

RESIDENT FORUM Q1 - 2018

SR #	Question/Suggestion	AKC Response	AKCMC Response	Action Required	Status	Estimated Completion Date
1	<ul style="list-style-type: none">Resident has raised the concern regarding the landscape at the back lawn of his villa. As per the resident, the last notification they received was two weeks back regarding billing the residents. How will they manage such a big lawn? He currently reside at Q8 158 and has a back and front lawn. Resident also commented on the points raised by Klaus Tiel saying that the complaints in privacy and the Doha compounds are two different things. What if someone complains about privacy, AKC as a company can remove the gardeners from the villas and not to all the villas who are not complaining. Resident reiterated that for him and for many other residents, this is not a concern. The concern that came from one resident should not be straightforward be applied to the whole community. As for the Doha residents, they had the choice to choose their housing units, as for the AKC residents, the company has allocated them on which housing unit to stay. These are two different cases. It is a unfair to be compared to both. The last point on subsidies, resident mentioned that he has moved in the AKC 10 years ago. He was not told that he will manage the backyard. Resident preferred to be moved to a smaller KG villa because their back area does not have gardens. Resident has asked final question if the AKC has considered the side effects of this whole exercise which will cut down for sure and will have financial benefit, it will barely impact the green environment in the societyResident has received notification from the Clubs with regard to abuse in using the facility, swimming area in particular. Was informed that should in any case that this abuse is continued, the services will be suspended. If someone is misusing the service or facility, we shall pin-point that user and not punish the whole community	<p>Klaus: 1. Informed the resident that the initiative and decision came from the Company Management to align subsidies (in company Doha housing resident have to maintain the villas backyards too) and remove the backyards from the Landscape contract, however they will continue front yards as is. The idea is that we received a few complaints about privacies with the Gardeners moving in and out or during times that they did not expect, but the main reason being reduction in subsidies. However, in cases of cutting, have big trees in backyards, the resident may approach the landscaping section and they will assist, because we understand that safety equipment and professionals are required for this and has to be looked after. We are referring mainly to basic maintenance on cutting the grass, removing leaves, etc. which will become the residents responsibility. This will be applied to all villas in AKC. It will start with the new landscape contract coming online, and we will send a reminder then. It was Community Manager along with representatives from Landscape Department who literally pleaded on the residents' behalf using the arguments that were mentioned with the Company Management. If residents feel differently, please raise this matter at the Company's Employee Forum / Town Hall meeting this year.</p> <p>Khalid: 1. Told the resident that all his concerns were raised by Community Manager to the Management and insisted to keep the contractor in this but was not favored. It will be removed from the contract. We tried in more than one occasion.</p> <p>Klaus: 2. We do encounter many infringements to rules, but unfortunately only a minority of residents, causes damage to property and that obviously impacts cost either to replace or to fix. It is a concern that the Club Management has to raise. Residents are asked to report, whenever they see a misuse. Considering the 15,000 residents, it will be impossible to police or baby sit the individual in our Clubs. This was done to reach out to everyone, even if not everyone is concerned. 90% usually comply with the rules and it is the 10% that do not. This is just one example. The majority complies but often pays the price for the Minority doesn't. It is intended only as an information, that we may discontinue the service if the abuse continues.</p>		Not required	Closed	
2	<ul style="list-style-type: none">Resident thanked the AKC Management for the services. Also thanked the School Management, Mr. Arogya Reddy, for bringing the exam centers inside AKIS-CISE. Asked if the message be conveyed to the Director as well. Awards received by their children are also the achievements of the Management. They are enjoying the activities conducted by the school as wellResident also observed at on the first of this month, in front of the Medical Centre, opposite the Al Meera, it is like a Lusail Circuit with young drivers recklessly driving. The timing is around 8:00pm at around 80kmph. Unfortunately it is an Amwaj driver. The security should immediately take the details and report	<p>Klaus: Thanked the resident for the positive comments and feedback and assured that since the meeting is minute, it will be shared with the School and Community Managements. Regarding the speeding incident, we will ask the Head of Security to with Security guards whether it was reported and recorded. If further details are needed they will get in touch with you to require further information.</p>		Security to check clinic CCTV footage or contact resident for more information pertaining the incident witnessed!	We have already removed all access and parking for non medical staff or patients. Closed	
