



NAKHEEL
Community Management

Community Newsletter

Jumeirah Islands

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.

Lastly, we are setting the stage for our annual gardening competition that will be open at the end of summer for nominations. This is your chance to get your home gardens in full bloom and glory in time for winter. The best community garden will be awarded a waiver on community usage charges for 2023.

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.



Green Streets Ahead

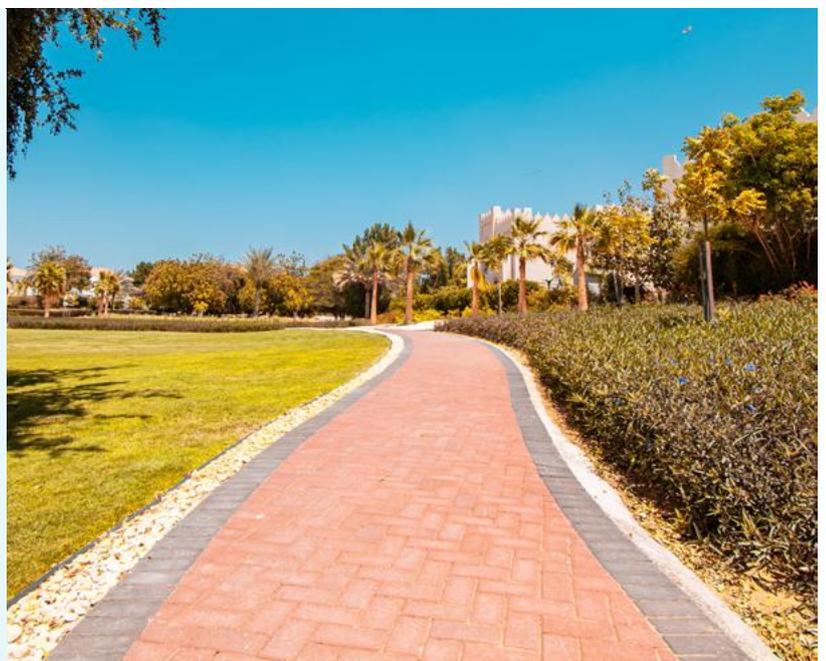
The main driveway into your community has received a dose of greenery and a burst of colour with new landscaping additions over the past months. The centre median and right-of-way road sections were planted with bougainvillea pink pixies, ruellia flowers, jatrophas, Washingtonia palms and the very pretty and sprawling sesuvium varieties.

Offering visual consistency all the way until the DMCC exit and entry area, the splash of greenery continues encompassing the community in all its glory.

Walkways Through Green Views

A new pathway has been paved around the recently landscaped areas surrounding Clusters 19 and 26. The walkway follows a serpentine stretch that provides a calming effect for walkers and joggers treading the route.

Don't forget to pin this route for your next walking trail as you take in the stunning greenery on the side and explore your community on foot.



Bollard Boundaries

As part of our efforts to provide a visual boundary in and around Clusters 9 and 11, 37 and 39, and near Gate 3 of Jumeirah Islands, new U-shaped bollards have been installed.

These high-visibility horseshoe bollards indicate the edge of the roadways and serve as safety barriers for vehicles.

