

RESIDENT FORUM Q2 2016

Sl. #	Question/Suggestion	AAC, AHMC, AHS Response	Action Required	Status	Estimated Completion Date	Info back to Employee	Close out date
1	<ul style="list-style-type: none"><li>Request for Lamp Posts in their area (Street 28, C&amp;T), as 2 sides of their building is very dark. Resident also claimed to see kids/couples walking out in the evening once the area very dark, it is not a great scene</li><li>What is the job scope of the clinic cleaner - most of the time is not cleaned. They also noticed that the cleaner most of the time is in his uniform, leaving 10 mins, sitting around. Are they supposed to clean the building only? Or the area? Or the parking lots?</li><li>Is there the possibility of changing the menu at Al Watia Club to a new fresher menu?</li><li>Can there be a column on the interactive website where the residents and post about outa from the community and you can say about general things.</li></ul>	<p><b>Re:</b> We will send our Team to check the plan. The street lights are a part of our landlords' responsibility, if it is insufficient, we will check it out and we will respond</p> <p><b>Re:</b> We have had 50% cuts two years ago, and more coming this year, with the increase in community size it means we are stretched for resources. We are now starting tasks to cover the area. We will look into that cleaner tomorrow.</p> <p><b>Re:</b> Menu: We actually changed the old menu 3 months back, but we follow our schedule that we change the menu minimum twice a year. Please provide feedback as to what new items you'd like to see on the menu.</p> <p><b>Re:</b> Website: Why don't you wait and what you use once the website goes live and then you can see what you can do. It won't be a blog or social media platform, but there would be tools in there where you can share anything that you want.</p>	<p><b>MAINTENANCE:</b> Street Lights checked. <b>COMM SERVICES:</b> Checking cleaner during his duty</p>	Complete - street lights turned off		14/06/2016	14/06/2016
2	<ul style="list-style-type: none"><li>He just recently he went to the Diabetes and Blood Pressure monitoring at the Medical Center that is for 24hrs</li><li>Regarding the referral system to Hemad. What is the benefit of this? Will it add a value or not? We do not have an special treatment for us over there. For the private clinics, they are asking why go there</li><li>Once they had an issue at the Hemad. They were informed that they should go to the community clinic and not in the hospital. But there is nobody in the clinic after 7:00pm</li></ul>	<p><b>Re:</b> <b>Info:</b> Actually, we really monitor it for 24hrs, for high blood pressure. After they collect the reading, and if they find anything wrong, they will call you immediately, meaning your blood pressure needs to be monitored for 24hrs. Second thing for the referral to Hemad, there is a new system called Center (Info explained how they system worked if your case is not urgent, then it might take a month or two, depending on the situation. This system is done anywhere in Qatar not only in the medical center. There is also a referral for private clinic. We refer first to Hemad, if you didn't receive an appointment urgently within 3 weeks, we give you a referral to private clinic. If it is not urgent, then you'd have to wait for the doctor.</p> <p><b>Re:</b> We have a clinic here that does primary health care for residents here, but the services that we are not able to provide that require referrals are now being handled by the system established by Hemad. We can't be the clinic outside, are sure that there are doctors in the clinic that will assist in mitigating the situation.</p> <p><b>Dr. Hala:</b> Due to cost optimization, how can we open the clinic for 24hrs? And also, we are a clinic, not a hospital. The hospital is only 2 minutes away and is open for 24hrs.</p>	NA	NA		NA	
3	<ul style="list-style-type: none"><li>Replacement of the window at the old C-Flats are going on but it seems that the pace has gotten a bit slow. Resident resides at C-73 (Street 28). It's been 2 years now since the initiative has started.</li><li>Replacements made on the cookers - why is it that some cookers are small and the others are big? It is hard to use the small cookers, I would understand if it is the standard, but did we run out of big units?</li><li>Considering the claim of the other side, the cleaner is using the patio leaves for cleaning</li></ul>	<p><b>Re:</b> <b>Info:</b> About the replacement of the windows, the project has been started since 2014. Every year we have a limited budget to carry out the work in one year. We have completed 200 units of C-Blocks, 20 units have been completed right now and 146 B-units on-going. End of this year, C and B units will be completed, 100%, Qatargas last March was going to cancel the project and we have insisted to complete it and finally they approved it. So we will finish C and B units 100%, by your turn is coming soon.