



NAKHEEL
Community Management

Community Newsletter

Palma Residences

November 2023

Message from the Chief Community Management Officer

Dear residents,

It is the most awaited time of the year, and we are thrilled to share this fall edition that's packed with wonderful news, tips, service introductions, and plenty more that's abuzz in your neighbourhood.

We are in the midst of the festive season, so keep an eye out for our feature on safe celebrations at home. The weather also brings with it some unwelcome pests and we've got you covered with handy tips on braving the mosquito menace.

If you've been decluttering your home ahead of the new year, there's good news with our article on recycling household items. Don't forget to also cash in on ways to make your home energy efficient with tips in our TLC section.

Our refreshed and sleek NCM website – nakheelcommunities.com is ready for you to explore in December. As part of our digital strides, we have now made it easier for you to book a community facility on Nakheel Online Services and My Nakheel. Do use this opportunity to make the most of your amenities with your family and loved ones.

I'm happy to share that we hosted a successful NCM Service Excellence Awards 2023 that celebrated the efforts of top-performing service providers who exhibited unparalleled commitment to service excellence within our residential communities. These awards were a platform to highlight their exceptional performance and to continue inspiring a culture of excellence.

From a community management company's perspective, these past months have been triumphant with our flagship development – Palm Jumeirah receiving the BSI Kitemark certification, our recent MoU to increase green mobility opportunities within our communities, multiple victories at industry forums, including winning the title of the Happiest Community for MBR City District One.

Our recent donation drive Tarahum for Gaza in collaboration with Emirates Red Crescent, was our effort to help those in need with relief packages. We want to thank all community residents who participated and contributed to the drive.

We look forward to your continued support in 2024. Till then, 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 bright and happy new year.

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.



Ring Around the Roseas*

Give yourself a moment to take in the beauty of the latest seasonal flowers, as your drive past the pretty in pink and icy white vincas (or vinca rosea*) adorning the main entrance and the final roundabout of Palma Residences.

The periwinkles lend the community a pop of colour, green foliage, and beauty while filling in the gaps in the landscaping stretching through the streets. The glossy green leaves with their all-winter blooms set against the shrubbery, palms and hardscaped pebble and gravel arrangements paint a pretty picture for anyone visiting the community.

Coffee Morning with the Homeowners

The team from Nakheel Community Management met with homeowners in Palma Residences on 19 October for a coffee chat at the L'eto café in Nakheel Mall.

This open house was a platform for homeowners to voice their feedback and ideas with the operational and customer engagement teams and find out more about the plans for the year ahead.

Over light refreshments, tea and coffee, the group also discussed the updates and initiatives in the community. As always, we greatly value residents' inputs for a thriving and harmonious community and we look forward to having more of these forums in the future.



