

RESIDENT FORUM Q4 - 2018					
SR #	Question/Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
1	Resident noticed the 'impact' of mosquitos and flies in the community. Two of his children were brought to the Emergency because of the same issue. Resident asked what is the plan to minimizes the flies and mosquitos in the community.	<p>Hamad Al Humaidi: Thank you for the question, first of all, the flies and the mosquitos is very common here now. This has been communicated with the Community Pest Control, however, with the killers or poison, it will have a side effect, especially if placed on the grassy areas, which are mostly used by kids and families and we do not want to take the risk of the side effects. We are now inquiring what is the best way of killing or getting these eliminated. The problem here also is that we didn't have this type of rain for the last 20 years or more. Due to this floods, it made the growth of the mosquitos and flies even faster. I remember long time back, it was allowed by the Ministry to use a type of smoke, however, it is not allowed anymore. It was stopped by the Government because it contains carbon monoxide. Few years back, we were using the salty water to change the surroundings by adding salt water to avoid the growth of the mosquitos and we don't have ay authority to suck any sea water from the ocean because we are using from the treated water tanks. I know there is an issue, I know there is a problem but promise we will overcome with the problem inshallah.</p> <p>Klaus Tiel: Especially because during the rain this time, as what we have heard from Qatar University, because of the water puddles in the desert, this stagnant water is breeding ground for mosquitos. Even if we treat locally within the community by fogging - burning diesel in order to kill the living mosquito, it is still on a temporary effect - because after a few days, the mosquito larvae will hatch and they come again, so it would be like what Hamad said, really impact the environment. There's only so much that we can do and because of the rain right now, it is why we are in this situation. In the past, and with the help of Qatar University Environmental Team, we treated the water that was dumped near the Water Treatment Plant by adding seawater, however this requires Ministry of Environment approval.</p>	AKC Management is working with QG Environment section to look at possible solution	Open	Q1 2019
2	Resident complained about the three instances and twice communicated with Security about the dust bins in the new building area. The dust bins moves and hit the cars parked in the area. On 22 Oct, it was reported to Vinesh of AKC Housing who acted immediately on reporting to the correct people, however, it has been 20 days since it was reported and no action has been done. It is due to the people not locking it properly and the dust bins are moving. The bins are placed only on the roads, no proper designated area. Resident claims that his new car got damaged because of the incident. I'm sorry, they haven't relocated the bins	<p>Vinesh: I raised the incident report to Security. I also communicated with Al Aqaria to relocate...</p> <p>Hamad Al Humaidi: Relocating is not enough, they need to relocated and we need to charge them for the damages. the dust bins</p> <p>Vinesh: I think they relocated</p> <p>Hamad Al Humaidi: I'm sorry, it's the first time I heard about this issue. Vinesh, please remind me tomorrow early in the morning.</p>	Al Aqaria had permanently removed the mentioned two Garbage bins near C196 parking area.	Closed	
3	<p>1. SSE - related question.</p> <p>2. Many people have come to the community from Doha, as a resident, we are conducting many community programs, so, the auditorium is not sufficient. It has been so long and it has always been at the Al Waha Club, like for Bharathi programs. If there are many attendees, people will be standing. Is there any plan to increase the size? We are suffering during every Bharathi program.</p>	<p>Hamad Al Humaidi: Now in Al Khor Community, consider that we are living in one big hotel. If you are staying in any hotel, there is no warranty or guarantee that you will get a reserved parking space for your guest. But I can tell you that whomever has a guest in his house and he parks his car in the road and it is confirmed that it belongs to his guest, I think security, they have to understand and they should allow this to happen. I think there is a misunderstanding and security should take this issue since there is no parking. They have to allow it. It also happens in the Clubs where guests are allowed to park on the roadside, so why is it not allowed in front of the residents' house? By the way, security is not a part of my team but I am a very democratic person.</p> <p>Amar: As long as your visitors are not blocking the way, I believe it is fine. We have directly received many complaints about this subject. Just make sure they are not blocking the road or blocking the road or blocking any adjacent cars. I will have a word with our group and we will take care of it.</p> <p>Hamad Al Humaidi: Guys, I think in Qatargas Portal, there is something like "Ask the CEO". I'm not sure if you are aware of this or not. Guys, please support me. Please raise this. I understand, even for myself, in my current office, I am not happy, to be honest with you. I was planning to have a very luxurious and spacious business center with so many things. But Management is saying "Our people do not need it." Guys, if you need something, raise it, you raise it in the system. And duting the survey, raise this. So I can prove and defend the case and do something when I raise the request to the Management. I can say that it is not for me, but for the tenants, for our employees. So please support me to make it easier for me to go through and break through the instructions the are putting. Thank you.