



**NAKHEEL**  
Community Management

# Community Newsletter

Jumeirah Heights

November 2023

# Message from the Chief Community Management Officer

Dear residents,

It is the most awaited time of the year, and we are thrilled to share this fall edition that's packed with wonderful news, tips, service introductions, and plenty more that's abuzz in your neighbourhood.

We are in the midst of the festive season, so keep an eye out for our feature on safe celebrations at home. The weather also brings with it some unwelcome pests and we've got you covered with handy tips on braving the mosquito menace.

If you've been decluttering your home ahead of the new year, there's good news with our article on recycling household items. Don't forget to also cash in on ways to make your home energy efficient with tips in our TLC section.

Our refreshed and sleek NCM website – [nakheelcommunities.com](http://nakheelcommunities.com) is ready for you to explore in December. As part of our digital strides, we have now made it easier for you to book a community facility on Nakheel Online Services and My Nakheel. Do use this opportunity to make the most of your amenities with your family and loved ones.

I'm happy to share that we hosted a successful NCM Service Excellence Awards 2023 that celebrated the efforts of top-performing service providers who exhibited unparalleled commitment to service excellence within our residential communities. These awards were a platform to highlight their exceptional performance and to continue inspiring a culture of excellence.

From a community management company's perspective, these past months have been triumphant with our flagship development – Palm Jumeirah receiving the BSI Kitemark certification, our recent MoU to increase green mobility opportunities within our communities, multiple victories at industry forums, including winning the title of the Happiest Community for MBR City District One.

Our recent donation drive Tarahum for Gaza in collaboration with Emirates Red Crescent, was our effort to help those in need with relief packages. We want to thank all community residents who participated and contributed to the drive.

We look forward to your continued support in 2024. Till then, don't forget to follow us on our social media channels.

From all of us at NCM, I wish you and your loved ones a bright and happy new year.

**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.

## Smart Housekeeping

The East and West buildings of Jumeirah Heights witness considerable foot traffic and movement all day, every day. As part of our efforts to ensure that the upkeep and cleanliness of every nook and corner are taken care of in effective and efficient ways, wall-mounted auto-dosing systems were installed in the housekeeping rooms.

These systems dispense the right chemicals in the right quantities and dilution rates with precise control, depending on the type of cleaning activity being carried out by the service providers. In addition to maximizing the cleaning performance of the common areas in the building, this system saves time and ensures efficient use of chemicals and resources.



## East Podium 2.0

Exciting improvements are planned at the Jumeirah Heights East podium for residents and tiny tots. Our landscaping teams are laying the foundation for the perfect green paradise within your building.

The area is being designed to include a hand-picked selection of neem, delonix and plumeria trees with the indigenous date palms in their company. High-quality turf and interlocks will pave the way for those looking to take a stroll.

Great outdoors like this deserves a space dedicated to our youngest residents. A new play area will soon be open, as multi-play sets, swings, a sandbox, and trampolines will set the stage for fun and play on child-safe rubber flooring.



# 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 25 August at Jumeirah Heights East, with active participation and support from facility management and security teams.

Fire wardens shared details on escape routes, emergency exits, assembly points and instructions on responding to a fire to avoid panic or fear and ensure a well-informed exercise with awareness and cooperation.

Another fire drill will be conducted with Dubai Civil Defence and Jumeirah Heights residents in February 2024.



# Start Recycling with Yalla Return

Want to recycle and reduce your household waste and get rewarded for it? We have introduced a smart recycling initiative in collaboration with Yalla Return, a partner of our waste management service provider, Averda.

## HOW TO SIGN UP?

Create an account on the Yalla Return mobile app and enroll for the programme. You can contact us at 800 NAKHEEL and a kit of 15 recycling bags with unique QR codes will be arranged for your home.

## COLLECTION

Every time a bag is filled with recyclables, residents can scan the bag's QR code before placing it into the Yalla Return blue smart bin located on the ground floor. During each collection, the bag's QR code will be scanned, and residents will directly gain points on their Yalla Return app, redeemable for vouchers at various outlets.

