



NAKHEEL
Community Management

Community Newsletter

Golden Mile

April 2023



Message from Francis Giani, Chief Community Management Officer

Dear residents,

I hope you have enjoyed a wonderful and joyous Eid break with your friends and family. The first quarter of 2023 has been promising and this is already a very exciting year of opportunities for all of us at Nakheel Community Management (NCM).

While 2023 is officially UAE's Year of Sustainability and COP28 is being hosted in UAE later this year, NCM is releasing its first Sustainability Report that compiles several green practices and initiatives we have incorporated into our business over the last year. As community managers, we will continue to focus on environmental sustainability by inspiring a community-wide commitment towards sustainable practices, in line with the national strategy.

I am proud that our communities are home to people from all over the world, from different backgrounds and cultures. In order to ensure that our properties and facilities are respected and used in the best way, this edition features a refresher on your community rules and guidelines. This will help establish what we need to practice as a community and as responsible neighbours.

With the hotter months almost here, it's also the best time to run a comprehensive home health check, especially on your air conditioning systems and plumbing fixtures, with a handy annual maintenance contract to keep you covered.

Your community usage charges are a key element in ensuring that your neighbourhood and its related assets run as per clockwork. This year, we have issued information packs to homeowners, which detail the budget components and compare them with the previous year's charges, while providing a visual sense of the operational and social achievements in your community. Don't miss our special article on this topic.

We are also proud to have won our first international award for Best Business Change and Transformation at the International Business Excellence Awards 2023, for our journey in building happiness and prosperity in our communities. Nakheel was also certified as a Great Place to Work™, giving us the right mix of talent and training to serve our customers.

Read all about our plans and check out our feature on the community management team looking after your community. We are now on WhatsApp too and we welcome your feedback and suggestions on this new channel too.

Wishing you a safe, happy, and healthy summer.

Francis Giani

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Your Community Updates

Your community is continually being maintained and enhanced to make it an even better place to live and visit. Here's a quick look at the last quarter's highlights.

Waterproofed Roofs

Constant exposure to extreme weather conditions and installations of fixtures over time can wear out the roofing of towers. To combat this, waterproofing refurbishments were carried out across the roofs of Golden Mile 1 and 2 to extend the structural lifespan and to safeguard it from possible water leakage, seepage, or cracks.



Recycling Used Home Cooking Oil

In our efforts to safeguard the environment and our communities, we have joined hands with our waste management partner Averda, to sustainably convert used cooking oil from households into a greener form of fuel - biofuel.

Join our Campaign

As part of the free initiative, we distributed a green collection container with a funnel and filter to all homes, bearing a QR code on how to use the container. Once the containers are full, residents can visit the building concierge and exchange the filled container for an empty one.

What's Rewarding?

For each litre of cooking oil collected and deposited by the residents, the community is rewarded with an amount that is collected and re-invested into a sustainable project or initiative for the welfare of the community.

