



NAKHEEL
Community Management

Community Newsletter

Jumeirah Heights

July 2023



Message from the Chief Community Management Officer

Dear residents,

The sweltering summer is here and is synonymous with yearly travels and school breaks. For those staying back in the city, enjoy your time with family and friends - don't miss our feature on exciting deals and offers at Nakheel destinations. For the folks venturing abroad, don't miss our vacation special on prepping your home before heading out on your vacation.

The last seven months have passed in the blink of an eye, and I am thrilled to share that we have launched two popular services on our digital platform. Applying for an access card and renting a storage locker can be done at the click of a button and within the comfort of your home. And this is just the beginning.

At Nakheel Community Management (NCM), we are focussing on using technology to drive a better and more engaging experience for our residents in the coming months. With more digital services in the pipeline and a refreshed and sleek NCM website in the works, these are exciting times ahead for us. Watch this space.

Check out our feature on our dedicated Customer Engagement team which is focused on elevating customer experience to the next level. Feel free to meet them at any of the Nakheel Community Management Centres and share your feedback over a cup of coffee. They'd love to meet you.

Enjoy reading about your neighbourhood happenings and don't forget to follow us on our social media channels. From all of us at NCM, I wish you and your loved ones a safe, happy, and healthy summer.

Francis Giani

In this Edition

03 Your
Community
Updates

06 Your
Community
Events

07 TLC
for Your
Home

09 NCM
News and
Updates

12 Residents'
Recipe
Corner

13 Best
Summer
Ever with
Nakheel

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.

Jumeirah Heights West



New Add-ons at the Great Outdoors

Have a seat at your pick of our four new picnic benches and enjoy the wonderful sights of your lively community at any time of day. This modern urban furniture range copes with heavy use and harsh weather, while being a timeless aesthetic addition to the outdoor recreational space.

Six robust litter receptacles fitted were also installed across the podium to encourage responsible disposal of waste while using the common areas. These sleek bins add a touch of urban design and functionality. Join us in keeping your community clean and beautiful by disposing of your garbage in the bins while out and about in the community.

Poolside Extras: We've also added ten modern C-shaped side tables by the swimming pool loungers for you to leave your smartphone, sunscreen, cup, glass, or book safely behind, as you go in for a dip.



Keeping Comfort Levels Up

Your community lobby is a gateway for a healthy and happy atmosphere for residents and visitors to the community.

In our efforts to maintain thermal comfort and slash energy consumption in these vulnerable areas, we have installed air curtains at the lobbies of all three buildings in Jumeirah Heights West. Sliding doors at the receptions have also been fitted with wire brushes, to keep dust and grime at bay.

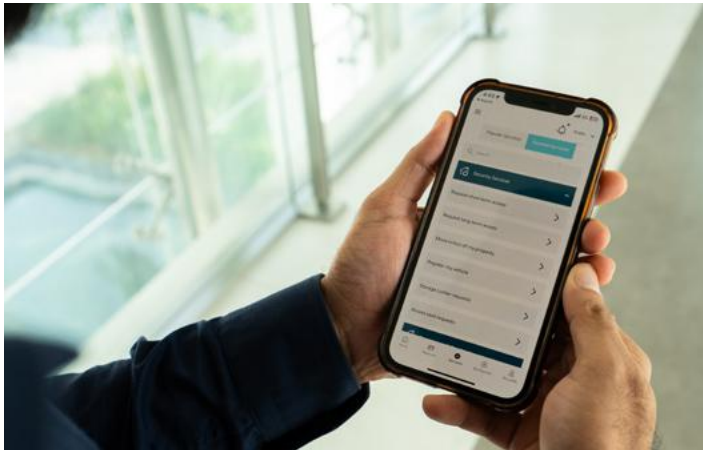
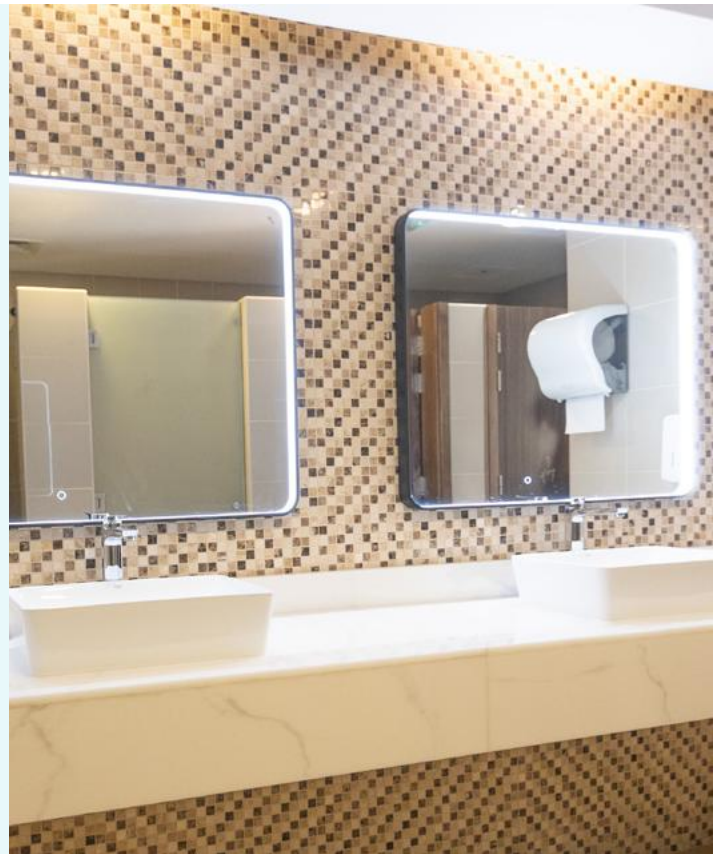
Glistening Washrooms

