

COMMUNITY NEWS

The Residences — Issue No 2 — 2013

DOWNTOWN DUBAI

Ramadan Kareem

On behalf of everyone at ECM, we would like to take this opportunity to wish you and your family a prosperous Ramadan.



A revelation in laundry!

Do you hate doing your laundry? We know it's not hard to add detergent, fabric softener, turn the washing machine on, wait, put the clothes in the dryer, wait, and then fold / hang them up. But if you simply don't have time because of your busy schedule (or you just loathe doing it!), we have some good news for you. With the support of the Interim Board of The Residences, we're very pleased to announce a new service to take care of your laundry needs. Laundrybox, which is an innovative laundry and dry cleaning company, will change your life with its ingenious new locker system!

The service was launched for the first time at The Residences in April and is now available in buildings 3, 5, 6, 7 and 8. The remaining residential towers will be able to take advantage of the service in the coming months.

The Laundrybox service is quick and easy to use; simply create an account and then login at the locker kiosk to drop off your laundry in your assigned locker. Select if you want your clean laundry to be returned via locker delivery or direct to your home. Laundrybox will then process your clothes according to your preferences and return them to you the next day. Payments can be made online at www.laundrybox.com or at the locker kiosk using your credit or debit card. In the case of home deliveries, the driver can also accept cash.



According to Laundrybox, the high tech locker system solves the inefficiencies of traditional pick-up and delivery models so that your time is not wasted, your laundry is always done the way you want and there are no more accidental mix ups or lost items.



Smart, safe and secure

As part of our commitment to building strong and safe communities, we have recently improved the fencing around the Central Motor Court area, which will deter any unscrupulous people from gaining entry to the community. The unobtrusively designed bigger fence with its new larger gate has been installed on the steps near Towers 3 and 4, towards the promenade area. We are also planning to install an access control system on the gates, so only residents of The Residences will be able to enter the Central Motor Court. This initiative will prevent outsiders from taking a short-cut from Burj Park or the Promenade and help to reduce any anti-social behaviour.

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ECM has received the most prestigious accreditation in community management from the Community Associations Institute (CAI).

No matter the challenges

Shining building façades and clean exteriors all help to give a positive first impression of a building and, with more high-rise buildings appearing all over Dubai, competition to be the most impressive and dazzling tower is fierce. Due to the UAE's harsh climate, it's no surprise that the exteriors of high rise structures need to be maintained on a regular basis to keep them shining. While these buildings bring oodles of style, space and ambience to the region, their imposing exteriors are also very tricky to clean and require specialists to do the job safely and effectively.

Our service provider at The Residences, whose operatives have no fear of heights, clean the exterior façade and windows every quarter. They use a Building Maintenance Unit (BMU), for this purpose to clean from the top of the tower to the bottom. The building has recently been cleaned with a pressure washer to give it a fresh new look so you can take even more pride in your lovely home!



Meet Your Neighbours event

In April, we hosted a grand Meet Your Neighbours event, which was held at the Central Motor Court at Residences 1. Everyone from The Residences was invited to come along for a fun filled afternoon and of course to meet their neighbours. Members from the ECM Downtown team along with the service providers and sponsors were on hand to ensure the event ran smoothly. There was rain forecast on the day but luckily it didn't spoil the proceedings, which included arts and crafts, a play area for the children, activities such as face painting, a magic show and balloon bending as well as community stands where residents displayed items for sale. There was also a variety of games, prizes and lots of giveaways, live music and an array of food stalls. The event was well received by all those who came along, saying it was even bigger and better this year!

Don't wait in long queues to pay your Community Service Fee



You can now choose from the following easy-to-pay options:



**ONLINE
PAYMENT**



**CHEQUE
DEPOSIT**



**DIRECT BANK
TRANSFER**



**PRE-AUTHORISED
AUTO DEBIT FORM**

For more information contact communities@ecm.ae

New move in policy in effect

To facilitate the smooth transition of new occupants into the community, all new residents are now requested to obtain a Move In Permit prior to their move. Without this, access may be restricted or denied. To process a permit, please allow five working days.

No fee applies.



Please collect your form from the reception or email communities@ecm.ae

Ramadan Kareem from ECM!

Ramadan is the ninth month of the Islamic calendar and a period of great religious significance for Muslims. Quiet contemplation in prayer, acts of charity and celebration of faith and family all contribute to this very special time of the year. For Muslims, Ramadan represents one of the five pillars of Islam and the Holy Month is a time to reflect on one's spirituality. At this time, Muslims abstain from consuming food or drink during the daylight hours, and sinful behaviour or speech, in order to feel equality with those less fortunate and to cleanse the body and soul.

Ramadan commences when the new moon begins; and finishes when it has waned, typically lasting around 29 or 30 days. This year, it is expected to begin around 9 July and finish on 7 August, but will be confirmed nearer the time, depending on the lunar calendar. Due to this lunar reference, Ramadan moves forward every year by approximately 10 days.

For Muslims, each day of Ramadan begins with Suhoor, a special breakfast eaten before sunrise and the Fajr (morning) prayer. Then follows the daily fast, which continues through the Dhuhr (noon) and Asr (afternoon) prayers until sunset, at the call for Maghrib prayer, when the fast is traditionally broken. Shortly after, Tarawih / Taraweeh prayers are performed at the Mosque. These are special prayers, lasting about 90 minutes, only carried out during the Holy Month and are in addition to the five daily prayers. Following this, the evening takes on a festive theme with an Iftar meal. This is a great social occasion, bringing friends, families and the broader community together.