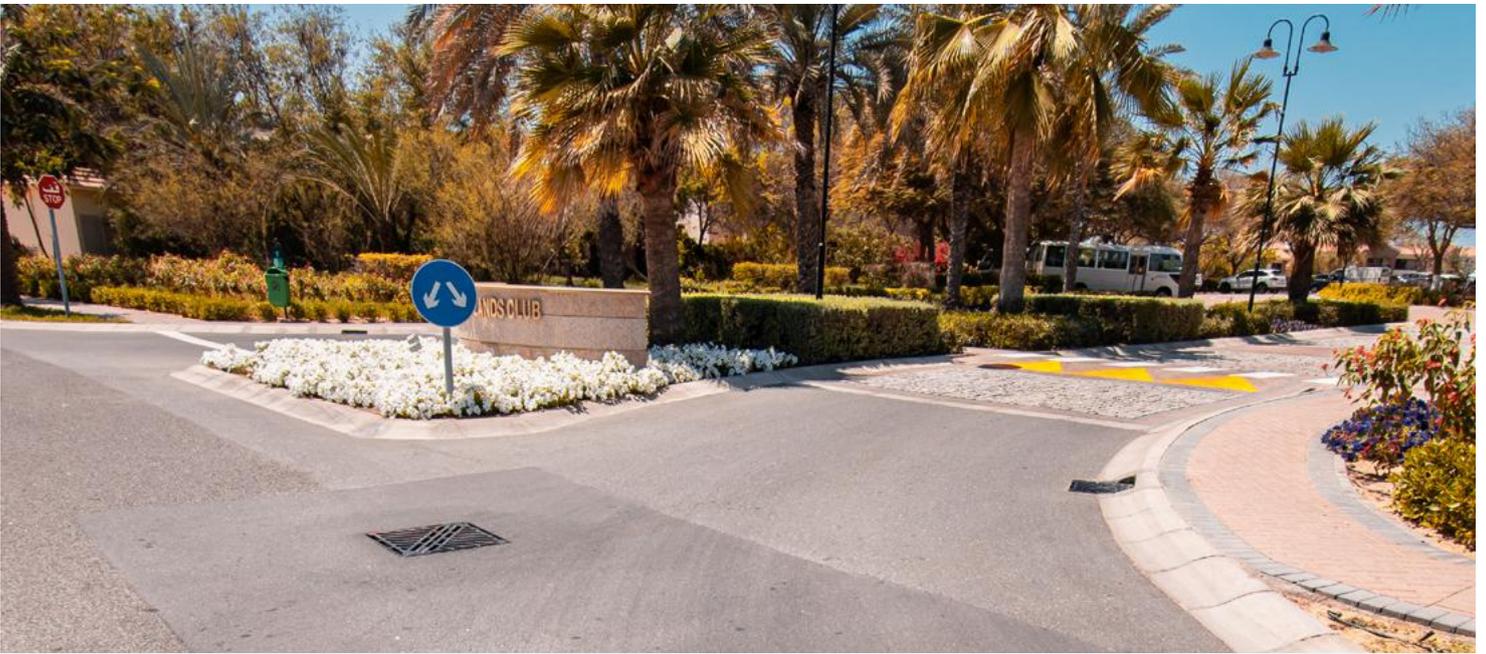


Lake Safety Instructions

40 safety signs were installed around community lake areas to notify residents and visitors of lakeside guidelines.

These instructions help safeguard passers-by and are bilingual with icons that make it easy to understand.





A Smoother Ride

With the excellent connectivity that roads in Jumeirah Islands offer, they are also heavily used by motorists. As a result, certain sections have suffered wear and tear over time. These areas were replaced with new asphalt across 1,600 square metres.

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

New Collection Point for Garden Waste

As part of our efforts to centralise the collection of garden waste from all homes, we have introduced a dedicated drop-off location next to the Jumeirah Islands Security Control Room. To facilitate this arrangement, existing green waste skips will be removed from the cluster roundabouts from 01 May 2023.

Residents are advised to inform their gardeners or appointed landscaping personnel to dispose of all green waste at this new location with their own suitable transportation. By removing green waste skips from cluster roundabouts and other locations, we are also moving towards better sustainable operations and enhanced community aesthetics.



