

## 1. VCAM charges refund

As everybody is aware, charges for domestic electric consumption are to be paid by the owners directly to NPCL for which the prepaid meters installed in the flats are recharged by them and the necessary recovery/adjustment is done accordingly. Every owner receives a bill/statement from NPCL on a monthly basis giving the necessary details. AOA is not part of the process and this is between NPCL and the owners. The billing for the common areas and the facilities such as the lifts, pumps etc of the society is worked out virtually by NPCL as the difference between the total consumption of the society and the sum of individual domestic consumption of the owners, and this is billed to all owners in the proportion of their contracted domestic load. This is known as Virtual Common Area Metering (VCAM) and the VCAM charges are billed to the owners as a component of their electricity bill. This is in accordance with the formula devised by UPERC which is applicable to the multistoreyed residential apartments all over UP having multipoint connection. This is as per the applicable laws and AOA has no authority to modify or waive these charges. Thus every owner is liable to pay his share of VCAM bill.

The previous AOA for some reason ,towards the end of their tenure, decided to reimburse these charges to the owners first by 50% and later the full charges. This was not done with the approval of the General Body and we feel the reimbursement is an unnecessary strain on the limited financial resources of the society and has no rationale, as these charges are to be borne by the owners just as their monthly electricity bills. Reimbursement since July 2024 have, therefore, been put on hold pending a decision in the General Body meeting as to whether we should reimburse the VCAM charges which are billed by NPCL and create financial difficulties for the society management.

## 2. Tenant Policy

Owners are at liberty to rent out their flats to tenants whose credentials must be checked by them and for which they are responsible. AOA does not recommend giving flats on rent to bachelors or students who do not have their independent source of regular income. Similarly, using flats as a paying guest accommodation is not viewed favourably as such arrangements have scope for disputes with the flat owner or with other co-occupants. The details of all tenants, whether families or otherwise, have to be shared with the Maintenance Office who will ensure police verification of the tenants as per rules. The norms of good behaviour will apply to all tenants equally and any act of public nuisance will not be tolerated and will invite action, including police complaint under the relevant provisions. The Maintenance Office will keep record of all tenants and verify them from time to time to keep them upto date. The undertakings and other provisions applicable to the tenants will be shared with them by the Maintenance Office. A copy of the Draft Tenant Policy is attached herewith for comments and suggestions of the owners thereon.

It is proposed to allow use of common area facilities like the Gym and the Swimming Pool by the tenants subject to the condition that in case of a number of tenants sharing an apartment, only two persons per flat ( as indicated by the owner) will be allowed the facilities on a non-transferable basis.

## 3. Parking issues

RFID stickers have been issued to owners for smooth entry of their vehicles into the Society and parking them at the allotted parking slot. In some cases, the stickers have not been obtained by the owners in spite of repeated reminders. It is proposed to ban entry of vehicles without stickers except in cases of visitors who have to follow the system for parking their cars in the designated parking

slots subject to availability. Visitor parking will be available for such vehicles for only a few hours and not for an indefinite period, which the General Body may discuss and decide.

Wrong parking has been a major issue of concern and penalty is imposed for unauthorised parking in slots allotted to the other owners. It is appreciated by all that such wrong parking causes huge inconvenience to the rightful owners and must be condemned by everybody. There can be no justification for such acts of trespassing and deliberate harassment to the actual owners of the parking slots. The General Body may discuss and decide upon the quantum of fine in such cases and in repeated cases.

#### 4. Repair work in flats

Often it is necessary to carry out some repair etc in an upper flat in order to resolve an issue in a flat down below. It is expected of the owners to extend necessary cooperation to each other in such cases and to allow the work in a mutually convenient manner. This should not need intervention by a third party, much less by AOA. While underlining the need for mutual cooperation, it also has to be decided how the other relevant issues involved should be addressed in such cases. For example, sometimes it may be necessary for the upper flat owner to allow some work in his flat which would involve expenditure in order to resolve the issues of the lower floor flat. In such cases, he may not be willing to bear the expenditure involved as his flat has no issues by which he is affected. Also, he may also feel that he is being inconvenienced due to the problems in the lower floor and, therefore, the lower flat owner should bear all expenses involved. He fails to recognise that the problems in the lower floor have arisen because of some neglected issues in his own flat and he has a moral responsibility to rectify those issues. Ideally, it should be possible for both of them to consider the issues with this perspective and arrive at an acceptable solution. It is proposed that in all such cases, the upper floor owner should rectify the issues in his flat on priority and extend full cooperation to the Maintenance Team to carry out the necessary repairs and the costs of the inadmissible items would be borne by him. The General Body may deliberate and take a decision.

