



Resident Handbook

V1.0.19

Welcome Note

Dear Residents,

Congratulations on your choice of residency at Dhabī! The stylish Dhabī Buildings on Al Muroor Road offer the ideal formula of high-quality homes that are sheltered from the city buzz but still have quick, easy access to retail stores, clinics, banks and other urban conveniences.

These admirable low-rise buildings are popular with families and single executives alike. Excellent finishes provide an attractive foundation from which to create a comfortable home – and the 24/7 security and full facility management provide extra peace-of-mind for this enviable lifestyle. In addition to general guidelines on the use of common areas, house rules, social etiquette, you will find a handy list of relevant contacts as well as some maintenance tips. We hope you find this guide useful and would welcome any suggestions that you may have.

As the developer of Dhabī, we extend a warm welcome to you. We will make every endeavor to ensure that your stay here is a pleasant one. Please do not hesitate to contact the customer service team on **800 5566 / realestate@ict.ae**, **ICT Customer Care Customer.Care@ICT.ae** any assistance that you may require.



ICT
Property Management & Leasing

CONTENTS

1	Introduction -----	04
1.1	General Description _____	05
1.2	Management Office _____	06
2	House Rules -----	07
2.1	Moving Home _____	08
2.2	Moving Out _____	09
2.3	Lease Administration/Break of Lease _____	10
2.4	Utilities _____	11
2.5	Smoking _____	11
2.6	Pets _____	12
2.7	Tenancy _____	14
2.8	Signage on Doors _____	14
2.9	Courier, Deliveries, School Transport _____	14

2.10	Refuse _____	14
2.11	Security/H&S _____	15
2.12	General Maintenance _____	16
2.13	General Information _____	16
3	Emergency Procedure -----	17
4	Appendices -----	19
	Appendix 1 -----	20
	Appendix 2 -----	27
	Appendix 3 -----	28
	Appendix 4 -----	29



01

Introduction

1.1 General Description

The stylish Dhaba Buildings on Al Muroor Road offer the ideal formula of high-quality homes that are sheltered from the city buzz but still have quick, easy access to retail stores, clinics, banks and other urban conveniences. These admirable low-rise buildings are popular with families and single executives alike. Excellent finishes provide an attractive foundation from which to create a comfortable home – and the 24/7 security and full facility management provide extra peace-of-mind for this enviable lifestyle.



12 Management Office

Dhabi Buildings are managed by ICT to ensure the smooth and efficient operations of the buildings for the benefit of all residents, tenants and visitors.

You may contact the Property Management & Leasing team as follows:

Telephone: 800 5566

Email: realestate@ict.ae

Customer Care I Customer.Care@ICT.ae

Portal: <http://property.ict.ae/>

Address: Building 12 , Al Khaleej St, Al Muntazah ,
Zone 1 - Ministries Complex, Abu Dhabi

Working Hours : From 8:00 AM to 4:00 PM

Mondays to Thursdays

and from 8:00 AM to 12:00 PM on Fridays





02

House Rules

2.1 Moving Home

We request residents moving in or out of Dhabi Buildings to maintain contact with the property management team at least **48hrs** before the scheduled move to ensure a permission form has been received for their personal effects. Residents should ensure that the house moving is restricted to the following timings in order to minimize disturbance to the other residents:

Sundays to Fridays: 9.30 am – 5.30 pm

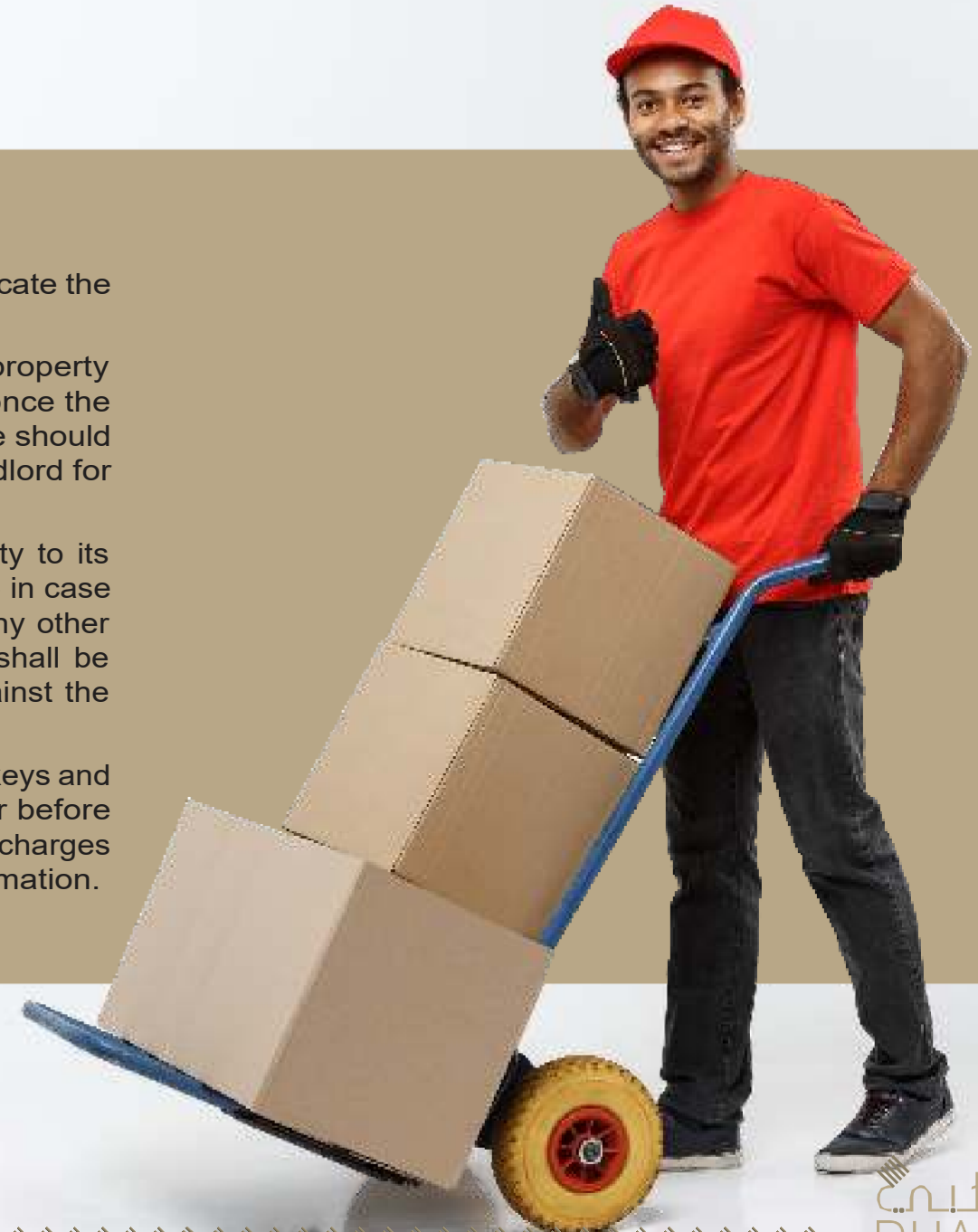
Saturday & Public Holidays: By prior arrangement



