



ALPHACORP
MANAGEMENT SERVICES

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THE LABURNUM
FACILITY MANAGEMENT
COMMUNIQUE
2018



ALPHA⁺CORP

MANAGEMENT SERVICES

COMPREHENSIVE FACILITY MANAGEMENT

AUDITS

- Audit and Evaluation of Asset
- Energy Audit and Management
- Value Addition by System Improvements

TECHNICAL

- Electro-Mechanical Services
- AMCs and Vendor Management
- Statutory Approvals / Licenses / NOCs

HOUSEKEEPING

- Housekeeping and Façade Maintenance
- Horticulture Services
- Pest Control Services
- Stores and Inventory Management

SECURITY AND SAFETY

- Security Services
- Firefighting and Fire Safety
- Parking and Circulation Management
- Health, Safety and Environment Services and Systems

ADMINISTRATION AND FINANCIAL MANAGEMENT

- Complaint Management
- Budgetary Expenditure Control
- Leasing and Rental Services for Commercial Properties

ABSTRACT

Facilities operations and maintenance (O&M) encompasses a broad spectrum of services, competencies, processes, workflows, and tools lots, roads, drainage structures and grounds. This document contains information about the key maintenance tasks and projects undertaken at high-rise residential apartment complex **The Laburnum, Sushant Lok, Block-A, Sector-28, Gurugram** by **Alpha G:Corp Management Services Pvt Ltd.**

Purpose

Reflect upon the actions at work and acknowledge the possible novel ways of creating a positive impact on the facilities management services to the client

Objectives

- Reduced capital repairs
- Reduced unscheduled shutdowns and repairs
- Extend equipment life, thereby extending facility life
- Provide safe, functional systems and facilities that meet the design intent

Board of Managers

Amalash Residents Welfare Association, The Laburnum

Ms. Natasha Bhati	President
Ms. Uma Prakash	Vice President
Ms. Jyoti Bahri	General Secretary
Mr. Vinit Kohli	Treasurer
Ms. Divya Bhasin Chowdhry	Member
Ms. Meenu Dugal	Member
Mr. Sharad Sanjay Sen	Member
Mr. B.K. Syngal	Member
Mr. Ashok Tankha	Member
Mr. M.S. Grewal	Member

Estate Office

Alpha G:Corp Management Services Pvt Ltd

Mr. Bikram Parmar	Estate Manager
Mr. Arun Kumar	Manager Technical
Mr. Vishnu Aggarwal	Asst. Manager Accounts
Mr. Deepak Rajput	Asst. Manager Administration
Mr. Tusar Kumar	Asst. Manager Facility
Ms. Indira Nair	Sr. Executive Administration

ABOUT ALPHACORP

AlphaCorp is one of Delhi NCR's premier Real Estate Development companies known for its quality design in the field of construction. Since our establishment in 2003, the Company has traversed a path of steady growth and expansion through development of residential and commercial complexes. Spreading its wings beyond Real Estate Ownership & Development, AlphaCorp has diversified into business segments as Real Estate Asset Management (REAM), Facility Management Services and Design Studio (interiors solutions for residential & commercial projects).

To know more, visit us on www.alpha-corp.com

MESSAGE FROM COO

Alpha G:Corp Management Services Private Limited's (AGMSPL) work philosophy has been centered on Quality, Value, and Integrity. Since our founding in 2006, we have been providing comprehensive Facility Management Solutions to suit the ever-evolving needs of our clients, both residential and commercial. We firmly believe in harmonized living of the residents, in a healthy, satisfied and safe environment.

Keeping in mind the requirements of the **Owners** and **Amalash Residents Welfare Association (ARWA) of The Laburnum**, we are continuously striving to upscale our efforts through our services, thereby ensuring worry-free maintenance and operations within the complex. We have an incredible team of efficient administrators and technical field professionals who share a common goal, that is, to bring value to our clients.

AGMSPL is committed to protection of your financial interest and continued growth by providing services at an extremely competitive charge and in adherence to all regulatory guidelines. We are convinced that the investments we continually make into our facility management, the equipment and our staff is paramount to your happiness and satisfaction.

I wish to thank **ARWA** and **Residents** for their continued patronage to AGMSPL, and assure you of our best possible services.

Sincere regards,

Vipin Chopra

Chief Operating Officer

Alpha G:Corp Management Services Private Limited

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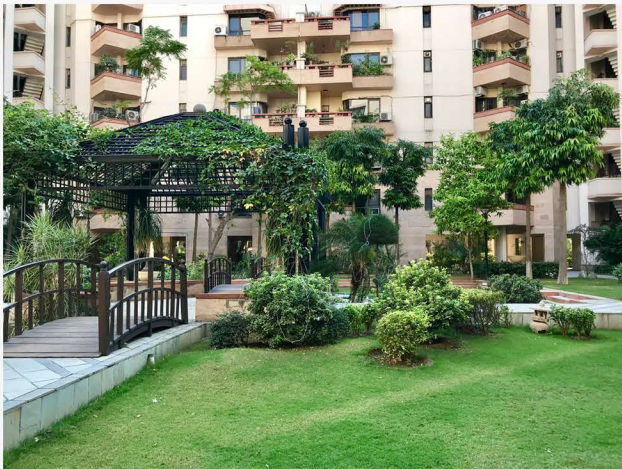
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NOTE OF THANKS



THE LABURNUM 



KEY PROJECTS

ALPHACORP
MANAGEMENT SERVICES



WASTE MANAGEMENT PLANT SETUP

Initiated with an objective to introduce recycling solution for solid waste management at Laburnum, and to improve the waste handling process, the **Waste Management Committee** introduced the idea of setting up an in-house waste management plant. Upon thorough search across the neighboring societies for the various options and the respective cost-benefit analysis, the Committee proposed to ARWA installation of OWC Aaga 550 (litre) solid waste management equipment.