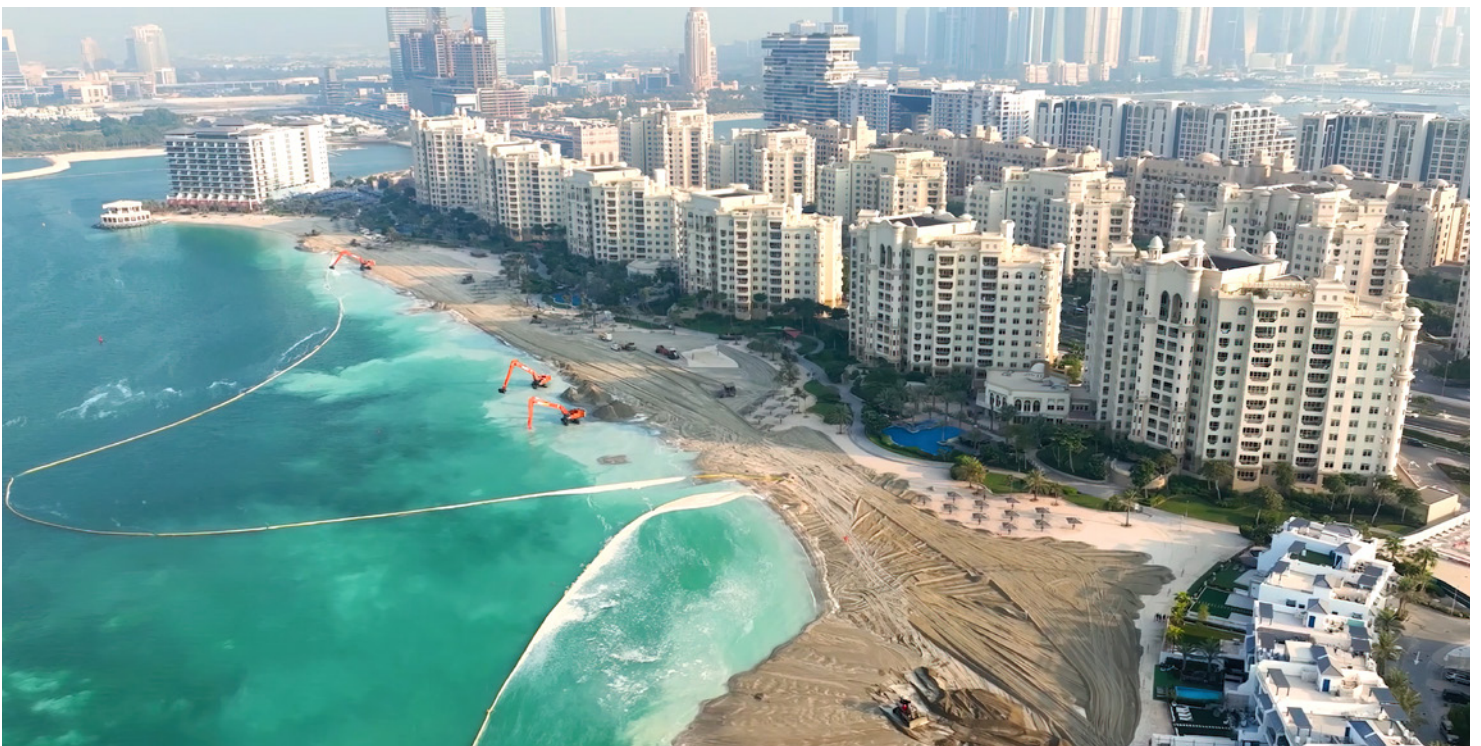
Beach Profiling to Enhance Coastal Beauty

Sedimented nutrients and human activity in the beach waters have affected the beach profile and sand quality in Palm Jumeirah beaches over a period of time. Add to this, environmental factors such as rain, tides and strong currents have taken a toll and impacted the community shoreline.

An extensive beach renewal campaign, which included rehabilitation and rockworks, was carried out at all the Fronds, Crescent, and the East Trunk, in coordination with the Nakheel Marine Engineering Department. Additionally, there was an extension of the breakers at Club Vista Mare and Palma Residences at the East Trunk.

How it happened

1.85 million cubic metres of sand was dredged, sieved onboard, and transported from offshore underwater reserves in Deira, to nourish 56 kilometres of beaches. A massive taskforce, 50 marine and land-based equipment coupled with satellite mapping have seen these works to fruition.



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 your provisional service charges or book your multi-function hall for a private family event.

It is now easier than ever and at the simple click of a button.



Apply Online for Your Provisional Service Charges

1. Log in to **MY NAKHEEL mobile app** or **onlineservices.nakheel.com**.



2. Under **OTHER SERVICES**, select **REQUEST FOR PROVISIONAL SERVICE CHARGES**.



3. Fill out your form with the requested documents to submit your request.



4. Receive a link for payment via email.



NOTE: It is mandatory to settle all outstanding community usage charges before resale of properties. This includes unbilled usage charges for the respective quarter of the financial year.

