



NAKHEEL
Community Management

Community Newsletter

International City

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.



A Clean Built Environment

Over a period of three weeks, a thorough and intensive clean-up campaign was undertaken across all 481 buildings of International City to make it sparkle clean and clear of clutter.

Our teams in coordination with the security teams and specialised service providers went across all clusters and buildings collecting waste, cleaning, and sanitizing common areas, and fixing infrastructural issues. Landscaped areas were tended to and greenery that needed extra attention was considered and taken care of.

Your community rules help create a safe environment for the families, children, neighbours, and visitors of the master community. Those found violating these regulations were issued Notices of Violations to ensure compliance within their specified time frame and to avoid repeating the issue.



Green Streets Ahead

Our landscaping experts have been nurturing the vast stretch of open areas to maintain the green splendour across the International City Master Community.

The common area landscaping has been given a splash of colour with newly planted jatropha and bougainvillea against a backdrop of pebbles and gravel adding visual variety to this open-space design.

In addition, irrigation networks were reinstated to ensure the foliage remains green and healthy throughout this particularly hot season. Moreover, the irrigation networks at the roundabouts in Central Business District and Greece K13 clusters are scheduled for a major upgrade in the coming months.

As part of an ongoing exercise, 1,150 aged palms in the Master Community have been identified and removed for younger and healthier replacements.



Extended Playtime with Canopies and Rides

Sunny days ahead at the playground?
No problem. We've fixed that.

Our teams have just installed three new fabric playground shades that bring in a cover for the slides and rides, and protection from the harsh sun.

These shade sails provide long-lasting performance thanks to their durability with superior UV protection and strength. While sun exposure can cause play structures to get hotter as the day progresses, these high-quality playground canopies help keep the little tots and their outdoor play equipment safe. Plus, turns this recreational area into a much-needed space to rest and cool off.

What's new:

We've added 48 new benches and 14 more spring riders and see saws for longer hours of playtime for our little residents across 12 playgrounds in the community.



A Shade of Protection

Behind the steady streams of water to kitchens and washrooms in your apartment is an efficient network of pipelines and pumps serving your building. The booster pump is an integral part of the domestic water network and helps increase low water pressure and flow on its journey from the water tank to faucets, taps, and showers.

Owing to the past recurrence of wear and tear of the unshaded and exposed booster pumps, new canopies were installed to protect them from direct sunlight and thereby increasing the equipment's efficiency. This improvement would also bring in a positive impact on the monthly energy bill for the buildings.

Improved Roads, Safer Drives

With the excellent connectivity that roads in International City offer, they are also heavily used by motorists. As a result, certain sections have suffered wear and tear and depression over time. These areas were given a protective asphalt patch across a total of 400 square metres.

In addition, more than 4,100 linear metres of kerb stones received a fresh coat of paint at different locations within the clusters.

FACT: The black and white kerb stones aid with visibility in foggy conditions and especially during night drives.

TIP: Remember to follow your internal community speed limits for a safe experience for fellow commuters and pedestrians using the roads.



Wheeling Into Safety

We are constantly exploring ideas to improve the community living experience for all our residents across our building portfolio. As a convenient means of brief transportation for people with mobility issues or health conditions, we have introduced a wheelchair at each of our 237 jointly owned buildings. This is a community asset and will be used to serve and benefit those who would need it in the building.

How can one avail of this?

- ▶ Residents can contact the building security if they need assistance to transport an ailing resident/patient or during emergency evacuation.
- ▶ Please note that the wheelchair must be used only to transport a resident from their apartment to the patient's vehicle, upon which it must be returned to the building security.

Being Emergency Ready

Your safety and security are our top priority for our residents, and we are committed to ensuring that you have all the right information and are aware of the best steps to take in case of an emergency.

Emergency Call List

In the event of finding yourself stuck in an elevator that has stopped moving, worry not as our maintenance team is just a call away.

Look out for this plate on the elevator panel bearing the phone numbers of the maintenance crew and security personnel who can help you get out. This useful call list has been installed in all 237 jointly owned buildings of the community.

An emergency contact list can also be found on the fire alarm control panel of each building with the essential numbers for emergency services, security control room, and Customer Care that is available 24/7 for your assistance.

Know Your Assembly Point

An emergency does not happen with a warning. In order to ensure that you are aware of where to go should an event occur, new signage indicating the assembly point has just been installed outside your building.

An assembly point is vital during fire evacuations as it serves as a designated and safe area for residents to gather during the natural commotion.



Building Structural Survey

A structural inspection, including analysis and evaluation of all internal works, was conducted at all buildings in International City. Routine tests were conducted in the common areas, lift lobbies, staircases, parking basements, and building roofs.

This exercise by a third-party company is recommended by the Real Estate Regulatory Agency and assessed the set of standards being followed across all the jointly owned properties while providing recommendations for corrective treatments, where applicable.

Guarded Corners and Floors

The flooring of the main entrances of all buildings and wall corners near elevator bays have received an added layer of protection.

As part of an ongoing exercise, corner rubber guards have been fitted at the edges of entrance stairs to protect the floor tiles from damage or from chipping off. Meanwhile, wall corner guards are being installed near elevators on all floors to prevent scratches and dents.

This improvement will help save the possible expenditure on tile replacements that such structural protrusions are particularly prone to.



Waterproofed for Protection

The electrical rooms in the Spain cluster underwent recent improvements as the entry points for the cables into the facility were sealed to guarantee no seepage of water and thereby, reducing the risk of water-induced damages.