3	<ul style="list-style-type: none">Resident commended the expansion of the Mosque. Also mentioned that the arrangement of the shoes at the Masjid entrance needs to be changed, as it is not the proper view of the Masjid entrance. It is too messyThe second concern is the Pool Car stickers. The security sometimes asks for additional information that causes traffic build up at the gate. Resident suggested to acknowledge the plant sticker inside the community as well. It will be very simple and easyResident appreciated the Maintenance Section for the hard work and completing majority of the requests sent out by the residents, however, the reason for such requests are due to the cheap appliances provided now, compared to the appliances provided when they first came to the community. One example is the cooking range, it is changed from time to time. It also affects the cost optimization. Unit number is C-10201Resident also raised the concern about the Beach Club. Majority of the nearby beaches are closed and the families need to go somewhere. Resident said that we had the Beach Club which was small before and it was closed down and there was no alternative. The beach in Al Khor has stopped granting for Barbecue and one is in Messaid and Dukhan, they do not have enough hours on a weekendResident mentioned about the room rentals whenever they have private functions within the Al Waha Club. These facilities are for us. What is this extra money? You will tell me this charges are very small. This can be done in hotels alsoResident asked about why the Ramadan Ifars were stooped. Small companies can have ifars and our company cannot. It does not necessarily have to be every Tuesday, even one time a month, which will not cost anybody anything. Resident apologized but mentioned that he had to address it because he's had it	<p>Klaus: 1. Unfortunately the change of sticker policy was done last year by Management instruction. Since the question was asked, we will forward it to our Head of Security and Safety to look at it and see if there is something that they can do. Looking over the years back, all the housing units were bought by the Company, in due cause, Managers of certain areas change and everyone has different ideas, new things. After that they said they didn't want to do this anymore and rent and we are going to get the money, we'll ask Al Aqaria to do it. Certain packages that were out of this is afterwards were given on to the company as a longer replacing it, they will ask Al Aqaria and consider that the money has been paid in form of the rents that are being paid and Al Aqaria provides. We have had this issue before that the units were all of a sudden smaller in capacity, again, the decision was made and unfortunately it's the residents experienced the impact.</p> <p>Klaus: 2. Totally understands the point about the Beach Club and informed residents, that constant reminders are given to Management. The Beach Club had to be removed as per the instruction by Ras Laffan City and Ministry of Interior, due to security reasons. Suggest the resident takes up the concern in the Company's Town Hall meeting. We will make sure that this matter is passed on. It is best if these concerns/feedback comes from residents, rather than the Community Management, as it always leaves the impression we are complaining, yet we only try to bring it to Management's attention.</p> <p>Klaus: 3. Asked the resident if he has read the updated Club Rules and Regulations, because it is mentioned that if a resident wish to book a room and do not consume any food and beverage, then resident will have to pay a room rental. If food and beverage is consumed, then no room rental charges will be applied. The Rules were updated effective January 2018.</p> <p>Klaus: 4. The AKC team has argued the Community Eid and Ramadan Ifar events conducted in the past, but sadly all major events were cancelled due to budget optimization, similar to what the school is experiencing too all community sections were effected. We will take it to the Management again and we will leave it for our Management to decide they want to approve the budget to hold one Community Ifar during Ramadan. We've done countless Ifars before, even Rasgas sponsored some and we even extended the curtesy to community contractors.</p>	Management to consider point 2. and 4.	Security to check and respond to point 1!	1. Pool vehicles must be verified as the users are always changing so we must confirm and verify that the employees and passengers who are utilizing the vehicle are only QG staff. In addition we must follow AKC Access Procedure. 3. closed	