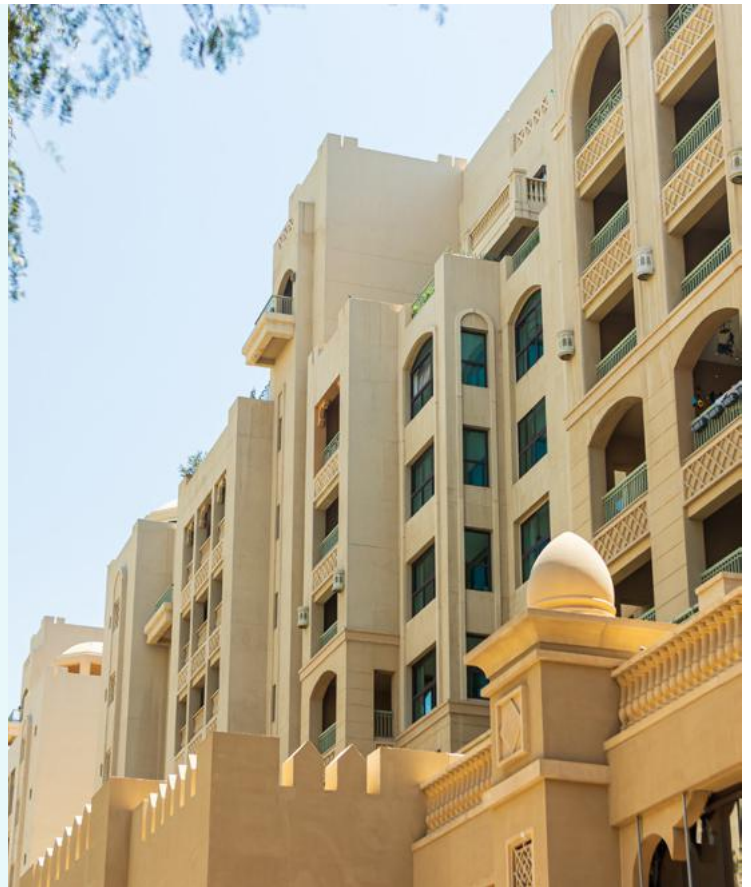


Building Structural Survey

A structural inspection, including internal works, has been ongoing at all buildings in Golden Mile. Routine tests are conducted in common areas, lift lobbies, staircases, parking basements, and building roofs.

Major works include visual inspections, concrete testing at various locations, laboratory tests, and reporting. The survey is taking place over the course of two months and is expected to be completed by the end of summer.

Whilst we strive to ensure minimal disturbance, some tests may result in noise, vibrations, and dust. These are standard procedures and should you require any further information, feel free to raise them with our team at help@nakheelcommunities.com



Successful Fire Drill

An important element of fire safety and fire preparedness at a residential building is the fire evacuation drill. NCM successfully conducted a fire drill on 07 March at Golden Mile, with active participation and support from residents, retail tenants, facility management and security teams, and the Dubai Civil Defence.

Announcements and instructions were shared with residents to avoid panic or fear and ensure a well-informed exercise with awareness and cooperation.





All Things Green and Beautiful

Our landscaping experts have been tending to the lawns, soil, shrubs, and the vast stretch of green splendour across the Palm Jumeirah Master Community, before the onset of summer.

The sprawling landscaping, signature palm trees, and seasonal flowers were treated and underwent fertilization along with soil cultivation. This aids with new growth and when combined with lawn aeration, helps in the retention of nutrients for growing and thriving.

We identified aged palms along the Crescent and replaced them with younger and healthier ones. Existing trees at Canal Cove were given a thorough trunk cleaning getting them ready, ahead of Ramadan. Meanwhile, irrigation networks serving the landscapes were flushed and serviced to prevent particle accumulation and build-up for a smooth and uninterrupted flow.

Decorative Lights Usher Ramadan

Parkways and common areas across Palm Jumeirah were adorned with festive lights to celebrate the holy month of Ramadan. Illuminated areas included Al Ittihad Park, main roads, and entrances in the Master Community. The lights included popular Ramadan motifs, like the crescent moon, traditional lanterns, and geometric patterns used in Islamic art.