</p> <p>Klaus Tiel: Maybe if there is a company meeting, it is something that you could bring up there with your team members and see that maybe it reaches our Management. Thank you.</p> <p>Hamad Al Humaidi: I think soon we will have the employee or the Town Hall, so that time guys, you raise this and I will support you. So the CEO will see it directly and we will hear from there. So he will understand what I was telling him is a true message that people are in need of larger facilities and amenities.</p>	It was listed as challenge dealing with the demand of residents to conduct social and cultural activities, but due to lack of facilities AKC can only partially entertain requests. Residents were asked to take it up in Town hall	Closed	
4	<p>1. Coming from Gate 2 going to AL Waha Club, there is a roundabout and on the right hand side, there is a space where kids play and they play on the road which is very dangerous. Especially when the lights are not on at night. You'll come there and it's totally dark and the children are playing. It is not because of the space. If you go at the back side of the buildings, there is a space but the space cannot be used, it is not leveled. The children cannot plat in that area. Resident is requesting for a clean space for children near the said buildings.</p> <p>2. The second issue that the resident wants to raise is that there is a backyard for construction workers. It is perfectly fenced but 24/7 workers are working and some are just sitting there. So for the women, they cannot open the windows. So if you could barricade or do something that the workers don't see through the buildings. The fence is see through, but if you could cover it up with something in order for us to open our windows.</p> <p>3. There are cracks on the walls and it was reported during the first day the resident moved, he complained it to maintenance team and every time somebody comes, he would ask for his supervisor, then another could come and take photos and snaps. But in the end, there's no reply. There are cracks on the walls and I reported this issue countless times to Maintenance Team.</p>	<p>Hamad Al Humaidi: There are rules and regulations that we need to follow. If you check the 72 units opposite of the school and the football field, because the distance between the main road and the building is too narrow and too short, so this was provided by the landlord, but we cannot provide anything that we want. Because we are leasing only rhe properties, we don't lease the roads, foot paths, this is not park of their infrastructure. There was a fence I think between 192 and gate 2. I decided and told them that we will remove it as It was a big issue with the landlord to remove this. He said " Guys, you requested this and the construction and they completed the job to remove or to keep it". I said we have to follow the standards. They said we cannot just put a cage or a fence, this is not our standards. As for the fence that you are talking about, I not know where it exactly. We can send someone to go and take a look.</p> <p>Klaus Tiel: Hamad, it's the EMCO fence, where EMCO have their yard in the back of the green fence because when they are having their breaks, they sometimes sit in the yard.</p> <p>Hamad Al Humaidi: Are you talking about the area where we grow Palm Trees?</p> <p>Klaus Tiel: It is behind the Admin Building, the EMCO Warehouse</p> <p>Hamad Al Humaidi: It was one of 2 years back when we decided to put a fence.</p> <p>Tiel: The fence was put there it was open before, the fence is just open. I know you remember when we did the inspection, there was a lot of left over materials that were all dumped in the yard and they sit next to it. So obviously these new previous RasGas buildings were put up there. Some of the ones face exactly the side of the EMCO yard.</p> <p>Hamad Al Humaidi: This are was about to be made brick. But the issue there was an irrigation water problem. So I decided just until we secure the water temporarily put the Palm Trees. But it is good that you reminded me about it. Thank you.</p>	The fencing matter was addressed to AKC Maintenance section for review and to study, what can be done about it.	Open	Q1 2019

5	<p>1. AKIS related question</p> <p>2.AKCMC related question</p> <p>3. It has been 4 years and I have also raised this matter during the last forum. There is not enough grass area for children to play that's why they are playing in the road. I was answered that it is not our priority.</p>	<p>Hamad Al Humaidi: Do you remember who told you that you are not a priority? I will tell him if the area is not our priority, the people in this area is our priority. Come and see me. Guys, of you are facing a problem. Don't just stay away and say somebody said this and that. I do not have bodyguards in my office. I am the Manager trying to save you and force people to serve you. Come drop me an email or come to my office in order to face this issue. If I come, I will solve it, otherwise, I will give the feedback to the managers and do it. Thank you but do not stop when somebody tells you that it is not their job. If you go to Dr. Charmaine and she tells you that she can't treat you. It's her job to advise or tell you how she will treat you.</p> <p>AKIS Hussain Modak, Principal British Curriculum: AKIS follows the Cambridge International examinations board and as you will have seen from the presentation at the start, we had very successful results for this year. Our results were above the England average, and in line with leading non-selective schools in the UK. For AS/ A Level courses, the examination boards have not changed: Cambridge in some subjects, and Pearson or Edexcel in others. If you have any specific queries, I'd be happy to take your details and we can discuss them further.</p>	<p>No action possible at this point in time, due to irregation water shortage during summer</p>	<p>Closed</p>	