- Movers shall report to the watchman before commencement of any work. All movers are to present identification and obtain contractor's passes before entry and access to the apartments. All movers shall display the contractor's passes at all times within the property.
- Where the residents require the use of lifts for transportation, they shall ensure that the lift interior and other areas along the transportation route are adequately protected.
- All movers are to strictly observe the maximum allowable load which will be indicated on the lift panel when using the lift. The residents shall be responsible for the good conduct and behavior of all movers while they are present in the building.
- The residents shall ensure that the house moving will not in any way cause any nuisance to other residents.
- Any mover found misbehaving or refusing to comply with the security procedures will be asked to leave the property immediately and be barred from future entry.
- The movers shall maintain the general cleanliness of the common property. All refuse and packaging materials must be removed from the property upon completion of work and/or at the end of each day.
- In the event of any damage caused to the common property or unwanted items/refuse found discarded on the common property resulting from the house moving activities, the Management reserves the right to make good those damages and/or cause the removal of the unwanted items or refuse and the cost thereof shall be deducted from the security deposit.

2.2 Moving Out

- The tenant is required to provide formal notice of their intention to vacate the unit at least 60 days in advance.
- While moving out of the apartment, the resident shall inform the property management team to conduct a joint inspection of the apartment, once the removals process has been completed. All unwanted items or refuse should be disposed of appropriately or a charge may be applied by the landlord for removal.
- A full clean of the premises will be undertaken to return the property to its original state. This includes repainting, removal of carpet glue stains - in case of carpets that have been glued to the floors, as well as rectifying any other damages that do not constitute normal wear and tear. The tenant shall be responsible for these charges and the amounts will be adjusted against the security deposit.
- Residents are required to hand over the final ADDC clearance with all keys and access cards to a member of the property management team on or before the expiry of your lease. Failure to do so will result in additional rental charges being applied, please refer to your lease agreement for further information.



2.3 Lease Administration / Break of Lease

- Extension of tenancy will only be considered once per tenancy. Any renewal after the extension period will be on an annual basis.
- Residents require to inform the landlord 60 days prior to the expiry of the tenancy agreement, failure to do so will result in automatic renewal of the lease agreement for a further 12 months.
- Tenants are not permitted to break their lease before the expiry. Only in exceptional circumstances will the landlord consider a request to break the lease which will be at the absolute discretion of the landlord. In the event approval is made by the landlord, approval will be subject to:
 - A minimum of 60 days' notice in writing
 - Two months penalty of rent applicable as penalty for breaking the lease



2.4 Utilities

Tenants are responsible for activating electricity, water, telephone and internet connections within their leased premises. Tenants are required to arrange connection of utilities to their name prior to the lease commencement date or within 24hrs of moving in. The utilities should remain connected until the end of the lease period.

ADDC – Getting Connected

When you first occupy the property, you will be registered for your ADDC connection via the Tawtheeq system, upon receipt of your SMS confirmation from ADDC you are required to contact ADDC to confirm and finalise your payment of your security deposit and provide the landlord with a copy of your ADDC welcome letter.

You need to present this welcome letter to the property management team in order to receive a copy of your move in permission form.

2.5 Smoking

Dhabi Buildings are designated no smoking building.



2.6 Pets

- Pets are allowed in the apartments solely at the discretion of the landlord. Such permission would not be unreasonably withheld. As guidance, usually a small cat or dog, a pet in a cage (e.g. a hamster) or water tank (e.g. fish) would be permitted.
- No apartment may have more than (a) two dogs; (b) two cats or (c) one dog and one cat.
- The Landlord requests pet owners to be considerate of other tenants and ensure that no inconvenience is caused to the other tenants. Pets should be restrained whilst in common areas at all times.
- The Landlord requests pet owners to ensure that the hygiene and cleanliness of the common areas including lifts is maintained at all times. Specifically, ensure that the pets' droppings are hygienically and suitably disposed of.
- The Landlord requests pet owners transporting their pets from or into the building use the service elevators at all times.
- Pet owners shall take full responsibility of their pets during pest control.
- All pets must wear an identification tag.
- Exotic animals are not allowed.
- All pets must be registered and inoculated in accordance with local law.
- Tenants must keep the pet on a leash and under your supervision when outside the apartment at all times.
- Tenants must walk pet in designated pet areas only and must dispose of waste in a sanitary manner. Do not dispose of waste or cat litter in trash chutes. Failing to do so will lead to penalty charges.
- Pets may not be tied up or left unattended on patios, balconies or any other areas outside of the buildings, tenants will be responsible

for the entire amount of any injury to any person caused by your pet, including all costs of litigation and attorney's fees resulting from such injury.

- Pets may not disturb other tenants or damage/destroy the property.
- Tenants agree to be financially responsible for repairing or replacing any damage caused by the pets. If needed, the cost of carpet and/or vinyl replacement will be charged to the tenant. If a pet is disturbing other tenants, or if the pet damages the property, tenants will permanently remove the pet from the apartment within (3) days upon request from the landlord. Extreme circumstances can dictate removal of pet within 24 hours.
- Periodic apartment inspections may be made to determine the condition of the apartment, in regards with the tenant's pet.
- The following breeds are prohibited: Pit Bull, Rottweiler, Doberman Pinscher, Mastiff, Canary Presa, or any other breed known as a "fighting breed" or any dog being a mix thereof.
- The swimming pool area, gymnasium room and sauna are off limits to pets at all times.
- The following animals are prohibited: snakes, pigs, large lizards, spiders or rats. In addition, other animals determined in the landlord's sole discretion to be dangerous shall not be brought onto or kept within the apartment at any time. The landlord may require that any animals (in the landlord's opinion) that endangers the health of any residential unit or tenant, makes disturbing noises audible outside the apartment or creates a nuisance or unreasonable disturbance be removed. The pet will be permanently removed from the apartment upon three (3) days



Animal Registration

No animal may be retained in any apartment unless registered with the Property Management & Leasing team. The registration shall identify the type and breed of the animal.

