



**FACILITY MANAGEMENT  
COMMUNIQUE  
2018**

**ALPHA**CORP  
MANAGEMENT SERVICES



# ALPHA<sup>+</sup>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 required to assure the smooth functioning of building's infrastructure including utility systems, parking lots, roads, drainage structures and grounds. This document contains information about the key maintenance tasks and projects undertaken at high-rise residential apartment complex **Central Park-I, Sector-42, 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

#### Central Park - I Condominium Association

Mr. Jeevanshu Soni	President
Mr. Ranjit Yadav	Vice President
Mrs. Puneet Gupta	Secretary
Mr. Rajendra Mehta	Joint Secretary
Mr. Manoj Bhargava	Treasurer
Mr. Rajiv Duggal	Joint Treasurer
Mrs. Nitika Sethi	Member
Mr. Sanjay Bhasin	Member
Mrs. Amita Sarwal	Member
Mr. Chitrnanjan Singh	Member

### Estate Office

#### Alpha G:Corp Management Services Pvt Ltd

Mr. Jatinder Nath Rekhi	Estate Manager
Mr. Sanjay Singh	Asst. Manager Administration
Mr. Sanju Kaul	Asst. Manager Accounts
Mr. Amit Dhiman	Asst. Manager Technical
Mr. Sahil Thakur	Project Engineer
Mr. Ashish Bhandari	Executive CRM

## 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 **Central Park-I Condominium Association (CP1CA)**, 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 **CP1CA** 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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## KEY PROJECTS AT CENTRAL PARK-I



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## FACADE PAINTING

Facade painting of all the **11 high-rise towers and EWS tower** in the residential complex was a major transformation project undertaken by Alpha G.Corp Management Services team. **M/s AkzoNoble** was the vendor selected among the few which offered the most affordable exterior painting solution with **10 years warranty**. AGMSPL along with active participation of BoM, closely supervised the project execution by the skilled and trained workforce deployed by the vendor.

Thorough inspections were conducted to set apart the minor problems from any major issues, such as the extent of the weather induced occurrences such as blistering, cracks, flaking and chalking, discoloring or staining. Exterior painting for all the balcony enclosures in high rise apartments was a challenging task that demanded safety and well-being of workers and residents.

We are grateful to **Mr. Rajendra Kumar of R.K. Associates**, the original architect of Central Park-I, who specially came to our assistance for setting up the right colour theme and preserving the original appearance of the buildings.

### AESTHETIC BENEFIT OF FACADE PAINTING

AN ATTRACTIVE FACADE, WITH ELEMENT OF CLASSY APPEAL, INFLUENCE HOW A CONDO UNIT IS PERCEIVED

### Project Objective Achieved

- **Extended lifespan of the facade and the building as a whole:** 10 years warranty on exterior painting resolves, to some extent, the facade maintenance and upkeep concerns
- **Transparency:** Involvement of BoM in the selection process of vendor
- **Due diligence:** Inviting competitive quotations from top vendors to assess all available alternatives and options
- **Better value** in the form of price reductions, better service, higher quality products from vendor



Budget Allocated  
Cost Incurred

INR 2,00,00,000  
INR 1,65,68,000

Project Started  
Project Ended  
Project Status

Feb-2017  
May-2018  
Completed

## PIPED NATURAL GAS CONNECTION

Central Park-I occupants can now enjoy continuous supply of clean, safe and eco-friendly cooking fuel in their household. The planning of setting up Piped Natural Gas connections in the premises started in the year 2016, when **Alpha G:Corp Management Services** was given the responsibility by BoM to initiate this service.

Initial workout by the AGMSPL team, for vendor search in the vicinity, invited quotations from multiple vendors for installation of PNG which were costing the project at **INR 1 Crore**. Subsequent research and enquiry with neighboring societies who were already utilizing PNG supply, allowed the team to obtain the same facility at zero cost for the residential complex.