Make a Facility Booking

1. Log in to **MY NAKHEEL mobile app** or **onlineservices.nakheel.com**.

2. Under **OTHER SERVICES**, in **OWNER/TENANT SERVICES**, select **Facility Booking**.

3. Fill out your form by selecting the preferred facility with the requested documents to submit your request.

4. Once approved, your security personnel/concierge will give you access to the facility.

NOTE: Contractors/event organisers assigned by residents for setup and decoration must seek a short-term access permit on **Nakheel Online Services** prior to commencing works.

Did you know?

Need to settle your community service charges? We are a chat away.

Reach us on our **WhatsApp number - 800 NAKHEEL** and our chatbot is happy to help you with your payment in just a few simple clicks.



Your Community Events



LiveWell with NAKHEEL

Our July edition celebrated happiness and well-being with functional practitioner Dr Nas Al Jafari, motivational speaker Asma Baker and entrepreneur Abdulla Lutfi covered the philosophical and physiological viewpoints on happiness and its role in health and well-being. The event was held on 29 July at IL Passaggio in Jumeirah Park.

Meanwhile, our August event at The Coterie, Ibn Batuta Mall shed light on pain management with lifestyle coach Irina Sharma and osteopath Youssef Youssef educating participants on preventing joint pains, improving posture in addition to choosing the right exercises. A morning movement session by Coach MJ was the perfect start to the self-care Saturday with attendees exploring the right type of stretches to help regain lost movement.

Here is a glimpse of our speakers, sessions, audience interactions, and highlights.

Stay tuned to our updates on www.livewell.nakheelcommunities.com.

Till then, live well.





Nakheel, Home of Netball: Season 2

Nakheel Community Management's partnership with the Emirates Dubai 7s enters its second year and we are getting ready to cheer the netball teams battling it out at The Sevens Stadium.

Netball is one of the several sports played at the Emirates 7s among various divisions and international teams in addition to plenty of entertainment, from 01 to 03 December 2023. As the presenting partner, Nakheel invites residents to the biggest sports and entertainment festival with a vast spectrum of music performances and family-friendly fun across three dedicated zones.

Mark your calendars and book your tickets for 01 December 2023 aka 'Family Friday', with sporting masterclasses on offer for kids, endless attractions and interactive setups amongst much, much more.

For more details, visit <https://dubairugby7s.com/>.

Stay glued to our social media channels and stand a chance to win tickets to the Emirates 7s.



Tarahum for Gaza

NCM organised a donation drive in collaboration with Emirates Red Crescent, aimed at providing relief to those affected in the Gaza strip. The humanitarian initiative took off at seven locations across Nakheel communities and invited residents to donate clothes, blankets, shoes, hygiene products, non-perishable food, lights and tents as part of relief packages to support those in need. Here are a few glimpses from the drive.





SAFEstivities For All

Ahead of the holiday season, here is a safety checklist to ensure that your celebrations remain merry and bright for your family and your visitors.

ELECTRICAL SAFETY

- ✔ Check old light fittings for damaged sockets or frayed/bare wires.
- ✔ Purchase certified materials with the CE marking to ensure safety compliance.

OPEN FLAMES

- ✔ Burning candles, lamps and lanterns must never be left unattended and kept away from furniture, bedding, and curtains.
- ✔ Ensure these are kept on a stable surface and cannot be knocked over easily. Keep them out of reach of children and pets.

PEDESTRIAN SAFETY

- ✔ When crossing streets, use pedestrian crossings and follow traffic signals.
- ✔ Use sidewalks or pathways without obstructing the roads.

ROAD SAFETY

- ✔ Drive safely within the community speed limits and in the event of heavy pedestrian traffic, slow down for safe passage.
- ✔ Young adults and children may move in unpredictable ways. Keep headlights on for a better watch of pedestrians from far distances.

For a comprehensive list of guidelines on decorations and festive celebrations, browse through www.nakheelcommunities.com for the Community Rules.

