

MINUTES OF THE OPEN HOUSE MEETING HELD ON 27 AUGUST 2017

Attendance. The Open House Meeting was attended by 66 members.

Agenda . To receive suggestions from members for improvement of the Society.

1. Col R S Rathee, President, thanked everyone for electing the new Management in entirety with overwhelming majority. He assured that the Election Manifesto would be fully implemented. He stated that while all members were new to the job, they had used the intervening period to acquaint themselves with their portfolios and were fully functional. As a matter of fact, many of the points in the Manifesto had already been completed.

Review of Major Issues of Concern.

2. Lifts. Col Rathee intimated that an inspection of all Lifts had been carried out and it was found that there were two main issues which were affecting performance – Sensors and Automatic Rescue Device (ARD). No Lift was found to have an ARD as of now. With the cost of one ARD at approx. Rs 40,000 per Lift, repair of all Lifts would cost a total of Rs 16 Lakhs. He informed that the detailed proposal for the repair of Lifts would be put forward during the GBM for approval of the House.

3. Fire Fighting System. Col Rathee informed that the Fire Fighting System involved two parts – the Fire Extinguishers and the Pumping System. He intimated that a survey was in progress by Mr Basu, (who had handed over the system on behalf of AWHO), initially to check the serviceability of the Fire Extinguishers, followed by the Pumping System. A BOO would examine the issue in detail and the recommendations would be put forth in the GBM for approval. A plan would also be formulated for a Fire Drill and would be intimated to everyone.

4. Gardens. The President intimated that work on mowing of Lawns and trimming of hedges had commenced. Trees which were obstructing the electric cables had been trimmed. A Grass Trimmer had been procured to deal with big grass. He felt sanguine that by the Winters, the Lawns would be restored to their pristine glory.

5. Convex Mirror. It was intimated that a Convex Mirror had been fixed near Gate No 3 as an accident prevention measure and more would be procured, if required.

6. Sports Complex. Col Rathee recalled that the Sports Complex had become a very emotive issue, in view of the fact that the facility for Tennis Coaching, Swimming and Gymnasium, was being used mostly by outsiders. As a result of this, own children had no place to play. The Gymnasium, which used equipment donated by HQ Western Command was also functioning in a commercial manner. He informed that the Tennis and Swimming Contracts had been terminated wef 31 Aug and the Gymnasium contract would also be terminated shortly. From 1 September, the Sports Complex would be available to our children for Basketball, Badminton etc. The Gymnasium and Swimming Pool (next year) would be run under Society Arrangements on No Profit No Loss basis.

7. Influx of Outsiders. The President observed that there was an influx of outsiders into the Society to use our facilities. Morning / Evening walkers had been noticed coming in from outside. He mentioned that this would not be allowed and requested all members to become proactive in checking outsiders.

8. Purchase of Trolleys for Gas Cylinders. The Gas Deliverymen cause damage to Roads, Floors and Lifts while dropping and rolling Cylinder. As a measure to prevent damage, two Trolleys had been procured which they would pick up from the Gate while entering the Campus.

9. Repair Procedure. The president observed that there were reports of poor response to repair complaints and overcharging by the Plumbers / Electricians. He clarified that the responsibility within the Flats was of the owners. However, the Society would ensure clear demarcation of responsibilities, smooth reporting procedure, expeditious repairs and fixing of rates, within the next few days.

10. Revision of Bye Laws The Haryana Government has amended the Act relevant to Societies and now the Collegium System would be replaced by the General Body System. Action had been initiated to revise the Bye laws.

11. Society Discipline. The President highlighted the following issues:-

(a) Cleanliness. Society should be kept clean. Rotis / Wrappers / Bottles should not be thrown on the road and Clothes should be clipped.

(b) Pet Dogs. Owners should ensure that their pet dogs do not litter the Society premises. They should be walked outside the Society.

(c) Car Parking. Everyone should park their cars in the allotted space. In case existent space is inadequate, then paid parking is available. Guests should be guided on where to park by the residents.

(d) Storage Under Stilts. Storage of boxes under Stilts is a Fire hazard and needs to be cleared.

(f) Parking of Scooters / Bicycles. Many Scooters and Bicycles have been haphazardly parked and are gathering dust due to long period of disuse. These need to be organized.