Haryana City Gas Distribution Pvt Ltd (HCG) was contracted at a **mandatory security deposit of INR 10 Lacs**, which is refundable in 18 EMI as per the agreement. The entire installation procedure, smart gas metering system for gas consumption, any excess service line requirement, the installation charges, or extension & modification charges, everything was taken up by the distributor. After fulfilling certain statutory requirements, the gas meters were installed at a proper location and height, so as to facilitate safe and convenient meter reading and maintenance activities in future.



### PROJECT OBJECTIVE ACHIEVED

The success of the project is credited to society members who have contributed in this **green initiative** by adopting PNG connection which is a cleaner, safer and cheaper alternative to liquefied petroleum gas (LPG).

## BENEFITS TO RESIDENTS

### CONVENIENCE

Pipeline distribution system eliminates many hassles that residents may confront with conventional fuel supply, such as

- o Cylinder storage in the house,
- o Booking and refilling process,
- o Wait time
- o Safety issues while changing of cylinder

### ECONOMICAL & EASY TO DELIVER

- o Domestic natural gas is less expensive than other conventional fuel, hence more savings for each household; the estimated cost savings as compared to LPG Cylinder is around 20%
- o Smart gas metering guarantees that residents receive a fair, accurate bill, where they only pay for the energy that they have actually used
- o Pipeline delivery comparatively immunizes against inflation of transportation costs as well

### CONSISTENT SUPPLY

- o Assured continuous and reliable 24-hour supply of fuel;
- o Periodic payment after consumption

### SAFE TO USE

- o No storage at customer's premises ensures high consumer safety;
- o Being lighter than air, it will dissipate rapidly in case of leakage and avoid spontaneous flammability;
- o Enhanced safety because of Low Pressure Supply

### ECO-FRIENDLY

- o Cleanest cooking fuel, hence low pollution emissions

Budget Allocated	INR 10,00,000
Cost Incurred (Security Deposit)	INR 10,00,000
Active Connections	270 Apartments

Project Started	Oct-2017
Project Ended	Jul-2018
Project Status	Completed

\*As of October 2018, amount of INR 3,33,330 has been received through six EMI of INR 55,555

## IMPLEMENTING SOCIETYCONNECT™ APP

**SocietyConnect™** is an integrated platform that allows its registered users to manage frequent communications through web interface and mobile application. It was implemented to manage the daily operations within Central Park-I. The occupants, the BoM and the AGMSPL team in the condominium can now benefit from the **real-time updates and reminders through mobile push notifications**. The use of this application has **automated majority of operations** and brought in transparency to the Facility team as well as the residents.

Whether it is the Complaint Management System to raise tickets through **online helpdesk**, or access the activity calendar with all upcoming events and photo albums, or make bookings for club and any other facility in the premises, the registered residents can **access all these through their personal dashboard on the App**. To ensure adequate familiarity with the mobile application and its modules, initial demonstration sessions were performed town-wise. Post the trial run with basic modules; training sessions were conducted for all registered residents for easy adoption of this automated platform.

For the Facility team, managing the Housekeeping and Security Staff has become easier as well. The complaints or feedback are now more **organized and effectively managed** by assigning them to specific staff member. Another observable outcome of this implementation has been increase in efficiency of the staff. The **follow-up is streamlined** and it helps the team in getting insights into the most common issues, tracking the root cause, etc. Visitor Tracking System is another vital feature in SocietyConnect™ that allows the **security management at the entry and exit points of the premises**.

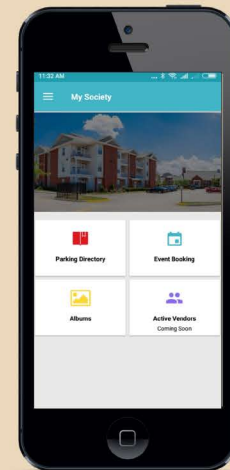
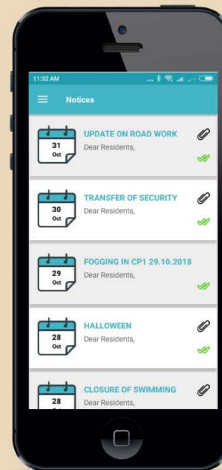


