



**NAKHEEL**

Community Management

## Community Newsletter

Jumeirah Heights

January 2024



# Message from the Chief Community Management Officer

Dear residents,

Happy New Year 2024!

As we usher in this year, it brings me great joy to reflect on the festive events that unfolded in the closing chapter of 2023. A true sense of community came through with the family celebrations, bringing us all together in the spirit of unity and joy.

Following a season of industry recognitions in the last quarter, Nakheel Community Management brought home the winning title of the Best Community Management Company of the Year at the IRECMS Awards 2023, with the assurance that we are focussed on creating exceptional customer experiences for residents in our care.

Now, as we embark on the journey into 2024, I am excited about the possibilities that lie ahead. With the weather turning ever so pleasant, let's make the most of it by celebrating the great outdoors. Whether it's a gathering with neighbours, a picnic in the park, or simply enjoying the community spaces, let's soak in the beauty of our surroundings.

In this edition of our quarterly newsletter, you'll find valuable insights and tips to enhance your community living experience. From the joys of a traditional Emirati recipe to reminders on pet etiquette, e-scooter usage, and the ABCs of home modification approval process, we've got it all covered.

Don't miss out on our article on the ingenious use of dried palm leaves from our neighbourhoods as part of a collaborative partnership with a local business, adding a touch of sustainability to our community operations.

As you explore the pages of this newsletter, you will discover safety tips for using space heaters and a handy guide to report non-emergencies around you. Let's prioritize safety, comfort, and community spirit in this new year.

Your well-being is our top priority at NCM. May 2024 bring us a world of opportunities and good times in our wonderful communities.

FRANCIS GIANI



## Your Community Updates

Your community undergoes timely enhancements and upgrades to make it one of the happiest residential communities in the UAE. Take a look at all our efforts in a nutshell from the last few months.



### Potted Damas Style Entrances

Six sleek porcelain pots with conocarpus (or buttonwood) plants adorn each lobby of Jumeirah Heights West and East buildings, making them an excellent addition to the main entrances. At a comfortable eye level, these elegant and low-maintenance green beauties are amazing statement plants at these entrances.

The evergreen and lance-shaped green leaves with their tufty yet symmetrical foliage add a style quotient to the reception area while purifying the surrounding air and being an effective noise barrier. The arrangement of the greenery housed in the minimalistic black planters lends a sophisticated vibe to the space and a touch of natural beauty to the everyday lives of our residents.

## In this Edition

03 Your Community Updates

06 Your Community Events

07 TLC for Your Home

12 NCM News and Updates

15 Residents' Recipe Corner



# Jumeirah Heights East



## Green ‘Tree-t’ at Podium 2.0

Jumeirah Heights East podium is undergoing a breathtaking transformation into a haven of greenery with seating and recreational fun for the entire community. A lush green lawn is ready and forms the centrepiece in the company of palm trees, neem, and flowering flame trees, and plumeria trees bringing in a symphony of colour and texture, as sandstone-paved pathways encircle the podium. Automated sprinkler irrigation systems sustainably ensure the flourishing health of the newly introduced greener, while minimizing water wastage.

Picnic benches and comfortable seating have been installed for a perfect spot to relax, unwind, and socialize amidst this green space. Dustbins are also in place to promote responsible waste disposal practices and keep the area clear of litter.

Looking ahead, the children’s play area will be ready for our younger residents by spring break and promises exercise, adventure and fun – all packed into a colourful playground.

## Culinary Oasis

A thriving vegetable and herb patch is ready at the podium level of Jumeirah Heights West with the support and planting efforts of our residents and service providers. The planter box houses a diverse array of organic delights, ranging from succulent tomatoes, brinjals, aromatic herbs such as mint and coriander and spicy green chillies.

Drip irrigation systems ensure that the plants receive the right amount of moisture, promoting healthy growth while conserving water resources. Soft and ambient lighting transforms the space into a green oasis at sundown.

Residents are encouraged to approach the building security if they wish to take home some of the organic produce. This not only fosters a spirit of sharing within the community but also ensures that everyone can enjoy the fruits of the collective gardening effort.

