NAVNIRMAN

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Introduction

Dear WH77 AOA Members,

As many of us are aware that present governing body of WH77 AOA has completed the tenure as per by-laws and has served the condominium well, we take this opportunity to thank them for their efforts put in progressive direction over many years even though pace of progress might have been better. So it is time to bid them adieu and increase pace of progress considering the challenges ahead. We would continue to seek their support and blessings irrespective of whichever team get elected.

It is utmost priority to share what our team thinks for betterment of condominium and how we can make our living more comfortable With this document we would like to reach out to all residents whether it is owners or tenants and share our understanding about current challenges and how we would like to approach and solve them.

- 1. Vision, Mission and Values
- 2. Notes
- 2. Current Challenges
- 3. Goals
- 4. Residents participation
- 5. Team Navnirman
- 6. How we are different



Vision, Mission and Values

We are proposing following Vision, Mission and Values for our Association

Vision:

" To foster a vibrant and inclusive community, our apartment owners association envisions a neighborhood where every resident experiences a sense of belonging and well-being. We strive to create a safe, green, and harmonious environment that encourages collaboration, embraces diversity, and promotes sustainable living. Through active engagement and continuous improvement, we aim to enhance the quality of life of all residents, fostering a community where everyone feels heard, supported, and proud to call it home."

Mission :

We are known by quality of life and peaceful living we provide to our resident by :

Continuous Improvements : We work towards continuous improvement to adopt latest technology available to optimize the quality and cost of living and provide best in class service.

Actively engaged residents : We strive to engage residents in various events and activities to keep them healthy and fit.

Values :

Safety First –We are committed to ensure safety of all our residents. Mutual Respect – We demonstrate respect for all residents. We manage our emotions and others' emotions during interactions

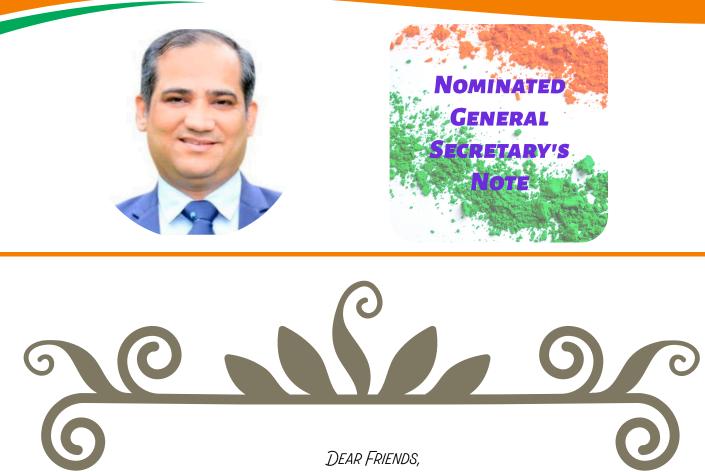
Integrity / Honesty – We stand by our commitments and deal with all stakeholders legally and ethically.

Excellence Orientation – We find means to achieve excellence through latest technology and achieve cost reductions.









WE KNOW HOW IT FEELS WHEN PEOPLE'S OPINIONS ARE NOT CONSIDERED AND ONLY FEW DECIDE THE FATE OF SOCIETY. WE HAVE TAKEN RESOLVE TO CHANGE THIS PRACTICE.

WE ARE COMMITTED NOT TO CURB DISSENT AND RESOLVE CONFLICTS AMICABLY AND BRING HARMONY IN SOCIETY.

WE BELIEVE ALL PROBLEMS CAN BE SOLVED ONCE WE START WORKING AS TEAM. OUR TEAM IS MIX OF SENIOR CITIZENS WHO HAVE TIME FOR SOCIETY AND HAVE A LOT OF EXPERIENCE IN ADMINISTRATION AND YOUNG EXECUTIVES WHO ARE HOLDING SENIOR POSITIONS IN MNCS AND ARE WILLING TO DEDICATE THEIR TIME FOR WELFARE OF SOCIETY.

WE SHALL MAKE SURE THAT WE SEEK YOUR OPINION FOR FUNDS DEPLOYMENT AND ALL OTHER MAJOR DECISIONS FOR BETTERMENT OF SOCIETY.