The common area washrooms for men and women in Jumeirah Heights West just got a makeover with stylish vanity counters, new mosaic, and plain wall tiles, white thassos marble countertops, exhaust fans, tissue holders, and better lighting.

An illuminated wall-mounted bathroom mirror fits in seamlessly, offering an impressive, diffused glow to the revamped setting.

We encourage all users to keep this facility clean and safe by following the rules and toilet etiquette stated in the signage installed at the premises.

WHAT'S NEW: To get an access tag that allows entry to the community pool for yourself or members of your household, please submit your application with the relevant documents to the building security.



No More Daily Passes

As part of our efforts to ensure convenience and swift access for maintenance personnel or home service crews to apartments, residents need not apply online for short-term access permits anymore.

This is applicable for everyday soft and emergency services such as home cleaning, babysitting, leakage fixes, AC repairs and the like. The decision was jointly taken by the Owners' Committee, security, and community management teams after reviewing feedback and suggestions from the residents.

For all other services that require more days, residents can continue to submit their online application for long-term access on **Nakheel Online Services** or [click here](#).

Jumeirah Heights East



For Swimmably Good Times

Jumeirah Heights East's podium pool underwent minor fixes and is summer-ready for all residents and families.

Water lines and plumbing systems were inspected via specialised cameras and latest technology, and were revamped to ensure optimum water circulation and functionality. These upgrades ensure maximum efficiency and reliability in performance.

Your community pools are open from 7 AM to 9 PM and is access-controlled for the safety and privacy of residents.



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.



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.

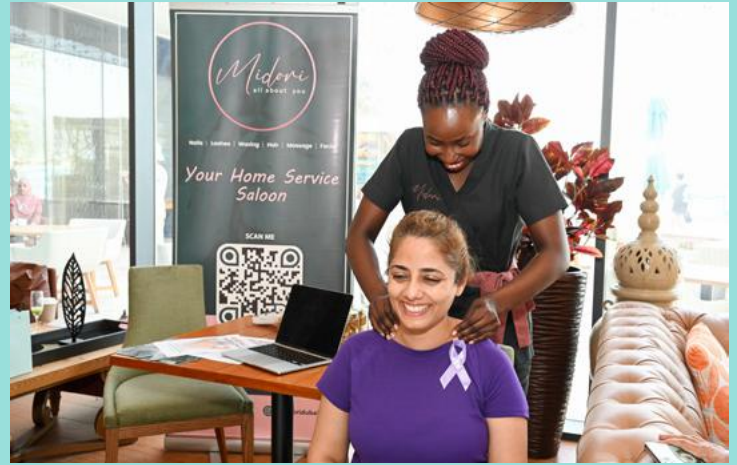


4. Pay online and pick up your card at the collection point.



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.

