



**NAKHEEL**  
Community Management

# Community Newsletter

Masakin Al Furjan

April 2023



## Message from Francis Giani, Chief Community Management Officer

Dear residents,

I hope you have enjoyed a wonderful and joyous Eid break with your friends and family. The first quarter of 2023 has been promising and this is already a very exciting year of opportunities for all of us at Nakheel Community Management (NCM).

While 2023 is officially UAE's Year of Sustainability and COP28 is being hosted in UAE later this year, NCM is releasing its first Sustainability Report that compiles several green practices and initiatives we have incorporated into our business over the last year. As community managers, we will continue to focus on environmental sustainability by inspiring a community-wide commitment towards sustainable practices, in line with the national strategy.

I am proud that our communities are home to people from all over the world, from different backgrounds and cultures. In order to ensure that our properties and facilities are respected and used in the best way, this edition features a refresher on your community rules and guidelines. This will help establish what we need to practice as a community and as responsible neighbours.

With the hotter months almost here, it's also the best time to run a comprehensive home health check, especially on your air conditioning systems and plumbing fixtures, with a handy annual maintenance contract to keep you covered.

Your community usage charges are a key element in ensuring that your neighbourhood and its related assets run as per clockwork. This year, we have issued information packs to homeowners, which detail the budget components and compare them with the previous year's charges, while providing a visual sense of the operational and social achievements in your community. Don't miss our special article on this topic.

We are also proud to have won our first international award for Best Business Change and Transformation at the International Business Excellence Awards 2023, for our journey in building happiness and prosperity in our communities. Nakheel was also certified as a Great Place to Work™, giving us the right mix of talent and training to serve our customers.

Read all about our plans and check out our feature on the community management team looking after your community. We are now on WhatsApp too and we welcome your feedback and suggestions on this new channel too.

Wishing you 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.

## Keeping Comfort Levels Up

Your community lobbies are 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 costs in these vulnerable areas, we have installed air curtains at Block A, as part of our pilot project. Sliding doors at the receptions have also been fitted with wire brushes, to keep dust and grime at bay.



## Bins for Pet Waste

We want our communities to be safe and comfortable for all our residents and their pet friends. To encourage pet owners to keep areas clean and hygienic for other users, four brand-new dog waste bins fitted with waste bag dispensers have been installed at community walkways.

**Remember:** Cleaning up after your pet is a courteous and responsible thing to do, and we urge our residents to follow the community rules on pet management.



## Safe Ways of Bird Control

Birds roosting on your balconies or windows may soon be a thing of the past. With the support and cooperation of our residents, we successfully installed safe and humane bird-repellent spikes to put a stop to the menace.

Additionally, we fitted external windows with a themed 'mashrabiya' frame that gives the ledges and landings - a slanted angle. This prevents birds from perching on it and damaging the façade surfaces. Clever and beautiful, aren't they?



## Clean and Shining Built Environments

Environmental and weather conditions can affect a building's façade and a timely round of façade cleaning is critical in prolonging its lifespan and maintaining overall aesthetics and property value. We undertook our annual exercise of pressure washing and deep cleaning activities for your community's facades over a course of three months and the results paint a pretty picture.

**Remember:** Community rules stipulate that balconies and window ledges must be clear of potted plants, as they pose a safety hazard to passers-by or occupants below and can also damage the building façade.





## All Things Green and Beautiful

Our landscaping experts have been tending to the community lawn, soil, and the vast stretch of green splendour across the Masakin Al Furjan community, before the onset of a harsh summer.

The sprawling lawns were treated with pesticides and underwent fertilization along with soil cultivation. This aids with new growth and when clubbed with lawn aeration, helps in the retention of nutrients for growing and thriving. Help us maintain your community landscaping by avoiding activities that may damage these green spaces.

## How a Letter Planted An Idea

A heartfelt letter from a ten-year-old resident and youth awareness champ proposing a list of sustainable ideas reached our community office one fine morning. It was from Krittika Sureka and it inspired us to launch our first tree-planting initiative in the community.