It is pleasing to see that more and more residents mix of seniors, young and educated are coming forward for contesting WH AOA elections scheduled for 10th of March 2024.

I being senior and oldest resident having occupied my flat in June 2020 alongwith one to two other families have seen all the episodes of this society right from booking in Jan 2012 to date. Previously, It was not sure even as to whether we are going to have our flats or not paying lot of amount to the builder.

But a great pressure was made on builder through forming of FBA and taking the builder to Consumer Court. Besides regular meetings were held with the builder and among the member residents. With all these efforts our dream became true and we started getting the posessions. We all owe a lot to all the flat owners who did a lot of hard work for it. Now the focus has obviously been shifted to proper upkeep of our beloved society.

There is so much improvement happening on day to day basis sice then which too is result of our brother residents who are engaged in its improvement and nobody has right to demean their efforts. Now the elections of AOA of WH is happening on 10th of this month. All the sixteen contestants are our own brothers/sisters and they have opted to serve our society without any remuneration. There is only one common aim to make life of all residents peaceful and satisfying. There should be no question of any politics or enmity. Being a senior I appeal to all the voter residents to vote for a deserving candidate as per their wisdom so thay we may be able to put our society in the best governing society in the coming time. Thanks to All WH77 family.







This upcoming election offers a crucial opportunity to shape a brighter future for our society. We, the residents, have a shared responsibility in creating a community that thrives on inclusivity, respect, and open communication. Therefore, we, the residents, hold the following expectations from the soon-to-be-elected governing body:

1. Unwavering Impartiality : We expect the governing body to remain unbiased in their decisions, prioritizing the well-being of the entire society over personal or group interests.

2. Open and Constructive Engagement : We urge the governing body to actively seek and consider feedback from all residents. This feedback should be received constructively and used to make informed decisions that truly benefit our community.

3. Fostering Collaboration: We encourage collaboration and inclusivity in the decision-making process. Moving away from "silos and small groups" will foster a more unified and transparent approach.

4. Respectful Treatment: Every resident deserves to be treated with dignity and respect, regardless of their background or opinions. The governing body should uphold this principle in all interactions.

5. Remembering the Mandate: It is crucial to remember that the governing body represents the residents, not the other way around. They are entrusted with the responsibility to act in the best interests of the entire community, not as "sole owners."

By working together with these expectations in mind, we can create a stronger and more vibrant society. We are all stakeholders in our community's success,

and by fostering open communication, mutual respect, and inclusive decision-making, we can move forward confidently toward a brighter future.





Nestled in the embrace of the Aravallis, our society enjoys a strategic location that sets the stage for development. The trajectory of our community's progress is on a steady incline, overcoming various challenges from the absence of roads to achieving an impressive 80% road coverage. From addressing issues in housekeeping, horticulture, security, and technology, we have transitioned to a phase where concerns are limited.

However, challenges persist, demanding prudent and timely resolutions. Issues such as the proximity of a shopping complex, the overhaul of basement lift lobbies, modifications in ground floor lobbies, lift renovations, improved security measures, and heightened maintenance charges require careful attention. As a resident, I wish to express my gratitude to those fellow residents who have stepped forward to contribute to the service and betterment of our society. They enjoy unwavering support from the community as we collectively strive to transform this place into an exemplary living environment. In addition, I implore all the contestants to focus on fostering unity among residents. The emphasis should be on promoting harmony over segmented groups, ensuring that each resident feels heard and plays a crucial role in the decision-making process for the advancement of our society. Together, let's work towards creating an inclusive and harmonious living space that stands as the epitome of an ideal community.



विंटर हिल्स के प्रिय निवासियों,

कुछ दिनों से मेरे मन में एक बात है, जैसा की हम सभी सामूहिक रूप से अपने समाज के विकास और प्रगति के लिए प्रयास करते हैं, इसलिए यह आवश्यक है कि हम एक सकारात्मक और सम्मानजनक वातावरण बनाए रखें। चल रहे चुनावों से संबंधित वर्तमान में व्यक्तिगत टिप्पणियों ने हमारे बीच विभाजन पैदा कर दिया है। याद रखें कि हमारी ताकत एकता, समझ और सहयोग में है।

