



NAKHEEL
Community Management

Community Newsletter

Al Furjan

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.

The Power of Green Spaces

The effect of greenery on the vibrancy, happiness and health of a community is profound. It is also one of the main reasons that it tops our priority charts when it comes to enhancing your community.

Close to 15,000 purslane and petunias flowering varieties were planted across Al Furjan Phase 1 at entrances, exits, roundabouts and community parks. These seasonal hues welcome residents and visitors into the community at these vantage points with their dense floral clusters. The 'I Love Al Furjan' roundabout received a pop of colour with 1,200 purslane flowering plants and the addition of two beautiful olive trees. Meanwhile, 6,000 square metres of damaged and infected ground cover in Packages 1 and 2 (Phase 1) were replaced with sea purslane and Chinese violets.

Zone L Park was give some green love too with the removal of non-performing plants and soil replacement of 4,500 square metres of area. Ground covers were planted with Chinese violets, fountain grass, with the addition of the tufty sander screw-pines, peregrinas, chaste trees for the shrub cover. The flowering marvels including crepe jasmines, bougainvillea galbra and hibiscus varieities add to the colourful spectacle. Add to this, white gravel sits well against the boulders, blanketing throughout the park, adding balance and structure to the design.





An Updo with Lights, Boards and Paint

Parks in Al Furjan have been upgraded with eight new high-quality decking boards, giving the recreational space a stunning, classic finish. These boards are tough, durable, splinter-free and slip-resistant, keeping the safety of residents in mind. Bollards have been installed at both ends of the decking board to stop unauthorized use and prevent two-wheelers.

Additionally, pillar LED lantern lights have been added for illumination along the picturesque common areas. The soft and low-energy lighting brings a new life and atmosphere to the area, while it avoids light pollution at night.

Handrails across the parks received a fresh lick of paint while damaged parts were replaced to ensure their longevity and resistance to corrosion. These are important fixtures to provide users grip while they move up or down the board, and help visitors with mobility difficulties with safe passage without the risk of accidents.

Palm Care

Red palm weevils are a common menace to date palms in the region. The insects are usually attracted to stressed and healthy palm trees alike. Once infested, the insides of the palm's stem and crown suffer damages.

Our landscaping teams conducted pest control treatment to mitigate this issue for over 1,800 date palms in the community, to control further infestation.

Meanwhile, 11 new date palms join the palm tree cover in the community with the additions planted across Phases 1 & 2, adding indigenous beauty to these landscapes.



Enlightened Spaces

Zone L Park's dome structure is quite the architectural marvel in Al Furjan community. We have taken the visual aesthetics a notch above with our new LED light fixtures in the pillar lights and the grand chandelier.

At dusk, the lights filter through the perforations in the dome to create an enchanting effect within the space. This new enhancement brightens up the garden space and add a dash of festive feel to the community,



Relax at your Park

In the midst of an urban setting, here is a comfortable area in the heart of your community that allows you to take a moment to rest and unwind.

Zone R Park's new arched seating is just what you needed. As a result of studying the use of community amenities by residents, we found that this space had a good potential to kindle new friendships or just a place to simply sit and talk. This transformed area now offers a marble-top seating area for families to watch their little ones run and play on this lush turf.

Come over and explore for yourself.

Park and Play

Good news for those biking it down to the park in Zones A, E, D, M and R. Ten new, modern and sleek bicycle racks have lined up close to the parks for hassle-free parking while encouraging more residents to ride their bicycles within the community.



Simple, Legible Signage for Rules

We are committed to ensure a peaceful and safe neighbourhood for residents in our care. In our efforts to reiterate the regulations for your gated community, we have given the signage bearing the community rules and reminders - a beautiful makeover.

Installed at vantage points of the community, these new signs are visually less cluttered with lesser text and more icons – keeping it clean and easy to understand and remember for people of all ages and backgrounds. With crisp content and information, these boards are aimed at building a better recall amongst residents about the local guidelines.



Recycling Solution at Your Doorstep

Looking to recycle your everyday items and eventually reduce all that household waste? We heard you. Look no further.

More than 2,000 new bright green bins for recyclable waste were installed outside each home in Al Furjan, to help residents reduce their overall impact on the environment. Recyclable items can include paper, cardboard, plastic, and aluminium cans and users must ensure that they are clean and dry during disposal.

With this second bin in place, residents are requested to use the black bins exclusively for general household waste.

Know Your Waste Collection Schedule

General Waste Collection: All days, except Fridays

Recyclable Waste Collection: Saturdays, Mondays and Wednesdays

Green Waste Collection: Sunday & Thursday

Bulky Waste Collection: All Tuesdays

Recycling can continue when you are out and about too! Two four-stream recycling stations for paper, cartons, plastic, and metal cans were installed in Phase 2, Packages 8 and 11.

Meanwhile, existing recycling stations were refurbished with new signs and painted for an improved look.

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

Kids' Science Fair

Science Fair Friday was an evening of wonder and discovery, filled with entertaining and educational activities for the youngest residents of Al Furjan.

The event was hosted by NCM on 13 October at the community event area, featuring arts and craft workshops, rocket launches, rainbow volcanoes, robot papercraft, word puzzles, block painting, games, food and beverages and plenty more. The juniors had a swell time and were blown away by the jugglers, bubble artists, science magicians and interactive robots. Here's a sneak peek into all the action.





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.

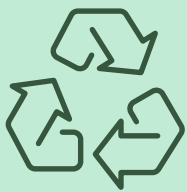
ROAD SAFETY

- ✔ 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.

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.



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.



