



NAKHEEL
Community Management

Community Newsletter

Jumeirah Islands

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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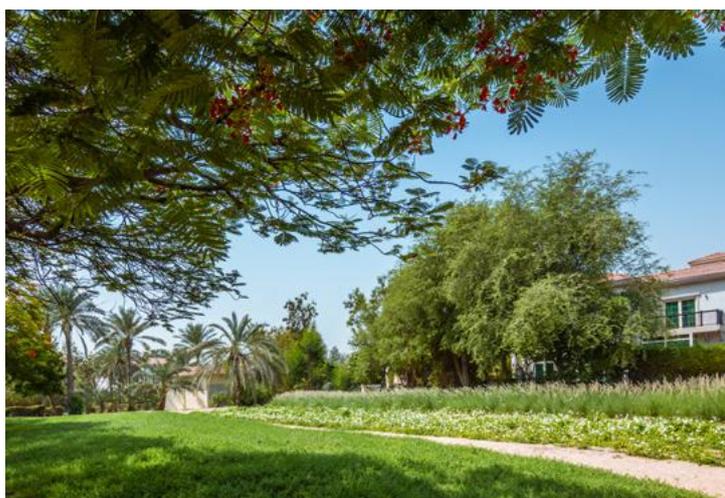
Your Community Updates

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.

Green Streets Ahead

Our landscaping experts have been nurturing the vast greenery and landscaping splendour across the streets and lawns of Jumeirah Islands right in time for summer.

Clusters 6, 26, 37 and 50 got a splash of green with ground covers of sea purslane and flowering creepers of Chinese violets that promise to make your drive brighter and more welcoming. These are accompanied by the ornamental fountain grass that lends a vertical dimension, structure, and visual interest to the open space design.



Coming Soon

We are also transforming the sandy patches between clusters into an oasis of greenery. With the regulatory formalities in place, our teams have begun preparing the land to get it ready for the planting season that begins in October and will last until March 2024.

A Regal Welcome with Palm Groves

45 tall *Washingtonia* palm trees have been planted along the centre medians across clusters 5 to 14, to greet residents and visitors as they drive down this stretch of the Jumeirah Islands main driveway.

Previously, this area had endured high ground water levels that had damaged plantation in the vicinity. With the successful installation of five dewatering pumps and 12-metre deep wells, this stretch will now match the rest of the main drive, in terms of landscaping aesthetics.

Known as the fan palm owing to its bright green, broad, fan-shaped fronds, these single trunked street palm trees soar into the sky. They are wind resistant, are moderate to fast growers and can withstand prolonged dry periods.

Fun fact: Some fan palms can live for more than a century, outliving many of us.



Lakeside Flora

More than 84 planter boxes lining the lake perimeter in Jumeirah Islands were planted with the graceful *pennisetum setaceum* or fountain grass, as part of our recent landscaping enhancements.

The cascading foliage and flowy appearance of fountain grass as it rustles with the wind make it a visual treat against the backdrop of the lake waters. A stark feature of this ornamental feature is that it blossoms into fluffy soft bottlebrush-like purple-coloured flowers that resemble large foxtails.



Glistening Washrooms for Park Users

The washrooms at the park in Cluster 22 just got a makeover with new patterned floor tiles, clean and simple wall tiles, stylish marble top counters for the washbasins, exhaust fans, hand dryers, tissue holders, and better lighting.

An illuminated wall-mounted bathroom mirror fits in seamlessly, offering an impressive, diffused glow to the revamped setting. The facility has also been fitted with new louvre doors for improved ventilation and air flow.

Park goers are encouraged to keep this facility clean and safe by following the rules and toilet etiquette stated in the signage installed at the premises.



Bridging Beauty and Functionality

All six wooden bridges of Jumeirah Islands across its picturesque lakes underwent major refurbishment. The mainframe, balusters, and handrails were removed and fixed into the steel frame with waterproofing and weatherproofing, ensuring users' safety while treading the path.

