

RESIDENT FORUM Q3

SR #	Staff No.	Staff Name	Question/Suggestion	AKC / AKCMC / AKIS Responses	Action Required	Status
1	QG 4817	HOSSAM AHMED ALI MAHMOUD SOLIMAN	I believe we need to be strict in policy of wearing swimming caps while using the swimming pool because it is hygienic wise. Other thing is the increasing number of misbehavior youth.	Klaus: Unfortunately, it is a learning process. We don't want to force members into immediate compliance. We will start with the pool users that have longer hairs. Wearing cap is not a legal requirement. It will take a lot of time to explain and people to understand why they need to do this. Same thing about the misbehavior. Give us time to educate the residents since we are dealing with over 60 nationalities.		Ongoing
			I live in St. 46. I believe all the villas don't have communication signal in kitchen area. In case of emergency there's no way to communicate with anyone outside. Maybe because of the network or design. I think this should be investigate.	Douglas: There's no legal requirement to have an intercom inside the kitchen and we already have a heat detector in every single kitchen, in all accommodation in AKC. In addition to heat detector, we also have smoke detector. And according to Civil defense regulation that is sufficient. Hamad: Incase there is a fire no need to stay inside the kitchen and use the intercom. Much easier to scream and run away for help. Klaus: If what you mean is about the GSM network. We have to go through a process and procedures and need to get permission to for additional boosters or for any network improvements. Increasing number of residents and all the concrete in AKC may impact the GSM network negatively. Hamad: Since you are paying the Ooredoo and Vodafone but you cannot enjoy the services. You need to raise this problem to them and we will push them to provide more towers to solve this problem.		Ongoing
2	QG 683	GEORLEY QUILALA	My concerned is about the driving here inside the community. You may found a lot of crazy driver who are not following the 25 kph. I almost been hit twice when I'm riding my bicycle early in the morning. They should follow the speed limit inside the community. Other thing is before when we don't have yet medical facility here we are having an on call nurse who used to attend the needs of the residents. We will call them and attend the needs of the patient. My concern is when we are at work and our family at home and when they become sick and they don't have ability to drive going to Medical clinic or to Hamad. Before we used to call the transport supervisor Khalid and he is sending his assistance to fetch the sick person and drive it to the clinic. Nowadays, we don't have this facility now. So any family member who get sick they need to wait for their family member to come who can drive. I'm suggesting to provide a service that can drive a sick person going to Medical center rather than to wait for the family member to arrive.	Hamad: Regarding the over speeding and overtaking issue. We are in process to take some action and changing some policies. Because we cannot simply change policies without the approval of the authority. Before in case of any road accident, you can pick up the injured person and you can take it to the hospital by yourself. But right now, as a law you cannot pick up anybody even it is a tenant. If there's a problem you may call the security and they will call the first aid or the emergency and they will come. It is prohibited now to take the injured person to the hospital by yourself because you can make the condition worse especially if the person has broken bones. Dr. Iyad: In any emergency we cannot simply enter inside the house or school of the injured person because its not allowed. Just call 999 for help. In normal cases/ not emergency cases and no one can send the patient to the medical because you are working. Your friend/neighbor can take the patient to medical but for emergency cases just call 999 within 5-6 minutes they will come.		Closed
3	QG 3456	MOHAMED AHMED KHALIL IBRAHIM A-29	My concerned is about the water coming from the tap. The water is very hot especially in noon time. I don't know if this is common here but we have cooler when we are in Doha.	Hamad: Maintenance will come and check. Maybe there's something wrong with the water supply or connection. Maybe because now is a very hot season but the maintenance team will check all the pipeline to detect the problem. Erick: This issue is very common. My suggestion to all the residents, during summer just use the hot as a cold just invert. Just switch off the heater, that heater tank can actually use as a cooler.	Checked water condition if clean or clear –Water condition found OK. Water heater switches to turn off mode as requested- Water Heater setting temp. reduced.	Closed
4	QG 6028		Can I request for a Home delivery from a grocery store. Because when I'm at work and my family needs something they cannot simply go to the grocery store.	Klaus: If you are talking about a food home delivery. The Clubs do offer a Home Delivery from 10am till 10pm everyday the whole week. But if you want to order grocery items from the shop it is a different issue. maybe it is something that we can take up with the local market? Hamad: There's an instance that you will not get the exact items that you need if you are not the one who select the items from the shop. Specially if it is fruit or vegetables it might not be suits to your requirement. Erick: When I'm still at work I usually call my friend who can buy me from the shop. Home delivery is very complicated. Klaus: We have scheduled shopping buses that also go to Al-Khor mall. You can check with reception to give you the copy of the bus schedule or you can visit our web site to check the schedule of buses going to Al-Khor mall or to the malls located in Doha.		Open
5	RG 5680	HADZRIN BIN OTHMAN	I just like to ask the transparency of the Recreation booking system. For example booking for badminton in Al Nakheel Club. How come the whole 48 hrs. the booking for badminton in AL Nakheel Club is always booked already.	Klaus: When you see in the system that a place is already booked, that doesn't mean another member booked before you. Clubs books for the school and for its own activities and this is booked periodically ahead of time. Amongst private users and individuals we tried to establish a fair booking system - first come, first serve, with a club representative reviewing and another one approving, to ensure there is a checking mechanism. For example if tennis lessons take place in ANC every Wednesday & Thursday from 4pm-7pm for three months period an individual cannot book the court as we blocked the system ahead of time.		Closed
6	QG 4325	MOHAMMED MUSHEER NAWAZ B-753	Regarding the water pressure. It is very less. Other thing during this hot session and because of the moisture, all the electric switches are getting short and grounded. There is electric shock coming from AC switches.	Klaus: This maybe something probably related to your particular housing unit. Maintenance Section will send someone to check and revert back. Erick: Regarding the water pressure, the reason why is there's no extra pump from the rooftop to push the water down. Hamad: Before, we used to provide extra water pump but later on we received instruction from the management that whatever the Landlord provided package in the agreement. It should be the same as it is. The company is not providing extra pump for villa A & B. But for the new building, villas its already modified.	Electrical shock in the AC switch that need to check Low water pressure	Ongoing