## BAG TOP-UP

The recycling bags for each household will be automatically replenished by the waste management team before they run out. Each bag's QR codes help track and record the number of bags used by each household.

## HOT TIP

Please include only recyclable items such as paper, cardboard, plastic, and aluminium cans and ensure that they are clean and dry.

# New Digital Services Alert

Your community services are moving online, and we are making it easier for you to place a request from anywhere and at any time.

Visit **My Nakheel mobile app** or **Nakheel Online Services** and apply for your provisional service charges or book your podium level for a private family event.

It is now easier than ever and at the simple click of a button.



## Apply Online for Your Provisional Service Charges

1. Log in to **MY NAKHEEL mobile app** or **onlineservices.nakheel.com**.



2. Under **OTHER SERVICES**, select **REQUEST FOR PROVISIONAL SERVICE CHARGES**.



3. Fill out your form with the requested documents to submit your request.



4. Receive a link for payment via email.



**NOTE:** It is mandatory to settle all outstanding community usage charges before resale of properties. This includes unbilled usage charges for the respective quarter of the financial year.

## Make a Facility Booking

1. Log in to **MY NAKHEEL mobile app** or **onlineservices.nakheel.com**.

2. Under **OTHER SERVICES**, in **OWNER/TENANT SERVICES**, select **Facility Booking**.

3. Fill out your form by selecting the preferred facility with the requested documents to submit your request.

4. Once approved, your security personnel/concierge will give you access to the facility.

**NOTE:** Contractors/event organisers assigned by residents for setup and decoration must seek a short-term access permit on **Nakheel Online Services** prior to commencing works.

## Did you know?

Need to settle your community service charges? We are a chat away.

Reach us on our **WhatsApp number - 800 NAKHEEL** and our chatbot is happy to help you with your payment in just a few simple clicks.



# Your Community Events



## LiveWell with NAKHEEL

Our July edition celebrated happiness and well-being with functional practitioner Dr Nas Al Jafari, motivational speaker Asma Baker and entrepreneur Abdulla Lutfi covered the philosophical and physiological viewpoints on happiness and its role in health and well-being. The event was held on 29 July at IL Passaggio in Jumeirah Park.

Meanwhile, our August event at The Coterie, Ibn Batuta Mall shed light on pain management with lifestyle coach Irina Sharma and osteopath Youssef Youssef educating participants on preventing joint pains, improving posture in addition to choosing the right exercises. A morning movement session by Coach MJ was the perfect start to the self-care Saturday with attendees exploring the right type of stretches to help regain lost movement.

Here is a glimpse of our speakers, sessions, audience interactions, and highlights.

Stay tuned to our updates on [www.livewell.nakheelcommunities.com](http://www.livewell.nakheelcommunities.com).

Till then, live well.





# Nakheel, Home of Netball: Season 2

Nakheel Community Management's partnership with the Emirates Dubai 7s enters its second year and we are getting ready to cheer the netball teams battling it out at The Sevens Stadium.

Netball is one of the several sports played at the Emirates 7s among various divisions and international teams in addition to plenty of entertainment, from 01 to 03 December 2023. As the presenting partner, Nakheel invites residents to the biggest sports and entertainment festival with a vast spectrum of music performances and family-friendly fun across three dedicated zones.

Mark your calendars and book your tickets for 01 December 2023 aka 'Family Friday', with sporting masterclasses on offer for kids, endless attractions and interactive setups amongst much, much more.

For more details, visit <https://dubairugby7s.com/>.

Stay glued to our social media channels and stand a chance to win tickets to the Emirates 7s.



## Tarahum for Gaza

NCM organised a donation drive in collaboration with Emirates Red Crescent, aimed at providing relief to those affected in the Gaza strip. The humanitarian initiative took off at seven locations across Nakheel communities and invited residents to donate clothes, blankets, shoes, hygiene products, non-perishable food, lights and tents as part of relief packages to support those in need. Here are a few glimpses from the drive.







