

SR #	Question/Suggestion	SSE Response	Action Required	Status	Estimated Completion Date
1	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	<b>Vinesh:</b> I raised the incident report to Security. I also communicated with Al Aqaria to relocate... <b>Humaidi:</b> Relocating is not enough, they need to be relocated and we need to charge them for the damages. <b>Vinesh:</b> I think they relocated the dust bins <b>Hamad Al Humaidi:</b> I'm sorry, it's the first time I heard about this issue. Vinesh, please remind me tomorrow early in the morning.	<b>Hamad Al</b>  This issue has been addressed to Al Aqaria and has been closed.	Closed	
2	1. Resident complained about the same compound in Al Aqaria that there is no parking space for guests. If anybody comes to their house, there is no sufficient parking space. If they are parking beside the road, security will come and advise them to remove their vehicles. Guests are parking in the U-turn and the space beside that. The security is saying that if there is an emergency, that is why parking is not allowed. Since there is no parking space available, residents and guests park on the road or beside the road.	<b>Hamad Al Humaidi:</b> 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. <b>Amar:</b> 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. <b>Hamad Al Humaidi:</b> 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 during 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 they are putting. Thank you. <b>Klaus Tiel:</b> Maybe in the Town hall meeting that is something you could bring up with your friends/team members and so that it may reach our Management. Thank you. <b>Hamad Al Humaidi:</b> 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.	It was advised, that guests can park on the street if no visitor parking is available in close proximity, with the understanding that other vehicles are not obstructed and roads are clear for traffic to pass. Security section will instruct mobile patrols accordingly.	Closed	
3	1. Is it possible to call the traffic emergency number on the emergency contact numbers should in any case because it is not there? Because in any case that someone finds someone driving or vandalizing? Is this for all? Even if we see toddlers in the road. 2. To continue the question of my fellow, he said that if guests visit the residents, security will allow for along as it is not blocking the road or junctions? How about, if the residents are visiting their fellow residents in the C-type flats? There are empty spaces and residents could park there. But residents usually receive a call from the security that it is not allowed next to the bins, but when they normally parked there, residents are afraid because the parking space is not enough when visiting their neighbors. Is there any other solution for this? Because our wives doesn't not know. 3. Next is about the traffic, sorry to say this, but most of the caddy drivers, the resident noticed that lady drivers does not know the speed limit and sometimes they overtake especially during the rush hour in the morning. Maybe they are already late to drop their kids.	<b>Klaus Tiel:</b> For all situations, whether you want to report a fire, medical emergency, also for an example that you see an accident, that is the number for you to contact so security can act on the emergency accordingly. It is 24 hours a day covered by personnel. <b>Hamad Al Humaidi:</b> For us, it is very easy to punish and block, because I think there is a system in Al Khor Community procedure, that a resident cannot drive if they violate. And I am not sure if you know me. I came from Operations and I think that when you are here, I am strict about this. I accept violations but the issues when we punish any lady here, we are not going to punish a lady here. Her husband thanks that they will go to the Club, in a very tired mood and those people are the one making the company income, they are making the production, so sometimes, our security are nice and give exceptions, but I agree with you. Violators must be stopped and eliminated. And there should be no excuses. No excuses at all. And I think that the speed limit of 25kmph is okay. To be honest with you, once I arrived here at 7:00am and I would see ladies overtaking and sometimes I will not say anything, because maybe she has some reason why she did that.	No action required	Closed	
4	Resident wanted to highlight on adding a street as there is only one exit. Sometimes children are playing and vehicles will come, they wouldn't know that there is no exit, because even no signage's are there. It is near the new villas in the RasGas area. B-540 Street 46	<b>Hamad Al Humaidi:</b> Thank you. I think our security needs to make a survey on where to put all the signage's.	Security will conduct a survey in 2019 in collaboration with Alaqaria	Open	Q1 2019
5	Is there a plan on any road maintenance because some of the roads and speed humps are in bad condition. And also the newly installed speed humps are very sharp it is not good for the cars.	<b>Hamad Al Humaidi:</b> To be honest 2 days back I got a draft contract of 20 or 35, I am not sure with the number, but I requested them to give me the high contract value of each location and get approval from the Management. Because we do not want to kill people with those humps everywhere. We are not a community humps here. Because after one hump there will be 3 humps which I really...we know, there are some places that its nice to have humps. So I requested these information. Once I approve them, I will endorse it to our landlord to proceed.	Safety to inspect the speed humps and inform to contractor to make the necessary adjustment on the speed humps	Open	Q4 2018