



THE QUINTESSENTIAL ISLAND HIDEAWAY ON THE PALM JUMEIRAH

# Tiara Residence

Community  
Newsletter

January – June  
2016

## IMPORTANT NUMBERS

**EMRILL hotline** - 050-1077200

[TiaraResidence@emrill.com](mailto:TiaraResidence@emrill.com)

**wOAM – Wasl Properties**

800- wasl (9275) / [oam@wasl.ae](mailto:oam@wasl.ae)

**MPLUS**

800 – MPLUS (67587)

## Welcome!!!

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

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

Management team can be reached at [oam@wasl.ae](mailto:oam@wasl.ae).

## Contact Points/ Communication / Community Portal

To ensure a smooth flow of communication and record of request, 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](mailto:oam@wasl.ae) where owners can communicate with wOAM on the common areas issues and maintenance of the same.

We are pleased to announce that Munna Tamang (Customer Support Representative) and Farha Tabassum (Association Officer) from wasl-OAM Team will be at Tiara Residence to cater to walk-in customers in the community. Staff from Zenersol Solutions will be available from 4 PM to 7 PM on daily basis to assist residents with maintenance and billing inquiries.

Additionally for any matters requiring immediate or urgent attention, residents may contact the Facilities Management office or on the hotline: +971 501077200 for immediate assistance.

We encourage all our owners to use the community portal via [www.my-community.com](http://www.my-community.com) where feedback may be provided on your community. Owners may also leave a message for the wasl Association Management team for their attention. For requirements or assistance for your respective apartments, you may contact the service provider directly or wasl Customer Care on [customercare@wasl.ae](mailto:customercare@wasl.ae).

## **Major Improvements**

### **New Beach Furniture:**



We are glad to inform that we have been successful in acquiring furniture for Tiara Beach and Swimming Pool. As Tiara beach is counted among the best beaches on the Palm, maintaining the quality standards of all beach supplies has always been our priority and the Board of Homeowners Association has been extremely supportive in selecting the right materials. We have imported all pool furniture from the Philippines and Spain which including Beach Chairs, Side Tables, Parasol, Parasol Base and Cushions.

### **Beach Towels:**

We are delighted to bring to your attention that we have recently procured 2500 pieces of Beach Towels for Tiara Residents. We realized that the residents have faced issues caused by the shortage of towels and hope this replacement of old towels will bring relief to all who love to enjoy beach and pool facilities at Tiara. We would also like to request the owners to adhere to beach towel rules and regulations so that the towels are not misplaced.



### **Video Intercom System:**

We are pleased to announce that the installation of new Video Intercom System with COLOUR IP VIDEO and other exciting features is currently in progress. Again, the Board Members' involvement in procuring the right product as well as participating in rounds of negotiations has resulted in a smooth execution of project despite multiple (slight) delays from the Service Provider's end.

Some of the features of the new system include:

- 1. Audio/Video communication**
- 2. Messages to friends**
- 3. Picture capture and memory**
- 4. Audio notes**
- 5. Do not disturb**
- 6. Timer**
- 7. Friends list management**
- 8. Background settings**
- 9. Ring tones**
- 10. International settings**



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 75% of the installations are now complete. wOAM has always favored and welcomed community improvements, and we are determined to have a secure and safe environment for all the residents of Tiara Residence.

### **Installation of New BBQ – (Limited to Residents):**

We have demolished the old BBQ grill at Tiara Beach and installed a brand new BBQ which is more convenient to use, and is exclusively available for the residents of Tiara Residence in the Beach Area.

To avoid any scheduling conflicts, we have also set up a process of booking the BBQ, and hope you all will have a good time and enjoy the facility.





## BBQ BOOKING RULES

1. To make a booking, the Resident is required to submit an "Application Form" at FM Office Security with a refundable deposit of AED 500.00 during office hours (9 AM – 6 PM). The deposit will be refunded only after the use of the barbeque and its surrounding areas are inspected. Any expenses incurred by the Management for repairing damages caused in the surrounding areas shall be deducted from the deposit.
2. Booking of Barbeque can be made up to six (6) months in advance on a first-come-first-served basis, and each Unit can book only 1 session at any one time.
3. The maximum number of Guests per Unit per session shall not exceed fifteen (15) persons.
4. The Resident and their Guests shall ensure that their booked barbeque is cleaned, and leftover food is properly disposed in bags.
5. Residents using the barbeque must restrict their activities to the areas. Music must be kept low and at a level so as not to cause noise nuisance to other Residents.
6. No pets are allowed in and around the vicinity of the BBQ.
7. No Food & Drinks are allowed to be brought near the "Pools" area.
8. The Management will not be responsible for any mishaps, injuries or loss of personal belongings sustained by the Resident(s) and their Guest(s) when using the barbeque.



