

AKC CUSTOMER SATISFACTION SURVEY 2018

SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
Community Manager					
1	The exit of the roundabout outside the community Gate number – 2 is very danger because it is very narrow and most of the big vehicles are exiting fast and cause a tragedy accident, this road needs expansion	The road outside the Community gates belongs to Ashgal/Baladiya and we can try to bring this to their attention.	to Inform Ashagal or Baladiya	Closed	
2	There isn't enough public parking for public facilities like clubs and schools. Tenants are forced to park their vehicles on the road and which raises a serious safety concern.	Security covering traffic interaction during rush hours. Residents are encouraged to take a healthier approach and walk or use bicycles alternatively.		Closed	

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Maintenance					
1	Road repairing required for diversion of street-61 road from villa	AKC will notify the landlord during weekly meeting	Action by the landlord required	Open	31/12/2018
2	Many electrical box are open not closed properly and savage without pit cover.	AKC will notify the landlord during weekly meeting	Action by the landlord required	Open	31/12/2018
3	Palm park (skate park) no lighting since long time, please rectify.	AKC will budget for replacing all lights in the parks	Action by the landlord required	Open	2020
4	Lighting poles are getting corroded from ground levels.	AKC will notify the landlord during weekly meeting	Action by the landlord required	Open	31/12/2018
5	Old most car parking are walkways have folded pipes used as barricades have sharp edges.	the issue is not clear (we understand that the parking shades required maintenance	Action by the landlord required	Open	31/12/2018
6	Road condition (uneven) on Road-15 need to be repaired. Lightng pole base to be checked, some poles which are removed for replacement (St-17), need to be fixed or provide temporary lighting as area is dark.	AKC will notify the landlord during weekly meeting	Action by the landlord required	Open	31/12/2018
7	Street #15 few locations manways surrounding area asphalt sinking.	AKC will notify the landlord during weekly meeting	Action by the landlord required	Open	31/12/2018
8	The D old buildings near Dakhira club have very old window AC's the microwaves provided are old and noisy the microwave is old there is no place to take bath unless you climb the tub, the water level is very low poor water pressure The Doha bus is provided from alwaha we walk 35 mins to alwaha from here to take the bus management is not willing to see the difficulties f residents who are teachers Indians with very low salary and cannot afford cars and are single, they are few in number so nothing is done for such situations, the resident forum is of no use if the house is old like 20 25 years if there is no pump provided if tre are no proper bathroom with a place to bathe is provided..yet that is allotted to teachers as they are low paid and indians!! sad but its nota place for singles and indain teachers..its a place for rich well salaried engineers who get villas and afford luxurious cars and comforatble life..Thank U Al Khor Community and the top managemnt!! God Bless u.	for water pressure issue we will study the case and deal with it. For A/Cs any complaint will be received immediately we take action.	EMCO to check the water pressure	Open	10/11/2018
9	Community safety is excellent, informative and easy to access for all in case of emergency. Only Night time lighting is very poor surrounding flats no one checked until up to now.	AKC will notify the landlord during weekly meeting	Action by the landlord required	Open	31/12/2018

10	In B Villas by Fixing of permanent net outside the exhaust fan of every bathroom can avoid the nuisance of birds n reduce the maintenance cost in future .	Matter was discussed within AKC team and potential options/solutions are discussed	Ongoing study	Open	2020
11	Effective pest control need outside of C type area as our community is near by sea(Particuler New C Type) and observed many insects/Mosquitos in childern play area. A3	Will advise the pest control contractor to inspect this area, however the only effective short term solution is fogging with Diesel - which is not environmental friendly and harmful		Open	
12	Many mosquitos there at children play area and landscaping at new C type ext. need to do needful.	Will advise the pest control contractor to inspect this area, however the only effective short term solution is fogging with Diesel - which is not environmental friendly and harmful		Open	

