



# Shapoorji Pallonji Real Estate Guiding FM Efficiency Inside The Gates

Home is where the heart is. And what better way to stay close to your heart than within a gated community which offers houses with free areas for children, personal office space to WFH, multiple levels of security, facilities like shopping complexes, drugstores, gymnasiums, pools, SPAs and salons and services at your doorstep. What sets this developer apart, however, is the personalised service and care it provides to its individual residents. As [Raj Gandhi, Executive Vice President-Facility Management at Shapoorji Pallonji Real Estate](#) puts it, you take care of your responsibilities, we take care of you.

**T**he role of good facility management services has become pivotal in sustaining efficient operations, maintenance of high-quality standards, and the overall enhancement of property value. There is a need to provide customizable living spaces, integrated smart home technologies, eco-friendly design elements, and community-centric amenities to meet the sophisticated demands of modern gated communities.

To meet the burgeoning needs of home buyers, developers are coming up with design customisations in gated communities. Raj shares that Shapoorji Pallonji Real Estate understands the importance of offering tailored solutions to enhance the customer's living experience at gated projects.

## Future Trends for 2024-2025

Post-COVID, there is an observed ease of living and homeownership topping the checklist of home buyers, which has resulted in a surge in gated communities. As per reports available online, the demand for gated communities in India is likely to surge 2.5 times to reach \$500 billion, and nearly 24 million households will reside in gated communities across India by 2026. In the future, homebuyers will look for integrated lifestyle communities. This model of the gated community will align with the growing desire for a holistic, convenient, and sustainable lifestyle that minimizes environmental impact and fosters a strong sense of community. As we move into 2024-2025, these features are likely

to appeal to a broad spectrum of potential homeowners, making this model a compelling choice for future gated community developments.

## Scope for Maintenance

Maintenance of a gated community includes preserving the quality of life of its residents and ensuring the longevity and functionality of its facilities. There should be a unique blend of thorough planning, robust management strategies, and collaborative efforts with specialised outsourced partners.

**Physical Infrastructure Maintenance:** This includes the upkeep of buildings, roads, common areas, sports facilities, and playgrounds. Regular inspections and repairs ensure structural integrity and aesthetic appeal.



**Landscape Maintenance:** This covers the care of gardens, parks, trees, and other green spaces. It involves regular gardening services like mowing, pruning, planting, and pest control to keep the green spaces vibrant and healthy.

**Utility Systems Maintenance:** Essential services such as water supply, sewage, electricity, and gas require ongoing maintenance to ensure they are operational and efficient. This includes checking pipelines, wiring, and energy systems.

**Security Systems Upkeep:** The maintenance of gates, surveillance cameras, security lighting, and alarm systems is crucial to ensure the safety and security of the residents.

At Shapoorji properties, services are provided via the apartment and society management software ADDA. While the sales and marketing team have their own software, the facility management team uses this app also availed by third party contractors which includes billing, maintenance, daily complaints, communication and announcements. Residents can also place orders using the app.

Raj adds, “By partnering with experienced and reputable outsourced partners, Shapoorji Pallonji ensures that maintenance activities are not just carried out efficiently and cost-effectively but also in a way that enhances the overall living experience for residents within the gated community. Regular assessments, performance reviews, and continuous improvement initiatives are undertaken to optimize the maintenance processes, ensuring that our residents always receive the best value for their investments.”

Selecting an agency for outsourced work is a rigorous process as SP Real Estate does not have in-house staff on its roll except

for managers. As a facility head, the most important parameter Raj looks for in agencies is the value-add they bring to the table. While what is agreed in the contract is paid for, additional services including liaising with government agencies like the fire brigade to provide annual fire-fighting drills to residents ensure the partner makes the cut. While the development of the gated project may be in phases and years apart, only one agency will be hired for the entire community.

With a focus on premium living experiences, developments should redefine luxury through prime locations, superior architecture, upscale amenities, and an unwavering commitment to security and privacy. Raj opines, “High-end apartments offer exclusive layouts and personalized features, while world-class amenities such as fitness centres, spas, and concierge services cater to residents’ needs.” Meticulously landscaped gardens and scenic views enhance the aesthetic appeal, while sustainable features like solar energy and smart home technologies appeal to environmentally conscious buyers. Through these initiatives, Shapoorji Pallonji continues to set new standards in luxury living.



**WITH PEOPLE INCREASINGLY FEELING THE NEED FOR SECURITY, PRIVACY, AND SELF-SUFFICIENCY, GATED COMMUNITIES ARE THE BEST SOLUTION FOR DISCERNING HOME BUYERS**

Looking ahead, Shapoorji Pallonji plans to consolidate its leadership in the luxury real estate segment through strategic expansion in key urban and resort locations, innovative architectural designs, extensive customization options, enhanced lifestyle offerings, partnerships with luxury brands, seamless technology integration, and a commitment to sustainable luxury. By identifying high-demand areas, collaborating with renowned architects, offering personalized customization, and incorporating cutting-edge technology and sustainable practices, the aim is to deliver unparalleled luxury experiences that redefine upscale urban living.”

