



ALLIANCE ORCHID SPRINGS FLAT OWNERS ASSOCIATION

Regn.No 219/2011

A PROGRESS REPORT AS ON DATE

Our Association started functioning since the end of 2015 for the welfare of owners in all the eight blocks of Alliance Orchid Springs. After the formation of the Association in July 2015 when we took steps to register the Association, the Registrar did not encourage registration of new Association informing that there is already a Registered Association in the same name with the reason that there could not be two Registered Associations with identical names in the same apartment complex with the same address as it will lead to a lot of confusion and overlap.

After having a lot of personal meetings and discussions with the Registrar we renewed the erstwhile Association in September 2015 bearing the same Registration number 219/2011.

Objective of our Association:

Our Association's main objective is to take care of the welfare of the owners / residents of flats in all the blocks.

Our Association is against carrying out Commercial activities in the common areas of AOS to ensure secrecy and privacy of the residents.

Organisation Structure of the Association:

COMMON FOR ALL THE BLOCKS:

- ONE PRESIDENT
- TWO VICE PRESIDENTS
- SECRETARY
- TREASURER
- TWO JOINT SECRETARIES

FOR EACH BLOCK:

- ONE BLOCK PRESIDENT
- ONE BLOCK VICE PRESIDENT
- ONE BLOCK SECRETARY
- ONE BLOCK JOINT SECRETARY
- TEN EC MEMBERS

While the executives in the Blocks will take care of the needs of the blocks, executives common for all the blocks will take care of the Common Problems, liaison with Alliance, Government bodies etc for the welfare of the residents.



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Background of Formation of the Association:

Owners meeting held on 3.1.15:

Initially an adhoc committee was functioning in Alliance Orchid Springs since 2014. After conducting a meeting on 3.1.2015 with the select owners of Pearl, Hibiscus and Maple blocks (Gulmohar and Pine blocks were not ready at that time) the committee listed out many issues some of which pertaining to these blocks and many common issues affecting all the owners.

A registered letter with Ack.due was sent on 12.1.15 to the Managing Director listing out the above issues in detail asking his immediate action for solving the issues. Hard copy and soft copy of the letter was also provided to Senior Manager, CRM. Since there was no reply for the letter another Registered letter was sent to the Managing Director followed by many reminder emails to Senior Manager, CRM.

Some of the major issues listed out in the letter are given below in brief:

- Delay in provision of Piped Gas connection
- Changing Name of Phase 2 of the Project as "Alliance Blue Crest"
- Club house construction, Utilisation of Corpus Funds considering the interest of all owners
- Delay in completion for facilities as listed in the agreement to be provided to the residents
- Unjustified Maintenance charges and delay in provision of Car Parking
- Frequent collapse of false ceiling in the corridors due to high winds / Entry of Rain water in the corridors due to heavy rains
- Poor condition of Water Canal Road and absence of Light facility on the Road during nights
- Stagnant sewage water
- Provision of other Broadband/Landline service providers apart from Airtel and other DTH connections apart from Airtel
- Menace of Stray dogs in the complex
- Arrangement for Grocery and Vegetable shop
- Security issues
- Single point of contact to be provided by Alliance Orchid Springs

Owners meeting held on 28.6.15:

Another meeting of owners was conducted in AOS on 28.6.15 which was attended by about 100 owners both residents and non residents who had not taken possession. The owners were appraised of all the above issues and the feedbacks from all the owners about the problems faced by them were also obtained.



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It was decided in the meeting to form an Advisory Committee and different Working Committees with due representation of owners from Pearl, Hibiscus and Maple block (Gulmohar and Pine blocks were not ready for occupation at that time). The committees were formed with volunteers and started functioning from next day.

Further it was decided in the meeting to take early steps for formation of An association and to register it to proceed legally against the builder.

Another Registered letter with ack. due to the MD of Alliance under copy to Senior Manager ,CRM was sent listing our additional 15 issues based on the feed back received from the owners in the meeting on 28.6.15 and Alliance was asked to take steps to resolve these issues in addition to the 21 issues raised by our earlier letter.