Being a machine-less process, this plant setup has minimal operating cost and zero maintenance costs. Its advantage over the years is ideal for apartments and villas at The Laburnum. This was an innovative arrangement to manage household wet waste and its organic composting. The Laburnum's community involvement had been one of the success reasons of this green initiative, as each household helped in at-source waste segregation, i.e. from their respective apartments. The housekeeping staff collects dry and wet waste separately.

Waste management plant at The Laburnum was commissioned by M/s Daily Dump. There are 16 Aaga composters setup in a dedicated space in the basement. These come in pairs, and each pair nearly holds 18 kgs of wet waste per day. Ergonomically designed in India, these Aagas are aerobic 'hot pile' de-centralized composters that make composting simple and hassle free.

Waste Management Committee

Ms. Jean Saldanha
Ms. Sheetal Khanna
Ms. Shruti Vidyarthi
Ms. Kiran Kohli
Mr. Sharad Sanjay Sen

**51,840 KG OF ORGANIC WASTE
DIVERTED FROM LANDFILL
IN LAST 1 YEAR SIMPLY BY
COMPOSTING**

Service Support provided by Vendor

- Intensive hands-on training for housekeeping staff on How to Use Aaga
- Training for employees and staff on segregation and composting
- Training on harvesting of compost
- Aaga checkup visits, post-installation of Aaga, ensuring its smooth functioning

Composting Product & Ingredients Details

- 8 Pairs of Aagas + Accessories
- Cocopeat
- Microbes Powder

Features

- Light weight and easy to fill and use
- Modular units, hence space saving
- Ergonomic design ensures easy harvesting of compost
- Can handle large volumes
- Requires no electricity to run; hence no incident of failure due to breakdown of moving parts
- Internal 'breathing tower' regulates air flow and controls bad odour
- Low maintenance; Does not need to be cleaned when restarting a cycle
- Made from UV stabilized, roto-moulded plastic ideal for outdoor use too
- Rodent proof
- Labour saving



Budget Allocated
Cost Incurred

INR 10,00,000
INR 8,21,785

Project Started
Project Ended

Aug-2017
Sep-2017

STP TREATED WATER STORAGE CAPACITY ENHANCEMENT

The treated water from Sewage Treatment Plant setup at The Laburnum is re-used for horticulture purpose in the complex, for instance, to water the lawns and trees. Through this initiative the community members have been contributing towards saving groundwater and potable water, which was being used for gardening earlier. The treated water supplied by STP of capacity of 50 KLD was being stored in tank of 5,000L capacity only. This amount of water was grossly insufficient for horticulture requirement which was approximately 30 KLD. To curb this shortage of treated water, the storage capacity was enhanced by another 200%. Two sets of additional storage tanks of 5000L each were setup, increasing the original capacity to 15,000L. The project was undertaken in-house by Alpha G:Corp Management Services team. The connectivity work involved procurement and installation of pipelines, valves, and pumps so as to serve two sets of storage tanks through STP and to supply treated water to other points where the water can be used for gardening. The garden line is now fed with STP treated water and is being used effectively.



Budget Allocated
Cost Incurred

INR 2,00,000
INR 1,72,445

Project Started
Project Ended

Jan-2018
Jan-2018

Budget Allocated
Cost Incurred

INR 45,00,000
INR 61,98,361

Project Started
Project Ended

Jan-2018
Apr-2018

CHILLER PLANT REPLACEMENT

Two chiller (60 TR each) plants installed for Laburnum Sky Court had completed their useful life cycle. In the year 2017, there were complaints regarding the centralized cooling of the tower during the peak summer season. Upon inspection and technical analysis it was observed that the chillers had faulty compressor and were operational at only 35% of their intended capacity. The repair and replacement cost was increasing day by day. The BoM decided to replace the old chiller plant with high-efficiency chillers of increased capacity that met the required specifications for Sky Court's HVAC system.

Problem Areas with Old Chiller Plant (2 x 60TR)

- **Low Efficiency:** 2 air-cooled reversible chillers operating at decreased capacity (33%)
- **Low Running Hours:** 18 hours per day
- **Heat Exchange System Bypassed:** Frequent running of boiler unit
- **High Energy Consumption & related Cost**
- **High Maintenance & Repair Costs**
- **Environmental Concern:** R-22 used as Air Conditioner Refrigerant in compressor

Features of New Chiller Plant (1 x 90TR and 1 x 60TR)

- **Better Operating Efficiency:** 90TR chiller during peak summer season, and 60TR chiller during off-season for centralized cooling of the tower
- **Reversible Chiller 60TR:** To be used during winter season for centralized heating of the tower
- **Moderate Energy Consumption:** 24x7 running hours with automatic cut-off at set temperature level
- **Eco-friendly Cooling:** R-410A used as Air Conditioner Refrigerant

AGMSPL team, under guidance of Engineering Committee of Mr. B.K. Syngal, Mr. M.S. Grewal, Mr. M.B.L. Bhargava, Mr. Rajeev Grover, Mr. Sunny Sarid, and Mr. H.C. Vinayaka, was actively involved during the planning, selection, procurement and installation phase of this project. The technical team closely supervised the materials supplied, and monitoring the as-built pipeline drawings for the chiller plant installation. These drawings illustrate the piping coordination system detailing the pipes' length, width and depth along with the coordinates and elevations.

The project began with de-installation of old chiller plant which went out as scrap. The base platform was modified through civil work undertaken in-house by Alpha G:Corp Management Services team as per the dimensions of the new chiller plant. A temporary ramp was constructed through the Diesel Yard to allow the crane do the lifting operation of the machinery and placing in the open basement. First test run of crane (demonstration without weight) was observed on the temporary ramp to analyze the impact on the sewage provisions below that area. Upon successful setup of the new chillers, the installation time taken was around 2 months.



