UFM and UAAO Board of Managers

- A. BNRI**
Pradeep Sureka, Director
R K Bachhawat, Director
Ram Krishna Agarwal, Director
Anirban Mitra, Sr. VP, Sales & Marketing
Ujjwal Kumar Bose, GM Legal
- B. UFM**
Sankar Prasad Mukherjee, GM Operations
- C. Urbana AAO**
Sanjeev Nandwani, President
Debjani Mukherjee, Vice-President
Tarun Basu, Assistant Secretary, UAAO Member
Prabir Pal, Assistant Treasurer, UAAO

Important points discussed and decided in the course of the meeting:

I. Facility audit by external agency:

President UAAO informed that the focus of UAAO team is on 'taking-over' of the responsibilities of the maintenance issues, as mandated under the WB Apartment Ownership Act, 1972, and he informed that the Board of Managers of UAAO have advised to offer this assignment of Facility Audit to M/s JLL Ltd. He also highlighted the issues in the 'Scope of Work'. After detailed discussions it was agreed that the BNRI/UFM would assist in the facilitation of the entire process being undertaken.

Further, it was categorically informed that the payment for the tasks that would be undertaken by M/s JLL and/or any third party would be made from the UFM funds, however subject to fund availability.

II. Facade related Issues:

The Façade issues were highlighted in particular in view of the recent experience by several apartments after the storm. It was informed that BNRI would take up this issue on priority

BNRI will also engage a façade Consultant for an inspection of the façade issue and then share the report with the Urbana AAO.

III. Issues of Prime Importance:

It was emphasised upon the issues of importance for the residents viz. CAM revision, Gas, Security, STP, Pest Control, UWA Accounts for past years etc. and these should be taken up simultaneously, being of paramount importance, and that UAAO should monitor these issues. It was also mentioned with concern that the consumption of water by the residents of Tower 1-7 is much beyond the permitted limits.

The meeting ended with a vote of thanks to the attending individuals.

9. President informed the house that JLL is far more process oriented than anticipated and they have lot of internal processes to comply with before entering a contract. Therefore, the work order is going back and forth between JLL and UFM and will hopefully be completed soon.
10. President informed that BNRI/UFM have sought suggestions for renovation/refurbishment of Club.
11. Based on the request made by few of BOM for having a provision of Video conferencing to enable them to join the BOM meeting, the house decided that only physical presence will be preferred which will be more contributory towards the cause of Urbana which is not possible over VC.
12. As informed by UFM, the water consumption in Tower 1 – 7 is very high which is leading to depletion of ground water. Hence it was decided that a committee will be formed to
 - create awareness to lower the water consumption in each tower.
 - Identify key consumption areas.
 - Identify gaps and how to overcome them.

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A committee shall come out with short term and long-term solution along with support of UFM.

13. Treasurer Shri Harish Kabra updated the house of CAM issues. He stated that the key loss areas in UFM are Club, Bungalow and new towers whereas the CAM of Rs. 2.85 for Tower 1 – 7 is sufficient to meet CAM expenses. He updated that UFM has shared a new computation sheet allocating 93% of water related cost to Tower since water consumption in Tower is 93% of total consumption leading to high CAM.

14. Shri Uday S Mukherjee stated that he had asked for certain clarifications on the Work Order to JLL but he has not got the response yet. His points were clarified by Smt. Debjani Mukherjee.

15. Shri Kisor Nadhani, Secretary, informed the house that Mr. Tarun Basu has been entrusted the responsibility to control all the records starting from Form A onwards and he will be supported by Mr. Rajesh Singhal and placed the following Resolution that was approved unanimously by BOM

RESOLVED THAT the Board of Managers hereby authorises Assistant Secretary Shri Tarun Kumar Basu, to maintain all official records and documents pertaining to UAAO including Minutes of all Meetings, Attendance Sheet, Notice for Meetings, all forms and documents submitted with Competent authority for formation of Association, Certificate issued by Competent Authority, post formation all forms and documents submitted and correspondences with Competent Authority. He will administer the UAAO website and upload all Notice, Minutes, Reports etc in the website (when website becomes active). He will also plan and make arrangements for meetings. In his absence, Assistant Secretary Shri Rajesh Kumar Singhal will assume the responsibilities

16. Shri Kisor Nadhani proposed to the Board of Managers to authorize Shri Kisor Kumar Nadhani to interact with BNRI/UFM and Shri Amit Tekriwal will join him and placed the following resolution which was unanimously approved by the Board of Managers present. It was also decided that the team shall seek input/ suggestion from Board of Managers and upon compilation, shall share with UFM to take forward.

