

RESIDENT FORUM Q2				
SR #	Question/Suggestion	AKC Response	Action Required	Status
1	<ul style="list-style-type: none"> Resident has raised the concern regarding the aggressive attitude of teenagers in the Community. He noticed it very well ever since he moved to AKC 3 months ago. He mentioned that it is due to the fact that the most of the teenagers were born and raised here and they felt that the Clubs, Al Meera or wherever in the Community is part of their home. Resident asked what are the measures and steps that AKIS is taking regarding the matter. It should be a joint effort between the home and the school. The resident was also involved with teenagers where the Security had to be involved Resident asked if they should leave the AC on or off whenever they would go on leave. He mentioned that when he moved to AKC, he found the curtains started to decay, as if nobody touched the villa after the previous tenant left. It led him to the assumption that this is due to the AC left switched off, humidity and heat Resident asked regarding the possibility to increase the number of participants or increase the quality and fees of the activities, example the swimming classes. See how many will join 	<p>Khalid: E3-G4 Advised the resident to switch off all appliances whenever going on leave as it has a big chance to have issues. Explained that we had an incident before when a resident left for vacation and left the AC on and it caught fire.</p> <p>Klaus: Asked the resident to check if their AC units has a timer where they could program for certain hours during the day to make sure that there is air circulation within their villa. Also stated the incident before where the resident left for vacation for 5 weeks and left the exhaust fan on and it caught fire. It happened in a building, all the residents must evacuate the whole place, break into the apartment to deal with the incident. It is strongly advised to the residents to switch off the appliances. Going for leave for a week and 5 weeks has an impact.</p> <p>Indira: Strongly advised the resident to switch off the AC upon leaving their home not only when they go on leave as she witnessed a house got burned when the owners left for only a few hours. It is due to the electrical wires. We want to ensure that you and your house is safe. Curtains however will be changed but not immediately due to the budget, maybe the next year or so.</p> <p>Klaus: Current Club facilities are the same or have not changed since 2003. In 2003, we had 4,000 residents approximately, now are 15,000. Image the pressure that we have on the facilities that we have in the Community. Facilities such as pools, sports halls, football fields bookings through the website was imposed to ensure that everyone gets access and no preferential treatment. First come, first served if the places are booked. Towards classes and activities, please understand that every time we do classes and activities, we take away a place that is being used wherein residents can use for recreational activities. The number of participants is because we can't have 50 people in a class to ensure quality and safety will not suffer. Also please be more specific, if you are looking for adult swimming classes or you are looking for classes wherein you're part of a group or individual sessions, there is a variety of things that we can arrange. We don't want to advertise individual lessons or activities for the reason I mentioned earlier, first it takes up space, it takes a person or a coach to look and we rather being 15,000 obviously we have to cater to a majority and less to the individual needs. You are free to meet with any club representative to see if we can accommodate requests.</p> <p>Hussain: Welcome to the Community and I wish you and your family a very happy and peaceful stay in the community. In terms of school, in addition to high quality academic education, we place a lot of effort in the personal and social development of our students. We have programs where they could build their character, personality, leadership and to enable to instill positive values in terms of social responsibility. Also, we have recently improved and tightened our behavior policies the structure is clearer, we have clearer sanctions for misbehavior and also we reward positive behavior, so it is a behavior policy that clearly breaks down rewards and sanctions and clearer behavior framework. Recently, we have started working closely with Al Khor Community, so we have a monthly meeting with the school and the security team of the community, because we recognized that there is a growing problem of misbehavior in the community and we are looking at strategies to address this together. Now at the same time, you said something really important, in terms of "Collective Responsibility", so it is a very big responsibility of both the parents and the families. The school is responsible for the behavior of children during the school day, but in the evening or weekends, children are primarily the responsibility of the parents, so it is very important that if there are children that are being disrespectful, or they don't follow the instructions in the clubs, littering in the community or driving dangerously, then the parents must be aware of what they children are doing and instill the right values to their children. The Community has recently sent an announcement informing the parents of the community that when children are not respecting the rules in the community, that it will be communicated with the respective HR Departments of QG & RG because all of us are responsible for the behavior of our dependents. It is a privilege that we have the facilities in the community. We have to take collective responsibility and as employees, we need to ensure that our dependents including our children are respecting the rules within the community and the facilities being provided, so we are raising great emphasis on the importance on character building. We are preparing the students when they go to university, preparing them for future careers, it is not about qualifications, it is about ensuring that they have the qualities, skills and values to be a caring, responsible and disciplined adults when they move on to the society. So we look forward to continuing to work together as we improve. For swimming, we have a center for sporting excellence and as part of that, we have sporting activities such as swimming, gymnastics, where we have a very high level program to develop talented students. So what you can do, on the beginning of the next academic year, is to put your children forward to be part of the swimming program and you would see in our slide where our school attended the BS7 Championships in Abu Dhabi and we came away with 64 medals beating the top schools in the competition, so we have a high level of coaching and training.</p>	None	Closed till specified otherwise