SWIMMING POOL RENOVATION

Initial scope of work on the swimming pool at The Laburnum complex involved replacing the pool tiles by layering new tiles, and installing in-ground pool ladders. After reviewing the existing condition of the pool, the idea of just relaying new mosaic tiles only on the pool floor, raised a concern of its sustainability for the coming years and overall ambience. Some of the tiles at the floor level were also chipped. Waterproofing of the entire pool was another task for which complete tearing out of the old tiles was required. Hence BoM, in consultation with Engineering Committee, revised the original scope of work.

Revised scope of work involved

- Complete tile removal from pool floor and side walls
- Injection grouting for waterproofing pool walls (internally)
- Floor-leveling to fill in any deep gouges before the replacement tiling
- Complete waterproofing (externally)
- Installation of new mosaic tiles
- Installation of in-ground pool ladders
- Installation of submerged LED pool lights



Execution of the project was monitored closely by AGMSPL team under the guidance of Mr. M.S. Grewal and Mr. Rajeev Grover from Engineering Committee.



Budget Allocated (Minor repairs)
Cost Incurred (Complete renovation)

INR 5,00,000
INR 18,68,269

Project Started
Project Ended

Nov-2017
Apr-2018

KIDS PLAY AREA RESURFACING

AGMSPL team took into consideration the kids play area design safety as the topmost priority before proceeding with the resurfacing project. The existing facility included pre-installed playground equipment designed for different age groups, namely preschoolers (3- to 5-year-olds) and school-age kids (5- to 12-year-olds). As these were spaced at proper distance from each other, the next critical factor in evaluating the safety of the playground was proper surfacing which protects the kids from any injuries. **Mr. Sharad Sanjay Sen** and **Mrs. Natasha Bhati** of ARWA were instrumental in giving valuable guidance to AGMSPL team.

It is impossible to prevent incidents from happening as the trips, slips and falls are common. Developing a safe playground surface can help in reducing injuries – and the severity of injuries – that occur when kids fall either from equipment or while running around during the play activities. The surface under the playground equipment should be soft as well as thick enough to cushion the impact of a fall.

Play area surface constructed of sand and natural grass had become less sustainable and required constant attention. The hard ground underneath the high foot traffic areas such as those circling the merry-go-rounds, under the swings or at the landing of a slide raised safety concerns of the kids because of the depletion of soil due to regular use. Initial scope of work (SOW) on the resurfacing project involved areas surrounding the playground equipment only, leaving out the rest of the area. Market survey was conducted by in-house team to obtain good alternative to natural surface of play area, through which rubber tiles were shortlisted as flooring option. Considering the aesthetic look of the entire play area after initial work done, the scope of work was revised in consultation with BoM, wherein artificial grass installation would be done in the remaining areas of the play area.



CONCERNS WITH EARLIER PLAY AREA

- Soil and packed-earth surface around playground equipment setup, unsafe for jumps or trips from certain height
- Undergrowth of weeds and moss making it unhygienic
- Unusable in monsoon - mucky and dirty ground

MARKET SURVEY	NATURAL SURFACE (A)	RUBBER TILES (B)	ARTIFICIAL TURF 40mm (C)
Maintenance	Needs Periodic Replenishment	Easy	Moderate
Ease of Installation	-	Easy	Moderate
All Weather Suitability	No	Yes	Yes
Durability	Low	High	Moderate
Abrasive	High	Low	Moderate
Water Retention	High	Low	Low
Porous	Yes	Yes	Yes
Cost Estimate	INR 2.5 Lacs	INR 7.3 Lacs	INR 6 Lacs

RECOMMENDATION

- Option B was a viable solution, keeping safety into consideration
- Recommended a combination of B & C, so as to bring down the costs
- Option B & C required surface pre-preparation (cement surfacing & leveling), costing additional INR 2 Lacs

RESURFACING PROCESS AND ACTIVITIES

Building a solid foundation as well as facilitating good drainage for the surface is a vital part of any play area resurfacing project. AGMSPL team carried out the civil work for setting the play area by expending **INR 1,50,822** only, all inclusive of additional labour, material and freight charges. Significant savings were achieved by undertaking this job in-house, as the initial quotes received for the same job from two different vendors were on the higher end, i.e. INR 3.7 lacs and INR 3 lacs. The groundwork involved the following activities: excavation of surplus soil, levelling, dewatering, dressing the sides and bottom, compaction of the excavated bottom, and disposal of excavated material.

Next process was laying Plain Cement Concrete (PCC) surface to attain a strong, stable and levelled base of depth 140mm for the foundation. The process involved the following activities: machine mixing and laying aggregate, compacting, curing, dewatering where required, cleaning, preparing surface, junctions, etc.

SBR (Styrene-Butadiene Rubber) flooring was done on prepared concrete foundation. Two colour rubber tiles were chosen for the play area and installed in unique patterns, brightening up the space around the equipment. The cost of covering the selected areas with SBR tiles was **INR 5,19,900**.

Later, as suggested by BoM, the left over earth-packed area surrounding SBR flooring was covered with **artificial turf**. AGMSPL team analyzed different samples from three vendors and brought in for BoM's approval. The vendor finalized for installing artificial turf in kids play area was finally contracted for **INR 1,23,000**.