ऐसे समय में, व्यक्तिगत मतभेदों के बजाय सामान्य लक्ष्यों पर ध्यान केंद्रित करना महत्वपूर्ण है। हमें अपने मतभेदों को विभाजित नहीं होने देना चाहिए, बल्कि उन्हें विविधता और ताकत के स्रोत के रूप में अपनाना चाहिए। हमें खुले तौर पर और सम्मानपूर्वक संवाद करना चाहिए, समझने के लिए सुनना चाहिए न कि आलोचना करने के लिए। हमें समान आधार और ऐसे समाधान ढूंढते हुए सहयोग करना चाहिए जिससे सभी को लाभ हो। हम यहां लंबी अवधि के लिए हैं, तो आइए इसका अधिकतम लाभ उठाएं और एक सकारात्मक और स्थायी प्रभाव पैदा करें।

हमारे पास एक मजबूत और जीवंत समाज बनाने के लिए दयालुता और सहयोग की भावना विकसित करके, हम अपने पड़ोसियों के बीच सकारात्मक संबंधों और आपसी सहयोग को बढ़ावा दे सकते हैं। आइए अपने समाज को एक ऐसा स्थान बनाने के लिए मिलकर काम करें जहां हर किसी का स्वागत, महत्व और खुशी महसूस करे!

विंटर हिल्स के प्रति आपकी समझ, सौहार्द और प्रतिबद्धता के लिए धन्यवाद।



Good Governance

Team Navnirman promised that Good Governance is the cornerstone of good politics. In the next two years, we will put in place a framework of governance which will yield rich dividends over the next generation.

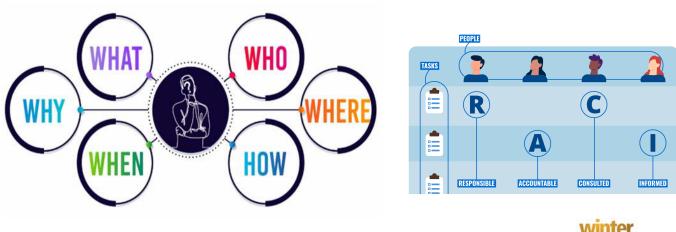
Simultaneous Elections

- **OI** We are commited to the idea of simultaneous elections for WH77-AOA,.
- O2 Better Single Voter List In order to ensure that every owner gets the right to exercise his/her vote in WH77-AOA elections. Encourage more participations of owners in voter list inclusiveness.

Change for the better or continuous improvement-Kaizen



Five W's and H and RACI MATRIX





Inclusive Development

Ensuring Justice for All

We are commited to ensure benefits of all, We will ensure that proper representation and opportunities are available for all participation.

Women Empowerment

As, The PM India has stated that 'India needs not just women development, but women-led development that makes women the leading force of our development trajectory', and as per this belief, we have determinedly gone beyond tokenism to take substantive measures to ensure overall development of women and achieve gender equality. Building on these positive measures we will continue to pursue the course of holistic development and increased participation of women in society activities.

BREAKING BARRIERS, BUILDING BRIDGES-WOMEN SHAPING THE FUTURE

After all, our dream of 'New WH77' is the one where women are strong and empowered and are equal patners in the development of the society.



Vinod Kumar Malik



Cultural Heritage

As we build 'New WH77', we intend to actively invest in strengthening our cultural roots and preserving civilisational continuity. Far from seeing our cultural values as hurdles to progress, we see them as essential ingredients of our future.

Temple

We ferm our stand on Temple in WH77. We will explore all possibilities within the framework of the society and all necessary ecosystem to facilitate the expeditious construction of the Temple in WH77.



Serene Society SMART Society UNIFIED SOCIETY



Current Challenges (5W1H)