(g) Blocking of Red pathway. The areas of red pathways are intended to be entrances to Blocks. In some cases these have been blocked with baggage, which should be removed immediately.

(h) Speeding within the Society.. Speed limits need to be curtailed with the Society to prevent accidents. Two wheeler drivers should use helmets as is legally required.

12. Important Issues of Recovery of Interest from AWHO and Payment of Third Land Enhancement. The President informed that Brig D K Mohan had been of great help in coming to grips with the two issues of recovery of interest from AWHO and payment of Third Land Enhancement and requested him to brief the House on the current status.

13. Recovery of Interest from AWHO. Brig D K Mohan recapitulated that the Society had lodged a case against AWHO in the national Consumer Forum in 2015. The three primary issues in the case were, Work not up to specifications, Retention of MI Room by AWHO and the recovery of interest on 2nd Land Enhancement from AWHO. In April and May 2016, AWHO had offered to refund the interest payment directly to owners and had asked the Society to inform all owners to intimate their bank details for direct transfer of the due amounts. At this stage the Management approached

AWHO to refund the entire amount to the Society for absorption into the Corpus Fund. This was not acceptable to AWHO and they decided to freeze payment till outcome of the case. The Management persisted in this request and filed an additional Affidavit in the Court Case, as late as June 2017, seeking refund of the amount directly to the Society, for merger into the Corpus Fund.

14. Payment of Third land Enhancement. HUDA approached AWHO for payment of 3rd Land Enhancement amounting to Rs 6.84 Crores in Jan 2016. The Management requested AWHO to take a bank loan and pay the amount by due date and recover the money from owners, as had been done earlier. However, AWHO did not accede to the request. No further action was taken thereafter to persuade AWHO. Instead, faith was reposed in the Joint Action Committee of 20 Sector to use various means to resolve the issue with HUDA, which have not borne any result. Consequently the amount due now stood in excess of Rs 8 crores, increasing by Rs 1 Crore annually. It was intimated that immediate action would be taken to involve HQ Western Command, failing which the future course cation would be decided in the next GBM.

15. Clarification by Lt Col Kulwant Singh and Mr Subhash Pathania. Lt Col Kulwant Singh, on behalf of the previous Management, clarified the efforts made to identify the amount due and make AWHO own up their liability. He intimated that the decision to merge the amount in the Corpus Fund had been taken by the Management previous to them. Mr Subhash Pathania stressed that the decision had been taken by a GBM held in 2015 and had merely been reiterated in the GBM held on 23 Oct 2016, which was attended by Brig Sarjit Singh and Col J S Jeryal. Brig Sarjit Singh pointed out that at the time the decision was reiterated in Oct 2016, the House was not informed that AWHO had offered to refund the interest due, directly to owners.

16. Reduction of Maintenance Charges. The President sought the views of the House on the issue of reduction of Maintenance Charges. Col K K Kaushal opined that the issue needed to be discussed before the GBM.

17. The President thereafter invited points from members for improvement of the Society. He clarified that no decision would be given on the spot, nor any assurance regarding acceptance. However, the Management would give every point due consideration.

Points from Members

18. Land Enhancement Cost. Col Sandeep Nautiyal and Col H O Khandelwal suggested that a Committee be formed to pursue the case of 3rd land Enhancement.

19. Discontinuation of Tennis Academy. Mr Punit Banga, Mrs Sonal Tandon and Ms Chanchal Singla (all tenants), insisted that the Tennis Academy should not be discontinued. Col Uday Chopra suggested that the possibility of having both a Tennis Court and Basket Ball Court could be considered.

20. Removal of Luggage Under Stilts. Brig Sarjit Singh and Col HO Khandelwal opined that the boxes store under Stilts needed to be removed.

21. Ambience of Society. Brig Sarjit Sing felt that the ambience of the Society must be restored and the Gardens must be brought to full bloom during the ensuing winters.