Budget Allocated
Cost Incurred

INR 6,20,000
INR 7,93,722

Project Started
Project Ended

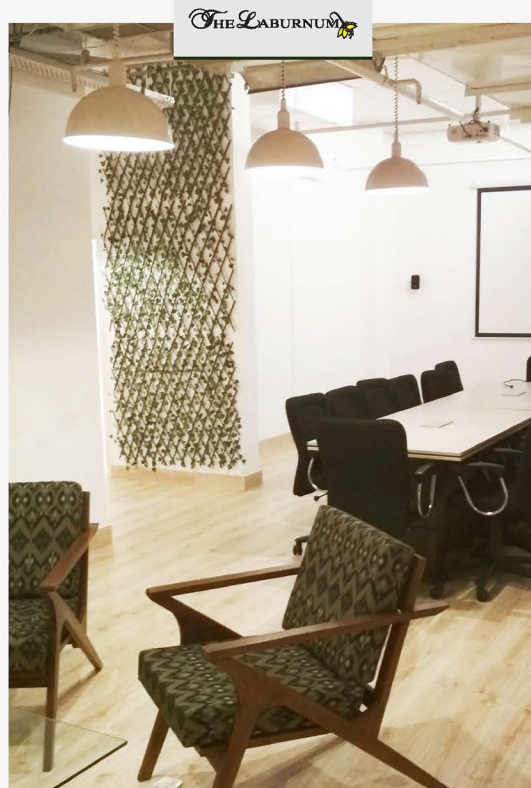
Jun-2018
Jul-2018



REMODELING FOR NEW MEETING ROOM

The Laburnum BoM accepted the idea of having a collaborative meeting space within the residential complex for both planned and impromptu meetings, where Annual General Meetings, Board Meetings, Brainstorming Sessions, Workshops, Committee Meetings, and One-on-One sessions can be held.

To develop a new **Meeting Room**, improving the under-utilized existing space at the lowest cost seemed to be an appropriate solution. An existing unused space, initially setup as a recreation room for Billiards, was remodeled creatively by **Mrs. Uma Prakash**, keeping into consideration the space layout. The refashioned room now comprises of new wall paneling, colour theme, wooden flooring, versatile furniture, roller panels and upholstery, and the in-room equipment for facilitating meetings and conferences. It can also be used now for screening of any AV media for the society. Selection of furniture for comfortable and supportive seating was paid due attention. From rectangular conference tables and mesh chairs with arm rests, to twin seater sofa sets and console table were chosen for both formal and informal purposes. Lastly, setting up of in-room AV and office equipment was the focal point. To enable all kinds of digital presentations, video conferences and whiteboard sessions, the Meeting Room include strategically set up projector set and home theatre, whiteboard, speakers, and BluRay player.



Budget Allocated
Cost Incurred

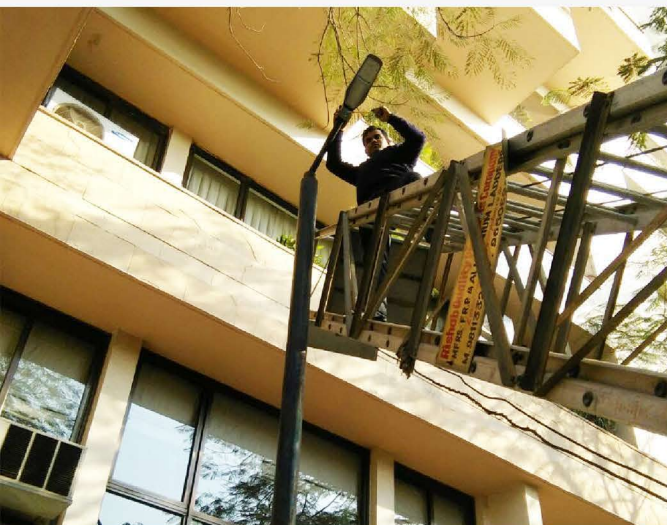
INR 5,00,000
INR 4,43,576

Project Started
Project Ended

Jul-2018
Jul-2018

LIGHTING SYSTEM UPGRADE 6 METERS POLE LIGHTS

Streetlight provision and maintenance is a large part of our condominium's budget. With an intent to reduce street light power consumption Alpha G:Corp Management Services team, in consultation with Engineering Committee and BoM, undertook the installation of LED bulbs for **43 light poles (6 meters) on internal roads** of The Laburnum. Upgrading the existing lighting system by introducing LED technology offered immediate benefits in terms of street safety through brighter street environment, and significant reduction in cost of running these streetlights for duration of many hours. The new LED bulbs last much longer than traditional bulbs, hence reduced maintenance costs over the time.



Budget Allocated
Cost Incurred

INR 1,30,000
INR 1,27,050

Project Started
Project Ended

Aug-2018
Aug-2018

Selection Criteria for LEDs & Fittings

Color & Wattage

Prime selection parameters for comparison of LEDs were the choice of **light appearance as defined by its color temperature** as measured in degrees of Kelvin (K), and Lumens per watt (lm/W), where Lumens represents the **brightness** and Watt measures **power or energy use**. The color options available in market for LEDs include Warm White (2000K-3000K), Cool White (3100K-4500K), and Daylight (4600-6500K). Based on project's requirement, three variants of LED were considered which had low-wattage with higher amount of lumens, for replacing old and dim illumination halogen lamps. **Philips LED 14W of 3000K color temperature was finalized**, as compared to 12W and 30W LEDs, to optimize illumination on internal road lamps within given budget. **The total cost was INR 79,000 for all 43 poles.**

Light Fitting in Street Lamps

Other concern associated with this upgrade was the light poles' fitting design and installation of LEDs. Existing fitting of light poles supporting **25W LEDs** was not compatible with **new 14W LEDs** and hence entire fittings were to be replaced. Vendor quoted INR 2,000 per pole, leading to approx. INR 86,000 for all 6 mtr poles. **AGMSPL team covered the modification of light pole fittings in-house by expending INR 25,000 only.** The redesigning of fittings, comprised of the Mounting Arm, Crossarms, Caps, Nuts and Bolts, procured from local vendor. The design of the mounting arm was such that it could house the cable inside, providing a perfect and sleek mounting.

