



TENANT HANDBOOK



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Customer Care

You first!



Dear Tenants,

This handbook is made available to give you the highest possible level of service. It contains useful information about us, the services we provide and your rights and responsibilities. In addition, it will answer most of your questions regarding your home and common areas and contains some useful general information that will further allow you to enjoy your stay with us.

As the Landlord, we are responsible for managing your community and we work closely with our partners to make sure that our services are of a high standard and good value for money. We have included as much information as possible in your handbook, but if you do not find what you are looking for, please get in touch with us and we will make sure your queries are answered.

This Tenant's Handbook does not substitute or amend any of the terms and conditions identified in the Lease Agreement but is designed to complement it. The handbook may be updated from time to time and will be circulated to all occupants. We look forward to building a successful relationship with you and wish you happy and fruitful years of association with Ithra Dubai.

Sincerely,
Ithra Dubai
Community Management Team



Community



Mushrif Village is a gated, security controlled residential community that is owned by Ithra Dubai, the Landlord and consist of 72 joint villas and 50 town houses, including 30 Four Bedroom joint villas, 42 Three Bedroom joint villas, 20 Three-bedroom town houses and 30 Two-bedroom town houses.

It is conveniently situated in the heart of Dubai on Al Khawaneej Street D89, alongside Mushrif Park with close proximity to Arabian Center and Al Etihad Mall and just 14 minutes from Dubai International Airport Terminal 1.

Contact Information





Community & Property Management



In order to enhance customer service and accessibility, Ithra Dubai has set up dedicated customer service centres across Dubai. Customer service provides support for our clients through information, assistance, creating a comfortable and trusted living/working environment.

Our function is to provide and oversee but not limited to the following services:

- Building Operation and Appearance
- Service Charge and Budgeting
- Tenant Liaison
- Fit Out / Alteration Control
- General Building Administration
- New Leases and Renewals
- Rental Collection
- Security
- Fire and Safety
- Cleaning
- Maintenance & Repair
- Utilities
- Car Park Management
- Pest control
- Garbage Disposals
- Unit handover and takeover

	Enquiries	04 7071407
	Complaints	04 7071447
	Email	leaseadmin@ithradubai.com
	Hours	9am to 6pm (Monday to Friday)
	Location	Off 108, Sherina Plaza 1, DEP






Contact Information

Call Center – Leasing



With a commitment to offer quality customer care, we operate a call center to receive leasing enquiries across the portfolio. This function is to assist potential and existing Tenants with viewing of properties, lease terms and prices, rental applications, and lease negotiations.



	Tel No.	800 ITHRA (48472)
	Email	leasing@ithradubai.com
	Hours	9am to 6pm (7 days a week)
	Location	DEP Leasing Suite – Maryam Plaza 




Contact Information

Customer Care - Maintenance



This is the Tenant's point of contact for any maintenance related issues.



	Tel No.	800 8200
	Email	helpdesk@imdaad.ae
	Hours	24/7

Contact Information

Useful Contacts



General

DEWA	04 601 9999	www.dewa.gov.ae
Etisalat Directory	181	www.etisalat.ae
Du Directory	199	www.du.ae
Dubai International Airport	04 2245 555	www.dubaiairports.ae
Flight Enquiry	04 2144 444	www.dubaiairports.ae/flight-status
DNATA	04 3166 666	www.dnata.com
General Information Services	7000 17000	www.etisalat.ae/en/c/mobile/information-services-ivr.jsp#
Smart Dubai Contact Center	6005 60000	www.digitaldubai.ae
The UAE Govt portal	80012	www.u.ae

Emergency

Dubai Civil Defense	997	www.dcd.gov.ae
Dubai Ambulance	998	www.ambulance.gov.ae
DEWA Emergency	991	www.dewa.gov.ae
Dubai Police	999	www.dubaipolice.gov.ae

Hospitals - Government

Dubai Hospital	04 271 4444	www.dha.gov.ae
Al Maktoum Hospital, Deira	04 222 1211	www.dohms.gov.ae
Rashid Hospital, Bur Dubai	04 219 2000	www.du.ae
Latifa Hospital, Oud Mehta	800 342	www.lhpnc.com
Al Jalila Children's Specialty Hospital	800 2524	www.dubaiairports.ae/flight-status
Al Kuwaiti Hospital Deira	04 2710000	www.ehs.gov.ae

