



**NAKHEEL**  
Community Management

# Community Newsletter

Masakin Al Furjan

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**

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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.

## A Regal Welcome with Agave

20 succulent agave plants on a bed of gravel sit pretty to greet residents, visitors, and other motorists as they enter your magnificent community along the two main security gates.

The unique rosette formation complemented by its spikes, makes the agave an attractive addition to this welcome experience. These plants are also known as the century plant and they love the sun, are drought-tolerant, are easy to care for, and require low maintenance.



## New Pedestrian and Gated Access

A new pedestrian walkway and a gate manned by security personnel will now manage access of walk-in visitors or workers in and out of your gated community.

This addition comes in place to keep trespassers and unregistered visitors at bay, and to enhance the privacy of the community. With this layer of fencing at Gate 2, delivery personnel, household help, maintenance crews, or home service personnel who frequent the gated community on foot will undergo security checks before gaining entry.

### **Need to get a short-term access permit?**

Companies looking to get access can submit the online application for short-term access on [Nakheel Online Services](#) or [click here](#).

## An Entrance That 'Mat'ters

Brand new floor mats bearing building names have been installed across all block entrances, creating a clean and neat welcome experience, and maintaining optimum indoor air quality.

This entryway matting acts as the first line of defence against dirt and debris as occupants walk into the building and thereby, protects the building interiors from getting soiled.

Meanwhile, we have just wrapped up tile grouting works in the reception lobbies of the buildings. While the tiling is waterproof in nature, it also makes the ceramic tiles stay neat and clean.

