



THE QUINTESSENTIAL ISLAND HIDEAWAY ON THE PALM
JUMEIRAH

Tiara Residence
Community Newsletter
July – Dec 2016

IMPORTANT NUMBERS

EMRILL hotline - 050-1077200
TiaraResidence@emrill.com
wOAM – Wasl Properties
800-wasl (9275) /
oam@wasl.ae

MPLUS
800 – MPLUS (67587)

additional information, the Association Management team can be reached at oam@wasl.ae.

Welcome

Welcome to the second issue of the 2016 "TIARA RESIDENCE Community Newsletter". We bring together this newsletter to keep our residents informed and up-to-date with key community developments and activities on-site.

Thank You to our Board Members!

We would especially like to thank the Interim Board of Homeowners Association for their active participation and continuous efforts to improve the Community.

This Newsletter serves as an informal source of communication from the Board and the Association Management team at Tiara Residence. As always, if you would like to receive

We are pleased to introduce Mr. Mehdi Raza as the new Tiara Residence Owners Association Manager.

Contact Points/ Communication / Community Portal

To ensure two-way communication, proper record keeping & timely resolution of complaints, residents of Tiara Residence have access to the 24/7 wasl contact center that can be reached on 800-wasl (9275). There is also a centralized mailbox oam@wasl.ae where owners can communicate with wOAM on the common areas issues and maintenance of the same.

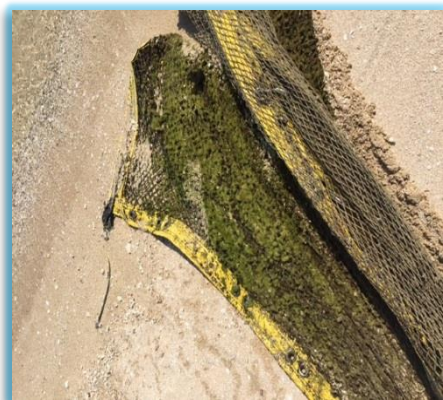
Additionally for any matters needing immediate or urgent attention, residents may contact the Facilities Management office or the hotline: +971501077200 for assistance.

Major Improvements

During the course of past five months, we have been able to complete the following activities at Tiara Residence.

Beach Net Cleaning

We are glad to inform to the beach goers of Tiara Residence that we have successfully cleaned the net in October this year. The job involved thorough cleaning of the net off-site, which also included algae removal and re-alignment of anchors. The participation from the Interim Board to improve beach amenities is worth all the appreciation and we thank them for their continuous help and support.



Installation of New BBQ – (Exclusively for Residents):

We are delighted to announce that we have revamped the south-side BBQ Grill for our residents. Both BBQ stations at the beach are now identical and our residents can have a wonderful time at the BBQ with their families and friends. For better scheduling, we have also drafted and implemented some rules / processes to avoid any time slot clashes.



Health Club Equipment Rectification

All of the faulty equipment in the gym is now operational so our residents can have a seamless experience at the Tiara Health Club.



Replacement of Soap dispenser's and stainless bins in Health Club

To improve the quality of products being used in the common facilities, we have replaced Soap Dispensers and Dustbins in the Health Club.



Installation of Chilled Water Shower in Male Washroom – Heath Club:

On multiple occasions, we received requests from Tiara residents to have a cold-water shower installed in the health club. In this regard, we have successfully installed a cold-water shower unit in hopes to make our members' experience more comfortable and enjoyable.



Designated Smoking areas:

To ensure health and safety among our residents and the community at large, we have designated certain areas as "Smoking Corners" at the Tiara Residence. Proper signboards have been placed for this purpose and we request residents to only smoke within these areas and to not throw cigarette butts elsewhere in the development.

Swimming Pool Refurbishment

We are delighted to update the residents that swimming pool rectification works are now completed and all the below mentioned works were successfully carried out.

- Swimming Pool draining
- Acid washing
- Scrubbing with muriatic acid
- Pressure washing
- Fixing the missing tiles
- PH neutralization treatment
- Grouting
- Chemical balancing
- Water Proofing works

Pool was made ready for residents use from 1 December 2016.





Video Intercom System:

We understand the benefits of having an interactive Intercom System, and the ease and convenience it brings to the residents, and we are glad to inform that more than 96% of the installations are now complete; however, 4% is still pending due to the unavailability of the residents. We therefore we request our residents to kindly contact us at oam@wasl.ae to book an appointment if the installation is due in your apartment.

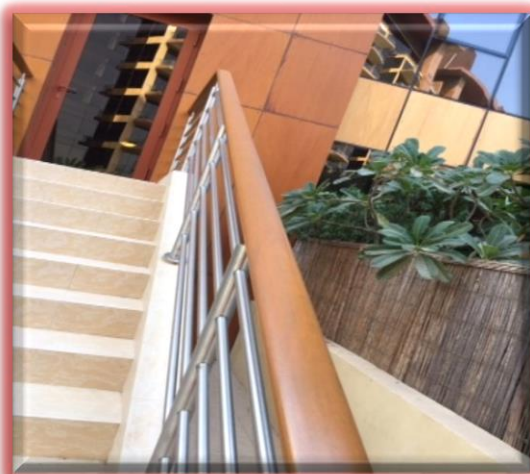
Landscaping:

A new landscaping service provider has been selected to provide landscaping services at Tiara Residence. The new contract includes improved measures to maintain landscaping by using advanced fertilizers and pest control mechanisms as well as daily supervision of gardeners, which is imperative to a site like Tiara. The new contractor begins operations on site by the end of December 2016.