### Landscaping:

Landscape is more than just scenery and the bedrock upon which our community is built. We understand the role landscaping plays in Tiara and treat it as an integral part of the community. Despite challenges, our team has been able to improve landscaping by water the plans more frequently, conducting soil tests and treating the soil with Ammonium Sulphate and Urea to bring the PH levels down to normal.

In addition, we have also initiated our request for proposal (RFP) process, in conjunction with the Interim Board, to enter into a new Landscape Contract which includes (but is not limited to) : two seasonal plantations, palm trees at the beach, flower boundaries, and deployment of qualified, dedicated gardeners and supervisors on site.



### LED's Installation – Health Club:



Keeping in view the importance of Energy Savings, wOAM has taken many steps toward improving the community with energy saving initiatives. We have recently replaced healthclub lights and fixtures to 26 watts LED lights - this measure has not just enhanced the visibility but has and will continue to save a decent amount of energy.

### 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)



### **Select Services – (Flyers/leaflets):**

We have installed a Select Services stand in Tiara which will provide residents / visitors with current and varied information on products and services as well as special offers available around the Palm.

We have installed 2 stands for your convenience.

- 1) FM Office – Basement 1
- 2) Tiara Health Club



### **Planned Improvements:**

#### **Repainting of Handrails:**

Tiara's aesthetic architecture is more inclined towards wood and entire development cladding is with wooden finish, including the handrails. Due to the extreme weather conditions of the UAE, the varnish and the paint gets affected and loses its thickness and shine. We have already initiated the process of refilling the cracks, varnish the wood and bring it back to its original condition.

The repainting work will commence subject to the weather conditions, we expect it to end in October / November 2016.

#### **Jelly Fish Net installation:**

During the breeding season for Jelly Fish, we are working with our Beach Experts to place a Jelly Fish net to cover the gaps between the net and the rope / barrier. The net is approximately 3 – 4 meters high and will help stop Jelly Fish to enter the beach. Notices have also been placed around the beach area to alert users of the possible presence of jelly fish this season.

#### **CCTV CAMERA INSTALLATION:**

Security is fundamentally important across all walks of life to ensure the overall safety and possessions of all individuals. As of this moment, we have CCTV Cameras installed at all building exit and entry points which is monitored by security 24/7. However, going forward and after having conducted a Dubai Police Survey, the cameras will be installed in all the floors for better surveillance and protection.

Residents will be posted with all the updates via notices/community portal.

#### **Move In – Move Out Policy:**

A Move in – Move out Policy has been implemented in Tiara Residence since 15th May 2016. This policy has been amended to ensure safe and smooth move in / move out activity, and to protect and maintain the common property as necessary.

Residents who wish to move in / move out need to fill up relevant forms and submit the same to the Management Office in order to obtain the permit to move in and out of the facility.

**MOVE IN / MOVE OUT TIMINGS:**

Saturday to Thursday – 9 AM to 7 PM

**SUBMISSION OF FORMS FOR MOVE IN / MOVE OUT:**Sunday to Thursday – 9AM to 3PM only **MOVE IN / OUT PROCEDURES****A. Responsibilities of Occupants Prior to Moving in**

The Building Manager must be informed well in advance regarding the following items **at least 3-5 business days prior to move in/move out:**

- a. Completely filled up OA move in/move out form with all requested documents attached
- b. Filled up Occupant Emergency Contact Form.
- c. Filled up Access Cards Issuance Form
- d. Dates of the proposed move-in & occupancy.
- e. Copy of chilled water billing registration from Zenersol
- f. The moving company, including supervisors details
- g. Proof of adequate insurance coverage by the moving company

This is necessary for security purposes and to allow for suitable arrangements to be made for your movers to shift your personal belongings accordingly in a safe manner.