Hospitals - Private

American Hospital, Bur Dubai	04 377 5500	www.ahdubai.com
Belhoul European Hospital, Al Diyafah	04 345 4000	www.belhouleuropean.com
Belhoul Speciality Hospital, Deira	04 273 3333	www.belhoulspeciality.com
CEDARS - Jebel Ali International Hospital	04 440 0500	www.asterhospital.com
Mediclinic City Hospital	8001999	www.mediclinic.ae
Emirates Hospital, Jumeirah	800 444444	www.emirateshospitals.ae
International Modern Hospital, Bur Dubai	04 406 3000	www.imh.ae
Medcare Hospital LLC	800 6332273	www.medcare.ae
NMC Speciality Hospital, Al Qusais	04 212 2599	ww.nmc.ae
Mediclinic Welcare Hospital, Al Gharhoud	800 1999	www.mediclinic.ae
Zulekha Hospital, Al Qusais	600 52 4442	www.zulekhahospitals.com
Aster Hospital, Al Qusais	04 440 0500	www.asterhospital.com
Thumbay Hospital Dubai	04 2985555	www.thumbayhospital.com
Saudi German Hospital	8002211	www.sghdubai.ae
Al Zahra Hospital	04 378 6666	www.azhd.ae
CEDARS	04 440 0500	www.asterhospital.com
Medeor 24/7 Hospital	800 55	www.medeor.ae
Canadian Specialist Hospital	04 707 2222	www.csh.ae
International Modern Hospital	04 406 3000	www.imh.ae
Kings College Hospital	04 247 7777	www.kingscollegehospitaldubai.com
NMC Royal Hospital	04 8108800	www.nmc.ae
Prime Hospital	04 7070999	www.primehealth.ae
Dr. Sulaiman Al Habib Hospital	04 4297777	www.hmg.com

General Services



Including but not limited to maintaining the highest of community standards and providing high end service to our Tenants.

General Services



Facility Management

The Landlord shall maintain all common areas of the community, defined as the areas outside your leased premises for common usage by all Tenants. This typically include entrances, lobbies, pathways, passages, internal roads, parking areas, courtyards and leisure facilities.



Preventive Maintenance

Appointed Facility Management Contractors will carry out Preventive Maintenance of Air Conditioning units, Fire safety, Mechanical, Electrical and Plumbing equipment on regular intervals through out your tenancy. Contractors representatives will contact the Tenant for appointments, Tenants are required to provide access upon such requests.



Reactive Maintenance

Tenants can register reactive maintenance issues through the maintenance customer care.



Tel No.: 800 8200



Email: helpdesk@imdaad.ae

Wear and tear of the fixtures and fittings will be covered by the Landlord, but any misuse or damage to the property will have to be paid by the Tenant.

External contractors are not permitted in the building without prior written approval from the Landlord.

General Services



Waste Management

We support environmental protection and the recycling of waste, we encourage you to use recycling bins and centres wherever provided for cans, plastic and paper waste. To maintain cleanliness and hygiene at the property and to avoid pests from breeding, you are requested to use the garbage bins provided for the disposal of household waste. Refuse will be collected by the nominated sub-contractor at regular intervals. If you need assistance with the disposal of large items please contact Dubai Municipality – Waste Management on 800900 or www.dm.gov.ae



Security

Where applicable, Security Guards are provided and stationed at the main gates with a telephone line for emergency use, please contact the main gate for updated numbers.

Main gates are access controlled and Tenants will be getting eligible number of remotes while moving in. In the event the Tenant loses or damages remote, the Tenant will be responsible for the full cost Two hundred Dirhams plus VAT (AED200 + VAT) for replacing such items. Requests regarding lost or replacement remote controls should be directed to Property Management.

All visitors are requested to register their names and record their details in the visitor logbook when entering and leaving the premises.

Tenants must remain security conscious at all times. Any unusual or suspicious activity or unattended packages should be reported to the Security Desk.

General Rules & Guidelines



We all want to live in a harmonious environment, to enjoy our home, have our privacy respected and be part of a responsible community.

General Rules & Guidelines



Common Areas

Common areas are those areas that are outside the leased premises and are for the common usage of all Tenants.