## SAFEstivities For All

Ahead of the holiday season, here is a safety checklist to ensure that your celebrations remain merry and bright for your family and your visitors.

### ELECTRICAL SAFETY

- ✔ Check old light fittings for damaged sockets or frayed/bare wires.
- ✔ Purchase certified materials with the CE marking to ensure safety compliance.

### OPEN FLAMES

- ✔ Burning candles, lamps and lanterns must never be left unattended and kept away from furniture, bedding, and curtains.
- ✔ Ensure these are kept on a stable surface and cannot be knocked over easily. Keep them out of reach of children and pets.

### PEDESTRIAN SAFETY

- ✔ When crossing streets, use pedestrian crossings and follow traffic signals.
- ✔ Use sidewalks or pathways without obstructing the roads.

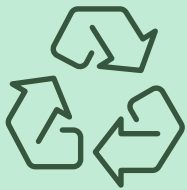
### ROAD SAFETY

- ✔ Drive safely within the community speed limits and in the event of heavy pedestrian traffic, slow down for safe passage.
- ✔ Young adults and children may move in unpredictable ways. Keep headlights on for a better watch of pedestrians from far distances.

For a comprehensive list of guidelines on decorations and festive celebrations, browse through [www.nakheelcommunities.com](http://www.nakheelcommunities.com) for the Community Rules.

# Responsible Waste Disposal

More than half your household waste can be recycled and put to better use in another process. Here is a breakdown of what you can do with certain everyday items.



## General Recyclables (paper, plastic and cans)

Your community is equipped with multi-stream coloured recycling bins in common areas or at frequented amenities. Remember to only dispose of items that are clean and dry.

Not to forget the Yalla Return blue smart bin located on the ground floor of your building.



## Electronics

Give your old cameras, music systems or televisions a new lease of life. Contact your community waste management service provider, or one of our partners **Averda (04 449 7500)**, **Imdaad (800 8200)** or even **Dubai Municipality (800 900)** for assistance. Established city hardware stores too accept old electronics (and batteries) as part of their e-cycling programme.



## Used cooking oil

Fats disposed of in kitchen drains can cause damage to drainage systems and lead to blocks and flooded sewers. Reach out to our waste management partners such as **Averda (04 449 7500)** which collects used cooking oil and transforms it into biodiesel.



## Clothing

Declutter and donate your preloved garments, footwear and accessories at your nearest community donation drop box. They can be passed around and used for a rather long time by someone else. Stay tuned to NCM's annual donation drive if you would like to make a difference to others in need.

**Adopt a recycling habit to spruce up your living space and make a difference to the planet with safe and responsible waste disposal practices.**



## Beat the Bite

The onset of the cooler months brings with it the menace of mosquitoes. But with a little extra care and prevention, you can make the most of these delightful months ahead without an itch.

### Clean and clear

Mozzies are drawn to stagnant water and exposed food. Avoid leaving out dirty containers or bird/pet food with uncovered food or water. Clear out any leaks in taps, drain holes and water pools in potted plants, flowerbeds, dense shrubbery and lawn grass.

### Screen out

A thin netting/screen on windows and doors is a good way to prevent their entry into your home. Keep them closed without the slightest gaps.

### Car care

Keep your car park bay, vehicle's exteriors and interiors clean to reduce the chances of mosquitoes entering your car. Car carpets, floor mats and synthetic-leather seat covers commonly attract pests.

### Natural remedies

A spritz of lavender oil in humid places like under the sink, in closets, under the furniture or your laundry room can also keep these bugs away. Burning coffee grounds is a helpful trick too.



# Increase Your Home's Energy Efficiency

It is never too late to start adopting energy-saving habits in our own home. Especially if they bring down our carbon footprint and energy bills. Read on to explore simple yet effective practices that can make a big difference.

## REFRIGERATION

- ▶ Maintain refrigerators at 4°C and freezers at -10°C and install them at least 10 cm away from walls/items for air circulation, reduced energy consumption and better efficiency.
- ▶ Let freshly cooked food cool down first before putting it in the fridge.
- ▶ Keep your freezer as full as possible so it uses less power to keep the contents frozen.