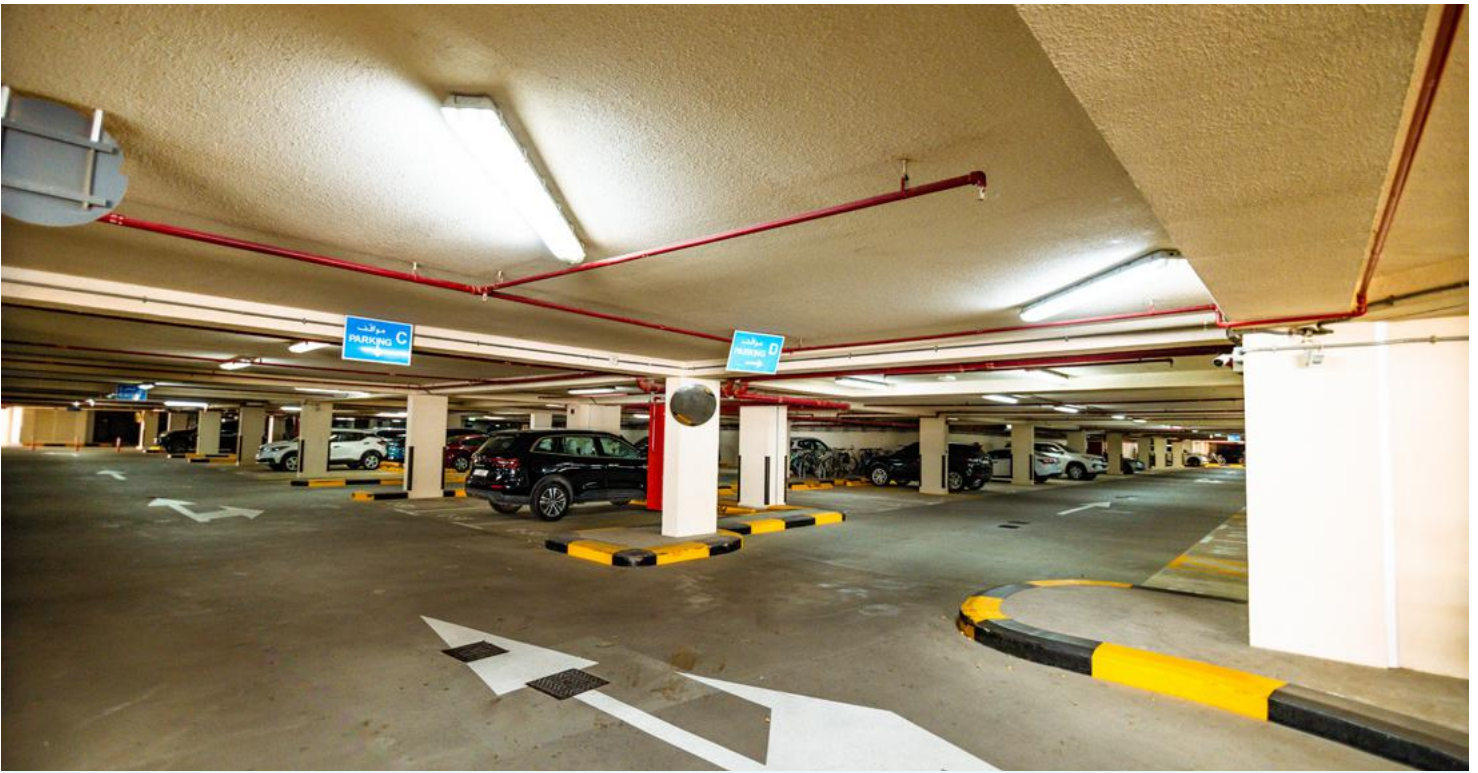


## Safe Days with Sandy Play

The children's play areas at both parks are a popular hub of fun, learning, and self-amusement for children and toddlers.

Our teams have been working meticulously to ensure that this space remains safe and hygienic for your little tots. Fresh double-washed sand was recently laid out in the playgrounds, making it soft to the touch and giving it improved quality from its high usage. Additionally, the washed play sand does not stain children's clothing after playing, does not form dust clouds, or gets as muddy as the builder's sand.

Thinking creative or fun ways to play? Head over and enjoy this facility.



## LED Leads the Way

The parking basements of all buildings are now running on revamped smart lighting systems. Existing motion-activated lights have been retrofitted with new devices that provide a brighter and evenly distributed light, improving safety and security in these areas.

The new fixtures consume lesser energy by turning off 80% of the light when no motion is detected, thereby saving power and reducing our environmental footprint. They are also a better sustainable alternative to traditional motion sensor lights that dim down completely when no motion is detected.

In addition, these LED lights are extremely durable, long-lasting and will result in lower maintenance costs.

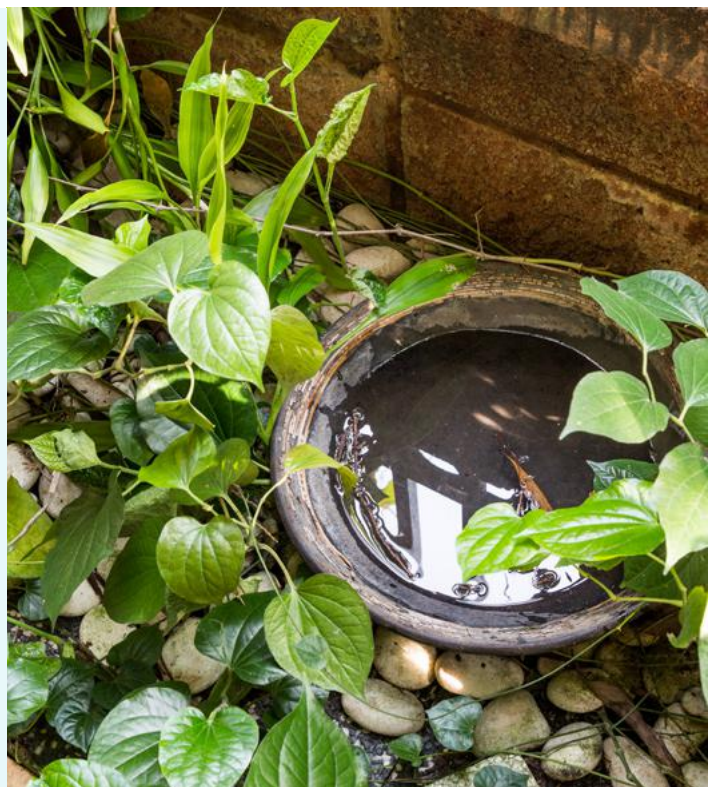
## Eliminating Mosquito Breeding Sites

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 or rent a storage locker to store your seasonal items, sports equipment, or bulky belongings.