WHETHER IT IS ONLINE COMPLAINT HELPDESK, OR CALENDAR ACTIVITIES OR TO MAKE BOOKINGS FOR CLUB AND ANY OTHER FACILITY IN THE PREMISES, THE REGISTERED RESIDENTS CAN ACCESS ALL THESE THROUGH THEIR PERSONAL DASHBOARD ON THE APP

## FEATURES

### SocietyConnect™

1. Billing & Payment Systems
2. Complaint Management
3. Visitor Management
4. Notice/Circular Management
5. Club Facility Booking
6. Society Talk
7. Parking Management
8. Staff Attendance System
9. Tenancy & Ownership Management
10. Complete Accounting (only Billing started)





## Project Objective Achieved

- Tracking of tenant and owner movement in the premises.
- Online calendar management eased out the chances of conflict during the facility pre-booking.
- Digital publishing of important circulars and notices to residents strengthened a true spirit of cooperation among the society.
- Online helpdesk setup streamlined the complaint logging, tracking and resolution process, building transparency among the facility team and the staff assigned.
- Actionable report generation and alerts allowed facility team to prioritize and optimize the operations and support performance for improved resident satisfaction.

## BENEFITS TO RESIDENTS

- Personal dashboard
- Bills download and online payment of bills
- Raising Helpdesk Tickets for complaints
- Instant Visitor/Staff Notifications
- Message neighbor for wrong parking
- View Albums of all events organized
- Facility Booking allows real-time check for availability of the respective facility

## LIGHTING SYSTEM UPGRADE

Another step towards the green initiative has been the **upgrade of existing MH lights in the streets with an energy-efficient LED lighting system**, making the premises more economic and safe. **Alpha G:Corp Management Services team** analyzed the energy consumption for the residential complex **Central Park-I** and suggested to implement more efficient solutions to minimize operational costs. Speaking in general, it is observed that lighting accounts for 20 to 40 per cent of all the energy consumption in residential buildings, resulting in significant chunk of energy bills.



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 entire street lighting in the premises was replaced with 40 watt LEDs reducing the operational expenses.

## Project Objective Achieved

- Lighting system upgrades, involving proper lighting equipment and control technologies, deliver a high return on investment (ROI). LED lights are expensive at the onset of installation, but significant ROI is obtained in three to five years.
- Very energy efficient, ranging from 44 to 70% more energy efficient than comparable fluorescent bulbs and more than 87% energy savings compared to incandescent.
- More eco-friendly, that is, 100% recyclable since they contain no mercury or other harmful gasses or emit any harmful UV rays.
- Have low maintenance and higher durability due to their longer operating lifespan.
- Safer than fluorescents, as they are impact and shock resistant, contain no glass, and are cool to the touch.
- Improve lighting system quality.
- Increase the building asset value.

Budget Allocated	INR 1,00,000
Cost Incurred	INR 10,000
(Deployment Charges)	
Households Registered	250