2	<ul style="list-style-type: none"> Resident applied for a temporary membership for his mother and due to the visa extension formalities, he had to renew the card. He was informed that he should re-apply again Resident requested to have a variety of Arabic books in the library, considering that there is a wide category of Arabs in the community. He also mentioned that he suggested this last year. Suggestion was to start with 10, 15, 50 books and see the response from the residents. The English books are good for the children/students but for adults, not so much. The reason last time was due to the budget 	<p>Klaus: Actually the information given to you is not correct. If you're already applied then it is considered an extension, and just mention it to receptionists - you don't need to re-apply. What you have to do is to pay the fee for the remaining time you'd like to extend the temporary club membership then they will extend it. Receptionists will be re-briefed. As for the Library, please understand that we have 60 nationalities here, so if we start to open that door to each nationality, the library will not be sufficient to hold the books that we have. Also, please understand, the Library was established from donated books, we have the books that we purchased occasionally, mainly are reference books and they make up less than 5% of the books in the Library. Most of it comes from books donated by residents. It was decided by previous Community Management, that due to the number of nationalities here, we'll settle for English, since English is also the company's language, that we'll focus out those books being offered in the library. Al Khor town has an Arabic library at the Corniche and should be get more budget to expand we will consider it.</p>	Matter addressed to club staff concerned	Closed
3	<ul style="list-style-type: none"> The new cookers, the last time the residents' cooker was cracked. The vendor did not accept it at first because of the warranty but later on they replaced it. The process took 2 months to finish and would like to appreciate the support from Housing Supervisor Erick. The question is regarding the agreement with the vendor, if we have or not 	<p>Indira: The tenant stated that he cracked his cooker glass top again for the second time and he asked if there is warranty. Explained that the cooker is under warranty however during Al Mana's previous investigation they claimed that the crack was caused by the tenant and they declined to replace it however AKCD was involved and demanded Al Mana to replace all 8 tops.</p> <p>Al Mana indeed replaced all 8 glass tops and notified us that we they will not replace it for any other unit if the crack is caused by the tenant unless it is manufacture failure.</p> <p>However I still invited the tenant to visit our office and that we will check with Al Mana if they will replace the same top the second time. He visited my office and we sent the enquiry to Al Mana and advised the tenant that we will get back to him once we receive the reply.</p> <p>The tenant stated that he is fine and no problem if Al Amana will not replace it he will pay for it and will purchase the cooker that suits his needs.</p> <p>Klaus: As what the Top Management said in the meeting I attended with the Community Director, 'if the resident is not happy with the appliances they received, they may provide their own and look after it themselves'.</p>	Awaiting response from Al Mana	Pending
4	<ul style="list-style-type: none"> The Amwaj service price list has changed dramatically over the past 2 or 3 years. The more frequent items such as beverages has increased, like the cup of tea or coffee that started with QAR 2.00 now it's QAR 4.00, small bottle of water is QAR 1.00 before now it's QAR 2.00. The price in the barbershop has also increased by 100%. The resident mentioned that he is speaking on behalf of his friends as this has been noticed and requesting for a possibility to review the significant increase in the prices as it would be an added value 	<p>Klaus: Thank you for your comment and we knew that this would happen, but for everyone's info, in future there will be no longer a subsidy towards food & beverage items served in the clubs, as the company decided to opt against the club services concept. So prices may have gone up, because the rates for barbers is no longer paid for by the Company, but has to carry itself through the sales of barber services. Budget optimizations also affected club services and we had to let go of staff or outsource services. Next year the company has also decided that the concept is to outsource catering services to the contractor to run the restaurants and the outlets. The contractor is then free to determine its own pricing without us interference - 2018 will look much different. In future residents will have to patronize the clubs/services in order for a contractor to maintain reasonable prices, because if residents don't use our services the Contractor may not want to continue or has to increase prices to cover his expenses. It will be an open competition with possibly different contractors running 3 different clubs. Contractor is also open to hire a subcontractor.</p>	Current and future situation explained	Closed
5	<ul style="list-style-type: none"> The smoke detector in my house needs to be changed and rectified, I called several times and up until now, nobody came. 10 days ago I also complained about a leakage in my kitchen, the team came and checked but couldn't find where it is coming from. I was able to fix it myself 	<p>Douglas: I was very disappointed to hear that you do not have any smoke detector since December 15. Please give me your details and I assure you that you will have a smoke detector tomorrow.</p> <p>Maintenence: Your second question was about the leakage, all the piping system are embedded, identifying the source will take time. Since you are occupying the new units, we are still not able to study the system however we will note it down and check it out.</p>	Upon investigation it became apparent that ALAQARIA had removed the smoke detector and not replaced it. No phone calls were received by AKC from the tenant regarding this matter. A smoke detector was fitted immediately by Integra	Closed