

UNCOVERING BILLING SCAM



RINA
APARTMENT SECRETARY
OF NICHE HEIGHTS



HARSHAN
MANAGER OF NICHE HEIGHTS



DILEEP / BABU
WORKER 1 & WORKER 2



SUNDAR
OWNER OF ATYOUR SERVICE



SANAM
HOUSEKEEPING SUPERVISOR



AANYA
A CONCERNED RESIDENT

Niche Heights, an apartment, has recently welcomed a new facility management company, Atyour Service. Things were getting better until the apartment authority discovered an invoice scam.

A busy day in the Niche Heights administration office.



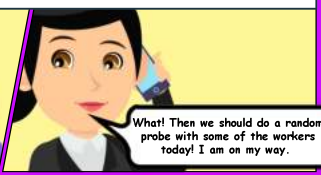
They're quite impressive, I must say. They appear well-organized and possess excellent training

Sure thing. If there's anything, I'll update you.

Harshan, how are the new facility management workers doing?

Alright, we can't tolerate any more complaints from our residents!

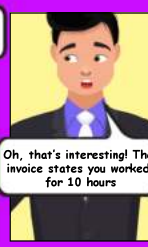
Harshan calls Rina on the phone to discuss the confusion he's having with the invoices.



Hello, Rina. I've been checking the monthly invoices. The charges are getting steeper. We need to justify these charges.

What! Then we should do a random probe with some of the workers today! I am on my way.

Rina and Harshan interrogate some of the workers.



My name is Dileep; I usually work 9 hours daily.

That's not true! We are told to work at 6 PM.

Hi there! Can you tell us your name and your working hours?

Oh, that's interesting! The invoice states you worked for 10 hours

Ah, I see. Thank you for your time

Aanya, A concerned resident, approaches Rina as she notices cleaning supplies piling up in the hallway.



Rina, why are there so many bottles of cleaning liquid and dusters here?



I've seen extra supplies lying around the building without being used.

But that's theft, right?

It's worse than theft—it's a fraudulent scheme to overcharge residents.

"Dive Deeper Here.."



Rina meets with the housekeeping supervisor to get more clarity on the discrepancies.



At the administration office, Rina and Harshan are investigating the invoices for Atyour Service.



Rina immediately arranged a meeting with Sundar.



Niche Apartment has terminated all contracts with Atyour Service, and now they have hired the most efficient and transparent facility-managing service company, Handiman Service.

MORAL OF THE STORY :

Integrity is the cornerstone of trust, and vigilance is the key to safeguarding it.

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