Project Started	Jan-2018
Project Implemented	Aug-2018
Project Status	Implemented

Budget Allocated	INR 9,00,000
Cost Incurred	INR 1,33,980

Project Started	Mar-2018
Project Ended	Mar-2018
Project Status	Completed

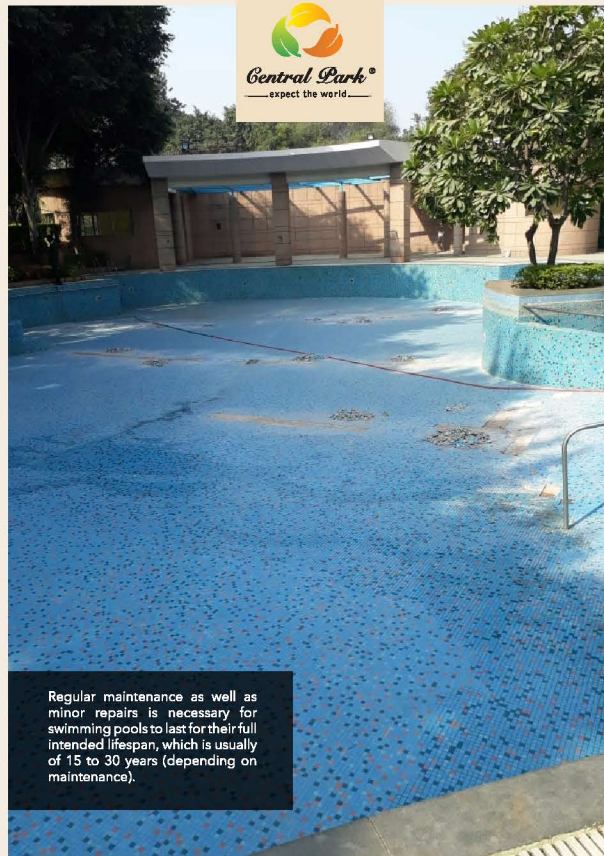
## SWIMMING POOL REPAIRS

Swimming pool at Central Park-I is a wonderful retreat that provides endless fun for kids and adults alike. AGMSPL team has established the pool maintenance routine which includes testing water for alkalinity, Chlorine and pH levels, removal of debris from surface as well as the floor of pool, preventing algae growth, and cleaning of main pool filter.

In addition to the routine maintenance and cleaning, minor repairs have been done to control the daily wear and tear of the swimming pool. The most recent repair work has been on the **chipped mosaic tiles at the floor of the pool**. Chip-out for damaged, broken tiles and the adjacent tiles on the floor bed were carefully removed by expert hands. Working with a flat chisel was more effective in controlling the amount of material that was removed. The crew employed good technique that reduced the chances of damaging the good tiles installed. Special pool tile adhesive and sealant was used for new tile installation, as these are about 2 to 3 times firmer than the regular tile adhesive, good crack-resistance, and can prevent efflorescence from happening.



SWIMMING POOL  
LICENCE HAS  
BEEN RENEWED  
FOR 5 YEARS IN  
MARCH 2018



Regular maintenance as well as minor repairs is necessary for swimming pools to last for their full intended lifespan, which is usually of 15 to 30 years (depending on maintenance).

Budget Allocated (Renovation)	INR 25,00,000	Project Started	Mar-2018
Cost Incurred (Minor Repairs)	INR 1,58,570	Project Ended	Mar-2018
Swimming Pool License Fee (For 5 Years; Applied in Mar-2018)	INR 1,00,000	Project Status	Completed





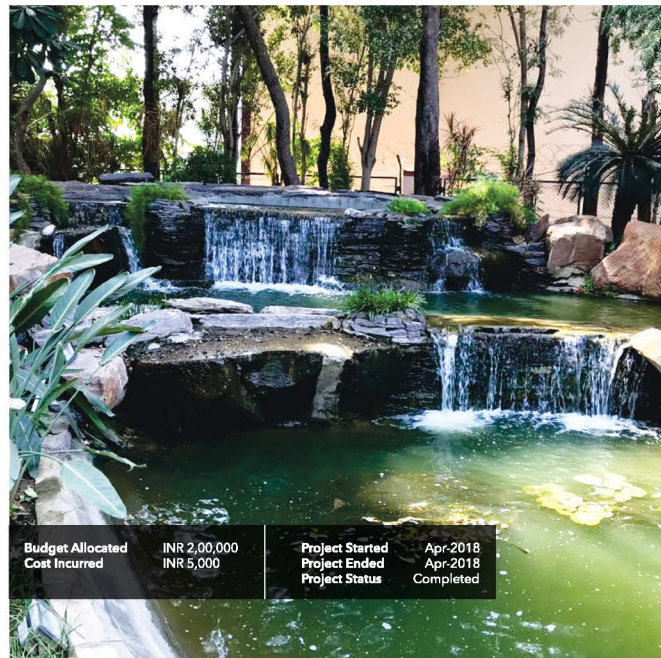
## LILY POND REPAIR AND WATERPROOFING

The lily pond at the entrance of Central Park-I is an aesthetically-pleasing landscape feature that will capture your heart. The sounds of the pump's fountain, the flora and plantings, the fish, and gathering frogs, birds and squirrels are a bonus. For a long time this concrete pond was dysfunctional. The residents had voted for its complete shutdown as it was unattractive and weed choked. Taking into consideration the objections of occupants, BoM and AGMSPL team took the initiative to restore this in an efficient and cost-effective manner.