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Landscaping					
1	I would like to suggest to take quick action if there is any water leaking complaint in garden has been informed , as water conservation is a main motto of our community.	Maintenance of irrigation in backyard is the tenant's responsibility and swift action should be taken in case of water leakage to save our resources. If the water leakage is in other place than the backyard, please specify the location in the request.		Closed	
2	the sprinkler in the garden must be checked on regular basis because in the heat the trees and plants are drying and the gardeners are not caring about it .	Maintenance of irrigation in backyard is the tenant's responsibility and should take a swift action in order to save resources. If the leakage is in other place, please specify the location.		Closed	
3	Maintaining gardens/ back yards to be improved since there is presence of snakes and insects	Backyard maintenance is residents responsibility as per the new policy. However, Residents are free to contact the Landscape Contractor of AKC for individual arrangements or engage external contractor. Please contact AKC Pest control service @ 4473 4507 immediately to solve the issue of reptiles and insects.		Closed	
4	Landscape need to improve as soil is not sufficient, hindering the plant growth even fertilizers topped up.	The adopted fertilization program is referring to Q.C.S, such standards are considering type of plants, the weather and the soil fertility. However, if you have noticed that some plant are not fertilized sufficiently please indicate the location.		Closed	
5	In Villa B back yard gardening services stopped and it start becoming vulnerable and not safe specially for small children and family.	Backyard maintenance is residents responsibility as per the new policy. However, Residents are free to contact the Landscape Contractor of AKC for individual arrangements or engage external contractor. Please contact AKC Pest control service @ 4473 4507 immediately to solve the issue of reptiles and insects		Closed	
6	Please grow more trees around the AKIS British school compound to provide more shades	We will plant some trees next month	AKC will co-ordinate with the contractor	Open	31/12/2018
7	That free place available nearby C-223/224 buildings should be converted to green landscape area.	The case will be discussed during 2020 budgeting.	to be dicussed in 2020 budget	Open	31/12/2019
8	Landscaping to be improved near New C type area-Rose area.	Seasonal plants in the said are will be converted to permanent plantation starting from next month.	AKC will co-ordinate with the contractor	Open	31/12/2018
9	Community should resumed Villa back yard landscaping service even community can charge nominal charges from employee salary. It is also safety issue because many houses are not maintained landscaping due to that insect and snake etc. will increased.	Backyard maintenance is residents' responsibility as per the new policy. However, residents are free to contact the Landscape Contractor of AKC for individual arrangements or engage external contractor. Please contact AKC Pest control service @ 4473 4507 immediately to solve the issue of reptiles and insects		Closed	

10	If gardens are maintained by company: 1) Uniformly maintained, 2) Reduces the hazards, 3) gives pressure to families and employee for relaxation and added value for company, 4) this additional times can be utilized for company & families increase the value of life	Backyard maintenance is residents responsibility as per the new policy. However, Residents are free to contact the Landscape Contractor of AKC for individual arrangements or engage external contractor. Please contact AKC Pest control service @ 4473 4507 immediately to solve the issue of reptiles and insects		Closed	
11	Community decided to allocate the back yard gardening to be completely residence responsibility which is not adequate as expected from premier company in term of standard expected. Currently Most of the residence is ignoring the back yard since they don't have enough time for that which is making unsafe condition, insects are much increased within the grass and might have Snakes as well. resume the regular cutting by AKC or better to remove all this grass and make it sand only or tiles	Backyard maintenance is residents responsibility as per the new policy. However, Residents are free to contact the Landscape Contractor of AKC for individual arrangements or engage external contractor. Please contact AKC Pest control service @ 4473 4507 immediately to solve the issue of reptiles and insects		closed	
12	The backyard landscaping is not served now, the grass may be harborage for reptiles.	Backyard maintenance is residents responsibility as per the new policy. However, Residents are free to contact the Landscape Contractor of AKC for individual arrangements or engage external contractor. Please contact AKC Pest control service @ 4473 4507 immediately to solve the issue of reptiles and insects		closed	
13	Road #1 and Street #15 junction road shoulder grass changed to wild grass type, this happened after new gardener taken over. They didn't take care from beginning and wild grass spreading all over area.	The landscape in the said are is very old. Reinstatement of road 1 is ongoing and street 15 will follow.	AKC will co-ordinate with the contractor	Open	31/12/2018
14	Old C-type open area to be planted with grass, to make better environment and avoid dust during windy weather.	The case will be discussed during 2020 budgeting.	to be dicussed in 2020 budget	Open	31/12/2019
15	Not proper land soil filled results in plants not growing.	Please specify the location.		Open	
16	Please provide additional play equipments and benches on the New C Type area in the garden for the commuters who are staying in C type buildings.(Need to make some survey at evening/vacation time for the gardens equipments and additional benches - If possible with Shade)	The case will be discussed during 2020 budgeting.	to be dicussed in 2020 budget	Open	31/12/2019
17	Children paly area need to provided nearby new buildings.	The case will be discussed during 2020 budgeting.	to be dicussed in 2020 budget	Open	31/12/2019
18	Provide barricaded dog parks within the community.				
19	New C types area very less benches for setting as well as children playing equipment also very less need to be improve.	The case will be discussed during 2020 budgeting.	to be dicussed in 2020 budget	Open	31/12/2019
20	Please provide benches in play area of new C-type house near Gate-1. This will facilitate ladies for sitting.	The case will be discussed during 2020 budgeting.	to be dicussed in 2020 budget	Open	31/12/2019

SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
Environment					
1	I would really love to see recycling being promoted more and for more recycling facilities to be provided around the community.	Recycling is in its infancy in Qatar and limited to very few materials. Maybe it will change in the near future		Closed	
2	Also May we reinforce waste segregation starts from house to collections, cause I observed one trash bin only for all garbages	Recycling is in its infancy in Qatar and limited to very few materials. Maybe it will change in the near future		Closed	
3	What is happening to the recycling programs in the community.	The currently only active recycling initiative, deals with paper and card board, as the country has a recycling facility. Aluminum can be collected as there is an Aluminum smelter in the country.		Closed	

4	Most of pets owners (especially dogs) used to allow pets to shit in open areas. This makes environment dirty. Pets owner shall be made responsible either to avoid it or if not then they shall manage to clean the area	We will prepare a poster notice for residents to ensure they are reminded to keep our environment clean	Poster notice Flier	Open	
5	Plenty of stray cats around the Old C flats near by Gate #2 area, need to remove.	Stray cat collection' initiatives are periodically carried our by our Pest Control contractor and we will schedule a collection soon.		Closed	
6	I regularly go out for a walk in the evening in the community, but I observe people with their pet dogs not carring collectors and making their dog poop anywhere around...some strict rules should be implied on the issue.	We require the support of our residents to report these offenses, but we will prepare a poster notice for residents to ensure they are reminded to keep our environment clean		Open	
7	Further I would suggest to control the cats. they are increasing in numbers. I have seen them in old C, compound near Street 5A.	Stray cat collection' initiatives are periodically carried our by our Pest Control contractor and we will schedule a collection soon.		Closed	
8	Please follow strictly in house pet procedure in AKC. there are too many cat are living surrounding us some even astray. even though this issue is complained to neighbor but those animal still freely live there. there must be a limitation for a house to let pet live in the house	Stray cat collection' initiatives are periodically carried our by our Pest Control contractor and we will schedule a collection soon.		Closed	

SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
Safety & Security					
1	Please review the unnecessary speed hump on AKC road.	Speed humps are allocated due to safety reasons	Not Required	Closed	N/A
2	We have been experiencing bicycle stealing problem by some children inside the community . Please take some steps to control this . Otherwise It may also help to increase the stealing mentality of such children.	Residents & bicycle owners must lock their personal belongings.	Not Required	Closed	N/A
3	I have been informed by security that the panel in the apartment blocks is not connected to the apartment or even security. They rely on receiving a phone call from residents. Even after calling one can wait 35 mins for a van of staff to turn up. I have called security gate 2 when alarm went off and the call went unanswered twice. Unacceptable! Due to this lack of efficiency you find that residents ignore the alarms.	1. Security team are not authorized to silent the alarm until fire alarm technician respond and confirm the issue. Security team can only evacuate the building, check the fire alarm exact location, investigate the issue and make sure everything is safe and under control. 2. During emergency resident must contact Security emergency number 44722600. At times Security gate 1 & 2 telephone line has been reported out of order.	Not Required	Closed	N/A
4	Security gates need attention. Ofetn my maid, who has all her paperwork in order including AKC card is stopped for long periods of time with no explanation as to why. This seems to be discrimination. It causes her access problems and this should not be the case. The opening of gate 1 visitors access has helped ease delays at gate 2.	1. AKC Club card only grants access to the clubs, its not an AKC access card. 2. Documents verification and Sponsor identification is mandatory to avoid illegal access. earlier We received several complaint from Residents that, before giving access to maid need to confirm with residents for the permission.	Not Required	Closed	N/A