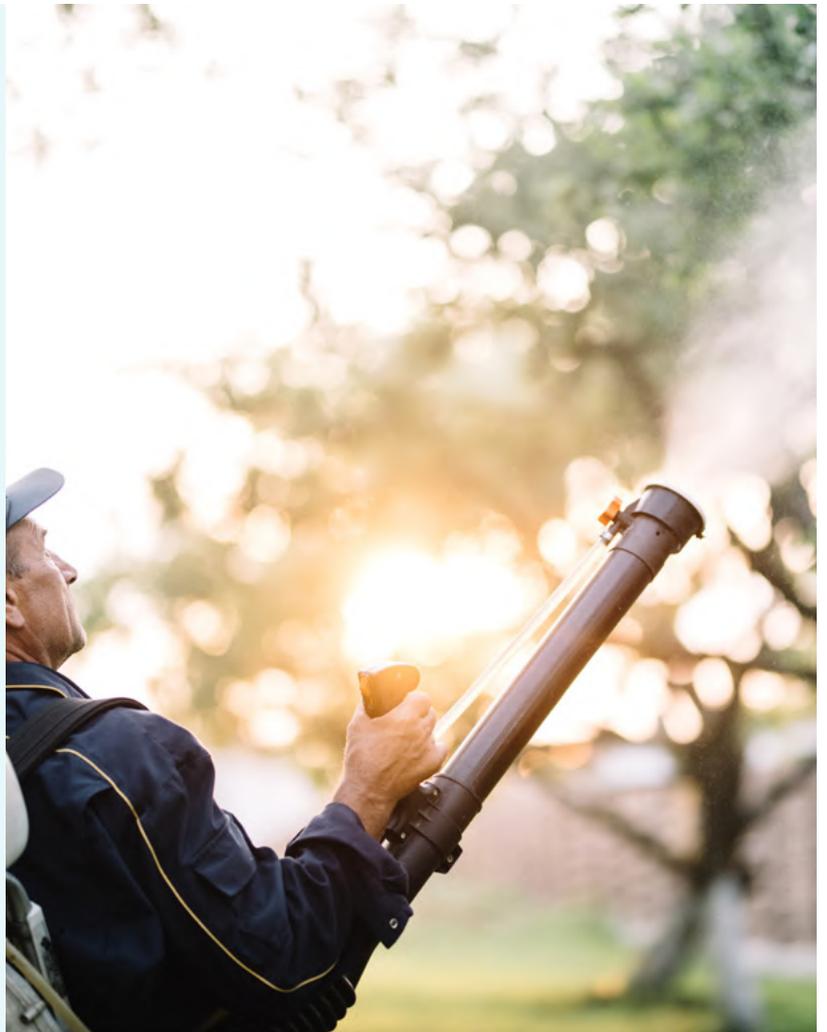
Eliminating Mosquito Breeding Sites

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 the garden.

