

RESIDENT FORUM Q2 - 2018

SR #	Question/Suggestion	AKC Response	AKCMC Response	Action Required	Status	Estimated Completion Date
1	<ul style="list-style-type: none"> Resident raised a concern regarding the availability of the diabetic and hypertensive facility. Recently it has been stopped and patients are now advised to go to Ras Laffan, in QatarGas South which was the old RasGas. Staff from QatarGas North are not eligible to go and make use of the facility. Resident requested to consider having the facility again 	<p>Klaus Tiel: Informed the resident that the Resident Forum is minuted and will be shared with the concerned departments in this case the Chief Medical Officer may see the comment opening an opportunity if considered.</p>	<p>Dr. Iyad: Thanked the resident for the question and informed him that this decision was made by the CMO. Being Primary Health Care Providers they also can look after diabetic and hypertensive patients. It was only done that way as previous Rasgas employees find it easier to go to Ras Laffan as Dr. Assad who was previously looking after these patients is now assigned there. Hopefully in the future it could be changed.</p>	<p>Not at this stage as job/position assignments in the organization are completed, but if the need arises it might be reconsidered.</p>	Closed	
2	<ul style="list-style-type: none"> Resident complained that maintenance contractors were able to get into their house without their knowledge to do 	<p>Klaus Tiel: Informed the resident that Community representatives will speak to him after the Resident Forum as it is an individual matter</p>		<p>Alberto liaised with the resident concerning Fire extinguisher issues: The school coordinator was informed about the TYCO, security and AKC representative access. Email was sent 03 April 2018 .</p>	Closed	
3	<ul style="list-style-type: none"> Resident lives in the new C-flats in Zone 13. There are 120 houses but there are no bus stops. Requested to have even a bus stop for children. Resident also mentioned about the play area without benches or seating area. Lastly, vehicle parking outside Al Khor Community has become unsafe. The following day scratches and marks are evident. It was vandalism; reported with Security, took a photo and made a report 6 months ago. Also complained about a bicycle thief; filled the complaint form, however no further action has been made 	<p>Klaus Tiel: Now that we have the residents' data, we will have the Security Department check their records and let the resident know. Concerning setting up benches and upgrading public/common area with landscaping, a budget needs to be in place as it requires planning and prior approval. Lastly, for the bus stop, it is still unclear if there is a plan to put a bus stop near Gate 1.</p> <p>Fatma: Informed the resident that she will pass along the information to the Head of their department and let the resident know.</p>		<p>1. Security intensified patrolling around all residential and common facility parking areas in AKC. 2. Transport section is processing the concern</p>	1. Closed 2. In process	31st July 2018
4	<ul style="list-style-type: none"> Resident raised the issue regarding the driving speed of 70 to 80kmph inside the community. It is unsafe for children who are cycling. Resident complained about the time spent to receive the blood test results. It is taking at least 7 to 10 days to receive it from the Medical Resident requested the Security team to appoint a security personnel at the AKIS CBSE Senior School Roundabout as it has been observed 	<p>Klaus Tiel: Security guards with radar guns are doing frequently checking for speeders. However, as mentioned during previous Resident Forums, the community urges its residents to help the AKC team in being proactive and report any violators/offenders whenever they witness it.</p> <p>Amar: Explained to the resident that the Security team has 4 patrolling vehicles and 2 radars. The patrolling team works on a 24 hour basis and always going around random patrol. Assured the residents that Security team is tracking and recording the residents who over speeds within the community. It is a social responsibility of the residents to report these incidents and we invite and investigate the matter. The Security Team is doing there level best to minimize the over speeding inside the community.</p>	<p>Dr. Iyad: The AKCMC has not faced this issue before as once the blood samples are sent in the morning, the following day, the results are available. Unless there is a special test to be done, it will take about 5 days from the Hamad Hospital Lab. Apologized to the resident maybe it was just one time that it happen as it is normally done within the next day. Advised the resident to see him after the forum and whenever they will have another similar request</p>	<p>1. Security has deployed security personnel near the CBSE Senior to direct traffic if needed. 2. Medical point appears to be an isolated incident and if reoccurring, further action will be taken.</p>	All Closed	
5	<ul style="list-style-type: none"> Resident complained a safety issue that some AKC residents are not committed to reverse parking especially in the villas. It is not an option but mandatory. It is surprising to notice that employees from QatarGas are not following this 	<p>Amar: Ensured the resident that the reverse parking campaign is strictly implemented and the security team is doing their level best to record those who does not follow. In any case</p>			Closed	
