

RESIDENT FORUM Q3 - 2018					
SR #	Question / Suggestion	AKC Response	Action Required	Status	Estimated Completion Date
1	<ul style="list-style-type: none">Resident pointed out that change in DAA strategy is not suitable for them - Islamic studies already closed, only Quran and Hadeeth; Resident is asking for meeting with other AKC residents, DAA and schools hopefully next week to solve what is the best for them / clarify this matter.	Klaus Tiel: We will take note of it as the Community Manager is currently on leave this week and will be back beginning of next week. When he is back, we will take the matter up with him and schedule a meeting to hear your concerns.	Meeting with Community Services Management is scheduled on Sun Oct 7	Closed	
2	<ul style="list-style-type: none">Resident is requesting to increase the number of PCs in the library where emails can be accessed and make the timing more flexible - Library closed at lunch time and opens at 11:00am on weekends. Only 3 PCs are available in the Library and that morning, 1 PC is not working.	Klaus Tiel: Thanks for bringing this to my attention. While the PC first of all should be working, I will inquire with my staff why it was not reported or actually was taken to rectify. Secondly, I will request additional PC. However, that is routed through our IT Department and I will have to justify that. As for the timing, I have given previous instruction that usually it is only on weekends that you see that Library is closed during lunchtime because we only have one person there because every one takes a day off of our contractor staff so during that time there is no one in the Library. However, I have asked the Reception that if there is a requirement for someone to go with the residents while the Librarian is on lunch break. Next time this happens to you as the situation is only during the weekends, please do approach the Reception and they will assist you.	Raised online request for additional PC and data socket for library. On weekends library opening hours will be an hour later and extended by an hour.	Closed	31/09/18
3	<ul style="list-style-type: none">Resident thanked the Community and Al Waha Club for all the support they have given to Algerian community. First, I want to thank for all the support given to us by the Community and Al Waha Club also. Since Algerian community has many events through out the whole year and we are ordering a lot of food during these events, resident is requesting to reduce prices of room rental to encourage to have more events in the future.To encourage more events in the future, resident is requesting if the prices for room rental can be reduced since their community has many events through out the whole year and they are ordering a lot of food during these events.Resident inquired if there is any plans to change the windows in all RG buildings.	Klaus Tiel: I believe it is actually in our Rules & Regulations. What we changed this year following the concept of provision of catering services in a way is now outsourced from the company. The company is no longer subsidizing the catering activities in the Club. It was decided earlier in the year to waive the room rental if there is food ordered along with the booking (common practice). If you book the venue for your community and you are ordering food then there will be no room charge so this is to compensate on something because it's not in our interest to make money. Room rental was done in the past to ensure that the facilities are not being abused. The room rental has actually been reduced in comparison to last year because of the price increase by the caterer. Klaus Tiel: We will have to take it down and that is a project that needs to be discussed with top management. Mai Al-Kuwari: There is no plan for this one but we can raise the request.	Community Maintenance advised there is no future plan for new windows at previous RG housing units	Closed	

4	<ul style="list-style-type: none">•Resident suggested for a temporary mosque near their location while waiting for grand mosque to open. The other 2 mosques are too far from their location and they have no knowledge when the grand mosque will be opened.	Klaus Tiel: Management did not want to pursue offering something temporary as in the past, you will start something temporary then it becomes permanent. We will have a temporary facility that is being used on a permanent basis. Unfortunately, the circumstances involving the construction are out of our control and we promise that we will get an update on how soon this grand mosque becomes available. However, I will take note of your point. When the Community Manager is back, we will discuss it with him if there is something we could do to come up with a temporary facility to relieve the pressure on existing mosques. We do know that the space is insufficient for the numbers of people that go to pray.	Community Manager informed that the completion progress on Grand mosque will continue very soon, to ensure adequate praying facility	Closed	
5	<ul style="list-style-type: none">•Resident complained that the mobile signal in the kitchen is very weak in Street 46. The same is experienced by his neighbors.	Klaus Tiel: Mai Al Kuwari will take note of this point to be discussed with Jassim Al-Baker, Head of Community Services. We will contact Ooredoo and asked them if they could come and do sporadic checks of how the signal is received in some of the units. We can inquire from Ooredoo if there is a need to set up another tower. We will call them to ask if they could help us out in advance.	Is already ongoing and matter was raised with Landlord to facilitate with Ooredoo	Closed	