More enhancements are planned for all other bridges with the installation of long-lasting, and energy-efficient LED lights, to create an understated effect with attractive symmetry and soft lighting at sundown.

Let's Play Teq Ball

A fascinating tabletop sport combining elements of football and table tennis has been making waves. And your community is geared to get you started.

A new, curved teq ball table has been installed at Al Rawdha Park and is open to sports enthusiasts on a first-come, first-served basis. Interested residents can bring their own size-5 football to play the game as a team of singles or doubles.

The latest sport brings out athletic technique among players as they master head and foot strikes. If you haven't explored this game yet, this is your chance to give it a shot at your nearby park, while getting your dose of fitness.



Bird Control Takes Flight

A phased bird control programme is ongoing to reduce the influx of crows and pigeons into the community. Licensed avian specialists have been deploying a cast of highly trained falcons and hawks to fly over common areas at frequent intervals for a few hours at a time.

As crows and pigeons view falcons and hawks as natural predators, their sustained presence in an area urges the smaller birds to move to other locations.

Simultaneously, our pest control teams have been engaged in relocating pigeons and safely removing bird nests from common areas, to ensure a more comfortable and hygienic living environment for residents.

PLEASE REMEMBER: Avoid feeding birds/animals, as it encourages nesting and unnecessary flocking in common areas and private properties.



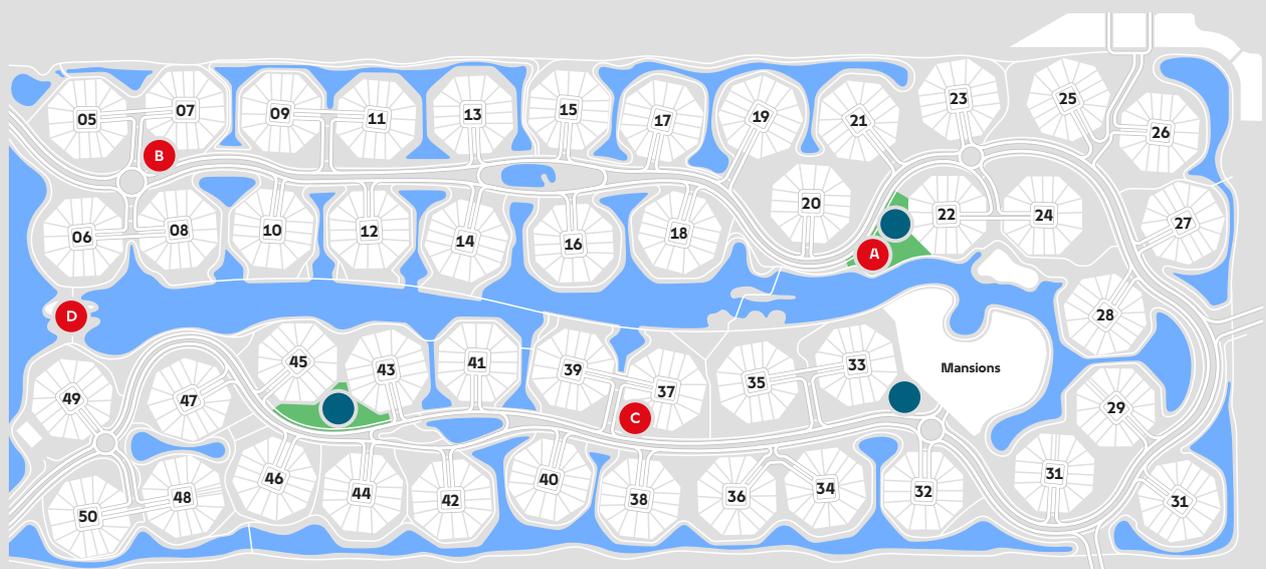


Additional Facilities Coming Near You

As a follow up to a community survey held to gauge homeowners' appetite for additional community amenities, a focus group meeting was held on 12 June 2023 to discuss the findings, recommendations, and the way forward.