Old bulbs in functional state are stored for use on external street lights with original fittings. Considering all the benefits of LED lighting system upgrade, our team is really happy to be part of the prevention and conservation initiative by helping our clients save money and energy at the same time.



THE LABURNUM 



**ONGOING
PROJECTS**

ALPHACORP
MANAGEMENT SERVICES

LIFT LOBBIES PAINTING

Interior Painting contract of all the 12 towers of The Laburnum complex has been awarded to Asian Paints (authorized applicator **Destiny Projects**), at a very reasonable cost. The agreement with contractor includes supply of all labor, materials, tools, supplies, equipment, transportation, and supervision necessary to accomplish the project. Alpha G:Corp Management Services team has been supervising the quality of materials, the extent of work being done, compliance of safety measures by the workers, the quality of final work round the clock.



Interior emulsion application process followed

- **Surface Preparation** - Sanding the surface with scrapping of loose particles
- **Repair** - Filling up Joints with putty mix in order to level it up to the surface and filling cracks/holes with a level up to 4-5mm
- **Primer Application** - Application of water-based or solvent-based primer
- **Sanding** of prepared surface
- **Interior Wall Emulsion** - Application of 2 coats of Premium Emulsion of desired shade

Lobby Painting Work Completed (40%)

- Work in LCG 1, 2, 3, 4 and Sky Court has been completed
- Remaining Towers are under progress



Budget Allocated
Contract Value

INR 18,00,000
INR 17,85,284

Project Started
Project End Date
Project Status

Sep-2018
Mar-2019
Work-in-Progress

LIFT LOBBIES POLISHING

The lobby flooring of Laburnum Towers are made of two different types of stones – granite and mosaic. In each tower, the ground level lobbies have granite stone flooring, whereas the lobbies on first level and above have mosaic stone. Lobby polishing for all the 12 towers of the complex is being executed by M/s Tvishi Services Pvt. Ltd. The agreement with contractor includes supply of trained & experienced manpower, all consumables, chemicals, machinery, and supervision necessary to accomplish the project. Alpha G:Corp Management Services team has been supervising the quality and quantity of materials being used, while closely monitoring the entire process and the polished finish at every stage.

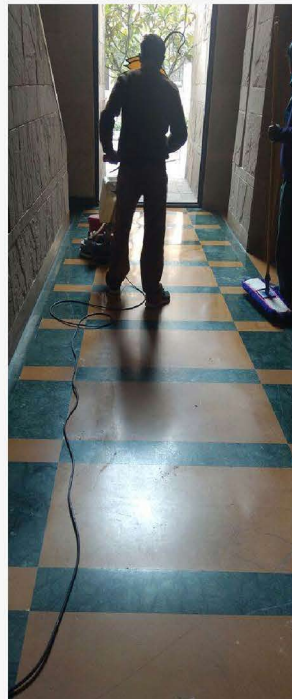
Lobby Floors Polishing process followed

- **Grinding of Floor:** Removes all minute scratches from the floor
- **Crack Filling:** Process is undertaken after one time grinding to rectify any floor defects such as holes and cracks, after which the floor is re-grinded again
- **Scrubbing of Floor:** Using neutral floor cleaner removes all dirt and residue
- **Application of Crystallization Powder:** Using red pad on the floor
- **Application of Liquid Crystallizer:** Using steel wool



Lobby Polishing Work Completed (10%)

- Work in LCG 1, 4 has been completed
- Remaining Towers are under progress



Budget Allocated
Contract Value

INR 8,00,000
INR 7,69,000

Project Started
Project End Date
Project Status

Nov-2018
Mar-2019
Work in Progress

SMOKE & HEAT DETECTORS INSTALLATION IN UTILITY AREAS



Considering the advantage of setting up a fool-proof detection and alarm system, Alpha G: Corp Management Services team has taken up the replacement of all conventional detectors in the utility areas of the complex such as Electrical Rooms of all towers, Housekeeping Store, Lub Oil Store, Electrical Store, Paints Store, General Purpose Store, Driver Rest Area, Pump Room, Sewage Treatment Plant (STP), and Chiller Plant. For DG Room heat detectors are being installed, as these devices are designed to send signal to the alarm systems when presented with a certain air temperature in case an incident occurs. Smoke detectors only sense particles in the air, hence are not suitable in such a situation where a Diesel Genset constantly produces smoke to generate electrical energy. Heat sensors will not react to smoke and must not be used to replace smoke detectors, but as a supplement to a complete the alarm system.

Advantages of Addressable Smoke Detectors

- Quickly displays the location of smoke
- Reduced likelihood and better handling of spurious alarms
- More reliability
- Lower overall cost of wiring
- Ability to monitor integrity of the system, with individual detector health checks
- Specific actions can be programmed by the user



Budget Allocated
Contract Value
New Devices Installed

INR 3,00,000
INR 2,18,500
48

Project Started
Project Status

Nov-2018
Work-in-Progress

THE LABURNUM 



SERVICES COVERAGE

ALPHA⁺CORP
MANAGEMENT SERVICES

TECHNICAL SERVICES

STP EXHAUST SYSTEM SETUP

Sewage Treatment Plant (STP) produces odor emissions during the multi-process biological treatment of effluents, which are pre-treatment, primary treatment, secondary (biological) treatment and tertiary treatment. STP in The Laburnum residential complex is setup in Sky Court's basement area. For odour control during operation & maintenance of STP and proper ventilation of fresh air in the surrounding area, AGMSPL team installed an inline exhaust duct to expel the unpleasant air from STP which was missing in the initial setup.

AERATORS INSTALLATION IN COMMON AREA WASHROOMS

As suggested by the Water Conservation Committee, the aerators were installed in all taps of common area washrooms used by security personnel, drivers, house maids, vendors, and the workers employed in the complex on daily maintenance duties. This water saving initiative received strong support from BoM.