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

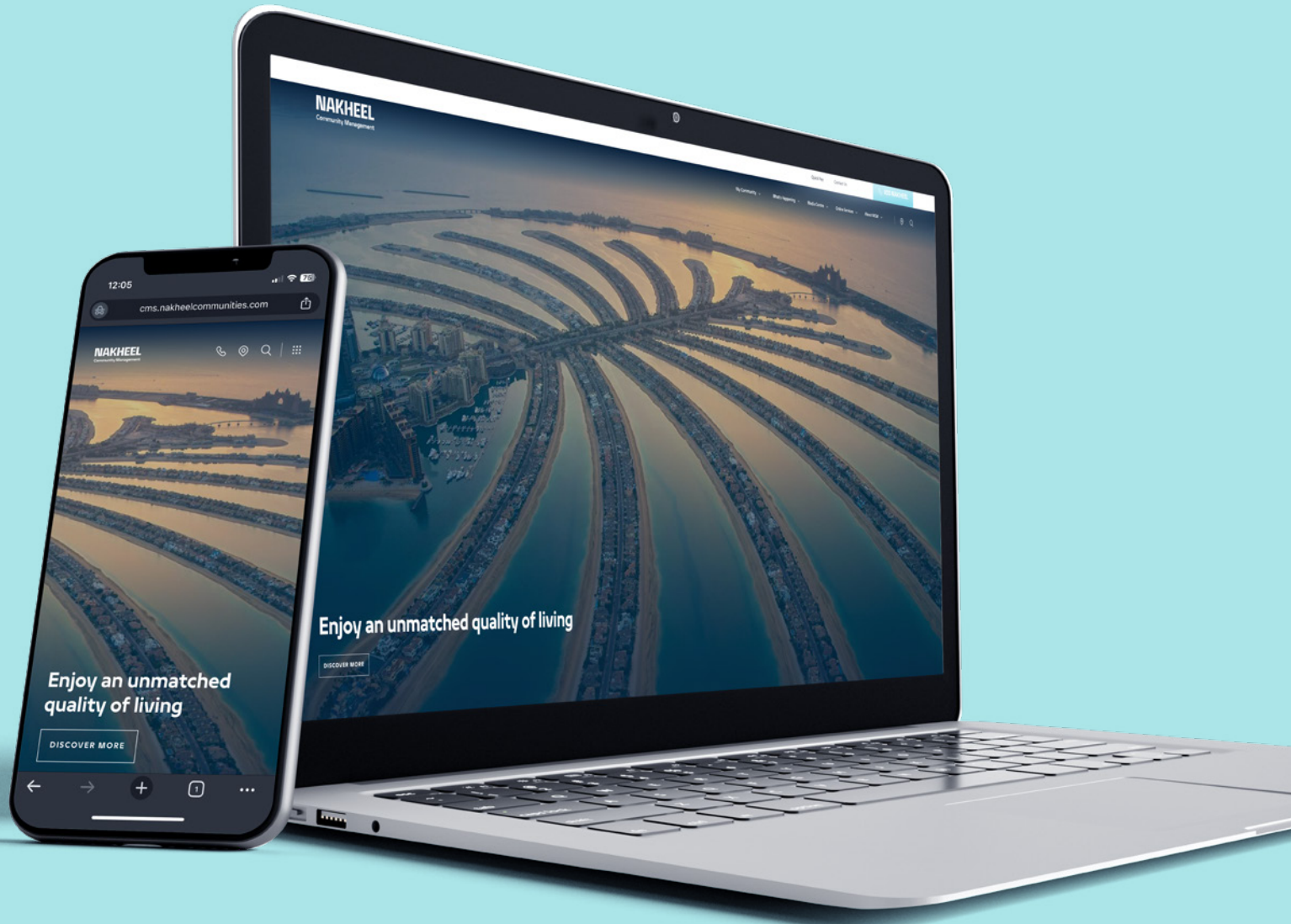
- ▶ Keep thermostats at 24°C or on “auto”. This saves up to 9 percent cooling cost.
- ▶ AC airflow can be obstructed by clogged or unclean filters. Cleaning them monthly is advised.
- ▶ Installing a fan can help you save money on your air conditioning bill, while keeping you cool.

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

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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



A common dessert in Afghanistan, Iran and Azerbaijan, this sticky pudding can be flavored with rose water and cardamom for flavour.

Shir Berinj (Afghan Rice Pudding)

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 Balqis Noor Mohammed who comes to our rescue with this comfort in a cup, that's sure to make everyone asking for a second serving of this frosty treat.

Ingredients

Short grain white rice- 1 cup
(washed and soaked for 4 hours)
Water - 4 tbsp
Unsweetened oat milk - 3 cups
Granulated sugar - 4 tbsp
Rose water - 2 tbsp
Ground cardamom - 1/4 tbsp

For garnishing

Ground cinnamon, roasted unsalted pistachios, dried red rose petals

Method

- ▶ To a saucepan on medium-high heat, add the drained rice and water. Let the rice soak up all the water while stirring occasionally, this will take about 5 minutes.
- ▶ Add the oat milk, bring the milk to a very light simmer and cook uncovered for 20 - 25 minutes, stirring every few minutes. Stir occasionally.
- ▶ When the rice is cooked, add the sugar and cook for 2 more minutes. Make sure to keep an eye on it, as the sugar can burn quickly.
- ▶ Remove the pan from the heat, stir in the rosewater and cardamom, and allow it to cool off completely. Garnish with cinnamon, rose petals, and pistachios, and enjoy!
- ▶ Store in an airtight container in the fridge for up to 3 days.

Notes: Traditionally, the rice is soaked. If not soaked, simply add more milk. For every 1 cup of dry rice, 4 cups of milk should do the trick.

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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