



NAKHEEL
Community Management

Community Newsletter

Discovery Gardens

April 2023



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

Message from Francis Giani, Chief Community Management Officer

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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.



New Parking Bays for Motorcycles

145 new parking spaces for motorcycles have been introduced on Street 1 of the retail area in Discovery Gardens. With this dedicated area, bike riders can leverage the free parking space available 24/7. Narrower than bays for cars and larger, the parking lots for two-wheelers are visibly indicated by signage.

Riders are urged to use the bays to safely park vehicles and follow the local rules and regulations to avoid violations or fines.

Safer Roads for Wheels and Feet

As road safety remains our priority, we installed a speed table with a pedestrian crossing on Street 1 as a traffic calming enhancement. This serves as a bright visual reminder for vehicles to slow down safely and well in advance while allowing those on foot to cross the road at a safe pace.

Did you know?

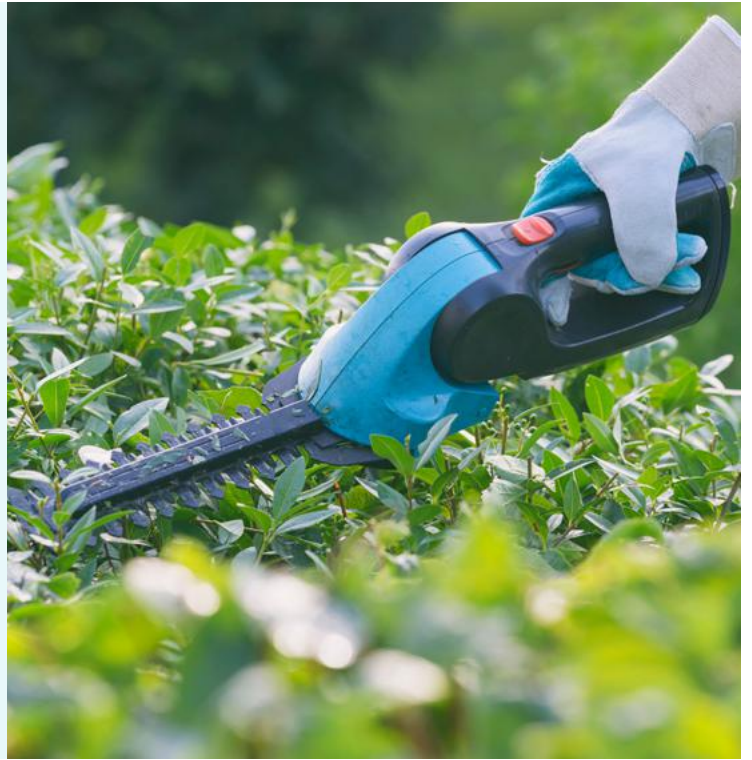
Speed tables can bring down the speed of incoming vehicles by 40%. Now, isn't that good news in creating a better pedestrian environment? We'd love to know what you think too.



Greener Garden Gear

In our efforts to ensure sustainable operations, we worked with our community landscaping teams and replaced fuel-powered gardening equipment (that generated greenhouse gases of almost 1,955 kg/month) with battery-powered alternatives.

Better for the environment, the new hedge trimmers and hand blowers produce no emissions, are high-quality and reliable gear, are easy to use, and are easy to maintain. Quite the right choice for a peaceful neighbourhood like yours.



Illuminated Navigation

Building number plates were upgraded with new, sleek LED lights, offering better visibility and readability at sundown. These strips of lights crowning the metal signage make it easy for anyone looking for directions or looking to identify specific blocks.



Keeping Up With Insulation

In building operations, a successful chilled water insulating system is critical in bringing down energy use and costs, while making systems efficient. Close to 57 (JOP) buildings are undergoing insulation works on their chilled water networks to prevent thermal loss, thereby preserving the visual appeal and appearance across the common areas.

How does it help?

This process keeps a tab on condensation (read: ceiling leaks) and helps us steer clear of mold, damage to the ceilings and parts above, and potential safety hazards. Plus, this reduces energy consumption by 10% and brings down civil work costs.



From left to right: Ramil Rino, Madhu Naramaneni, Harold Dsouza, Saeed Alhammadi, Mohammad Alawadhi, Mohammad Javed, Aisha Sayed Mahmood, and Donna Fernandes.

