



**NAKHEEL**  
Community Management

# Community Newsletter

Palma Residences

July 2023



# Message from the Chief Community Management Officer

Dear residents,

The sweltering summer is here and is synonymous with yearly travels and school breaks. For those staying back in the city, enjoy your time with family and friends - don't miss our feature on exciting deals and offers at Nakheel destinations. For the folks venturing abroad, don't miss our vacation special on prepping your home before heading out on your vacation.

The last seven months have passed in the blink of an eye, and I am thrilled to share that we have launched two popular services on our digital platform. Applying for an access card and renting a storage locker can be done at the click of a button and within the comfort of your home. And this is just the beginning.

At Nakheel Community Management (NCM), we are focussing on using technology to drive a better and more engaging experience for our residents in the coming months. With more digital services in the pipeline and a refreshed and sleek NCM website in the works, these are exciting times ahead for us. Watch this space.

Check out our feature on our dedicated Customer Engagement team which is focused on elevating customer experience to the next level. Feel free to meet them at any of the Nakheel Community Management Centres and share your feedback over a cup of coffee. They'd love to meet you.

Enjoy reading about your neighbourhood happenings and 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 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.



## Make a Splash in Your Refurbished Pool

Palma Residences' swimming Pool B has been refurbished and is summer-ready with its gorgeous new ceramic mosaic tiling that creates a sparkling effect with the rippling water. The robust tiling brings with it - longer life and protection for the pool structure.

The pool's heat-cool pump unit was also upgraded to ensure comfortable swimming temperatures all year round with maximum efficiency and reliability. These functional upgrades also aid in saving both energy and operating costs.

Your community pools are open from 8 AM to 8 PM and children must be under adult supervision, when using the facility. Wait no more! This oasis is the place to be in - all these summer months.

## Periwinkles Paint the Streets

A sea of red and white vincas (aka periwinkles) adorn the main roads and junctions of Palm Jumeirah giving the Master Community a pop of colour, green foliage, and beauty. The glossy green leaves with their all-summer blooms are complemented by the hardscaped pebble and gravel arrangements that add structure and visual interest to the open space design. These plants love the Middle Eastern sun and are easy to care for, during the summer.

Don't miss these gorgeous views as you drive down your main roads, Canal Cove, Crescent, clubhouses, and main entrances.







## Two Dog Parks Open at Al Ittihad Park

Your canine best friend has a new neighbourhood hangout!

We have opened two dog parks in the heart of Al Ittihad Park for the pooches in the community – one for all small dogs and the second park for the bigger breeds.

Featuring ample running space, trees, and dog agility equipment such as see-saws, rest tables, and jump sets, these parks are an off-leash zone for your furry family member to stay in shape. Dog waste bins with waste bag dispensers are also available at these locations.

A classic white picket fence is being installed by mid-August around these facilities. The parks will be open from 6 AM to 11 PM and are exclusively for dogs and their handlers.



## Keeping an Eye on Road Safety

Five new speed cameras with radars have been installed along the Trunk to monitor and monitor speeding vehicles, red-light breaches, and U-turn violations in the Master Community.

With these cameras, the traffic department hopes to encourage motorists to drive responsibly and avoid fines for violating road rules in these areas. These cameras are in addition to the existing 11 devices that are installed to deter bad driving practices and are connected to the Road and Transport Authority.

## New Speed Humps at Crescent

Keeping traffic discipline in mind, 14 rubber humps were installed along roads in the Crescent and Fronds with built-in reflectors for visibility during night drives and pedestrian safety.

We hope these installations will remind motorists to be mindful on the roads for everyone's safety!





## Maintaining the Grand Vehicular Tunnel

Palm Jumeirah's six-lane sub-sea tunnel connects thousands of motorists and visitors from the tip of the Trunk to the Crescent. As part of an extensive bi-annual exercise, the jet fans serving the vehicular tunnels underwent preventive maintenance, inspections, and testing to ensure longevity and sustained performance.

In addition, the tunnel lights were deep cleaned and serviced, while fixtures were checked for replacements.



## Freshly Painted Spine Underpass

As part of our maintenance programme across the Master Community's infrastructure, the underpass running across Palm Jumeirah's spine is looking shiny new with fresh paint work across 2,760 square metres.

The previous coat of paint was removed and treated with a waterproof sealant coating to preserve its longevity, clean and neat look while staying with the community aesthetics.





