



**NAKHEEL**  
Community Management

# Community Newsletter

Badrah and Veneto

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

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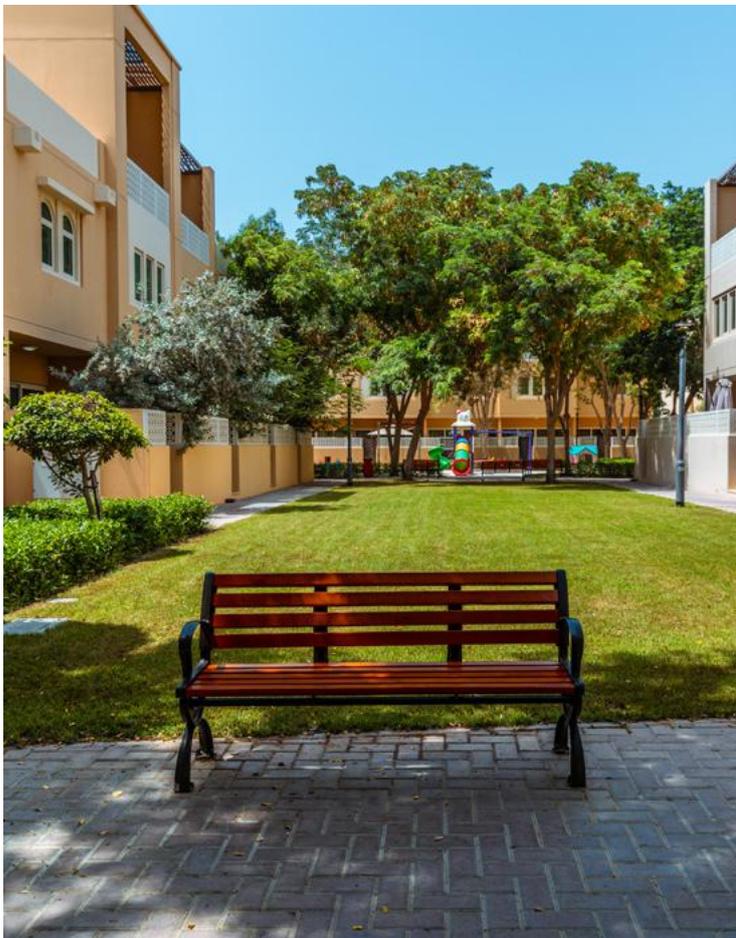
# Your Community Updates

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.

## Rules of Play

We are committed to ensuring a peaceful and safe neighbourhood for residents of all ages in our care. In our efforts to reiterate the regulations for the children's play area in the Veneto master community, we have given installed new signage bearing the community rules and reminders.

Installed at the main entrance of the facility, this bilingual sign is easy to understand and remember with essential numbers listed for emergencies. With crisp content and brief information, these boards are aimed at building a better recall amongst residents about the local guidelines.



## Green Streets Ahead

Our landscaping experts have been nurturing the vast stretch of open areas to maintain the green splendour across the Badrah and Veneto communities. The common area landscaping was reinstated with a fresh ground cover and shrubbery, while more improvements will continue in the coming months in a phased manner.

In addition, a smart irrigation system has been established throughout the Veneto Master Community wherein the primary goal is to ensure efficient water distribution, promote sustainable water usage, and maintain the overall health and aesthetics of the landscaping.

Coming soon: Don't hesitate to take your canine friend on your exploration trail around the neighbourhood. We are adding 12 bright green dog waste bins fitted with bag dispensers outside lawns and parks to help keep our pavements and parks clean and clear of anything unsightly.

# Refurbished Skips

The skips at the garbage rooms of the Badrah Manara buildings are heavily used assets and play an important role in waste removal and disposal from the community.

Efficient and durable as they are, these receptacles handle large volumes of waste every day as part of daily operations. We gave more than ten of these hardy bins a makeover as they were fixed for minor repairs, deep cleaned, and given a fresh coat of paint.



# Being Fire Ready

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

Our teams installed more than 17 fire extinguishers in the Badrah Manara basement control room and electrical rooms in Manara 3, 4, and 5 buildings, as part of our efforts to ensure fire preparedness and efficient response mechanisms.

# Keeping Alarms in Check

Did you know that the fire alarm control panel in your building is designed to activate an emergency response in the event of a fire? This would signal all building occupants and residents to escape safely during an emergency.

The existing fire alarm control panels in eight buildings of Badrah Manara were recently modified to limit the fire alarms within critical areas and avoid disturbing unaffected buildings.





## Efficient Staircase Lighting

96 new LED lights were installed near exit doors at the staircase zones of Badrah Manara buildings, giving the area improved illumination and better energy efficiency. Being a sustainable option, these have been a smart way of using less electricity, while creating an environment of security, safety, and impressive aesthetics. Yet another step in reducing the carbon footprint in your community.

