

Innovation Plans for Green Village

A New Perspective

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Presentation by

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RATIONALE

- To provide a service at a high standard with a tailormade service provision for Green Village
- To underpin the understanding of Co-ownership and service provision
- To ensure Health and Safety in Green Village
- To enforce rules and regulations and discipline of co-ownership in Green Village
- To ensure a seamless process of financial management with Transparency and Accountability

Aims and intended outcomes

The aim of this presentation is to introduce innovative ideas in the service provision of Green Village with a clear vision of the short term and long term goals.

The outcomes should be beneficial to Green Village co-owners and a better service.

Innovative Ideas

- Types of innovations?
- Who are involved?
- How many people would the change affect?
- Success of innovations v/s resistance

Creation of an Internal Syndicate at Green Village

The Benefits:

- Firstly, its membership consists of co-owners with various skills (skill mix) with no personal interest or any conflicts of interest
- The team's main vision is about the efficiency of service providers (value for money – The syndic fee is being utilised appropriately and effectively)
- A better understanding of the requirements in Green Village as the members are co-owners

Service Provision review

- Security
 - Costing vs Level of service
- Pool Maintenance
 - Cleaning period vs costing
- Gardening and Handyman
 - Job description vs efficiency
- Lighting
 - Basic requirement for safety of Green Village
- Gate Maintenance
 - Basic requirement for safety and its functioning
 - Code
 - Phone
 - Remote control
- Landscaping
 - What is required

Matters vs Crisis

- Debtors
 - The new team has a proposal for debt management
- Gate
 - Entrance PIN code should be kept confidential
- Security
 - Only one person to service the site at night
- Pools
 - Use of cleaning solution
- Landscaping
 - Grass cutting and sweeping after / use of blower
- Gardening
 - Review of current employee's job description

Strategies for implementing change

The new team has a clear vision, non profit team unlike External Syndicate where the motive is money making and commission base for every work perform at Green Village

How do we deliver:

- Clear proposal and procedure (minimum of three quotes for any works and a process to follow)
- Good evidence and transparency (monthly update)
- Identify the stakeholders and responsibilities
- Identify the benefits and risks of services (all stakeholders)
- Identify supporters among co-owners (on going)

Transformational leadership

(adopting Lewin's Theory of Change)

- Syndicate is a complex and rapidly changing profession that is demanding of individuals who assume leadership roles with advanced skills and knowledge in Civil Law and Co-ownership living. But leadership is often deficient, perhaps due to changing environments or members' lack of preparation for their new roles (Andrews 1993).
- Leadership is essential to manage changes in practice, enhance collaboration with other Service Providers, the general public and governmental processes, and conduct poll or surveys (Girvin 1998)
- Hence our motive is to unfreeze a task, make the changes and freeze it for the benefit of Green Village and its co owners.

Transformational leadership

(adopting Lewin's Theory of Change)



BUDGET FORECAST 2025

Given the request for bank statements and relevant documents concerning the actual financial position of Green Village, is pending receipt from the current syndic and committee Syndical team, the final forecast budget will be presented post receipt of these documents. An unfinalized version of the forecast for year 2025 will be as per below:

Details	Yearly amount (MUR)
General Worker	206400
Syndic Fees	480000
CEB	324000
CWA	300000
Pool services	204000
Landscaping	240000
Security	1020000
Maxi Clean	69000
Other expenses	216000
Reserve	168000
Bank charges	18000
Insurance	108000
Total expenses	3353400
Monthly Syndic Fees per Lot	2800 (rounded)

BUDGET FORECAST

Note:

The expenses fees for service providers can be decreased if we, along with the co-owners are able to find less costly service providers, thus reducing our monthly syndic fees.

The above amounts have been forecasted based on the workings received from the current syndic and will be finalised post receipt of bank statements, relevant bills and other expense related documents.

To ensure transparency and proper planning, the full and final proposal will be shared after the AGM, subject to receipt of the requested documents from the current syndic.

This will follow a comprehensive handover of accounts, along with the verification and approval of the financials ending December 31, 2024.