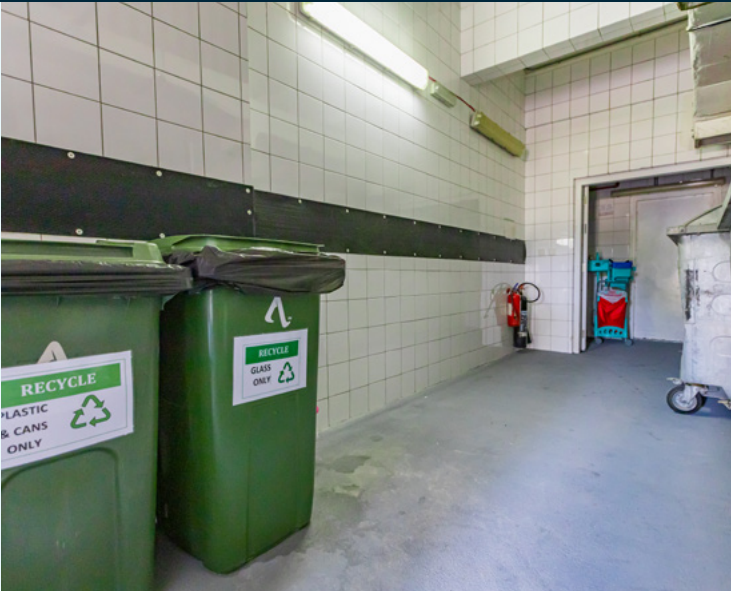


# Jumeirah Heights West

## Flooring Fix

As part of our recent improvements, the ground floor garbage room at Jumeirah Heights West underwent a significant transformation with the introduction of new epoxy flooring.

With the relentless movement of heavy skips in the area and the wear and tear that the flooring has endured, the new epoxy flooring brings in long-lasting durability with its ability to withstand the constant traffic of disposal activities and resistance to abrasion and chemicals. The impermeable nature of epoxy flooring leaves no room for the accumulation of dirt, grime, or unpleasant odours. This not only simplifies the cleaning process for our maintenance crew but also ensures a consistently hygienic environment within the garbage room.







# Season 2: A Netball Success

Nakheel Communities is synonymous with netball and has been creating a wave of interest in the sport amongst residents, youngsters and children, with the goal of being the home of netball.

In our second year of partnership with the Emirates Dubai 7s, we witnessed 85 teams come to the fore with fervent sportsmanship and zeal to clinch tournament titles across three days of exhilarating sporting fun at The Sevens Stadium. A total of 311 matches were played, and 5,120 goals were scored. Among our sponsored teams, Nakheel Magic stole the show with their dance routines and musical entrances, while sports lovers engaged in a meet and greet with the UAE Falcons team at the Nakheel Hub.

Here is a list of the category winners from this season and a glimpse of all the action.

**Youth Aspire Plate:** AD Capital Lightning

**Youth Aspire Cup:** DC3

**Open Youth Bowl:** Jebel Ali School

**Open Youth Plate:** Embrace

**Open Youth Cup:** DC 1

**Open Women Social Plate:** PP Zodiac

**Open Women Social Cup:** Aussie Sisters

**Open Social Playoff:** Lionesses

**Gulf Women Playoff:** Swifts

**Gulf Women Plate:** Magpies Toon Army

**Gulf Women Cup:** AD Elite Riders

**Open Mixed:** American Stars

**Open Women:** Savage



# Six Safety Tips When Using a Space Heater

A handy tool for the cooler days ahead is the electric space heater that lends an extra bit of warmth to your home or office space. But if not handled properly, it could be a hazard to you and those around you. Share these tips with family and friends for responsible usage of this equipment.

- ▶ Purchase heaters with a standard quality marking, thermostat, overheat protection and an auto shut-off feature that turns it off if it tips over.
- ▶ Use your heater on a solid and flat surface and keep it at least one metre away from items and people.
- ▶ Plug the heater directly into a wall outlet and avoid using an extension cord.
- ▶ Space heaters should be turned off and unplugged when you leave the room, go to bed or when not in use.
- ▶ Do not leave a heater unattended and always keep it out of children’s and pets’ reach.
- ▶ Ensure you have a working fire alarm at your home for everyone’s safety.

## IMPORTANT NOTE WHEN USING BATHROOM WATER HEATERS:

Remember to switch off the water heater while taking a shower. Keep it on ahead of the planned use to keep the water hot. We recommend that you carry out regular inspection by a qualified electrician to ensure that cabling and earthing is proper and intact.



# The ABCs to a Home Modification Approval

Planning to give your flat a fresh coat of paint or change the tiles in your bathroom for a spring makeover? Here is a visual guide on the dos and don'ts for home modifications, steps to help you with an NOC, and more.

