

RESIDENT FORUM Q1

SR #	Question/Suggestion	AKC / AKCMC / AKIS Responses	Action Required	Status
1	I would like to present some issues regarding about insects, What I think from several months, in the community this mosquitoes, numbers of mosquitoes are increased, I'm staying in the new C villas (package 4), so if it is possible to do something because mostly what happen, our children while playing in the garden in the evening time mostly, when they are playing the mosquitoes are biting them.	Klaus: I think the most effective currently available treatment for mosquitoes is to do fogging using diesel especially for trees/bushes/undergrowth and any other potential areas, in order to kill the mosquito and its larvae. We found in the past unfortunately there was some resistance from certain residents due to the environmental aspect as an argument saying 'aww you know burning diesel and fogging is not healthy, because we inhale it etc.' on the other side this is currently the most effective way. They start breeding with any standing sweet water source and it is therefore so difficult to locate points of origin, so we'll take it on and let our pest control contractor look at the package 4 area and see if there's anything that we can do? If we're able to proceed we will notify residents about the fogging activity that residents to please stay inside, close your windows while treatment is applied.	Pest Control Contractor to investigate and look at package 4 area and if fogging will eliminate the issue	ONGOING. Safety section are currently investigating not only the cost of having a Fogging contract put in place but also studying possible Environmental damage as a result of this process. Response will be issued by end Feb 2017 CLOSED. Cost prohibitive due to only one complaint received.
2	Most concern to highlight to is the use of horns in the morning by residents, visitors and buses, in Qatar we have some rules and regulations regarding noise, and from what I am experiencing, the buses, and cars that come from independent schools (outside) are honking outside houses in the morning in order to let the kids out and this is disturbing my relaxation time but I'm sure that it disturbs many other residents as well. Another issue is that loud cars and bikes that are outside the community, they sometimes rev too much and make big noise so for me this is very disturbing and should not be allowed.	Klaus: This matter can be handled by security and we can give them a handout and perhaps a pamphlet once these buses enter AKC.	Handouts "no honking" to be designed. It is contrary to the Code of Conduct to cause disruption to other tenants through excessive noise levels. Tenants must report non-compliance for action to be taken.	ONGOING. Security designing MEMO to remind tenants of acceptable noise levels that apply to them and their guests. To be completed, issued and incident closed end Feb 2017 CLOSED. MEMO circulated and will also be handed out at gate to drivers.
	It's not only the buses but even residents as well every single day to ask the child to come out	Klaus: Ok, we will resent notifications to all residents to be vigilant, but you have to understand that we have one issue here, that we're not representing law enforcement, so we can only appeal to people to comply with rules and legislation and as general code of conduct to show consideration for other and act responsibly - Offenders like loud motorbikes are asked to drive slower. We'll look into that and send a safety reminder using the information that is publicly available and our residents to comply with it.	It is contrary to the Code of Conduct to cause disruption to other tenants through excessive noise levels. Tenants must report non-compliance for action to be taken.	ONGOING. Security designing MEMO to remind tenants of acceptable noise levels that apply to them and their guests. To be completed, issued and incident closed end Feb 2017 CLOSED. MEMO circulated and will also be handed out at gate to drivers.
	The other issue is regarding the bins, actually sometimes the bins are closed so like when kids or ladies want to throw out rubbish, they are not able to open it so it results to them leaving it on the floor.	Klaus: Agreed, but along with this we have the other issues that open bins with food waste attracts stray cats and then ladies trying to dispose of the rubbish get scared by cats jumping out at the same moment. I'm sure residents can use potentially left open containers or ask for help, if the lid is difficult to open.	MEMOS and Notices are regularly forwarded to Tenants. Tenants must report non-compliance immediately.	CLOSED
3	I was just wondering the water fountain that is provided in school area in the school field, I was just wondering is there been maintenance done to the water filter because every time I use it weekly or for exercising, do they do regular maintenance?	Mr. Precious: Thank you for your question, we currently now are scheduling for this new water filter, so if you take note they change every month, and some water fountains are changed more frequently now because we notice some of them they change color faster than others, meaning that they are more in used than the others so we tend to focus more to change them. Now there is a program, take note that now you see a sticker by the side of the cooler with a date on it, whenever they change this sign, they write the dates there, if anyone see without a sticker, you can come and talk to Klaus.	The filters are changed on a monthly cycle and at different dates depending on date of first recorded change and frequency of use. Once changed the contractor signs the sticker and writes the date for next replacement (reference to attached photograph)	The next filter change is due on 21 February 2017.
4	I am staying in one of this Dolphin villa, my question I have already a problem to travel along there and to reach my villa and it was communicated in the last time regarding about proving an alternate way to go to this villa area which is very close to the Al Waha Club, so i have to go all the way down and to come back.	Klaus: Well, this matter needs to be discussed with the landlord , also considering the ongoing project of contraction of new villas, if there are any plans to open the wall and to connect to the street behind. We can't answer this right now, because we have to liaise with Al Aqaria and we take it up in of the upcoming meetings. Once we know more we will share the information with residents of Dolphin villas.	To be taken up in next Alaqaria meeting	
	Second question is about a park within the Dolphin area, it is not developed and there are many kids that are playing on the roads because there is no developed park, so right now I was wondering if there will be any plans for a park in this area?	Klaus: We actually had a plan to place some of the playground equipment there and to develop the area further but due to the cost optimization with the company. If any equipment is scheduled for replacement we will ask landscaping to consider adding a few piece of play ground equipment, otherwise it will depend on our budget. Resident are always welcome to raise issues like , as their feedback will help us build cases for our management in order to obtain necessary budget approvals. We will advise and notify residents as we as know if were successful.	Landscape dept. to look into the possibility	AKC Landscaping Section has planned to develop and place playground equipment before year end 2017.
	Last question, now Qatargas and RasGas is much recently and is there any kind of change in the community?	Klaus: If Hamad would be here, he would be best to answer that question because the Community Director is part of the task force that looks at the facilities of both Qatargas and RasGas, and he is the Qatargas representative of that particular team. They are scheduled to meet with the QP CEO this February, so after the kick-off meeting we may know more.	When news become available it will be shared thru official channels	Closed
5	My question is regarding the library, my son is 11 years old and whenever he wants to return the books, he is not allowed into the club because of his age and he's alone. At least allow him to return the books in the reception.	Klaus: We'll find a solution to this problem, we'll take note of it and even if it means that you can return them at the security desk, we'll find a way to accommodate that.	Club already briefed AWC security guards to allow access and/or to return book at the counter.	Closed
	I would like to say that I am very happy to be here to live in the community and one more question, our curtains need to be changed.	Indira: Hi, thank you for your question, we are in process of starting to implement new curtains in the community, so your unit will come just wait for a while please because the budget just got released and now they are good to go. So if you don't mind you can visit me tomorrow in my office and we will have more information so that we can talk about it. Not only for you but whoever is applicable now because the change is instead of 5 years it is every 7 years curtain is to be replaced.	The tenant visited me in the office on 1st Feb and was told that the curtains will be installed soon and her unit will be schedule for the installation, the notice will be sent to the tenants.	in progress