

Message : Dear Sir / Madam Reference Highland Greens Phase 1, Tower 45, 10A6 On Jan 2014, I had booked an apartment based on the selection and offer letter shared to me by the highland group at their property Highland Greens phase 1. Accordingly, all the payments were initially made. As per commitment, the apartment was supposed to be ready by 48 months at the max. Slowly, as per schedule all the payment were being made by me, taking a home loan from the HDFC bank. Hoping to receive the apartment on time, every month accordingly the EMI was being given by me and also the house rent parallelly. Payment were being done as per the demand letters shared by the highland team. It is to be noted, that after a few demand letters, the group slowed down the process of sending the demand letters on time. I had to give a call and also request for the demand letter on my mail. Post which a request was being made to the bank for early release of the scheduled money which the bank instantly released. As time went on, it was being seen that the scheduled delivery date as promised was being missed by the group which was putting me under financial stress. As was evident, the group missed the first deadline. Now this had put me again in a situation which burdened me financially as we were paying both the rent and also the EMIs. Constantly we were sending mail and generating calls to the customer care person, employees of the group, but there was no response from them. They didn't even comment on the demand letters schedule. Day by day we were in critical stress but the Highland group was not at all bothered by these. Slowly, one by one their employees stopped receiving calls. Majority even left the organisation. Now we were under severe financial pressure as there was no one to help us. Suddenly one day, they overcharged us with a sudden bill amount, which was out of the schedule cost of the flat of around Rs 97K. We were forced to pay this. Even after this, they didn't share the final demand letter. Numerous calls were generated, but they didn't bother to even help us with a date. Instead suddenly, they generated and extra payment as interest charges. Instantly I mailed back asking them, that this was unfair. I do not have any charges pending. One, Mr Manojit and Ms. Chaiti even confirmed me that Please do not worry. We will look into the matter and remove any charges on interest under your ledger. Post this I requested them to send me a mail confirmation, which they didn't. I constantly followed up with them in writing and calls that the interest is unjustified. I have not received the demand letter and hence was not able to know when to pay. Once I received the letter, I had immediately paid the said amount. They confirmed over phone that it's not an issue, and the interest will not have to be given. Sir, in between a number of mail and calls and visits have taken place for the final demand letter and handover of the apartment. They have not sent a single letter and also rejected my request for handover. In these many years, while I was following up, I had asked them, since they have been delaying, what will be the penal charges. Again to this they had confirmed me over phone that I am eligible for receiving the penal charges due to highland greens delay in handover. To my surprise, recently when I had asked them about the penal charges, they simply refused and said, the interest from my end is due and hence no charges will be given to me from highland side. Sir, I am totally shattered due to the fact that, in spite of me paying the full amount of the apartment, the delay in encashing the cheques and handover by highland greens team, I am made the victim. Without handover, I am having been asked to pay the apartment maintenance charges, interest due. Sir, this is also to bring to your notice, that in spite of me paying all the apartment cost, the registration dates are also not being provided by highland group team. This is a critical matter which is not letting me get the balance released from the bank. The bank is asking for the registration date, to release the final registration details. Highland team is harassing most of the apartment owners which I have come to know recently. They are neither giving the handovers, not giving a concrete registration date, charging unknown fees like anything, and putting common people like us into a very very critical situation. With respect to this, I seek your support 1. to have the interest showing against my ledger removed. 2. The registration date to be shared by Highland Group immediately to me against my apartment. 3. To pay me the penal/delay charges for not handing over the apartment on time. 4. To reverse the extra charges which had been forcefully charged from me for an amount of Rs 97K.

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