Here's a visual guide of permitted modifications and its related processes.



TYPE OF WORK	WHAT'S ALLOWED	NEXT STEPS
Minor Maintenance Works	<p>Emergency maintenance work that takes no more than three days to complete, based on like-to-like items, without changing the architectural layout.</p> <p>Examples: Minor plumbing, electrical, HVAC repairs, maintenance work, tile replacements, internal doors maintenance/ replacement, kitchen cabinet changes, suspended ceiling works, internal painting, etc.</p>	<p><b>A short-term access permit is required.</b></p> <p><b>WHAT IS THE PROCESS?</b> Apply via <a href="#">Nakheel Online Services</a> and select <b>Short Term Access Permit</b> under Security Services.</p> <p><b>WHO APPROVES THE REQUEST?</b> Requests will be reviewed by the security team before a permit is issued.</p>
Major Maintenance Works	<p>Major plumbing and electrical works such as carpentry, flooring, HVAC repair, maintenance work, bathroom renovation, removal of fixtures.</p> <p>Wall rearrangements or addition of partitions, tiling, cabinet/ wardrobe and lighting replacements, ceiling works</p> <p>Replacement of sanitary wares, joinery works.</p>	<p>A Pre-Approval, No Objection Certificate and a Long-term Access Permit are required.</p> <p><b>WHAT IS THE PROCESS?</b> <b>For Pre-Approval</b> Share the following documents with NCM at <a href="mailto:help@nakheelcommunities.com">help@nakheelcommunities.com</a>.</p> <ol style="list-style-type: none"><li>Homeowner's appointment letter/email with property and contractor details</li><li>Detailed scope of work on the contractor's letterhead, Risk Assessment and Method Statement.</li><li>Copies of Contractor's Trade License, Third-Party Liability Insurance and staff's Emirates ID card (for security approval)</li><li>Programme of scheduled works (according to daily operations)</li></ol> <p><b>For the No Objection Certificate (NOC)</b> Apply for a Nakheel NOC via <a href="#">Nakheel Online Services</a> and select <b>Request for Apartment Modification</b> within General Services.</p> <p><b>For the Long-term Access Permit</b> Contractors can apply for a gate pass via <a href="#">Nakheel Online Services</a> and select <b>Request Long Term Access</b> under Security Services to commence work in the apartment.</p> <p><b>WHO APPROVES THE REQUEST?</b> Pre-approval requests will be reviewed and evaluated by Nakheel Community Management, while NOCs are issued by the Nakheel's Development Control and Planning Approvals Department. Access permits are approved by the security team.</p>

## EXAMPLES OF WHAT'S NOT ALLOWED AS PART OF HOME MODIFICATION

- ▶ Balcony enclosures
  - ▶ Balcony painting
  - ▶ Plumbing works above the slab
  - ▶ Coring works, use of heavy machinery
- ▶ Modification of firefighting fixtures/systems
  - ▶ Property sub-division for separate letting
  - ▶ Telecommunication devices or visible external plant equipment



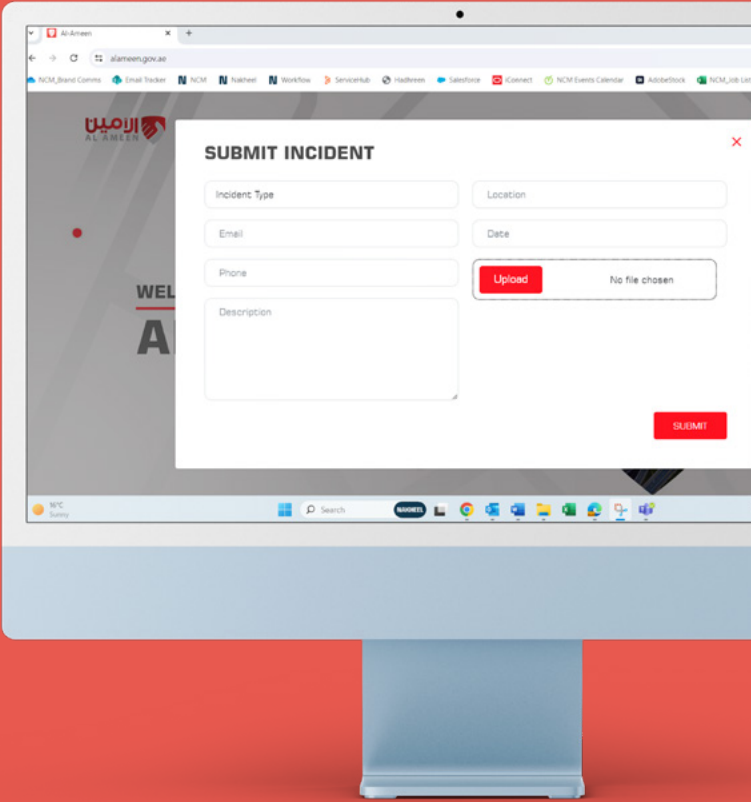
# Dial AL AMEEN for Non-Emergencies

See something suspicious that needs the attention of authorities?