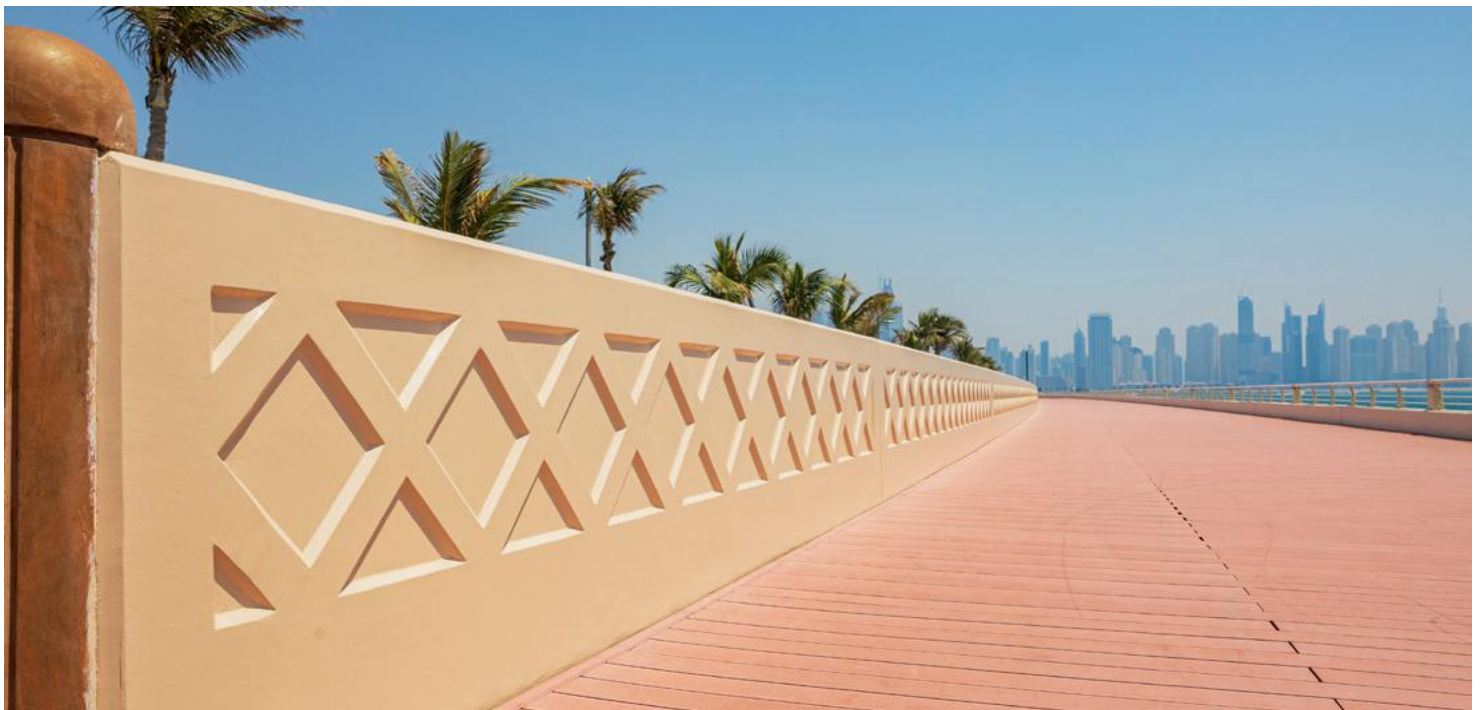
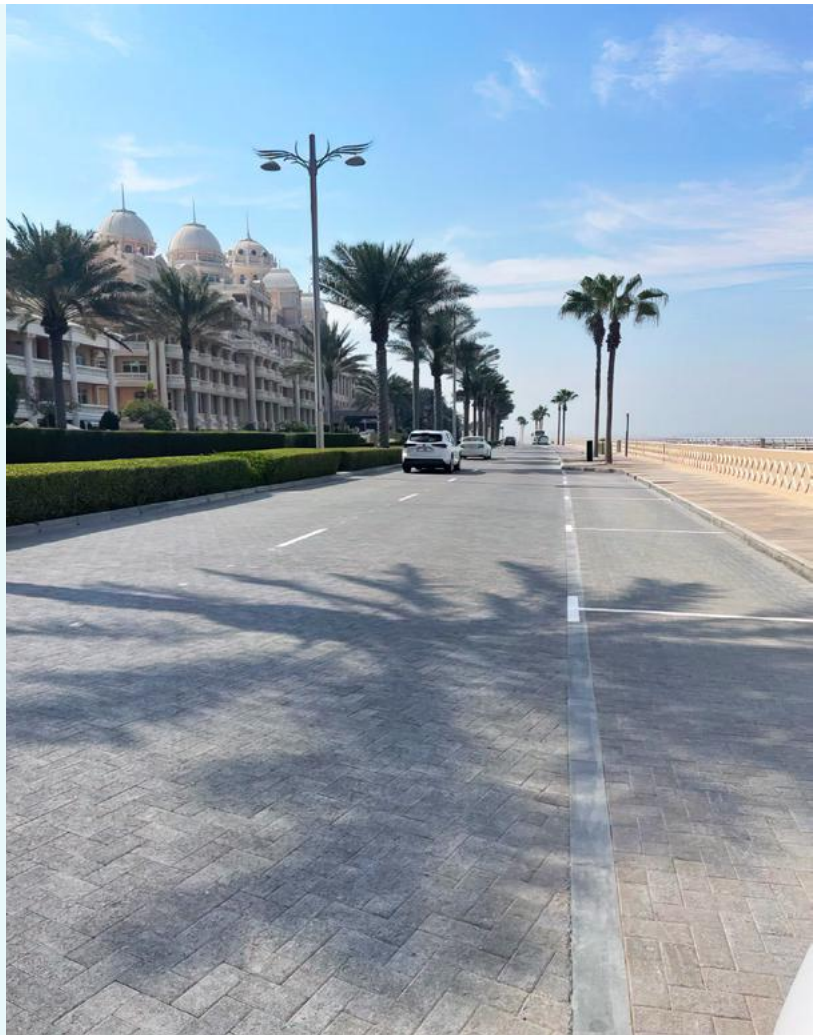