## Ongoing Beach Enhancement Works

As part of preserving the quality of the pristine beaches in and around Palm Jumeirah, enhancement works are taking place at the beaches of the community in a phased manner.

While land-based operations are scheduled daily between 7 AM and 7 PM, water-based operations are carried out during night hours. Residents will be notified by Nakheel Community Management if areas in their vicinity are affected as part of these works.

The enhancement project is expected to be completed by the end of 2023 and we appreciate our residents' cooperation and understanding during this time.



## Long-lasting Boardwalk

Walk down the picturesque Crescent Boardwalk and you will find that the phased painting of the area is already lending it a great impression.

With weather-proof and heat-resistant paints, the walls of the Boardwalk are looking bright and fresh, whilst being easier for our facilities team to clean and maintain.

This extensive exercise is expected to be completed by August.



# Your Community Events



## LiveWell with NAKHEEL

Our April edition celebrated hair and skin health with beauty educator and entrepreneur, Uma Ghosh, and hair specialist, Charlotte Mahaini and covered the overall effect and consequences of our environment and inner imbalances on one's hair and skin.

The LiveWell with Nakheel Retreat kicked off in May with co-curator Irina Sharma moderating talks on the restoration of health with a cooking workshop by Chef Nrupen Pottavatri. The event was a perfect mix of education, dialogue, food exploration and mindfulness practices with yoga sessions, head and neck massages, weight consultations, and a lot more. The retreat was an insight into the importance of rest, restoration, renewal, and rejuvenation.

The June edition was a special session on men's health and wellbeing, nutrition, self-care, exercise, and mental health. Here is a glimpse of our speakers, sessions, audience interactions, and highlights from these editions.

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

Till then, live well.





# An Eid Night to Remember

22 April was a special evening of festivities, games, tunes, and togetherness as families gathered for a community Eid celebration at Al Ittihad Park. Residents participated in arts and crafts, board games, group drumming, and painting and were entertained by dancers and storytellers who brought in a touch of Arabian tradition. Catch the colour and fervour from these highlights.



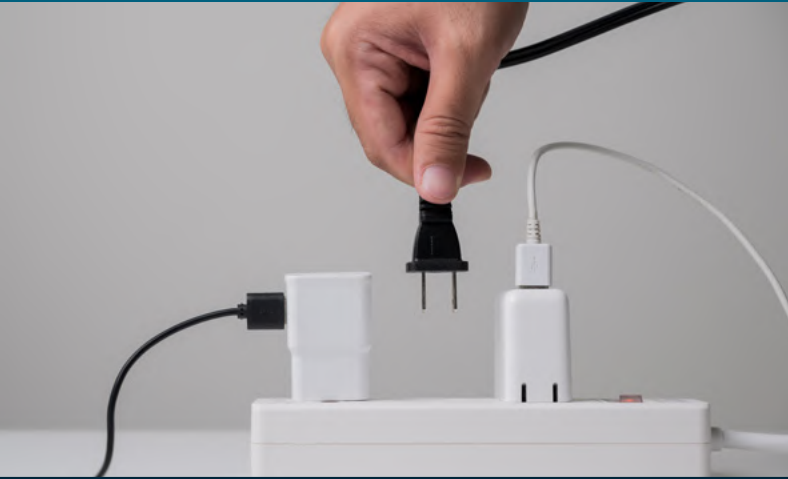




## World Environment Day

Residents in Palm Jumeirah were gifted an indoor house plant at their doorstep on 05 June 2023, encouraging them to become an agent of change for the environment. As part of our green-themed activities for the Year of Sustainability, the initiative also commemorated the United Nations Environment Programme's (UNEP) celebration of World Environment Day. Here are a few glimpses from our drive during which we distributed over 2,000 plants.





Headed for a summer vacation trip abroad?

# 8

## Home Prep Tips for Vacation

With these pre-travel recommendations for your home and belongings, we want to help you ensure that your holiday stays relaxing and enjoyable with these easy and effective steps.

### UNPLUG

non-essential home appliances before you fly out to protect them from unexpected power surges.

### EMPTY

your fridge and freezer to avoid food wastage.

### CLOSE

the main water supply valve to avoid damages to your property/furniture from a possible water leak.

### LOCK

all doors, windows, wardrobes, and safe deposit boxes.

### SECURE

your property's entrance and indoors with CCTV monitoring.

### VENTILATE

Keep your AC unit switched on at 24 degrees Celsius to prevent mould formation.