Establishing the views of co-owners

Co-owners need to be proactive and send emails which will be responded normally within 72 hours and depending on the urgency of the matter, we can respond immediately

It will need to be one stop shop system – one phone number and one email address e.g 3CX phone system

Rules and Regulations for Co-Owners

1. Use of Swimming Pool - 8am to 10 pm which may change in winter and bad weather conditions
2. Smoking, consuming food and drinks, using foul language, speaking loudly, or making any noise is prohibited in and around the pool area.
3. Co-owners who discard trash outside the bin or fail to use the bin properly as per the rules will have four hours to clean up their mess. Legal action will be initiated if the issue is not resolved within this timeframe.
4. Garbage must be securely tied in a bin liner before being disposed of in the bin. The disposal of pet waste, large cartons, tiles, grass, or any construction materials in the bin is strictly prohibited. If a co owner or any tenant is caught not respecting the rules a fine of one additional month syndic will apply
5. Air conditioning units cannot be built back to back, and any other equipment that may be unsightly must be installed in the back of the property.
6. Pets are not allowed within the complex, in any common areas, or in the neighborhood. If a neighbour or the syndic raises a complaint about disturbances caused by pets, the co-owner will be held accountable. Should the co-owner fail to take responsibility, the syndic reserves the right to pursue legal action or apply offense of fines
7. Any individual complaint that is unrelated to the syndic will not be taken into consideration unless additional services are billed directly to the co-owners.
8. As the complex is equipped with an automated gate, each co-owner is responsible for ensuring the gate is properly closed after use. If strayed animals like dogs enter the complex due to negligence or failure to close the gate, the responsible co-owner will be held accountable for removing the dogs and cleaning up any mess they cause. Additionally, the same co-owner will be held liable for any losses resulting from an intruder entering due to their failure to check and secure the gate.

9. After a vote from syndic by all co-owners with a majority vote, Syndic has the authority to ask co-owners for contributions in the event that unexpected expenses arise that were not anticipated.
10. Syndic will be responsible to deal with all service providers such as Security, Pool Maintenance, Landscaping. Maxi Clean
11. Co owners who is renting their lot will need to give syndics all details of those tenants and they will be obliged to share the rules of GV to anybody whom they are renting their lot.
12. All information regarding the tenants must be provided to syndics by co-owners who are renting their lots, and they are also required to discuss the GV rules with anyone to whom they are renting their lots.
13. GV Gate code should remained confidential to co owners only. The gate code should not be shared to any short term tenant , delivery person or any third party service provider
14. A speed limit of 20 km should be kept while driving in GV
15. Playing loud music in cars while driving within GV or in the complex is strictly prohibited for tenants and co-owners, unless prior approval has been obtained from the syndic, with all co-owners informed about the event, such as a party or birthday celebration. Even in such cases, an ending time must be set to avoid disturbing others.
16. For safety , any vehicles or anybody should not stand by near the gate
17. Co owner is responsible to open the gate for themselves and any of their visitor, delivery person or service provider coming to their lot. Security guard is not obliged to open the gate for an outsider except for co owners.

18. The syndic fee must be paid monthly, no later than the 5th of each month, preferably through a standing order to ensure timely payments and prevent fund shortages that could delay payments to service providers. Setting up a standing order is mandatory. Late payments by any co-owner may result in additional penalty

19. Co owner will need to inform security about their visitor if they want open the gate during security working hours.

20. For owners renting out their lots: Upon receiving a complaint, a warning will be issued to the owner, informing them that their tenant is not adhering to the rules of GV. If a second complaint is received, a second warning will follow. If the owner fails to take corrective action to address the situation, they will be prohibited from renting out their lot.

21. To consider Fine as : 1 month syndic fee additional for any offence and this will be controlled by handy man during day and security during night

List :

- Task of handy Man and share to all co owners.
- Penalty to be applied for late payment of syndic fee
- Co owners not allow to hang clothes or underwear on front balcony, terrace or around swimming pool area

Conclusion

The Internal Syndicate will consist of members who are proactive, responsible, accountable for their actions

The team will work with full transparency and according to an action plan for the benefit of Green Village

The background features a complex geometric pattern of overlapping circles and lines. Three primary sets of concentric circles are visible, each with a central dashed line extending outwards. These circles overlap significantly, creating a web-like structure. A solid vertical line runs through the center, and several other lines, including a prominent diagonal one from the bottom-left, intersect the circular patterns. The overall effect is a layered, architectural design.

THANK YOU