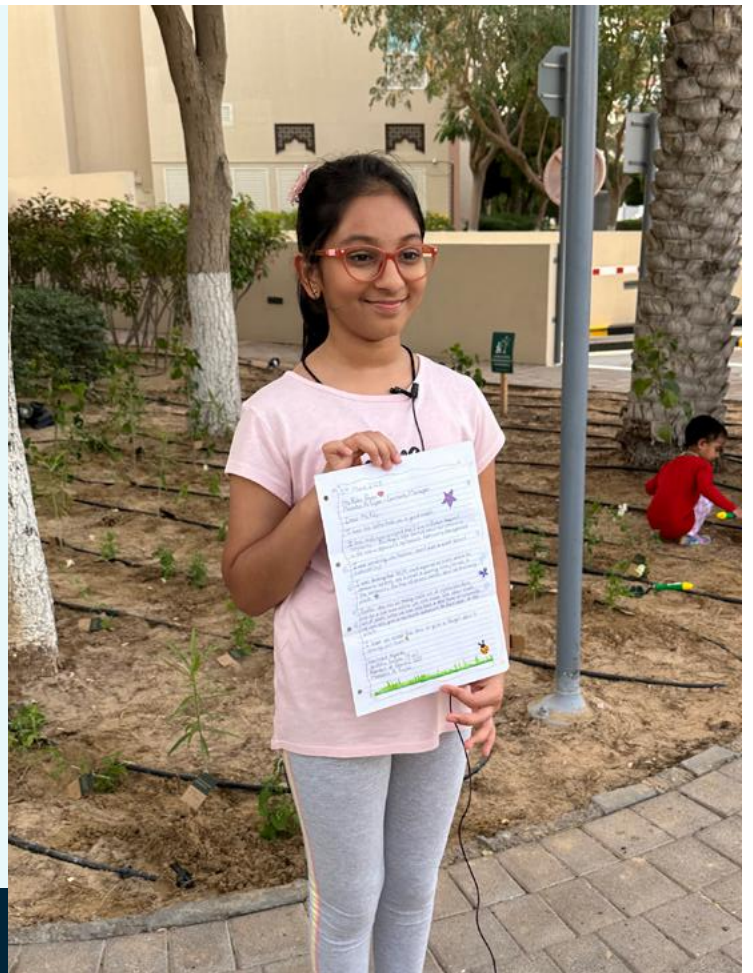
### In her words

*“It is important for our communities to be sustainable because there is a lot of pressure on our natural resources, and there might not be any left for the next generation. My role model is Greta Thunberg because she took small steps to achieve sustainability.”*

*The area I love the most in Masakin Al Furjan is the lush green garden, because I love how they have grown beautiful bougainvillea bushes. I especially love how spacious they are, and it is a lot of fun to play in them.”*

**Krittika, you make us proud, and we are lucky to have an advocate of the environment like you in our community.**

[Click here to hear Krittika’s green vision for the future.](#)





## Meet Your Community Management Team

We're delighted to introduce your community management team. Mohammad Al Shaibani leads the team as Associate Director, handling the overall Master Community operations of Al Furjan.

He is supported by Ruby Nuestro, who manages the overall community operations. The team includes Ajay George who looks after customer experience and association management, and Naveen Shivakumara who manages landscaping. Numan Syed supervises infrastructure, facilities, and technical management, and Leah Vitor, looks after the administration. Ahmad Ali Al Balooshi liaises with real estate regulatory bodies on behalf of the community.



You can reach out to the team at **800 NAKHEEL**, [help@nakheelcommunities.com](mailto:help@nakheelcommunities.com), or at your dedicated community office in The Gardens, behind the ENOC petrol station in Jebel Ali Village.

## What Makes Your Community Sustainable?



### We Place Safety Over Everything Else

We use sensors in our basement parking that work to stabilize CO2 set points and maintain optimum air quality.



### We Switch to Sustainable Options

Lighting systems across our corridors, garbage rooms, and parking levels are enabled with light and motion sensors to conserve energy.



### We Educate

We collaborate with our service providers to raise awareness of recycling and green habits for living.



### We Segregate

We have three-stream recycling stations (for glass, paper, and plastic) in our common areas and basements. Plus, a dedicated cage for cardboard collections.

# Your Community Events



## LiveWell with NAKHEEL

The first LiveWell with Nakheel Wellness Festival kicked off on 28 January with co-curator Irina Sharma moderating talks, essential oils workshops by experts, children's activities, morning yoga classes, body image sessions for teens, and a lot more. The festival was a celebration of all aspects of the health and wellness industry - Balance. Nourish. Move. Relax. Evolve.

The March edition was a special session on hormones through aging, menopause, disease, or trauma. Here is a glimpse of our speakers, sessions, audience interactions, and highlights from these editions.

The momentum continues and we look forward to more exciting topics in the upcoming months. Stay tuned to our updates on [www.livewell.nakheelcommunities.com](http://www.livewell.nakheelcommunities.com).