5	<p>Regarding. Mobile securities there are many complaints...especially keralite securities.talking with resident ladies...asking mobile numbers ...even some keralite securities have contact with resident ladies....if any false alarm activated in home...they say even in front of resident as they plan to do so..very irritating behaviour....Using mobile phones they use it msging thr whatsapp.....i saw myself ...talking with friends to hide last seen...more bad activities going on....but i dont know how management dont k now this. If keralites drive above 25km speed no issues...for others warning...its not fair. I havent discussed all these to anyone...becoz all need. Hus id number to complain.my hus didnt give permission to complain.he said do ur work thats enough...dont indulge in others matters</p> <p>Since u said its confidential i say all matters hoping management will take correct solution. I have many to say. Even to me mobile security asked for mobile number.i didnt respond. I heard mobile security company has changed (my hus said)but i see old company securities still working.those keralities acting before others...but talking with ladies getting numbers etc...management should not keep any securities more than yrs. Management think they work very good...but really resident ladies have contacts with them without knowing to the employee...i dont want to reveal any name...but management should take measures. Old securities even spoil new ones. I say an example, I usually go walking late at night may be 10 or 11...since i have my children studies to take over during evening. Dr said draw 8 and walk on it .healthy too I did it in my house frontyard...mobile securities seeing me laughing...talking to each other laughing...i was very much annoyed. Not only this...any complaints they handle...they discuss with other shift securities and laugh ...very bad behaviours...in my house due to dust false alarm.activate .this issue within them each and every one have a great talk...i came to know during one of the complain. I decided to complain all the issues to community director.my hus didnt give me permission.i was supressed.but whenever i see them doing all these i was helpless. But i got now a chance to say all...since give confidential i said everything.may be there will be many issues that i dont know.but my humble request to management plz take out all old mobile securities out of. Community.if u want experienced persons...then all issues will continue no matter what management is strict. Although u r strict these all happen In. Vegetable almeera one of the employee asked my fb id...to become friend.i. warned him. In big almeera one employee have relative who is an employee in qatar gas.he suddenly talked with me and asked me to walk with him during walking...i Avoided everything.....Overall old mobile securities are dangerous...acting ...doing many bad things...take them out of community.i beg mamagement.newly appointed securitoes are ok...but plz change them after 2 yrs.since they too will be used to communtiy...hope management will take measures...thanking u</p>	Thanks for bringing up this to our attention. We recommend that you come forward and meet Head of Security in person to provide further information on this matter, as we are genuinely interested to resolve this issue, but would like to obtain more details. We appreciate you come and visit us in the Admin Building or call 44734555 the AKC Helpdesk, so we can take immediate action.	Not Required	Closed	N/A
6	Dogs owners should have their address tied onto their dogs and I case of seeing a dog loose their owners should be held responsible and strict action must be taken. With kind regards sending this message after being chased by a dog near primary bc	Strict action is implemented whether seen & reported by Security or Residents to prevent reoccurrence.	Not Required	Closed	N/A
7	Security should be more vigilant in reminding contractors especially the landscapers regarding the parking of their vehicles on the road especially near D18where they having their office. They are provided with the proler parking area which they are not using and park their vehicles on the road instead. This makes their vehicles safety hazard for other contractor vehicles and for resident vehicles. Most of them are arrogant and saying they can park anywhere they want.	Security Patrolling team has been notified and they are constantly monitoring the area and Safety officer already briefed D-18 contractors.	Not Required	Closed	N/A
8	There was a lot of noise pollution caused at night during summer by some motor vehicles speeding inside the community. Some people, including members of AKIS staff think that the rules do not apply to them. There should be more enforcement, with privilege comes responsibility.	AKC Security implements and enforces Traffic Management Policy inside AKC. Security mobile patrolling team monitors, issues traffic warning ticket and report to management for necessary action.	Not Required	Closed	N/A
9	Need to looks safety awareness to contractor especially dump collector which they not use any harness during truck moving.	Safety Harness is not required for dump collection.	Not Required	Closed	N/A
10	If it's possible to fix the pedestrian way between gate 1 going to hamad medical hospital, for us to be safe in walking going to hospital	The request will be reviewed during 1st quarter 2019.			
11	Ccvt system is not work. It should be commissioned ASAP	We agree CCTV is essential but due to budget constraints this matter is an item for our Landlord to action.	AKCM to follow up with QREIC	Open	TBD
12	HSEQ is doing a good job. Keep it up!!!!	Thanks for the remarks.	Not Required	Closed	N/A