## KITCHEN SAVINGS

- ▶ Using electric fry pans, toaster ovens and small cooking appliances can save energy.
- ▶ Use lids when cooking to retain heat and match the pot size to the burner to avoid energy wastage.
- ▶ Preheat the oven five to eight minutes when baking and turn it off five to ten minutes before the time is up.
- ▶ Try using high-pressure cookers. They consume less energy compared to normal cookers.

## COOLING APPLIANCES

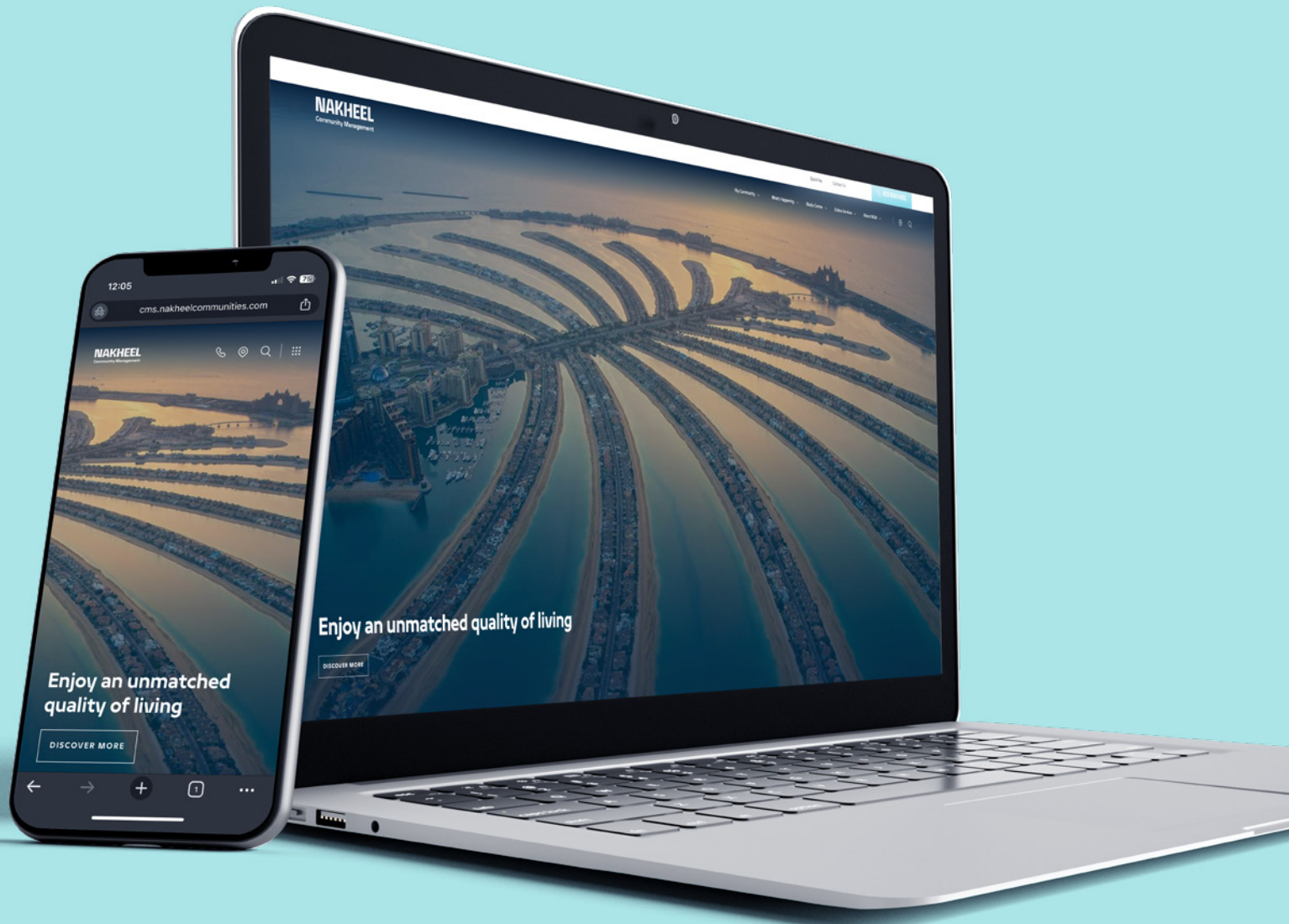
- ▶ Keep thermostats at 24°C or on “auto”. This saves up to 9 percent cooling cost.
- ▶ AC airflow can be obstructed by clogged or unclean filters. Cleaning them monthly is advised.
- ▶ Installing a fan can help you save money on your air conditioning bill, while keeping you cool.