**A SECURITY DEPOSIT OF AED 1000 - PAYABLE BY CHEQUE ONLY, IN THE NAME OF ZABEEL INVESTMENTS LLC, WHICH WILL BE RETURNED FOLLOWING COMPLETION OF MOVE IN INSPECTION. MOVERS ARE REQUIRED TO ENSURE THERE IS NO DAMAGE TO COMMON PROPERTY ASSETS DURING MOVE IN/MOVE OUT.**

**B. Occupants Responsibilities Prior to Moving Out**

Provide the Building Manager with a letter listing the following information

- a. A **No Objection Certificate** from the Owner accepting the move out ( subject to verification as registered owner / POA )
- b. Filled up OA Move Out Clearance Form
- c. Preferred days and time for use of Goods lift
- d. Proof of adequate insurance coverage by the moving company

**A SECURITY DEPOSIT OF AED 1000 - PAYABLE BY CHEQUE ONLY IN THE NAME OF ZABEEL INVESTMENTS LLC, WHICH WILL BE RETURNED FOLLOWING COMPLETION OF MOVE IN INSPECTION. MOVERS ARE REQUIRED TO ENSURE THERE IS NO DAMAGE TO COMMON PROPERTY ASSETS DURING MOVE IN/MOVE OUT.**

### C. Moving Procedures

Removal companies/Contractors must contact the Building Manager and /or Security prior to unload materials or furniture. They will be required to provide identification as well as some form of contract, LPO or appointment letter from the Occupier as well as complete the Move-in / Out Form

### D. Clean-up

The Occupant will be responsible for keeping Tiara Residence in a clean and tidy condition during their move. If the Occupants fail to do so the Facilities Manager will issue a letter stating the nature of the problem and reserves the right to resolve the problem and any costs incurred may be charged to the occupant.

**NOTE: Any/all waste generated from move in/move out must be removed by the movers and the common waste collection points are not permitted to be used. Failure to comply will lead to automatic forfeit of the security deposit and no claims will be entertained.**

### E. Property Damage

Any damage to Tiara Residence and its common areas from a result of the Move in/out will be the responsibility of the Owner/Occupant to make good and reinstate to its original condition. Should the Owners Association be requires to carry out any remedial works, the security deposit is automatically forfeited and such costs towards reinstatement to the original condition will be billed to the responsible Owner/Occupant including a Management fee of 15%.



## Why is it important to send us the “Proof of Payment / Transaction details”?

In short, sending us the “Proof of Payment” ensures the timely update of your unit account as soon as you have made the payment and its recognition against your unit when received in the Association Bank account.

Over the course of the year and reminders sent to owners for verification, these are identified and accounted for accordingly as necessary. On-identified payments require wOAM to send additional payment reminders which then become an unwanted inconvenience when received.

wOAM maintain a goal towards successfully reconciling the Association accounts on a monthly basis to ensure its proper and adequate utilization for paying for services when necessary.

We once again seek owner's assistance and request all owners when payments are made by the following methods to the Association bank account; the transaction details must be provided by emailing wOAM accounts on [oam@wasl.ae](mailto:oam@wasl.ae) or by providing a copy of the same to wOAM staff at Tiara Residence / wOAM head office.

Please note the below categories that fall under this requirement at all times.

- Bank transfer from your personal bank account (**EXTRA TIP: Ensure your transaction notes also mention your Apartment detail (e.g. “SC”-“Building Name” “Apartment Number” (OR) “CW”-“Building Name” “Apartment Number”**). This allows our Accounts team to also successfully identify your payment when received for **service charges (SC)** and **chilled water (CW)** payments respectively
- Cash / Cheque deposit at ENBD directly. (ATM / Counter deposits)

### NOTE :

- A. If and when you make payments by cash / cheque directly at the banking facilities, please ensure a copy of the transaction slip is sent to [oam@wasl.ae](mailto:oam@wasl.ae) with details of the apartment the payment is being made for and the purpose of the deposit for the same to be accounted for accordingly.
- B. There are two separate accounts for Service charge and Chilled Water payment, please ensure to login to my community portal with your registered email address to preview the account details and guidelines for making the payment.

## Did you know you can access your property information online?

Your community has a My Community web portal enabling owners to access information and functions such as:

- ✓ Your service charge position and due date
- ✓ Balance of general and reserve funds
- ✓ Service charge arrears for the whole property
- ✓ Important documents and reports
- ✓ Maintenance and service requests
- ✓ Communication tools (talk to your fellow owners!)

Don't have a username and password?

Send us an email at [oam@wasl.ae](mailto:oam@wasl.ae) with your current email address with the subject "My Community Access" - please ensure that you include your property name and unit number along with the request.

If we have your email address on file a username and password should have already been sent to you. Login at: [www.my-community.com](http://www.my-community.com)



**PO Box 23073 Dubai, UAE Call Center: 800wasl (9275)**

**Email: [oam@wasl.ae](mailto:oam@wasl.ae)**

We welcome your feedback on the community newsletter and look forward to providing further updates in the future editions of the same. Please feel free to contact us on [oam@wasl.ae](mailto:oam@wasl.ae) to share your views and feedback.