

## RESIDENT FORUM Q2 - 2019

SR #	Question / Suggestion	AKC SSE Response	Action Required	Status	Estimated Completion Date
1	Resident inquired if there are any plans on installing CCTV cameras within the community, similar to the new villas, as 3 of his bicycles were stolen in a span of 1 month.	<b>Amar:</b> The plan is there. We are just waiting for the landlord to get back to us with the plan on how to start. The cameras that that you saw are for the 110 villas.	We are still awaiting a reply from the Landlord as we sent follow up letter through AKC Management. We wstill advise AKC residents to lock their personal belongings at all times.	Closed	
2	Resident is requesting to have the CCTVs outside Al Waha Club to be fixed, after the incident concerning his son's bicycle being stolen at the Al Waha Club parking lot during his Karate Class. Security has requested the resident to provide photos of the bicycle however, they were unable to do so. Also, resident claims that if ever he provides the photo, there would be chances that other residents would have the same bicycle. Resident asked Security if the CCTV cameras are working and he was informed that it wasn't.	<b>Amar:</b> The report was made in 09 April 2019. Please pass by Gate 1 and see that maybe the bicycle is there. <b>Jassim Al Baker:</b> You have to ensure that your belongings are secure from your end too and having the CCTV is a valid suggestion that we will consider.	We are still awaiting a reply from the Landlord as we sent follow up letter through AKC Management. We wstill advise AKC residents to lock their personal belongings at all times.	Closed	
3	Resident reported that his child's bicycle was stolen from their villa. Resident then checked Gates 1 and 2 to see if the bicycle is there, however, unsuccessful. Reported to Security since February however, no action has been done. Resident also raised his concern about the cancellation of the shopping buses. Resident claims that it would be easier for families especially the ladies and children to have the shopping bus again as the husbands/fathers, are at work.	<b>Amar:</b> We advise all our residents to take care of their personal belongings at all times. A case that happened to you could also happen to anyone.	We are still awaiting a reply from the Landlord as we sent follow up letter through AKC Management. We wstill advise AKC residents to lock their personal belongings at all times.	Closed	
4	Resident shared that she had a near miss incident when a 3-year old boy suddenly crossed the street. Resident is requesting for a mandatory road safety training for children as well. Secondly, resident reported that kids play football within their area and usually the ball would hit her window. She has then reported this incident to Security several times. Lastly, senior students (male - from AKIS BS), plays around the building fire extinguisher and leaving it outside her.	<b>Amar:</b> We apologize for what has happened and we will continue to do our best. The engines does not stop and patrolling will be done 24/7 as usual. We need the support for the residents as well. I can guarantee you that our security guys will continue to patrol.	AKC Security will continue to monitor this matter closely to ensure non repition and will take strict action on residents who do not supervise their dependents.	Closed	
5	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.	<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. <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 <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.	The incident is still under investigation.	Ongoing	
6	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,	All Security Incidents are tracked and monitored efficiently. Resident must contact Security Emergency Number 44722600 and we handle all issues related to Security. The other comments from the resident can be reported to AKC Helpdesk or EMCO helpdesk for further action.	Closed	