

## **Minutes of MC meeting of 25/11/07**

Committee members present were M.Srivas, Vijay Sambrani, Jayashree , Shabari Jayanthan, Beena Manivannan, Divya Gopi, Sreevidya, Shobha Krishnan.

Also present was Vijayan in his capacity as estate manager.

Those present from Envirotech (joined in for the second half): Miss Kavitha, Mr.Shiv Kumar, Mr.Anthony Xavier (new facility manager) and Mr.Muruga (in charge of security related matters).

### **Proceedings:**

The first half hour was spent reviewing Envirotech's performance since the last committee meeting. The following matters were discussed.

#### **1) Security:**

Lapses in security vigilance were brought to light with members citing instances of the main gates being left unmanned, visitors entering from the exit gate near N block and discrepancies in signing the attendance register.

Whether Envirotech needed to have a license to provide security services called for clarification.

Physical ability of elderly security guards was questioned.

#### **2) Housekeeping: Following issues were raised:**

Replacements to make up for absent staff were not being provided resulting in understaffing and hence continuous backlog of work.

Staff was being asked to work two consecutive shifts resulting in understaffing during the overlap hours between 1pm and 4pm.

Quality of work was still not up to the mark, further aggravated due to frequent understaffing.

Understaffing was a regular occurrence among garden workers. Last month there were only 6 days when all the garden staff were present.

Time for switching on and off lights in common areas was to be reviewed.

Problems of a structural and seasonal nature (eg. basement flooding, tank cleaning) were sucking up manpower leading to heavy backlog in routine work.

Mr. Shiv Kumar of Envirotech was either not contactable or not being contacted as the next level of escalation, esp on Sundays, resulting in delay in tackling problems.

Profile of the new FM Mr. Anthony Xavier had not yet been provided.

Window louvers on terrace were purposely removed by housekeeping staff for ease in accessing terrace. It was decided that door to terrace would be kept locked. Window louvers on terrace would be replaced. Keys to terrace would have to be collected from the front desk only. The second set of keys would be with the plumber.

EVT's response:

1) Security:

The security attendance register would be taken in by Vijayan an hour after reporting time and absentees would be marked in red ink to prevent staff from signing in later.

Location posts for all 5 security personnel would be specified for each day for the week for all shifts to prevent gate being left unmanned.

Security personnel would be rotated once in two days between gates within the premises and once a fortnight between other sites monitored by EVT to prevent collusion.

Vehicles (both 2 wheelers and 4 wheelers) would be allowed to enter from the front gates only.

Separate visitors register would be maintained at N block gates too.

Three security personnel obviously over the age of 50 would be replaced.

Envirotech not being solely in the business of providing security did not need a license. However EVT and TAOA would further check it out to ensure that we are not in violation of any law.

2) Housekeeping:

Replacements for absentee workers would be provided in a timely manner.

Extra work force would be provided to cover peak manpower requirements while undertaking planned work of a seasonal nature (eg cleaning overhead tanks) so that routine housekeeping work does not suffer.

Attendance of technical staff during the night shift would be monitored by the night FM.

EVT was in the process of recruiting more technical staff (electricians and plumbers) and would ensure that replacements were provided when needed.

EVT would ensure that replacement manpower was planned for in anticipation of absenteeism during festivals/public holidays.

It is FM's responsibility to ensure that the AMC vendor cleans up any debris generated during maintenance work so that housekeeping staff are not diverted towards this.

Time for switching on and off lights would be adjusted depending on sunset/sunrise times each day.

Raincoats would be provided at front desk for housekeeping staff to use for outdoor work during rainy days.

FM would ensure that there is proper transfer of info between supervisors from shift to shift so that there is no evasion of responsibility.

Profile of Mr. Anthony Xavier would be provided soon.

As Mr. Anthony was still quite new at Atrium his performance would be reviewed after a month.

EVT would provide a quotation for a sewage auto pump.

#### Other issues discussed by the committee:

Fixing and repairing of passage lights needed to be taken up.

Overflows of overhead tanks were still continuing (Mr. Ram has given a detailed update of the situation).

Problems with F block genset (failure to switch on automatically) were cited, Vijayan indicated a transformer problem, the matter would be tackled separately.

Only seven people in housekeeping for the first shift was not adequate (this would be taken up during renewal of the FM's contract).

Older kids were to be discouraged from playing boisterous games in the lawns. Plans to make the OSR land more attractive to the kids were to be speeded up. Resp Beena.

Leaks from bathrooms/kitchens into the basement/apartments below would be taken up with concerned residents.

Residents (other than the five who have been allotted lots) would not be allowed to park cars in the parking lots on the driveway. These were to be reserved for visitors.

No overnight parking would be charged from visitors. TAOA stickers would be given for second cars only if resident has two parking lots.

The matter of manning a help desk required further discussion.

Regarding the budget passed at the last AGM after being more than six months into the fiscal year, budgets would need to be exceeded where justifiable within reasonable limits rather than call for a special meeting to revise them.

Only one cheque would be collected for maintenance starting 1Dec, 2007. Regarding service tax the matter would be discussed with auditors and a decision reached. Resp Shobha. Residents liable would be intimated through a clear circular. Service tax if applicable would be charged starting 1Jan, 2008.

Proposed modifications in flat M401 needed further discussion.