13	More traffic surveillance is required in mornings when many drivers from outside are accessing the community for drip off. Many of them do speed or drive recklessly	Security mobile and Radar team monitoring and issuing traffic warning tickets for violators.	Not Required	Closed	N/A
14	Safety and security is good. Thanks.	Thanks for the remarks.	Not Required	Closed	N/A
15	Reckless driving still found inside community,and this event happen unmonitor,because lack of safety awareness, please make session for deensive driving inside community for community members,and authorized the security to take necessary punishment to the reckless driver if being caught.	security team monitoring and taking necessary action. We do encourage residents to report offenders to the security gates, in order to catch the culprits.	Not Required	Closed	N/A
16	Speed limit must be ensured. Strict action against violations to be implemented.	Security mobile and Radar team monitoring and issuing traffic warning tickets for violators.	Not Required	Closed	N/A
17	Many illegal activities are taking place in AKC and security must be tightened.	Resident must define illegal activities in order to respond actively. Security does not tolerate illegal activities and all issues are reported on time to prevent reoccurrence.	Not Required	Closed	N/A
18	Please install a resident card swipe mechanism to open and close the gates, apart from the vigil kept by the current security team.	We agree this method is essential but due to budget constraints we will review the idea and take it into consideration by Q2 2019.	Security Mgt to follow up this matter	Open	TBD
19	The security staff in the pickup cars who monitor traffic are rude and aggressive towards community residents. This must improve as a lot of people are getting frustrated with their attitude and client service.	We will communicate and provide proper training in customer service skills for Security Mobile Team.	Security Mgt to follow up this matter	Open	
20	Security run a tight ship and allow me to sleep in peace at night. Keep up the excellent work.	Thanks for the remarks.	Not Required	Closed	N/A
21	Security staff behavior needs improvement. All reception desk security does not how to smile & how to greet. Looks like a very strict angry police.	We will communicate and provide proper training in customer service skills for Security Mobile Team.	Security Mgmt. to follow up this matter	Open	
22	Fire prevention system needs improvement as they don't have indication in case fire. We the resident have to notify them and they take some time normally	Fire prevention system is as per QCDD requirements. Reporting of any fire emergency is social responsibility of the residents.	Not Required	Closed	N/A
23	Violation should be treated on the spot, strong punishment are required to force the residents to respect the law.	Security and Safety have policies and procedures implemented to cover the violation done by the residents.	Not Required	Closed	N/A
24	Security has to have more authority towards misbehaving teen agers. Especialy for those 16 years and above.	Security and Safety have policies and procedures implemented to cover juvenile residents.	Not Required	Closed	N/A
25	Security personnel should be well trained in dealing with AKC residents complaints and needs.	Security personnel have their continuous on going training for them to improve Customer Service relations.	Not Required	Closed	N/A
26	Still some driving by not following speed limit & more worst sometimes driving without lights at night.Security should not only stop people base on nationalities.Patroling need to be frequently not just from inside the vehichle because some of residence children used water tank & parking lot as they playground.Only security can stop this issue and then the parents can't say anything.	Security mobile and Radar team monitoring and issuing traffic warning tickets for every violators. Continuous security monitoring to spot juvenile residents and necessary actions is being given on the spot.	Not Required	Closed	N/A

