

# Guide to everyday security needs for Nakheel residents

**NAKHEEL**

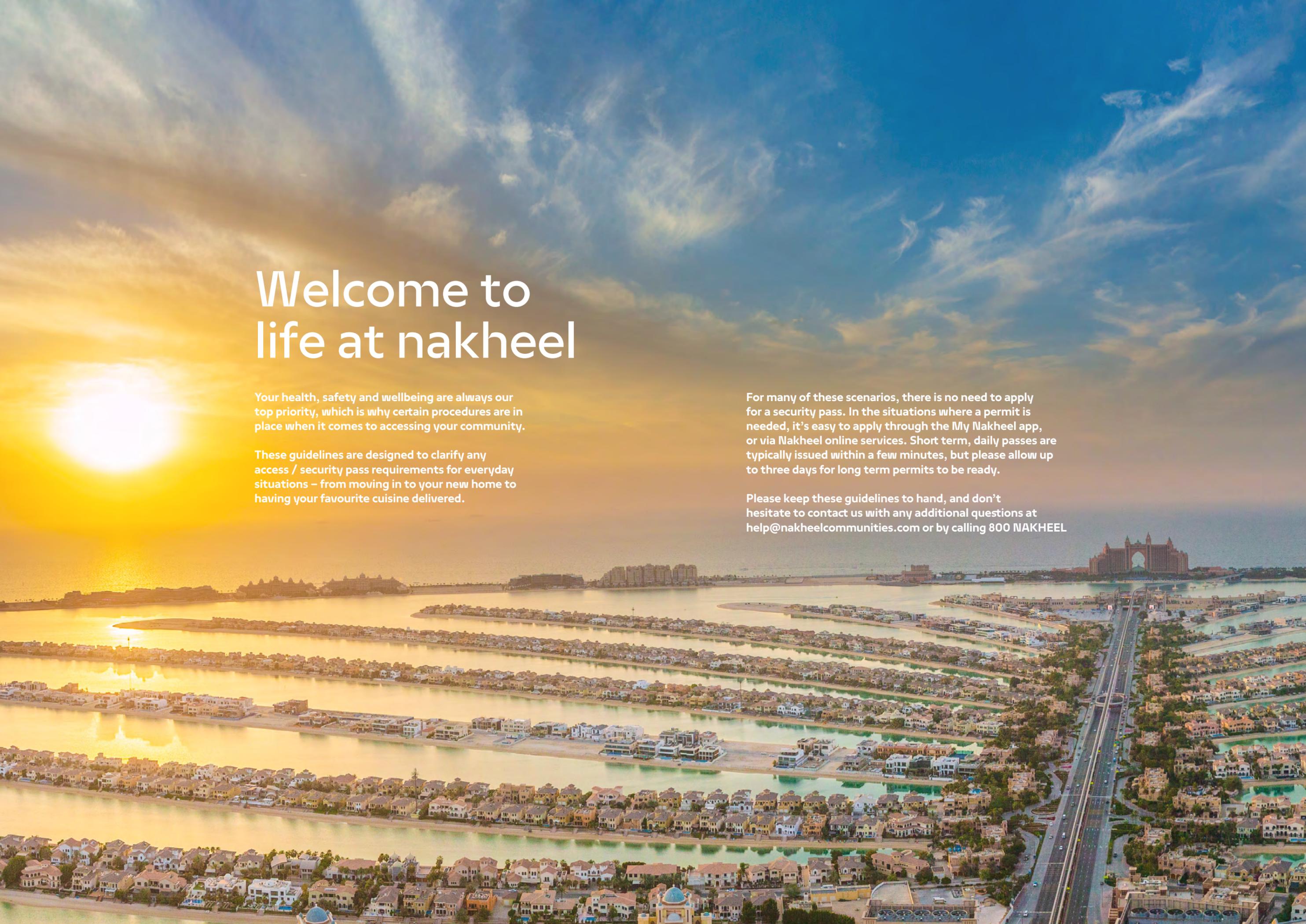
# Welcome to life at nakheel

Your health, safety and wellbeing are always our top priority, which is why certain procedures are in place when it comes to accessing your community.

These guidelines are designed to clarify any access / security pass requirements for everyday situations – from moving in to your new home to having your favourite cuisine delivered.

For many of these scenarios, there is no need to apply for a security pass. In the situations where a permit is needed, it's easy to apply through the My Nakheel app, or via Nakheel online services. Short term, daily passes are typically issued within a few minutes, but please allow up to three days for long term permits to be ready.

Please keep these guidelines to hand, and don't hesitate to contact us with any additional questions at [help@nakheelcommunities.com](mailto:help@nakheelcommunities.com) or by calling 800 NAKHEEL





## I've lost my vehicle access card

### Permit required

Please apply for a new access card through the My Nakheel app or Nakheel online services. If you have recently lost the card, there is no need to upload additional documents or information, as we will already have your details on file. If you are applying for a new card after several months or years, please provide the title deed / Ejari certificate, a copy of your passport and details of vehicle registration, too.



## My friend is visiting this afternoon

### No permit required

Your friends and relatives do not need a security pass to visit you. All they need to do is give their name and your villa or apartment number when they reach the security point. We will call you to let them know they are about to arrive.



## I've ordered a food delivery

### No permit required

Your delivery driver simply gives your name and villa number at the security point. We will call you to let you know your food is about to reach you.



## I'm having a new sofa/TV/wardrobe/refrigerator delivered today

### No permit required

The delivery driver simply needs to provide the delivery note and their Emirates ID at the security point.