Property Management & Leasing team may require proof of rabies vaccination, and any other vaccination required by law.

Pet registration of your pet/s are mandatory, please ensure the registration form is completed and handed to the the Property Management & Leasing team prior to moving in.

written notice. If the tenant fails to do so, the landlord may take steps to remove the pet. The landlord may remove any pet which presents an immediate danger to the health, safety or property of any tenant, without prior notice to the pet's owner.

- Any animals within any common area must be on a leash held by a person capable of controlling the animal. One end of the leash must be attached to the dog's collar and the other end of the leash must be held by a person capable of controlling the animal. The leash should be shortened to the point that the pet is restricted to the area near the person's legs. The pet is not allowed to go into common areas away from the person's stride without the person beside the pet. Any animal found unattended may be removed to an animal shelter.
- No common areas shall be used at any time for relieving the pet. Any pet excrement must immediately be removed and properly disposed. Tenants shall be responsible to reimburse the landlord for any costs to clean and/or deodorize any common areas. Pets should be on a regular walking schedule to prevent "accidents" in the common areas. Do not allow dogs to urinate on the corners of the building as the walls will stain and retain strong and unpleasant odors that are very difficult to remove.
- Tenants are responsible for assuring that pet walking services personnel or other persons walking their pets know and follow the pet rules.
- Balconies and terraces may not be used as holding areas for pets. No owner or tenants shall place or build any doghouse, shed, screen, fence or other structure on these areas without the prior express written approval of the landlord. Animal food dishes, water dishes, bedding and litter containers must be kept inside a unit and not on balconies or terraces.



2.7 Tenancy

Please contact the property management & leasing department for any matters relating to your tenancy, renewals and payments, assistance with obtaining utility connections.

2.8 Signage on Doors

All apartments have allocated numbers. Additionally, tenant specific nameplates are permitted provided these are easy to remove and the changes are easily reversed.

2.9 Courier, Deliveries, School Transport

ICT Security /representative are not permitted to receive courier/deliveries/packages on tenant's behalf.

2.10 Refuse

Each floor has its own rubbish chute, with visible signage. Residents are reminded not to leave rubbish in stairwells or outside apartments in corridors. If you have rubbish to be disposed of that is too large for the chute i.e. bedding, boxes, please contact the customer service team who will arrange to have it removed.

All rubbish is either disposed of using the rubbish chute, or if intended to be recycled, to be taken directly to the waste pantry area for collection. Please advise your housekeepers/maids/cleaning company of the same.

Please do not attempt to push down over-sized articles / garbage bags down the garbage chute. This may obstruct the chute or cause the bag to burst, inconveniencing everyone.

Rubbish to be disposed down the chute should be in sealed garbage bags and no hot items should be placed in the chute for safety reasons.



2.11 Security/H&S

- Each resident will be allocated with an access card for accessing the property. The main purpose for the introduction of this system is for security and health and safety reasons for everyone living within the building.
- The access card will provide access for your designated area, elevators lobbies and respective floors.
- Visitors will have the ability to access the building via the intercom system; visitor to dial the apartment number from the intercom panel, the resident will be able to communicate with the visitor and provide/refuse access to the building.
- Lost cards will be charged at AED 150 per card and replacement should be obtained from the property management and leasing department.
- As a continuation of our efforts to maintain a pleasant appearance for -Dhabi Buildings and from a health and safety prospective, we would like to inform you that corridors, walls, passages, stairways, basement car parking, and lift lobby must be kept free from all resident's personal belongings. Any belongings left will be disposed and the cost will be charged to the tenant.
- There might be emergency situations (such as Fire/Fire Alarm, Water Leakage,



unusual smell etc...) where immediate access to the apartment will be required by our maintenance team. Resident will be contacted to provide access and in case of resident unavailability ICT site maintenance contactor will access the apartment by any possible means in security presence to deal with the emergency situation.

- Excessive smoke due to cooking, shisha and burning of Bakhour incense are causing activation of Fire Alarms which create panic situation for the building occupants therefore residents are requested to avoid activities that produces excessive smoke.
- Permit to Work Procedure: all external contactors will require to obtain Permit to Work approval from ICT property management. Residents will be requested to submit the required documents, details of work and duration of such work. Such work request will be subjected to ICT management review and approval. Once the works are approved ICT and its agents has the right to inspect the works with prior notification to residents. Resident will be liable for any damages or changes to the existing building structure/interior. ICT has the right to make good of such damages/changes to original condition and charge the resident for involved cost.

