

Minutes of MC meeting on 17th March, 2008

Members present: Mandayam Srivas, S.Ramachandra, Divya Gopi, Beena Manivannan, Sabari Jayanthan, Pooja Jain, Shobha Krishnan.

Purpose of meeting:

- To finalize the SOPs for various portfolios.
- To identify any issues regarding CBRE's performance/settling in so far so that they could be discussed with CBRE during their meeting with the Secretary later in the evening.

Issues discussed:

The feeling in general was that CBRE were setting in OK. However there were some issues as detailed below.

SOPs:

- The SOP related to water management was complicated and would take a while to complete. The constant break down of various water assets was causing further delays.
- Gardening SOP needed to be prepared.

Housekeeping and Gardening:

- Relievers for housekeeping and gardening staff on weekly offs were not being provided.
- Pest control was unsatisfactory.
- Cleaning of corridors was not being completed within the stipulated time (10.30am).
- Gym cleaning was not up to the mark. It was also pointed out that cleaning could not be thorough until the current repair work was completed.
- Concern was expressed regarding possible change in housekeeping supervisor. As it took time for each new supervisor to familiarize himself with the workings of Atrium it was decided to request CBRE not to rotate them.
- The steam room attendant (Lokanathan) who had earlier been caught drinking on duty had been reemployed by CBRE.

Security:

- Two of the security guards needed to be replaced by Tamil speaking ones.
- Checking at entry gate was not up to the mark. IDs were checked only until around 10am after which time anyone was allowed to walk in. Car without TAOA stickers were being allowed in unchecked quite often.
- Vigilance needed to be stepped up during the night shift.

Driver menace:

- Checking was to be done at 7pm (by Vijayan), 8pm and 9pm (by security personnel) to ensure drivers did not linger in the premises after duty hours.
- If any were identified the concerned residents were to be notified by the security.

Attendance:

- Attendance of night technicians needed to be monitored.
- The current practice of Vijayan monitoring the attendance register was not working as expected. Vijayan was to be ordered to report absentees to the concerned portfolio member.
- MC members may need to do random (daily??) checks on the attendance register to see if attendance was being correctly recorded. A suitable system of checking needed to be devised.

Reporting:

- CBRE would be requested to start furnishing daily and weekly reports from tomorrow. These needed to be checked by MC members.
- Monthly water management reporting (currently done by Ram) should be taken over by CBRE.