



## COMMUNITY SNAPSHOT

Q3 2016

### PRESIDENT'S MESSAGES

by Associa MENA President Jennifer Blackwell-Spencer MA CMCA<sup>®</sup> AMS<sup>®</sup> PCAM<sup>®</sup>

#### Successful Fire Drill:

Limestone House recently carried out a successful fire drill in coordination with Dubai Civil Defence as part of the Body Corporate's emergency preparedness planning. We are pleased that the fire drill went as expected and appreciate the cooperation of those occupants who participated.

#### Marble floor appearances:

A comprehensive marble restoration process was recently completed.

A specialist service provider has been appointed to maintain the marble floors in the common areas and keep them glossy adding to the prestige of the building.

#### Lobby lighting:

Improvements continue to be made to the lobby area with lighting recently replaced with energy efficient and clearer LED lights.

#### Construction noise:

Some occupants have found the noise from construction behind Limestone House to be disturbing. The Body Corporate continues to bring to the attention of developers concerns raised by occupants of Limestone House.

#### CCTV upgrade project:

A major project to upgrade the closed-circuit television (CCTV) system has commenced and will see the installation of additional cameras throughout the building.

We ask for the understanding of owners and occupants while these works are carried out.

#### Effectiveness of anti-passback parking system:

We continue to be pleased at the results of anti-passback parking system in preventing occupants with excess vehicles from parking in other people's parking spaces.

The anti-passback system stops occupants from using an access card to bring more than one vehicle into the basement parking levels.

#### Reporting parking violations:

Occupants are reminded to advise security or concierge if their allocated parking space is found to be occupied by someone else. Security will facilitate temporary parking arrangements until the matter is resolved. Kindly do not park in someone else's parking space.

#### Ride on cleaning machine:

The Body Corporate now has its own ride on cleaning machine to keep basement floors looking cleaner.

## RECURRING NOTICES AND REMINDERS

### In-unit air conditioning maintenance:

We remind owners that Air Conditioning (A/C) units inside your unit must be serviced regularly—at least three or four times per year—for optimum operation.

A/C units that are not serviced regularly build-up dust leading to blockages and leakages causing damage to ceilings, furniture, wooden floors and carpet.

Continual operation of A/C is efficient and protects the finishes inside your Unit (including your soft furnishings). For these reasons, leave your A/C running full-time at a pre-set temperature of 24 °C.

Chilled water cost is included in your levy contributions. Therefore, the cost of leaving your A/C running is minimal: limited to the electricity required to operate the fans.

Please convey same to your tenants and ensure that unoccupied Units are also serviced and checked regularly.

It is essential, if you are travelling for an extended period, that you have the A/C serviced.

### Items kept in common areas:

Kindly note that areas outside unit entrances are common areas and must be kept clear of all items in accordance with Civil Defence regulations as they can be hazardous in the event of fire or evacuation.

We regularly request occupants to remove items from outside their doors and request the cooperation of all occupants with this matter

### Spare parking spaces and storage units:

Spare parking spaces and storage units are still available for lease from some unit owners. We have authorisation to release their contact details and these are available from our office.

### Levy contribution payment options:

Payment of levy contributions can be made via telegraphic transfer, cheque delivered to our office, Emirates NBD intra-bank transfer, or direct deposit into the Body Corporate's escrow bank account of cash or cheque at an Emirates NBD branch or deposit machine.

Residential unit owners can also make payments using Visa or MasterCard credit or debit cards via the Associa Access e-commerce facility. Owners are requested to notify us of payments so they can be allocated to units.

### Associa Access:

We are pleased to assist Owners and their representatives in getting maximum benefit from Associa Access, our secure and 24/7 accessible web portal. Email us to request a timing for a demonstration and assistance.

Associa Access provides access to unit ledgers, e-commerce payments, important building documents, community notices and support requests.

### Deliveries:

All deliveries to and removals from Limestone House must be via the DIFC Truck Tunnel. Booking a business day in advance is required. E-mail [limestonehouse@associamena.com](mailto:limestonehouse@associamena.com) and receive an automatic reply detailing the procedure.

### Access cards:

Parking access cards are issued in line with the number of parking spaces linked to the unit. Building-only access cards have no limits and additional cards are available upon request for AED 150 each.

## **RECURRING NOTICES AND REMINDERS (cont'd)**

### **DIFC lease registration:**

All lease agreements exceeding one year including options to renew whether exercised or not must be registered with DIFC Authority. Access card expiration is linked to the tenancy expiry dates for tenants.

### **False fire alarms**

False fire alarms are most often caused by cooking without the stove exhaust fan turned on. False fire alarms are also caused by steaming machines in laundry areas. False fire alarms cause inconvenience to building occupants. All residents are reminded to use the exhaust fan while cooking and to keep it clean.

### **Pet registration:**

The keeping of pets is only by prior written approval of the Body Corporate. As a condition of Body Corporate approval, dogs must be kept on leads in common areas at all times.

Refusal to comply with reasonable requests of security and site personnel regarding animal control will result in permission being revoked and breach penalties being imposed.

### **Unit owner insurance obligations:**

A kind reminder that Item 4 of the registered Strata Management Statement (SMS) obliges unit owners to insure their units.