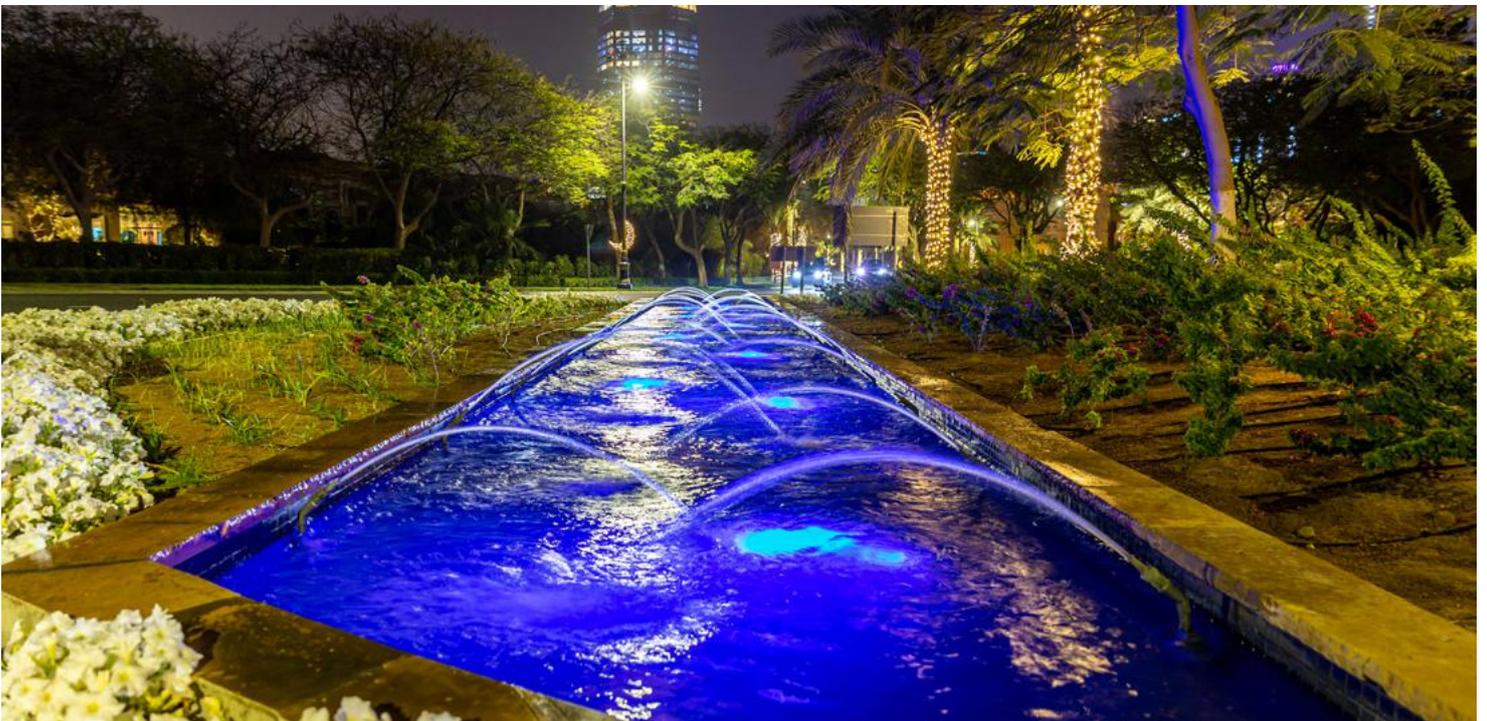


Lights, Fruit Trees, and a View

Jumeirah Islands' fruit garden was developed with the objective of creating a place where residents can learn how to identify and conserve fruit trees. Beyond the delicious fruits and fragrances that these trees fill the garden with, we have taken the visual aesthetics a notch above with our new festoon lights around the gazebo.

At dusk, these brighten up the garden space and add a dash of festive feel to the community. We are adding more lights to other gazebos in the community.





Illuminated Perfection

A night drive around the community reveals the beauty and splendour that sundown brings with it to Jumeirah Islands. Here are the lighting enhancements we had undertaken these past months.

LED-lit Streets

For enhanced visibility and to highlight the internal streets, 57 streetlights were replaced with new ones, while 167 light poles were given a comprehensive round of maintenance.

Adorned Palms

180 palm trees lining the entrance driveways were wrapped with long-lasting and weatherproof LED string lights, presenting the fronds and grand trunks in all their glory. The spiral design creates a stately effect on your prime neighbourhood.

Lights, Water, Action

We added life and drama to four water fountains by illuminating them with new LED lights.

So, the next time you venture out, don't miss the highlights created by the movement of the fountain water.

Recycling Used Home Cooking Oil

In our efforts to safeguard the environment and our communities, we have joined hands with our waste management partner Averda, to sustainably convert used cooking oil from households into a greener form of fuel - biofuel.

Join our Campaign

As part of the free initiative, we distributed a green collection container with a funnel and filter to all homes, bearing a QR code on how to use the container. Once the containers are full, residents can visit their cluster roundabout to locate the large blue collection barrels and empty the contents.

How Does Your Community Benefit?

For each litre of cooking oil collected and deposited by the residents, the community is rewarded with an amount that is collected and re-invested into a sustainable project or initiative for the welfare of the community.



Have Your Say with Our Focus Groups

Jumeirah Islands residents are invited to become part of our Focus Groups for open, productive discussions on key topics for the community. Residents' feedback and suggestions are invaluable in our ongoing commitment to ensuring customer happiness, so if you'd like to be part of the conversation, please sign up with this [link](#).



From left to right: Sumod Vadakkayil, Aravind Bhangji, Sandip Pednekar, Jelena Berrada, Said Salameh, Muhammad Sheraz and Hameed Farook.