Meet Your Community Management Team

We're delighted to introduce your community management team.

Mohammad Al Shaibani leads the team as Associate Director for overall operations. He is supported by Mohammad Alawadhi who oversees the day-to-day community operations and facilities management. His team includes Donna Fernandes who manages residents' experience, Aisha Sayed Mahmood who manages the team administration and support services, and the duo of Harold Dsouza and Ramil Rino who together manage the Joint Owner Properties portfolio of 63 buildings.

The duo of Mohammad Javed and Saeed Alhammadi manage the Master Community operations and infrastructure networks, while Madhu Naramaneni manages the landscaping.



You can reach out to the team at **800 NAKHEEL**, help@nakheelcommunities.com, or at your dedicated community office in The Gardens, behind the ENOC petrol station in Jebel Ali Village.

What Makes Your Community Sustainable?



We Switch to Sustainable Options

Lighting systems across our corridors, and garbage rooms are enabled with light and motion sensors to conserve energy.



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

We have three-stream recycling stations (for glass, paper, and plastic) in our common areas and basements. Plus, a dedicated cage for cardboard collections.

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.



Community Dental Screening

Nothing beats a great smile. As part of our efforts in extending health and wellness initiatives to our residents, a community dental screening was held in collaboration with Health Hub Clinics on 26 February, to spread awareness of the importance of dental health.

At a mobile clinic, dentists ran screenings for participants to help identify tooth decay, gum disease, and other oral health problems.



Dubai Flea Market

The much-awaited and loved Dubai Flea Market was back on 11 March 2023 for residents to get their hands on pre-owned clothes, fashion accessories, home appliances, furniture, ceramics, handicrafts, toys, and books. The market also featured entertainment for the kids with inflatables, painting workshops, with a fun-sized serving of popcorn.



Health: Check Happiness: Check

As part of another wellness drive held across our buildings, Nakheel Community Management in collaboration with Life Pharmacy hosted a medical checkup for residents to assess blood sugar and blood pressure levels.

Medical experts advised participants about corrective lifestyle measures to overcome potential illnesses while offering discounted health check packages and immunity-boosting supplements.





Moonlit Movies Are Back

Our ever-popular Movie Under the Stars was back on 12 March, gathering residents for a relaxing evening to mingle, socialize and relax with a screening of the adventure comedy - **Jumanji - The Next Level**. Younger residents unleashed their creativity at the arts and crafts fiesta and spent an evening to remember, under the winter moonlight.

Hag Al Leila Celebrations

One of the most popular Emirati celebrations prior to Ramadan - Hag Al Leila was celebrated in true blue traditional style on 09 March. Homes welcomed our team at their doorstep and received sweets and treats to celebrate the occasion. The initiative echoes the values of sharing and giving that the Holy Month brings with it.



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 just like your community. 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 and master 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 Reena D'Mello whipped up a delicious summer bowl and sent us the recipe for a fruit chaat that promises to be a showstopper at your next cookout. This fruit salad with a twist marries two classic flavours - sweet and spicy.

Ingredients

- ▶ 1 chopped apple
- ▶ 2 chopped bananas
- ▶ 1 chopped orange
- ▶ 1 chopped mango
- ▶ 5 strawberries (cut into 4s)
- ▶ Half a cup of halved grapes
- ▶ Half a cup of pomegranate seeds
- ▶ Quarter teaspoon salt
- ▶ Quarter teaspoon of cumin powder
- ▶ Half teaspoon Indian chaat masala
- ▶ 2 teaspoons of lemon juice
- ▶ 6-8 chopped mint leaves

Preparation

- ▶ In a large bowl, cut and add all the fruits.
- ▶ Now add the salt, cumin powder, chaat masala. - Sprinkle the lemon juice. Adding lemon juice prevents fruits from browning.
- ▶ Gently mix without mashing fruits.
- ▶ Refrigerate for 30 minutes to an hour.
- ▶ Garnish with mint leaves and serve.

P.S: Fruit chaat tastes great when served chilled.



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



800 Nakheel



@NKLCommunities



Nakheel Communities



My Nakheel App