



**NAKHEEL**  
Community Management

# Community Newsletter

International City

April 2023



Dear residents,

I hope you have enjoyed a wonderful and joyous Eid break with your friends and family. The first quarter of 2023 has been promising and this is already a very exciting year of opportunities for all of us at Nakheel Community Management (NCM).

While 2023 is officially UAE's Year of Sustainability and COP28 is being hosted in UAE later this year, NCM is releasing its first Sustainability Report that compiles several green practices and initiatives we have incorporated into our business over the last year. As community managers, we will continue to focus on environmental sustainability by inspiring a community-wide commitment towards sustainable practices, in line with the national strategy.

I am proud that our communities are home to people from all over the world, from different backgrounds and cultures. In order to ensure that our properties and facilities are respected and used in the best way, this edition features a refresher on your community rules and guidelines. This will help establish what we need to practice as a community and as responsible neighbours.

With the hotter months almost here, it's also the best time to run a comprehensive home health check, especially on your air conditioning systems and plumbing fixtures, with a handy annual maintenance contract to keep you covered.

Your community usage charges are a key element in ensuring that your neighbourhood and its related assets run as per clockwork. This year, we have issued information packs to homeowners, which detail the budget components and compare them with the previous year's charges, while providing a visual sense of the operational and social achievements in your community. Don't miss our special article on this topic.

We are also proud to have won our first international award for Best Business Change and Transformation at the International Business Excellence Awards 2023, for our journey in building happiness and prosperity in our communities. Nakheel was also certified as a Great Place to Work™, giving us the right mix of talent and training to serve our customers.

Read all about our plans and check out our feature on the community management team looking after your community. We are now on WhatsApp too and we welcome your feedback and suggestions on this new channel too.

Wishing you a safe, happy, and healthy summer.

Francis Giani

## Message from Francis Giani, Chief Community Management Officer

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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.



## All Things Green and Beautiful

Roadside landscaping has the charm of blending concrete into the surrounding greenery seamlessly. And that's what our landscaping experts have been nurturing across the England cluster of International City, before the onset of summer.

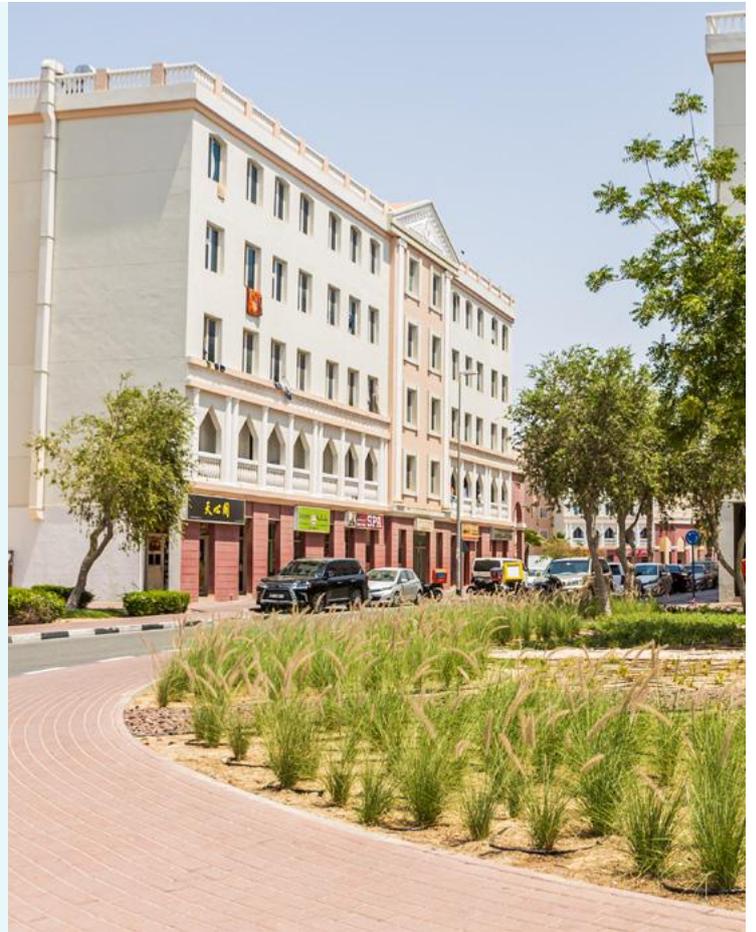
Pretty in pink bougainvillea shrubs have been spread across a lush ground cover that promises to make your drive brighter and more welcoming. These are accompanied by the ornamental fountain grass that lends a vertical dimension, complemented by the hardscaping arrangements of pebbles – adding structure and visual interest to the open space design.

Meanwhile, irrigation networks serving the landscapes were flushed for smooth and uninterrupted flow.

