

RESIDENT FORUM Q3

SR #	Question/Suggestion	AKC / AKCMC / AKIS Responses	Action Required	Status	Close out date
1	I'm staying in Flat no. C144 Street No. 53 .The tress in my area are quite dull and very dark at night in the entire street. I already send an email to EMCO and they also informed the Qatargas Maintenance.	Klaus: We will visit your location and we will get back to you since you already stated your flat number and street. Feedback will be available on our website with findings.	Housing/Maintenance to check the lighting	Open	
		Hamad: If you have any complains, it is better to report directly to Al Khor Community Management not always to EMCO . If it is about maintenance, landscaping, safety. Especially if it is not in the scope of their work. EMCO is our contractor and they may not be authorized or in the position to entertain to your issues.			
2	My queries is about the medical center timings which we can only visit the doctor in the morning. And regarding the schedule of getting a print out of the doctors findings. Example is gym medical certificate and blood test result.	DR. IYAD: For medical certificates and reviewing the blood results ,we prefer to visit the medical center in the morning since we have full staff during that time ,after 3 o'clock we can only do acute and emergency cases. We cannot give you the blood result of your wife if she's not with you . We cannot give you anyone result if it is not for you or if the patient is not with you.(we cant break the confidentiality of our patient). If your blood result were discussed with you by a doctor You can take it in the afternoon from reception and no need to see a doctor again.		Closed	
3	Why they divide the Kindergarten into A,B,C before it A,B,C & D. I don't understand.	AKIS: Unfortunately we had one teacher who left us in the middle of the Academic year. We were unable to manage the class hence we divided it into 3 sections rather than 4 and we are in the process of replacement. We are seeking a replacement teacher and class will be back to normal as soon as possible.		Open	
	What's the purpose of the security standing in the round about and always checking our speed limit? When is this going to end? It is very shameful for us I think.	HAMAD: I know I'm not the police and I also want to stop this but there is a regulation that we have to follow. There's a lot of complain about over speeding and some pending cases of accident due to over speeding. So this is really important.		Closed	
4	I'm staying in Flat no. C19402. We are not getting Ooredoo 4G Wi-Fi facility in our building. Ooredoo are telling us that our community is not included in this range.	ERIC: I have not received before any complain about our 4G Wi-Fi. The best thing to do, I will take your fine number and I will contact the Ooredoo as a costumer account and I will ask about your 4G maybe we can find out something and will let you know.	The community has fiber optic cables, the speed of your connection depends on the plan you subscribed to with Ooredoo.	Closed	None
5	Security with speed radar should not visible to be more effective. Residents usually only reduce speed once they saw those securities. Maybe we can impose fines, how many violation taken and can give lesson to us . Maybe we will improve.	HAMAD: I cannot implement hiding the security with radar. It is a shame and should be the mind set of people in AKC that needs to change - they will think I'm playing with them.		Closed	
		ERIC: The only key to stop speeding is to keep reminding and repetition and repetition is a key. So be patient and try to remind in our home to stop over speeding as well.	None		None
		DOUGLAS: There is a points system in place at AKC where anyone proved to have committed a road traffic offence will be issued with a violation ticket - multiple violations will result in the offences being escalated to HR. We also require the assistance of the tenants of AKC to report all cases of speeding and any other traffic violations. Note all details, the registration of the car, make model, area, whose driving if possible, male or female. We need your participation and we need you to report incidents immediately.			
		Klaus: That is also our road safety campaign that we start earlier this year . Wherein it is important is to change mindset of people. Everyone is involve in how you change your self. We don't need to wait for something to happen until we change our attitude. We change our attitude before to avoid something to happen.			
6	Last time I attended a parents meeting for year 1-6. I just observed that it is really crowded from grade 1-6. Maybe for next year we can separate grade 1-3 and grade 4 to 6.	AKIS: For safety reasons all visitors are required to sign in on arrival which resulted in some congestion at the start of the event in the Reception area. There was seating available in the balcony areas. The BC primary welcome afternoon was held in one session due to feedback last year from some parents who have children in different year groups. Thank you for the feedback, which will be taken into consideration when planning future events.		Closed	
	When are we going to open the main entrance for the Al Khor Community. If I'm the one whose handling this job maybe I can finish this for only two weeks.	HAMAD: We brought this NAS company to handle this job last July and their due is until Sept 5 to finish this. But because of unexpected delay they extended it till Oct 14. We will open the school gate for our residents only. Till this road start giving services.		Closed	
7	I have a request regarding using the club facilities and using of shuttle bus by visiting parents. We have frequent visiting parents and we have to consider them as a guess or need for them to get a temporary ID pass. But some parents may not like to have a temporary ID pass that cost 100QR per month . They need to use the recreation when we are at work. Can we request to have an ID for the use only of shuttle bus, corridor and library excluding the subsidies facility?	KLAUS: It is actually a company policy to caters only the employees, spouse and children. No parents, in-laws or extended family members are catered for or served. When this thing granted (use of shuttle bus and some other facility) there is a liability. A liability when something happen to an elderly. Something happen to a bus (heart attack). We have no idea who that person is, who that person belong to. It will become a liability for the community and for the bigger picture for the QG & RG that provide a service.		Closed	
		KHALID: We are only following the policy & procedure. This facility is for community residents. Company are not responsible for the guess coming from outside who used the bus. We need your cooperation to have a safe community.			
8	Is there's any plan for the Al Khor Municipality to widen the road outside the Community? Because this is single arranged road not dual and the road design straight going to Dhakhira road is not yet open. The opening going to the left is a narrow road.	HAMAD: I always keep pushing them to finish the road construction even they having unexpected delay. I understand there is a traffic jam in Gate number 2. But soon we will open the School gate and we will keep it open for all residents		Open	
9	I been here for 13 years already and I believe some houses has some problem. It turned to be obsolete. Some has damage and creating slightly safety issue especially for kids who are playing around outside the garden. I been trying to contact before the EMCO and Alaqaria but no answer from them. And when I received a response they telling me that they will not replace if it is for the gardens. There are 8-10 lamps that surround the garden. If we eliminate all the lamp it will be really dark especially after 6 o'clock at night. Please tell me whose going to provide the replacement. If it is under AKC, under contractor or resident.	HAMAD: Emco responsibility is only to provide maintenance services inside the housing units	Landlord claimed that the light posts will not be their responsibility , Community Director to take it up with top management for further action.	Open	
		ERIC: We already raised this issue to Alaqaria and we just need a time frame.			
10	Qatargas employee visiting community must secure "Visitors pass". It creates congestions on both gate whenever security tries to log their names. If they don't reside inside community and they don't have car sticker, they must secure gate pass.	DOUGLAS: Security will be reminded to direct visitors to use the visitor access lane at gate 2.		Closed	
	All visitors entering community must wear at all time "Visitors ID" while inside community/clubs. This will ensure easy identification of who is inside the community/ club.	KLAUS: Club can look into using plastic wrist bands for identification purposes, but a visitors ID when using the pool or in the sauna or gym may not be suitable!		Closed	

