

To,
The Residents,
Villa Orchids,
Kowkur.

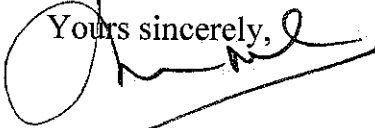
Date: 29-10-2018

Several residents have raised queries about accounts of Villa Orchids Owners Association. They have also enquired about details of management related to the day today affairs of the Association. In reply to their queries please note the following:

1. The books of accounts of the Association have been uploaded on our website i.e., www.modiproperties.com. Click on the link at the bottom of page labeled as 'Associations'. Audited accounts, P&L statement & balance sheets for FY 17-18 would be uploaded on the website by the 15th of November. Residents may freely access this information. Other details about Association bye-laws, founding members, etc., have also been uploaded.
2. Monthly maintenance charges, corpus fund and other revenue of the Association is being deposited in the bank account of the Association. The Association will be handed over to the duly elected members/residents on completion of the project. Such newly elected members may re-check/re-audit the accounts of the Association.
3. Presently, our engineering staff at site is managing the day to day affairs of the Association. They are responsible for duly executing procedures laid down by our management team at HO. Such procedures are being fine tuned on a regular basis by HO.
4. The engineering and sales team at site are not authorized/trained to answer queries of customers. They are responsible for execution of the work assigned to them.
5. All customers are requested to send their complaints and suggestions through our website (see link labeled as 'Complaints & Suggestions'). Complaints sent by email or orally will be ignored.
6. We do not recognize any resident as authorized representative of a group of residents. Complaints and suggestions sent on behalf of a group of residents shall be ignored. However, very soon, we will invite a few residents to become co-opted members of the Association to help us manage the day to day affairs of the Association. Their help will be invaluable, as management at site is far more effective than remote management from HO.
7. We are fully committed to address all issues affecting the residents of Villa Orchids, especially in relation to construction defects and day to day maintenance of common amenities.
8. Residents can meet Mrs. Vasundara, Sales executive at our front office. She will help you to lodge your complaints through our website.

Thank You.

Yours sincerely,



Soham Modi.
Managing Partner.