Lake Point Tower Update
Introduction

Dear Owners & Tenants,

Further to the recent survey of owners and the feedback we have viewed via the Community Portal Forum we provide an update to owners of the various tasks being undertaken and a reminder of the achievements already complete to bring us to where we are today. Asteco have been specifically employed to resolve owner’s enquiries and escalate appropriate issues to Board level for efficient management. We are always happy to hear your feedback and input regarding the operation of the tower and the facilities provided.

We would stress that residents are able to use the wall as a forum to promote the community and raise dialogue between owners on common matters. The forum is not managed so owners with suggestions enquiry or complaint should contact the management directly for appropriate course of action.

We are looking forward to bringing all owners together at the AGA in the near future. We have discussed with RERA mechanisms for the management to hold AGA under the directive of RERA. There are some administrative tasks to complete with the OA Board and we await their finalisation of the signing of the financial audits in order to make the AGA as productive as possible. If this is further delayed then further direction from RERA will be sought.

We are inviting nominations for holding position on the board of owners and would like to think that there will be many owners wishing to get involved and have a direct influence, especially those who have come forward with feedback and recommendations for enhancing the tower. Please see the nominee form accompanying this communication update.

We remind residents that board members are voluntary and have time consuming work outside of the Lake Point Community and we would ask residents to respect their privacy and family time. The OA manager and the forum vehicle are the appropriate method by which a resident is able to raise their concerns for management consideration and action following assessment of each.

If you wish to make any comments or make appointment for a meeting in the OA Office in the tower please email Tim Drew, the Association Manager on timd@asteco.com; Appointments can be made between Sunday – Thursday 9am to 5pm
If your enquiry relates to service charge, please email ams@asteco.com

Remedial work and achievement

Bad smell at the tower

In recent and past investigation as to the source of foul drainage smells into units it is confirmed that there were multiple sources of the leak and also odours from broken vent pipes due to disconnections, damage and omissions found within service shafts. These defects have occurred through the length of the service shafts and have been evident for many years past. As there were multiple points of source it has taken time to accurately locate the position as there is limited access into the shaft for viewing or making repairs. Access has been required into multiple units to remedy.

The smell problem in the tower is not resolved and it is reasonable to assume that if there is this kind of unresolved damage within one shaft that this occurs in other shafts too. There are nine other shafts so the reinstatement of all of these shafts has become a significant item of work which will take unknown time to conclude due to the necessity to obtain access into units.

Asteco has met with the newly appointed facility management Concordia to establish a method of work and to assist with communication and coordination with unit owners to emphasise the importance of their cooperation for their benefit to eradicate all smell issues.
The below table shows the current status of the works on the shafts.

<table>
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<tr>
<th>Unit No</th>
<th>Riser</th>
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<th>Completed</th>
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<td>Sewage line and Airvent damages found inside the shaft and awaiting for the access in #608 and 408</td>
<td>Sewage Line and Airvent damages found inside the shaft and awaiting for the access in #608 and 408</td>
<td></td>
</tr>
</tbody>
</table>

Sewerage tank design

Once the pipes within the shafts have been rectified there is still the issue of the drainage and venting pipes running into and from the sewerage tank. The design or installation of which is inappropriate and it will be necessary to relocate pipework and install an additional tank to resolve this situation. Asteco have instructed the Facility Management to make full report, methods of work, scope, materials and schedule to provide complete pricing for this required modification. If this work is not able to be funded this year consideration by the board should be given to either a special service charge or to ring fence a budget item for 2017 for implementation in January.

Sewerage Pumps

There are 3 pumps which remove sewerage from the basement tank into the JLT main sewers. These pumps are struggling to cope with the capacity and are susceptible to overloading when blockages occur due to debris from the units. Meeting occurred with suppliers of pumps, with Grundfos being selected as the most able. Their recommendation is to upgrade the inadequate pumps with a single large pump sufficient to handle the flows and debris. The existing pumps will then serve as back up should there be need for maintenance.

As an example of difficulty with identifying and locating the source of the smell, one of the major repairs that took place in April was a partial replacement of a common riser on 37th floor. Although the work produced a lot of noise on a few floors disturbing the residents, the sewage smell at that particular area was eliminated. A planned schedule of investigatory work is in process.
Serious issues inside of the service shafts caused broken vent pipes and drainage pipes to be damaged which are the source of some of the smell issues. It is very difficult to locate and identify where these have occurred and it is a process of elimination to eradicate all possible source of smell from the building. We appreciate residents understanding and help to obtain access to these areas to resolve them.

A tremendous amount of work started has been completed to the façade and window units. A few cases were reported that glass panels are coming away from the building. The work was performed by HIPCO contractor on 395 apartments. The glass panels were removed, repaired and reinstalled back with a new layer of silicon and four pins on each panel that were not originally constituting a part of the design. This was at no cost to the OA and was coordinated with the developer through warranties of the building.

The facility management team was involved in conducting their planned preventive maintenance and monitoring contractor’s work, such as pest control treatment in all common areas: health clubs, main garbage room and areas of garbage chutes on each floor. This scheduled PPM will reduce this as being a source of bad smell.

Several complaints from the residents of the tower led to research of innovative solutions for reducing sewage smell from the tank. The microbiological treatment developed by technical University in Hamburg was selected 100% Environmentally safe and non-toxic bacteria were sprayed into the sewage tank. The initial treatment was followed by an injection of bacteria into the waste pipeline from the health clubs on 45th floor.
The domestic water tank cleaning was completed on time without any disruption in water supply of the tower. The water systems are regularly maintained and inspected as a mandatory requirement.