Hand railing Refurbishment

Aesthetics play a key role in keeping a property like Tiara Residence in demand, which is well known for its unique design and structure. To keep the asset well maintained, we initiated repainting of handrails that involved refilling of cracks and varnishing the wood to ensure the rails look as good as new. Refurbishment of handrail across the Community commenced 15 Oct 2016 and is ongoing now; expected completion end of Dec 2016. Handrails damp wiping and cleaning is done on regular basis by the onsite team to maintain the stability of the painting.



Repainting works Completed:

Every community needs timely maintenance and touch ups as and when required, few of such are done at the entrance of Tiara and basements.

Road Marker



Parking Stopper



Entrance Wall Paints



Fire Fighting and Fire Alarm System – Planned Preventive Maintenance:-

We would like to inform our residents that first, second & third quarters' planned preventative maintenance of the Fire Alarm and Fire Fighting Systems in common areas and units has been completed (subject to apartments who allowed access). The last quarter service is scheduled in the **1st week of Dec 2016** and we encourage residents to allow access to your units so this can take place per Dubai Civil Defense (DCD) guidelines. Please be informed that as per DCD, it is **mandatory** to carry out an inspection & service of the fire Alarm and firefighting system inside apartments therefore apartments that are due for inspections are kindly requested to book your appointments at the building concierge based on the schedule provided.



Installation of Aerator-Water Saving for Efficient Energy Use:

wOAM has always encouraged Energy Savings and has taken yet another step in this regards, we are installing water aerators across the common areas such as (washbasins, showers, water taps) to conserve water flow for encouraging sustainable development.

PharmaShop24 –Tiara Residence FM Office.

We are delighted to inform you that PharmaShop24 which is a Healthcare Automated Machine used for dispensing Immediate Care Products known as Over the Counter Products is placed at FM Office at Tiara Residence for the residents' convenience and with discretion, without queuing.

Pharmashop24 is a brand-new concept in UAE and in the region. It works as a silent pharmacy 24x7 365 days and gives you the option to buy on the go!

The picture below shows you the products available and the best part of the machine is it accepts credit, debit cards along with notes and coins. The maximum change it gives back in coins is DHS 10/-



1. Select the product first on the top keypad.
2. Payment mode: either by card or notes look at the screen.
3. The product dispenses and collect it by pulling the door at the bottom. Please collect your receipt.

Products include Panadol, Muscle pain relief cream and spray, Lozenges for throat, Cough cold syrup, Nasal Spray, Condoms, Deodorants, Kids symptom relief syrup, Moisturizer, Acidity solution, Sanitary Pads and immediate care first aid products.

Energy Savings:

We have taken the following steps to conserve energy without making any capital investments.

- 1) Switching off alternate florescent lights (184 lights 72 watts each) in technical gallery (P2 level). Possible savings = AED 19,875 / annum.
- 2) Switching off lights for 12 hours / day in Lift Lobbies. Possible savings = AED 52,000 / annum.
- 3) Replacement of CFL lights to LED's in Basements (P1 and P2 in progress)
- 4) Installing motion sensors in the corridors and garages (in progress)



CCTV CAMERAS:

Security of residents is wOAM's top priority, and to improve it further we have analyzed with experts' help the most critical areas of the building where we are in process of installing additional CCTV cameras. This will not just improve the security and safety across the building but will also capture the violations/nuisance or hazardous activities within the community.

20% OFF AT CLUB VISTA MARE & NAKHEEL PALM OUTLETS:

We are delighted to bring you news that the following restaurants listed below at **Club Vista Mare & Palm Jumeirah** have **generously offered 20% discount (on-going) upon presentation of your Tiara Residence Door Card** when making payment for your food and beverages.

The participating restaurants wish to welcome parties of 6 people or less to be eligible for the offer of which at least one person must present their Tiara Residence card to receive the 20% discount off the group bill.

Restaurants reserve the right to have exceptions where exclusions of certain days / evenings maybe applicable such as when other promotions or special events are being run.

To make the entry of Tiara Residence residents easier to Club Vista Mare a **new entry door** is being erected at the border of the car park near Sapphire building and the new Hotel whereby access can be granted with the use of the Tiara door cards only.

Additional security is also now in place between the border of Vista Mare and Tiara Residence to ensure our premises are kept as always, safe and for the exclusive use of Tiara residents and their welcomed guests.

We would like to thank all the participating restaurants for the kind and generous 20% discount offer.

Club Vista Mare:

- 1) Gursha – 20% off anytime
- 2) Aji – 20% off anytime
- 3) Abyat – 20% off anytime
- 4) Simply Italian – 20% off anytime
- 5) Solis – (20% on privilege card)
- 6) Breeze Beach and Grill (20% discount on Monday's only)
- 7) The Tap House(20% discount on Monday's only)

On the Palm:

- 1) Sun& – 20% off anytime
- 2) B12 – 20% off anytime



REMINDER ON COMMUNITY RULES:

To promote understanding of Community Rules and to minimize violations, we would like to reiterate the following so all residents understand the do's and don'ts.

HEALTH CLUB:

- All residents' guest are requested to register with Health club for safety and security purposes before they access the pool and beach facilities.
- Any misuse of guest pass including alteration, duplication or transfer is subject to disciplinary action and will be subject to immediate removal from the facilities
- Pool and Gym towels are to be returned back to Health Club after usage.
- Issuing further towels to those residents will be restricted and health card will be confiscated till the towels are returned.

PETS:

- All residents shall not bring an animal onto the common property of the master community or keep within their respective unit/household.

PARKING & ACCESS CONTROL:

- All residents are requested to carry their access cards with them at all times
- Owners and residents are to notify the security if an access card is destroyed or lost
- Vehicles are to be parked in a manner so that they do not interfere with any entrance / exit points and with other residents' designed parking space

FIRE AND SAFETY

- All residents are requested not to throw any items such as sharp objects, cigarettes butts, bottles etc. from the balconies as this may cause harm to residents underneath