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



## Apply Online for Your Access Card

## Rent a Storage Locker Online

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



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2. Under **OTHER SERVICES**, select **REQUEST FOR ACCESS CARD** and fill out your form.



2. Under **OTHER SERVICES**, select **REQUEST FOR STORAGE LOCKER** 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.



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



4. Pay online and submit the signed contract.

**NOTE:** The number of access cards allocated to each property will be based on the relevant eligibility criteria.

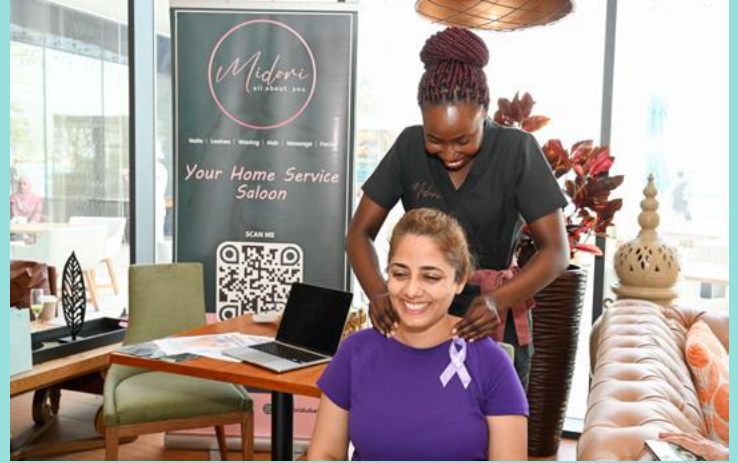


5. Visit your concierge to access your storage locker.

Save space at home and avail your building's storage facilities.

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.



# Workforce Appreciation Day

05 May will be a day etched in the minds of community service providers and residents alike. Homeowners and tenants of Masakin Al Furjan together with the team from Nakheel Community Management joined hands to thank the workforce serving the community for their tireless support. The event featured games, goody bags, and a celebratory dinner. Here are the highlights.