Alpha G:Corp Management Services team actively carries out the regular maintenance and cleaning of the pond that helps in reducing the overall potential for problems that may occur due to the season-induced changes in the pond and its biology. Removing sludge, excess debris and sediments from the bottom of the pond and floating dried leaves from the surface is the routine task. Besides that, scrubbing the entire surface, cleaning the pond pump and pond filter is also vital to effective functioning of the Lily Pond.



It was observed that the Lily Pond never held water for more than three days upon refilling. Inferring there was major leakage, the extent of repair work initially involved **sealing of the problem area and waterproofing of the entire pond bottom**. Cost and effort considerations were made in agreement with BoM to fix the leaking point(s), but tracking the location of the leak was difficult. The entire pond was drained for the purpose, but no leak point was observed. After removing the pump, placed in a concrete chamber at the bottom of the pond, a long fissure was observed along its inner wall. Repairing the large crack in the concrete surface was **done by our in-house staff at a much lesser cost than estimated**, and the Lily pond was completely restored within a week's time.



Budget Allocated INR 2,00,000  
Cost Incurred INR 5,000

Project Started Apr-2018  
Project Ended Apr-2018  
Project Status Completed

## PUMP CHAMBER REPAIRS



## LILY POND WATERPROOFING





## TERMITE TREATMENT AND CONTROL

Termites are triggered by warmer temperatures and rainfall, which are very common climatic conditions in north India. The infestation by these insects not only causes a monetary loss, but also damage building insulation and woodworks.



**Alpha G:Corp Management Services team** carried out thorough termite inspection of the existing building structures and entire premises. The critical areas such as the ground along the foundation, basements, plinth, beneath concrete slabs, within foundation walls, and building shafts were identified that required termite control. Specialized equipment such as powerful masonry drills, large-capacity spray tanks, and long metal rods for injecting the chemical solution in soil were used.

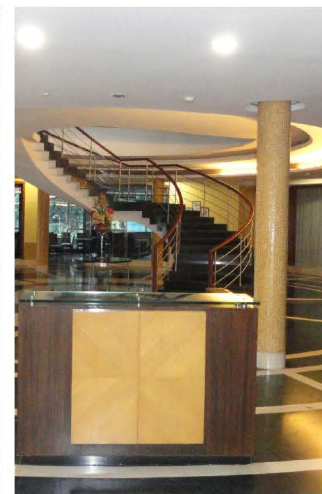
The preventive check for termite control, both in-ground and above ground in Central Park-I complex was satisfactorily completed within stipulated time and budget.

Budget Allocated INR 6,00,000  
Cost Incurred INR 4,35,000

Project Started Jul-2018  
Project Ended Aug-2018  
Project Status Completed



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## ONGOING PROJECTS

### AT CENTRAL PARK-I



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## ROAD REPAIRS AND RESURFACING

Besides minor repairs on roads and sidewalks, resurfacing work for the bituminous road surface for entire complex was an elaborate project. The last road resurfacing was done in year 2011. The entire road surface was 1 inch higher than the surrounding area. It was decided under the guidance of BoM that milling of the existing bitumen surface will be done and thereafter the new semi dense bitumen concrete will be laid. The contract was given to **M/s Sinocef Enterprises** for complete resurfacing of the entire Bitumen road in Central Park-I.