</p> <p><b>Re:</b> <b>Info:</b> Cookers: The main reason for it is when the cookers were ordered, they were ordered all to match the size of the existing cookers that you have. The community took the decision to install the 120 units with the 75cms in order to reduce the gap and 85 units of the C-Blocks were changed with the smaller cooker. That because you already have the 75 so we reduced the space there. Yes I understand that it is difficult, C blocks and B Villas, we would play with what we have, when we have raised the Change Order, it was not approved unfortunately, there are the cookers are the cookers that we have.</p> <p><b>Re:</b> The whole of package 4 is a total of 400 units, all have exactly the same cooker this year, as the B Villa and C Apartments, the Dolphin new units have exactly the same cookers. The next 72 units have exactly the same cookers and the next 1218 units have exactly the same cookers, as we have gone down a standard due to cost optimization in maintaining the safety issue because it is the standard European size</p>	<p><b>COMM SERVICES:</b> Check cleaners-hour appropriate tools for the job</p>	Complete - new equipment purchased for cleaner	14/06/2016	14/06/2016	
4	Can visiting parents use the AAC medical clinic?	<p><b>Dr. Hala:</b> The policy and guidelines say no - visit visa is not allowed to be treated at the Medical Center. But at the Health Center you can pay QAR 30 for any visit visa. In any case of emergency you can go free of charge.</p>	NA	NA		NA	
5	Resident complained about the smoke in the bathroom and bedroom. They are a family of non-smokers. We have reported the complaint to the security team and they have forwarded the message to the management for action, but still we haven't received action.	<p><b>Re:</b> Please call us during office hours, somebody will come and have a look.</p>	<p><b>MAINTENANCE:</b> check resident's ventilation</p>	Completed - checked and found that there is a leak near the toilet window, sealed the leak and now under observation.		Yes	16/06/2016
6	Resident suggested since the AAC Management has mentioned to become environment friendly. But then the street lights are still on even in the early morning sometimes until 9:00am. The housing is in package 5, villa 177.	<p><b>Re:</b> since the posts are on timers, we will notify our landlord so they can change the timings.</p>	<p><b>MAINTENANCE:</b> Check street light timing</p>	Completed, street lights were on for maintenance	14/06/2016	07/06/2016	
7	Kanadaa Timings for the school	<p><b>AHS:</b> The school timings for Kanadaa, we are waiting for the directive from the Ministry of Education. We expect it would be 8:00am to 1:00pm or 9:00am to 2:00pm. As soon as we receive a notice from the Ministry, we will notify the parents.</p>	<p><b>AHS:</b> Inform parents of Kanadaa Timing</p>	Completed, parents informed	04/06/2016	03/06/2016	
8	<ul style="list-style-type: none"><li>Resident pointed out that there are so many young drivers driving around the community. Small children are playing around, going here and there. What is the mitigation for these kids?</li><li>Resident complained regarding the cats</li></ul>	<p><b>Re:</b> Throughout the Community and we have raised this, the responsibility of children behavior are for their parents. 50 security guards are all we've got for the entire community, split into 2 shifts, between 2 gangs, we have 4 vehicles that we have 20hrs on patrol and that's it. We also have the speed camera installed. You are the parents, if you can identify this person, then we can take action, we can do something about it. We can call the father, we can bring the child, but we can't be everywhere at all times. So there has to be a level of responsibility and self-policing by yourselves.</p> <p><b>Re:</b> And if necessary, if there is a violation, we won't take it to the police if there are any consequences there because we cannot go beyond the state law within the country.</p> <p><b>Re:</b> Al Khair Community is not a private community. Within the State of Qatar, there is no such thing. And the laws of the land are relevant inside as they are outside. We have a couple of cases currently where there are deportations and someone going through because of underage driving, so please, this is a serious message. You must get this out to your children and your neighbors and colleagues.</p> <p><b>Re:</b> As part of our pest control program, we have twice a year a cat collection schedule program that covers the whole community.</p>	NA	NA		NA	
9	Resident asked AHSCBSE Mr. Badly the Chemistry Teacher, that until now they don't have a chemistry teacher	<p><b>Re:</b> The chemistry teacher has reported 3 weeks now and sorry for the wrong information. She reported to class for 3 weeks now</p>	NA	NA		NA	