



**NAKHEEL**  
Community Management

# Community Newsletter

Discovery Gardens

July 2023



# Message from the Chief Community Management Officer

Dear residents,

The time of the year synonymous with yearly travels and school breaks is here. 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 those 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 focussed 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 Gianì

## In this Edition

**03** Your Community Updates

**07** Your Community Events

**07** TLC for Your Home

**10** NCM News and Updates

**15** Residents' Recipe Corner

**16** Best Summer Ever with Nakheel

# 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.

## New Mosque Opens

Good news for worshippers in the community! The Al Sabreen Masjid has opened its doors to residents and visitors in the neighbourhood on Street 12 of Discovery Gardens. Large enough to house 400 people, the mosque has been much awaited by residents especially for group prayers.

Additionally, there is a separate section dedicated for women to pray and dedicated ablution areas as well for men and women worshippers. Residents are welcome to drive down to this new facility and participate in the communal worship. Parking is available on a first-come, first-served basis.



## Periwinkles Paint the Streets

A sea of more than 16,000 pink, and white vincas (aka periwinkles) adorn the three main streets along common areas of Discovery Gardens, giving the Master Community a pop of colour, green foliage, and beauty.

The glossy green leaves with their all-summer blooms add 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 neighbourhood streets.

The smart irrigation system networks serving the landscapes also underwent fixes and upgrades to ensure that the vast splendour of greenery in your community remain green and healthy.





## Tread a New Path at Zen

Supermarkets, restaurants, grocery stores, and mini-marts are at a convenient hand's length for residents of Discovery Gardens, making it perfect for the small hauls and every day shopping.

To add to this ease and convenience, we have just introduced a new interlocked pedestrian pathway at the Zen cluster, that gives those walking by quicker and easier access to the shops.



## New Bicycle Parking Bays

13 swimming pools will now have dedicated bicycle racks for bikers heading to the swimming pool amenity. The inverted U racks are simple and durable in design and each rack can hold four bicycles in an upright position at a time.

This comes in as a secure option to park bikes and is convenient for riders to lock the frame and wheel to the rack, keeps the two wheelers organized and prevents cycles from scraping against each other or falling to the ground. Not just that, it optimizes space while being an aesthetically pleasing option.

## Keeping Air Quality in Check

Your apartment is a personal space where you celebrate and enjoy moments with your near and dear ones. As part of our efforts to ensure that foul smell and cooking odours do not seep into apartments, exhaust fan timers were replaced across 63 jointly owned property buildings. This upgrade also helps reduce energy consumption and extends the life of this essential community asset.

In addition to this, the doors of the fresh air handling units (FAHU) were replaced across 63 jointly owned property buildings. This refurbishment helps improve the air quality, prevents dust, and untreated air from entering the apartments, common areas and all service rooms which also increases the longevity of the assets.





## Being a Responsible Pet Parent

Your community is pet-friendly, and we are happy to have amenities that cater to the health and well-being of furry canine residents too. In a shared neighbourhood with others from different cultures and backgrounds, here are a few reminders to ensure we retain the peace and harmony around.

1. Dog owners/handlers must have their dogs on a leash while in common areas and must clean up after their pets.
2. Dog handlers are responsible for any damages to landscaping by digging, defecation or urination, caused by their pet.
3. Pets are prohibited within and around children's play areas, playgrounds, and sports facilities.
4. Dog handlers will be held responsible if their pet causes personal injury to another.
5. All pet owners must keep supporting documents of registration and inoculations handy.
6. Pet food must not be left in common areas, including front porches, decks, or balconies.