- Do not vandalise or misuse any property belonging to the Landlord
- Do not throw garbage or litter out in the open. Use the waste containers and recycling centers where provided
- Do not smoke in the common areas of the community
- The Tenant is not permitted to store or keep any items in the car park, courtyards or other common areas (including the area immediately surrounding the entrance or front door) on a temporary or permanent basis



Leased Space

The Tenant will protect and safe keep the leased area and any property contained therein. The Tenant should keep clean the leased area including internal window areas and balconies.

- All doors and other egress shall be kept closed and secured
- Do not sublet your premises
- Do inform us if you suspect any of our premises are being subleased or used to carry out illegal or immoral activities
- Do not tamper with any safety equipment's (Sprinklers, Fire & Smoke Dictators, Meters and Distribution boards)

General Rules & Guidelines



Car Parking

Where applicable, we offer parking spaces to the Tenants. The following rules and regulations shall apply at all times and are deemed accepted upon signing the Lease Agreement:

- Park only in the zone(s) allocated to you
- Only authorized vehicles are permitted to use the parking area in front of respective villas and town houses.
- Vehicles shall be parked within the marked lines
- Vehicles shall not block entrances, emergency exits or the exit of other drivers from the parking area
- Tenant is responsible for proper insurance coverage being maintained for the vehicles.
- Tenant accepts full responsibility for any damage or theft from their vehicle.
- Tenants should register the following details with security desk.
 - Vehicle Make, Model and colour
 - Vehicle registration no

The following uses are prohibited:

- Storing goods, materials and equipment of any kind
- Operating a business or undertaking any activities or services
- Making any alterations or additions to the parking space

The following actions are a breach of the regulations:

- Misuse of parking area
- Parking of authorised vehicles in spaces not allocated to the vehicle
- Prohibited use of parking spaces
- Physical and/or verbal abuse of the security guards or watchmen

A breach of any regulations may result in a penalty, vehicle removal or termination of car parking rights.

General Rules & Guidelines



Obstructions

- Tenants will not be permitted to obstruct or allow the obstruction of any services, conduits, pavements, entrances, exits, passages, roads, stairways, hoists, fire or escape doors, sprinkler systems either within or outside the leased or common areas including the front door entrances of the leased units.
- Tenants will not obstruct any light, skylight windows or other means of lighting of the common areas.



Move in, Move outs, Deliveries and Removals

The Tenant shall only use designated parts of the leased and common areas for the delivery, removal or general movement of goods, equipment and refuse as indicated by the Landlord.

Prior to the delivery or removal of any materials from the Property, Tenants should apply for a No Objection Certificate (NOC) from the property management and subject to approval, a copy should be handed over to the Security desk.



Feeding cats and birds

Feeding the stray cats and birds inside the community and common areas of the development is strictly prohibited.

General Rules & Guidelines



Pest Control

Tenants are responsible to carry out pest control in leased premises periodically to ensure the premises are pest free. In the event of any identification of pest infestation of any kind in any leased premises, the Landlord will notify the offending Tenant of the actions needed to be carried out.

In case of continued failure, the Landlord reserves the right to carry out pest control with the Tenanted space and will charge the Tenant for such treatments to remedy the concerns identified.

This would be as a last resort to ensure the highest level of health and safety for other Tenants and occupants.



Landscaping

The Landlord will be maintaining the landscaping in common areas of this community. Tenants are not permitted to misuse these areas in any manner.

Tenants are not permitted to remove any plants / trees from the Premises without prior written approval from the Landlord.

Tenants are strictly prohibited to use the landscaping for barbeque.



Promotional Materials

The distribution of any promotional material including but not limited to; samples, leaflets, stickers, magazines, cards, signs, or the soliciting of business including the car park are subject prior written approval from the property management.

General Rules & Guidelines



Insurance

The common areas of the development are fully insured by the Landlord but Tenants are responsible for insuring their contents in the leased area.

- All Tenants must take out general content insurance policy cover for their own Tenanted areas.
- Tenants are liable to protect their personal effects and belongings.
- Any loss, damage or theft or claim will not be entertained by the Landlord.



Key Policy

The Property Management Office will only issue keys to the Tenant – keys will not be issued to any third party. The Tenant remains solely responsible for the access to leased premises.

- Any loss of key must be reported to the Property Management Office along with an explanatory statement. Should it be deemed a security risk, the locks will need to be changed at the expense of the Tenant.
- In cases where Tenants have misplaced/forgotten their keys, Tenants would have to call in the key contractors that have an approval from Dubai Police. The key contractors shall grant access only to the lease holder of the villas/town house. The service of opening the villas/town house has to be paid directly to the vendor by the Tenant.