Some of the major issues listed in our letter are:

- Removal of Crematorium
- Nuisance of removing Sewage water through trucks
- Charging Penal Interest for delayed payment
- Compensation for the poor quality of construction and poor quality of materials used for construction
- Malfunctioning of Lifts in Hibiscus and Maple Blocks
- Defective Fire Alarms
- Play ground for children

Finally we got the response for the first letter sent in Jan.15 by way of letter signed by Senior Manager, CRM only in the month of July 2015 .In the letter some of the issues solved by Alliance and issues which are under progress of resolution were provided as response.

We give below some of the issues which were resolved by Alliance as per letter received from them in July 2015:

Issue: Changing Name of Phase 2 of the Project as "Alliance Blue Crest"

(This was a serious issue since Alliance started using the name Alliance Blue crest for the blocks in 2nd Phase by way of banners and Website)

Alliance Orchid Springs Project consists of two phases Phase 1 consisting of five blocks and Phase 2 consisting of 3 Blocks. Many owners have purchased flats in the last 3 blocks under Phase 2 only in the name of 'Alliance Orchid Springs'. But now suddenly you have started advertising Phase 2 of the Project in the name of 'Alliance Blue Crest' with a different website as if Phase 2 is a new project. Please inform us the background behind the Alliance Blue Crest and in what way it is different from Alliance Orchid Springs.

Reply by Alliance:



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Alliance has its own right to brand the towers or phases as advised by its marketing/branding consultants. However subsequently we have changed it back to Orchid Springs. Our Project Name is Orchid Springss with 8 blocks in Phase I and Phase II.

Comments:

All the Banners advertising 'Alliance Blue crest' were removed by Alliance after our letter.

Issue:Fluctuation of Electricity

Very often fluctuation of electricity occurs due to which electronic goods in many flats are reported to be damaged. Steps to be taken to prevent occurrence of such fluctuation.

Reply by Alliance:

TNEB power is provided in Block I, Block II and fluctuations are not possible. We are yet to receive the Completion Certificate for Block III,IV and V and will be energized shortly.

Issue:Grocery and Vegetable shop

In the absence of any community hall Alliance is being requested to provide a place for regular meetings till such time the club house is ready. In the absence of proposed Super market , a small grocery and vegetable shop may be opened in the premises to service the present occupants.

Reply by Alliance:

Mobile Grocery and Vegetable selling arrangement is already taken care by us.

Comment: Though the Grocery and Vegetable shop was functioning for some months ,the same was closed due to poor patronage by the owners.

Issue:Safety guidelines in Lifts

The safety/security guidelines to be followed when using the lifts are to be displayed in the lifts.

Issue:Rain Water Harvesting and Water treatment Plant:

Kindly inform us if Rain water Harvesting is implemented to store the rain water from all the blocks without wasting rain water. Please also inform us if Water treatment Plant is functioning.

Reply by Alliance:

Water Treatment Plant is functioning and Rain Water Harvesting is also implemented.

Comment: Few months back when water in Maple block was tested in Testing Lab it was found to be acidic and not potable. I took up the matter with Mr.Ajeet and Ms Sharmila by email attaching the report. They took immediate steps and when the water was tested next month it was found to potable water with acidity under permissible limit.

Issue: Single point of contact to be provided by Alliance Orchid Springs



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A coordinator should be appointed by ALLIANCE, to coordinate issues between CBRE, ALLIANCE, ALLIANCE project on 24X7 basis as a single point of contact. Residents have to inform grievances only to that single point of contact, the complaint has to be registered immediately and time frame has to be given in writing immediately.

Reply by Alliance:

Facility Manager will have a team of plumbers, carpenter, and electrician are available at site and more over you can also lodge your complaint to CBRE in this regards. Contact No: 9003028274 -24 Hrs.

Facility Office: 044 -49524574

Timings : 8.30 AM to 7.00 PM(Mon-Sat)

9.30 AM to 2.00 PM(Sun)

Complaint Register is maintained in Facility Management office.