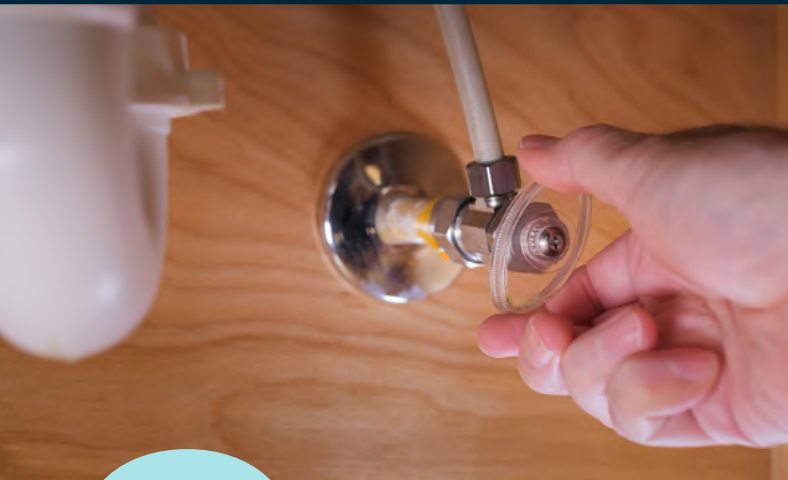
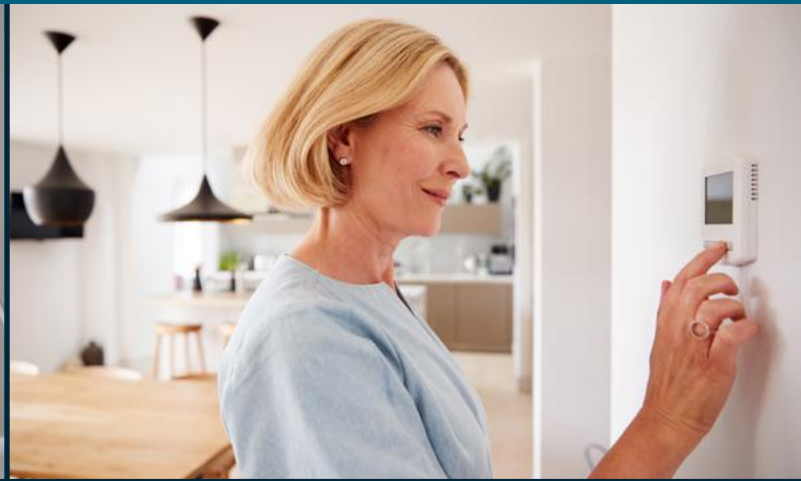
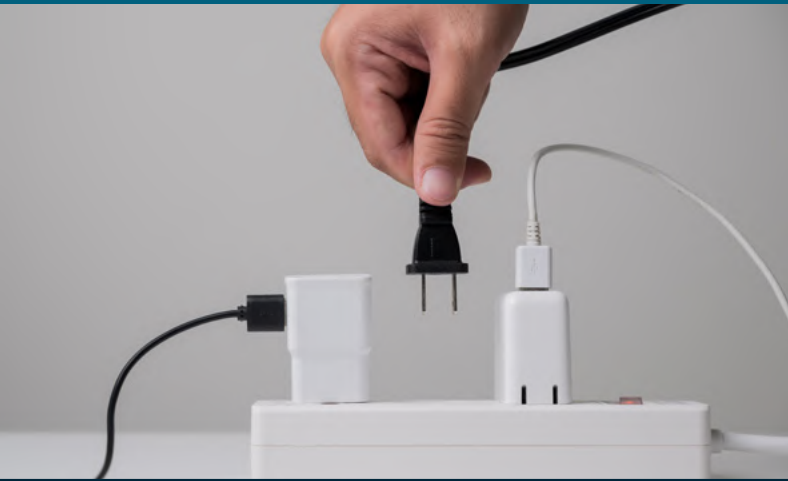
The LiveWell with Nakheel Retreat kicked off in May with co-curator Irina Sharma moderating talks on the restoration of health with a cooking workshop by Chef Nrupen Pottavatri. The event was a perfect mix of education, dialogue, food exploration and mindfulness practices with yoga sessions, head and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

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 thirst quencher. Our resident Ouiam has been juicing it up with her tasty and nourishing Green Dream and Sunshine Smoothies.

In Ouiam's words, "These recipes are not only delicious, but incredibly healthy. They are a household favourite and I hope you will fall in love with them just as we have."

Green Dream Smoothie

- ▶ Milk – 1 cup
- ▶ Spinach – 1 handful
- ▶ Cucumber – 1
- ▶ Avocado – half
- ▶ Banana – half
- ▶ Blueberries – 1 cup
- ▶ Honey – 1 tablespoon

Blend and puree all your ingredients together until smooth. Serve immediately.

Sunshine Smoothie

- ▶ Yoghurt – half cup
- ▶ Coconut milk – 1 cup
- ▶ Pineapple – half
- ▶ Mango – half
- ▶ Frozen strawberries – 1 cup

Blend and puree all your ingredients together until smooth. This delight is sure to make you smile in the sun.



Spend Your Best Summer Ever with Nakheel

Delight in a Relaxing Retreat

Explore an array of hotels and dining options on Palm Jumeirah. Unwind, sip and relax by crystal clear waters.

StaycationOnPalm.com

West Beach
AT PALM JUMEIRAH

The Club
PALM WEST BEACH

Club
Vista Mare

NAKHEEL MALL
PALM JUMEIRAH

THE VIEW
AT THE PALM

نخيل
NAKHEEL

Staycation on Palm Jumeirah

نخيل
NAKHEEL

Explore an array of spas and lifestyle destinations on Palm Jumeirah. This is your time to relax!

StaycationOnPalm.com

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

NAKHEEL MARINAS
Palm Jumeirah

An overnight yacht staycation starting from **AED 10** Per meter for 10m

Terms & conditions apply



For bookings
info@nakheelmarinas.com

نخيل
NAKHEEL



Nakheel Community Management

Our primary objective is to manage and maintain the wellbeing of your community. As such, we provide a broad spectrum of comprehensive management services.

18

Master Communities

50,000+

Units

700,000+

Residents

Standards that help maintain our communities



Industry Recognitions



Reach out to us



help@nakheelcommunities.com



@NakheelCommunities



800 Nakheel



@NKLCommunities



Nakheel Communities



My Nakheel App