Milling machine at work

### Completed work (75 %) includes

- Milling and scraping of all existing bitumen layer to remove surface irregularities and obtain uniform depth
- Simultaneous collection of the milled particles or the old bitumen material and its proper disposal
- Laying of new semi dense bitumen concrete layer with pavers to achieve a uniform surface finish.
- Rolling to achieve the desired compaction and smoothness
- Supervising barricading arrangements during the activity to minimize traffic disruption and delays to the residents

### In-Hand Activities for Roads Resurfacing Project

- Defects Rectification
- Speed Breakers Setup
- Road Markings



Budget Allocated	INR 95,00,000
Contract Value	INR 46,17,000
Payment to Vendor (Oct'18)	INR 28,46,800

Project Started	Sep-2018
Project Ended	—
Project Status	Work-in-Progress





## LIFT LOBBIES & STAIRCASES PAINTING

Interior Painting contract of all lift lobbies and staircases in the 11 towers and EWS tower of Central Park-I has been awarded to **Survi Interior**, recommended by **M/s AkzoNoble (Dulux)**, 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 and the extent of work round the clock since its commencement.

### Completed work (45%) includes

- Work in Towers A, B, C, D work has been completed
- Work in Towers E, F are in progress
- The process of interior painting of walls comprises of
  - Scraping old paint/enamel
  - Removal of undulations in concrete wall surface, wherever visible
  - Putty application - 1 to 2 coats as per the requirement
  - Primer application
  - Sanding of prepared surface
  - Final coat of interior wall emulsion of Dulux



Budget Allocated  
Contract Value  
Payment to Vendor (as on Oct' 18)

INR 44,00,000  
INR 42,65,000  
INR 10,66,248

Project Started  
Project Ended  
Project Status

Aug 2018  
~  
Work In Progress



## SERVICES COVERAGE



**ALPHA CORP**  
MANAGEMENT SERVICES

## TECHNICAL SERVICES

### LIFTS MAINTENANCE

There are total **24 lifts** operational in **Central Park-I** high-rise condominium, which were installed in the year 2007-2008. The likelihood of a lift downtime or breakdown occurring after 10 years is quite high, considering which **Alpha G: Corp Management Services** oversees lifts repair and maintenance by M/s Kone. Both Guest Lifts and Service Lifts are examined periodically by fully qualified and trained engineers and closely supervised by Alpha Staff. This year Facility team managed to get **AMC contract renewed at 2% increment** only compared to last year's 6% increment, from the lift repair and maintenance service provider, covering corrective maintenance and free replacement of all defective components.

#### BENEFITS

- Reduced AMC cost increment to 2% this year
- Very less number of lift breakdowns
- Ensured users safety due to periodic inspections of all lifts
- No accident/incidents through continuous preventive maintenance schedule



### INTERCOM SYSTEM UPGRADE

Replacement of old intercom system was considered as it no longer served the purpose of effectively managing and tracking the telecommunication needs within the complex. With increasing incidents of getting the repairs or the replacement parts, continuing with the existing system was not a viable solution. Upgrading to a more technologically advanced system, as Panasonic EPBAX, was an apparent choice. The system has been upgraded and new one is installed and working.

Budget Allocated  
Contract Value  
Payment to Vendor (as on Oct' 18)

INR 8,00,000  
INR 6,85,000  
INR 3,42,500

## FIRE HYDRANT LINE REPLACEMENT

A part of the old fire hydrant pipe on terrace of Towers G and J was replaced by M.S. Class 'C' (heavy duty) pipe of 34 meters length where leakage was observed. This work was done by in house team of technicians.

## BASEMENT SEEPAGE REPAIRS

Water seepage in basement not only looks bad but also smells awful. It can ruin floors and walls of the building if left unchecked. The moisture will also lead to development of mould in exposed areas. Basement moisture, especially post-monsoons is very common problem. It can be caused due to pressure created by water in the soil surrounding the foundation, or through the cracks in the foundation walls. Facility team at Central Park-I reviewed the condition of the foundation walls and the soil surrounding the entire structure. Many footing drains and water pipe joints were repaired by in-house team to control the seepage problem in basement.