Issue: Non fixing of windows in the cable shaft in 15th floor of Pearl Block:

In 15th floor of Pearl Block the two shafts on right side of the floor housing electrical /Airtel TV landline cables etc. have no windows and posing high risk if anyone especially children happen to fall through the shaft all the way down. Windows to be fixed in both shafts immediately.

Reply by Alliance:

Windows since installed..

Issue : Stagnant sewage water in front and right side of Pearl Block

Pools of stagnant sewage water have accumulated in front and right side of Pearl Block due to rain water and also the sewage water let out by Alliance Orchid Springs.

These pools not only create eye sore but also spoil the image of the Alliance Orchid Springs Complex. They are also source for the breeding of immense quantity of mosquitoes which reach upto the top 17th floor of the building. To ensure better and healthy living of the residents and to prevent menace of the mosquitoes urgent steps to be taken by the builder to fill up these pools with debris etc. at the earliest and alternative steps to be taken to let out the sewage water from the building through properly laid pipes.

Reply by Alliance:

This is already addressed and there is no water logging now.

Issue : Provision of signal boosters for all Mobile phone service providers

At present all the residents especially in top floors of the blocks are facing the problem of not getting signal in Mobile phones connected with different service providers like Airtel, BSNL, Vodafone etc .Making and receiving calls through the mobiles even during emergency is not possible due to the poor signals.



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Signal boosters of all mobile operators including BSNL should be installed at Orchid springs for clear communication.

BSNL landline broadband connections to be taken up. We can not lose govt. offers by BSNL because of Alliance.

Similarly all cable TV operators should be given permission to set up their antenna instead of restricting to Airtel only.

Reply by Alliance:

Telecom service providers like Airtel and Tata Tele services are available.

Comment: Initially only Airtel Broadband and landline connections were there .After our letter and emails they arranged for Tata Decomo Broadband and landlines. We followed up for BSNL connection and other Cable TV operators and Alliance took up steps to get BSNL connection which was under correspondence.

Issue :Menace of Stray dogs in the complex

At any time 9 to 10 stray dogs are found roaming /sleeping in the complex. The security guards who are always busy in noting down the numbers of two wheelers and four wheelers do not any action to prevent the entry of these stray dogs/or drive them out of the complex. Many a time they pose threat to the moving vehicles. There is also the thread of residents being bitten by these stray dogs. Urgent steps to be taken for driving out all the stray dogs and prevent further entry of these dogs.

Reply by Alliance:

We are always removing the stray dogs entering in to the site by informing the corporation and moreover we have instructed our security to take action on the same.

Comments:

It is true that Alliance took steps for removal of stray dogs by Corporation vans many times. Mr.N.Ramesh of Maple block also personally complained to Corporation and arranged for removal of stray dogs. But due to absence of compound in some places stray dogs enter the complex once again.

Issue: Frequent collapse of false ceiling in the corridors due to high winds / Entry of Rain water in the corridors due to heavy rains.

Solution provided by Alliance now:

Glass blinds have been installed in the corridors of all the floors in all the blocks

After installation of the blinds during the recent rains ,no false ceiling collapsed and no water flooded in the corridors.



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Follow up with Corporation office for Street lights and removal of Crematorium:

We filed online complaints with Chennai corporation for the street lights in Water Canal Road and for the removal of Crematorium. We received reply from the Corporation about the steps taken for activating the street lights and subsequently they were activated. In the case of removal of Crematorium Corporation office informed that the same will be removed after installation of electrical crematoriums in Ambathur Zone. We have followed up with Corporation to speed up the removal of the same.

Stopping the Allotment of Open car park slots in the Driveway of Pearl Block:

There was a move by Alliance to allot open car park slots in the Driveway of Pearl Block. Association sent a strong letter to Alliance Management objecting to this move and the same has been stopped by Alliance.

