

RESIDENT FORUM Q1- March 13,2016

SR #	Question/Suggestion	AKC, AKCMC, AKIS RESPONSE	Action Required	Status	Close out date
1	Why there is no landscaping and playground in Zone 14 and why we are not allowed to play Cricket at Astro Turf 3.	<p>KLAUS: All Astro Tuft fields are in high demand and are used by a large number of residents, even schools are using our fields. This Astro Turf design is actually football field and not for cricket. However, we will instruct the team if it is not in use for football, to allow use for Cricket with time limitation to give other a chance too.</p> <p>ANGUS: We have enough playground areas and green areas within the community but unfortunately we just don't have enough budget to do all what we want immediately.</p> <p>HAMAD: Because of the budget optimization whatever it is not necessary and it is not for safety it will not be the priority now</p> <p>KLAUS: Anything non critical had to be canceled and differed till 2017 depending on the situation. It is not canceled or buried it is just differed, please bear with us.</p>	We will increase the Cricket field lighting to allow for safer night time playing.	Completed	Closed out
2	I want to ask regarding the new rates for room booking. I know this is a part of budget optimization. I presumed that QG or RG will not compromise the social life of Community Association. We are a partner of Al Khor Community. We have a lot of activities for our Community even the other Associations. And we are asked to pay from zero to exaggerated rates. I think if this will remain we will just cancel our Association.	<p>KLAUS: We can definitely say that our new rates are not exaggerated, because the prices outside are still higher.</p> <p>HAMAD: We have observed that some people are not utilizing the booking because it is for free. We just want to push some people to be serious when they book facilities. Actually the management wants us to cut all contracts and we are really struggling to manage.</p> <p>KLAUS: considering budget optimization if we were to continue 'free of charge' we would be forced to return manpower to the contract and possibly close either Al Dhakhira and/or Al Nakheel Club. We had to make a judgement call and decide whether to close or increase prices and considering the growing numbers of residents we decided to continue with operating all clubs, so we had to find a healthy balance between services offered and our prices in order make up for the loss in budget.</p>	For Cultural Committes the use of a meeting room once a month will be granted free of charge, to support official cultural gathering etx. Club Banquet Sales Coordinators & Team informed	Implemented	Closed out
3	The entrance of the Villas is barricaded with one of the security shelter. If you will remove it. It will be easier for the people coming out from the villas towards the main road.	ANGUS: The wall and everything of that shelter are owned by Alaqaria. Even the width of the road belongs to Alaqaria and not to QG,RG and there's no way we can widen the road.		None	
4	Can you ask the maintenance team to help us to uninstall and reinstall the window curtain. Because it so difficult for us to do that.	ANGUS: This is not a maintenance job and EMCO is not responsible for curtains. Please contact housing with your details to arrange a handyman to help you remove and install it, at a time where he is not busy.		None	
5	Can you put fence along side the road near the new flats in gate 1. Because I seen so many small kids approaching the road. Why duplex B villas do not have emergency staircases for second floor emergency evacuation.	<p>KLAUS: Small kids should not be left unattended and stay outside without adult supervision. There's no excuse for parent to just leave alone their kids to play anywhere. There are risks and hazards everywhere which even a fence doesn't prevent.</p> <p>HAMAD: 25KPH must maintain in residential areas because we cannot put fences everywhere.</p> <p>NATALIA: It is approved by Civil Defense and we are not eligible to do any modifications. Moreover, QCDD rescue group has required equipment like trampolines and rescue ladders to evacuate people from higher floors. The issue can be addressed to Al Aqaria also for their consideration.</p>		None	
6	Some children are using skateboard and hoover board even in the drive way. Can you give the student more than three weeks break in March to April?	<p>HAMAD: We cannot tell the parents not to buy this stuff for their children. Everybody has a responsibility to control their children. I want everybody to be happy and have a freedom of choice.</p> <p>NATALIA: We have a memo that all children younger than 8 have to be supervised. If they are riding a bike, just playing a ball or whatever has to be supervised by parents.</p> <p>AKIS: There are two breaks that do not align with BC. The first one is in the end of January which is mandated by the Ministry and the option is either in the 3rd week of Jan or the 1st week of Feb. We do not off at the first week of Feb because it is a board exam for grade 12 and then start on March 1st. If we will have a break on the first week of Feb, we hardly get three weeks to push the students to prepare for board exam which has a huge impact on the academic side. So we prepared at least 4 weeks to prepare. The other break that doesn't align with BC break is the YEAR END BREAK which comes at the end of March. After the YEAR END BREAK , academic year has to start at first week of April, so in that case we will have an YEAR END BREAK prepared, than starting the academic year on 20th of March and then break for a week which doesn't make any sense. Rest of the break like December Vacation, Eid Holiday, December break align with BC. Only the two weeks, one is end of Jan and one is in the end of March. Each week do not align with BC and its has its on curriculum obligation, sorry we cannot add.</p>	We will issue a safety notice/advice. Safety Notice to be circulated, newsletters & Notice Boards.	Implemented	Closed out
7	Is it true that next year the School will begin before the Holiday Eid?	AKIS: We just recently received a guidance from the Ministry of Education and they advised the schools that we can begin the school year either on September 04 or on 18th of September. We are currently discussing with the management team in our school and it is very likely that we are going for the 18th of September because if we will start on 4th of Sept, the children will coming for one week and then break off again for Eid Al Adha. Once we received the calendar approved by the Ministry, we will share it to the parents.		None	
8	Some families are not really taking care of their dogs/ pet.	KLAUS: As per our Pet policy, residents walk their dog are required to keep their pet on a leash. Should you find any residents that have their pets freely roaming outside specially dogs, please report them to security and we will take action.	Residents to inform security when they encounter pets not on a leash or not accompanied by their owners	Implemented	Closed out