6	<p>The area is too dark in the evening, There is street lights but it is located a little far from the building and once we come out of the building itself it is bright, but on the road side, it is really dark. Our parking is located at the back side of the building so we have to walk back and there is not sufficient lighting. In between the street lights and in the building, there trees. It is affecting the lights. My suggestion is to put additional lights. I am willing to put the lights in my own expense if ever given the permission.</p>	<p>Hamad Al Humaidi: My friend, I will give you one option, either you want the tree or you want the light. You cannot be in heaven and cannot be on the other side. So you have to choose. You understand my point? We are growing trees within this community and we know the issue. Some residents are complaining why some trees are not very high. And then now that the trees have grown tall and makes shadows. Because of these trees, some people are happy during the day time and become unhappy during the night time. You have to handle it. It is the weather. Sometimes rainy, sometimes sunny. My friend I am joking, I will see what can be done. For the street lights, there is a specific measurement for the distance between poles, this is the design and we cannot tell the landlord to provide more of this because this is the design. We will evaluate.</p>	<p>Landscaping will check with Safety/Security and decide on best appropriate action to improve the situation.</p>	<p>open</p>	<p>End of Dec, 2018</p>
7	<p>Resident has 2 kids and both of them are studying at the CBSE Stream. They are very good swimmers. During the last summer vacation, without any warning, they stopped the swimming program and removed the coach from the swimming program. As an alternative, I take my kids to Al Khor Academy to a Club H2O who are running the same program. And we pay something like QAR 2,500 per term per kid. Resident requested to Mr. Klaus Tiel and Club Management, the possibility to invite the same club to AKC because we have an excellent infrastructure, no need to travel to Al Khor Academy. The reason why the school stopped as he was informed is because of some certain issues with MOE. If this could be moved to Al Khor Community, resident thinks there wouldn't be any regulatory issue and we can bring in the best coaches. To the school, the way the program was cancelled was done without warning and it could have be done in a much better way. At least invite the parents. Because the children suffered. The swimming team is now completely destroyed. Hopefully the school could assist to bring the confidence back to the students who were training very hard, 2 hours everyday for the past 7 years and both are representing the national level.</p>	<p>Klaus Tiel: Just to update you that this week, we had a meeting with AKIS representative from the school and swim coach from H2O to establish a swimming club here in AKC. There are still things that we will sort out that was because of the sports excellence program that was stopped at the end of last school year. And in addition, we have also met with other representatives from QSports to provide a gymnastics coach because the gymnastics program was cancelled so we have actually sourced possibilities with providers that are in the area or in Doha to pick up where we left off from the school and we have just advertised for today the gymnastics, basketball and taekwondo and we are still working with H2O to finalize the swimming too. Please bear with us and we are working on that. You might be an exception to the many to say that you are willing to spend. We just wanted to make sure that we could get a coach to bring us to the next level not the basic ones that we usually offer within the clubs. We will do our best to get the best coaches.</p> <p>AKIS Hussain: As part of QG integration we have been reviewing the school's provision. The running of an evening sports programme (club) is not part of mainstream provision in schools. We are re-focusing our resources towards ensuring that we provide a high standard of education for our students in school time. The school has been liaising with AKC and an external provider to help facilitate an elite swimming club run by AKC as community club, for which parents may pay a fee to enroll their child. The feedback has been noted.</p>	<p>We working on this issue in cooperation with the school but may only ready during Q1 in 2019</p>	<p>Open</p>	<p>Q1 2019</p>
8	<p>Resident appreciated the Community Management in maintaining the AKC well, they enjoy the facilities and hope to enjoy further more. My daughter started to learn swimming in AKC and now she is competing and winning medals. If in any case that such decision will be done again, please let the parents now ahead of time in order to find alternative ways since similar to Mr. Thomas, some parents are willing to spend and pay the necessary charges. Thank you.</p>	<p>Klaus Tiel: We will take it up and once we have the further details, when we will start and who will be the coaches. We are now working on it. We cannot have swimming classes at 7:00pm or 8:00pm and your kids go to school the next day. Please bear with us and we will soon notify the residents.</p>	<p>We working on this issue in cooperation with the school but may only ready during Q1 in 2019</p>	<p>Open</p>	<p>Q1 2019</p>