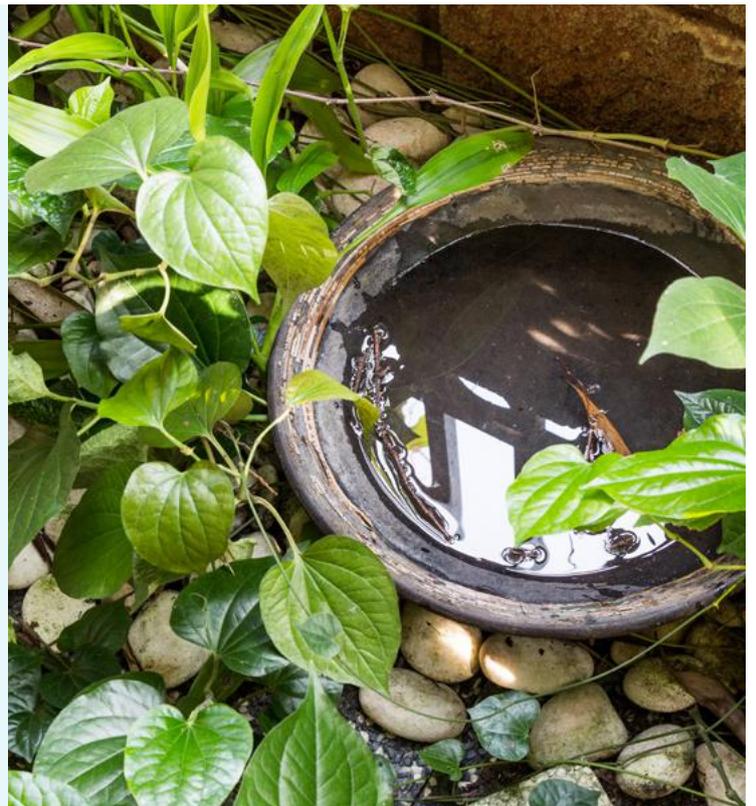
## Eliminating Mosquito Breeding Sites

As the National Mosquito Control Programme entered its second phase with pest control treatments in public areas, we have been actively undertaking thermal fogging activities and scheduled safe treatments across vulnerable community common areas.

Although the mosquito menace is prevalent in cooler months, our teams repeat the activities round-the-year as a preventive measure to minimize the overall impact.

### What you can do to keep mozzies at bay:

- ▶ Ensure there is no standing water in your flowerpots or garden.
- ▶ Install fly screens on open windows and doors.
- ▶ Use essential oils such as lavender and vanilla as a natural repellent for your home, and citronella while out in your gardening area.





## 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 a vehicle, building, or amenity access card (as applicable to your community).

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

## Apply Online for Your Access Card



1. Log in to **MY NAKHEEL** mobile app or [onlineservices.nakheel.com](https://onlineservices.nakheel.com).



2. Under **OTHER SERVICES**, select **REQUEST FOR ACCESS CARD** and fill out your form.



3. Homeowners can attach copies of the Title Deed and passport/Emirates ID. Tenants can submit copies of the Ejari certificate, passport with visa, and Emirates ID card.

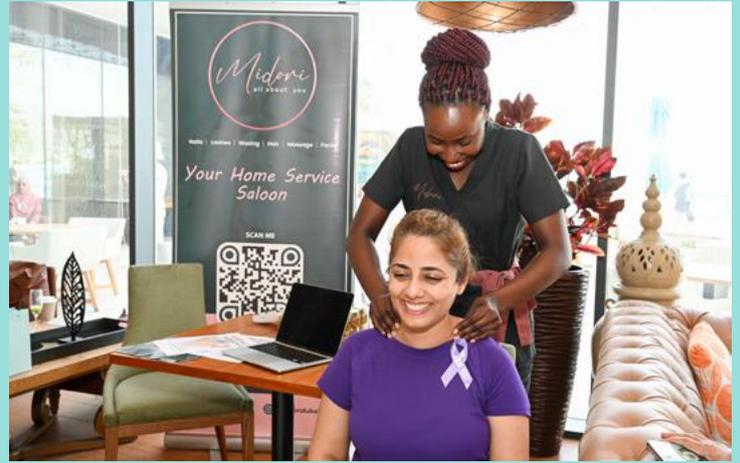


4. Pay online and pick up your card at the collection point.



**NOTE:** The number of access cards allocated to each property will be based on the relevant eligibility criteria. Enjoy a seamless community experience.