WATER LEAK



LEAK REPAIR



FOOTING DRAIN SEEPAGE



FOOTING DRAIN PART REPLACED



DRAIN PIPE SEEPAGE



DRAIN PIPE REPAIRED



## FIREFIGHTING AND SAFETY SERVICES



### FIREFIGHTING AND RESCUE TRAINING TO STAFF MEMBERS

Staff fire safety and firefighting training is very essential to make them aware of their responsibility to promptly report fire related hazards in the premises, and to know what action to take if there is an incident. **Alpha G:Corp Management Services** has the required expertise to train the work force in basic evacuation procedures, elements of combustion, types of fires, types of extinguishing agents, use of extinguishers, first aid, firefighting skills and survival techniques if trapped in smoke. Monthly fire training is done to the maintenance staff at Central Park-1.

### CRITICAL TRAINING TO STAFF COVERS THE FOLLOWING AREAS

- Upon discovering a fire, personnel should be able to raise the alarm in premises, and hence must know the method of operation.
- Upon hearing the fire alarm, personnel should be able to guide the occupants to safety by following the evacuation procedures in the premises. They are made aware of escape routes, emergency exits, fire doors, etc.
- Personnel are adequately trained on the safe operation of fire extinguishers and safety equipment
- Fire safety team is trained to ensure that all the occupants are guided to designated Fire Assembly Point and accounted for, during the drill as well as any real time incident.
- Calling fire service, ambulance and the list of emergency numbers are few other vital tasks to be understood by staff.
- Basic First Aid training, until advanced help arrives, is imparted to all staff members.

### PROCUREMENT OF NEW FIRE EXTINGUISHERS & SAFETY ITEMS

Regular inspection of fire extinguishers is conducted and record maintained by the Maintenance team as one of the fire safety measures. This involves checking contents of the cylinders, testing pressure, checking gauge, recharging, and conductivity testing to ensure safe handling, use and storage. Fire extinguishers which were in non-working condition and requiring recharge were done timely. Further the 54 faulty cylinders were replaced with new fire extinguishers procured on approval of BoM. In constant renewal of fire safety equipment; fire hoses, drum reels, nozzles are also slated for procurement and expected at site soon.



Budget Allocated  
Payment to Vendor (as on Oct' 18)

INR 2,00,000  
INR 1,80,000

## SECURITY SERVICES



Alpha G:Corp Management Services manages the complete security of the condominium through hired services from the security agency, **M/s SLV**. In collaboration with Board of Managers CP1CA, the entire security system is closely supervised and reviewed by the Estate Office from interview of Guards 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 (57 cameras) 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, staff management etc.

## HOUSEKEEPING SERVICES

Housekeeping is the foundation stone of our facility management services. Alpha G:Corp Management Services is committed to improving the lives of Central Park-I residents through quality housekeeping that not only increases their comfort but also enhance their sense of belonging in the residential society. Residents delight is the focal theme and basis of our housekeeping efforts. Our Facility 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.

### HOUSEKEEPING STAFF TRAINING

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

- Personal grooming and hygiene of staff
- Wet and dry garbage segregation as well as disposal
- Types of bins, containers and trolleys used in housekeeping
- 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
- Uniform issuing policy





## SOCIAL AND COMMUNITY LIFE

Social events in past months were quite entertaining for the families residing in Central Park-I. Alpha G-Corp Management Services team 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.



Flag hoisting by Mrs. Rup Haksar (Resident of A-Ville)

Independence Day (15th August 2018) was celebrated in the society by the Condominium Association and the AGMSPL team with the participation of all the residents. Everyone including elder people and kids participated in various activities. The event started at 9AM and finished at 2PM after lunch. Flag hoisting ceremony got an overwhelming participation from all residents. Mrs. Rup Haksar was the first lady from Central Park-I to hoist our National Flag. Patriotic song performances after flag hoisting by adults and kids were among the highlights of the day. I-Day theme decorations and balloons in tricolor were setup in common areas and the Club. The residents joined in the celebration in ethnic dress code for the day. The program ended with brunch and sweet distribution for the residents.