27	Non residential QG staff car entrance in both gate is making queue in gate...To think better plan by maintaining community safety.	We will consider this request to improve car entrance system.	Security Mgmt. to follow up this matter	Open	TBD
28	Residents without vehicle stickers are stopped at gates and their data is taken by security which keeps the residents with vehicle stickers waiting for some time. Suggest to stop those vehicles at a side for taking their data and avoid delays and long lines at the gates. Most of the times security does not allow visitors even security was informed in advance with the name of visitor and visiting house numbers. They either forget or do not understand properly the visitor's details.	We will consider this request to improve car entrance system.	Security Mgmt. to follow up this matter	Open	TBD
29	a SAFETY concern....Kindly note that infront of Al Meera Dept. Store at the PARKING AREA, I feel lighting facilities are little less compared to the number of Vehicle movements & number of Children movements during the evenings & late evenings only. Some Children moving around or driving bicycles give surprises to the driving person by coming in all directions. I am not mentioning the speed here, only the light to have clear view of Children moving around. Expecting more LIGHTING FACILITY focused on the PARKING AREA only. This is my humble suggestion as a Resident. if possible you can implement it or if not possible you can skip it. I appreciate all your services provided to residents so sincerely & efficiently. Thanks.....	Safety will address this issue to AKCM for further action	Head of SSE to address AKCM	Open	TBD
30	security to familiar house number and location for timely response in emergency.	Security team familiarized house numbers and location but need to maintain the posted speed limit unless identify real emergency.	Not Required	Closed	N/A
31	security gate and traffic during school time need to improves.	We will consider this request to improve car entrance system at the gate.	Security Mgmt. to follow up this matter	Open	
32	Normally we parents accompany our kids while in the elevator. But I found their friends are bullying them - (no need that. It's safe to go alone in the elevator.). I suggest - may be an email or some flyer for the safe use.	below 12 under age children not allowed to use elevator without parents supervision.	Not Required	Closed	N/A
33	Same issue raise on this survey every year.But still nothing has been done.Still can be seen people driving sometimes without light at night, doesn't follow the speed limit.Children use water tank area as playground (even there's playground near by the parents seems don't care) & sometimes parking lots (we can see from the scratch on our car).	Security mobile and Radar team monitoring and issuing traffic warning tickets for every violators. Continuous security monitoring to spot juvenile residents and necessary actions is being given on the spot.	Not Required	Closed	N/A
34	the behavior of the new securities staff need improvement comparing with the previous securities staff	Security personnel have their continuous on going training for them to improve Customer Service relations.	Not Required	Closed	N/A
35	Now that there is no transport for our children the security should let parents easily access the school to be able to collect their children.	School residents needs to follow school policies and procedures	Not Required	Closed	N/A
36	I have significant concerns about the safety of children cycling in the community. They do not understand the laws of the road and need training	We will communicate with the school to give cycling awareness program for all the kids in Q2 2019.	Head of SSE to address AKIS Management	Open	TBD
37	Sometimes big childrens are playing street cricket on the road . So that ladies cannot able to sit at larn place and even small children cannt able to play outside . Plz be consider as safty issue bcz they r playing with proffestional ball it may injure others or break car glasses.	Security mobile patrollers are monitoring round a clock. Social responsibility of the residents to report this kind of event to prevent reoccurrence.	Not Required	Closed	N/A
38	Nose level control from Motorbike and Some care should be controlled , Parking Slot between C Building should be Prohibited , Ex: between C13 & C17 . We hope actions can be taken for this comments	Security will notify and send memo to the residents with motorbike control noise in the parking areas.	Security Mgmt. to follow up this matter	Open	TBD

