

The Atrium Owners Association

(Registered with the Registrar of Societies, Chennai, Registration # 144/1999)

Minutes of the meeting of the Managing Committee

Date of Meeting:	October 11, 2008	Venue:	Basement, The Atrium
Start Time:	11:00 A M	End Time:	1:30 P M
Date of Issue:	October 12, 2008	Meeting No:	2 of 2008-09
Members Present:	Mr K V Menon – President Ms Pooja Jain - Vice President Mr Karthik Kumar – Secretary Mr S Krishnan, Treasurer Ms Beena Manivannan, Committee Member Ms Srividhya Sudhakar, Committee Member Ms Lalitha Sankaran, Committee Member Ms Uma Kiran, Committee Member Ms Vidya Ramesh, Committee Member Mr Madhavan Guruswamy, Committee Member Ms Shobha Krishnan, Committee Member		
Leave of Absence:	None		

- 1) The President called the meeting to order and welcomed the new members to the Management Committee (MC) Meeting.
- 2) The minutes of meeting # 1 of 2008-09 held on September 17, 2008 were adopted.
- 3) Actions taken on matters discussed in previous meeting

- a) Complaint Redressal System: The plan as proposed was approved. It was also decided that the complaint form be kept available online so that members desirous of using the online form could do so and forward it to the Facility Manager electronically for action.

Ms Kiran and Ms Sankaran presented informed the MC that the printing cost for 200 booklets of 20 sheets each would cost approximately Rs 12,000 for printing on carbon less paper, or Rs 9,000 for users to insert carbon paper themselves. The MC decided that the booklets can be printed on carbon-less paper. However, the MC also recommended that booklets be printed of 10 sheets each and additional copies could be printed at a later date if necessary.

It was agreed that the sub-committee would put the entire system in place by November 1.

- b) CBRE agreement: It was decided that the agreement be signed with CBRE as had been decided by the General Body.

The MC discussed the penalty matrix proposed by CBRE and vetted by the previous MC. The MC made the following observations with respect to the penalty matrix:

Action by

Ms Uma Kiran +
Ms Lalita
Sankaran

President +
Secretary

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Action by

- i) Currently systems did not exist to gather the metrics required to implement the penalty matrix.
- ii) Even if systems existed the implementation of the penalty system would require the near full-time involvement of MC members in ensuring the system worked.
- iii) The proposed system levied penalties only on the service providers engaged by CBRE to manage the facility and did not hold CBRE accountable to any standards of performance.
- iv) The system conceived did not have any mechanism to ensure proper delivery of service, but, was more to police service personnel. Members were of the opinion that this would not aid the establishment of a smooth process, and, on the contrary only lead to continual bickering and dissatisfaction among those providing the services.

In view of these, it was decided that a sub-committee comprising Ms Jain, Ms Sudhakar, Mr Guruswamy and Mr Krishnan, be formed to study the situation and draw up a framework for creating robust processes for satisfactory service delivery to residents.

As named

- c) Ms Ramesh informed the MC that the AMC for the swimming pool has to be signed with WaterTek.

Ms Ramesh said that WaterTek has not been successful in locating a candidate who would serve as a life-guard as well as ensure that the general decorum of the pool was maintained. Accordingly, Ms Ramesh suggested that the Association should employ such an individual with the following mandate:

- i) Be present in the pool area at the required shift timings
- ii) Ensure that registers were properly maintained
- iii) Inform the MC member in-charge of any transgressions of rules of pool usage

The MC approved this suggestion as well as finalising the AMC with WaterTek. Ms Ramesh was requested to discuss and finalise the cost in consultation with the Treasurer.

Treasurer + Ms
Vidya Ramesh

Ms Ramesh also requested the MC's support in arranging periodic cultural and social activities in different locations in the complex. To this end she wanted to invest in a PA system through surpluses generated from events such as the Dandiya night. The MC approved her plan.

Ms Vidya Ramesh
+ Ms Shobha
Krishnan

Ms Krishnan and Ms Sankaran expressed that there was only a limited forum for newcomers to the complex to meet other residents. To mitigate this, the feasibility of converting one of the empty rooms in the sports complex as some sort of 'club-room' was discussed in passing.