# 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.



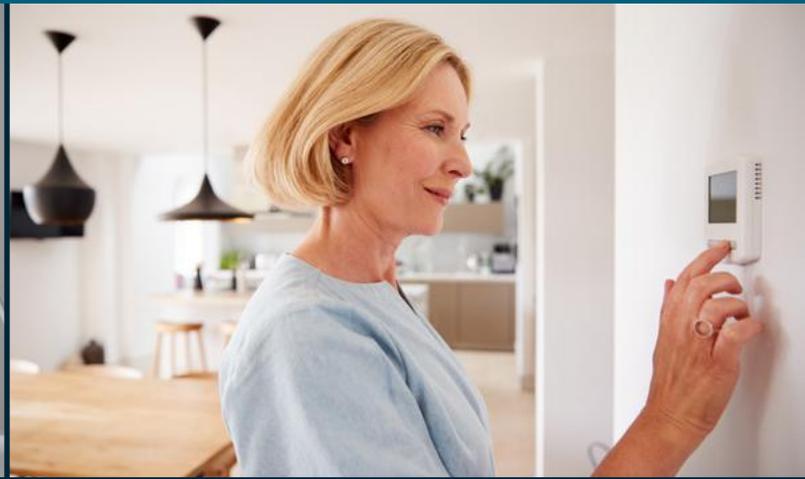
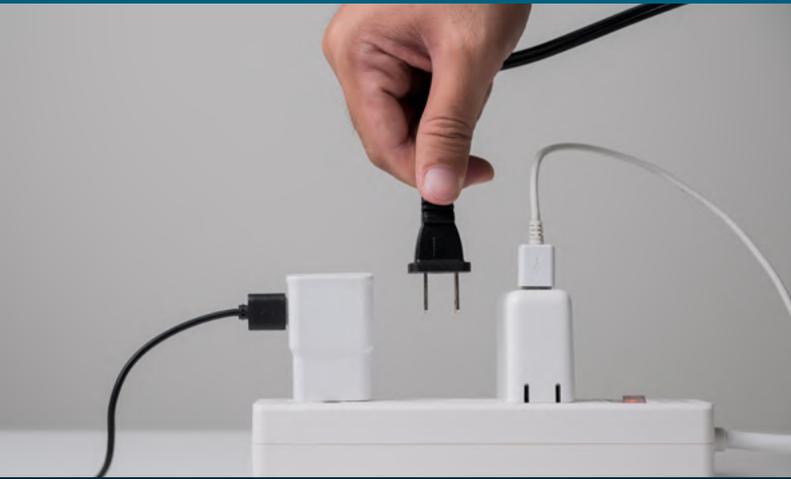
# Workforce Appreciation Day

19 May will be a day etched in the minds of community service providers and residents alike. Homeowners and tenants of Discovery Gardens together with the team from Nakheel Community Management joined hands to thank the workforce serving the community for their tireless support. The event featured free medical checkups, a celebratory dinner, and a ceremony to felicitate the top performers. Here are the highlights.



## Dubai Flea Market

A constant event - every second Saturday of the month, the last flea market for the season was held on 20 May 2023. Residents and visitors discovered second-hand clothes, fashion accessories, home appliances, furniture, ceramics, handicrafts, toys, books, and antiques. Free kids' entertainment such as bouncy castles, painting workshops, and popcorn kept little ones engaged.



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.

### VENTILATE

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

### LOCK

all doors, windows, wardrobes, and safe deposit boxes. Do not leave unsecured items on your balcony that can be easily removed.

### FIND

a reliable person to care for your indoor plants so that everything will be safe, healthy, and happy when you return.

### DISPOSE

Take out any last bit of trash before you head out.

### INFORM

your community security and provide them with your emergency contact number.

*Safe travels to you and your family.*

# Building Safety Advisory



Smoking while in common areas, is allowed only in designated areas.



Parking of bicycles is allowed in designated areas only.



Throwing cigarette butts from balconies or in common areas is prohibited.



Common corridors must not be used to store shoe racks, clothing racks, bicycles, water cans, garbage, or other furniture.



Barbecuing in balconies, terraces or common areas is prohibited.



Do not block firefighting equipment such as risers or fire hose reels in corridors as they hamper firefighting efforts during emergencies.



## 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 building bears a unique ten-digit identifier called the Makani number, enabling smart easy, and effortless navigation to your residence. You will find this number displayed on a yellow metal plaque at your building lobby or entrance.

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



# 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

# 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 resident, Ayaan Syed has been juicing it up with this absolutely simple and refreshing strawberry watermelon smoothie which needs just two ingredients. Fuel your kids' next outdoor play session with a fresh, whole-fruit treat.

## Strawberry Watermelon Smoothie

### Ingredients

- ▶ Watermelon (cubed) – 4 cups
- ▶ Frozen strawberries – 2 cups

### Method

Place both ingredients in a blender and blend until smooth. Serve immediately.

### Notes

- ▶ No extra liquid or ice is required to make this smoothie blend. (The watermelon is over 90% water by weight!)
- ▶ Use seedless watermelon and frozen strawberries rather than fresh to give your smoothie a frosty texture.
- ▶ You can try substituting other frozen fruits for a slight twist on the taste and texture. Raspberries and cherries are especially nice.



# 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 Mare

**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)

 **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