

Minutes of Meeting of 'Board of Managers' (BoM)

19th January, 2025

B-1 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. Leave of Absence granted to: Mamta Agarwal, Rajiv Ganeriwal, Ashish Tekriwal, RSBansal, Syed Imam, Jyoti Sapru, Smita Saraf, Manoj Bajaj, Shyam Sonika, Nikhil Kothari, Rajiv Ganeriwala, Anil Jhunjhunwala, Vikram Saha, Tramila Bhattacharya, Ashesh Paul, N Krishnan, Sauvik Chakravorty
4. Minutes of the previous meeting held on Dec'24 confirmed by all members present except Secretary Kisor Kr Nadhani. He pointed out that a resolution dated 22 Dec'24 for GST signed by President and Treasurer was sent to Secretary for his signature, however on perusal of Minutes of Board of Managers meeting held on 22nd Dec'24 that no such resolution could be found. So, he suggested first to incorporate the GST resolution in the Minutes dated 22nd Dec'24 and thereafter place in the Board of Managers meeting for approval in next meeting.
5. The house approved the inclusion of non-board members into committees based on their expertise and capability. The convenor of the respective committee are authorized to invite such individuals as special invitees, with approval from the committee members and the PST of UAAO.
6. The house was informed that the medical committee is taking the necessary steps to train security guards and interested residents in CPR. Additionally, mock trials will be conducted in the near future to ensure preparedness.

7. The Security committee proposed installing chain guards for the guest parking spaces in front of each tower to ensure these spaces are reserved exclusively for guest vehicles.
 - a. The house approved this initiative on a trial basis.
 - b. The Tower-1 Captain, Rajesh Singhal, raised a concern about the limited parking space in Tower-1, highlighting the potential for chaos. It was agreed that the security committee will discuss the implementation details with the respective tower captains before proceeding.

8. Security committee informed the house that lot of visitor vehicles are being parked overnight or for days together in few cases, the house advised the security committee to come up with the SOP for the parking of Visitor / Guest vehicles in the designated space for extended period which should include:
 - Approval process
 - Commercial terms.
 - Penalty in case of default.

9. A member of the House raised a point that as the term of UCSF is about to conclude its term and hence UAAO should take decision for organizing the election for the UCSF body. The house agreed and advised UCSF PST that they should formulate the process for the same in consultation with UAAO.

Sri Kisor Kumar Nadhani, presented Secretary's Report, as follows:

10. MyGate Adoption

a. Campaign Update:

- i. A campaign was conducted to enhance MyGate adoption, but the adoption rate remains at 70%.
- ii. A few BoM members have not yet adopted MyGate. It was emphasized that "Charity begins at home," and all BoM members are requested to embrace MyGate, Urbana's central system, and encourage residents to do the same.

b. Maid Registration Progress:

- i. He expressed satisfaction that the number of maids registered on MyGate increased from 865 to 1025 in the past month due to strict enforcement of denying entry based on the daily slip. This improvement is encouraging.

c. Professional Dog Handlers:

- i. Only 10 dog handlers are currently registered on MyGate, whereas the actual number of professional handlers visiting Urbana is significantly higher.
- ii. The Pet Committee is tasked with ensuring that all professional dog handlers are registered on MyGate to enhance compliance and security. Hence the committee is hereby requested to take necessary initiative to get all Dog Handlers register on Mygate.

11. Aesthetics

a. Pavement Cleaning:

- i. High-pressure jet washing of pavements was resumed after being conducted once before Diwali.
- ii. It was agreed that this activity would be carried out fortnightly moving forward. Tower Captains are responsible for ensuring its regular execution.

b. New Year Decorations:

- i. Urbana T1–7 was beautifully decorated for the New Year, resembling a navratan necklace with a ruby pendant:
- ii. Each block featured diverse flower arrangements symbolizing the nine gems.
- iii. The mist fountain, as the centerpiece, was adorned with a two-layer decoration.
- iv. Bougainvillea pots were placed at the entrance of each tower to extend a warm welcome to residents and visitors.

Members present at the meeting highly appreciated the horticulture efforts this year.

12. KN reiterated key points from the President's Address recorded in the Minutes of the Board Meeting on 20 October 2024, emphasizing the need to address pending action items.
13. High Water Consumption
 - a. Action Plan Proposed on 20 October 2024:
 - i. Tower Captains to engage with residents using water softening plants and encourage them to discontinue their use.
 - ii. Periodic water testing reports to be shared with residents to build trust in the quality of treated water supplied.
 - iii. Installation of individual water meters in flats, with costs collected from residents. This initiative is to be implemented in all towers, starting with Towers 2 and 3.
14. KN expressed disappointment that, even after three months, no significant progress has been made on the proposed action plan.
15. UFM (Urbana Facility Management) identified 170 RO units and/or water softeners on the mainline as primary contributors to excessive water consumption. This need to be taken up on priority basis to curtail excess water consumption.
16. KN noted his absence from the last two BoM meetings and referred to his report dated 20 October 2024, reiterating its recommendations as part of the Secretary's report for this meeting.
 - a. **Water leakage through Facade and Windows issues.** In first week of May'24 during storm, water seeped through Façade/windows in around 300 apartments. In last week of May'24, Rumel struck when around 300 more apartments had water seepage issue. This was repeatedly brought to the attention of UFM who engaged a vendor and applied silicon sealing in just 50 apartments and thereafter suspended silicon sealing work. As this was serious issue, it was also discussed with BNRI Directors during meeting on 3rd June'24 who had assured to look intoon priority and also decided to engage Consultant for expert opinion. Since then, couple of months have elapsed but no progress even after receipt of expert's report. In next monsoon, again the issue will crop up and unless this is addressed right now, residents will be facing similar issue and UAAO might have to incur cost in millions of rupees

once taking over is complete. It's a serious issue which needs to be addressed on priority.