22. Parking. Brig Sarjit Singh advised that the Parking spaces were overcrowded due to excessive number of vehicles being parked and the entrance passages to Blocks were encroached. These required to be cleared and clearly marked.
23. Damaged Flower Beds. Col Sandeep Nautiyal observed that many Flower Beds in and around the Blocks were broken and should be repaired.
24. Repair of Bumpy Speed Breakers. Col K K Kaushal stated that some Speed Breakers, especially the one at the corner of E6 Block were very high and needed to be smoothed.
25. Cracker Free Diwali. Col K K Kaushal felt that the Society must observe a Cracker free Diwali.
26. Armed Guards. Col K K Kaushal felt that the possibility of having one or two armed guards should be examined.
27. Repair Service Centre. Col V K Popli desired that that the Registers in the Repair Service Centre should be maintained by an attendant.
28. SMS Messaging. Col V K Popli observed that the PA System was not audible in all Flats and hence a system of SMS should be introduced.
28. Guest Parking Management. Col Ajay Vashisht suggested that, like in some Societies in Delhi, all outside vehicles be given a chit on nominal payment at the entrance and the same be deposited on exit.
29. Flower Pots on Parapets. Col Ajay Vashisht expressed concern that the Flower Pots placed on Parapets of balconies constituted a safety hazard and these needed to be removed.
30. Complaint Redressal System. Col Sandeep Nautiyal suggested that a Mobile phone be kept at Gate No 1 where complaints could be registered. The Supervisor would subsequently follow up the repair action.
31. Intercom System. Col Sandeep Nautiyal suggested that an Intercom System be considered to augment the security from Gates and within the Society.
32. Standard of Security Guards. Col Sandeep Nautiyal felt that the Security Guards were unprofessional and uneducated. He felt that there was a need to have two Supervisors for round the clock supervision.
33. Vendor Supervision. Col Sandeep Nautiyal complained that Creamway Milk has increased its milk rates inordinately because he has no competition. He desired that the Management should intervene to fix his rates.
34. Status of Increased Society Charges. Col Sandeep Nautiyal hoped that the additional Rs 500 charged for future development had been put into the Corpus Fund and not expended on routine maintenance.
35. Frequency of Meetings. Dr P S Mann desired that the meetings with members should be held Quarterly.

36. Opening of No 3 Gate. Col P K Bhatia opined that No 3 Gate should remain open till 10PM.
37. Feedback System for Complaints. Col S K Gupta recommended that a Feedback system from owners for complaints be introduced.
38. Planning of Projects. Col S K Gupta advised that all projects should be planned in detail and publicized for comments before seeking approval in GBM.
39. Overseeing Committee. Col S K Gupta wondered whether it would be feasible to introduce a Committee to oversee the functioning of the management.
40. Garbage Dump in Peer Muchalla. Brig D M Gupta observed that the Garbage dumped along the outside of the wall towards Peer Muchalla constituted a health hazard and appropriate authorities needed to be informed to take action to clear the same.
41. Thanks for the Old management. Brig D M Gupta felt that the House should express thanks and appreciation for the functioning of the previous management.
42. Serious Damage to Pillar in E1. Col Surinder Singh observed that the corner pillar in E1 had been severely damaged and needed immediate repair.
43. Cramped Car parking. Col Surinder Singh stated that the proximity of paid parking behind E1 Block restricted the space for cars to maneuver out of the parking under stilts.
44. Panel for Emergency Assistance. Col Sandeep Nautiyal opined that details of Doctors staying within the Society be compiled and disseminated for use in an emergency.
45. Automatic Change Over on Generator. Mr Anil Kumar observed that the Automatic Changeover on the Generator, which should ensure smooth transition from Mains to Generator, was not working properly.
46. Makeshift badminton Courts. Mr Sunit Bansal advised that the possibility of setting up Badminton Courts in the open space between Blocks be examined.
47. Standard of Cleaning. Mr Sunit Bansal complained that the Safaiwalas do not clean the Staircases and central areas properly.
48. Accommodation for Drivers. Col Arun Dhawan suggested that some accommodation be earmarked for drivers staying overnight. Col Sandeep Nautiyal informed that there is a Dharamshala in Sector 21 Mandir where drivers can stay overnight on nominal payment.
49. Recording of Entry of Guests. Col Arun Dhawan felt that consideration must be shown to senior citizens and lady guests while recording details at the Gate, by taking the Register to them.

Concluding Remarks.

50. The President thanked everyone for their active participation and assured that all points would be examined and action taken, where feasible.

President_____

Secretary_____