Responsible Waste Disposal

More than half your household waste can be recycled and put to better use in another process. Here is a breakdown of what you can do with certain everyday items.



General Recyclables (paper, plastic and cans)

Your community is equipped with multi-stream coloured recycling bins in common areas or at frequented amenities. Don't miss the green recycling bins outside your villa that are waiting to be filled with your daily recyclables. Remember to only dispose of items that are clean and dry.



Electronics

Give your old cameras, music systems or televisions a new lease of life. Contact your community waste management service provider, or one of our partners **Averda (04 449 7500)**, **Imdaad (800 8200)** or even **Dubai Municipality (800 900)** for assistance. Established city hardware stores too accept old electronics (and batteries) as part of their e-cycling programme.



Used cooking oil

Fats disposed of in kitchen drains can cause damage to drainage systems and lead to blocks and flooded sewers. Reach out to our waste management partners such as **Averda (04 449 7500)** which collect used cooking oil and transforms it into biodiesel.



Clothing

Declutter and donate your preloved garments, footwear and accessories at your nearest community donation drop box. They can be passed around and used for a rather long time by someone else. Stay tuned to NCM's annual donation drive if you would like to make a difference to others in need.



Green waste

Got garden clippings, twigs or hedge trimmings piling up in a corner? Give **Dubai Municipality (800 900)** a call and avail their free removal of bulk green household waste.

Remember: Green waste must not be mixed with recyclable waste and disposed of in bins as it contaminates potentially recyclable items.

Adopt a recycling habit to spruce up your living space and make a difference to the planet with safe and responsible waste disposal practices.

Rule Refresher on Damas Trees

A beautiful garden dotted with flowers in the company of chirping birds is truly a thing of beauty. But not quite, if the tree cover damages the underground water pipes of your home or creates cracks on your neighbour's wall.

Here is a reminder that planting of Damas (Conocarpus Lancifolius) trees within plots is not permitted as it causes severe damage to underground infrastructure and building foundations, making it unsuitable for residential use. As per Dubai Municipality guidelines, please remember that if grown, the immediate removal of Damas trees must be arranged at the sole expense of the owner.

Note on common area landscaping:

Your community's greenery has been carefully handpicked in line with the theme of your neighbourhood. Residents are reminded that private landscaping that encroaches upon common areas or into a neighbour's property is not allowed. These pose a hazard for pedestrians walking by and negatively impact the aesthetics of the community.



Beat the Bite

The onset of the cooler months brings with it the menace of mosquitoes. But with a little extra care and prevention, you can make the most of these delightful months ahead without an itch.

Clean and clear

Mozzies are drawn to stagnant water and exposed food. Avoid leaving out dirty containers or bird/pet food with uncovered food or water. Clear out any leaks in taps, drain holes and water pools in potted plants, flowerbeds, dense shrubbery and lawn grass.

Screen out

A thin netting/screen on windows and doors is a good way to prevent their entry into your home. Keep them closed without the slightest gaps.

Car care

Keep your car park bay, vehicle's exteriors and interiors clean to reduce the chances of mosquitoes entering your car. Car carpets, floor mats and synthetic-leather seat covers commonly attract pests.

Natural remedies

A spritz of lavender oil in humid places like under the sink, in closets, under the furniture or your laundry room can also keep these bugs away. Burning coffee grounds is a helpful trick too.

Controlling Strays, The Humane Way

Responsible pet ownership and community participation are two important pillars in maintaining a safe and caring environment.

NCM is dedicated to maintaining ecological and residential harmony within our communities and our ongoing stray cat Trap-Neuter-Return (TNR) programme is an example of our commitment.

The TNR programme is an effective method of humanely managing stray cat populations and is not aimed at unnecessarily trapping or harming domesticated, neutered, microchipped or collared pets. Our approach highlights our collective respect for animal welfare by ensuring a cared-for and supervised cat population within the community.

What you can do



Register and microchip your pet cats with local authorities to help in easy identification and safe return, in case they get lost.