Till then, live well.



# Family Picnic Day

Being the Happiest Residential Community in Dubai calls for a party. Residents gathered at the Family Picnic on 21 January, to celebrate the spirit of togetherness and sense of belonging that thrives in a joyful community like Masakin Al Furjan. It was evident in the smiles of all our attendees. See for yourself.





# Hag Al Leila Celebrations

One of the most popular Emirati celebrations prior to Ramadan - Hag Al Leila was celebrated in true blue traditional style on 08 March. Homes welcomed our team at their doorstep and received sweets and treats to celebrate the occasion. The initiative echoes the values of sharing and giving that the Holy Month brings with it.



# Switching Off for Earth Hour

Earth Hour was observed on 25 March across the community by switching off all non-essential lights in common areas including corridors, parks, gardens, basement parking, and driveways for one hour. The global movement encourages us and the residents who live in our communities to participate in conserving energy and aid the global effort in fighting climate change.





## Moonlit Movies Are Back

Our ever-popular Movie Under the Stars was back on 21 January, gathering residents for a relaxing evening to mingle, socialize and relax with a screening of the musical comedy – *Lyle, Lyle, Crocodile*. Younger residents unleashed their creativity at the arts and crafts fiesta and spent an evening to remember, under the winter moonlight.

# World Planting Day

We organised our maiden sustainability event to commemorate the UAE's Year of Sustainability with a first-of-a-kind tree-planting activity that involved the young and the old. On World Planting Day (21 March), neighbours, friends, and landscaping service providers joined hands and planted trees in designated areas, adding more greenery to the community.

What made it extra special was that each planted tree bears the name of the family that participated in the initiative. Here are a few highlights from the event.



# TLC for your Home



## Time for a Home Health Check

Your home needs constant upkeep and maintenance to keep it in its prime and pristine condition just like your community. Add these items to your home maintenance checklist for a stress-free summer.

- ▶ Appoint a certified technician to check your smoke detectors and fire alarm installations.
- ▶ Schedule pest control to ward off any pests and bugs.
- ▶ Treat prolonged water leaks by fixing clogged drains or damaged water fittings.
- ▶ Service your HVAC unit for a smooth summer run.
- ▶ Sign up for an annual contract with a reputed general maintenance company to keep a tab on your mechanical, electrical, and plumbing systems.



## Stay covered with the right insurance

It's never too late to invest in insurance that covers your prized home and possessions and gives you the peace of mind you deserve. Contents Insurance does just that in the event of the unexpected – be it a theft, fire, or water leakage.

With a good plan, you can protect your home and your belongings including your furniture, electrical appliances, soft furnishings, and even paint finishes on your walls and ceilings. Some contents insurance plans start as low as AED 200 a year, based on the coverage required.

### What is covered under community insurance?

Community insurance only covers the common areas such as roads, amenities, signage, streetlights, walls, and irrigation systems. Contents insurance is the sole responsibility of a resident.



## Five Steps Towards Good Air Quality

As temperatures rise, it's time to turn the air-con back on again. Here's a quick checklist for you to prepare your home's air-conditioning system ahead of use.

- ▶ Clean the air filters. Remember, poor indoor air quality can affect your health.
- ▶ If you have an outdoor unit, check for debris or dust accumulation.
- ▶ Test the system to ensure that there is no noise or odour generated.
- ▶ Ensure that electrical plugs and sockets are of standard quality, to avoid short-circuits or fire accidents.
- ▶ Open the windows and doors of your home, when weather and outdoor air quality permit.



## Storing Household Chemicals

Chemicals are a common sight in most households, from cleaning agents, paints, and thinners to pesticides. But these can pose a health and fire hazard, if not handled with care.

- ▶ Understand the warning symbols – they indicate that the product could be hazardous.
- ▶ Follow the safety information and directions, when using the materials.
- ▶ Open a nearby window to ensure adequate ventilation, when using the chemicals.
- ▶ Choose low-emission paints, varnishes, and glues, wherever possible.
- ▶ Store chemical products in their original containers.
- ▶ Store flammable materials in fire-rated containers and away from combustible materials.
- ▶ Lock and keep these chemicals out of children's reach.
- ▶ Dispose of household hazardous waste products safely.



## We are now on WhatsApp

We have just launched a new channel to engage and interact with our customers.