General Rules & Guidelines



We want you to live in a harmonious environment, to enjoy your home, have your privacy respected and be part of a responsible community, please note the following:



Noise and Disturbance

The Tenant shall not carry out any activities in the Residential Compound (including Common Areas) that are or may become a nuisance or an offensive noise or create a disturbance or annoyance to, or interfere with the privacy and quiet enjoyment of any residents of the Compound.

Such nuisances include but are not limited to odours, smoke, vibrations, and obstruction of views. Offensive noises include those that are caused by pets, televisions, stereos, musical instruments, revving car engines, revving motorcycles, and car stereos. Noise shall be considered to be too loud, if it can be heard by an adjacent neighbour when inside their house with their windows and doors closed.

Any Tenants noticing such activities must report it to the security desk, and repetitive complaints will lead to issuance of violation notice and involvement of local authorities.



Balcony Usage

For the safety of all Tenants and to maintain a clean outlook, Tenants are requested to observe the following:

- It is not permitted to hang items over the balcony rail
- No items should be kept on the balcony if they exceed the balcony rail height
- It is not permitted to cover the balcony
- It is strictly forbidden to throw any items, such as cigarette butts, from the balcony
- It is strictly prohibited to use BBQ/charcoal grilling on balconies or terrace areas
- Tenants are requested to avoid water leaking from the balcony while cleaning the balcony or watering plants
- Tenants are requested to use foldable clothes driers that do not exceed the balcony rail height

Committing violations will result in Notices of Violation being issued by the management and may attract financial penalties.

General Rules & Guidelines



Pets

The Tenant should submit an application to the Landlord indicating the species and size of each such pet/animal and obtain prior written approval for any pets or animals to be brought in or kept within the Premises. The Landlord is under no obligation to consent to the presence or keeping of pets at the Premises.

All animals that are taken for exercise within the Residential Compound must be kept on a leash at all times and all fouling by animals must be immediately disposed of in a hygienic manner by the Tenant. Pets are prohibited within the pool, gym and kids play area.

The Tenant shall be responsible for any damage or nuisance caused by their animals or pets or those of its guests.



Infectious Diseases

Occupants should immediately inform the Security Desk should any infectious disease occur in the Leased premises.



Modifications Alterations and Improvements

The Landlord does not allow any modifications to leased premises.

However, if necessary Tenants can submit a request to the Landlord, along with details of the proposed modifications

Subject to approval from the management a modification 'No Objection Certificate' (NOC) and Work Permit should be obtained from property management and submit a copy to the security desk before commencing such works.

The approval process typically takes 1-2 weeks depending on the type of request.

Utilities



Including cooling, gas, water and electricity where applicable. All utilities unless provided to your leased premises are subject to individual, direct subscription with the provider. We will deal with the rest.

Utilities



Dewa

Tenants are required to activate their Water and Electricity account with DEWA prior to move in. Upon signing the lease and issuance of Ejari the Tenant will get an SMS/email to their registered phone number/email with a link from DEWA to activate their account. In case of no SMS/email, Tenants can approach DEWA.



DEWA Customer Care: 04 601 9999



Email: customercare@dewa.gov.ae



Website:
www.dewa.gov.ae

DEWA requires a standard security deposit to be placed with them, which will be refunded by them when you vacate the premises.

Note: Tenants are required to provide the management with a final bill and clearance letter within 2 days of vacating the unit.