6	<ul style="list-style-type: none">•Resident thanked the Club for inviting them to the forum.•Resident complained about the lack of volleyball courts and inquired on the status of availability of alternative volleyball court	<p>Klaus Tiel: We have already started this small project, but it is still not yet ready. The CBSE Infant School is the previous Al Khor Club. There used to be tennis courts and this area is currently used by the Indian Stream Juniors. We got permission from the school that we take 2 of those courts since the volleyball courts is similar to the dimension of tennis courts. We have purchased volleyball posts and will be able to offer in a short while 2 additional outdoor volleyball courts to our residents. Because it is not yet completed, we did not advertise it. It is something we have to create in our website for booking requests that needs to be added that's why we kept it pending but it is in the pipeline.</p>	Action already taken	Closed	15/10/2018
7	<ul style="list-style-type: none">•Resident complained that Ooredoo signal is weak in his place since long time. He lives in C172. Is there any plan for installing a tower to increase the signal?•Resident inquired on the status of the 110 villas - when will they be completed?	<p>Klaus Tiel: We will make a general request to Ooredoo to come and check signal strengths in various areas. It is most probably the bigger apartment buildings that are affected. We will ask them to come and see if they could do analysis on the signal strengths.</p> <p>Klaus Tiel: So do we. As I said, it goes along with the company's interest to phase out the Doha housing. We are waiting to get a response from our landlord, Alaqaria, on when they become available. At this point in time, we have revised the scheduled on when they will be handed over and now we are leaving it open until they get back and actually inform us of when we will be able to receive these housing units. So as soon we know, the same moment we will share it with all of you.</p>	Apparently the survey to determine GSM signal strength was conducted on Sept 18 and we are awaiting feedback from landlord	Ongoing	
8	<ul style="list-style-type: none">•Resident inquired about any plan for landscaping the ground in the cricket field as they see regular incidents whenever there is tournament.	<p>Klaus Tiel: We will do something to enhance it there but not in this point in time to astro turf it because we are looking at approximately 6600 sqm which represents significant amount of money. The area here in the back is actually the area of 2 football fields or 1 cricket field. And it is supposed to be part of the whole area here is Club area. So club tennis courts, outdoor courts and indoor sports hall are all in there packed in one. Unfortunately, the landlord came back and said they only build this Club, if the company agrees to commit on the remaining area and units. So right now we can't answer, because we are uncertain of the requirements for upcoming Qatargas projects. At this point we are working on resurfacing the cricket field to make sure it has the smooth surface and this is something we worked out with the various cricket committees. We hope to complete it by end of October.</p>	Scope to improve and make current cricket field safer is ongoing	Closed	
9	<ul style="list-style-type: none">•Thank you for opening Gate No. 1. It is a big help for us especially when taking taxi so we will not have to go from Gate No. 2•Resident asked if there is something that could be done regarding the Doha buses that leave from Al Waha Club since they live near Al Dhakhira Club. They have to walk all the way from their residence to Al Waha Club and if they take Community shuttle bus, it goes around the Community for a long period and they will not be able to reach Al Waha Cub in time to reach the Doha bus' departure.	<p>Fatma Al-Sada: Let me discuss this with Management and I will let you know.</p>	a procedure was created for Doha Shopping bus to check and monitor authorized usage	Closed	

10	<ul style="list-style-type: none"> Resident asked if there is any plan to shade the second slot for parking in duplex villas. How can the Community support that project on the expense of the tenants? 	<p>Klaus Tiel: It was in the past taken up with the landlord as there were request in the last 2 or 3 years. But unfortunately, the landlord did not support this idea. Some residents have done so without the consent because even for us, we are not the owners of the property, meaning the buildings belong to Alaqaria. If any modifications happen to the building internally/externally, we require the green light from the landlord to do so first. They were advising us back then that since is not possible to do it for all, they said not to do it. However, we hear what you are saying. Community Maintenance have periodical meetings with the landlord and they will raise it with them if this is something that they are willing to reconsider. We will try it again. You can also use the Help Desk number. It is the best way to get in touch for residents to get their answers or feedback for their concerns.</p>	Maintenance Service response - no plan for shading the second slot at this point	Closed	
11	<ul style="list-style-type: none"> Resident complained that there is only one indoor volleyball court and in the summer season, it is very difficult to play outside. That volleyball courts is only available for 4 days. Is it possible for it to be available throughout the week and another volleyball court to be available? 	<p>Klaus Tiel: We don't have adequate number of facilities for indoor sports activities and venues are limited. Often also is the space in the school is being used by AKIS for their activities and sometimes those venues are not available because of maintenance and examinations the Sports Hall is not available then the activities scheduled there had to be moved to alternative venues. Those are the challenges we are facing, not having enough resources and facilities in order to serve the Community and make maximum use out of it. If the place is available (no bookings in the system) you can request by email for volleyball giving us at least 48 hours motive to facilitate , we can swap internally in the system. The residents cannot do it but we can do it from our side. You just need to send an email if other venues are all booked and we will look into it and respond.</p>	Limitations due to facilities available	Closed	
12	<ul style="list-style-type: none"> Resident inquired if it is possible to have a pick up / drop off service to Hamad International Airport. QP is offering this services! 	<p>Klaus Tiel: Employee benefits is actually something HR provides or deals it.We will take it down ands see what the company's response is.</p>	HR was informed in question raised, and once response is provided AKC will share feedback	Open	31/10/2018
13	<ul style="list-style-type: none"> Resident asked if there is an option for the contractor to do maintenance services of their backyard against payment. 	<p>Klaus Tiel: Residents are free to approach contractor if ready and willing to provide service against payment. Please do get in touch with our landscaping dept. or the contractor to our landscaper. Obviously it would have to be outside of the working hours of the contractor but I am sure they can against payment. I have been approached by a lot of businessman that is in the process of establishing landscape company or providing landscape services that wanted us to advertise their services to the residents - still awaiting their confirmation of service in order to share with residents. Meanwhile please get hold of Al Nakheel Landscape Company to give you a quote as it depends on your requirement/preferences. We leave this to the resident to decide with the contractor.</p>	Residents are free to contact the Landscape Contractor of AKS for individual arrangements or engage external contractor!	Closed	