A few interior design tasks have been completed in the last couple of months bringing a new fresh look into the lobby and ground floor areas. Not only the new Owners Association office has been built, but the heavy dark wooden door for facility management office has been replaced with a clear glass to create a professional look and to bring natural light into the premises.

We hope that all residents enjoy a new set of furniture and paintings at the lobby area that was redesigned to create a relaxing atmosphere with modern appeal and open space feeling.

There are plans to utilize the common area reception for amenity to benefit residence such as café kiosk or similar. These are at feasibility stage and will be advised to owners through AGA.

The common areas were in a very poor state with residents belongings causing serious fire hazard in basements and electrical stores rooms. With the assistance of Concordia FM the basements have been vastly improved and we ask residents to continue keeping these areas free of unwanted debris.
**Eradication of common area condensation**

There has been a historical issue with condensation forming on the chilled water pipes above ceilings in the common areas. There has been a program of work by a third party contractor to remove the damaged insulation and replace it. The root cause of the problem is also identified as humid air reaching the pipes from outside the tower. It is therefore required that the areas where the air is entering are identified and sealed as part of the programme to avoid repetition of the condensation problem. Residents are asked to bear with the FM team as they continue to complete this task.

Cooling of apartments is not effected by the ongoing work.

**Cigarette butts**

The issue of a few reckless residents dropping cigarette butts persists. The potential danger to the tower was again highlighted when a small fire was started on a first floor balcony. Fortunately the fire was extinguished quickly causing minor damage to the cladding and some personal belongings.

Residents are reminded that Lake Point Tower is a non-smoking building which includes the balconies of units. It is extremely dangerous to drop any item from your balcony and anyone seen doing so will be reported to Dubai Police for further action.

Asteco would encourage residents to consider the comfort and safety of all residents and to cease the antisocial and dangerous practice of throwing anything from balconies.

**Sharing apartments**

It is known the some apartments in the tower are being shared by excessive numbers of people and even have installed partitions to make bed space accommodation.

All unit owners have been written to regarding this behavior and are reminded that the overcrowding of the tower is have a detrimental effect on some systems due to over use. Having contacted all owners previously Asteco are now investigating further actions to be taken which will likely involve Dubai authorities which have the right of entry and the ability to impose fines on owners and tenants.

Owners are once again urged to inspect their properties and confirm that no overcrowding is taking place and no unauthorized partitions have been installed.
**Bicycle storage**

Many residents are storing bicycles and other materials in common areas and in basements. You are instructed not to leave bicycles or other materials in lift lobbies or on emergency staircase landings as it is a serious breach of safety protocol. These areas are to be kept clear at all times so that in the event of an evacuation egress from the tower will not be hindered.

Asteco and the OA will be investigating the possibility of bicycle storage racks in the basement. At this stage we need to find a convenient and safe location and confirm what cost will be involved. This item may need to be placed as a CAPEX for the 2017 budget.

Residents are reminded once again to remove all items from lift lobbies and emergency stairways. All such items will otherwise be considered as abandoned and removed and disposed of.

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**Poor common area lighting**

It has been noted that the common area lighting is losing some of its brightness. The LEDs installed in January 2014 were of an earlier type with a shorter service life. However they have operated 24 hours a day for over two years. Asteco are investigating the replacement of all common area lighting with the latest type LED lights which will improve the illumination considerably as well as having a longer service life.

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**Façade cleaning**

Due to the implementation of the new facility management we have been able to establish a schedule of façade cleaning through the FM contract as a value add. Previously the façade cleaning occurred via direction of board members on an ad-hoc basis as a fund saving initiative. The first façade clean of 2016 will commence on 30/06/16. Notices have been sent out to residents advising them to keep windows closed to avoid obstructing the Cradle team. Residents should also be prepared to keep curtains closed if they have concerns regarding their privacy during the window cleaning process.

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**Fire stairway painting**

The fire stairways are in need of stripping and repainting. The main cause for the failure of the paint is humid air entering the stairways through openings in the shafts and poor ventilation which were not remedied previously due to the failure of the previous facility management company identifying the source of condensation problems adequately. Quotations for the repainting have been obtained but it is important to resolve the humidity issue before investing in redecoration which would again be effected by on-going humidity and ventilation problems. Once these have been resolved the painting will be scheduled.

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**Security & Access Control**

The OA Board have instructed Asteco to implement access controls, gate barrier activation and security items to improve security of the tower. An additional benefit to the Owners of the activation of these controls is that access to facilities can be restricted to those not making effort to pay service charges.

The OA would rather not resort to this method of leverage to obtain funds from owners. However, if there is no improvement made by owners to make payment, the OA will have no choice but to put in punitive measures and restrictions.
Service Charge payments
We cannot stress how important it is for you to make timely payment of service charges. Currently we are struggling to meet fundamental operating costs such as power, lighting and cooling for the common areas. Unfortunately, if these common area utility and service providers do not get paid, we can expect disconnection of essential services which means that individual units will be without power, lighting, water or air cooling capability.

The end result is a tower with no funding or resources to improve its current situation. This leads to a poorly maintained tower which effects health, safety and security. There can be little planning for improvements to facilities such as the gym or elevator interiors whilst collections are at a poor position.

Your support in paying maintenance fees on time is highly appreciated.

DMCC and the Master Community
We are in regular contact with DMCC providing feedback to enhance the community at JLT. There are ever evolving initiatives being taken to improve the area and reduce the costs. Attractive and functional community garbage bins have been installed at key points along the concourse and promenade to help keep JLT sparkling clean.

Bicycle racks are available at various points in the DMCC community. Residents are encouraged to use these areas to maintain equipment in dedicated location for appearances around the community but also for safety and security reasons.

All initiatives and lists of facilities news and events can be found on the following web portal http://www.dmcc.ae/jltcommunity/