

## RESIDENT FORUM Q2 - 2019

SR #	Question / Suggestion	AKIS Response	Action Required	Status	Estimated Completion Date
1	Resident asked about being able to book rooms in the school for tuition classes as majority of the rooms in the Clubs are booked.	<p><b>Adam Moore:</b> The school is open as a facility to all community members, so you go to our log-in booking system, I'm sure that the AKC would be able to book it in the facilities system for you. Now depending on the size of the facility that you need and the resources that you require, then that would need a further discussion. All those facilities are always available in school whether CBSE, CMPR or any other larger classrooms. Certainly these would be facilities available for you to book. Obviously after the school hours, after intervention sessions in the afternoon, then the school is available for other bookings.</p> <p><b>Klaus Tiel:</b> Just a small correction on Adam's statement. It was actually previously agreed and is also a requirement by the ministry of education that the tuition classes are not supposed to be done. It cannot be tuition on subjects that are being taught as part of the curriculum, cannot take place in the school. It is a requirement by the Ministry of Education and if they would find out that these things are happening, like tuition classes in the school, that would be a potential risk to the education license. We've had this issue before, but I'd like to give you some other good news, as some have one of the frequent tuition users, they are quite a large group with many classes, they actually went outside the community and rented a villa which freed-up space in the Club. So, you can now approach us on this and hopefully we'll be able to accommodate you request for tuition activities.</p>	No action needed, as rooms are available for tuition classes in ADC and in ANC	Closed	
2	Resident raised his concern regarding the incident that happened to his son on 07 April 2019, when the school wall collapsed and fractured this sons' leg into two who is in Grade 10. His son had to undergo an 8-hour operation. Resident is requesting for the Community Management to take appropriate action regarding the matter. Resident has expressed his frustration that as a parent, they are confident that their children are safe and will go home safe after school hours.	<p><b>Klaus Tiel:</b> On behalf of the Al Khor Community Management, we are really for what your son is going through and all the best for his speedy recovery for your son and we wish that soon he'll be back in his old form and be a happy kid. To ensure that this incident will no longer occur in the future, they moved the particles or parts that were identified as safety hazards. We are currently working on a project to replace the old wall.</p> <p><b>Adam Moore:</b> There is a very comprehensive investigation on the way now, it has been going on for a week. I am sure that the results will come out</p> <p><b>Jassim Al Baker:</b> First of all, we would like to say we are very sorry for what has happened. We hope Inshallah he will recover fast.</p>	An investigation is underway by the company	Open	
3	Resident mentioned that the buses going to school used to be bigger compared to the ones being used now.	<p><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.</p> <p><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.</p>	Transport to inform or remind MBM drivers	Closed	