RESOLVED THAT Secretary Shri Kisor Kumar Nadhani be hereby authorized to interact with UFM/BNRI for Club renovation and Tower Lobby refurbishing. Board of Manager Shri Amit Tekriwal will join him in this endeavor. Shri Nadhani may invite other Board of Managers to join the team and shall collate wish list, shortlist the most essential and viable propositions in larger interest of Urbanites.

17. Shri Kisor Nadhani informed the house that now Logo has been finalized now, work on website will commence soon, So far only Members data has been received from BNRI but Owner's data along with many more details are still awaited, hence initially a static website will be made and it will be made data-driven once all correct data is made available.

18. Shri Kisor Nadhani said that Bye-Law 2(a) states: "A Board shall meet on such date, at such time and place and after giving such notice and shall observe such procedures in regard to the transactions of its business at its meeting as may be determined by such Board". Hence the following resolution was proposed and approved unanimously by BOM:

RESOLVED THAT the Board of Managers hereby unanimously decides for UAAO Board Meeting to be held as under:

Venue: B1 Auditorium, unless specified otherwise

Date: 3rd Sunday of every month at 10.30 AM, unless notified otherwise

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Notice to be issued by Secretary, usually 7 days in advance but at least 3 days in advance

Accordingly next BoM meeting will be held on 18th August'24.

19. In any organisation good & effective communication is essential, more so in the case of UAAO having 1100+ members. In 'Adda' and 'MyGate' there are many features for Owners/Residents to report and options for communications that are currently not being used. Hence Shri Kisor Nadhani proposed the following resolution that was approved unanimously

RESOLVED THAT *Secretary Shri Kisor Kumar Nadhani and Board of Manager Smt Smita Saraff will explore all available communication features & options at 'Adda' and 'Mygate' and recommend how Owners and residents can report issues, escalate unresolved matters, communicate with security & maintenance teams. They will also explore all other modes of communication channel between owner members and UAAO officials and recommend a comprehensive communication plan. They shall also do an evaluation whether Adda should be continued for Invoicing by UAAO or opt for MyGate.*

20. Secretary Shri Kisor Nadhani highly appreciated the sincere efforts by President Shri Sanjeev Nandwani in the matter of check-up by JLL and assured the house that President himself will be leading from front the entire exercise as was discussed and resolved at the Board of Managers meeting on 23rd June'24 which is reproduced below:

Shri Kisor Nadhani briefed that in order to acquire in-depth knowledge about smooth functioning of Urbana Association of Apartment Owners and also to learn all the nitty-gritties associated with taking over including preventive steps like pre-health check-up and all other associated matters, President Shri Sanjeev Nandwani during last couple of months met large number of people including UWA Past Presidents, Subject Matter Experts on Civil, Technical, Legal, Financial and those who have similar experience of running and of taking over in other association, He also met officials from BNRI, UFM, Facility Management agencies, e.g, JLL, CBRE, Vestian, officials of other complexes to get deep insight of the functions of Owners Association and more specifically about the process of Taking Over. Upon such meticulous & onerous exercise, he has become the 'Storehouse of Knowledge' and most competent to lead UAAO from the front to ensure proper Health Assessment by Agencies right at this moment and thereafter proper management of running & maintenance of a dream complex like Urbana. Secretary assured the house that once the Health Assessment process starts, President himself will be leading & interacting with all stakeholders and will involve the 'Task Sharing groups already formed and fully ensure that each of them assume their role and contribute meaningfully. Shri Nadhani quoted from the President's post, dated 4th June'24 "Clearly, and without a doubt, in continuation of the existing practice, we would reach out to the Board Managers and also residents outside the Board for any assistance that would be required during interactions with BNRI, UFM, JLL, etc. in respect of technical, managerial, legal and financial issues". President thanked Secretary and appreciated the mutual admiration and gracefully confirmed to lead the entire Taking over process including the Health check-up. Secretary thereafter proposed the following resolution which was approved by the house unanimously:

RESOLVED THAT *in furtherance to the General Resolution dated 21 April'24 authorising President for Taking Over Process, the Board of Managers hereby*

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ratify the resolution dated 21 April'24 and further entrust/authorises President Shri Sanjeev Nandwani, to ensure:

- proper co-ordination between BNRI/UFM, JLL and Urbanites team and all stake holders.*
- timely completion of Health Assessment*
- Preparation of Snag Report and remedial measures*

21. In view of cyber fraud being reported everyday with many urbanites also becoming victim of the same, Shri Kisor Nadhani suggested that a cyber fraud awareness session be organized by UAAO involving experts from Kolkata Police – Cyber cell and ICICI Bank Fraud Protection experts, to make aware the residents and also to provide support to any urbanite falling victim of the same. House authorized Shri Kisor K Nadhani to take it forward and assured to ensure good participation by Urbanites in the session.
22. With regard to the club and infrastructure, lobby renovation, facade rectification – a lot of discussion happened in the house and finally it was agreed that:
 - Urbanites will not get into the technicalities as the agencies hired by BNRI are all class A, instead we should focus on the output.
 - We should insist upon final design and outcome on which we should comment and request for changes if any.
23. Smt. Shukla Das suggested to the house that Silicon filling in the gaps of the façade/windows should be done on regular basis as a part of preventive maintenance instead of attending the windows only when there is a report of water leakage, President appreciated her suggestion and agreed to take up with BNRI/UFM for preventive silicon sealing in all joints of façade/windows.
24. Shri. Krishnan enquired whether the cost of works other than Tower is being allocated to Tower to calculate the Tower CAM, to which Shri. Kabra clarified that all cost allocation is being done as per the pre-defined cost centres and norms of cost allocation. Further on the issue of towers having surplus of Rs. 87 Lakh he informed that the said surplus is under examination by the finance committee and upon their validation the house will be informed accordingly. He further confirmed that UFM has assured that the cost of lobby renovation will be on account of BNRI and it will not be charged to CAM Account.
25. Lot of deliberation happened with regard to scope of each committee including control and sharing of documentation, finally it was agreed that the P, S, T will create the committees based on the inputs expressed by the house. Key points were:
 - Grievance Redressal Committee (GRC) will have to be constituted in accordance with the statute wherein none of the BOM can be members hence President is in discussion with few to create this committee, once upon finalization he will inform the BOM.
26. With regard to the SOP, it was concluded that respective Committees will create their SOP and will share it with BOM for review and comments. The whole process will be time bound process and upon completion of the same the SOP will be approved and will be uploaded on the website.
27. President informed that each committee should look at PPM manual and SOP being followed by UFM, as in his opinion these documents are very extensive and well documented and each committee will be able to draw extensive leverage out of that for formation of SOP.

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28. The agenda for the formation of the Committees as per the Bye-Laws was taken up.

The members requested for a few changes in the nature of the Committees that have been proposed and it was also suggested that the President may kindly nominate only the Managers in the Committees. The Managers also wanted to know the modus operandi for formation of Committees for conducting the festivals, sports and cultural events in Urbana.

The President responded by stating at the outset that sports, festivals and culture are an integral part of any residential apartment complex and are important welfare activities all over. In Urbana the 'UWA' and the 'UUC' have been conducting these events very ably over the last few years. He mentioned that ideally, we should have a 'Residents' Body' to look after these activities and which should be an 'independent body' having a democratically elected 'Management Committee' for conducting these activities. Furthermore, this body, or any new body that would be created, should be at an arm's-length from the 'Urbana AAO' (the registered Association under the WB Apartment Ownership Act).

This body could be the existing 'Urbana Welfare Association' (UWA) which can be renamed as 'Urbana Welfare Committee' (so that there is no confusion in the minds of the people that there are two associations). An alternative could be that the existing Urbana Utsav Committee (UUC) be re-named as the 'Urbana Utsav, Cultural and Sports Committee'. The primary idea behind this suggestion is that this organisation (as an AOP) has been conducting these events over the years, they have a democratically elected Management Committee, and have a separate legal identity with a separate PAN, GST registration etc.

Some of the Managers agreed to this suggestion whereas quite a few of the Managers did not agree to this suggestion and wanted to conduct the activities of sports, festival and cultural by creating a new body or Association for the purpose and to be managed by the 48 Board Managers only and directly. They also stated that they do not wish these activities to be conducted by the existing "Urbana Welfare Association" or the "UUC" as they wanted a completely new body with completely new thoughts and ideas.

