

Ref: CMD/CW/5010/CAM/SP/N-047/20161030-pf
Date: 30th October 2016

Subject: Concierge services at CITY WALK Residences

Dear Resident,

We are pleased to introduce the Concierge service as of Tuesday, 1st of November 2016 to CITY WALK residents.

The Concierge agents will be available daily between 6:00am to 11:00pm to assist you, please feel free to reach out to them only within these times.

Your Concierge agent can help you with any request relating to:

- Your building and its facilities
- The CITY WALK community
- Information and help around Dubai

We are working on enriching the Concierge services and will be adding more offerings and solutions over the coming weeks to enhance your lifestyle and give you more time to enjoy the things that are important to you.

Simply “Just Ask”, they are here to help and look forward to getting to know you and meeting you in person.

Kindly note that between 11:00pm and 6:00am, the reception will continue to be manned by security. The primary role of security will be to control access, as before.

Should you have any queries, please do not hesitate to contact us on 800-2662 or email ServiceRequest@mcm.ae.

Thank you

Meraas Community Management