A demo session on aerators was arranged for all residents, wherein the functionality and benefits of the product was demonstrated. Later AGMSPL team, in coordination with Committee members, conducted five training sessions for the residents and their domestic staff as an ongoing awareness practice to promote water conservation in Laburnum.

Water Conservation Committee

Ms. Geetika Singh
Mr. Pradeep Krishan
Mr. Pankaj Narain
Mr. Vijay Pahwa
Ms. Ritu Rastogi
Mr. Dipankar Sanyal
Ms. Shruti Vidyarthi
Ms. Manju Yadav

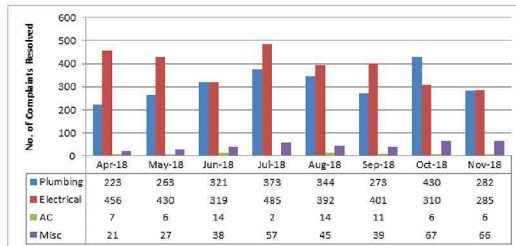
ANNUAL TESTING OF SMOKE DETECTORS IN ALL APARTMENTS

Installation of smoke detectors in residential accommodation is a legal Health and Safety (H&S) requirement, as these help protect people, property, and assets during any fire incident. Like any other electronic and electrical devices, these detectors can degrade over time and compromise the alarm system's operation. Dust, dirt, and other contaminants can cause problems with smoke detectors. To ensure the optimum operating performance of the smoke detectors in all apartments, AGMSPL team planned a thorough inspection and testing of each device. This maintenance activity is carried out annually for all apartments and villas. It helps in detection of faulty as well as missing smoke detectors. To further establish continued protection, proper testing of smoke detectors in common areas is also carried out on a quarterly basis as a routine. All these periodic checks help in keeping the alarm systems in robust condition, and reduce the expenses by preventing unbudgeted emergency repairs.

CHECKING OF ELECTRIC METER OF EACH APARTMENT

Checking of Electric Meter of every apartment was a one-time activity, held from March '17 to July '17, when some of the residents came forward with the observation of unusual meter readings of their respective meters. The chances of these meters being outright faulty are fairly low, as these machines have exceptionally long lifespans, and are built for endurance. AGMSPL team introduced a process of parallel metering, wherein a standard Test Meter was setup in parallel with the apartment meter for seven days' time period. If the variance in the two readings at the end of the week was at variance beyond normal limits (either below or above 5%), then the meter was considered faulty. This process of testing was extended to all apartments which took around five months to complete. The faulty meters, so identified, were agreed by the residents to be replaced at their cost.

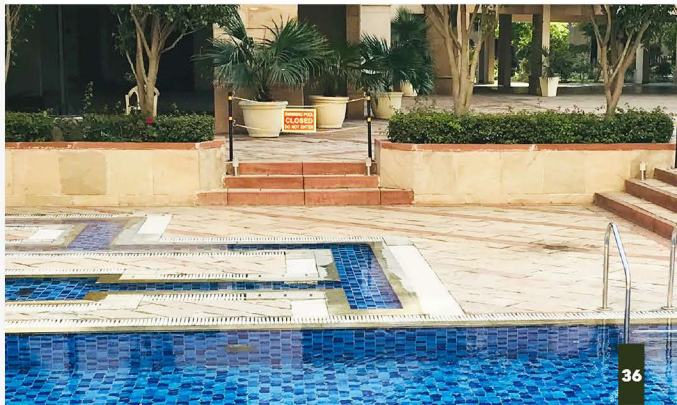
INTERNAL COMPLAINTS RESOLVED



SAFETY AND SECURITY SERVICES

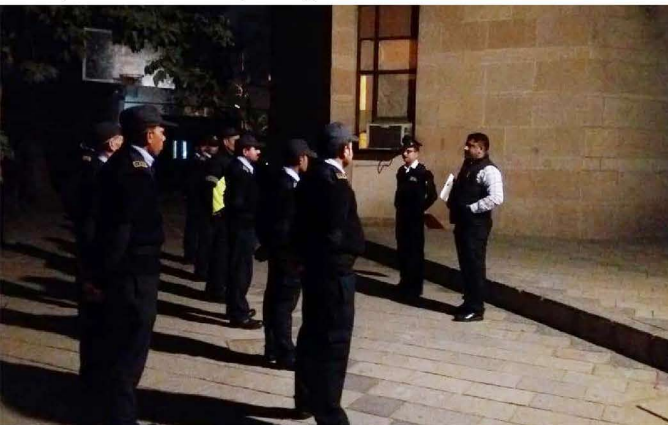
BARRICADING OF SWIMMING POOL IN OFF-SEASON

Swimming Pool at The Laburnum is kept filled with water during the off-season also, as per advice of the vendor. Barricading the swimming pool by means of installing chain-link fences around the area was an extremely affordable and low maintenance safety measure during the off-season to avoid any physical hazard. Made from galvanized steel tubing, the chain-links are strong, durable, and secure. Warning Sign boards were also put up on alternate chain-link post to restrict entry to the pool area.



SECURITY MANAGEMENT

Alpha G:Corp Management Services manages the complete security of the condominium through hired services from the security agency, **M/s SLV Security Services Pvt. Ltd.** In collaboration with BoM, the entire security system is closely supervised and reviewed by the AGMSPL team to provide an increased sense of security to owners and tenants alike. The entire condo complex is kept under strict vigil through electronic surveillance by **CCTVs and deployment of well-trained guards**. From towers, parking lot to main gate and fencing, the security is managed by deploying the Guards on shift basis as well as through strategically placed CCTV cameras around the perimeter. Other vital areas of security which are monitored closely include **visitor management, access control, traffic management**, as well as **domestic staff attendance management** (cook, maid, nanny, driver etc). **Challan system** for all residents has also been introduced in the premises for traffic violations to keep a strict discipline for internal vehicle movement. AGMSPL staff does periodic check at odd hours to keep the security personnel on their feet.