2.12 General Maintenance

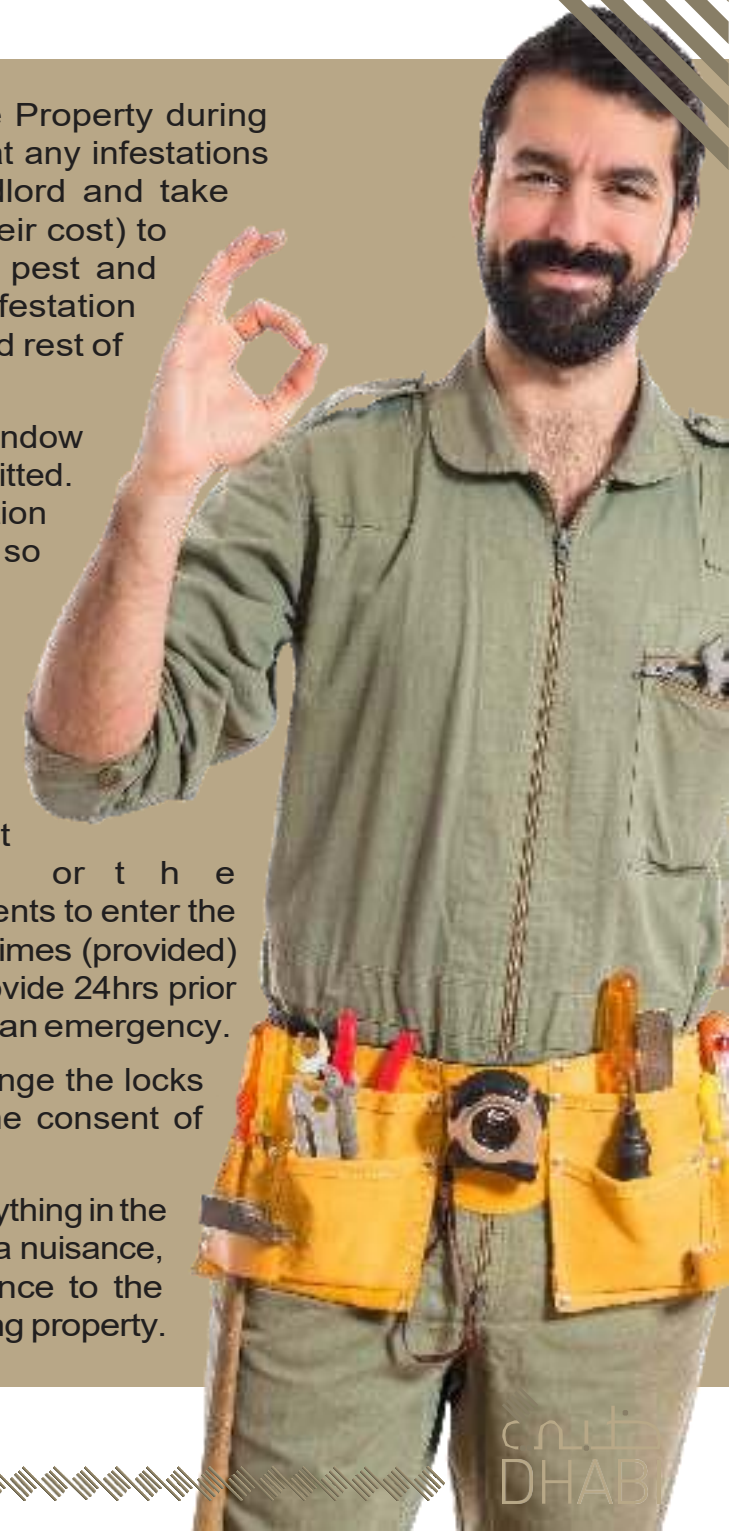
- Please log any issues you may have with the customer service team on **800 5566 or realestate@ict.ae**.
- We will strive to resolve any maintenance issues within 24 hours, however, some matters may take longer to resolve. In such instance, customer service will advise the tenant on the anticipated time-frame.
- Please inform the customer service team of any water leak / pipe blockages within your apartment, as soon as possible. This will ensure that we undertake remedial action at the earliest as well as are able to inform other tenants who may be affected.
- Within the tenanted premises, replacement of small consumable i.e. light bulbs item are the responsibility of the tenants.
- If any windows of the property are damaged or broken due to the fault of the tenant or one of the tenant's guests or other invitees, the tenant will be required to meet the cost of repairing and replacing any broken or damaged panes or units.
- The tenant should not cause obstruction to the drains, gutters or pipes of the property or allow oil, grease, corrosive substance or any other hazardous material enters the same.
- The tenant should not interfere or tamper with any utilities or other service installations including meters serving the property.
- The tenant should keep the internal surfaces of the windows at the property clean for the term of their lease.
- Tenants should not obstruct, interfere or tamper with the smoke detectors or any other fire detection or control system in the property or servicing any other part of the building.
- The tenant must take all necessary steps to prevent pest

infestations arising at the Property during the term and to extend that any infestations do arise, inform the landlord and take all necessary steps (at their cost) to exterminate the relevant pest and prevent the spread of infestation to adjoining properties and rest of the building.

- Drilling of the aluminum window frame is not permitted. Please follow the installation guidelines, failure to do so will result in the cost being recovered from the tenant for replacement of the window frame.

2.13 General Information

- The tenant must permit the landlord or the landlords employees or agents to enter the property at all reasonable times (provided) the landlord or its agent provide 24hrs prior written notice apart from in an emergency.
- The tenant should not change the locks on the property without the consent of the landlord.
- The tenant should not do anything in the property that is deemed as a nuisance, annoyance or inconvenience to the occupiers of any neighboring property.



03

Emergency Procedures



Emergency Procedures (Fire)

Fire Alarm Systems Testing

The fire alarm system is tested –periodically and all tenants will be sent notices/intimated well in advance. We request the tenants to please report to the helpdesk any areas of low audibility noted while the system is being tested.

Fire Alarm Systems Activation

In the event of fire and the alarms being activated, either our security team will dial 999. The fire alarm system will initiate evacuation of the entire building .. If you hear the fire alarm please leave the property by your nearest fire escape and make your way to the evacuation point as directed by the fire warden.

If you discover a fire

Immediately operate the nearest alarm call point.

If for any reason a tenant dials **999**, please inform our building security or Call center **800 5566** immediately and tell them the exact location of the fire, so that this information can be passed on to the Fire Brigade.

On hearing the alarm

Tenants should ensure:

That all family members, visitors and contractors leave immediately.

Do not use the lifts (The lifts will ground)

Please use the nearest fire exit and stairwells to make their way out of the building. Do not stop to collect your personal belongings.

Do not return until instructed to do so.

Do not wear high heel shoes during evacuation.

On-site security will undertake a physical check of all areas to ensure that the evacuation is complete. They remain available to assist in controlling events and to control the re-occupation of the site.

Please report to the senior fire person/Emergency Officer at the designated assembly point the names of those persons not accounted for and their last reported sighting.

The on-site watchman will assume the duty of the Fire Wardens and will be easily identified by wearing a yellow jacket.

Emergency Contact

Residents are requested to ensure that their emergency contact details are updated with the property management team.