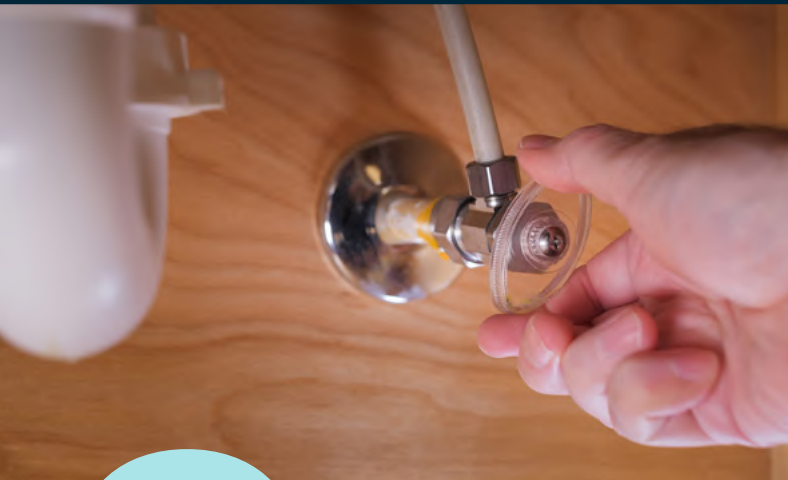
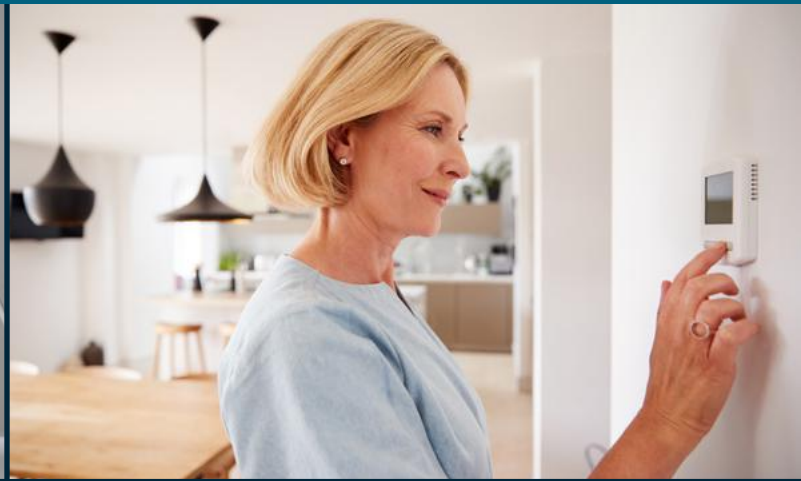
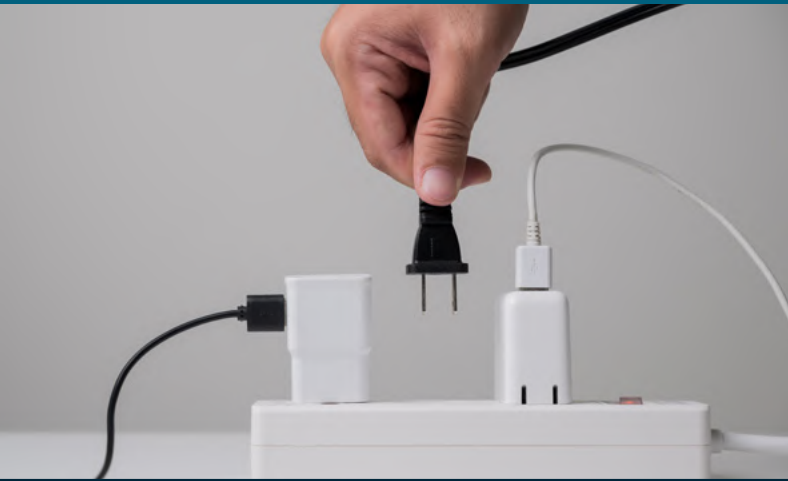






## World Environment Day

Residents in Masakin Al Furjan were gifted money plants and yellow trumpets at the community park on 05 June 2023, encouraging them to become an agent of change for the environment. As part of our green-themed activities for the Year of Sustainability, the initiative also commemorated the United Nations Environment Programme's (UNEP) celebration of World Environment Day. Here are a few glimpses from our drive during which we distributed over 355 plants.



**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 from Azure Residences, Lucas Abreu Bertolini has been juicing it up with her tasty and tropical Pink Panther Mocktail.

This sunny-day drink incorporates the flavours of a piña colada with strawberry mixed in and is pretty in pink and super delicious.

## Ingredients

- ▶ Crushed ice – 3 cups
- ▶ Pineapple juice – three-fourth cup
- ▶ Canned coconut milk – three-fourth cup
- ▶ Cream of coconut – half cup
- ▶ Strawberry sauce or homemade strawberry freezer jam – quarter cup
- ▶ Pineapple and strawberry slices – to garnish

## Method

- ▶ Pour in ice, pineapple juice, coconut milk, cream of coconut, and strawberry sauce into a blender. Blend until the ice is crushed to the desired consistency.
- ▶ Pour into glasses and garnish with pineapple and strawberries.



# 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](mailto:help@nakheelcommunities.com)



@NakheelCommunities



800 Nakheel



@NKLCommunities



Nakheel Communities



My Nakheel App