President reiterated that in view of the importance of these festival, cultural and sports activities, an independent body (AOP) such as the one mentioned earlier or instead a 'Resident's Body' (AOP) should conduct these events that will ensure it is at an arms' length. There could be two Committees (Sports and Utsav's/Culture) in the UAAO who will act as a watchdog and will coordinate the activities of this separate body (AOP) for compliance with all aspects of the various laws and regulations that are involved in conducting such major events.

A large number of Managers however, insisted that this new body to be created will control all the activities directly and the Managers alone will form the 'Management Committee' of that new body and which will have full control and direct supervision of all activities, since they are the elected representatives of the 1170 Urbana Apartment Owners.

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The President once again informed them that there cannot be any direct control on these otherwise very important activities by the 'Urbana Association of Apartment Owners' because the statute has to be read in totality from where it will be evident that the prime objective of this Act is to focus on "maintenance and management issues of the property", and which has also been clearly laid down in the Bye-laws especially Bye-law no 4. The independent association (AOP) is to be democratically elected and democratically conducted where 'Board-Managers' in their individual capacity can also participate at various levels in these events. Furthermore, such activities also involve the active role of other residents also who are involved since inception and new residents and they should also have the opportunity to participate in the management of the committee. Any new 'body' having a direct involvement by the 48 members only is not desirable either. He also cited the examples of other similar complexes and especially that of 'Upohar Complex'.

Ms. Shukla Das, Manager mentioned that if a new independent committee as AOP is formed to conduct the festivals and sports events, then the members should be elected through election process by all stakeholders / owners and not on selection basis amongst the 48 Board Members of UAAO. The process should be inclusive for all and not exclusive for 48 board members. Also, considering the paucity of time for this process, existing term of UWA may be extended by few months for timely organization of Durga Pujo.

The President also informed them that this suggestion of a large number of Managers being a radical decision and not laid down in the Bye-laws specifically should be approved in the General Meeting of the Association for which purpose the Board of Managers may call for an SGM in terms of Bye-Law 6. The managers did not agree to this suggestion and felt that there was difference of opinion and advised to seek a division of votes as per Bye-Law 9.

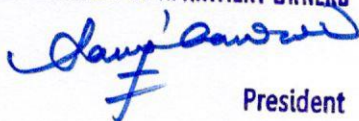
The division was held on the following two points:

1. A separate body (AOP) to be formed by and of the 48 Managers only with a separate PAN, GST etc. fully under the control of the 48 Managers only and the 'Management Committee' is to be formed by and from amongst the 48 Board Managers alone
2. An independent body (AOP) or a new body to be formed which will have separate PAN, GST etc. which should function independently and democratically by the Members of the new Association to be formed with independent process in electing the Management Committee so that everybody gets an opportunity to participate in the Management Committee

The motion was put to vote and the first motion was approved with a vote of 21 to 9.