Meet Your Community Management Team

We're delighted to introduce your community management team.

Jelena Berrada oversees the Jumeirah portfolio and is supported by Sandip Pednekar who manages the overall community operations. His team includes Said Salameh who manages infrastructure, Muhammad Sheraz who looks after customer experience, Aravind Bhangji who manages landscaping, Hameed Farook who looks after facilities and soft service management, and Sumod Vadakkayil who assists with Master Community operations.



You can reach out to the team at **800 NAKHEEL**, help@nakheelcommunities.com, or at your community office in Circle Mall, Second Floor (next to Wellfit Gymnasium), Jumeirah Village Circle..

What Makes Your Community Sustainable?



We Generate Sustainable Products

Used cooking oil is collected from households and converted to bio-fuel.



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

Each cluster roundabout has a dedicated Molok bin for general household waste and a four-stream bin for recyclable waste.

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.

Till then, live well.





Moonlit Movies Are Back

Our ever-popular Movie Under the Stars was back on 21 January, gathering residents for a relaxing evening to mingle, socialize and relax with a screening of the adventure comedy - Jumanji: The Next Level. Younger residents unleashed their creativity at the arts and crafts fiesta and spent an evening to remember, under the winter moonlight.

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.

Gear up for our Home Garden Contest

Is your blossoming garden a source of pride and joy? Here is a chance to participate in our community garden contest and win big. Showcase your green thumb and get rewarded for your talent in gardening and landscaping.

THE PRIZE: The winning garden can enjoy a waiver on the Community Usage Charges for 2023.

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



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.



Responsible Landscaping Starts at Home

With the beauty that a garden offers comes the responsibility of keeping it properly maintained and landscaped. Here are our top three tips for a clean and green surrounding for your home.

- ▶ Your garden is your responsibility. Plant large trees away from villa walls, as far-reaching roots can damage boundary walls and villa foundations.
- ▶ No neighbour likes a stray creeper encroaching into their space. Trim your plants and trees regularly to avoid them from invading common areas and neighbouring properties.
- ▶ Do not hang weights over the boundary walls or common areas to secure your landscaping, as these pose a safety hazard.

Residents' Recipe Corner

There's nothing like a tropical summer salad to beat the summer heat of 2023. Our resident, Deborah Schipper whipped up a delicious summer bowl and sent us the recipe.

It's called the **Palm Hearts Tabbouleh**.

Ingredients

- ▶ 1/2 cup bulgur
- ▶ 1 cup diced cucumber
- ▶ 1 cup diced tomato
- ▶ 410g can of palm hearts (drained and sliced)
- ▶ 1 teaspoon sea salt
- ▶ 1 large bunch of flat-leaf parsley
- ▶ 1/3 cup chopped fresh mint
- ▶ 1/3 cup thinly sliced green onion
- ▶ 1/3 cup extra-virgin olive oil
- ▶ 3 tablespoons lemon juice
- ▶ 1 medium clove garlic, minced

Preparation

- ▶ Prepare bulgur according to package instructions.
- ▶ Combine the diced cucumber and tomato in a medium bowl with salt and let the mixture rest for at least 10 minutes.
- ▶ To prepare the parsley, cut off the thick stems and finely chop and add to a large bowl. Add the cooled bulgur, chopped fresh mint, and green onion to the bowl of parsley. Strain off and discard the cucumber and tomato juice that has accumulated in the bottom of the bowl (this ensures that your tabbouleh isn't too watery).
- ▶ Add the strained cucumber and tomato to the bowl. Add sliced palm hearts.
- ▶ In a small measuring cup or bowl, whisk together the olive oil, lemon juice, garlic, and salt. Pour it into the salad and stir to combine. Taste, and adjust if necessary—add another tablespoon of lemon juice for zing, or salt for more overall flavour.

This serves six people.

Author's special note: Add the delicate flavour of hearts of palm to tabbouleh. These vegetables look like white asparagus and taste similar to artichokes. Palms hearts are harvested from the core of some species of palm trees and are perfect for summer salads.



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