## SOCIETY ACTIVITIES AT A GLANCE

- **May 2018**  
Kids Pool Party  
Live Screening of IPL Match
- **July 2018**  
AGM & Election of CP1CA Members  
Cocktail Party
- **September 2018**  
Janmashtami  
1 CroreSteps Campaign  
Vishwakarma Puja
- **June 2018**  
Movie Night
- **August 2018**  
Tambola Evening  
Independence Day
- **October 2018**  
Dussehra  
Karva Chauth  
Diwali Mela  
Halloween Party



From outdoor arrangements for Kids Pool Party to indoor venue allocation for Tambola Evening, involving eclectic lighting & sound, catering, seating arrangements, as well as efficient space management, was enabled by the Facility team. Live screening of IPL match between the Sunrisers Hyderabad (SRH) v/s Chennai Super Kings (CSK) on 27th May 2018 was also arranged for the residents to come together for a thrilling outdoor experience. AGMSPL team had put up a projector and a screen in the badminton court area, which drew a sizable crowd. Refreshments were also setup at the venue for the avid cricket fans.

## 1CRORESTEPS-PEDESTRIAN SAFETY AWARENESS BY WALKING



**1CroreSteps** campaign was organized in the premises on **15th September** by Indian NGO Drive Smart Drive Safe (D2S) to create, increase and infuse **Pedestrian Safety Awareness by Walking**. The face of this awareness and safety campaign was **Mr. Subu (Subramanian Narayanan)**, member of Club D2S and an employee of HELLA India Lighting Ltd, who has walked from Kanyakumari to Kashmir in a record time of 60 Days. All residents of CP-I supported the cause by actively participating in activities. The campaign was organized by Drive Smart Drive Safe NGO and was based around developing road safety programs to increase knowledge, awareness and skills amongst all types of road users.

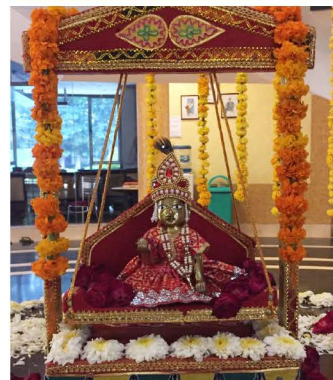




## FESTIVITIES & CELEBRATIONS AT CENTRAL PARK-I



The most recent event at Central Park-I was **Diwali Mela** held on **21st October 2018** at the football ground and children's play area. It was an evening full of fun and frolic with a number of activities for the residents and their guests, bouncy castles and play area for kids' amusement, stalls of utility and gift items which were priced at affordable rates, eatables of different tastes such as Mexican, Thai, Chinese, Indian Street Food, Mughlai, Bakery and Confectionery. There were total 64 stalls put up which included **44 Retail stalls, 10 Games stalls, and 10 Food stalls**. BMW was the main sponsor in the event and had put up two cars for promotion. Apart from lighting, tent setup and other provisions to support the stall owners, there was a special arrangement of dedicated e-rickshaws for convenience of all guests, especially senior citizens. The entire housekeeping staff was engaged to monitor the cleanliness of the premises during the event.





## GOING FORWARD

### FUTURE MAINTENANCE ACTIVITIES

- Fire drill & emergency evacuation exercise
- Door-to-door fire and electrical safety audit by facility team
- Horticulture – plantation of seasonal flowers
- Replacement of wood of the bridge
- Replacement of polycarbonate sheet
- Replacement of pa system
- Fabric replacement of billiard/pool tables
- Sofa & chairs replacement in meeting room
- Upcoming events & festival

### UPCOMING PROJECTS

- Lift lobbies polishing
- Lobby upgradation (upholstery, interior lighting, letterboxes etc.)
- Lift interior improvement
- Renovation of children's playground
- Upgradation of Lily pond
- Replacement of aluminium doors
- Wooden flooring of library (ground floor & first floor)
- Wooden flooring of squash court
- Restaurant's table & carpet replacement
- New development of badminton court
- STP repairs
- Solid waste management plant setup
- Fire line for phase 3 & 4

## ALPHA CORP

MANAGEMENT SERVICES