A full copy of the registered SMS is posted to the Associa Access web portal and available to all registered owners and occupants.

Owners should note the Body Corporate's insurance does not cover unit contents or personal items.

## OPERATIONAL UPDATES

### Completed

- Planned preventive maintenance works are all complete for the quarter as scheduled.
- Landscaping service provider attended to all landscaping related maintenance activities as scheduled. Replacement of seasonal plants at podium and ground level completed.
- Scheduled common area pest control activity carried out. Intensive treatment was undertaken in the identified high risk area such as podium level areas, pool, gym, retail areas, all 3 basements, ground floor areas, Mezzanine floor, 8 garbage rooms, loading bay corridor and any other high risk areas within the property.
- Quarterly external façade glass cleaning including internal street elevation wall vacuum cleaning & sky roof cleaning and internal window glass cleaning completed to a high standard.



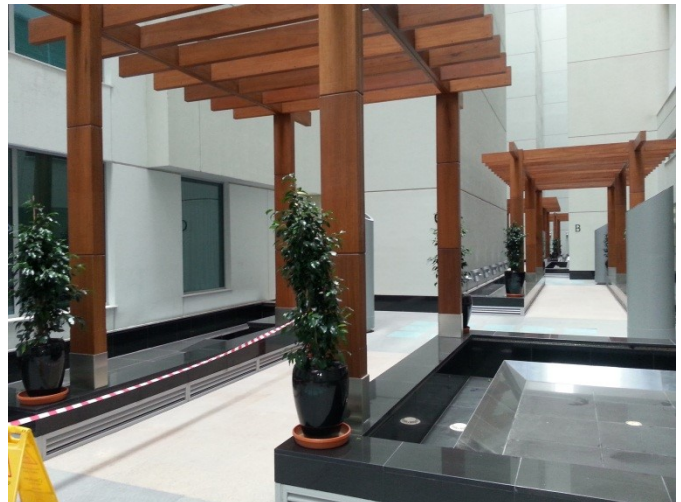
- Specialised service provider engaged with the recycle waste management service and is being carrying out the collection and disposal on regular basis.
- Pool and gym equipment are maintained on a regular basis as per schedule.
- Deep cleaning of water features has been carried out
- Refresher training completed for main facilities management provider staff on building evacuation plan.

- Procurement and installation completed for the ground floor lobby music system.
- Pool area overhead ceiling chilled water line pipe insulation and ceiling rectification work completed.
- Procurement and installation completed as part of



the loading bay area shutters replacement work.

- Statutory third-party inspection and certification of elevators completed on 9 July 2016.
- Internal plant refurbishment works completed by procuring and installing 32 plants in Ground, Podium and Level 1 Internal street area.



- Fault in the public address and voice alarm system has been rectified by the service provider.
- Seepage points in Level-1 water feature area has been rectified by the service provider under warranty.

## OPERATIONAL UPDATES (continued)

- Fault with the automatic irrigation system has been rectified by replacing damaged parts.
- 85 lights replaced in ground floor lobby with energy efficient 15 watt LED lamp replacement completed as part of the phase III energy saving project.

### Ongoing

- Regular elevator maintenance is in progress.
- CAFM (Computer Aided Facilities Management) tool continues to be used to manage reactive and proactive maintenance jobs by the main facility management service provider.
- Landscape around the building is being maintained and additional plants are added to the landscaping area, as required.
- Various fire alarm/firefighting replacement works in progress based on the monthly preventive inspection reports.
- Following the tendering and service provider selection process for CCTV upgrade to comply with the CCTV regulation by Department of Protective System by Dubai Police, a service provider has been appointed. The works commenced and scheduled to complete by Jan 2017.
- Procurement underway for the lift protection pads to replace the worn out and old protection pads for the material transportation through lifts.
- Specialised waterless car cleaning service with the service contract from Body Corporate commenced in the building from April 2016.
- Procurement in progress to replace the bag panel and filters for all the Outside Air Handling Units (OAHU).
- Specialised service provider has been appointed for internal marble floor restoration at ground floor reception area, podium area and all the residential lift lobbies including annual maintenance of marble floor for 1 year starting from 01 Oct 2016.
- Marble floor rectification completed for podium juice bar area.
- Procurement underway for the ride-on cleaning machine to improve cleaning result in the parking/ground floor area.
- 45 lights being replaced in podium floor with energy

efficient 15 watt LED lamp replacements as part of the phase III energy saving project.

### Planned

- -Proposals under review from several service providers to improve basement lift lobby skirting, paint and lighting including replacement of tube lights with LED down lights.
- -Proposal is being finalised for the re-development of podium level swimming pool area and the proposed children play area.
- -Proposal under review to replace common area 36 watt fluorescent tubes with energy efficient 17 watts LED tube as part of energy conservation efforts.
- Procurement underway for the GI mesh partition enclosure to protect the Plate Heat Exchanger Unit for domestic water cooling installed in Basement 1.
- Proposals requested from prospective vendors for epoxy flooring in B3 parking as part of the B3 area improvement work.
- Proposal for landscaping improvement at ground level is being reviewed.
- Proposals for full painting of walls / floors and doors in B3 loading bay is being reviewed.
- -Proposals requested from prospective vendors for epoxy flooring in B3 area parking as part of the improvement works