



S.K. HEIGHTS PVT. LTD.

Office Add. : 7, Vitthal Kunj, Bldg. No. 2. V. P. Road, Opp. BMC Bank, Andheri (W), Mumbai - 400 058.

To,

Date: 11/04/2024

Mr. Dhrup Chand Jaishwal
Flat No. A/502
Imperial Heights CHSL

Subject: Commencement of Waterproofing and Tile Replacement Work - Flat

A/502, Imperial Heights CHSL

Dear Sir,

As you are aware, we have been addressing the ongoing issue of leakage in Flat A/402 at Imperial Heights. Upon receiving the initial complaint from the owner of Flat A/402 in 2020 regarding the leakage, we promptly took action to rectify the problem. Despite our initial efforts, it has come to our attention that the issue has persisted, prompting further investigation.

Following a thorough examination, it has been determined that may be due to certain incorrect practice for cleaning the flooring tiles and washing clothes in the bathroom of Flat A/502 has resulted in damage to the flooring tiles. This damage has subsequently led to water leakage into Flat A/402.

In light of this discovery and after our discussion held with you at our office on dated 5.4.24, with your permission, we will be commencing the waterproofing and replacement of floor tiles in both of your bathrooms, one by one, to prevent further leakage from Flat A/502 to Flat A/402.

The work will commence on dated 16.04.24, starting with the common bathroom, and is estimated to take five days to complete. Subsequently, we will proceed with the master bathroom. Our team will be on-site every day from 9:00 AM to 6:00 PM to ensure timely completion of the work.

Before proceeding with the installation, we will present you with samples of tiles for your approval. We kindly request that you inspect and confirm the suitability of the samples.

Furthermore, we request you to kindly take some care while using bathroom like refrain from using acid for cleaning flooring tiles and avoid using a wooden bat for washing clothes in the future, as these practices can damage the tile joints and potentially lead to water leakage issues once again.

Thank you for your cooperation and understanding in this matter. Should you have any questions or concerns, please do not hesitate to contact us.

Best regards,

For. S. k. Heights Pvt. Ltd.

K. J. Mardia,

(Director/Authorized signatory)

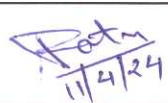
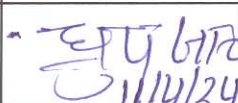
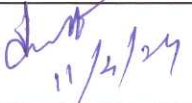
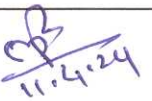
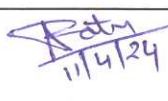
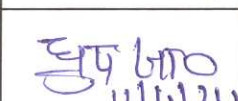
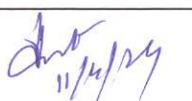
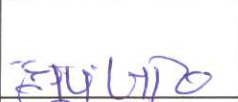
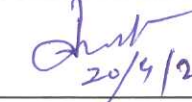
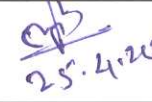
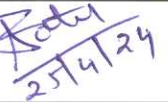
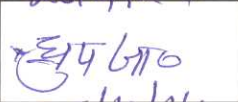
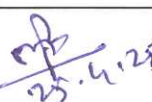
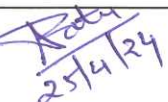
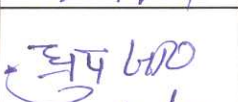
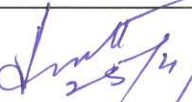
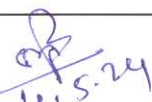
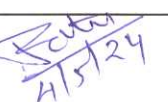
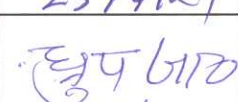
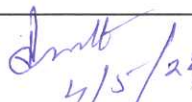
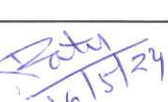
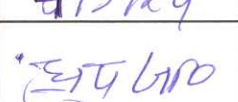
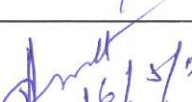
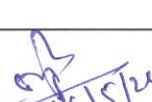
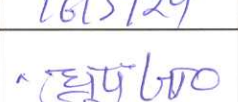
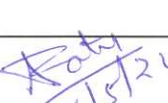
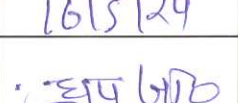
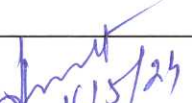
ध्रुप चंद जायसवाल
11/4/24



S.K. HEIGHTS PVT. LTD.