Charity, or Zakat, is another of the five pillars of Islam, which roughly translates as the 'poor rate' and is a percentage of one's income given over to help those less fortunate.

As you can perhaps imagine, many find the exercise of fasting a big adjustment to make, particularly during the first week of Ramadan. Hunger and tiredness are common side effects to the fasting process, particularly when combined with the heat of the day. There are changes to the wider community too: restaurants are sometimes closed entirely during the daylight hours or if they do remain open, are hidden behind screens as a sign of respect to the fasting population.

Non-Muslims are encouraged to avoid eating, drinking and smoking in public during the day and to be modest in their attire, again, as a show of courtesy to their Muslim counterparts.

The Holy Month culminates in a holiday called Eid al-Fitr, a celebration to mark the end of fasting and the beginning of the next lunar month, Shawwal, in the Islamic calendar. There is a lovely festive atmosphere as families and friends get together to celebrate. Eid gifts, known as Eidi, are often given to children and close relatives at this time.

Here are a few tips we would encourage you to follow during Ramadan:

- Fasting is not an easy thing to undertake, so please be especially mindful and considerate to others
- Avoid playing loud music at home or in your car – as this could be construed as disrespectful
- Bear in mind the roads are likely to be very busy just before and around the time of Iftar, as Muslims are keen to get home and break their fast, so if you can, leave your journey until after sunset
- If you are invited to an Iftar meal, try to arrive on time or earlier. Remember your Muslim friends will have been fasting all day
- Saying 'Ramadan Kareem', which means 'Generous Ramadan' or 'Happy Ramadan' to Muslims is customary. When the month ends, the greeting changes to 'Eid Mubarak' during the celebrations
- Since Muslims read the Quran even more during Ramadan, as well as performing additional prayers, don't be surprised if your Muslim friends are not able to spend as much time with you
- Ramadan is a fantastic opportunity to experience a (potentially) very different aspect to your life here in the UAE, so enjoy this special time and make the most of the celebratory atmosphere!

You're invited! During Ramadan, we'll be serving Iftar meals at the mosques in our communities and the invitation is open to anyone who'd like to join us.



Earthquake!

In light of recent events here, we thought we'd share a bit of information about earthquakes and what to do should another one occur.

Be prepared!

It's as well to undertake one or two basic preparations in case of any emergency situation – not just an earthquake. Make sure you have a fire extinguisher in your home (and that you all know how to use it) as well as a first aid kit and a torch, along with spare batteries. Also, ensure you know how to switch off the gas, electricity and water and keep passports / important documents within easy reach.

During an earthquake

- Stay where you are and remain calm!
- If you're indoors, stand against a wall near the centre of the building, in a doorway or crawl under heavy furniture such as a desk or table
- Stay away from windows and outside doors
- Don't use elevators under any circumstances
- If you're outdoors, stay in the open, away from power lines or anything that might fall
- If you're in a car, pull over and stop. Stay inside the car until the earthquake stops

Afterwards

- Check yourself and others for injuries, then provide first aid for anyone who needs it
- Check gas, water and electricity connections – switch off if necessary
- If you are in the workplace, follow the emergency procedures given by those in charge
- If you are outside, keep away from large structures or anything that could possibly be unstable
- Be prepared for aftershocks; do not go onto the beach as there is a risk of unusually large waves or possibly a tsunami

Stay cool and save energy

Stay cool all summer long and save money with a few simple tips for the home:



Light up less

Replace your incandescent bulbs with LED or CFL to reduce energy consumption and generate less heat.



Know how to set your thermostat

Set your air-conditioning to run on low speed as and when required – the optimum set point during the summer is 23 - 25°C. If you go away on holiday, leave it to run at a constant 28°C to minimise humidity indoors.



Maintain your air-conditioning system properly

Filters should be cleaned at least once every three months by a professional maintenance company.

The one and only

With the greatest pride and pleasure, we wish to inform you that Emaar Community Management (ECM) has received the most prestigious accreditation in community management from the US-based Community Associations Institute (CAI). We are now an Accredited Association Management Company® (AAMC®), part of a truly elite group, and the first and only company to earn this certification outside of the USA. This is another huge success for ECM, already one of the first licensed association management companies in the UAE, and currently the largest provider of professional association and community management services in the region, managing over 50 owners associations, consisting of over 150 tower developments and 12,000 villas.

Ahmad Matrooshi, Managing Director of Emaar Properties PJSC, said: "As the pioneer in developing integrated master-planned communities, Emaar has been at the forefront in delivering world best practices in community management. The prestigious AAMC accreditation cements our industry standing, and demonstrates our ongoing commitment to our investors, homeowners and residents. "Our customers can be assured of the highest level of services and qualifications on par with the best in the world. Emaar customers can be confident of not only the quality of their property but also the

continued community services that help enhance their value and sustain a world-class lifestyle."

An international organisation dedicated to building better communities, the CAI provides information, education and resources to all community association stakeholders, including community managers and homeowner leaders. Thomas M Skiba, CEO of CAI, said: "The AAMC accreditation demonstrates a company's commitment to providing superior service to their community association customers. An Accredited Association Management Company makes a commitment to ensure their staff has the skills, experience and integrity to help communities succeed. Its managers have advanced training and dedication to the industry. We are pleased to have ECM as the first internationally accredited community management company and believe their achievement reflects Dubai's commitment to strong management and governance in communities." ECM was formally inducted as an AAMC® in front of over 1,000 professionals in San Diego during the recent annual CAI conference.



AAMC®
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