#	What is the concern	Why it is Important	Who is responsible	Where is the issue	When it became issue	How much
1	High Maintenance	 Paying more for sub-standard services provided Low demand for rental property Effect peace of mind 	Builder is responsible primarily. But association failed to put pressure on the builder	Winterhills 77 Property rates are lower compared to other similar societies	After settlement agreemen t done without approval of associatio n members	Per Sq. ft Carpet Area Charges : CAM (incl. GST)= Rs 5.38 CAE= Rs 0.85 Total CAM & CAE = Rs 6.23
2	NCLAT Case not closed due to pendencies in project a) Road :Patch-c b) Parkings: 197 short c) Seepage etc.	 Property prices not appreciating at the same pace as other similar societies nearby It is difficult to file other cases against builder as builder is covered by shield of NCLAT and succeed to close cases filled against him during last 7 years. 	Association is in NCLAT for more than 7 years and had signed MoUin 2019. But still could not implement it. Now they have come up with a fresh settlement agreement thereby compromising many rights of the owners without consulting the owners	Winterhills 77 Property rates are lower compared to other similar societies	Since 2016	Total 50+ Pendency's
3	Temple not constructed	1. With almost complete society inhabited people need temple to follow their faith	Governing Body in their last manifesto had committed construction but after coming into power, they failed to meet the commitment	Winterhills 77 doesn't have temple where as EMAAR Palm hills has one.	Last 18 months after DR authorized FBA	One temple construction

# What is the concern Why it is Importa	nt Who is responsible	Where is the issue	When it became issue	How much
 4 Security at Basement Non- Existent 1. Guests park car others parking 2. Any delivery pe come without approval 3. Cars getting da 4. Safety of kids is concern 	able to find innovative rson method to solve the issue	Winterhills 77 basement parking	Last 18 months after DR authorized FBA	Almost everyday issue group is flooded with these issues
 5 Transparency in Funds • Funds collection in individual account rather than association account 1. Financial fraud- corruption is po amount collect can't be ascert 2. Compliance issi incase of comp made to author 	ssible as Body of association is ed suspicious ained. ue plaint	Association Accounts	Last 18 months after DR authorized FBA	All events funds getting collected in personal account
 Multiple issues with Avon App Doesn't reflect online data CAE and Electricity charges mixed (Earlier maintenance and CAE and Electricity also was mixed) Financial fraud for possible due to incorrect data. Electricity charge correctness is dialed to issues 	primarily. But association should have ges put pressure which is oubtful. missing vners	Winterhills 77 Electricity and CAE billing	Last 18 months after DR authorized FBA	Multiple complaints seen in issue group



Current Challenges (5W1H)

#	What is the concern	Why it is Important	Who is responsible	Where is the issue	When it became issue	How much
7	Lack of communication and conflicts due to Bias and Prejudice	 Citizens need proper information about a) Billings b) Issues redressal c) Society upkeeps etc. Peaceful living and harmony can't be created if there are bias and prejudice leading to conflicts 	Governing Body is responsible to create harmony and proper communication	Winterhills 77	Last 18 months after DR authorized FBA	Issue group flooded with conflicts
8	 Transparency in onboarding of vendors Enviro changed to Abante without any consultation with owners Clubhouse restaurant and other marketing activities started without discussion 	 Transparency can lead to building trust and people participation in decision making Best option can be explored rather than sub-optimal option based on few people thinking 	Governing Body of association is responsible as this was promise made by team during last elections in their manifesto but could not implement	Vendor Onboarding at Winterhills 77	Last 18 months after DR authorized FBA	More than 3 incidences seen so far

#	What is the concern	Why it is Important	Who is responsible	Where is the issue	When it became issue	How much
9	 Amenities not as per original plan Green Area reduced Missing Cricket Pitch, Basket Ball and Volley Ball court Bridge connecting E tower to green activities area 	 Many amenities reduced since beginning leading to lower prices of flat compared to other societies Owners feel cheated after paying full amount still not getting amenities 	 Builder is responsible primarily. Governing Body of association is responsible as this was promise made by team during last elections in their manifesto but could not implement 	Winterhills 77	Last 18 months after DR authorized FBA	Multiple amenities
10	Convenient shops for immediate society needs not operational	 Residents need to travel longer distance for daily needs Rental income low due to lack of facilities 	Governing Body is responsible to put pressure to operationalize shops	Winterhills 77	Last 18 months after DR authorized FBA	Available shops outside
11	Condition of Lifts and Lift lobbies	 Guests visit from lifts and lift lobby which create impression of society. Rental income may improve 	Builder is responsible primarily. But association should have put pressure which is missing	Winterhills 77	Last 18 months after DR authorized FBA	All lifts and lift lobbies in 12 towers
12	Complaints closure • Time • Quality	 Inconvenience to residents and disturb peace of mind 	Service provider, Builder and association is responsible.	Winterhills 77	After Enviro was changed	Multiple complaint s in issue group