b. **Replacement of LPG Gas Pipe line at all Towers:** The current LPG gas riser pipe line is in precarious state and everyday UFM carries out patch work at one apartment or the other. In such serious matters like Gas, Safety is of paramount importance and no band-aid is acceptable. All the LPG risers need to be replaced without delay to avoid the possibility of any accident. Though discussions are ongoing for quite some time but unfortunately no concrete steps have been taken up yet.

c. **Resolution of Plumbing Lines and PRVs:** Everyday some apartment or the other complaints of stench and UFM somehow does temporary patch work but still it continues/recurs. Most of the PRVs are defective and quite often UFM shuts supply line at one Tower or the other Tower to repair PRV causing enormous difficulty to residents. Thorough inspection and replacement of defective plumbing line and PRV is quite essential and must be looked into on priority.

He added that today on 19th January 2025, in Tower 2 the situation is very grave, residents are so much aggrieved that they are seriously contemplating to make legal move as the issue has not been resolved for last couple of months despite repeated follow-ups.

d. **Resolution of Leakage at Basement Parking:** There are leaks from ceiling and walls in both Basements. Even with a minor drizzle, the basement becomes messy and slippery. Thorough inspection of all leakage source and rectification is need of the hour.

e. **Tower Canopy:** There is water leakage in most of the Tower Canopy, from top as there is no slope to drain out accumulated water, As a consequence, the ceiling gets damaged and quite often collapses. The canopy design deserves to be re-visited and ensure proper water proofing for longevity.

f. **High Water Consumption:** High Consumption of Water is a big concern that has shot up CAM and the depleting ground water level. Hence, installation of Water meter is a priority to make the residents aware and then counsel to

curb wastage, primarily by removing unwarranted gadgets installed at the apartments, e.g., Water Softener, RO in main inlet line, filtration units at Bathrooms as repeatedly highlighted by UFM in their MMR month after month.

- g. **Higher Property Tax Matters for Tower 1/2/6/7:** Owners of Apartment in Tower 1/2/6/7 are paying appx. 30% excess Property tax to KMC due to an arbitrary cap placed on lower side, for which proper representation to KMC need to be made without delay, every year we are paying appx. 45 lacs extra tax which we'll continue to pay year after year until the anomaly is removed. Strong representation to KMC should be made asap.
- h. As the process of taking over is likely to commence soon, it's extremely important that all the stakeholders of the Federation now sit together and plan the next course of action how maintenance of common facilities would be done, and property would be administered. Since there are many overlaps, obviously at least in the initial period, there will be one single (common) maintenance agency who will take care of Tower Area, Bungalow Area as well common areas under Federation, it's modus operandi has to be decided jointly, and detailed SOP needs to be prepared. The earlier Federation was formally formed, better for proper monitoring as well cost control & allocation. Till such time, discussions with all stakeholders is a must.

17. KN also drew attention to the mail sent by Abhishek Jalan on the GST matter pertaining to UWA and insisted to take proactive approach for earliest resolution.

18. Follow-Up on Tenant Profiles:

- Mr. Tarun Basu informed the house that he had reminded residents to provide their tenant profiles, as discussed in the last meeting.
- Despite prior communication and circulation of the matter among the residents, the response has been very low.

- Out of 418 tenants, so far only 12 residents have submitted their tenant profiles so far.
- Maintaining tenant records is crucial for compliance and administrative purposes.
- A renewed effort will be made to increase awareness and participation, possibly through personal connect. House requested Mr. Tarun Basu to reach out to owners for the information. Additional communication will be sent out to the residents emphasizing the urgency of the matter.

19. GST on CAM Charges:

Mr. Tarun Basu informed the house that while paying CAM charges, GST is also being paid. UFM takes services from outside vendors, on which GST is also paid by UFM. UFM would be taking credit for this GST paid. According to Mr. Tarun Basu, some GST could potentially be set off, and if so, the credit should be passed back to the residents by reducing CAM charges. A review of this process needs to be conducted and evaluated. House requested TB to please conduct assessment and put up for discussions in next meeting, and requested MR TB to consult the matter with various in-house Tax/GST experts residing in Urbana, so that a well-informed discussion can happen on the important matter in next Board Meeting

20. Thereafter JLL Team was invited to make their presentation on the Draft report submitted by them. Members raised their queries to the JLL team. A copy of their presentation is attached. The JLL team assured that the final report is expected within 7 to 10 days

The meeting ended with a Vote of thanks.