Crescent Road Upgrades

The roads of the Crescent are being refreshed with new base layers and pavers, to ensure a smoother ride for all motorists.

Additionally, the road markings are being repainted to complement the newly installed pavers.

The works are in accordance with RTA standards and are expected to be completed by mid-summer. All efforts are being taken to minimise potential disruptions for residents, stakeholders, and traffic.



Boardwalk Wall Gets a Revamp

The scenic Boardwalk at Palm Jumeirah is a top favourite among residents and visitors to the community. With the beautiful backdrop that it lends to the area, we have refurbished the boardwalk walls with multiple layers of protective coating and a painting finish to ensure it remains in top shape for years to come.



From left to right: Gireesh Shaju, Leo Seelan and Arya Thamarassery

Meet Your Community Management Team

We're delighted to introduce your community management team trio of Leo, Arya, and Gireesh - who, between them, bring years of experience and expertise to your community.

Leo Seelan manages the overall operations of Golden Mile, with Arya Thamarassery leading resident experience and Gireesh Shaju looking after facilities management.



You can reach out to the team at **800 NAKHEEL**, help@nakheelcommunities.com, or at your community office in Nakheel Mall, next to Fitness First.

What Makes Your Community Sustainable?



We Switch to Sustainable Options

Lighting systems across the community are changing to LED from conventional halogen installations.



We Employ Technology in Operations

Your community landscaping is irrigated through smart irrigation systems.



We Educate

We collaborate with our service providers to raise awareness of recycling and green habits for living.



We Segregate

As per our waste management strategy, we segregate plastic, paper, and aluminium.

Your Community Events



LiveWell with NAKHEEL

The first LiveWell with Nakheel Wellness Festival kicked off on 28 January with co-curator Irina Sharma moderating talks, essential oils workshops by experts, children's activities, morning yoga classes, body image sessions for teens, and a lot more. The festival was a celebration of all aspects of the health and wellness industry - Balance. Nourish. Move. Relax. Evolve.

The March edition was a special session on hormones through aging, menopause, disease, or trauma. Here is a glimpse of our speakers, sessions, audience interactions, and highlights from these editions.

The momentum continues and we look forward to more exciting topics in the upcoming months. Stay tuned to our updates on www.livewell.nakheelcommunities.com.

Till then, live well.



Pets' Day Out

It was a day of unlimited fun, games, and sports for the community canines on 18 March at Palm Jumeirah's Pets' Day Out. Animal experts shared tips and a wealth of information on improving pet health and behaviour, while the petting zoo and photo booth were highlights for the young and older participants. Here's a quick glimpse into all the fun and action.



TLC for your Home



Time for a Home Health Check

Your home needs constant upkeep and maintenance to keep it in its prime and pristine condition. Add these items to your home maintenance checklist for a stress-free summer.