Air Conditioning

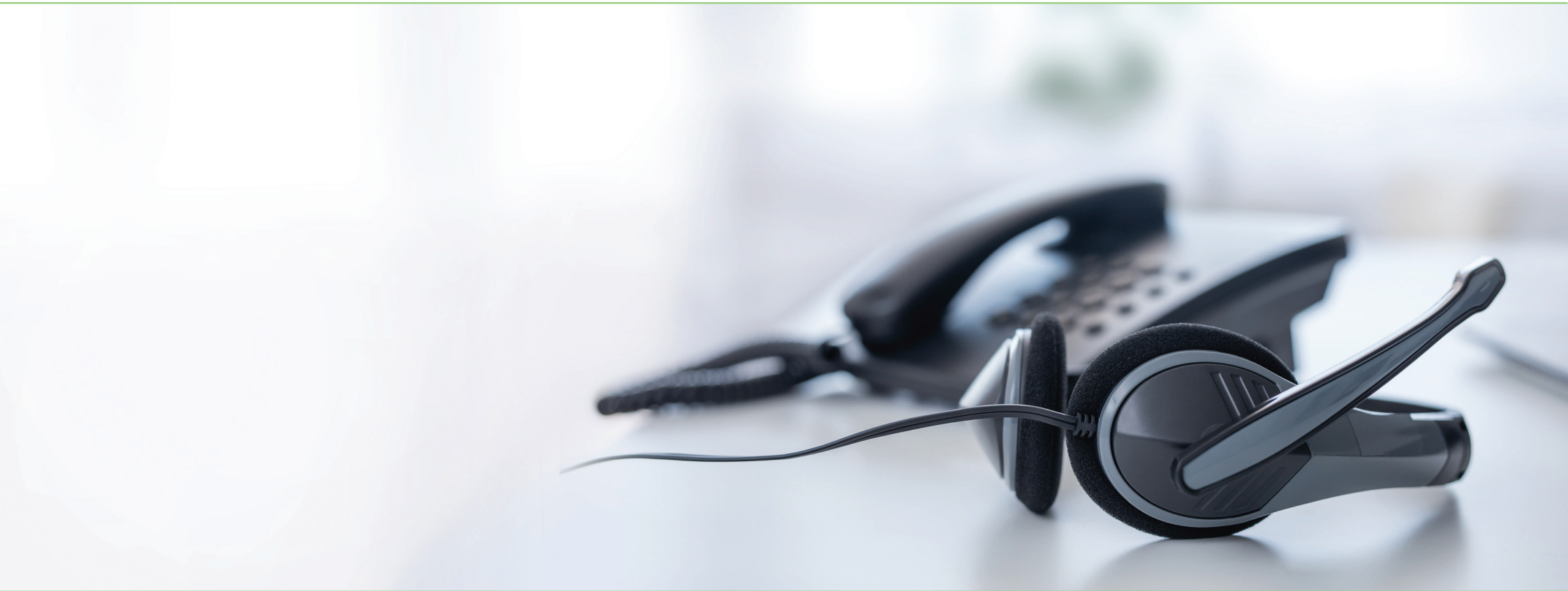
All Villas/town houses are equipped with its own individual air conditioning units.



Gas

- Tenants can acquire cooking gas cylinders through any authorised vendors serving this community
- Use of electric cooking range are strictly prohibited in the community.
- Use of electric cooking range may lead to tripping of power in the leased unit

Utilities



Telecommunications

- The Tenant shall not install, place or use any media (radio, television aerial, antenna or satellite dish, loudspeakers, screens or similar devices) in the balconies or common areas
- The Tenant shall not use, broadcast or permit to be used any media or equipment that may be heard outside the Leased Area
- Kindly contact the service providers Etisalat or Du to activate your accounts



Etisalat Directory 181 www.etisalat.ae

Du Directory 199 www.du.ae



Postal Service

To arrange for a P.O. Box, please contact a post office near you.

Emirates post call Centre:



Customer Care: 6005 99999



Email: custservice@epg.gov.ae



Website: www.epg.gov.ae

Emergency Procedures & Safety Measures



An emergency incident refers to an accident, fire or other situation that endangers or is capable of endangering human life. Emergency and first aid procedures are co-ordinated by the Security team.

Occupants who have enquiries or concerns about the emergency situations should discuss them with the Security desk.

If for the any reason the Civil Defence Services are required you should call:

POLICE	999
AMBULANCE	998
FIRE BRIGADE	997
DEWA	991

Emergency Procedures & Safety Measures

Fire



Tenants must advise the Security if any occupants of the compound have movement disabilities and notify any change in status.

- Inform the Security Desk
- Inform all persons in the immediate area of danger
- Proceed to the nearest assembly point
- Once outside, move away from the property, proceed to the designated evacuation assembly area, and wait there until further instruction
- Conduct a headcount to account for all family members and your visitors who were present when the property was evacuated
- Report immediately the name, last known location and contact number (if available) of any missing person to the onsite security or civil defense personnel
- Remain in the evacuation assembly area until released by authorised personnel, and do not re-enter the property until advised to do so
- Maintain access for emergency vehicles
- Do not reach or remove your motor vehicle.



