

Minutes of MC meeting on 1st April, 2008

MC members present:

President TAOA, Divya Gopi, S.Ramachandra, Pooja Jain, Vijay Sambrani, Srividya Sudhakaran, Shobha Krishnan.

CBRE representative:

Mr.Sudarman.

Purpose of meeting:

- Repeated power outage on 30th March and 31st March.
- Interruption in supply of drinking and flush water for extended periods on 31st and 1st March.
- Lack of alertness of security personnel, especially at nights/early mornings.

Discussion:

- Mr.Sudarman explained that the interruption in incoming power supply was due to a burnt cable outside the gate. Repairs were currently being undertaken.
- Failure of generator to take over in B Block was due to a burnt motor. This had since been rectified.
- This power failure coupled with a defective valve and inexperience of new plumber (just joined a couple of days ago) had resulted in inadequate pumping and caused the water level to fall and hence led to shortage and delay in supply.
- Constant complaints were being received from residents regarding security guards caught napping during the night/early morning.
- The entrance gate was often without any guard in attendance.
- The maintenance helpline *84262 was not being answered.
- There was no one to contact during emergencies if the plumber and electrician were otherwise busy.
- Mr.Sudarman admitted to a lapse in CBRE's performance and crisis management capability related to the above issues.

Conclusion:

- Mr.Ranga emphasized that CBRE's inability to manage the above crisis was a serious breach and had adversely affected TAOA's confidence in them. He demanded that CBRE furnish TAOA with an incidence report at the earliest.
- He expressed his displeasure at the absence of Mr.Alex or any other senior CBRE member at the meeting considering the seriousness of the lapse on CBRE's part.
- TAOA had, from the beginning highlighted the importance of water management and CBRE had categorically assured TAOA there would be no interruption in water supply and that their technical staff was highly experienced in these issues. Their handling (or total lack thereof) of the situation proved that they were in no way better than any of the earlier service providers.
- Their label of being an MNC was meaningless as they had no crisis management procedures in place.

- Constant changing of technical staff would not work in a residential development as there was a learning curve attached to each change.
- Security complaints were endless and CBRE was just not reacting.
- Given all these lapses CBRE needed to seriously consider whether they needed to change their vendors for these services.
- TAOA could just not afford to tolerate another breach like this and would be forced to terminate the services of CBRE.