

RESIDENT FORUM Q1 - 2019

SR #	Question / Suggestion	AKC SSE Response	Action Required	Status	Estimated Completion Date
1	<ul style="list-style-type: none"> •Resident complained of increasing number of illegal parking because of lack of parking space (for guests or if they have more than one car). •Resident asked if Management can guide Security regarding visitor using parking space because resident is always reprimanded over this matter. 	<p>Allan Guinhawa: We have already in discussion that we can use the side parking of the road but do not obstruct otherf vehicle. This matter will be addressed to our Head of Section and we will share with you our action.</p> <p>Klaus Tiel: As per previous meeting with Hamad our Community Manager, he clearly stated that you can park your car within the street with the understanding that you do not block either traffic or any other vehicles. If Security will come, go and take a picture where it is parked to get clear evidence and share with us. I think what it needs is just making sure that this matter is communicated to all the staff relevant. We may put it into a notice and send it out officially - so if someone says something, the notice should make it clear.</p> <p>Allan Guinhawa: Also we will ensure that ever Security is aware of this policy.</p>	<p>Security will send out a notice clarifying the matter officially to residents and security guards</p>	<p>Closed</p>	<p>End Feb 2019</p>
	<ul style="list-style-type: none"> •Resident complained of the frequent replacement of plates of the electric cooking range and as this is a safety concern based on the presentation shown, how can this issue be solved. 	<p>Klaus Tiel: Contact the Maintenance Department to get it fixed. We will note it down but there is user manual on how to use these things correctly. The type of pots and pans you use to cook should match the size of the coil below and dimensions given to ensure safety. If this is reoccurring more frequently, then it is for Maintenance Department to address (report it) it or if it is required to arrange for replacement.</p> <p>Alberto: We just need to review it again because we have several issues happened similar to that but when we investigated, it only happened when there is overflow from the cooking resulting to damage to the equipment.</p> <p>Klaus Tiel: Under QG legacy we have changed the cooking range at old QG units and repalced them with Ceramic type cookers for safety reason (following an incident). Unfortunately, only one company wanted to pursue this. Appliances are now only repalced on a "as needed" basis, so we can no longer make it a case, as instructed by Management. The Resident Forum's are minuted and shared with management so they are aware. If people do not like their appliances, they are free to purchase their own but there will be no maintenance from our side.</p>	<p>Maintenance has reviewed the cooker history and confirmed that the cooker is in working condition. For all South QG we plan to replace all cookers with the new type as North QG after getting approval from management. Safety may review any potential risks/impacts</p>	<p>Closed</p>	
2	<ul style="list-style-type: none"> •Resident requested for revised Home Fire Safety Classes schedule to accommodate employees from Ras Laffan who are not able to attend due to duty timings. 	<p>Allan Guinhawa: We will check on that as we have received similar requests from other residents. I'm suggesting to our Section Head two schedules from 4pm to 6pm. Probably, we will have different schedules.</p> <p>Klaus Tiel: We will check with the class provider if they are able to re-schedule and then we will check availability of the venue in the evenings, as we know there are people who wanted to come but could not due to non-availability of evening classes.</p>	<p>Safety to come up with alternative dates to add in the evenings. Will be posted once available</p>	<p>Closed</p>	