

Minutes of meeting with Ms/ Envirotech on 12th Nov 2007

Present:

Envirotech (EVT)- Ms. S. Kavitha, Mr. Sivakumar, Mr. Gopi

TAOA- Mr. S. Rangarajan, Mr. Vijay Sambrani, Ms. Beena Manivannan. Ms. Divya Gopi, Ms. Srividya, Ms. Pooja Jain, Mr. S. Ramachandra, Mr. Vijayan

1.0 Points raised by TAOA-

- 1.1 Mr. Vijayan will be the nodal point for coordinating between TAOA and EVT in future
- 1.2 Committee members and residents have complained about poor quality of work and delay in execution of work
- 1.3 Committee members highlighted shortfall in manpower from contracted levels
- 1.4 Specific issues of concern highlighted are as under-
 - o Delay in fixing/ repairing passage lights and garden lights
 - o Plugging of overflow pipes resulting in water accumulation on terrace
 - o Backlog in housekeeping and cleaning work
 - o Overworking of security and technical personnel
 - o Failure of connection from genset to some flats
 - o FM unable to approach Mr. Sivakumar for redressal
 - o Quality of security personnel

2.0 EVT's response to above-

- 2.1 EVT will cooperate with TAOA in having all issues resolved with the help of Mr. Vijayan and they have no issues with this arrangement
- 2.2 They are facing serious issues of attrition and casual leave during festivals like Diwali for which they are unable to plan well enough
- 2.3 EVT feels that the manpower shortfall is sporadic and not frequent
- 2.4 Residents call them for internal issues that they are not contracted for and this gets in the way of their performing their tasks
- 2.5 As equipment in Atrium has aged, there is inadequate preventive maintenance resulting in frequent breakdowns that adds to workload. Also EVT feels that the snag list as well as their recommendations for replacement of equipment that they had submitted was probably not acted upon
- 2.6 They believe security services is proving to be a challenge as sourcing personnel at the current rates is difficult. Security is also hampered by the fact that vehicle movement is difficult to monitor as TAOA stickers have lapsed and are in cases pasted on vehicles that have no parking slots too
- 2.7 EVT suggests an increase in technical manpower by two, to enable proper preventive maintenance
- 2.8 They will be seeking an increase in compensation effective 1 Feb 2008 to cover the following-
 - Increase in compensation for security personnel
 - Additional technical staff as at 2.7 above
 - Flexibility of relief manpower to cover attrition and absenteeism particularly with respect to the housekeeping staff

3.0 TAOA response to EVT's observations-

- 3.1 Manpower shortage is frequent as is evidenced from observations by committee members and this is not acceptable
- 3.2 Delay in work and postponement of regular housekeeping work on account of shortfall in manpower is not acceptable
- 3.3 Failure in planning for a scheduled festival like Diwali does not reflect well on EVT
- 3.4 Regardless of the renewal of the contract and the enhancement in fee, EVT must live up to their commitments to provide contracted manpower in the period from Nov'07 to Jan'08
- 3.5 EVT should have followed through on their audit/ snag report rather than plead helplessness on the state of the infrastructure
- 3.6 TAOA will certainly examine the real difficulties in operation on account of non-contracted work as well as car stickers as well the suggestions for increased technical manpower/ equipment overhaul and replacement

4.0 Action points agreed-

- 4.1 EVT will provide contact details for escalation of issues with respect to maintenance of The Atrium (resp.- EVT; date- Nov 15th)
- 4.2 EVT will submit a revised audit report that is current with their recommendations for overhaul/ replacement of equipment with priority ratings (resp.- EVT; date- Nov 25th)
- 4.3 EVT will guarantee contracted manpower as per SLA in the period Nov'07- Jan'08 and handle any issue resulting from attrition/ absenteeism with replacements and relievers. EVT will also examine the issue of the general quality of manpower for improved efficiency (resp.- EVT; date- ongoing)
- 4.4 TAOA will work on the recommendations of EVT as at 4.2 above when received (resp.- TAOA MC; date- post 25th Nov/ within Dec end)
- 4.5 TAOA will advise all residents on the fact that EVT's obligations are limited to external/ common facilities and do not extend to issues within apartments (resp.- Mr. MK Srivas; date- 18th Nov)
- 4.6 TAOA will carry out an inventory of residents' vehicles and examine re-issue of car stickers as required (resp.- Ms. Srividya; date- 25th Nov)
- 4.7 TAOA/ EVT will review EVT's performance with them in respect of manpower deployment and quality of services on 25th Nov next. (resp.- TAOA MC; Secy to coordinate; date- 25th Nov)