Regularly vaccinate your cats to protect them from diseases, ensuring they are healthy and reducing risks to other pets and strays. Ensure vet records are kept up to date.



Educate your family and community friends about the importance of the TNR programme, fostering a community-wide ethos of care and respect for animal welfare.





Increase Your Home's Energy Efficiency

It is never too late to start adopting energy-saving habits in our own home. Especially if they bring down our carbon footprint and energy bills. Read on to explore simple yet effective practices that can make a big difference.

REFRIGERATION

- ▶ Maintain refrigerators at 4°C and freezers at -10°C and install them at least 10 cm away from walls/items for air circulation, reduced energy consumption and better efficiency.
- ▶ Let freshly cooked food cool down first before putting it in the fridge.
- ▶ Keep your freezer as full as possible so it uses less power to keep the contents frozen.

KITCHEN SAVINGS

- ▶ Using electric fry pans, toaster ovens and small cooking appliances can save energy.
- ▶ Use lids when cooking to retain heat and match the pot size to the burner to avoid energy wastage.
- ▶ Preheat the oven five to eight minutes when baking and turn it off five to ten minutes before the time is up.
- ▶ Try using high-pressure cookers. They consume less energy compared to normal cookers.

COOLING APPLIANCES

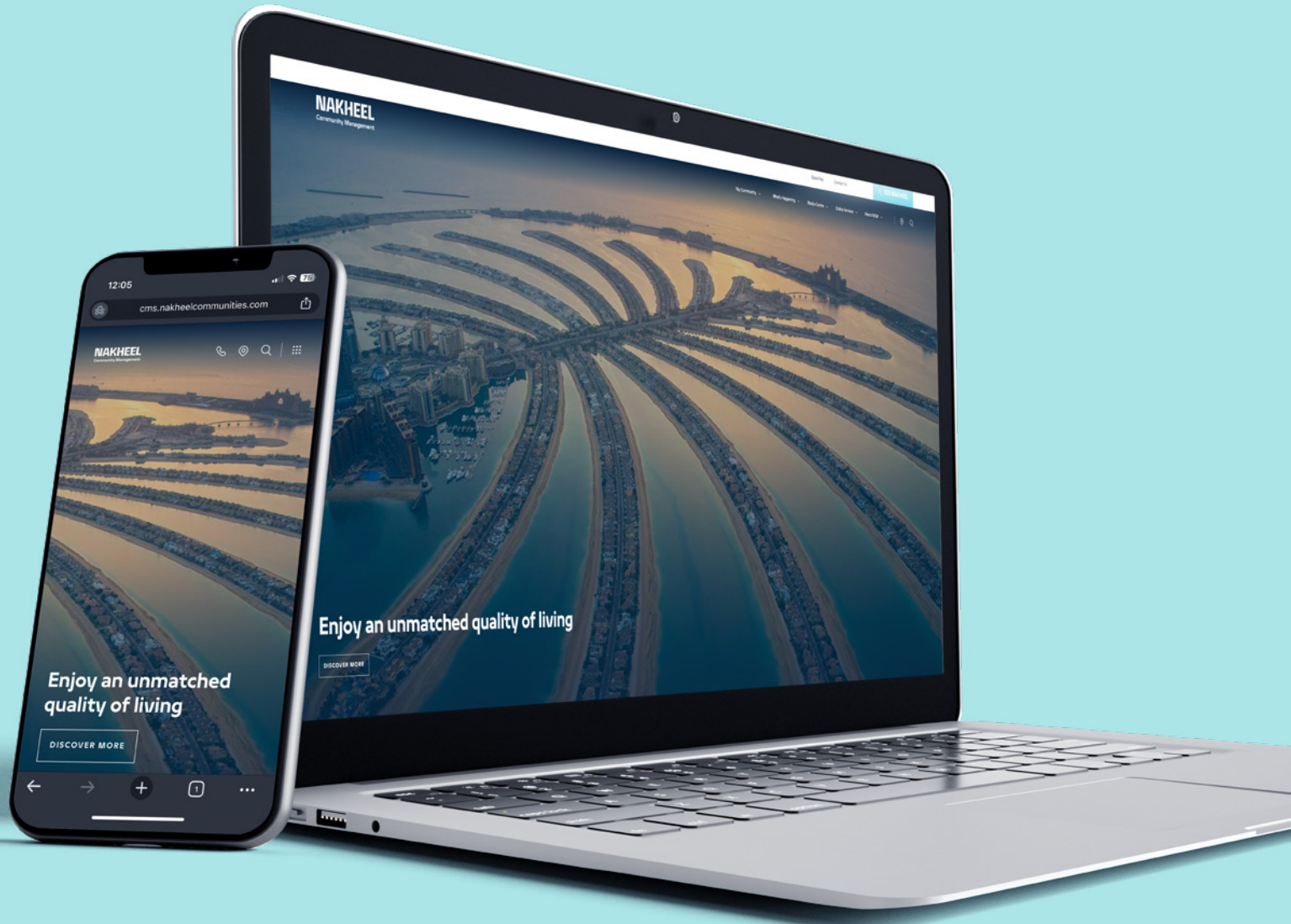
- ▶ Keep thermostats at 24°C or on “auto”. This saves up to 9 percent cooling cost.
- ▶ AC airflow can be obstructed by clogged or unclean filters. Cleaning them monthly is advised.
- ▶ Installing a fan can help you save money on your air conditioning bill, while keeping you cool.