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11	Like a fire marshal/ floor warden, It is suggested that all clubs must have their designated first aider. In any event of emergency, at least the first aider can attend the needs of affected club staff before calling/sending them to emergency hospital. It is also suggested to have sphygmomanometer in each club to be used for checking blood pressure of club staff in any event it is required to do so.	KLAUS: The club has various number of staff trained in First Aid and CPR, but not to extend they are certified. We can look into this matter and seek guidance from the clinic/medical departments, as this may have insurance and liability impact mitigating risk!		Open	
	Bicyclers riding opposite road direction, I was crossing street and looking at the cars direction and suddenly one cyclist passed very fast behind my back which was easily cause an accident.	KLAUS: Part of our road safety. Necessary change of mindset of our residents that they should be riding along with the traffic road not against the traffic road. Surely security can address it to wrong-doers.		Closed	
	Due to very low speed limit people are slowly crossing streets and sometimes chatting in the middle of the road	DOUGLAS: If a tenant observes this behavior it their responsibility to take action and Inform the persons to get out of the road.		Closed	
	Is it possible to increase speed limit at least in the main street to 40-45 km/h?	DOUGLAS: The speed limit has been deemed suitable for AKC and will not be increased.		Closed	
	Swimming training for kids are only during weekends from 3-4 pm which is not very convenient, suggest adding 2 days in the middle of the week or weekends early in the morning i.e. 8am.	KLAUS: The club will look into optional timings and venues for swimming activities. Recreation Supervisors can be contacted for details and special arrangements.	Additional classes implemented, fliers circulated	Closed	
	Although more staff are moving to AKC and new buildings have been built, the facilities remains the same i.e. number clubs and gates.	KLAUS: In future inshallah the oil price will go up and items that we asked for over the years will materialize. I believe in the mean time we have to be patient and just optimize what's available to us to make sure that everyone get's a fair share.		Closed	
	Gate 2 contractor lane sometimes block both entrance and exit, is it possible to move it away from the gate?	KLAUS: We already have a proposal addressed with Alaqaria to open a third gate next to Rasgas water tower area, but due to tendering process works may start in 2017.		Closed	
	Suggest open new gates or allow us to use Shell gate at the back, in my case I live in Dolphin villas and have to drive from gate 2 all the way till the end then U-turn back about 500m to reach my villa.	DOUGLAS: For Safety and Security reasons the 'Shell' gate will not be opened for use by all.		Closed	
	Slow response of Garden maintenance, I had small issue of the sprinkler which took more than 10 days including Eid break.	KLAUS: We will send an emergency contact numbers for landscape maintenance to avoid wasting of water.		Closed	