Security Personnel Training

Monthly sessions conducted for the security guards by AGMSPL team as well as **M/s SLV Security Services Pvt. Ltd.** cover all regulated training requirements for day-to-day security management and first response in emergency situations. These routine trainings help the personnel develop skills in observation, first aid, loss prevention, ethical compliance at workplace, visitor management, vehicle search techniques, parking operations and traffic management in the premises. They are also educated on importance of personal hygiene, uniform discipline, and body language.

HOUSEKEEPING SERVICES

Housekeeping is another important aspect of our facility management services. **Alpha G:Corp Management Services** is committed to improving the lives of The Laburnum residents through quality housekeeping that not only increases their comfort but also enhance their sense of belonging in the residential society. Residents delight in the focal theme and basis of our housekeeping efforts. AGMSPL team and well-trained housekeeping staff maintain strict housekeeping schedule to ensure overall living space wellness in the condominium. Right from keeping the entrances and atriums spic and span, maintaining cleanliness of lift lobbies, staircases and common areas, clearing debris from all internal roads regularly, time bound removal of garbage from all apartments are some of the essential activities that ascertain hygiene and safe residential environment for children, adults and elderly residents.



PRE-MONSOON CLEANING OF APARTMENT DRAINS

As a preventive measure to curb problems like water logging and seepage during the rainy season, AGMSPL team conducted pre-monsoon cleaning of all the drains of each apartment in the complex. Regular inspections and maintenance checks of all the drainage points helped in eliminating the chances of these problems arising during heavy rainfall. Balcony drainage outlet and connected downpipes of all apartments were inspected for any obstructions, and cleaned wherever required. De-silting work was performed at five common drains in the complex during this activity. In addition, routine cleaning of terraces and penthouse open areas also helped in ensuring no water logging issues in the Complex.

HOUSEKEEPING STAFF TRAINING

Alpha G:Corp Management Services conducts monthly training sessions for housekeeping staff, both in-house and by the vendor **M/s Express Housekeeper Pvt Ltd.** The important training areas include:

- Personal Grooming: hygiene and uniform directives for all staff
- Maintaining housekeeping standards of cleaning
 - Selection of cleaning equipment for carpets, floor space, etc
 - Handling of any bulky machinery
 - Prevention of slip, trip, falls
 - Placement of supplies and storage
- Cleaning Chemicals: classification, usage, storage, and spillage control procedure
- Waste Management: Comprehensive training on biological treatment of the kitchen waste obtained from the households
 - Introduction to waste auditing
 - Garbage collection
 - Types of bins, containers and trolleys used
 - Wet and dry garbage segregation
 - Proper disposal of non-degradable wastes
 - Treatment of bio-degradable wastes

WASTE MANAGEMENT TRAINING



SOCIAL AND COMMUNITY LIFE

Social events in past months were quite entertaining for the families residing in The Laburnum. Alpha G:Corp Management Services team at site ensured that all activities organized at the premises were smoothly carried out, adding to the entertainment value for the residents. Managing budgets and ensuring cost-effectiveness for each event organized have been the team's prime objectives throughout.



SOCIETY ACTIVITIES AT A GLANCE

April 2018

- Swimming Pool Inauguration

July 2018

- Annual General Meeting
- Kids Play Area Inauguration
- Live Screening of FIFA World Cup 2018
- Musical Evening

September 2018

- Book Reading Session

November 2018

- Diwali Dinner Party

May 2018

- Meera Bhajans

August 2018

- Kids Book Reading Session
- Independence Day
- Mid-Monsoon Pool Party

October 2018

- Karva Chauth
- Halloween Night

December 2018

- Ghazal Night
- Christmas Carnival
- New Year





THE LABURNUM 



SYSTEM IMPROVEMENTS

ALPHACORP
MANAGEMENT SERVICES



STORES MANAGEMENT

Prior to facility management by AGMSPL, all physical store spaces at The Laburnum complex were occupied on full time basis by external vendors who provided respective services in the complex. Realizing the hazard that could result from unorganized occupancy and stored materials, AGMSPL team initiated reorganizing of the stores and clearing of the same. The vendors were asked to vacate the store spaces with the help of ARWA and could continue their services in the complex on-call basis only. The entire activity started in April 2017 and took 2 months' time for completion. The stores were renamed based on the function of the materials and equipment stockpiled. For instance, Housekeeping Store for safe storage of cleaning supplies and chemicals, Waste Management Store, a dedicated space for Scrap collection (plastic & metal), store for Events & Sports activities, Lubricant Oil Store, a designated space for Civil and Welding Workshop, etc.

Key Results of Store Management System

- Easy identification of all materials stored
- Safe storage and handling
- Single point inspection
- Better protection from pilferage, theft, fire and other risks
- Safeguarding ARWA's property
- Establishing safety & security of all residents

AGMSPL Facility Team is responsible for carrying out the following functions:

- Ensure most effective utilization of available storage space
- Ensure good housekeeping and cleanliness in the stores
- Ensure safe and proper handling of materials
- Ensure safety of materials and personnel
- Ensure that rules and regulations relating to preservation of stored materials are followed
- Maintain physical custody of stored materials and monthly reconciliation through proper record keeping

KEYS MANAGEMENT SYSTEM

Alpha G:Corp Management Services team has implemented an effective and more organized keys management system at The Laburnum facility. Awareness training was provided for all staff to prepare them for the new process to be implemented. To successfully accomplish this initiative, proper key authorization and issuance procedures were executed, which involved name & colour tagging of all keys pertaining to particular areas and utility stores. Centralizing the key storage with security personnel and timely mandatory logging in the Key Issuance Register facilitates easy identification and quick tracking of the keys. In case of missing keys or non-returned keys, this log can trace the staff member responsible as it is mandatory to personally sign for the keys during the issuance. Keys Management System is checked on daily basis.