14	<ul style="list-style-type: none">•Resident asked who to contact regarding maintenance of landscape or backyard and the irrigation system.	<p>Klaus Tiel: The backyard maintenance is mainly cutting the grass and maintaining the shrubs or the greenery that you have. With the exception of, for example, cutting / removing trees impacting the wall, it was decided that it will be continued to be carried out by Landscape section. Same applies to the irrigation system. If there are issues on the irrigation system, you have to email our Landscape team and state what is the issue like problem with timer or the pump. It will respond to your request.</p>	<p>Maintenance of all landscaped area and irrigation system components in the backyard are the tenant responsibly including weeding, cleaning, trimming, mowing applying pesticides and fertilizers , maintaining pipes, drippers, sprinklers and valves for all plantations. However, huge trees causing property damage or presenting a safety hazard will be cut down by AKC. irrigation pump, controller , valves inside the pump room will be maintained by AKC.</p>	Closed	
15	<ul style="list-style-type: none">•Resident asked if there is any plan to provide bicycle parking near buildings as well since they are available in all Clubs.	<p>Klaus Tiel: For the bicycle parking, point was noted down for Housing section to discuss with Management.</p>	<p>No plans at this point in time</p>	Closed	
16	<ul style="list-style-type: none">•Resident complained about the loud sounds of A/C and exhaust fan when switched on. She cooks her food without the exhaust fan on and that is a safety issue. She had spoken with EMCO many times and they said that they could not do anything. There is nothing wrong with the exhaust fans. However, they are just old. She lives in D710.	<p>Alberto: Thank you for raising this matter. If you could contact Maintenance, we could immediately send our team to check it. We will take action on this and maybe tomorrow we could arrange.</p> <p>Mai Al-Kuwari: Please send an email AKC Help Desk email as it is more easy and we can follow up your case with other departments.</p> <p>Klaus Tiel: You can also call 4473-4555. That is the Admin Building Help Desk number. They are open during weekdays from 7:30am till 3:30 pm.</p>	<p>AC and Exhaust loud noise have been rectified and reduce the notice.</p>	Closed	
	<ul style="list-style-type: none">•Some residents do not receive the emails that we sent or any notifications on website.	<p>Klaus Tiel: We do have electronic newsletter that has subscription list. We have emails that we have on record, which we update whenever residents join new to the Community. However if we are not getting an email address, we cannot update the subscription for the newsletter. So we would like you to please help us by providing your email address - whether it is the company email address or personal email address. Our Reception here will add you to the subscription. The same applies with mobile numbers. We appreciate it if you would share it with your colleagues.</p>	<p>IT request was raised to update email folder "Al Khor Community Residents" to ensure employees reach messages</p>	Closed	

Email	<div>•Thanks for the bike workshop.</div>	<div>We appreciate your feedback and looking forward to open by first week of October</div>		<div>Closed</div>	
	<div>•Communications needs improvement i.e. FB and Web Site are not sufficient, better to rely on SMS and emails. For example number of people didn't receive the AKC survey</div>	<div>Thanks for the feedback and we will consider it, however in last year's survey we had residents complaint about, that they receive too many SMS's from the Community – however your point is taken and we will try to prioritize to ensure we reach maximum of residents! Communications is very important and we agree with you.</div>	<div>IT request was raised to update email folder "Al Khor Community Residents" to ensure employees reach messages</div>	<div>Closed</div>	
	<div>•Survey asking people why they don't attend this forum i.e. is it because they are very satisfied or the other way around</div>	<div>That is an excellent point and we will include this question in next year's survey - much appreciated!</div>		<div>Closed</div>	
	<div>•Safety: Old field is becoming a hazardous playground for the kids because of its poor ground. On the other hand the new field lacks enough lights.</div>	<div>The school football fields are maintained by Landscaping section and we have copied them into this mail for their reference to see what action can be taken. I personally raised the point with the floodlight of the new field with AKIS facilities team, but understandably as asset coordinators they are reluctant to improve the situation, as they are actually not using the field during evening hours. We will bring it up in meeting and see the Managers feedback!</div>	<div>Uneven areas have been rectified as a temporary solution. However, in future the field should be converted to artificial football field for intensive usage AKC and AKIS have. Suggestion will be communicated to AKIS management. Light maintenance was carried out as per the original design</div>	<div>Closed</div>	

	<ul style="list-style-type: none">•Maintenance transportation efficiency i.e. too much time waiting car after job is finished	We will ask Maintenance team to respond, as it falls within their jurisdiction to liaise with the contractor.	As we understood the subject is about the time wastage during the maintenance vehicle waiting period which AKC maintenance is aware of and reason is the different types of contracts in-place either per attendance per day or as per completed service basis. Payment generally is based on completed service per unit rate but not on daily attendance rate.	Closed	
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