## Spring Cleaning Exercise

A clean community promotes the safety and well-being of its residents, visitors, and anybody driving into the neighbourhood. And that's why the community-wide deep cleaning exercise across three weeks has been an important schedule for us.

The NCM team and Nakheel Security supervised the fleet of manpower from Imdaad LLC that was deployed for waste removal and overall cleanliness. Meanwhile, dedicated teams from Greenspaces LLC tended to the sprawling landscaping and the crew from Kedar Engineering LLC inspected and cleaned the community streetlights dotting the roads.



## New Parking Bays for People of Determination

20 new parking spaces have been introduced for people with mobility challenges across the clusters of International City. With this dedicated area, people of determination can leverage the free parking space available 24/7. Broader than conventional bays intended for cars or SUVs, these parking lots are also visibly marked by floor and pole signage.

Regular motorists are urged not to misuse these bays and be considerate towards other users while following the local and community rules and regulations to ensure road and pavement safety.

## Flooring Upgrades in Common Areas

Pathways and community common areas across China, Persia, and France clusters got an aesthetic upgrade with brand-new interlocks, covering an area of 750 square metres.

Having withstood heavy foot traffic, long hours of direct sunlight, fading, and discolouration, this addition brings with it durability and versatility while adding beauty to the community streets.

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 over time. These areas were given a protective asphalt coating across 500 square metres at various locations.

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



## On Your Mark with Basketball

Great news for sports enthusiasts. Cluster-wide basketball courts were refreshed with a fresh coat of paint as 27 line markings across the play courts were repainted.

Additionally, we replaced 20 backboards in all clusters with durable and high-performance boards that offer more rebound and are resistant to harsh weather conditions.

So, we've set the stage. Are you ready to take your game to the next level? Let us know what you think of these improvements.



## Clean Amenities, Fresh Spaces

Join us in keeping your community clean and beautiful.

Stylish two-stream receptacles for general and recyclable waste have replaced the older refuse bins across common areas to encourage responsible disposal of waste while on a walking trail. These sleek bins add a touch of urban design to the community streetscape.

Safety for our residents tops our priority. So, we double-washed the sand in the children's play areas to keep it clean and clear of germs and contaminants



## Safe Ways of Bird Control

Birds roosting on balconies or windows may soon be a thing of the past in (JOP) buildings across the community. We have successfully installed bird-repellent spikes in the Emirati cluster as part of a pilot project, to put a stop to the menace.

Additionally, we fitted decorative windows at the facades of the England cluster entrances and atrium areas with bird meshes, to prevent birds from perching on them.

Bird infestation damages façade surfaces and makes them unsightly, resulting in additional building maintenance activities and costs. These safe and humane measures have proven effective and will be extended to all 237 buildings during the year.





## Rain Mitigation Recap

The rains earlier this year brought with them - the most-awaited cool spell that most Dubai residents eagerly looked forward to. But as part of rain preparedness, our facilities management teams pulled out all the stops to ensure that there were no flooding incidents and that roads were back to their pristine state in no time.

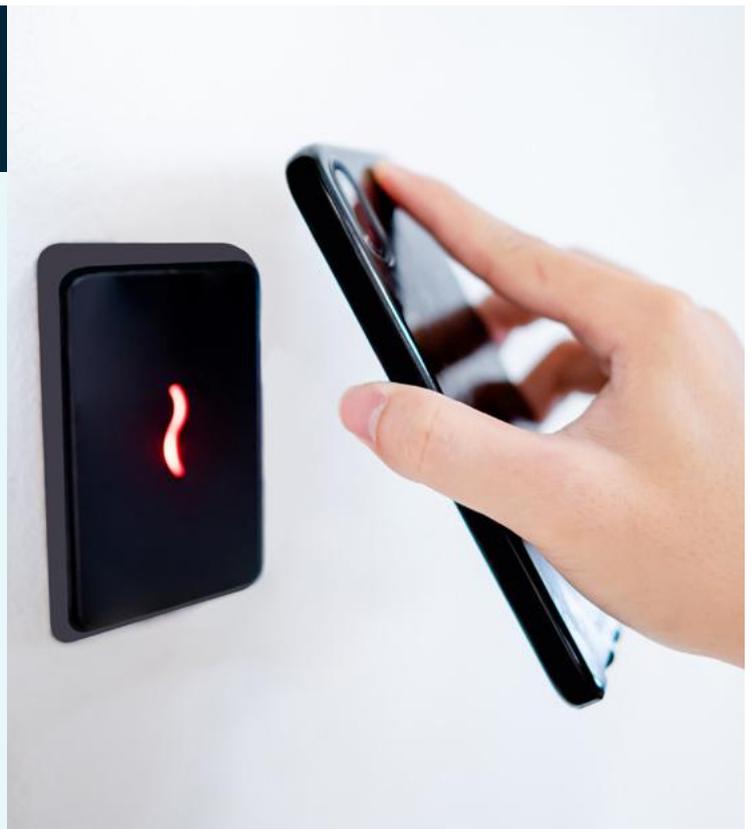
Tankers, pumps, and cleaning staff were on the ground 24/7 clearing and cleaning streets of 214,768 metric cubes of rainwater, while traffic lights were inspected as part of operational checks. Supporting pest control teams stepped in, to sterilize common and vulnerable areas and conducted fogging treatments to prevent mosquito breeding.