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<u>Action by</u>	
4) Treasurer's Report: Mr Krishnan reported that some of the deposits of the Association were coming up for renewal. In this context, he observed: a) Interest rates were becoming more competitive b) Given the financial market turmoils it is likely that interest rates would improve further c) It would be beneficial for the Association to consolidate its deposits in one larger figure rather than many small figures Given these and the generally unsettled nature of the financial markets, Mr Krishnan recommended that the deposits coming up for renewal immediately be placed in short term deposits till the situation firmed up and a sound judgement call could be made. In addition he also suggested that the Association could also consolidate its accounts with SBI and Axis Bank since the purpose for which those accounts had been created had been completed, and the funds in them be converted to fixed deposits. The committee approved this proposal. Mr Krishnan also sought the permission of the MC to use short-term deposits of maintenance fee collections as a means of improving the yield of the funds available to the Association. Mr Krishnan then shared his plans for having a senior resident of the building performing Internal Audit of the Association's functioning periodically. The MC approved these initiatives of the Treasurer.	Treasurer
5) Annual Plans: Still under preparation and will be taken up during the next meeting. Members were requested to share the plans via google groups so that inputs could be shared with other members of the MC too.	Secretary + Mr R Srinivasan
6) Other Significant Issues a) Water and water related issues: The Secretary informed the MC that a study was being undertaken with the assistance of Mr R Srinivasan, a resident of the building, to evaluate how the water resources of the building could be optimised and managed better. b) Monsoon preparedness: Mr Guruswamy's explained his proposals for mitigating flooding in the basement. His plans were approved and it was decided to enlist the services of Mr Jeev Kumar, the water-proofing expert identified by a previous MC to assist Mr Guruswamy in implementing the plan. Ms Manivannan confirmed that grafts of the 'nochhi' shrub, which apparently prevents mosquito infestation is also ready for planting. c) Security processes and procedures: It was decided to circulate the process under discussion in the MC to the General Body and seek opinion on some key actions after explaining the strengths and weaknesses of each of the alternatives.	Mr M Guruswamy + Secretary Ms Srividhya Sudhakar + Secretary

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Action by

After due debate it was decided that such opinion would be solicited only from owners of apartments.

- d) Smoke and fire alarm system: The Secretary informed the MC that Mr Srinivasan had handed over the quotations received from a vendor for the system. Since a considerable time had elapsed since the quotation was originally received, the validity of the quotation was being investigated.

Secretary

- e) AGM minutes: These were under preparation. However, a list of the key decisions taken had been provided and these will be published shortly and actions will be taken on this basis.

Secretary

- f) Mr A Chandramouliswaran's recommendations: Discussion on this was deferred to a later time.

7) Any other matter

- a) Some residents had expressed that the Security personnel had behaved rudely with them when instructions had been issued to them. The MC considered the matter and it was decided to admonish the security staff. At the same time, the MC also expressed the view that residents should deal with staff involved in facility management only through the MC.

- b) It was decided to re-evaluate the insurance coverage of the apartment complex particularly those covering elevators in view of some clauses that are inimical to the interests of the Association in the existing elevator AMC contract.

Treasurer

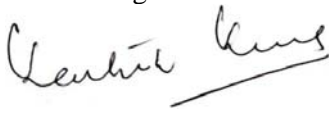
- c) Alfa Elevators, the AMC contractor for the elevators had mentioned that a sum of nearly Rs 1,00,000 was owing to them. Enquiries with the previous MC suggested that only Rs 25,000 had been held back from payments due to Alfa Elevators. In view of the apparent anomaly it was decided that the Accountant will investigate the disparity in claims before settlement could be made to Alfa Elevators.

Treasurer

- d) ICICI Bank Ltd had requested permission to be allowed to carry out promotional activities in the building. The MC was of the opinion that promotional activities could not be carried out in the building.

- e) Mr Guruswamy wanted to know if any vendor apart from CBRE or AMC providers had been engaged by the Association for providing services for fixing trays under air-conditioning units. None in the MC was aware of such appointments.

- 8) There being no other matter to be discussed, the President declared the meeting closed.



Karthik Kumar
Hon Secretary