

RESIDENT FORUM Q2 - 2019

SR #	Question / Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
1	Resident complained about the Landscaping representatives that removed his QAR 500 worth of flowering plants in front of the C-flat where he resides. Resident claimed that the plants were removed without prior notification and was given a rude behavior by the team.	<b>Indira Omani:</b> We have noted your staff number and your complaint and we sincerely apologize for what has happened to you. I am not sure if they were really rude like what you said, if they have done anything rudely. We will investigate what happened and I will ask our Landscaping Team to get back to you tomorrow if that is fine with you	Resident to please indicate the exact location, to notify gardeners.	Open	
2	Resident raised the concern that he was diagnosed with Type 2 Diabetes and was advised by the Doctors to lose weight to control his sugar level. Resident was a student for the Outdoor Fitness Class however the class was cancelled as the Instructor was transferred to a different location. Resident then claims that the claims against the Instructor is false and Management should have full knowledge of the claims before action was taken against the Instructor.	<b>Jassim Al Baker:</b> What is your main concern? The Class or the Case? If this this regarding the class, I promise you that we will resume the class with a new instructor that you will like. As for the case, this is our decision and it's final and already closed.	A/Community Manager considers this matter closed	Closed	
3	Resident mentioned that the buses going to school used to be bigger compared to the ones being used now.	<b>Khalid Al Nasr:</b> There is a new contract for the buses. The pick-up point is being operated through proper scheduling. If there is a shortage, we can add another bus in that specific area. There are bus monitors in each bus who are trained to allocate children to their seats and they will not rush. <b>Adam Moore:</b> The bus monitors are trained well to supervise the children. The school also provide guidance to the children. Whether it is a new or old bus, it all depends on the supervision.	None	Closed	
4	Resident apologized to Jassim Al Baker, since A/Community Manager earlier said that the issue regarding the Outdoor Fitness is closed. However, resident claims that since it a resident forum, they could open a topic again that they seem to benefit other residents as well. Resident mentioned that any contracting employee who is performing well, can be brought back. Also asked the Management to look into the matter again as they have seen great improvements on their health due to the class and performance of the instructor. The issue should be dealt without ego and politics.	<b>Jassim Al Baker:</b> You are more than welcome. We will re-activate the class and look into it.	Club will look at a suitable replacement after Ramadan	Open	Q3 , 2019
5	Resident asked what the mechanism if there is an incident in the community. Also complained about his house curtains not replaced but other villas have been replaced already. Lastly, resident complained about the water flowing in the kitchen and in the hall.	<b>Amar:</b> We do have a mechanism for reported incidents. Every report has a document number. If the matter involves a family member, the employee may get involved about it. Once a matter has been identified and confirmed, only then the details could be shared. <b>Jassim Al Baker:</b> If the items are still under process and is confidential, we can't address it here as it is under investigation,	Housing will take action on curtain replacement	Closed	Q2 , 2019
6	Resident of 14 years complained about the cooking range in his housing unit. He requested for it to be replaced, however, he was informed that it was included in his 'package', which he is not aware of. He claims to have spoke to Indira (AKC Management) regarding the issue, however, received an improper response. Resident also complained that there is no shaded parking in his area. Lastly, resident complained about his Masters Bedroom being flooded. He called and requested for Maintenance but no appropriate action has been done. This case has been going on for 6 months.	<b>Klaus Tiel:</b> We were two companies before, Qatargas and Rasgas. At that time, the decision was made to replace the cookers with the ceramic tops in all the houses, but Rasgas said that they will not do it, that is the history of it. That's what we have a difference in the housing. Please understand that this is a historical management decision. We know that since then, time has moved on, now that we are one company, things are different. We are hearing your cry for a cooker, I am sure we can take this to Management as I said, this goes on record, and we will see maybe in the future, we can develop, again it depends on money and budget that we are given to do such things. We cannot give any promises at this point in time but we will address this matter. <b>Indira Omani:</b> I will get back to you regarding this issue tomorrow but I cannot promise you that your cooker will be changed. Since you just moved to this villa recently, this is what Mr. Klaus has mentioned, it was part of Rasgas and they said they are not willing to do. Many other residents faced the same concern. However, the ex Rasgas Housing Management is here and these cookers were all approved by company safety. Just so you know, we have raised this issue with the Management about several previous Rasgas housing units, once we get the budget approved, we can have yours included in the replacement. <b>Jassim Al Baker:</b> The cookers were approved by safety. If accidents happen, it mainly because of human mistakes and unattended cooking. Regarding the parking, it was designed by Al Aqaria. <b>Indira Omani:</b> The parking was provided like that. Some tenants agreed to spend the cost on their own. They sent a proposal for approval and we forwarded it to management for their approval. We will go to your villa tomorrow and check. We shall also get in touch with Maintenance regarding the Masters Bedroom.	Maintenance informed Alaqaria and also followed up on status 'waterproofing activities' - kindly note that this is the responsibility of the owners and is expected to be completed before end of July 2019.	Closed	July , 2019