## LAUNDRY

- ▶ Keep a full load of laundry to save electricity and water at the same time.
- ▶ Invest in an energy-efficient washing machine – you can save 27 gallons of water per load.
- ▶ Washing darker-coloured items? DEWA recommends using cold water to preserve the colours and save energy consumption.
- ▶ Line drying your clothes consumes less energy and results in less expenditure.

## APPLIANCE USE

- ▶ Limit using irons, washing machines, dishwashers, water heaters and electric ovens non-essential appliances between 12 PM and 6 PM.
- ▶ Unplug personal computers, mobile chargers and electronic devices when they are not in use.
- ▶ Use DEWA's 'Consumption Assessment Tool' to help you track your home's electricity consumption and make more sustainable decisions.
- ▶ Look for energy ratings on appliances before your purchase for long-term savings.



## Refreshed, Modern Website

[nakheelcommunities.com](https://nakheelcommunities.com) is headed your way in December with a contemporary, clean, and bold interface that promises browsers an informative, easy, visual and clutter-free digital experience of NCM's residential portfolio.

Glimpse through all our community events – past and the upcoming gatherings be it sports, social, sustainability-themed or cultural celebrations. Catch the news and corporate buzz in our Media Centre.

What's more - every community has a dedicated page with rules, amenities, team members, community offerings, event galleries, news, online services, FAQs and community office locations.

Come December, visit our website - [nakheelcommunities.com](https://nakheelcommunities.com) to explore our new and revamped online experience.

# SERVICE EXCELLENCE AWARDS



## Honouring Excellence in Service Delivery

2023 has been an exciting year of many firsts. At the inaugural edition of the NCM Service Excellence Awards 2023, we recognised and honoured seventeen top-performing organisations supporting Nakheel's portfolio of residential communities.

Across five broad categories including Customer Service and Innovation, Health and Safety, Facilities Management, Sustainability, and Extra Mile, service providers highlighted their groundbreaking efforts in their respective disciplines, outstanding projects, and creative solutions.

In our Chief Community Management Officer's words, these awards embodied the spirit of collaboration and unwavering dedication of our unsung heroes because of whom our residential communities remain vibrant, safe, and are the happiest communities in Dubai.

## Security Matters

Dubai Police recognised key members of the operations and security teams with gold medallions for their support towards Dubai Police initiatives and contributions towards their communities at a formal event held at Atlantis, the Palm.

The recognition was a part of the 'Your Voice is Heard' programme by the governing authority, which was a platform for residents to engage in an interactive question and answers session with the Dubai Police on matters of safety, community and more.



# Great News to Share



## A symbol of quality and safety

Our flagship project – Palm Jumeirah has been awarded the BSI Kite Mark certification for meeting the sustainable requirements of ISO 37106 standards for Smart and Sustainable Cities and Communities.

This makes it the first community in the Middle East to receive this honour, among 21 worldwide organisations to achieve this merit. BSI is one of the leading international organisations in the fields of international standardisation, systems assessment, certification for more than 120 years.

## Building Health & Safety

With the recertification of WELL Health-Safety Rating for Facility Operations and Management for 365 buildings by the International WELL Building Institute (IWBI) for the second year in a row, NCM becomes the first community management company in the region with the achievement. This laurel comes in addition to our consistent record in getting our ISO re-certifications every year.