04

Appendices

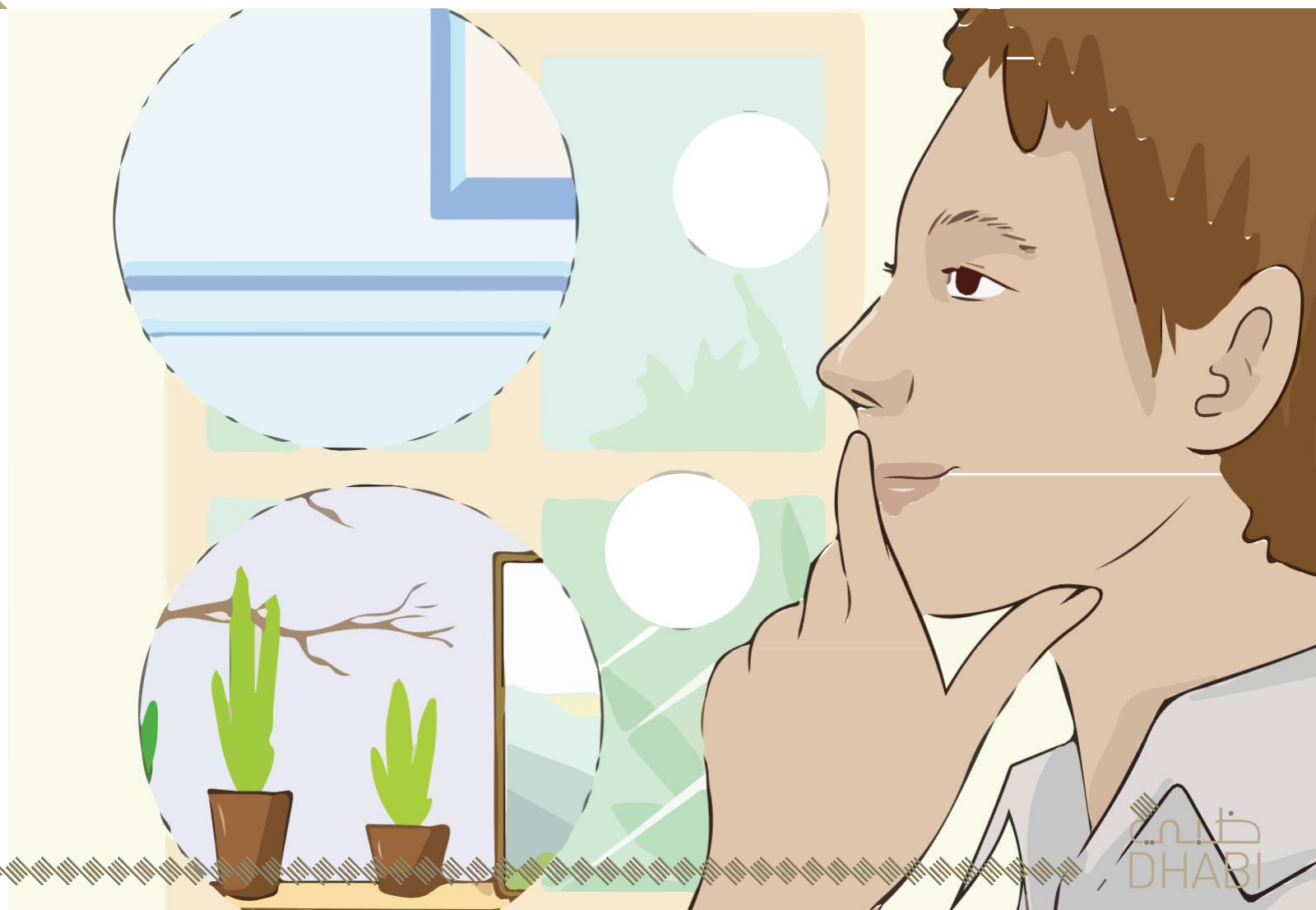
01

Inspect the walls before drilling.

Unlike with other mounting jobs, there's no need to locate a sturdy wall stud in order to use drywall anchors. They're designed to be placed directly into the drywall so that you can hang even heavy items without fear of slippage or damage.

Choose and inspect the section of wall where your item won't be forced to compete for space with other fixtures and decorations.

If in doubt, you may call the help desk at **800 5566**.