## Coming soon

### Smart Access Control System

A safe and secure community is the foundation of a happy community. As a major enhancement towards developing smarter buildings in International City, access control will be moving to cloud-based technology equipped with smart mobile devices.

The new system aims to be tamper-proof, and remotely monitored and will help identify and control illegal tenants while eliminating the use of plastic cards. Stay tuned to your community newsletter for more updates.





## Meet Your Community Management Team

We're delighted to introduce your community management team to you.

Anas Bunian oversees the overall operations of the International City portfolio. He is supported by Majid AlKhalaf who manages the Master Community operations, Ali Mohamed who looks after the operations of the JOP buildings in the community and Fayaz Ahmad who supports the infrastructure operations.

The team includes Fahad Al Hashemi, Ahmad Alsadeh, Soheb Ismail Shaikh, and Layana Johnson who together manage the day-to-day functions, along with Parthiban Marimuthu and his crew of facilities and landscaping supervisors who look after the facilities and technical management, along with the overall landscaping. Suhail Valappil and Sherel Olandag look after the community coordination and administration, respectively.



You can reach out to the team at **800 NAKHEEL**, [help@nakheelcommunities.com](mailto:help@nakheelcommunities.com), or at your community office in Dragon Mart, First Floor, Next to RAK Bank.

## What Makes Your Community Sustainable?



### We Switch to Sustainable Options

We have converted conventional light fittings to LED lights, thus saving power consumption by 45-48%.



### We Employ Technology in Operations

Your community landscaping is irrigated through smart irrigation systems.



### We Educate

We collaborate with our service providers to raise awareness of recycling and green habits for living.



### We Segregate

Four-stream recycling stations in addition to the new two-stream bins in common areas allow residents to safely dispose of cans, plastic, glass, and paper.

# Your Community Events



## LiveWell with NAKHEEL

The first LiveWell with Nakheel Wellness Festival kicked off on 28 January with co-curator Irina Sharma moderating talks, essential oils workshops by experts, children's activities, morning yoga classes, body image sessions for teens, and a lot more. The festival was a celebration of all aspects of the health and wellness industry - Balance. Nourish. Move. Relax. Evolve.

The March edition was a special session on hormones through aging, menopause, disease, or trauma. Here is a glimpse of our speakers, sessions, audience interactions, and highlights from these editions.

The momentum continues and we look forward to more exciting topics in the upcoming months. Stay tuned to our updates on [www.livewell.nakheelcommunities.com](http://www.livewell.nakheelcommunities.com).

Till then, live well.



# TLC for your Home



## Time for a Home Health Check

Your home needs constant upkeep and maintenance to keep it in its prime and pristine condition just like your community. Add these items to your home maintenance checklist for a stress-free summer.

- ▶ Appoint a certified technician to check your smoke detectors and fire alarm installations.
- ▶ Schedule pest control to ward off any pests and bugs.
- ▶ Treat prolonged water leaks by fixing clogged drains or damaged water fittings.
- ▶ Service your HVAC unit for a smooth summer run.
- ▶ Sign up for an annual contract with a reputed general maintenance company to keep a tab on your mechanical, electrical, and plumbing systems.



## Stay covered with the right insurance

It's never too late to invest in insurance that covers your prized home and possessions and gives you the peace of mind you deserve. Contents Insurance does just that in the event of the unexpected – be it a theft, fire, or water leakage.

With a good plan, you can protect your home and your belongings including your furniture, electrical appliances, soft furnishings, and even paint finishes on your walls and ceilings. Some contents insurance plans start as low as AED 200 a year, based on the coverage required.

### What is covered under community insurance?

Community insurance only covers the common areas such as roads, amenities, signage, streetlights, walls, and irrigation systems. Contents insurance is the sole responsibility of a resident.



## Five Steps Towards Good Air Quality

As temperatures rise, it's time to turn the air-con back on again. Here's a quick checklist for you to prepare your home's air-conditioning system ahead of use.

- ▶ Clean the air filters. Remember, poor indoor air quality can affect your health.
- ▶ If you have an outdoor unit, check for debris or dust accumulation.
- ▶ Test the system to ensure that there is no noise or odour generated.
- ▶ Ensure that electrical plugs and sockets are of standard quality, to avoid short-circuits or fire accidents.
- ▶ Open the windows and doors of your home, when weather and outdoor air quality permit.