39	Just a suggestion. Number of outside cars entering the community can be reduced if school transport is provided for students staying outside the community. Outside School transport can be charged. There's too much cars n traffic during school drop off n pick-up. Students cycling to school do not follow road rules. It's not safe for the students.	Due to cost optimization transport buses have been reduced.	Not Required	Closed	N/A
40	1. The non resident sticker, I've got siblings in akis so i drop them and pick them up, having that sticker of student and using gate 3 is not a great solution, we have to drive through that old road which is dangerous with trucks and its old and has constant constructions around it. 2. A visitor pass for non-resident, my family members uses the community facilities in different times so one of us have to use the gate 5 or 6 times a day dropping and picking up... we are not vistiors we lived there for almost 20 years before having clubs except for alkhora club which is the primary Indian school now. And the way they treat us in the visitor gate is not acceptable at all. There was this incident where i had to wait in the gate for 15 minutes and i only had to pick up my sister which takes like 7 minutes max we spend more time in the visitor gate than inside the community. I understand that there was some problems with non-residents but one action does not mean u have to change the rules for all of the users. Thanged (my hus said)but i see old company securities still working.those keralities	1. We have open two visitor gate at gate 1 and 2 for visitors easy access purpose 2. Student stickers can access during school hours gate 1, 2 & 3. not required to go unsafe road towards gate-03	Not Required	Closed	N/A
41	QG Operation shift bus (big Mercedes bus) driver overspeeding specially on Street #15.	Security will monitor this shift bus if found over speeding we will give the driver traffic violation and warning.	Not Required	Closed	N/A
42	Children cycling without safety helmet.	Security mobile patrol team keep on monitoring and communicate with the cyclist.	Not Required	Closed	N/A
43	Fire alarm systems in D+22 are very sensitive and when sounded often not switched off for long periods of time.	Fire Maintenance Contractor will be notify to check and closed this issue	TYCO	Open	23.10.2018
44	CCTV cameras in club to be made active. As we had some incidents in club related to children stealing valuables and also for concerns related to safety.	CCTV cameras budget is under review Q2 2019 to restore it back	Head of SSE to address with AKCM	Open	TBD
45	There is a strong need for the cctv cameras in al waha club parking area.	CCTV cameras budget is under review Q2 2019 to restore it back	Head of SSE to address with AKCM	Open	TBD
46	Community safety is excellent, informative and easy to access for all in case of emergency. Only Night time lighting is very poor surrounding flats no one checked until up to now.	Thanks for the compliments. This lighting issue will be discuss with AKCM	Head of SSE to address with AKCM	Open	TBD
47	near Indian school new villa just opposite to compound wall there is no any visitor parking facility,always security asking to park the vehicle in indian school parking ,there should be find out some solution, either provide near by some parking space or make road one way and half road can be allowed for parking because some time when indian school funtion or busy day there is no parking even in indian school as well .this problem only for one row only so please do the needfull for that.	Making one way and allowing visitors to park one side of the road not allowed due to road structure narrow and in case of emergency EMS vehicle easy access purpose. Recommending to park in front of Indian school free parking area.	Not Required	Closed	N/A
48	Can you provide more parking for school pick up? Street 42 is too much busy these days at home time, the time can change maybe, if we collect kids after the buses leave we can park there?	AKC Management is looking for alternate solution to resolve this issues. Q2 2019	Security Mgmt. to follow up this matter	Open	TBD
50	What has happened on Street 42, in home time I'm finding very difficult to collect my child. Too many kids running to drivers , one side no parking and parents and drivers just waiting driving around and around. This is not good for children waiting in the heat with not much shade there The children running across the road is very dangerous	AKC Management is looking for alternate solution to resolve this issues. Q2 2019	Security Mgmt. to follow up this matter	Open	TBD

51	Unfortunately Street 42 where students are picked up from school from has become extremely unsafe. Children are walking between cars and most of the time no parking is available and drivers have to park pretty far and walk in the heat and kids have to walk to the car in the heat. Something needs to be done to ensure the safety of our children and to reduce the traffic at those times.	AKC Management is looking for alternate solution to resolve this issues. Q2 2019	Security Mgmt. to follow up this matter	Open	TBD
52	Hi. I am concerned about the pick up point for my children in year 2. At street 40 there are so many cars with children running across the road and I have a small baby so I have to walk very far from my car. It is not safe and is very dangerous. Leave the side gates be open or have more pick up points.	AKC Management is looking for alternate solution to resolve this issues. Q2 2019	Security Mgmt. to follow up this matter	Open	TBD
53	Im a very concerned parent. Since this year i have noticed at 12pm street 40 is too busy and very dangerous. There is No space to park for more than 1hour, so the cars keep driving around and coming back. i have seen so many children running Into the road trying to reach their parents or drivers who cannot park. Everyday i am having the same stress, it was a busy area in previous years but why all of a sudden its so dangerous?	AKC Management is looking for alternate solution to resolve this issues. Q2 2019	Security Mgmt. to follow up this matter	Open	TBD
54	Because of the lack of parking facilites while collecting school children.. it is a BIG hazard fir the children and drivers parents coming to collect.. Big accident waiting to happen! Please act on it now to reduce the chance of any accidents waiting to happen	AKC Management is looking for alternate solution to resolve this issues. Q2 2019	Security Mgmt. to follow up this matter	Open	TBD

SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
Housing					
1	Cleanliness in old C- apartment are very bad and not hygienic and also unsafe.	Daily cleaning scheduled for all C old type apartment’s common areas is carried. Inspection is done on regular basis however the cleaners will be advised to clean more frequently. If you will still notice similar issue please contact Housing immediately.	Increase frequency of cleaning in the building	Closed	NA
2	The cleaning of exhaust in kitchen needs a serious cleaning. The staircase to roof top is too dirty and stinky.	The tenant needs to clean own exhaust fan if any issue with the fan contact maintenance or 44734555 email: akchelpdesk@qatargas.com.qa .Please provide building number to check cleaning condition and to improve it as required	Pending building number	Closed	NA
3	After the fire incident in community (two fatality) cooking range was changed to coil with glass covered top. But some houses still old hot plate is there and it is an safety issue and not resolved completely even after more than 3 years of the incident.	We have a non-standardized property portfolio in terms of inventory. What is standardized within eligibility criteria is the size of the property and employees are assigned per their eligibility .	NA	Closed	NA
4	I live in the one of the oldest houses here, old villas are not provided with cooker hood. And the smoke is not easily exhausted through the fan due to stove/cabinet positioning.	As per building design, if the cooker is adjacent to the kitchen main exhaust fan/window, no hood is provided by the company ever since. If in your villa is different set up please communicate with Housing or AKC help Desk on 44734555 email:akchelpdesk@qatargas.com.qa	NA	Closed	
5	Unsafe with old appliances and main door and inside doors at very bad condition and lockers very bad unhygienic	All the appliances are approved by Safety, any issue with door/locker please communicate with Housing/Maintenance or Help Desk on 44734555 email:akchelpdesk@qatargas.com.qa	No action required	Closed	
6	Flat compounds specially in the last row of qatargas, there is no guest parking so where we have to park? in open park security complaining.	QRIEC has given limited parking slot for visitors.	No action required	Closed	

SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
Clubs & Recreation					
1	It is appreciable if there is a seperate gym room or time daily for ladies only in Al waha club	Not in Al Waha, hence our decision to establish ladies only gym in Al Dhakhira Club	no	Closed	
2	Install at least a small shade for Al Waha Swimming Pool.	Difficult due to the underground utilities/services we have 2 pools with shades	no	Closed	
3	Create many kinds of food in All Clubs Menu	Please suggest through club suggestion box or e-mail us your ideas	no	Closed	
4	Ladies timing need to be reviewed and give more time	If sufficient ladies patronize usage of ladies it can be considered - participation is to low to warrant extension of time at this point	no	Closed	
5	Al Nakheel and Al Dhakhira need improvement on pool attendant sitting outside and observing the whole pool at all times. This is a serious safety concern.	It is the Lifeguards role to observe pool and pool deck at all times to ensure safety of users	no	Closed	
6	A few times I have seen small children miss behave and run out of Waha club, the parents need to be told to be more responsible. The glass on the coffee tables are not safe around children, the glass is not secured on and can easily be moved and can be very dangerous if broken	We seek the support of all club members to report situation like this, so security or club management can intervene and ask parents to take corrective action. If residents work with AKC teams the results are better for all.	no	Closed	
7	Visiting parents entry to club premises can be allow for restaurant or to see one time should be free	Company Employee Benefits are extended to the spouse and children, not to parents and other extended family members	no	Closed	

SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
General Feedback					
1	Keep it up and more power!				
2	Ma sha Allah excellent facilities provided. We also pray for our company and Qatar for more prosperity in future.				
3	Good				
4	Good				
5	Excellent				
6	All rules in AKC looks like apply to expat only (non arabic).				
7	As Qatargas employee non resident, we feel me, my wife and my kids we are no more welcome to Al Khor Community	Please do approach AKC Team members and share what you feel, gives you the impression!	NO	Closed	
8	Overall Services Degradation				
9	Good				
10	Good				
11	We are safe in our Community.				
12	Overall it is good service.				
13	Contact details such as emails are not publised. Detailed email list should be published so that people can addressd their issues to correct contact	Please contact 44734555 or AKChelpdesk at <AKChelpdesk@qatargas.com.qa> who will guide to the right department and contact person. For privacy reasons they are published!	No	Closed	
14	Servey should not cover by nationality question. If really not required.	This is not a discrimination, but we deal with cultural and ethnic groups in the community and would like to see how actively they engage in AKC. If this questions is considered offensive we can include "choose not to respond" option.	No	Closed	