The Al Ameen Service is an official service by the Dubai Police that allows anyone to anonymously voice their security-related concerns and report unlawful activities, white-collar crime, online crimes, social cases or regulatory breaches. Complaints may also include economic offences such as job exploitation, forgery, financial crime, activities that risk the lives of others, traffic-related issues and any activity which breaks UAE laws.

You can log an incident on Al Ameen’s toll-free number **800-4888** or their website <https://alameen.gov.ae/>.

The service can also be availed on WhatsApp at **+971 54 800 4444** and is available in four languages - English, Arabic, Malayalam and Hindi.



# Rule Refresher on E-scooter Usage

With a rise in electric scooters and mopeds in the city and neighbourhoods, here’s a quick look at the mobility guidelines and safety regulations that are aimed at ensuring strong rider education.

- ▶ The Roads and Transport Authority has determined selected districts, streets and lanes where e-scooters are allowed. [Click here to familiarise yourself with these routes](#). Please note that they are not allowed on jogging or walking tracks in the communities.
- ▶ Quad bikes, dune buggies or recreational motorbikes are prohibited in residential areas.
- ▶ E-scooter users without a driving license must apply for a permit and pass an online RTA test to ride in designated areas.
- ▶ The maximum speed within residential areas and along beaches is 20 km/hour, while the speed limit on designated streets shared with vehicles is set at 30 km/hour.
- ▶ E-scooter users must be 16 years or above, wear a helmet and reflective jacket, and leave a safe distance between other e-scooters, bikes and pedestrians.
- ▶ Batteries and compatible chargers must be purchased from reliable sellers. It is recommended to stop charging immediately in the event of overheating, battery deformation, noise (hissing or cracking sounds), smell, performance or smoke.



# Know Your Pet-iquette

Your community is a pet-friendly neighbourhood with easy and simple **community rules**, aimed to help reduce neighbourly conflicts and ensure a healthier environment for you and your furry family member. Familiarise yourself with these points and share them with members of your household.



## OFF LEASH AREAS

Community dog parks are designated areas for your canine friend’s walks, exercise and play. Community amenities including play areas, parks, lawns, sports courts and pools are not open to pets.



## LEASH ON ALWAYS

Not every resident in your community may be comfortable around dogs. Ensure that your four-legged friend is within full control and on a leash when out and about in your community while being respectful of your neighbours.



## COURTESY CHECK

Adults and especially children must always check with a pet owner/handler before approaching or petting someone else’s dog. Every dog has a different level of tolerance for physical affection.



## RESPONSIBLE OWNERSHIP

Pet owners are responsible if their canine pet friend injures another animal, tenant, guest or member of the public or even damage property and communal areas. Never leave pets unattended in vehicles or balconies.



## CHIP & TRACK

Have your pet microchipped and collared with the latest identification details so that they can be found easily if lost. Ensure that vaccinations, routine check-ups and registrations with a veterinarian are up to date, as per local regulations. Look up your lost pet on free apps like [Aleef](#), [WheresMyPawsAt](#) or via GPS trackers using the registered details.



## STOP & SCOOP

Owners/dog handlers must pick up pet waste immediately and carry multiple bags for cleaning up after their pets.





New Lease  
of Life for Palm Leaves

We've teamed up with local business Palmade to turn dried and discarded date palm leaves across Nakheel's communities into eco-friendly cutlery.

With a reasonable landfill fee levied for every tonne of green waste going into the local landfill, this initiative helps reduce the burden on the waste management infrastructure and save on waste disposal costs.

**How does it work?**  
Palm tree leaves when dried are usually cut by our landscaping teams to enable better growth. These leaves are then gathered and handed over to the Palmade crew, onward to their UAE-based factory. Back at the manufacturing facility, this date palm waste is blended with biopolymers to create forks, knives, stirrers and spoons that are biodegradable and compostable.