The Tenant must maintain the fire integrity of the community by:

- Keeping the emergency escape routes clear;
- Keeping the fire doors closed; and
- Ensuring that no modifications are made to heat or smoke detectors, call points, Sprinklers, public address speakers.
- Tenants are requested to advise the community security personnel, or the management call center, if they observe any obstruction to any designated emergency exit route.

Emergency Procedures & Safety Measures

Fire Prevention



Here are a few general rules to help reduce the risk of a fire



Wires & Appliances

- Never overload a socket. The use of 2 or more adaptors or extensions per socket is a potential fire hazard
- Do not use appliances that have a worn or frayed power cord
- Do not exceed the wattage restrictions on appliances and lamps
- Check periodically for loose wall holders, wires or lighting fixtures. Sparking means that you have waited too long
- Allow air space around the tv, radio, stereo sets and powerful lamps to prevent overheating



Kitchen

- Electric cooking ranges are strictly prohibited in the premises
- Never leave cooking unattended
- It is wise to have a fire extinguisher and a fire blanket in the kitchen. Keep the fire extinguisher 10 feet away from the stove on the exit side of the kitchen. Use either foam-filled or carbon dioxide fire extinguishers in the kitchen, never use water filled extinguishers
- Never pour water on a grease fire. Instead, turn off the stove and cover the pan with a lid or damp cloth, or close the oven door



Smoking

- Do not smoke in bed
- Use large, deep ashtrays and empty them frequently
- Never dump an ashtray into the trash without wetting the butts and ashes first
- Keep lighters and matches out of the reach of children
- Smoking is strictly prohibited inside the leased area.

Emergency Procedures & Safety Measures

Evacuation Procedures



Evacuation Procedures

- Evacuation of the Development may be necessary for a number of reasons.
- In the event of an evacuation, ensure that your villas and town houses are clear of people.
- Assist visitors and staff to the nearest assembly point.

Tenants must assist all residents to understand these procedures, plan and manage any shutdowns that may be necessary within the leased area and conduct a head count once evacuation is complete.

Emergency Procedures & Safety Measures

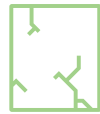
Home Safety Tips



Always store household chemicals like cleaning products, paint and pesticides properly and keep them out of reach of children



Maintain your smoke detector ensuring it's in good working condition



Check for cracks in walls. They could be a sign of foundation damage, leading to water pipe bursts or even worse damage



Ensure your stairs are in good repair and condition. All stairways should have a sturdy handrail



Keep emergency exits clear. Don't keep objects such as bikes, newspapers or boxes in front of your alternate emergency exit



Any carpet on stairways needs to be securely fastened. Also, stairs should be clutter free

Customer Care



Helps our Tenants with complaints and questions that you may have, we are here to assist you with any information about our properties and services.

Customer Care



How do I make maintenance and other requests?

To request maintenance or other services call IMDAAD 800 8200. To assist the customer service representative in logging your requests efficiently and accurately please have the following information ready:

- Your name**
- Your building name/number**
- Your apartment/villa number**
- Your mobile number**

The customer service representative will give you a reference number. You will receive a confirmation of your request and the reference number via SMS as well. Use this to monitor and follow up on your request. Note: Maintenance charges may apply for some requests.

Can I make modifications to my leased premises?

To maintain the structure of Ithra Dubai properties, no major modifications are to be made to leased premises. However, if you wish to make minor changes then permission must be sought. A 'No Objection Certificate' (NOC) must be obtained from Ithra Dubai for any modification works prior to their commencement.

What is the process of renewing my lease?

When you wish to renew your lease, you can contact us on **04 707 1 407** or email us to **leaseadmin@ithradubai.com**

What is the process of terminating my lease?

If you wish to terminate your lease, you can contact us to submit a notice of termination on **04 707 1 407** or email **leaseadmin@ithradubai.com**

Property Management will review tenants request and communicate back with any requirements from the Tenant. As per terms and conditions of the contract penalties will be applicable incase of pre-termination.

Prior to moving out your furniture tenant should obtain a NOC from the property management. The keys/access cards/ remote controls for the property should be handed over on move out date.

DEWA, Empower and Central Gas - final bills and clearance letters should be submitted within 2 days of vacating the unit.

Do I have to inform you if I change my contact information?

Yes, please update your contact information immediately. Send your new contact information to **leaseadmin@ithradubai.com** or call us on **04 707 1 407**

ithradubai.com

Scan for
Office
location



For further information please contact us
04 707 1 407 | leaseadmin@ithradubai.com