Current Challenges (5W1H)

#	What is the concern	Why it is Important	Who is responsible	Where is the issue	When it became issue	How much
13	Association office being constructed with 6Lacs funds	 RWA was given office free of cost after it becomes non- operational office for association should have been provided free of cost whereas funds of associations are getting consumed specially when association doesn't have funds and maintenance is high 	Governing Body of association	Winterhills 77	Last 18 months after DR authorized FBA	One office for association
14	Parking allotment	 Many people are complaining about parking not allotted near tower Single parkings provided for 3BHK+Servant 	Builder is primarily responsible but governing body can put pressure	Winterhills 77	After parking got allotted	Multiple owners are complainin g
15	Water and Sewage pipeline	 Cost of sewage water disposal and water treatment are being charged in CAM 	 Builder is primarily responsible but governing body can put pressure not to charge as per OC terms 	Winterhills 77	Last 18 months after DR authorized FBA	Roughly 5-6 lacs/month impact in CAM

#	What is the concern	Why it is Important	Who is responsible	Where is the issue	When it became issue	How much
16	Cameras on lift lobby	 CCTV cameras not installed leading to security concerns 	Governing Body of association	Winterhills 77	Last 18 months after DR authorized FBA	Multiple cameras on each floor
17	Intercom	 Intercoms are missing in flats leading to communication issues 	Governing Body of association	Winterhills 77	Last 18 months after DR authorized FBA	One for each flat
18	Road Patch-C	 Road blockage by land owners leading to stoppage of school buses and ambulances Property prices are not appreciating 	Builder is primarily responsible but governing body can put pressure to negotiate with land owner and purchase the land	Winterhills 77	Last 18 months after DR authorized FBA	Patch-C



Goals :

1. Maintenance Reduction :

- Reasonable maintenance with best in class services to be ensured which can be comparable to similar societies.
- Penalty clause for maintenance to be introduced incase of faulty services
- Monthly bills (both maintenance and electricity) as daily deduction is confusing.(Avon should be discontinued.)

	As per super area	As per carpet Areas	Remarks
Current Rate (incl. GST)	<u>3.60</u>	<u>5.37</u>	
Reduction due to:			
 Super area of 50k Sq. Ft. removed from builder's calculation 	0.18	0.27	Permanent reduction
 STP disposal and water treatment etc. 	0.43	0.64	5Lacs /MTh Permanent reduction
 Removal of technical services (AMC, Technical Staff, Material, logistic etc.) till clearance of pendency's 	0.8	1.1	10Lacs /MTh
 Optimum utilization of resources, Reduction in Margins placed currently, penalty not collected on deficiencies in services 	0.3	0.5	Permanent reduction
Total Reduction	1.71	2.55	
Proposed Rate(Incl. GST)	<u>1.89</u>	<u>2.82</u>	

*In addition to above we can consider adjusting rental income on monthly basis (Advertisement, club booking, restaurant, penalty etc.)



Goals

2. NCLAT Case Closure :

- Alternate land can be sought from builder for compensation of short parking (197). Land adjacent to entry gate can be sought from builder by negotiations for making parking space.
- Either land can be purchased from land owner by builder for Patch-C or alternatively land near EMAAR Palm Hills can be purchased by builder for providing road to society.
- Sewage and water pipeline can be sought from GMDA after finalization of the clear road.
- Negotiation for making access for 60m road with builder to be done. We are already under discussion with GMDA team for this issue. 2 meetings already conducted for the same.
- Seepages identified and not addressed will be taken on priority, being safety issue.
- All other pendency's like lift SS claddings and lift lobby furniture, beautification etc. will be renegotiated with builder.
- Once all pendency's are cleared NCLAT case will be closed on priority.

3. Temple Construction :

 Areas will be identified on priority in consultation with builder and temple will be constructed (most probably land adjacent to society gate). Alternatively 500 Sq. Yd. plot identified for 33 KV sub-station can be used.

4. Basement security :

• Security will be moved from ground floor to basement, replaced by Automatic sensor based gate locking system (On ground floor biometric can be used for access control)

5. Transparency in funds :

• All funds collection will be done in association official account and receipts will be issued for amount received, as this is mandatory for AUDIT purposes.