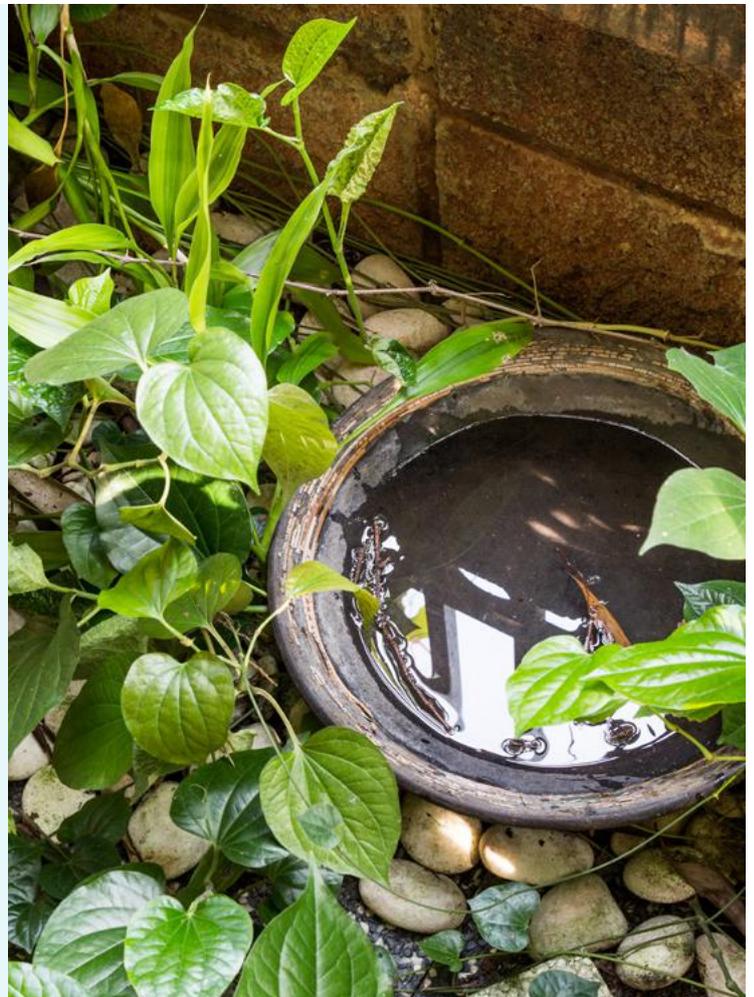
## Eliminating Mosquito Breeding Sites

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.

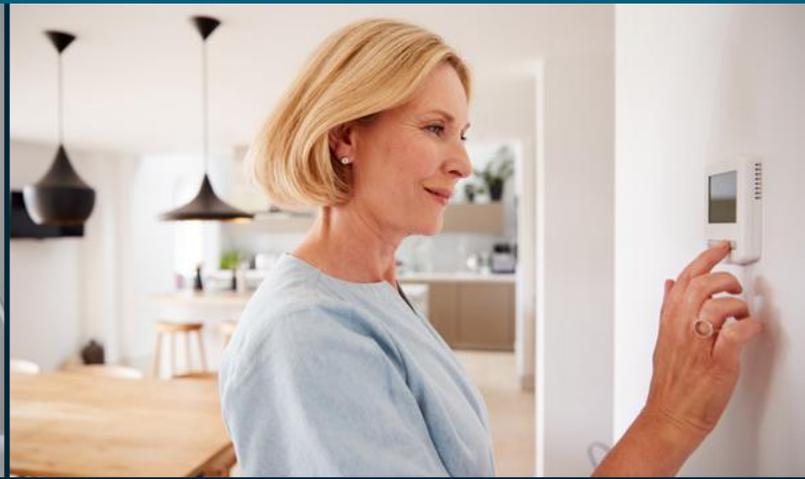
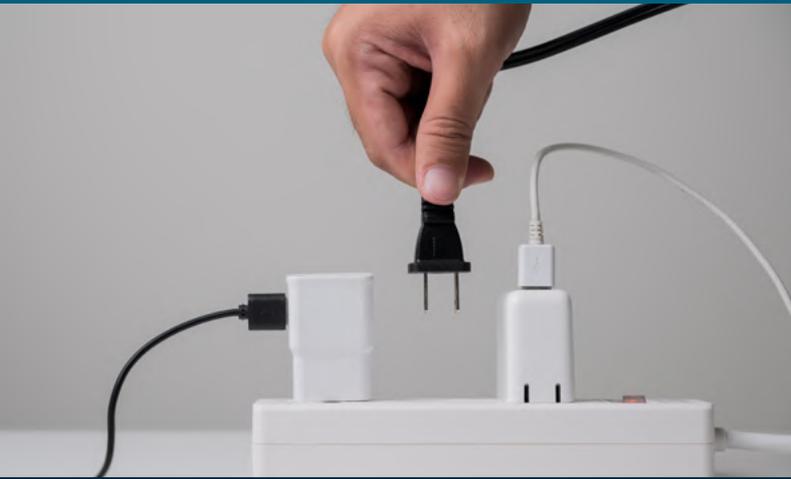
The LiveWell with Nakheel Retreat kicked off in May with co-curator Irina Sharma moderating talks on the restoration of health with a cooking workshop by Chef Nrupen Pottavatri. The event was a perfect mix of education, dialogue, food exploration and mindfulness practices with yoga sessions, head and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





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.



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.



@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 double thirst quencher. Two of our bright-eyed young residents - Emmie and Marks Van Graan have been juicing it up with their tasty and refreshing creations.

These sunny-day refreshers incorporate the ultimate combinations of fruits, veggies, super hydrators, and fibre favourites. Try the smoothies with a twist for your next luncheon and share the goodness of this recipe with your family and friends.

## Choc-Mint Smoothie

### Ingredients

- ▶ 350ml unsweetened plant-based milk
- ▶ 1 handful of mint leaves
- ▶ 1 serving of protein powder
- ▶ 1 tablespoon of raw cacao
- ▶ 1 handful spinach
- ▶ 1 pitted date
- ▶ 1/2 avocado
- ▶ 1 banana

## Coconut Hydrator

### Ingredients

- ▶ 1/2 cucumber, chopped
- ▶ 1/2 cup frozen blueberries
- ▶ 1 pinch of salt
- ▶ 350ml coconut water

Mix all together in a blender and enjoy.



# 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)

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



@NakheelCommunities



800 Nakheel



@NKLCommunities



Nakheel Communities



My Nakheel App