While survey results suggested an inclination towards the introduction of a paddle court, multi-sports court, a half basketball court and beach volleyball court, there was little interest in dog parks or cricket practice nets.

After a thorough analysis of the overall sentiments as well as those who would be within proximity of the suggested facilities, final locations of the new courts have been decided as depicted in the map shown here. Work is slated to commence in phases after summer and expected to be completed by April 2024.



- Existing Facilities
- Proposed Additional Facilities
 - A Paddle court
 - B Multi-purpose sports court (e.g. basketball, netball, etc.)
 - C Basketball half-court
 - D Beach volleyball court

Got Garden Waste? It Goes Here

This is a friendly reminder to residents and their private gardeners about the centralised collection point next to the Jumeirah Islands security control room for garden or green waste from villas in the community.

Previous green waste skips were removed from cluster roundabouts owing to gross misuse by private contractors for disposing of construction materials and other-non green waste. With recent hikes in tipping fees on waste by the Dubai Municipality, the designated collection point is to ensure proper segregation and disposal of green waste from villas and control the movement of garbage trucks across the community.

PLEASE REMEMBER: Gardeners or appointed landscaping personnel must use their own transportation while disposing of green waste at the green waste collection point.



Coming Soon: Flasher Lights for Pedestrians

New safety feature alert for pedestrians, stroller users, joggers, and walkers in the community!

Works are ongoing to introduce flashing lights to improve roadway safety. The new installations will alert incoming vehicles about the crosswalk ahead. Drivers and cyclists are required to stop and allow the pedestrian to cross the full width of the road. Stay tuned for more details on this enhancement.

Listening to the Voice of the Customer

We are committed to bringing the best of community living to you. So, your insights and opinions matter to us.

Here is your chance to express your thoughts, concerns, suggestions, and feedback on community events, amenities, services, or other community-related topics.

Register yourself and **join the Jumeirah Islands Focus Group** by **clicking here**.



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.

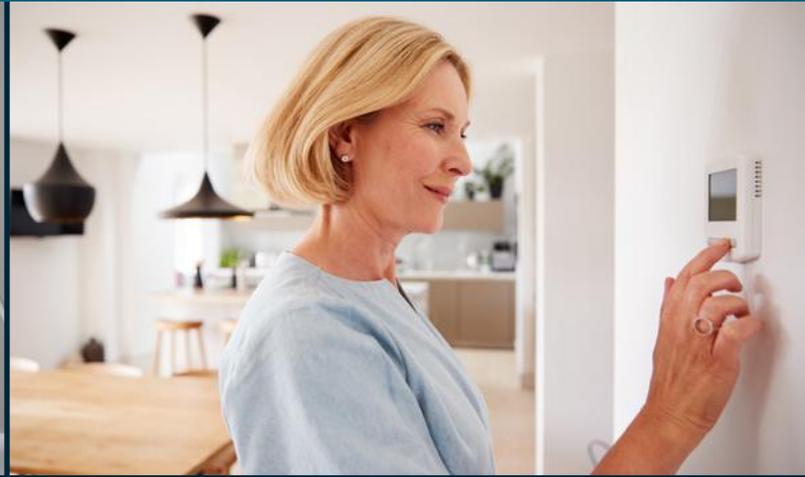
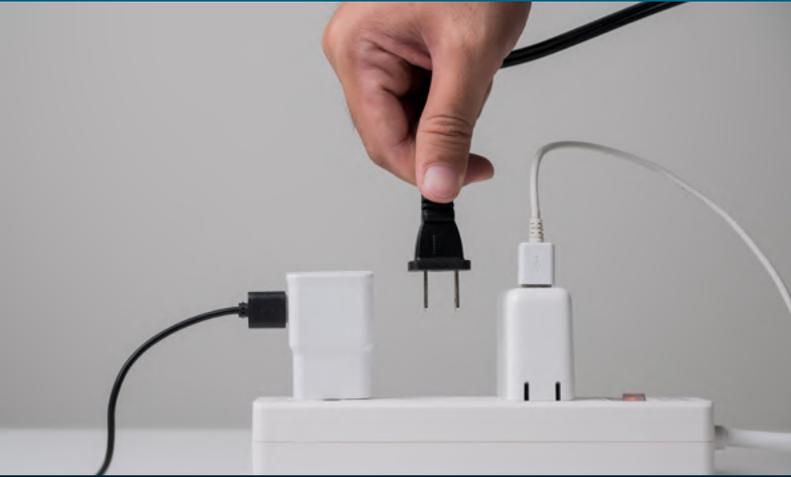
The LiveWell with Nakheel Retreat kicked off in May with co-curator Irina Sharma moderating talks on the restoration of health with a cooking workshop by Chef Nrupen Pottavatri. The event was a perfect mix of education, dialogue, food exploration and mindfulness practices with yoga sessions, head and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

