



GENERAL GUIDELINES FOR MAINTENANCE at NST Phase-1:

1. In order to manage maintenance effectively henceforth all common area maintenance related issues and personal complaints should be **processed only through Mygate App** ,effective from **November 01,2021**.
2. The best practice recommended for registering maintenance complaints is only through MyGate. In case any resident is **unable to install or use MyGate they can contact Mr. Saravanan** (Cell no. 9790929473 email: saravanan.nagamani@navins.in) .
3. Mr. Saravanan will be the first point of contact for Maintenance related activities/complaints that are related to common area and common services inside the flat . In case **resident is unable to raise a complaint via MyGate** due to any of the following reasons,
 - a. Owner is not familiar with handling MyGate App (senior citizen,Language barrier etc...)
 - b. Emergency service issues (*water leakage, gas pipe leak, fire accidents, etc...*)

One can call **Mr.Saravanan at +91 9790929473** or to the Maintenance Dept. **Intercom no: 4000** .

4. In case of an **emergency call** being attended without registering on MyGate the resident shall regularise the complaint through MyGate soon after the issue is solved and mark it as resolved. This should be done on the same date when the issue was resolved. **Recording of complaints is important to track maintenance status.**
5. **Common area maintenance*** and **issues related to common flat services**** shall be **given top priority**. Navin's maintenance team will always give priority to common service issues.
6. While making complaints through Mygate , make sure you are **selecting the right category between personal and community complaints**. This will be helpful for the administrator to filter out the complaints based on two main categories available and do follow up on the complaints based on priority.
7. After registering a complaint through MyGate, you will get an **acknowledgement message** from the maintenance team to ensure that your complaint is noted down. If you did not receive any acknowledgement message from the maintenance team within 30 minutes, do call the point of contact as mentioned in point no.3.
8. All complaints raised either by the owner or service team should be closed within the stipulated time frame as initially suggested by the maintenance team (*maximum of 1 day to 1 week depending on the type and complexity of the issue*).



STARWOOD TOWERS OWNERS WELFARE ASSOCIATION (STOWA)

9. If the **complaint is not addressed within 1 week** or not provided with the genuine reason for the delay in closing the complaint, the resident may escalate the complaint using the option available in MyGate or by sending Email to services@navins.in by keeping navstarwoodtowers@gmail.com in cc.
10. STOWA will follow up with the maintenance team on the **escalated common service complaints** and expedite it.
11. Durability related issues like Water Seepage in wall/ slab ,improper floor drains in bathrooms, etc...need to be handled straight with builders. STOWA can act as a mediator and help the parties involved to achieve a constructive solution.
12. Navins team shall notify /announce all **regular/periodic maintenance activities on MyGate channel**.
13. All **preventive maintenance activities and cleaning works** schedule must be initiated by Navins maintenance team through MyGate **at least 1 day prior to the activity**. Work done must be reported thereafter through the same channel.
14. Maintenance team will submit a monthly maintenance complaint status to STOWA.

Note : This document is subject to further refinement based on the practical constraints and improvement ideas, post implementation.

*** Common area complaints related to in and outside the building premises :** Podium,Open terrace,Service area outside the flat area, Corridor,Basement area, Stilt car parking,Driveway, OSR, all lighting fittings outside the flat area, Plumbing, drainage,Seepage and leakage issues outside the flat area, Gardening around the blocks and outside the building, Road area from check-post to building, Common toilets, Lift ,Staircase area,All machinery rooms,Shafts, Over head tanks, Underground sumps, STP,Fire fighting system,Open to sky areas.

****Common services inside the Flat :** Any drainage blocks (not recurring in nature), Issues related to internal/concealed water supply pipes (pressure,leakage,block), Cleaning of bird dropping and debris from service area ,balcony & service platform,Health Faucet blockage ,ACCL Repair work, intercom related services, manual power switching during power failures, any individual flat maintenance issues that has the source of originate from common area services.

[Above listed items covers major common complaints , any peculiar or other minor complaints that fall under this categorization been considered as common complaints , that needs to be agreed with the maintenance incharge]