### LAWN CARE

Ensure irrigation timers are set for at least twice a day. Schedule a 6 AM and 7 PM setting.

### SIGN UP

Register for the Dubai Police's Home Security Programme on the Dubai Police app for complimentary police patrolling while you are away.

*Safe travels to you and your family.*



# Summer Checklist for Your Backyard Garden

**Avoid planting Milkweed or Damas trees in your backyard:** The Calotropis Procera plant/Milkweed may thrive in Dubai but is toxic if eaten and its sap can cause loss of vision. Meanwhile, Conocarpus or Damas trees are notorious for wreaking havoc on walls, pool structures, pipes, etc. in the roots' quest for water.

**Trim overhanging branches crossing your boundary:** This ensures safe passage for pedestrians and prevents rodents or other animals from using tree branches as a convenient bridge to get into your premises.

**Tend to any trees where birds roost:** Trim overgrown tall, thick trees and ask your gardener to thin out the side branches, where birds mostly build nests. Avoid planting trees too close to prevent perching.

## **Prevent pest infestation:**

Remove food sources for birds and rodents such as fallen fruits or uncovered household waste. Do not feed birds or stray animals in common areas or within your premises.

## **Clean and clear:**

Inspect storage sheds, kids' playground equipment, covered barbecues, leaf pile ups, or other secluded spots in your home periodically. Cosy nooks are a perfect nesting and hiding spot for rodents and other native wildlife.

## **Schedule pest control treatments:**

Professional pest control treatments once a quarter in backyards and every six months inside homes are a recommended practice.

*P.S: Scarecrows or shiny objects help keep the crows and pigeons away.*



## Beat the Heat

*A health and safety reminder in the interest of residents' safety and well-being*

Avoid going outdoors during the hottest times of the day.

Stay hydrated and use sunscreen.

Store water bottles for your household consumption in shade.

Water your plants early morning and during evenings to minimize evaporation.

See someone experiencing hot dry skin, convulsions and/or unconsciousness? Call a doctor/ ambulance immediately.

Do not leave children in parked vehicles or unattended next to swimming pools.

If you have painful muscular spasms (particularly in the legs, arms, or abdomen), rest immediately in a cool place and drink oral rehydration solutions containing electrolytes. Medical attention is needed if heat cramps last more than one hour.

Take extra care of your pets and schedule dog walks during late evenings. Hydration is key for animals too.

**TIP:** While waiting for help, move the person to a cool place, and elevate legs and hips. Place a cold pack on the neck, while fanning continuously. Try to spray the skin with water to bring down the body temperature.





## Our Customer Engagement Team

At Nakheel Community Management, we push the limits to bring you community-focussed services and put YOU – our customer at the centre of our business. One such team is instrumental in creating these exceptional interactions.

Meet our dedicated Customer Engagement team that works tirelessly to build strong and lasting relationships with customers, and ensures that they feel valued, heard, and supported at every touchpoint.

Leading the force is the Director of Customer Engagement - Faraj Osman Zarif, who brings with him extensive knowledge and expertise in CX. He is joined by his Customer Engagement Manager, Fatma Alblooshi who leads the powerhouse of talented executives - Thameez, Yousuf, Michelle, Irish, Rani, and Mahra.

Together, this team is armed with a deep understanding towards serving customers, handling complaints, answering enquiries, or registering feedback, and is always ready to lend a helping hand and even provide personalized solutions.

Drop in at our Nakheel Community Management Centres in Nakheel Mall, Circle Mall, Dragon Mart, or District One Clubhouse to meet members of this crew and say hello.



# Makani: Your Key During Emergencies

Your home bears a unique ten-digit identifier called the Makani number, enabling smart easy, and effortless navigation to your residence. For independent villas, you will find this number displayed on a yellow metal plaque at the entrance of your property.

What's more, it's known for its 1 square-metre accuracy.

## How does this help you?

- ▶ **To get an ambulance quickly:** In the event of an emergency, police or ambulance services can locate and reach you within minutes.
- ▶ **To get priority service:** Senior citizens, residents with critical health conditions, or people of determination can sign up for Dubai Police's Priority Service using their Makani number.
- ▶ **No lost packages:** You can share your Makani number with your delivery personnel to ensure accurate delivery of your items.

## What you can do

Educate members of your household and domestic help about your property's Makani number and its importance.