## Storing Household Chemicals

Chemicals are a common sight in most households, from cleaning agents, paints, and thinners to pesticides. But these can pose a health and fire hazard, if not handled with care.

- ▶ Understand the warning symbols – they indicate that the product could be hazardous.
- ▶ Follow the safety information and directions, when using the materials.
- ▶ Open a nearby window to ensure adequate ventilation, when using the chemicals.
- ▶ Choose low-emission paints, varnishes, and glues, wherever possible.
- ▶ Store chemical products in their original containers.
- ▶ Store flammable materials in fire-rated containers and away from combustible materials.
- ▶ Lock and keep these chemicals out of children's reach.
- ▶ Dispose of household hazardous waste products safely.



## We are now on WhatsApp

We have just launched a new channel to engage and interact with our customers.

You can now reach us on WhatsApp at **800 NAKHEEL (6254335)** for raising maintenance requests, community usage charge updates, general queries, and feedback.

All it takes is a message to **800 NAKHEEL (6254335)** or **+971 800 NAKHEEL (for international customers)** to get help or information for your queries.

Stay tuned for more updates.

## Our Sustainability Report for 2022 is Releasing Soon!

Stay Tuned!





## Fuelled by Community Usage Charges

Community usage charges exist so that your community can be effectively maintained and enhanced to its highest standards. Quite simply put, it ensures that all the activities behind the scenes take place like clockwork.

With the recent issuance of community usage charges to homeowners, on-time payment of these charges is important. These rates are vetted by independent auditors and approved by the Real Estate Regulatory Authority. A delay in settling your usage charges on time has an effect on the operations of your community, as funds are required to pay service providers, utility bills, and community enhancements.

Pay your usage charges today using the **MyNakheel app**, or via bank transfer.



## Community Rules Refresher

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

These rules intend to create a serene, attractive, and safe environment for the families, children, neighbours, and visitors of the community and master community. Browse through all the applicable rules and regulations of your community on [www.nakheelcommunities.com](http://www.nakheelcommunities.com).

# Residents' Recipe Corner

There's nothing like a tropical summer salad to beat the summer heat of 2023. Our resident from the Spain cluster, Seema Saeed Ahmed Siddiqui is a food enthusiast, who whipped up a delicious summer bowl and sent us the recipe.

## Ingredients

- ▶ 1 cup pineapple, sliced or cubed
- ▶ 1 cup cucumber, sliced
- ▶ 9-10 cherry tomatoes, whole
- ▶ Half a cup of radish, sliced
- ▶ Half a cup of lettuce, shredded
- ▶ A handful of spring onions, for garnish
- ▶ 1 lemon
- ▶ 2 tablespoon olive oil
- ▶ Mustard sauce, as per taste
- ▶ Salt and pepper, as per taste

## Preparation

- ▶ Mix all the veggies in a bowl.
- ▶ Add the juice of the lemon with salt and pepper for taste.
- ▶ Pour in olive oil and give it a good toss.
- ▶ Keep it in the refrigerator for an hour and serve chilled.

Enjoy!



## Classic Pineapple and Cucumber Salad



# 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.



مبادرة توعوية بدعم من  
Safety initiative supported by

rta.ae



## Free Household Junk Collection

A round of spring cleaning brings out the old and forgotten items that your home has harboured for long. Bidding goodbye to these items is a step easier. We have partnered with junk collection agencies to help you get rid of unwanted household items, free of cost.

### What can you junk for free?

Old couches, clothes, office/home/garden furniture, toys, kitchenware, exercise equipment, linen, toiletries, electronics, mobile phones, home appliances, books, bicycles, cardboard, and faded carpets.

Gather your items and book a collection slot today by contacting **Take My Junk** at **800 5865/050 179 4045** or **Remove My Junk** - **055 549 1122**.

Give your pre-owned items a new lease of life.

# Another Feather in our Hat

NCM was honoured at the International Business Excellence Awards (IBXA) for our commitment to operational excellence and adherence to high standards.

We emerged in the top position winning gold in the 'Best Business Change and Transformation' category.

This is a testament to our evolving goals, implementation of transformative strategies, and success in producing proven qualitative and quantitative results.



**NAKHEEL**  
Community Management

**IBXA™ 23**  
INTERNATIONAL BUSINESS  
EXCELLENCE AWARDS 2023

**GOLD AWARD WINNER**  
Best Business Change and/or Transformation



## Being a Great Place to Work®

Nakheel was recognized as a Great Place to Work-Certified company for 2022/2023 by the global research and consulting firm, Great Place to Work® Middle East for demonstrating a workplace culture of inclusivity, support, and understanding where employees' voices were heard and acted upon and offers an outstanding employee experience with staff feeling trusted and valued.





# 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

**350,000+**  
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