LOCK

all doors, windows, wardrobes, and safe deposit boxes.

SECURE

your property's entrance and indoors with CCTV monitoring.

VENTILATE

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

LAWN CARE

Ensure irrigation timers are set for at least twice a day. Schedule a 6 AM and 7 PM setting.

SIGN UP

Register for the Dubai Police's Home Security Programme on the Dubai Police app for complimentary police patrolling while you are away.

Safe travels to you and your family.

Summer Checklist for Your Backyard Garden

Avoid planting Milkweed or Damas trees in your backyard: The Calotropis Procera plant/Milkweed may thrive in Dubai but is toxic if eaten and its sap can cause loss of vision. Meanwhile, Conocarpus or Damas trees are notorious for wreaking havoc on walls, pool structures, pipes, etc. in the roots' quest for water.

Trim overhanging branches crossing your boundary: This ensures safe passage for pedestrians and prevents rodents or other animals from using tree branches as a convenient bridge to get into your premises.

Tend to any trees where birds roost: Trim overgrown tall, thick trees and ask your gardener to thin out the side branches, where birds mostly build nests. Avoid planting trees too close to prevent perching.

Prevent pest infestation:

Remove food sources for birds and rodents such as fallen fruits or uncovered household waste. Do not feed birds or stray animals in common areas or within your premises.

Clean and clear:

Inspect storage sheds, kids' playground equipment, covered barbecues, leaf pile ups, or other secluded spots in your home periodically. Cosy nooks are a perfect nesting and hiding spot for rodents and other native wildlife.

Schedule pest control treatments:

Professional pest control treatments once a quarter in backyards and every six months inside homes are a recommended practice.

P.S: Scarecrows or shiny objects help keep the crows and pigeons away.



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 home bears a unique ten-digit identifier called the Makani number, enabling smart easy, and effortless navigation to your residence. For independent villas, you will find this number displayed on a yellow metal plaque at the entrance of your property.

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



Rule Refresher on Parking Shades



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

We have recently observed villa owners installing parking shades (mostly spilling over into the common areas) without obtaining home modification permits. Not only does this breach your Community Rules, but also poses a safety risk to pedestrians, wheelchair users, strollers, bicycle users and others.

Please note that in case of non-compliance, it may result in a Notice of Violation followed by penalties and further escalations to relevant authorities. These rules are intended to create a serene, attractive, and safe environment for the families, children, neighbours, and visitors of the community and master community.

What can be done?

- ▶ Browse through all the applicable rules and regulations, villa design guidelines and relevant documents of your community on www.nakheelcommunities.com.
- ▶ Apply for an NOC from Nakheel by writing to Planning.Approvals@nakheel.com.



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



Do You Have a Winning Garden?

We invite you to participate in our annual home garden contest and **win BIG**.

Showcase your green thumb and get rewarded for your talent in gardening and landscaping.

Registrations will open by October 2023 and gardens will be evaluated in the following weeks. Winners will be declared in January 2024. Qualification criteria include aesthetic appeal, design, elegance, innovation, diversity, and water conservation efforts.

Watch this space.

1 Year
of community usage
charges paid by
NCM on your behalf

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
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

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

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.

18

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