29. The meeting ended with a Vote of Thanks.

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President

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Secretary

**PROPOSED UAAO COMMITTEES
PRESIDENT**

Finance	Safety and Security	Technical	Purchase & AMC	Clean Urbana	Aesthetics & Digitisation	Welfare	KMC/Govt dept co-ordination
Convenor: Harish Kabra	Convenor - Prabr Paul	Convenor - Anil Jhunjhunwala	Convenor - Tarun Basu	Convenor - Rajesh Singhal	Convenor - Kisor Kr Nadhani	Convenor - Rajesh Singhal	Sanjeev Nandwani
Co-Convenor- Anil Jhunjhunwala	Co-Convenor-Kalajit Basu Mullik	Co-Convenor-Uday Shankar Mukhopadhyay	Co-Convenor- Shukla Das	Co-Convenor-Shankar Saraf	Co-Convenor-Sanjay Doogar	Co-Convenor- Ajay Chowdhury	Co-Convenor- Susanta Mallick
Harish Sekhsaria	Co Convenor-Manish Hirawat	Co-Convenor - Debjani Mukherjee	Abhishek Jalan	Smita Saraf	Tarun Basu	Dr. Kuntal Bhattacharya	Atanu Ghosh
Abhishek Jalan	Sujoy Chattaraj	Susanta Mullik	Prakash Sasidharan	Jyoti Sappu	Pradip Kumar Sinha	Nikhil Kothari	Susanta Mallick
Narayanan Krishnan	Shankar Saraf	Rajiv Ganerwala	Radhey Shyam Bansal	Shankar Gupta	Amit Tekriwal	Syed Akbar Imam	Prabr Paul
Manoj Kumar Bajaj	Tramila Dutta	Ashesh Paul	Ritu Agarwal	Mamta Agarwal	Smita Saraf	Vikram Saha	RS Khetan
	Sujata Todi	Shyam Sundar Sonika	Souvik Chakravarty	Souvik Chakravarty	Shankar Saraf	Aninda Palit	Dr. Alokesh Ganguly
	Souvik Chakravarty	Amit Tekriwal	Suchismita Mukherjee		Nikhil Kothari		
	Shukla Das	Sanjay Doogar			Tramila Dutta	Sujata Todi	
	Nidhi Goenka	Pradeep Bhatia			Dr. Alokesh Ganguly	Pradip Kumar Sinha	
		Nidhi Goenka				Susanta Mallick	
		Jayanta Guha				Jyoti Sappu	
						Ashish Tekriwal	
						Dr. Alokesh Ganguly	
a. Finance b. Budget c. CAMI d. Finance related Audit e. Any other issues as the Board may decide from time to time	a. SOP for Residents b. Fire related safety measures c. Code of Conduct for Security Services d. Parking Management e. Gas related safety issues f. Any other issues as the Board may decide from time to time	a. Infrastructure Maintenance b. Towers Maintenance & Repairs c. Water Fire d. Fire e. Prepare and comply with SOP's f. HVAC g. Finalisation of SOP's h. To build an exhaustive maintenance and asset manual (to build upon the existing PPM) i. Gas related technical issues j. Any other issues as the Board may decide from time to time	a. Entire process of Review of existing AMC's b. Prepare and finalise new AMC's c. Ensure adequate check if same AMC's are being renewed d. Close coordination with other Committees. e. Repository of all Documents, Drawing tech/non tech documents etc. f. Any other issues as the Board may decide from time to time	a. Housekeeping & Waste Mgmt at Towers b. Pest Control c. Facade Cleaning d. Any other issues as the Board may decide from time to time	a. Health Services b. Communication, Website, Social media c. Landscaping & campus beautification d. Club renovation & Tower refurbishing e. Digitization & Automation f. Awareness campaigns g. New Initiatives	a. Club activity coordination b. Central Park related Coordination c. Sport, Festival and Cultural activities d. Pet and Stry dogs related welfare and security issues e. Any other issues as the Board may decide from time to time	

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Sixth Meeting of Board of Managers

Venue: B1 Auditorium

Date: 21st July, 2024

Time: 10.30 AM to 11.30 AM

1. Attendance

Leave of absence (LoA) granted to Shri Sanjeev Nandwani

2. Since the President was granted Leave of Absence the meeting was chaired by the Vice-President

3. Vice- President thanked all BoM for attending the meeting. The Chair informed the house that this meeting was held soon after the last meeting held on 14th July, 2024 and was being held at short notice primarily to complete the process of formation of Committees, as per Bye-Law 16, where the approval of the Board of Managers is required.

4. The Draft Committees that were presented were not approved and it was advised that a revised draft was to be prepared and placed before the Board (on the WhatsApp group) for approval. The inputs provided by the Managers is as follows:

i. Managers should be allotted the Committees as per their preferences

ii. Each Manager should not be in more than two Committees

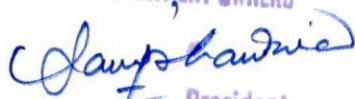
iii. The Committees should be formed only from amongst the Managers

iv. It is not necessary that only Office Bearers should be Convenors, especially in the Technical Committee where subject-matter expert should be the Convenor

v. One person should be the Convenor of only one Committee

5. The meeting ended on a very sad and tragic note as Board Manager, Pradeep Sinha, suddenly felt very unwell and was taken to his house by some of the Managers and the meeting was concluded abruptly

URBANA ASSOCIATION OF APARTMENT OWNERS


President

URBANA ASSOCIATION OF APARTMENT OWNERS

Secretary