Sustainable initiatives such as these help NCM align with the UAE's Net-Zero 2050 Vision and Circular Economy Policy, fostering a circular economy by repurposing the palm tree leaves and drive landfill diversion, thus closing the loop on waste. Read more about Palmade on [www.palmade.me](http://www.palmade.me).



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.

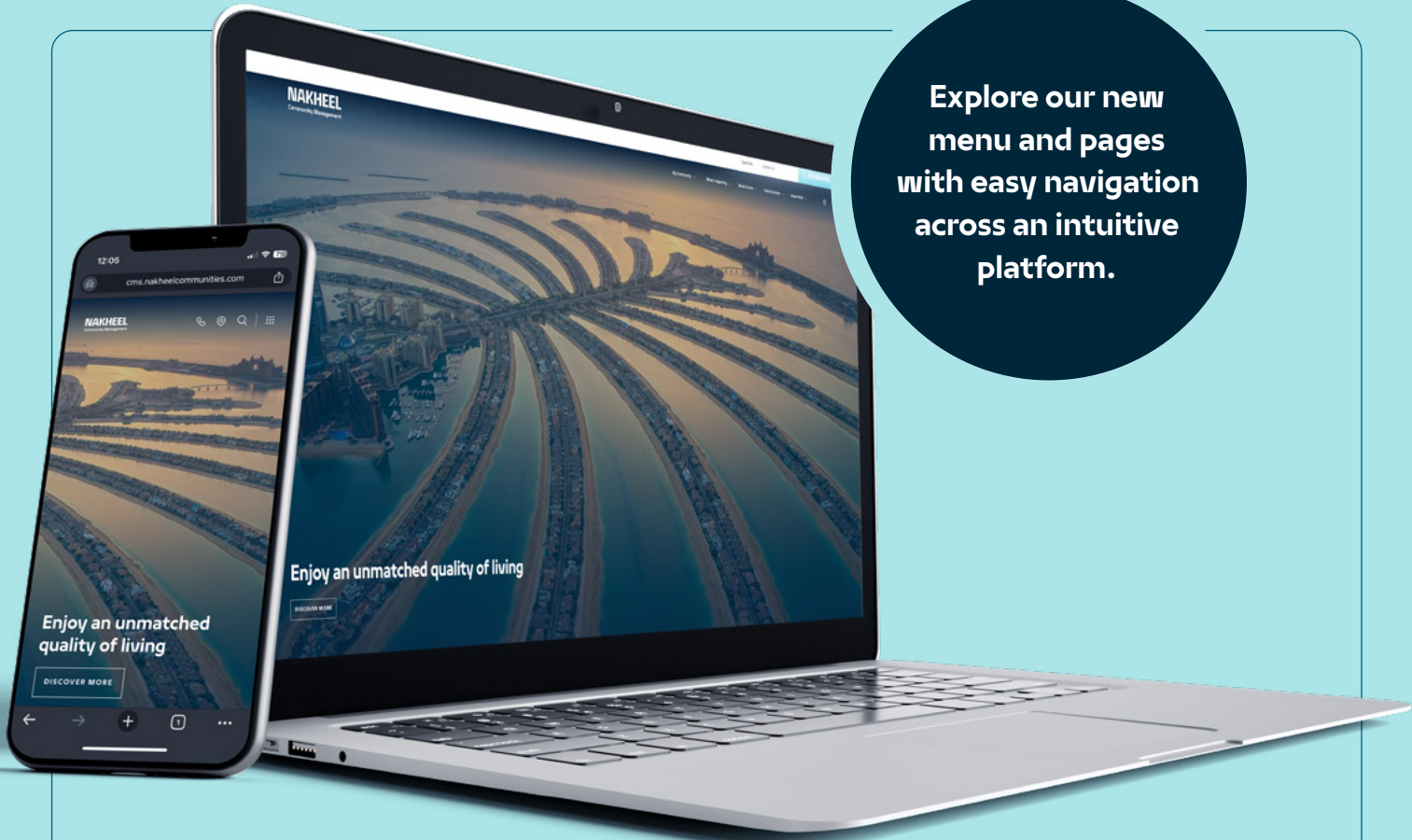


السرعة القانونية توصلك  
إلى وجهتك بأمان.. التزم بها.

Driving at normal speed can  
meet your need. Adhere to  
speed limits.



rta.ae



Visit [www.nakheelcommunities.com](http://www.nakheelcommunities.com)  
for a refreshed digital experience of  
Nakheel Community Management's portfolio  
and community living.