6	<ul style="list-style-type: none"> Resident complained about the mosques in the community being too hot and too crowded especially during the Ramadan period 	<p>Klaus Tiel: Informed the resident that they are well aware of the situation and a grand mosque is currently under construction, and the landlord reported a delay in completion - mainly due to material shortage as a result from the blockade</p>		<p>Not required</p>	Closed	
7	<ul style="list-style-type: none"> Resident requested to have additional swimming classes in the clubs as the swimming classes are always full. They register 2 months prior and pay the registration fee only to find out later on that the classes are full and their children can no longer enroll. There are so many pools in the community, why can't they make use of it for classes. Also, if there is a possibility to liaise with the school instructors to teach swimming lessons or bring a company who teaches swimming in order for other residents, children especially to have a chance to learn 	<p>Klaus Tiel: Informed the resident that the increase of classes means increasing the number of swimming instructors as well. We have not too long ago posted swimming classes provided by external Sports/Coaching companies, however at a higher cost compared to the rates of the clubs. We may approach the school, if they have PR teachers/swimming instructors willing to assist, with the understanding Education management give their consent. Club currently has over 260 children in various boys and girls swimming classes!</p>		<p>No action required swimming classes will continue throughout Ramadan . External providers are Q-Sports at Al Khor Qatar Academy</p>	Closed	
8	<ul style="list-style-type: none"> Resident complained about the rude behavior of security guards at the Gate 2 security when dealing with guests. Security would ask guests with questions in a rude manner and if in any case that the guest won't be able to respond immediately, they will ask them to move away from the gate and wait somewhere else Resident mentioned that there are no speed breakers in street 9a - new villas which is a safety issue for over speeding 	<p>Amar: Informed the resident to report these incidents immediately rather than waiting for a forum before airing the concern, in order for them to make the corrective action immediately. Also ensured the resident that similar incidents will no longer occur, however, also asked for the residents' understanding with the security guards' responsibilities</p>		<p>Speed breakers and wheel stopper installation and repair is under tendering process thru maintenance team</p>	In process	31st July 2018
9	<ul style="list-style-type: none"> Resident complained the small washroom at the Masjid. Whenever they wash before prayer, their clothes get wet because it is not deep compared to the other mosques outside the community Resident complained about the smell inside the ladies Prayer Room at the Mosque near Al Dhakhira Club Resident complained about the kitchen exhaust being small enough. The smoke alarm goes off whenever they make chapatti 	<p>Klaus Tiel: The housing team does not assign the housing units, it's the company's HR department who assigns the units. We only facilitate the move of people. Coming to the size of the kitchen at the D-flats, the management is well aware of the situation, requested the resident to understand that these are the current facilities that we have and the units are not owned by QatarGas, but the landlord. Unfortunately, any changes were to take place, it is a lengthy process to gain approval. Suggested to the resident to approach the HR department and put him on the waiting list in any other housing unit whenever it becomes available</p>		<p>The mosque matters were rectified. Modification to D-units for permitting and ownership reasons not possible at this stage.</p>	Closed	
10	<ul style="list-style-type: none"> Resident complained about his backyard irrigation not being automatic similar to the other villas in the community, his location is at Zone 4 , B-246 Resident also complained about the Chemistry Teacher of Class 10-C not being available for 2 to 3 months now 	<p>AKIS CBSE: The timetable has been reorganized so that Grades 10-12 are now taught chemistry by a specialist chemistry teacher. The delay was caused by incomplete immigration documentation which meant that the candidate was unable to travel on the flight AKIS had scheduled a few months earlier.</p>		<p>AKIS readiness for next term</p>	Closed	
11	<ul style="list-style-type: none"> Resident complained about the tank maintenance in their villa. There used to be a notification from EMCO at least a day before the scheduled date. Recently, their water tank was cleaned and they weren't informed about it. They did not have water supply for half a day 	<p>Klaus Tiel: The suggestion is well noted and will be shared amongst the Maintenance Department</p>		<p>Maintenance always notifies the tenants 2 days before start of the activities - through mailbox. instruction already given to EMCO to communicate with tenants by phone/email before start the water tank cleaning.</p>	Closed	
12	<ul style="list-style-type: none"> Is the British Old cleared from the safety issue already? 	<p>Klaus Tiel: Due to a safety related issues with the emergency lights, we currently can use the sports halls in the school up until sunset, to ensure safety of potential users of the facility.</p> <p>Amar: Told the resident to speak to him after the forum and get the details from him in order for him to share with the safety department</p>		<p>BS senior Sports hall facility is now available to users.</p>	Closed	