Changes to unit design as per customer request, post launch (including PL)

Our philosophy is to focus on delivering high volumes at high quality within target timelines. Hence, we are not setup for customization. However, we do not want to lose sales due to our inability to customize and this document provides some options which allow customization without impacting our 'high volume, high quality, within target timelines' philosophy.. The below table also specifies the approval required at different stages of construction of the building

Customization Requested	Change Code	Details of what we will do	Approvals before selling	
			Before slab work is complete	After slab work is complete
Combination of 2 units (horizontal) – with finishes	C001	Remove the wall between the two units, convert one kitchen into a bedroom/study but no changes to the electrical layout and no addition of waterproofed areas.	NA	Design
Combination of 2 units (horizontal) – bare shell	C002	Remove the wall between the two units	NA	Design
Combination of 2 units (vertical) – with finishes	C003		RCEO and Design	RCEO and Design
Combination of 2 units (vertical) – bare shell	C005	We will do a cut out between the two floors for a staircase (and if specifically requested and feasible, for a lift)	Design	RCEO and Design
Combine rooms within a unit - with finishes	C004	Remove the wall between rooms but no changes to the electrical layout and no addition of waterproofed areas.	Design	Design
Provide unit which would otherwise be finished on bare shell basis	C006	Finish as per bare shell basis i.e. only kitchen and bathroom walls, with electricity up to one point in the unit	RCEO	RCEO and Design

Finish bare shell unit as per pre-determined standards	C007	Finish unit (not FFE) as per applicable Lodha or designer design.	RCEO and Design	RCEO and Design
Other	C008	As maybe approved; customer costs = incremental Lodha costs x 1.5	RCEO and Design	RCEO and Design

Responsibilities of Sales

1. Get relevant approvals over email as specified in table above in case where customization is requested at point of sales.
2. Update change category with approvals in SFDC. This may be updated by admin in case the slab work for the building has already been completed.
3. Get confirmation from customer in form of signature on agreed layout.

Responsibilities of CC

1. Update design document. Take confirmation of customer on agreed layout if already not taken by Sales.
2. Admin to publish MIS twice a month on customizations done. This needs to be shared with design, CC Mh
3. Registration team to check for "modified" tag" before initiating registration. Need to use applicable agreement draft basis the customization category.

Responsibilities of Design

1. Update allocation sheet
2. Intimate PD & Document controller about the change along with VFC document.

Notes:

a. Discount from standard finish to bare shell will be calculated as applicable costs which would not be incurred due to this change x 1.33 (margin).
b. Additional cost from bare shell to finished unit will be calculated as incremental Lodha costs which would be incurred due to this change x 1.5 (margin including the additional effort of design). in such cases agreement possession date should be 12 months after date of sale or scheduled (/updated) marketing possession date, whichever is later
c. Generally 'Other' (C008) is to be avoided unless there is a significant business gain as a result of the same.
d. All change requests will be routed by Sale (if prior to BAII) or CC (if after BAII) to Design and Design will respond within following timelines:
    a. If before BAII (i.e. booking is held up because of this): Within 14 days (2 weeks) of request being made
    b. After BAII: Within 28 days (4 weeks) of request being made
e. @ - See Annexure A
f. Planned Jodis (see Annexure B) are not to be considered as 'Changes to be made as per customer request'. Detailed on treatment of such units is covered in Annexure B.

Annexure A

@ - Non pre-planned i.e. units which will be constructed as Jodi flats, if and only if, two adjacent (horizontal or vertical) units are purchased by the same purchaser and request to be combined.

	Non-Pre Planned Jodi
Nomenclature	As per the base unit which is being combined eg. 1 BHK Jodi or 3 BHK duplex
Plan	As per regular plan of the base unit with following changes only: • One kitchen converted to same finish as non-master bedrooms. • Single DB and electric meter • Single door bell / VDP • Single automation system (if applicable) <u>Horizontal Combination (Jodi):</u> • Common wall (if structural, then only non-structural part can be removed) between units removed and flooring made contiguous <u>Vertical Combination (Duplex)</u>: • Standard-size opening in the slab between the two flats, at a location to be decided by the Design team (mostly in the living/dining area) shall be provided by us, where the purchaser may install a staircase post-possession.
Location	Anywhere in the building where the base unit is available
Approval	As per base unit (i.e. separate units). If specific request is received from purchaser to get approved as one unit and he is willing to bear the cost for the same, same will be discussed with liaison and if liaison approves, Jodi/duplex shall be approved as single unit prior to OC. Cost shall be recovered from Purchaser by CC.
Front Door	Two (one may not be openable)
Electric Meter & DB	Single
Agreement	Separate (or even single is possible, if customer so desires, with both unit nos been written). In either case, at time of registeration, standard letter to be taken from the customer that he wants to combine the two units into a single unit.
Carpet Area	As per that of individual base units added together
Intimation Timing	At anytime prior to 9 months from scheduled date of possession of the building (as per estimate available at time of request being made to Design). If within aforesaid limit, intimation in writing / email from CC to Design (Project Architect) (who in turn will communicate to Project Office (DMS)).
Cancellation	In such cases, company incurs heavy costs and no waiver of the cancellation amount shall be permitted. If cancelled, CC to intimate Design and Design to have converted back to base unit.
Check which flats to build as Jodi	CM incharge of the plant (level 2 or above) to specifically check with design at time of commencement of finishing works.
Post Possession Changes by Customer	As per applicable policy (with no changes permitted to structure or MEP)

Annexure B

Planned Jodi i.e. it is certain that the flats will be built in such combination, irrespective of whether the timing of sale. These units shall not be called as 'jodi' flats and shall be known by the resultant typology.

	Planned Jodi
Nomenclature	These units shall not be called as 'jodi' flats and shall be know by the resultant typology.
Plan	As per specific plan done by design prior to launch
Location	As per location decided by Design (after taking input from Marketing) prior to launch of the plant – generally these shall be at the floors where it is difficult to sell the lower sizes typology. These should not exceed 5% of the total carpet area of the plant. Also any requests received in first 3 months from launch (not pre-launch) for such pre-planned jodis on other levels shall be considered by Design based on feasibility and response given to Sales/CC within 7 days.
Approval	As single unit
Front Door	Single
Electric Meter & DB	Single
Agreement	Single
Carpet Area	Increases to extent of the common wall between two units, which is removed
Intimation Timing	No intimation needed; unit shall be built as per Design identified units. Design (Project Architect) will check with CC on the % of such planned jodis which are sold 6 months after launch and if % of sales is low, can consider reconversion back to standard (non-combined) units after discussing with Marketing. This process to be closed within 6 months after date of launch (not pre-launch). In case of any changes from original design intent, Design (Project Architect) will inform Project Office (DMS).
Cancellation	Permitted as per CC norms.
Check which flats to build as Jodi	No need to check. These will be pre-designed.
Post Possession Changes by Customer	As per applicable policy (with no changes permitted to structure or MEP)