- |                           |                               |                            |                            |
|---------------------------|-------------------------------|----------------------------|----------------------------|
| Dedicated community pages | Upcoming community events     | Community office locations | Frequently asked questions |
| Community guidelines      | Amenities and offerings       | Live feedback              | Latest news and happenings |
| Photo galleries           | Reminders on community living | Community team members     | Sign up for focus groups   |
| NCM overview              | Online services               | Quarterly newsletters      |                            |





## Gold-class Community Management



We've got great news to share. NCM secured Gold for the Best Community Management Company of the Year at the International Real Estate Community Management Summit (IRECMS) Awards for the second consecutive year.

The annual summit is part of the World Realty Congress and governed by a panel of international experts in the field of community management. It is the only event of its kind to be supported by multiple global industry associations. The ceremony took place to highlight and recognise the best performing community management companies in the region. This is a feather in the cap for Nakheel Community Management, as we continuously strive for excellence and pave the way for other players to promote the highest standards of health, safety, happiness and prosperity within their communities.

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



Visit  
[nakheelcommunities.com](http://nakheelcommunities.com)



Reach us on WhatsApp at  
**800 NAKHEEL**

## Residents' Recipe Corner

### Meat with Rice The Emirati Touch



Emirati chef, culinary expert and Nakheel community resident **Khulood Atiq** shares her traditional favourite recipe as she rings in the New Year, 2024. Passionate about local cuisine, she finds it heartwarming to be able to share it with other community residents.

We think this showstopper of a dish is worth trying at the upcoming Ramadan spread. The kitchen beckons, dear reader.

#### FOR THE RICE PREPARATION

- ▶ Mutton (large cubes) – 1 kg
- ▶ Whole spices (cardamom, cinnamon, black pepper and cloves)
- ▶ Salt (as required)
- ▶ Water (to cook the meat)
- ▶ Basmati rice (washed and soaked) – 1 kg
- ▶ Saffron and rose water solution – ½ cup
- ▶ Ghee

#### FOR THE HASHWA (SPICED LENTILS)

- ▶ Boiled chickpeas – 1 cup
- ▶ Boiled chanwa dal – 2 cups
- ▶ Onions (diced) – 5
- ▶ Raisins – half cup
- ▶ Saffron and rose water solution – quarter cup

#### SPICE MIX (TO BE GROUND TOGETHER)

- ▶ Cardamom, black pepper, cinnamon, Arabian spice bazaar mix, dried lime (loomi)
- ▶ Tomato paste (optional) – 1 tsp
- ▶ Salt (as required)
- ▶ Ghee

#### METHOD

##### COOKING THE MEAT

- ▶ Add the sliced meat, add water, and bring it to boil.
- ▶ Remove the foam formed, add the whole spices, leave the meat on low temperature until it fully cooked, then add salt.
- ▶ Remove the meat, rub it with the glee and season with Arabian spice mix (Bezar).
- ▶ Put the tray in the oven until the meat becomes crisp. Add in the saffron and rose water solution.

##### COOKING THE HASHWA (SPICED LENTILS)

- ▶ Sauté the diced onions with a little bit of salt. Add the water gradually until it turns golden brown.
- ▶ Add ghee and the boiled chana dal and chickpeas and saute with spices, salt, and raisins.
- ▶ Add the saffron and rose water solution and leave it on low flame for 5 minutes.

##### COOKING THE RICE

- ▶ Add the rice into the meat broth until it is cooked. Drain off 80% of the meat broth from the rice.
- ▶ Add ghee to the cooked rice with a splash of saffron and rose water solution to add colour and flavour.
- ▶ Cover the rice and cook for 15 minutes on low flame until fully cooked.

##### PLATE IT UP FOR A GRAND DINNER STATEMENT

Add a thick layer of rice topped with the hashwa. Carefully place the cooked meat on top and layer it again with the remaining hashwa.

It is now ready to be devoured.



# 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



PCAM<sup>®</sup>  
Professional Community  
Association Manager

AAMC  
ACCREDITED ASSOCIATION  
MANAGEMENT COMPANY

AMS<sup>®</sup>  
Association Management  
Specialist

LSM<sup>®</sup>

CMCA<sup>™</sup>  
CERTIFIED MANAGER OF  
COMMUNITY ASSOCIATIONS

## Industry Recognitions



## Reach out to us



help@nakheelcommunities.com



@NakheelCommunities



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