6. Avon App Issues :

- We will remove this outdated App where data is not getting updated, work on a robust tool for this issue and improve online connectivity. We will try to introduce Unified billing system with Govt. Support.
- CAE charges can be reduced by installing Solar Panels on all terraces. Approximately 4.5lacs units can be generated if we consider Rs 1/- per unit savings then Rs 4.5Lacs savings/Month.
- Residents will not require to bear the solar installation charges, vendor will help us through sponsorship of Installation & Maintenance. (Action already initiated by our team)

7. Regular Communications :

- Regular monthly meetings will be initiated which would lead to overcoming biases and prejudices.
- Monthly newsletter will be published through online mode regarding the progress of all improvement activities
- Empowered Committees will be formed for various improvement initiatives

8. Vendor onboarding :

- Vendor onboarding process will be made and approval will be sought in GBM.
- Once approved strict compliance will be ensured through audits.

9. Amenities as per original plan :

- If builder provides land adjacent to society gate then Basketball and cricket pitch can be made behind E-Tower and green area can also be improved.
- Bridge between E& F tower as per original plan will be made

10. Convenient shops

• Convenient shops for immediate society needs will be made operational so that people don't have to travel longer for daily needs.

11. Condition of Lifts and Lift lobbies

- Lift panels will be changed to SS cladding
- Proper furniture for Lift lobby will be taken from builder



Goals

12. Complaints closure

- Abante will be replaced with some renowned professional agency and complaint closure time will be monitored for different types of services.
- If complaint closure time will be more than prescribed timelines, An explanation will be sought and if no proper justification is received provision of penalty will be applicable.

13. Association office

• Builder to provide association office. New office space will be utilized more effectively for community benefit rather than Association office.

14. Parking allotment

• List will be prepared for aggrieved persons and shuffling with mutual consent can be planned or any other method suggested by residents will be considered.

15. Water and Sewage pipeline

• Sewage and water pipeline will be sought from GMDA after making complete road.

16. Cameras on lift lobby

• CCTV cameras will be installed on all floors for security with approval from residents in GBM.

17. Intercom

• Intercom facility will be provided to all flats so that communication can be improved.

18. Road Patch-C

• Either land can be purchased from land owner by builder for Patch-C or alternatively land near EMAAR Palm Hills can be purchased by builder for providing road to society.

Residents Participation



Lalit Verma- Man who believes in making society better place to live and spearheaded the fight for Water and Electricity-33kv supported by senior citizens



Grievance filed and Water-Borewell Approval Received





Case filed for electricity 33kv and order execution by DHBVN helped in getting 33Kv

Blanket distribution during winter to all staff of Abante to protect them from sever cold waves by Residents and Senior Citizens



Residents Participation



SHRC Case led by Ravi Kant Sharma and supported by Senior Citizens and Residents









Cartons will be placed at ground floor lift lobby for collection

Mr. Sukhvir Sabharwal Mobile #8251020000

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Mr. Lalit Verma Mobile #9650603025 ı





How We Are Different

We Listen

We listen people's suggestions

• We believe listening to all can lead to effective decision making.

• Every resident's view is important and can help us in improvements

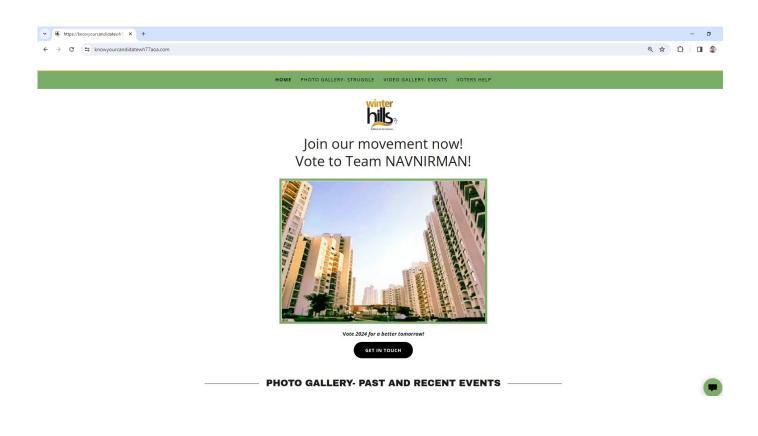
We are Transparent

Transparency is important for us

- We believe in sharing complete information with all residents.
- Short term gains by hiding information doesn't matter to us since in long term it is generally harmful and one lose trust.

