



NAKHEEL
Community Management

Community Newsletter

District One - Villas

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.

Lastly, we are setting the stage for our annual gardening competition that will be open at the end of summer for nominations. This is your chance to get your home gardens in full bloom and glory in time for winter. The best community garden will be awarded a waiver on community usage charges for 2023.

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.



The New Clubhouse Awaits You

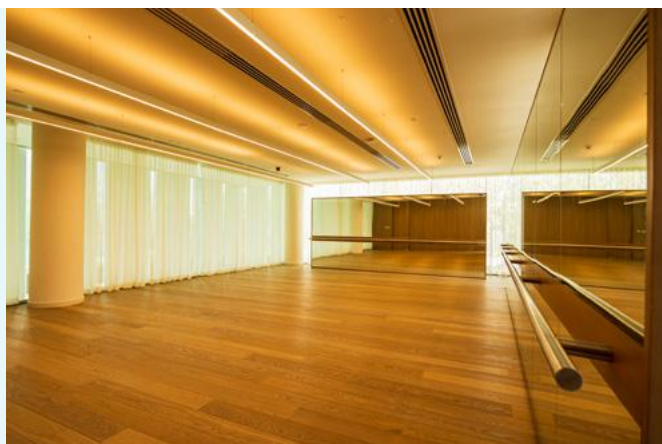
The much-awaited District One Clubhouse is now exclusively open to its residents of Phase 1 and 2 on all days of the week, between 7 AM and 11 PM.

An official ceremony was held on 09 March 2023 with members of the Homeowners' Committee and Nakheel dignitaries, to mark the opening of the luxurious addition to the community.

Equipped with a contemporary studio, sleek sauna and shower areas, personal lockers, outdoor pools for children and adults, and a state-of-the-art gymnasium, it brings in fitness, relaxation, and recreation for every member of your home.

There's more - a spacious multi-function room in the facility offers you the space to host private events with family and friends. The room will be open for booking from September 2023.

Reach out to your community management team seated at the clubhouse, or you may contact us at help@nakheelcommunities.com or 800 NAKHEEL (6254335).





Stylish Sunbeds at the Lagoon

Summertime promises to be a swell time, with 40 new sun loungers and 20 umbrellas at the lagoon. This outdoor furniture upgrade offers comfort with its ergonomic design, making it perfect for a snooze or for that quick read.

Kick back and relax in the beautiful Dubai sunshine, but don't forget to use a towel on a sun lounger to avoid stains from suntan or sunscreen lotions, or other spills.



From left to right: Neetan D'Souza, Syed Haque, Abdullah Muhammad, Anna Castulo, Mahra Alblooshi, Jenelin Dumayag, Tarek Morsy, Abdelghani Khaldouni, Shafi Moideen, Mohammad Hisham Abbas

Meet Your Community Management Team

We're delighted to introduce your community management team to you. Abdelghani Khaldouni leads the overall operations of District One and is supported by Muhammad Abdalla and Mahra Alblooshi, who look after the resident experience. Mohammad Hisham Abbas and Syed Haque, supervise the facilities management and technical management.

Tarek Morsy looks after the Phase 3 portfolio with Jenelin Dumayag overseeing after the day-to-day operations of the community. The duo of Shafi Moideen and Neetan D'Souza supervise the community landscaping, while Anna Castulo looks after the administration functions.



You can reach out to the team at **800 NAKHEEL**, help@nakheelcommunities.com, or at your community office in the District One Clubhouse.

What Makes Your Community Sustainable?



We Use Sustainable Solutions

Your community cycling and jogging track are dotted with lights that are powered by solar energy, while common areas are illuminated by LED bulbs.



We Employ Technology in Operations

Your community landscaping is irrigated with treated sewage effluent water that is generated from within the community.



We Educate

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



We Segregate

Each home has a dedicated garbage bin for household waste (black bin) and recyclable waste (green bin). Recycling stations outside each amenity encourage users to segregate and dispose of their waste.

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.



Iftar With Those Behind the Scenes

Ramadan is the month of sharing and giving. During this month of religious and cultural significance, we held an Iftar for 150 staff including security guards, gardeners, and housekeeping staff who form the backbone of the community operations.

NCM arranged a distribution drive of packed food boxes for the men and women who make the community pristine and beautiful every single day.



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 10 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 brought 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.

Gear up for our Home Garden Contest

Is your blossoming garden a source of pride and joy? Here is a chance to participate in our community garden contest and win big. Showcase your green thumb and get rewarded for your talent in gardening and landscaping.

THE PRIZE: The winning garden can enjoy a waiver on the Community Usage Charges for 2023.

Registrations will open by October 2023 and gardens will be evaluated in the following weeks. Qualification criteria include aesthetic appeal, design, elegance, innovation, diversity, and water conservation efforts. Winners will be declared in January 2024.



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.



Responsible Landscaping Starts at Home

With the beauty that a garden offers comes the responsibility of keeping it properly maintained and landscaped. Here are our top three tips for a clean and green surrounding for your home.

- ▶ Your garden is your responsibility. Plant large trees away from villa walls, as far-reaching roots can damage boundary walls and villa foundations.
- ▶ No neighbour likes a stray creeper encroaching into their space. Trim your plants and trees regularly to avoid them from invading common areas and neighbouring properties.
- ▶ Do not hang weights over the boundary walls or common areas to secure your landscaping, as these pose a safety hazard.

Residents' Recipe Corner

There's nothing like a tropical summer salad to beat the summer heat of 2023. One of our residents, Jinny Gidwani whipped up a delicious summer bowl and sent us the recipe for a mango, feta & avocado salad that promises to be a showstopper at your next cookout.

Ingredients

- ▶ 2 large ripe mangoes, diced
- ▶ 200g Feta cheese
- ▶ 4 radishes, finely sliced
- ▶ 1 ripe avocado, diced
- ▶ A handful of fresh basil
- ▶ 1 box of wild rocket leaves (or pea shoots, if available)
- ▶ A drizzle of good-quality olive oil
- ▶ 1 lime
- ▶ Salt and freshly ground pepper

Preparation

- ▶ Combine the mango and avocado together with the rocket leaves/pea shoots.
- ▶ Radishes are optional, but they add a lovely burst of colour and crunch to the salad. Add them in.
- ▶ Crumble the feta cheese in and roughly tear the basil leaves. Reserve some feta and basil leaves for garnishing.
- ▶ Season with salt and pepper and squeeze in the juice of a lime and put in a good drizzle of olive oil.
- ▶ Mix well with a spatula gently to avoid breaking the avocado and mango pieces.
- ▶ Top with some more feta and basil before serving. Enjoy!

This salad serves 4 people.

Mango-Avo Feta Salad



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.



السرعة القانونية 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