LAUNDRY

- ▶ Keep a full load of laundry to save electricity and water at the same time.
- ▶ Invest in an energy-efficient washing machine – you can save 27 gallons of water per load.
- ▶ Washing darker-coloured items? DEWA recommends using cold water to preserve the colours and save energy consumption.
- ▶ Line drying your clothes consumes less energy and results in less expenditure.

APPLIANCE USE

- ▶ Limit using irons, washing machines, dishwashers, water heaters and electric ovens non-essential appliances between 12 PM and 6 PM.
- ▶ Unplug personal computers, mobile chargers and electronic devices when they are not in use.
- ▶ Use DEWA's 'Consumption Assessment Tool' to help you track your home's electricity consumption and make more sustainable decisions.
- ▶ Look for energy ratings on appliances before your purchase for long-term savings.



Refreshed, Modern Website

nakheelcommunities.com is headed your way in December with a contemporary, clean, and bold interface that promises browsers an informative, easy, visual and clutter-free digital experience of NCM's residential portfolio.

Glimpse through all our community events – past and the upcoming gatherings be it sports, social, sustainability-themed or cultural celebrations. Catch the news and corporate buzz in our Media Centre.

What's more - every community has a dedicated page with rules, amenities, team members, community offerings, event galleries, news, online services, FAQs and community office locations.

Come December, visit our website - nakheelcommunities.com to explore our new and revamped online experience.

SERVICE EXCELLENCE AWARDS



Honouring Excellence in Service Delivery

2023 has been an exciting year of many firsts. At the inaugural edition of the NCM Service Excellence Awards 2023, we recognised and honoured seventeen top-performing organisations supporting Nakheel's portfolio of residential communities.

Across five broad categories including Customer Service and Innovation, Health and Safety, Facilities Management, Sustainability, and Extra Mile, service providers highlighted their groundbreaking efforts in their respective disciplines, outstanding projects, and creative solutions.

In our Chief Community Management Officer's words, these awards embodied the spirit of collaboration and unwavering dedication of our unsung heroes because of whom our residential communities remain vibrant, safe, and are the happiest communities in Dubai.

Security Matters

Dubai Police recognised key members of the operations and security teams with gold medallions for their support towards Dubai Police initiatives and contributions towards their communities at a formal event held at Atlantis, the Palm.

The recognition was a part of the 'Your Voice is Heard' programme by the governing authority, which was a platform for residents to engage in an interactive question and answers session with the Dubai Police on matters of safety, community and more.