#### 5. Payment of Maintenance Charges

Timely payment of monthly maintenance charges is crucial to the smooth running of the Society and cooperation of all owners in this regard is of vital importance. Real Estate Act, UP Apartment Act and the Bylaws make it incumbent upon the owners to make timely payment of maintenance charges. The law provides for penal measures in case of default including suspension of essential services to the defaulters. According to the laws, the outstanding amount of maintenance charges can be recovered by the authorities as arrears of land revenue and in no case can be waived. In order to discourage late payment of maintenance charges and falling into arrears, it is proposed to levy a surcharge of 5% on the maintenance charges if they remain unpaid for more than two months. The General Body may deliberate over the issue and consider the proposed measure and such other measure as deemed appropriate.

#### 6. Pet Policy

A copy of the draft Pet Policy proposed to be followed in the Society is attached for any comments/suggestions. The Policy is in conformity with the Dog Policy adopted by the Greater Noida

Authority for all AOAs/RWAs. Feeding point for stray dogs has to be identified in accordance with the guidelines laid down by GNIDA , however, AOA feels that no such point can be identified within the Society in terms of the GNIDA guidelines as there are no areas not frequently visited by children and the seniors. General Body may discuss the matter for a solution. It is also proposed that for this reason, no feeding of dogs within the Society premises or at the gates of the Society will be permitted. Violation will result in suitable legal action against the offenders in terms of the extant laws/rules.

#### 7. Water Bill

As the owners may be aware, a water bill in respect of the Society towards water charges for consumption of water since the handover of maintenance and facilities was made to AOA from 1<sup>st</sup> December 2021. From the bill received, it appears that bills from 2018-19, when the occupancy certificate to the builder was issued, till the date of handover have been paid by the builder. According to GNIDA Board decisions, the minimum charges for a whole year are payable in advance and are worked out on the basis of the area of the plot on a per month basis. The bills since handover upto 31 March 2025 for the total plot area of 32780.70 sq metres have been pending. The total outstanding amount as on 17 Sept 2024 is Rs 6781073.37 including interest of Rs 232869.21 on the overdue amount. The bill has to be paid by us without further delay in order to avoid accumulating penal interest. The matter has been pending since last year when the bills were first received by AOA. We also need to work out a system to pay the future bills in advance i.e. within the first six months of the financial year, so that a rebate of 5% could be availed off. On the other hand, 11% annual interest on half-yearly compounding basis is charged by GNIDA in case the bill remains unpaid till the end of the financial year.

Efforts are on to reduce the amount of the outstanding bill by way of waiver of the delay penalty/interest imposed by the Authority. The final amount will then be cleared by the Society appropriately . For future bills, a system has to be evolved so that we are able to pay the bills within the first six months of the financial year so as to avail of the 5% rebate. Considering the minimum charges billed by the Authority so far, it appears the monthly share per flat would work out to about Rs 115 per month which is proposed to be levied on each flat uniformly with effect from January 2025 which is proposed to be levied on each flat uniformly with effect from January 2025.

#### 8. Appointment of Auditors

According to the Byelaws, the Association is required to appoint an auditor who shall audit the accounts of the Association to be prepared by the Board of Management. As the owners are aware, the accounts of the Association had not been sent for audit as of 30<sup>th</sup> June 2024 when the tenure of the then Board came to an end. Since the finalisation of audit report and sharing it with the owners had already got delayed inordinately in violation of the Byelaws, the present Board took immediate action in this regard after engaging M/s PHMG & Associates, Chartered Accountants, as the auditor for the accounts of the year 2023-24. The audit report is expected shortly and will be shared with the owners in accordance with the Byelaws. The appointment of the Auditors needs to be ratified by the General Body and is accordingly placed before it for the purpose.

#### 9. Amendment to the Model Byelaws and framing of Rules and Regulations of the Society

The Model Byelaws framed by Government under UP Apartment Act have been adopted by the Society and are at present in force. We need to review them and make appropriate amendments, wherever necessary, so that they conform to our needs. Suggestions of owners are solicited on the subject, along with justification in support, so that they are considered and approved by the General Body and further approved by the competent authority before they are put into effect. Draft Rules and Regulations of the Society have been prepared under the Act and have been circulated for consideration. Owners may kindly give their comments/suggestions so that they are finalised before seeking further approvals.

10. Any other item with permission of the Chair