4	<ul style="list-style-type: none">Resident raised a matter regarding Safety and Security. It has been observed that many of the outsiders / visitors who come inside the community are driving more than 25kmph and especially during school time. Is there anything that can be done? They have observed that the security are taking the radar during the off peak timings and there are not so much vehicles around to be checked. Peak hours are from 5:00am or 6:00pm	<p>Klaus: 1 personally observed it and usually take the plate numbers and report it to security. We can ask security to change the radar schedule maybe during drop off and pick-up of students at the schools. Traditionally it is done on Street 1 and 2 because these are the main roads. But we can raise the matter with security to focus on the streets in front of the schools. Usually people only follow the rules when there are penalties or fines and when there is money involved, the abuse subsequently stops. We will forward the feedback to Head of Security and Safety in order to get a recommendation.</p>	Security	Security to check and respond	We have increased Radar Teams in all AKC locations and staff has been asked to be more vigilant especially during rush hours. Closed	
5	<ul style="list-style-type: none">Resident complained about a bus that is parked in front of his villa A-14 for more than 8 months now. Complained to the security however no action has been done. Teenagers threw stones on the windowsResident mentioned about the monthly classes. He is requesting to have the classes to have a monthly package - Martial Arts ClassesResident asked about the Medical Timings, if the old timings can be placed to save some time. The Medical can have a different timing for WinterResident asked Dr. Charmaine if she could extend her services to the kids since she is providing her services only to the ladies	<p>Klaus: 1. We will take it up and security for them to check.</p> <p>Klaus: 2. Asked the resident to meet with Head of Clubs to discuss what can be done. Certain classes have requirements and regulations that involves sports federations (Martial Arts, Taekwondo, Kung Fu), but it can be done, in cooperation with the coaches. It is not for us to decide Sports Federation apply regulations, however we will inquire and will it.</p> <p>Dr. Charmaine: 3. When these timings were changed, we put in the numbers of patients we see in the morning, we did an analysis of patients flow, because we keep the medical center open for 12 hours. Initially we were asked to have it open from 8:00am to 8:00pm which is in line with Al Shamooq Towers in Doha because we are one Medical Facility and we should have the same timings. That's why you noticed the Saturdays are also from 9:00am to 5:00pm. However, we did identify that in the community, the needs are different and people rather come early than late and we made a case of 7:30am to 7:30pm. The other reason for 7:30am we found beneficial is this middle timing is that about 75% of the medical staff are based in Doha and especially during time when there is fog, we found that we can't actually open the medical center at 7:00am so it's a complete waste of resource, to somewhere put it in middle ground, we put 7:30am to 7:30pm. It is not my call to have a different timing for Winter season, but I do not think that it would work because even the employees who work in the Medical Facility they have to organize their housework and their children and their families, so we can't have a separate timing for Summer or Winter. Maybe we can run a poll to see what timings work best for the residents.</p> <p>Klaus:3. My recommendation would be, if there are sufficient number of residents that address this particular case, either by suggestion form or by email, we can collect the date and if a certain number is collected we can approach the Chief Medical Officer in Doha, addressing the concern about the opening hours - one comment may not be enough to warrant a case. If the resident knows others that feel similar, ask them but put it in writing and send it to us and then we can raise the concern about the Medical Facility's opening hours.</p> <p>Dr. Charmaine: 4. I am a Gynecologist and also a General Practitioner. I do see female children if they have issues related to Gynecology. In order to streamline administrative and clinical work, I see patients by appointment. I am happy to see females of all ages and will be happy to see children who have a complaint related to my specialty</p>	AKCMC Security	Security to check and respond to point 1!	1. We are dealing with the issue and resident has visited AKC Security and we confirmed that the matter will be closed before Thursday 29th March 2018	