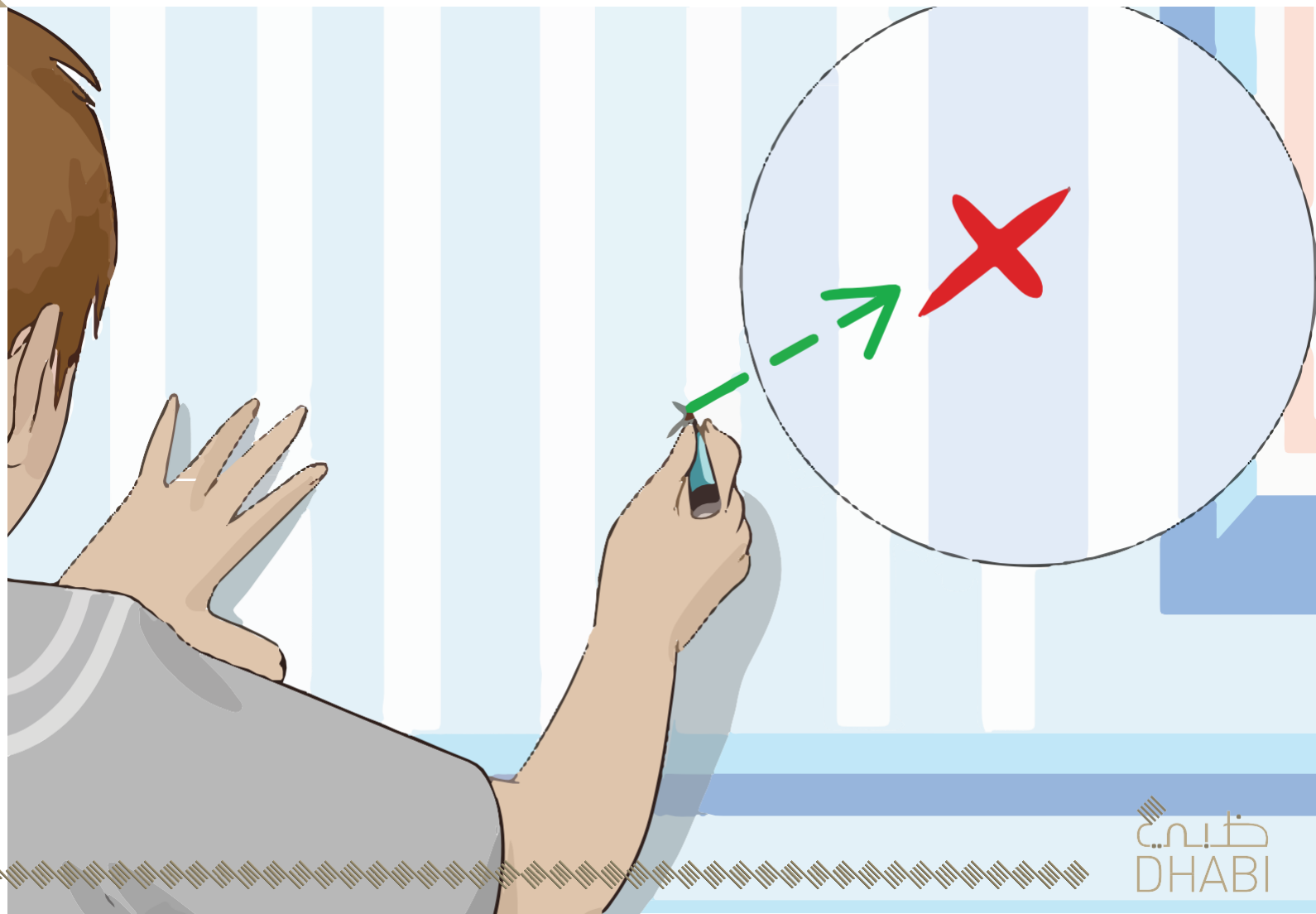


02 Mark your intended hanging site with a pencil.

Draw a small dot or 'X' at the exact spot where you want to place the anchor. This mark will serve as a visual aid when it's time to start drilling, making it easier to remember the desired placement of mounted items and allowing you to work quickly and efficiently.

If you're only installing a single anchor, you can simply eyeball the reference mark based on the desired height and position of the item you'll be hanging.

If you're installing multiple anchors, use a level and tape measure or ruler to ensure that adjacent markings are properly spaced and level.



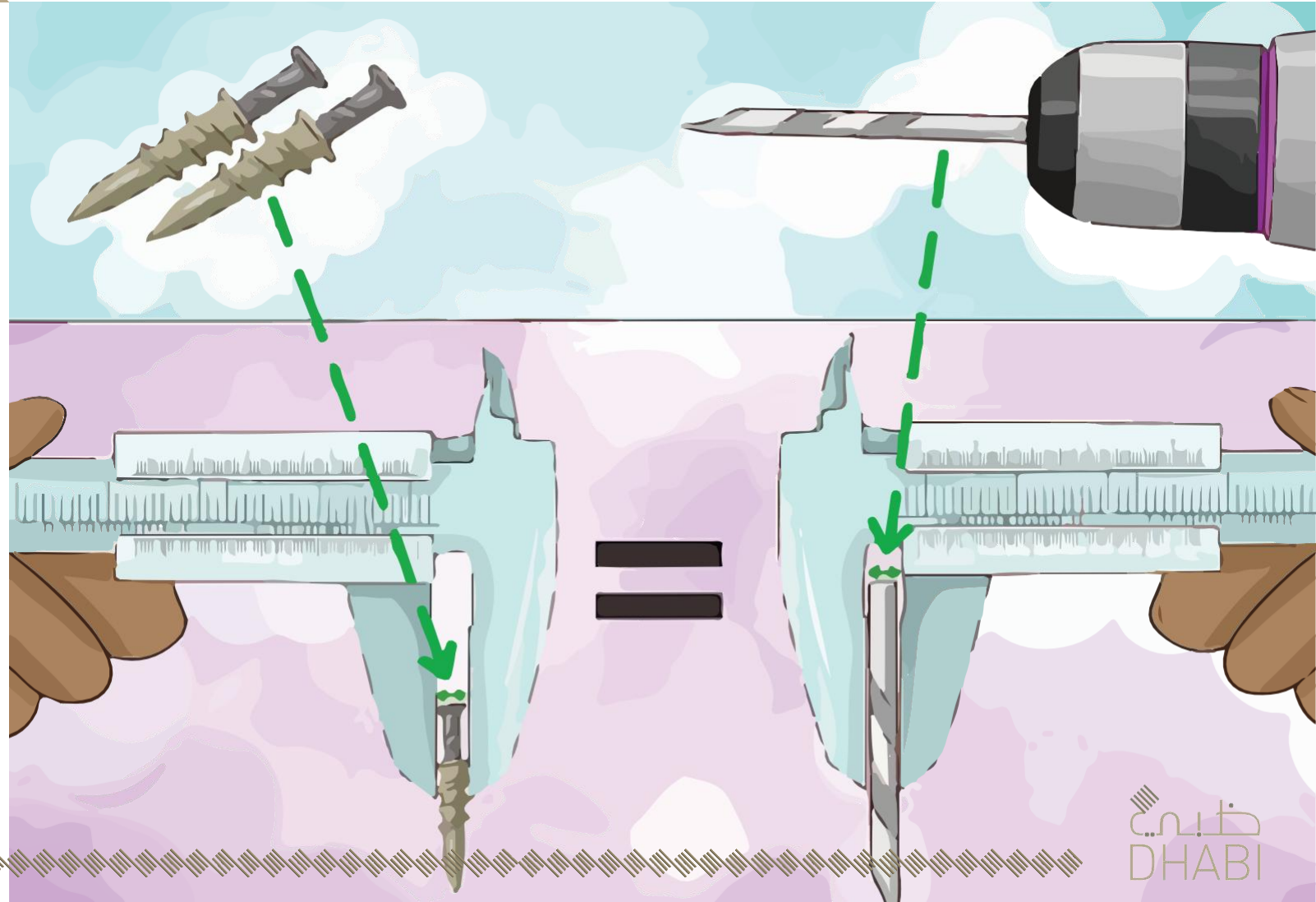
03

Fit an electric drill with an appropriately-sized bit

Always use a drill bit that's as close in diameter to the type of anchor you're installing as possible. If the pilot hole is too large, the anchor will fall out easily. If it's too small, you may not be able to get the anchor in, or the tight confines could cause it to malfunction.

Most drywall anchors have the dimensions clearly labeled on the packaging. Simply note the width of the anchor to determine what size drill bit you need. You want your hole to be slightly smaller than the anchor. When you're installing the anchor, you'll need to lightly tap it into place.

If you're unable to find the dimensions of the anchors you're using, you may need to perform a size comparison by holding them up side-by-side with several different bits.