Installation of Concrete benches and Lights between Pearl and Hibiscus blocks:

Alliance provided initially Concrete benches and lights between 3 and 4 and 4 and 5 blocks. The Association took up with Alliance for provision of concrete benches between Pearl and Hibiscus blocks and provision of lights between these blocks and on the sides of Hibiscus and Pearl Blocks. The same have been since provided.

Replacement of missing granite slabs in Hibiscus Block:

After our follow up by email and in person Alliance has replaced the missing granite slabs at the Lift entrance of Hibiscus Basement floor

Long pending repairs in the flats of many members of the Association are being taken up with Alliance and rectified in many cases.

Allotment of Car parking slots:

Sent a letter to Alliance to stop sale of additional car parking slots until car parking slots are allotted to all the existing owners who have moved in during the last one or two years. The same was accepted and taken care at the time of allotment of car parking slots

Our Association office bearers actively coordinated with Alliance and owners during allotment of car parking slots by lottery.

Stoppage of movement of vehicles inside AOS for removal of sewage water and relocation of STP Plant:

From the beginning STP plant installed in front of Pearl Block was not working properly and daily sewage water was removed by trucks which created a lot of problems like sound pollution, pollution of air seepage and scattering of sewage water by the trucks. The trucks were a hindrance to those who were walking inside AOS. By constant follow up with Alliance



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by emails and meeting the officials at Head office we managed to stop the vehicles to enter the complex. Subsequently the STP plant which was not working properly was also stopped.

Now a NEW STP has been commissioned and functioning in the same place.

Interest paid of delayed payment:

Our Association collected the details of interest paid on delayed payment to Alliance from our members and arranged to get reimbursement of excess interest paid to many members.

Property Tax :

We collected Property Tax assessment applications from our members and followed up with Corporation officials to get Assessment orders.

Club House Management Committee:

Office bearers of our Association are members of Club House Management Committee and participating in the meetings to speed up the commencement and maintenance of Club House.

Conducting frequent meetings with Owners to get feed back of their grievances:

Our Association has conducted frequent meetings with owners of flats in all the blocks including the Consultative meeting held in Dec,15 to get the feed back of their grievances and acted on it.

The last meeting was conducted to discuss the payment of Maintenance charges to the builder which was attended by a large number of owners from all the blocks.

Annual General Body Meeting and renewal of Registration:

As prescribed by Society Act we conducted Annual General Body Meetings in June 2016, January 2018 and September 2018 with the election of new Office bearers. We submitted the Audited Balance sheets in the AGMs conducted. We renewed the Registration of the Association by providing the required documents to the Registrar during Aug 2016 and also submitted the documents for renewal for the year 2017-18.

Submission of Memorandum on Pending Deliverables and Maintenance Issues to Alliance:

Our Association prepared a detailed memorandum of Pending Deliverables and Maintenance Issues and submitted the same to Alliance Management in a meeting held with the Joint Managing Director and following up with them for the action taken.



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After formation of the Association the following welfare activities have been arranged for the owners of all the blocks:

- a) Arrangements for supply of Aavin Milk cards at card rates
- b) Independence Day / Republic Day Celebrations
- c) Security awareness program by Police
- d) Enrolment of about 300 Voter's ID applications covering all 5 blocks
- e) Collection of Flood relief donations sent to CM Public relief fund during Chennai floods in 2015
- f) Polio Drops Camp
- g) Camp by Indian Bank for offering Bank Services on 13.3.16
- h) Pongal day Celebrations for 2017 and 2018
- i) Mupperum Vizha celebration in 2018
- j) Celebration of Holi festival in 2018
- k) Dental and Eye Medical Check up in Club House
- l) Health Check up by SIM Hospital in Club House
- m) Many Events for Children in AOS
- n) Three Annual General Body Meetings
- o) Three Owners Consultative meetings in different year
- p) Meeting of owners in AOS on Maintenance Charges

Our Alliance Orchid Springs Flat Owners Association (AOSFOA) will continue to strive effectively for the welfare of the owners/residents of AOS.