### IMPORTANT NUMBERS TO REMEMBER

Police – 999 | Ambulance – 998 | Fire Department – 997

Coastguard – 996 | Electricity Failure – 991 | Water Failure – 922



# Rule Refresher on Parking Shades



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

We have recently observed villa owners installing parking shades (mostly spilling over into the common areas) without obtaining home modification permits. Not only does this breach your Community Rules, but also poses a safety risk to pedestrians, wheelchair users, strollers, bicycle users and others.

Please note that in case of non-compliance, it may result in a Notice of Violation followed by penalties and further escalations to relevant authorities. These rules are intended to create a serene, attractive, and safe environment for the families, children, neighbours, and visitors of the community and master community.

## What can be done?

- ▶ Browse through all the applicable rules and regulations, villa design guidelines and relevant documents of your community on [www.nakheelcommunities.com](http://www.nakheelcommunities.com).
- ▶ Apply for an NOC from Nakheel by writing to [Planning.Approvals@nakheel.com](mailto:Planning.Approvals@nakheel.com).





# Seen our latest story that's been creating Instagram waves?

Follow us and stay tuned for exciting announcements.

Catch all the buzz and fun on our social media channels.



@NakheelCommunities



Nakheel Communities



@NKLCommunities

## Do You Have a Winning Garden?

We invite you to participate in our annual home garden contest and **win BIG**.

Showcase your green thumb and get rewarded for your talent in gardening and landscaping.

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

Watch this space.

**1 Year**  
of community usage  
charges paid by  
NCM on your behalf





# 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.



## حافظ على صيانة المركبة وتفقدتها باستمرار

تجنب الحوادث الناجمة عن الأعطال الميكانيكية

## Maintain your vehicle with continuous inspections

Avoid accidents caused by mechanical failures



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



# Residents' Recipe Corner

The sun is out and it's time for a thirst quencher. Our Palm Jumeirah resident, Debra Sinclair has been juicing it up with her tasty and nourishing ABC smoothie.

It's called A-B-C because it has the tangy touch of the green 'A'pple, the antioxidants from its 'B'erries, and the high-water content from the 'C'ucumber and watermelon. It's perfectly creamy and makes for a great way to load up on your nutrients as a snack or brekkie.

## The ABC smoothie

### Ingredients

- ▶ Green apple – quarter slice
- ▶ Fresh berries  
(raspberry/blueberry/strawberry) – half cup
- ▶ Cucumber – half
- ▶ Watermelon – 1 cup
- ▶ Chia seeds – 1 tablespoon
- ▶ Greek Yoghurt – 150 grams
- ▶ Ice cubes – a handful
- ▶ Protein power – optional

Blend all the ingredients, pour the smoothie into a tall glass, and enjoy!





# Spend Your Best Summer Ever with Nakheel

## Delight in a Relaxing Retreat

Explore an array of hotels and dining options on Palm Jumeirah. Unwind, sip and relax by crystal clear waters.

[StaycationOnPalm.com](http://StaycationOnPalm.com)

**West Beach**  
AT PALM JUMEIRAH

**The Club**  
PALM WEST BEACH

Club Vista Maré

**NAKHEEL MALL**  
PALM JUMEIRAH

**THE VIEW**  
AT THE PALM

**نخيل**  
**NAKHEEL**

## Staycation on Palm Jumeirah

**نخيل**  
**NAKHEEL**

Explore an array of spas and lifestyle destinations on Palm Jumeirah. This is your time to relax!

[StaycationOnPalm.com](http://StaycationOnPalm.com)

**Fairmont**  
THE PALM

**Hilton**  
DUBAI PALM JUMEIRAH

**MARRIOTT RESORTS**  
PALM JUMEIRAH

**THE COLLECTION**  
DUBAI THE PALM

**Radisson**  
SUNSET RESORT  
PALM JUMEIRAH DUBAI

**ST REGIS**  
DUBAI THE PALM

**VOCO**  
DUBAI THE PALM

**NAKHEEL MARINAS**  
Palm Jumeirah

An overnight yacht staycation starting from

**AED 10**

Per meter for 10m

Terms & conditions apply



For bookings  
[info@nakheelmarinas.com](mailto:info@nakheelmarinas.com)

**نخيل**  
**NAKHEEL**





# 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

**700,000+**

Residents

Standards that help maintain our communities



Industry Recognitions



Reach out to us



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



@NakheelCommunities



800 Nakheel



@NKLCommunities



Nakheel Communities



My Nakheel App