The protective layer is an essential refurbishment in the event of potential seepage during heavy rains and minimises the risk of water infiltration in these critical areas.

Coming soon

Security Cameras 2.0

The CCTV cameras and video surveillance systems in all buildings are being upgraded, as per the recommendations and requirements of the security regulatory body - Security Industry Regulatory Agency (SIRA). New 4K ultra-HD cameras along staircases, lift lobbies, building external areas, and rooftops with features of wider coverage and higher resolution will be installed by the service provider teams.

This enhancement assists the community security and enforcement authorities with timely alerts against mishaps or unwanted incidents and allows round-the-clock, remote monitoring for safer and secure communities. This extensive exercise is expected to be completed by September.



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.

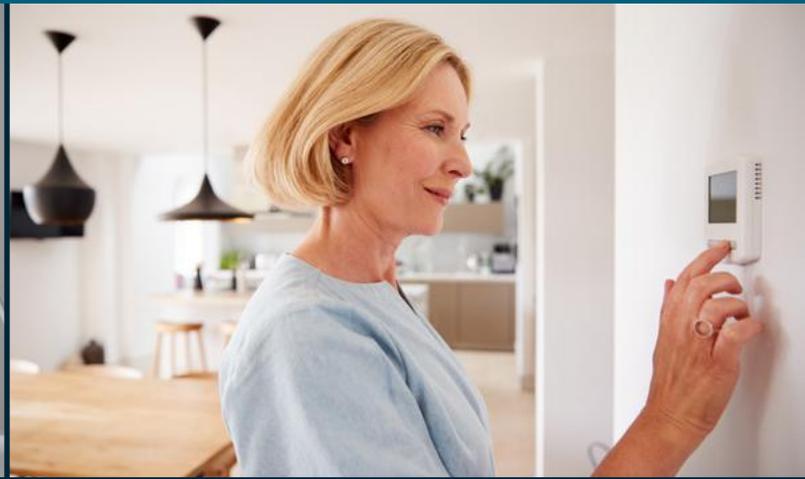
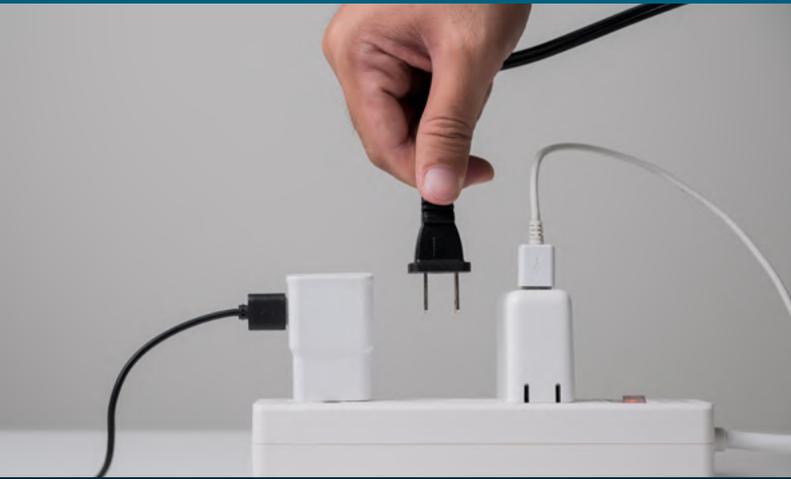
The LiveWell with Nakheel Retreat kicked off in May with co-curator Irina Sharma moderating talks on the restoration of health with a cooking workshop by Chef Nrupen Pottavatri. The event was a perfect mix of education, dialogue, food exploration and mindfulness practices with yoga sessions, head and 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.

Till then, live well.





Headed for a summer vacation trip abroad?

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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.



Barbecuing is allowed only in designated areas.



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.



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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 Ouiam has been juicing it up with her tasty and nourishing Green Dream and Sunshine Smoothies.

In Ouiam's words, "These recipes are not only delicious, but incredibly healthy. They are a household favourite and I hope you will fall in love with them just as we have."

Green Dream Smoothie

- ▶ Milk – 1 cup
- ▶ Spinach – 1 handful
- ▶ Cucumber – 1
- ▶ Avocado – half
- ▶ Banana – half
- ▶ Blueberries – 1 cup
- ▶ Honey – 1 tablespoon

Blend and puree all your ingredients together until smooth. Serve immediately.

Sunshine Smoothie

- ▶ Yoghurt – half cup
- ▶ Coconut milk – 1 cup
- ▶ Pineapple – half
- ▶ Mango – half
- ▶ Frozen strawberries – 1 cup

Blend and puree all your ingredients together until smooth. This delight is sure to make you smile in the sun.



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

West Beach
AT PALM JUMEIRAH

The Club
PALM WEST BEACH

Club
Vista Mare

NAKHEEL MALL
PALM JUMEIRAH

THE VIEW
AT THE PALM

نخيل
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Staycation on Palm Jumeirah

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

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Fairmont THE PALM | **Hilton** GARDEN COURT | **MARRIOTT RESORTS** PALM JUMEIRAH | **THE COLLECTION** SINCE THE PALM | **Radisson** RED CARPET RESORT | **ST REGIS** THE PALM | **TAJ** EXOTICA RESORT & SPA THE PALM | **VOCO** 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

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.

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Master Communities

50,000+

Units

700,000+

Residents

Standards that help maintain our communities



Industry Recognitions



Reach out to us



help@nakheelcommunities.com



@NakheelCommunities



800 Nakheel



@NKLCommunities



Nakheel Communities



My Nakheel App