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Waterproofing and Floor Tiling work complision & confirmation of flat no. A/502.

No.	Particular	Supervisor	Engineer	Owner of flat no. A/502	Owner of flat no. A/402
1	Permission of work start letter	 11/4/24	 11/4/24	 11/4/24	 11/4/24
2	Approval of Tile sample (Size : 600x600mm & thick 15mm)	 11.4.24	 11/4/24	 11/4/24	 11/4/24
3	Waterproofing in Common Bathroom	 20.4.24	 20/4/24	 20/4/24	 20/4/24
4	Tiling fitting in Ccommon Bathroom	 25.4.24	 25/4/24	 25/4/24	 25/4/24
5	Cleaning of Common Bathroom	 25.4.24	 25/4/24	 25/4/24	 25/4/24
6	Waterproofing in Master Bathroom	 4.5.24	 4/5/24	 4/5/24	 4/5/24
7	Tiling fitting in Master Bathroom	 16/5/24	 16/5/24	 16/5/24	 16/5/24
8	Cleaning of Master Bathroom	 16/5/24	 16/5/24	 16/5/24	 16/5/24
9	Completion of Work	 16/5/24	 16/5/24	 16/5/24	 16/5/24



To,
Mr. Asit B. Mittra
Flat No. A/402, Imperial Heights CHSL.

Date.:16-05-2024

Subject: Resolution of Leakage Issue at Imperial Heights, Flat A/402

Dear Sir,

Upon receiving your initial complaint in year 2020 regarding the leakage in your flat no A/402, we took immediate action to repair the problem and solve the problem subsequently, +when the issue persisted and you brought it to our attention again, we promptly carried out additional repairs to rectify the situation.

After conducting a thorough investigation, it is found that the root cause of the leakage is in the flat above yours that is flat no. A/502, we found that they are using acid during the cleaning process of floor tiles of bathroom and also they are using a wooden bat for washing clothes in bathroom, which damage the flooring tiles that lead to water leakage into your flat.

We have attempted multiple repairs at our cost and to resolving this matter we have approached the owner of Flat no. A/502 and after discussion, they have agreed to allow our team to enter their premises to conduct necessary repair at our cost. This repair includes removing of all flooring tiles & plumbing line of both bathroom, waterproofing, and installing new floor tiles and installing new plumbing line in both bathroom. Repairing work started on 11th April 2024 and completed on 16th May 2024.

Please understand that this was our final attempt to resolve the leakage issue in your flat. We cannot continue to bear the responsibility for repair caused by the action of others. After this repairing work we cannot guarantee against future issue arising from similar causes.



As a responsible developers we always aim to give you the best services and quality product.
But when the same problem keep happening because of someone else's actions, we can't fixed
it again and again for free. We hope you understand us.

Thank you for your cooperation.
Thank you

For S. K. Heights Pvt. Ltd.

K.T. media

(Director/Authorized Signatory)

****Acknowledgment of Work Completion****

I, **Mr. Asit B. Mittra**, resident of Flat No. A/402, Imperial Heights CHSL, hereby acknowledge that
the repair work to address the leakage issue in my flat has been completed to my satisfaction by
Developer M/s. S. K. Heights Pvt. Ltd. at their own cost as of 16-05-2024. As of today, there is no
leakage from anywhere in my **flat no. 402, Wing 'A.'** Consequently, I am withdrawing my case
registered against Developer M/s. S. K. Heights Pvt. Ltd., which was filed by me at RERA.

Signature: _____

Name: _____

Date: _____