- ▶ Appoint a certified technician to check your smoke detectors and fire alarm installations.
- ▶ Schedule pest control to ward off any pests and bugs.
- ▶ Treat prolonged water leaks by fixing clogged drains or damaged water fittings.
- ▶ Service your HVAC unit for a smooth summer run.
- ▶ Sign up for an annual contract with a reputed general maintenance company to keep a tab on your mechanical, electrical, and plumbing systems.



Stay covered with the right insurance

It's never too late to invest in insurance that covers your prized home and possessions and gives you the peace of mind you deserve. Contents Insurance does just that in the event of the unexpected – be it a theft, fire, or water leakage.

With a good plan, you can protect your home and your belongings including your furniture, electrical appliances, soft furnishings, and even paint finishes on your walls and ceilings. Some contents insurance plans start as low as AED 200 a year, based on the coverage required.

What is covered under community insurance?

Community insurance only covers the common areas such as roads, amenities, signage, streetlights, walls, and irrigation systems. Contents insurance is the sole responsibility of a resident.



Five Steps Towards Good Air Quality

As temperatures rise, it's time to turn the air-con back on again. Here's a quick checklist for you to prepare your home's air-conditioning system ahead of use.

- ▶ Clean the air filters. Remember, poor indoor air quality can affect your health.
- ▶ If you have an outdoor unit, check for debris or dust accumulation.
- ▶ Test the system to ensure that there is no noise or odour generated.
- ▶ Ensure that electrical plugs and sockets are of standard quality, to avoid short-circuits or fire accidents.
- ▶ Open the windows and doors of your home, when weather and outdoor air quality permit.



Storing Household Chemicals

Chemicals are a common sight in most households, from cleaning agents, paints, and thinners to pesticides. But these can pose a health and fire hazard, if not handled with care.

- ▶ Understand the warning symbols – they indicate that the product could be hazardous.
- ▶ Follow the safety information and directions, when using the materials.
- ▶ Open a nearby window to ensure adequate ventilation, when using the chemicals.
- ▶ Choose low-emission paints, varnishes, and glues, wherever possible.
- ▶ Store chemical products in their original containers.
- ▶ Store flammable materials in fire-rated containers and away from combustible materials.
- ▶ Lock and keep these chemicals out of children's reach.
- ▶ Dispose of household hazardous waste products safely.



We are now on WhatsApp

We have just launched a new channel to engage and interact with our customers.

You can now reach us on WhatsApp at **800 NAKHEEL (6254335)** for raising maintenance requests, community usage charge updates, general queries, and feedback.

All it takes is a message to **800 NAKHEEL (6254335)** or **+971 800 NAKHEEL (for international customers)** to get help or information for your queries.

Stay tuned for more updates.

Our Sustainability Report for 2022 is Releasing Soon!

Stay Tuned!





Fuelled by Community Usage Charges

Community usage charges exist so that your community can be effectively maintained and enhanced to its highest standards. Quite simply put, it ensures that all the activities behind the scenes take place like clockwork.

With the recent issuance of community usage charges to homeowners, on-time payment of these charges is important. These rates are vetted by independent auditors and approved by the Real Estate Regulatory Authority. A delay in settling your usage charges on time has an effect on the operations of your community, as funds are required to pay service providers, utility bills, and community enhancements.

Pay your usage charges today using the **MyNakheel app**, or via bank transfer.



Community Rules Refresher

Your community is governed by Community Rules, which aim at creating an environment in which all residents can maximize the enjoyment of their community and amenities.

These rules intend to create a serene, attractive, and safe environment for the families, children, neighbours, and visitors of the community. Browse through all the applicable rules and regulations of your community on www.nakheelcommunities.com.

Residents' Recipe Corner

There's nothing like a tropical summer salad to beat the summer heat of 2023. Our resident from Palm Jumeirah, Deborah Schipper whipped up a delicious summer bowl and sent us the recipe.

An ode to her lovely community – it's called the Palm Hearts **Tabbouleh**.