## My online delivery is due today

### No permit required

The delivery driver simply needs to provide the delivery note, and their Emirates ID at the security point.



## My car has broken down and I've called the recovery service

### No permit required

The recovery service should provide a copy of their Emirates ID, along with your name and villa number, when they reach the security point.



## I have a maid service once or twice a week

### Long term permit required

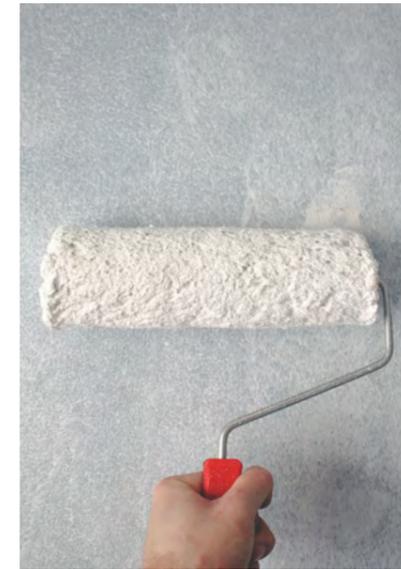
Please provide a copy of the company's trade licence, passport and visa and the resident's letter of appointment. Either you, as the resident, or the maid service, may apply for the pass.



## I have a daily gardener

### Long term permit required

Please provide a copy of the gardener's company trade licence, passport and visa and the resident's letter of appointment. Either you, as the resident, or the gardening company, may apply for the pass.



## I'm having some planned maintenance at the villa

(eg painting, AC cleaning, minor repairs)

### Daily permit required

Please provide the contractor's company trade licence and a copy of their Emirates ID or visa and your letter of appointment. Either you as the resident, or the contractor, can apply for the permit.



## I have my car washed regularly

### Long term permit required

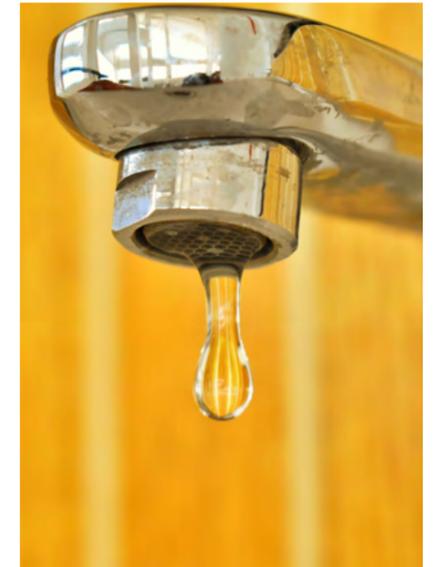
Please provide a copy of the company's trade licence, passport and visa and the resident's letter of appointment. Either you, as the resident, or the car washing service, may apply for the pass.

## I have a water leak/no water/no electricity/my AC has stopped working

(or any other home maintenance emergency)

### Case by case basis, but ideally daily permit required

We understand that in an emergency situation, a permit is probably the last thing on your mind. In such cases, our security team will check the technician's Emirates ID and, after confirming with the resident, provide smooth access to your property.



## I'm having an extension built at my home

### Long term permit required

A no objection certificate (NOC) from both Nakheel and Trakhees is required for villa extensions and modifications. In the first instance please apply at Nakheel online services or by visiting the planning and approvals division at the Nakheel Sales Centre. Once the necessary approvals and NOCs are in place, please apply for an access permit for your contractor, providing their trade licence, passport/visa copy and a copy of your approved quotation or contract Agreement.



## I'm hosting a party this weekend

### Permit required

Please notify our security team at Nakheel online services or via the My Nakheel app in the first instance. We will then liaise with you regarding parking, access for catering services etc. Your guests will not need a permit to attend your event, but certain regulations are in place, as detailed in the community rules and regulations.

## My relatives are coming to stay with me and my family for a week

### No permit required

As long as you as the owner or tenant will also be present at the property, no action is needed.



## I'm going away for summer and a friend is looking after my house while I'm away

### Access permit required

Please obtain a permit by providing the house-sitter's name, car registration details, dates of stay and a form of identification such as Emirates ID, passport or visa. This will ensure that our records are up to date should an emergency occur.



## I'm moving into a new home/different villa on Palm Jumeirah

### Permit required

Please apply 24 hours ahead of the move. If you are an owner, please provide the title deed, a copy of your passport and visa, and car registration details (up to a maximum of five vehicles), as well as the moving company's trade licence and Emirates ID. If you are a tenant, please provide a copy of the Ejari certificate, passport and visa copy and registration details for all vehicles, up to a maximum of five. Access cards will be issued at the same time.



## I'm renting out/selling my home and real estate agent needs access for viewings

### Long term permit required

Please provide the owner's title deed, passport copy and appointment letter along with the agent's passport and visa copy, RERA ID and trade license when applying for the permit.



## I let my property to holidaymakers on a short-term basis

### Permit required

Properties must be registered and approved by DTCM for short-term letting. The short stay operator should obtain the access permit on behalf of the guest. The property's title deed, passport copy, a copy of the agreement between the owner and holiday letting company, a copy of the Dubai Tourism licence and DTCM permit for the property being let are needed. Copies of guests' passports/EID are also required.

## I'm going to relax on the beach

### No permit required

All residents and members of their household are free to use the beach. Please refer to the community rules and regulations for specific regulations on beach use.



# NAKHEEL

800 NAKHEEL  
nakheel.com