Great News to Share



A symbol of quality and safety

Our flagship project – Palm Jumeirah has been awarded the BSI Kite Mark certification for meeting the sustainable requirements of ISO 37106 standards for Smart and Sustainable Cities and Communities.

This makes it the first community in the Middle East to receive this honour, among 21 worldwide organisations to achieve this merit. BSI is one of the leading international organisations in the fields of international standardisation, systems assessment, certification for more than 120 years.

Building Health & Safety

With the recertification of WELL Health-Safety Rating for Facility Operations and Management for 365 buildings by the International WELL Building Institute (IWBI) for the second year in a row, NCM becomes the first community management company in the region with the achievement. This laurel comes in addition to our consistent record in getting our ISO re-certifications every year.

Sustainability-centered partnership

NCM signed a remarkable memorandum of understanding (MoU) with Emirates Telecommunication Group Company PJSC (Etisalat) with the aim of introducing more electric vehicle charging stations across Nakheel communities. The collaboration is aligned with the national initiative to increase green mobility while adding to the EV charging infrastructure and giving residents an opportunity to charge within the boundaries of their communities.

Industry recognition

Our recent laurels in regional forums and summits have been a testament to our commitment to the overall happiness and prosperity of our communities. NCM's organisational culture and core values have enabled us to put communities first and the rest as they say, is history.

The LiveWell with Nakheel initiative was recognised for its positive impact on residents and the wider community while MBR City District One stood out for being the city's happiest community.



Here are the titles NCM secured in the last few months:

	WINNER
	Community Management Company of the Year
	RUNNER UP
	Community Engagement Initiative of the Year

Smart Built Environment Awards

GOLD, Community Management Company of the Year
SILVER, Community Engagement Initiative of the Year for the initiative LiveWell with Nakheel



Customer Happiness Awards

GOLD, Customer Happiness Company of the Year
GOLD, Happiest Residential Community of the Year for Mohammed Bin Rashid Al Maktoum City District One

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.



أبعد المركبة المعطلة عن الطريق لسلامة الجميع

حافظ على سلامتك وسلامة الآخرين عبر إيقاف مركبتك بالشكل الصحيح

**Keep the broken down vehicle off
the road for the safety of everyone**

Ensure the safety of you and others by parking correctly



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



**These treats
make the perfect
gift this festive
season.
For all ages.**

Holly Jolly Cakesicles

The festivities can never be complete without the quintessential yum factor. With a steady trickle of families, children, grandparents and neighbours this holiday season, you don't need to look too far.

Let's thank our fab resident Claudia who comes to our rescue with this cakesicle recipe that's sure to make everyone asking for a second serving of this frosty treat.

Dry Ingredients

Cake flour 140 gms
Baking powder 6 gms
Salt 2.5 gms
White sugar 40 gms

Wet Ingredients

Oil 55 gms
Vanilla flavour 20 gms
Egg yolks 4
Water 120 gms

Meringue

Egg whites 4
White sugar 50 gms
Cream of tartar a pinch

Method

- ▶ Bake the cake using the dry and wet ingredients at 170 degrees celsius for 45 minutes.
- ▶ Crumble the cake into fine crumbs using a food processor.
- ▶ Shape the mixture into popsicle shapes inserting a stick into each.
- ▶ Place the cakesicles on a parchment-lined tray and refrigerate to firm it up.

Now comes the creative part – dipping and decorating your cakesicles.

- ▶ Melt white chocolate in a microwave-safe bowl at 30 seconds interval until smooth.
- ▶ Dip each chilled cakesicle into melted chocolate, swirling them to coat evenly. Let excess chocolate drip off before adding decorations.
- ▶ Freeze for about 15 minutes until chocolate sets.

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

55,000+

Units

700,000+

Residents



Standards that help maintain our communities



Industry Recognitions



Reach out to us



help@nakheelcommunities.com



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