We believe in welfare of society and can be trusted

- We don't consider running association as source of income for us.
- We consider working as welfare using skills we acquired and helping our community for achieving peaceful living.





18 Challenges for WH @ 77 MISSION KAYAKALP

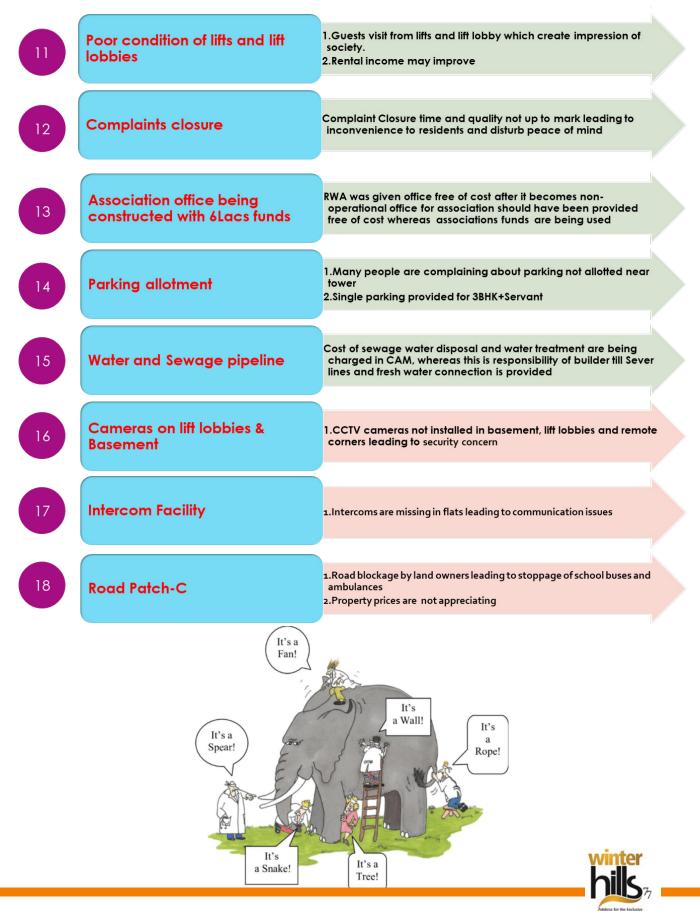


https://knowyourcandidatewh77aoa.com/ Home/Current Challenges

1	High Maintenance	1.Paying more for sub-standard services provided 2.Low demand for rental property 3.Effect peace of mind
2	NCLAT Case	1.Property prices not appreciating 2.Difficult to file other cases against builder
3	Temple	1.No Temple in Society whereas EMAAR Palm Hills has one
4	Basement Security	1.Non Existent Security at basement leading to parking and other issues on daily basis
5	Transparency in Funds	1.Funds collection in individual account rather than association account
6	AVON App issue	1.Doesn't reflect online data 2.CAE and Electricity charges mixed (Earlier maintenance and CAE and Electricity also was mixed)
7	Lack of Communication and Conflicts	1. Lack of communication and conflicts due to Bias and Prejudice
8	Transparency in onboarding of vendors (Abante, Blue Bird Restaurant etc.)	 Transparency leads to building trust and people participation in decision making Best option can be explored rather than sub-optimal option based on few people thinking
9	Amenities not as per original plan	1. Green Area reduced 2. Missing Cricket Pitch, Basket Ball and Volley Ball court
10	Convenient Shops for immediate society needs not operational	1.Residents need to travel longer distance for daily needs. 2.Rental income low due to lack of facilities



https://knowyourcandidatewh77aoa.com/ Home/Current Challenges



TEAM NAVNIRMAN

: Club Banquet Hall	
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Read Online @ https://knowyourcandidatewh77aoa.com



GREEN REVOLUTION WH77



VOTE AND SUPPORT TEAM NAVNIRMAN FOR CHANGE

One Team, One Goal One Voice, One Family, One Society





TO INSPIRE OUR COMMUNITY

TO RESPECT AND NURTURE THE

PLANET WE CALL HOME.



WWW.KNOWYOURCANDICATEWH77AOA.COM