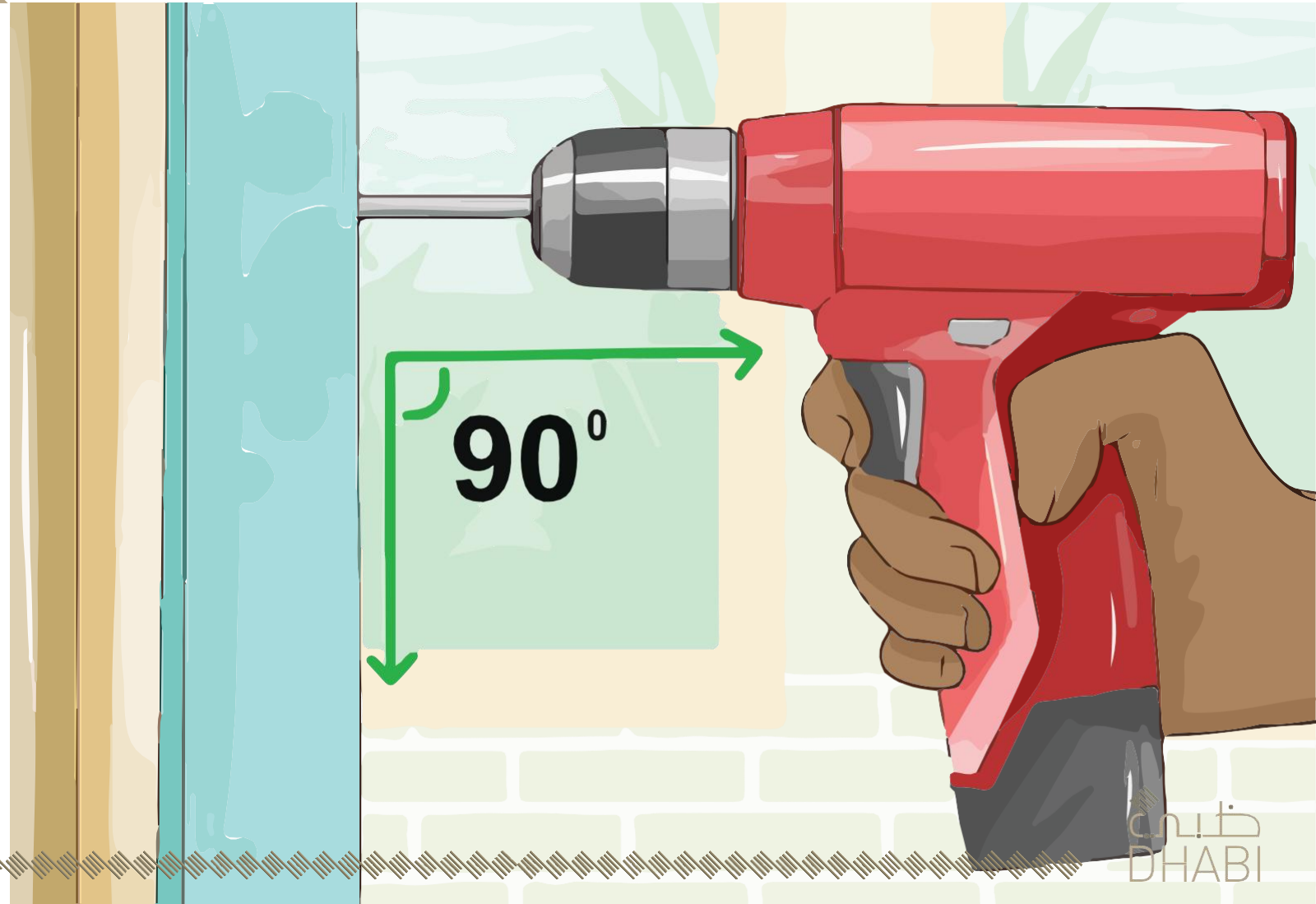


04 Drill straight into the drywall at a precise 90 degree angle

Hold the drill bit perpendicularly against the wall and keep a steady hand to ensure that the hole is as straight as possible. Once you have your pilot hole in place, you can use it to install any type of drywall anchor.

If you don't have an electric drill, you can also make a pilot hole using hammer and nail-set or nail. As another alternative, you can use a Phillips head screwdriver to make your hole. Press the tip of the screwdriver against the wall, then twist it back and forth to create your hole.

Not every type of wall anchor requires a pre-drilled pilot hole, but it's a helpful first step and can end up saving you time that you might otherwise spend struggling to get an anchor through stubborn drywall by hand.