Ingredients

- ▶ 1/2 cup bulgur
- ▶ 1 cup diced cucumber
- ▶ 1 cup diced tomato
- ▶ 410g can of palm hearts (drained and sliced)
- ▶ 1 teaspoon sea salt
- ▶ 1 large bunch of flat-leaf parsley
- ▶ 1/3 cup chopped fresh mint
- ▶ 1/3 cup thinly sliced green onion
- ▶ 1/3 cup extra-virgin olive oil
- ▶ 3 tablespoons lemon juice
- ▶ 1 medium clove garlic, minced

Preparation

- ▶ Prepare bulgur according to package instructions.
- ▶ Combine the diced cucumber and tomato in a medium bowl with salt and let the mixture rest for at least 10 minutes.
- ▶ To prepare the parsley, cut off the thick stems and finely chop and add to a large bowl. Add the cooled bulgur, chopped fresh mint, and green onion to the bowl of parsley. Strain off and discard the cucumber and tomato juice that has accumulated in the bottom of the bowl (this ensures that your tabbouleh isn't too watery).
- ▶ Add the strained cucumber and tomato to the bowl. Add sliced palm hearts.
- ▶ In a small measuring cup or bowl, whisk together the olive oil, lemon juice, garlic, and salt. Pour it into the salad and stir to combine. Taste, and adjust if necessary—add another tablespoon of lemon juice for zing, or salt for more overall flavour.

This serves six people.

Author's special note: Add the delicate flavour of hearts of palm to tabbouleh. These vegetables look like white asparagus and taste similar to artichokes. Palms hearts are harvested from the core of some species of palm trees and are perfect for summer salads.



Road Safety Advisory

With safety and wellbeing remaining our priority, we've teamed up with the Roads and Transport Authority (RTA) for a series of initiatives to remind, educate and enlighten residents on all things road safety.

The campaigns include motorist, pedestrian, and e-scooter safety, with handy tips on keeping our roads and people safe. RTA will also join us at some of our community events this year to provide guidance and advice to all road-users.



السّرعَة القانونيّة توصلك
إلى وجهتك بأمان.. التزم بها.

Driving at normal speed can
meet your need. Adhere to
speed limits.



مبادرة توعوية بدعم من
Safety initiative supported by

rta.ae



Free Household Junk Collection

A round of spring cleaning brings out the old and forgotten items that your home has harboured for long. Bidding goodbye to these items is a step easier. We have partnered with junk collection agencies to help you get rid of unwanted household items, free of cost.

What can you junk for free?

Old couches, clothes, office/home/garden furniture, toys, kitchenware, exercise equipment, linen, toiletries, electronics, mobile phones, home appliances, books, bicycles, cardboard, and faded carpets.

Gather your items and book a collection slot today by contacting **Take My Junk** at **800 5865/050 179 4045** or **Remove My Junk** - **055 549 1122**.

Give your pre-owned items a new lease of life.

Another Feather in our Hat

NCM was honoured at the International Business Excellence Awards (IBXA) for our commitment to operational excellence and adherence to high standards.

We emerged in the top position winning gold in the 'Best Business Change and Transformation' category.

This is a testament to our evolving goals, implementation of transformative strategies, and success in producing proven qualitative and quantitative results.



NAKHEEL
Community Management

IBXA™ 23
INTERNATIONAL BUSINESS
EXCELLENCE AWARDS 2023

GOLD AWARD WINNER
Best Business Change and/or Transformation



Being a Great Place to Work®

Nakheel was recognized as a Great Place to Work-Certified company for 2022/2023 by the global research and consulting firm, Great Place to Work® Middle East for demonstrating a workplace culture of inclusivity, support, and understanding where employees' voices were heard and acted upon and offers an outstanding employee experience with staff feeling trusted and valued.





Nakheel Community Management

Our primary objective is to manage and maintain the wellbeing of your community. As such, we provide a broad spectrum of comprehensive management services.

18
Master Communities

50,000+
Units

350,000+
Residents

Standards that help maintain our communities



Industry Recognitions



Reach out to us



help@nakheelcommunities.com



[@NakheelCommunities](https://www.linkedin.com/company/nakheelcommunities)



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