You can now reach us on WhatsApp at **800 NAKHEEL (6254335)** for raising maintenance requests, community usage charge updates, general queries, and feedback.

All it takes is a message to **800 NAKHEEL (6254335)** or **+971 800 NAKHEEL (for international customers)** to get help or information for your queries.

Stay tuned for more updates.

## Our Sustainability Report for 2022 is Releasing Soon!

Stay Tuned!





## Fuelled by Community Usage Charges

Community usage charges exist so that your community can be effectively maintained and enhanced to its highest standards. Quite simply put, it ensures that all the activities behind the scenes take place like clockwork.

With the recent issuance of community usage charges to homeowners, on-time payment of these charges is important. These rates are vetted by independent auditors and approved by the Real Estate Regulatory Authority. A delay in settling your usage charges on time has an effect on the operations of your community, as funds are required to pay service providers, utility bills, and community enhancements.

Pay your usage charges today using the **MyNakheel app**, or via bank transfer.



## Community Rules Refresher

Your community is governed by Community Rules, which aim at creating an environment in which all residents can maximize the enjoyment of their community and amenities.

These rules intend to create a serene, attractive, and safe environment for the families, children, neighbours, and visitors of the community and master community. Browse through all the applicable rules and regulations of your community on [www.nakheelcommunities.com](http://www.nakheelcommunities.com).

# Residents' Recipe Corner

There's nothing like a tropical summer salad to beat the summer heat of 2023. Our resident from Masakin Al Furjan, Sapna Pal whipped up a delicious summer bowl and sent us the recipe for a pasta salad that promises to be a showstopper at your next cookout.

## Ingredients

- ▶ 1 cup of uncooked pasta
- ▶ 1 cup of shredded cabbage
- ▶ ½ cup of julienne-cut carrots
- ▶ 1/4 cup of finely chopped capsicum
- ▶ 2 cloves of garlic
- ▶ 1 cup of sweet corn
- ▶ 1 cup of mayonnaise
- ▶ 1 tsp of honey
- ▶ 1 can of oil-packed, canned tuna
- ▶ Salt and pepper - as per taste

## Preparation

- ▶ Boil the pasta in salted water till soft and drain and keep it aside.
- ▶ In a big bowl, combine the vegetables.
- ▶ Add grated garlic to the mixture. A dash of salt will help crush and pulp the garlic while grating.
- ▶ Mix in pepper, honey, and mayonnaise to even out the flavours.
- ▶ Add the cooked pasta, corn, and tuna, and refrigerate it for 30 minutes before serving.

## Author's special note:

Remember to remove the oil from the tuna before adding it in. Vegetarians can enjoy this delicious dish without the tuna.



# Pasta Salad



# 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.



السّرعَة القانونيّة توصلك  
إلى وجهتك بأمان.. التزم بها.

Driving at normal speed can  
meet your need. Adhere to  
speed limits.



مبادرة توعوية بدعم من  
Safety initiative supported by

rta.ae



## Free Household Junk Collection

A round of spring cleaning brings out the old and forgotten items that your home has harboured for long. Bidding goodbye to these items is a step easier. We have partnered with junk collection agencies to help you get rid of unwanted household items, free of cost.

### What can you junk for free?

Old couches, clothes, office/home/garden furniture, toys, kitchenware, exercise equipment, linen, toiletries, electronics, mobile phones, home appliances, books, bicycles, cardboard, and faded carpets.

Gather your items and book a collection slot today by contacting **Take My Junk** at **800 5865/050 179 4045** or **Remove My Junk** - **055 549 1122**.

Give your pre-owned items a new lease of life.



# Another Feather in our Hat

NCM was honoured at the International Business Excellence Awards (IBXA) for our commitment to operational excellence and adherence to high standards.

We emerged in the top position winning gold in the 'Best Business Change and Transformation' category.

This is a testament to our evolving goals, implementation of transformative strategies, and success in producing proven qualitative and quantitative results.



**NAKHEEL**  
Community Management

**IBXA™ 23**  
INTERNATIONAL BUSINESS  
EXCELLENCE AWARDS 2023

**GOLD AWARD WINNER**  
Best Business Change and/or Transformation



## Being a Great Place to Work®

Nakheel was recognized as a Great Place to Work-Certified company for 2022/2023 by the global research and consulting firm, Great Place to Work® Middle East for demonstrating a workplace culture of inclusivity, support, and understanding where employees' voices were heard and acted upon and offers an outstanding employee experience with staff feeling trusted and valued.





# 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

**350,000+**  
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