

MC meeting of 3 June, 2008

MC members present: Mandayam Srivas, Vijay Sambrani, S.Ram, Divya Gopi, Srividya Sudhakaran, Beena Manivannan, Shobha Krishnan.

CBRE members present: Mr. Sudarman, Mr.Saravanan.

Following issues were discussed:

Housekeeping and Gardening:

Problems:

Heavy absenteeism (especially during the month of May) and failure of FM to procure timely relievers had affected performance.

At times the supervisors had been unreachable and hence Divya Gopi and Beena Manivannan were still having to be involved in the day to day management of available labour.

Labour was being pulled out of gardening to cover for absenteeism in housekeeping staff. As a result gardening work also suffered.

Even if relievers were recruited a few man hours were still lost affecting the SLA.

Solutions:

Avoid employing too many people from the same family/neighbourhood as any family occasions resulted in mass absenteeism.

Arranging for relievers and deploying available manpower to avoid SLA being affected was the responsibility of the FM. Committee members should not need to get involved.

In the event that the FM and Supervisor were absent CBRE should have some back up supervisor on call.

CBRE staff should be contactable at all times.

Water management:

Problems:

In spite of a well documented sequence of monitoring water shortages/lapses were on the increase, blocks B, C and D being the most affected.

Plumbers were being changed too often and new, inexperienced plumbers recruited were still being left in charge of the critical night shift. This resulted in artificial shortages of water due to improper operation of valves and failure to monitor levels.

The number of blocks being so large it was impossible for one plumber to monitor all of them effectively.

TDS readings were not being taken and recorded daily.

Solutions:

FM should ensure that sequence of monitoring is vigilantly observed.

Plumbing/electrical staff could be outsourced from the same agency and people adept in both areas could be recruited. This way they could divide the blocks among themselves to ease monitoring. (Apparently this was how it was being done by EVT.)

New plumbers should not be left to man the night shift.

TDS reading should be recorded in the register each day from one block, one flat being chosen at random.

Drinking water should be sent for lab testing once in six months definitely.

Swimming pool:

C block basement was constantly flooded due to a problem with the filtration plant due to leakage from aging pumps.

Security:

Problems:

The plumbers' room had been broken into and some used valves had been stolen. The matter was not reported to the MC immediately.

The unguarded fence between the temple and A block was a security risk.

Security patrolling was not thorough. As the guard did his rounds on the cycle some areas were missed out.

Drivers were still lingering in the basement after hours.

Photo Ids were not ready yet, they were long overdue.

Solutions:

During rounds on the cycle the guard was required to get off and walk to places not accessible by bike.

He should change his route often.

The theft from the plumbers room may have been a paltry sum, but it was definitely a serious security lapse considering the room was right next to the security guards post. Even though the police need not be involved it was a serious matter requiring investigation. CBRE and Vijay Envirotech (plumber contractor) should get to the bottom of it. FM should submit a report at the earliest.

CBRE should get cracking on the photo ID cards.

The MC needs to decide on ways to secure the fence between the temple and A block.

General conclusion:

All the above lapses were definitely affecting the SLA.