Benefits

- Secure and organized key storage
- Access only for authorized personnel, hence increased security
- Reduced workload of the gate personnel
- Reduction of search time with proper tagging
- Prevention against manipulation, loss and theft
- Reduction of quantities in circulation
- Controlling the movement of keys within the premises
- Proper logging of key transfer in register during off-day of the authorized personnel

ISSUANCE OF TASK-SPECIFIC JOB CARDS

Job Cards provide detailed description of any maintenance or repair work that is performed by the staff. It is issued when a work request is raised by any resident of The Laburnum complex, displaying the technical nature of task, description, work status if it is pending or completed, date, time, and signature of the resident. One huge benefit of this initiative is that by applying job cards to measurement points is significant in monitoring of records, that is, with respect to the type of task and the location where it was executed. Any structural damage and repairs work captured in the job card enables the Facility team to track and review it to ensure future safety.

DESIGNATION TAGS & ID CARDS FOR ALL STAFF

In addition to strict adherence towards uniform and appearance at work by staff, Alpha G:Corp Management Services team has ensured Designation Tags and ID Cards for all staff deployed at The Laburnum complex. The designation tags are like identification badges introduced for security and identity purposes, especially in situations where the technical staff or security personnel has a direct resident contact. All employees must wear their identification badges and ID cards at all times in all areas of the condominium. This allows facilitation of good practice within the staff member's area of responsibility and provides readable information about the personnel.

REWARD & RECOGNITION PROGRAMME

Alpha G:Corp Management Services team, in collaboration with respective vendors providing workforce at The Laburnum, has initiated **R&R Programme to acknowledge and appreciate the efforts** put in by the staff at the work place. This Programme is conducted every month where the outstanding staff member(s) are awarded **appreciation certificate** by AGMSPL team and **monetary reward** of INR 500 (as issued by respective vendor) followed by snacks party for the entire team.

The purpose of this performance rewarding initiative has been to build up team spirit and a productive work culture among all staff and employees, where good work done by them is valued and efforts are recognized. There are four teams for which separate R&R Programme are conducted. Staff members from each team are assessed on four basic parameters: Job Knowledge, Productivity, Discipline and Work Attitude.

- Technical Team - M/s Pee Jay Facilities Management Services
- Security Team - M/s SLV Security Services Pvt Ltd
- Housekeeping Team - M/s Express Housekeeper Pvt Ltd
- Horticulture Team - M/s Shree Gopal Nursery

INTEGRATED ATTENDANCE SYSTEM FOR SECURITY GUARDS

In addition to the conventional system of Security Guards deployed in shifts, a new system has been introduced known as **Selfie Attendance**, in collaboration with M/s SLV Security Services Pvt. Ltd. The post-to-post attendance of night shift Guards is marked by the Security Supervisor at an interval of 2 hours by taking a selfie through a Mobile App on the gadget by the vendor. Similar arrangement is being implemented for Guards posted during the day shifts. The frequency of selfie attendance is **thrice** a day. These entries, along with time, date and photo of the Guards at the designated posts, get integrated with the Attendance Management System. The benefits observed by implementation of this system are that the Guards do not have to leave their posts for attendance marking, regularity in attendance, and consistent vigilance by Supervisor at all times.

COMPILATION IMPLEMENTATION OF STANDARD OPERATING PROCEDURES

Alpha G:Corp Management Services Pvt Ltd has compiled a detailed **Standard Operating Procedures (SOP)** for The Laburnum complex to ensure a consistent way of doing things. The whole purpose is to **set standards in conducting our services** in best way, **focus on best practices**, **foster continuous improvement** and **client satisfaction** by doing so.

Why SOP is needed ?

A basic SOP is a good foundation for assisting employees in the daily operations of the workplace and to ensure that set procedures are followed. It is a brief, simple written and easily accessible policy-focused document for reference of all employees.

- **Communication:** Employees work better when they are well-informed, are able to perform their daily jobs autonomously, and are able to feel effective in completing tasks
- **Clarity:** Verbal communication often leads to misunderstandings. The SOP decreases errors and mistakes, conflict, and enhances the feeling of fairness and equity in the workplace.
- **Liability:** Policy statements protect employers in areas of potential liability and personnel matters. The SOP provides assurance that all employees have access to those policies.
- **Smooth Operations:** SOP will ensure that all employees know the policies, rules, regulations, standardized methods for accomplishing specific tasks and goals, as well as ways to reduce waste and improve productivity



GOING FORWARD

UPCOMING PROJECTS

- DG Set (1500 KVA) Replacement
- Lighting System Upgrade in Common Areas
- CCTV Camera Installation on Terrace Doors
- Renew Squash Court Flooring

FUTURE MAINTENANCE ACTIVITIES & TRAININGS

- Technical Maintenance:
 - ACB Servicing, FCU Servicing of Sky Court, Common Area Acs' Servicing,
 - PPM (Planned Preventive Maintenance) of DG Sets
- Mock Drill on Firefighting and Emergency Evacuation
- Monthly Staff Training
 - Housekeeping & Waste Management
 - Security Management & Parking Operations
 - Health, Safety & Environment (HSE)
 - Technical Operations & Maintenance (O&M)

NOTE OF THANKS

Alpha G:Corp Management Services team extends sincere thanks to all Committee Members of The Laburnum Condominium for providing invaluable guidance and assistance during the execution of various operations and maintenance activities as well as the new initiatives implemented in the Complex.

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YOUR FEEDBACK IS IMPORTANT TO US

Spare a few minutes to let us know what we are getting right and where we can improve.
Email us at feedback@alpha-corp.com