## Sustainability-centered partnership

NCM signed a remarkable memorandum of understanding (MoU) with Emirates Telecommunication Group Company PJSC (Etisalat) with the aim of introducing more electric vehicle charging stations across Nakheel communities. The collaboration is aligned with the national initiative to increase green mobility while adding to the EV charging infrastructure and giving residents an opportunity to charge within the boundaries of their communities.

## Industry recognition

Our recent laurels in regional forums and summits have been a testament to our commitment to the overall happiness and prosperity of our communities. NCM's organisational culture and core values have enabled us to put communities first and the rest as they say, is history.

The LiveWell with Nakheel initiative was recognised for its positive impact on residents and the wider community while MBR City District One stood out for being the city's happiest community.



## Here are the titles NCM secured in the last few months:

	<b>WINNER</b> Community Management Company of the Year
	<b>RUNNER UP</b> Community Engagement Initiative of the Year

### Smart Built Environment Awards

**GOLD**, Community Management Company of the Year  
**SILVER**, Community Engagement Initiative of the Year for the initiative LiveWell with Nakheel



### Customer Happiness Awards

**GOLD**, Customer Happiness Company of the Year  
**GOLD**, Happiest Residential Community of the Year for Mohammed Bin Rashid Al Maktoum City District One

# 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.



## أبعد المركبة المعطلة عن الطريق لسلامة الجميع

حافظ على سلامتك وسلامة الآخرين عبر إيقاف مركبتك بالشكل الصحيح

### Keep the broken down vehicle off the road for the safety of everyone

Ensure the safety of you and others by parking correctly



مبادرة توعوية بدعم من  
Safety initiative supported by

rta.ae



## Would you like to reach us for feedback or suggestions?

### We are happy to help.



Call us at  
800 NAKHEEL (6254335)



Write to us at  
help@nakheelcommunities.com



Visit  
nakheelcommunities.com



Reach us on WhatsApp at  
800 NAKHEEL





A common dessert in Afghanistan, Iran and Azerbaijan, this sticky pudding can be flavored with rose water and cardamom for flavour.

## Shir Berinj (Afghan Rice Pudding)

The festivities can never be complete without the quintessential yum factor. With a steady trickle of families, children, grandparents and neighbours this holiday season, you don't need to look too far.

Let's thank our fab resident Balqis Noor Mohammed who comes to our rescue with this comfort in a cup, that's sure to make everyone asking for a second serving of this frosty treat.

### Ingredients

Short grain white rice- 1 cup  
(washed and soaked for 4 hours)  
Water - 4 tbsp  
Unsweetened oat milk - 3 cups  
Granulated sugar - 4 tbsp  
Rose water - 2 tbsp  
Ground cardamom - 1/4 tbsp

### For garnishing

Ground cinnamon, roasted unsalted pistachios, dried red rose petals

### Method

- ▶ To a saucepan on medium-high heat, add the drained rice and water. Let the rice soak up all the water while stirring occasionally, this will take about 5 minutes.
- ▶ Add the oat milk, bring the milk to a very light simmer and cook uncovered for 20 - 25 minutes, stirring every few minutes. Stir occasionally.
- ▶ When the rice is cooked, add the sugar and cook for 2 more minutes. Make sure to keep an eye on it, as the sugar can burn quickly.
- ▶ Remove the pan from the heat, stir in the rosewater and cardamom, and allow it to cool off completely. Garnish with cinnamon, rose petals, and pistachios, and enjoy!
- ▶ Store in an airtight container in the fridge for up to 3 days.

**Notes:** Traditionally, the rice is soaked. If not soaked, simply add more milk. For every 1 cup of dry rice, 4 cups of milk should do the trick.

# 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

**55,000+**

Units

**700,000+**

Residents



## Standards that help maintain our communities



## Industry Recognitions



## Reach out to us



[help@nakheelcommunities.com](mailto:help@nakheelcommunities.com)



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



800 Nakheel



[@NKLCommunities](https://twitter.com/NKLCommunities)



Nakheel Communities



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