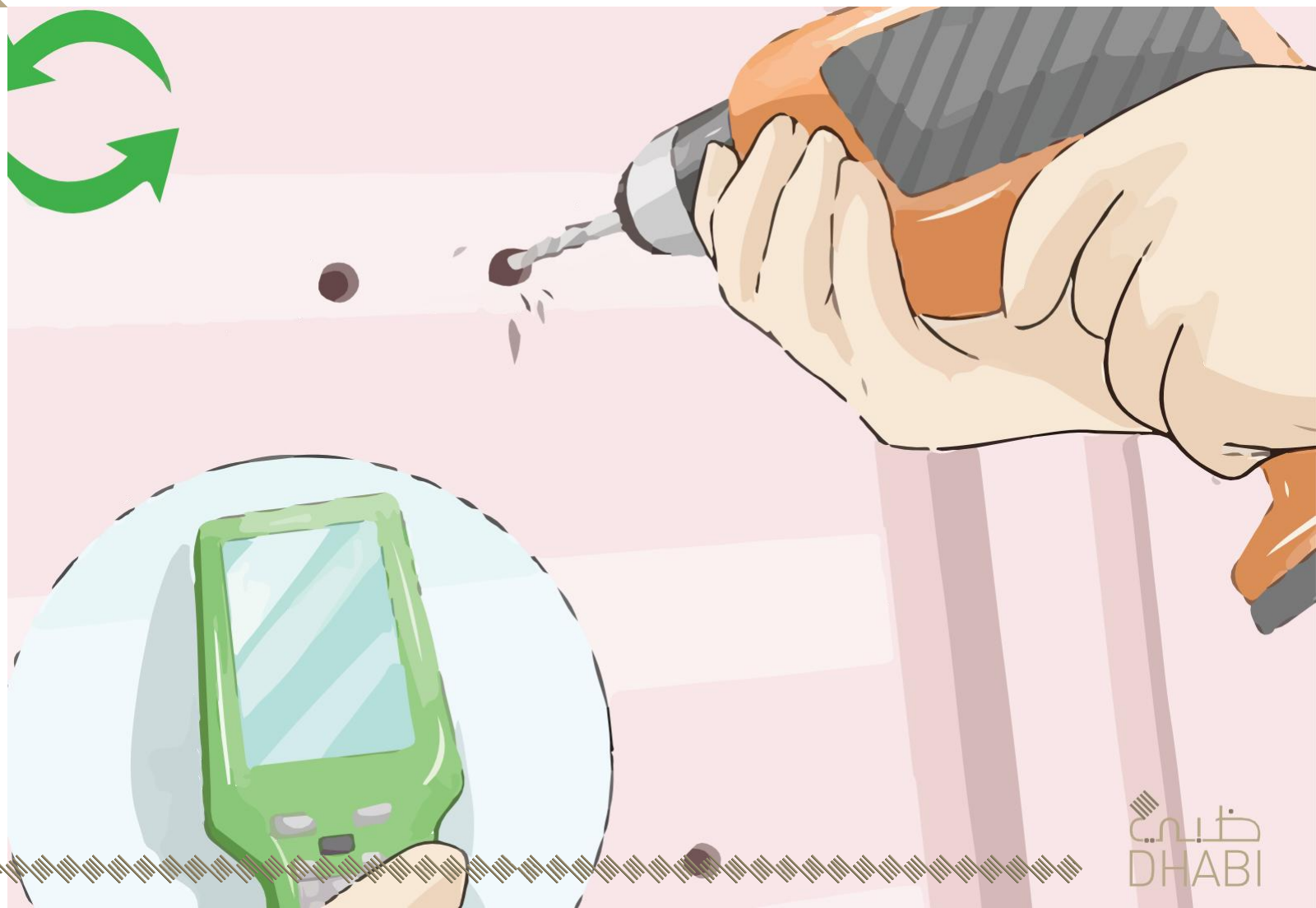


05 Repeat the process for each of your intended hanging sites

If you're mounting an item that requires more than one anchor, like a TV, coat rack, or floating shelf, you'll need to open a pilot hole for each anchor. Assuming you marked the site of each individual pilot hole earlier, this should only take a few extra seconds.

Take your time drilling to make sure the job gets done right. Your mounted item might not hang correctly if one or more of the holes have been drilled at odd angles.

When hanging very heavy items, such as TVs, make sure you screw into at least one wall stud.

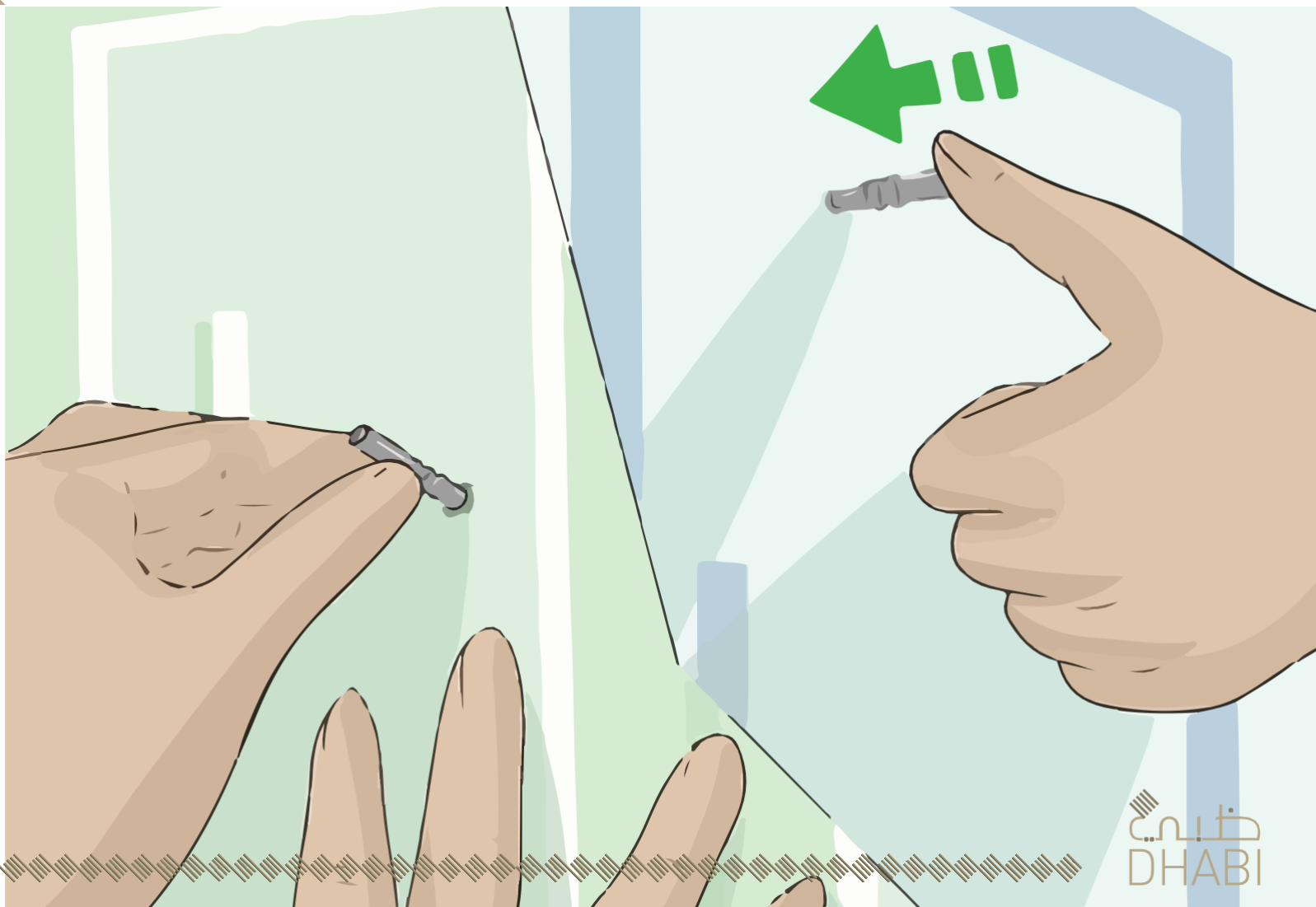


06 Fit plastic expansion anchors into the pilot hole by hand

Fit plastic expansion anchors into the pilot hole by hand. After drilling in the desired spot, simply slip the plastic shaft inside the hole and press firmly on it until it's seated. When you insert the included mounting screw, the tip of the anchor will flare out, keeping it from coming out of the drywall.

They're best used for hanging lightweight items, such as small framed paintings, paper towel racks, and anything under about 10 lbs.

It's important to keep in mind that expansion anchors are only as strong as the wall they're installed in. Since drywall is a soft material, there's a greater chance of the anchor coming loose and pulling free over time.

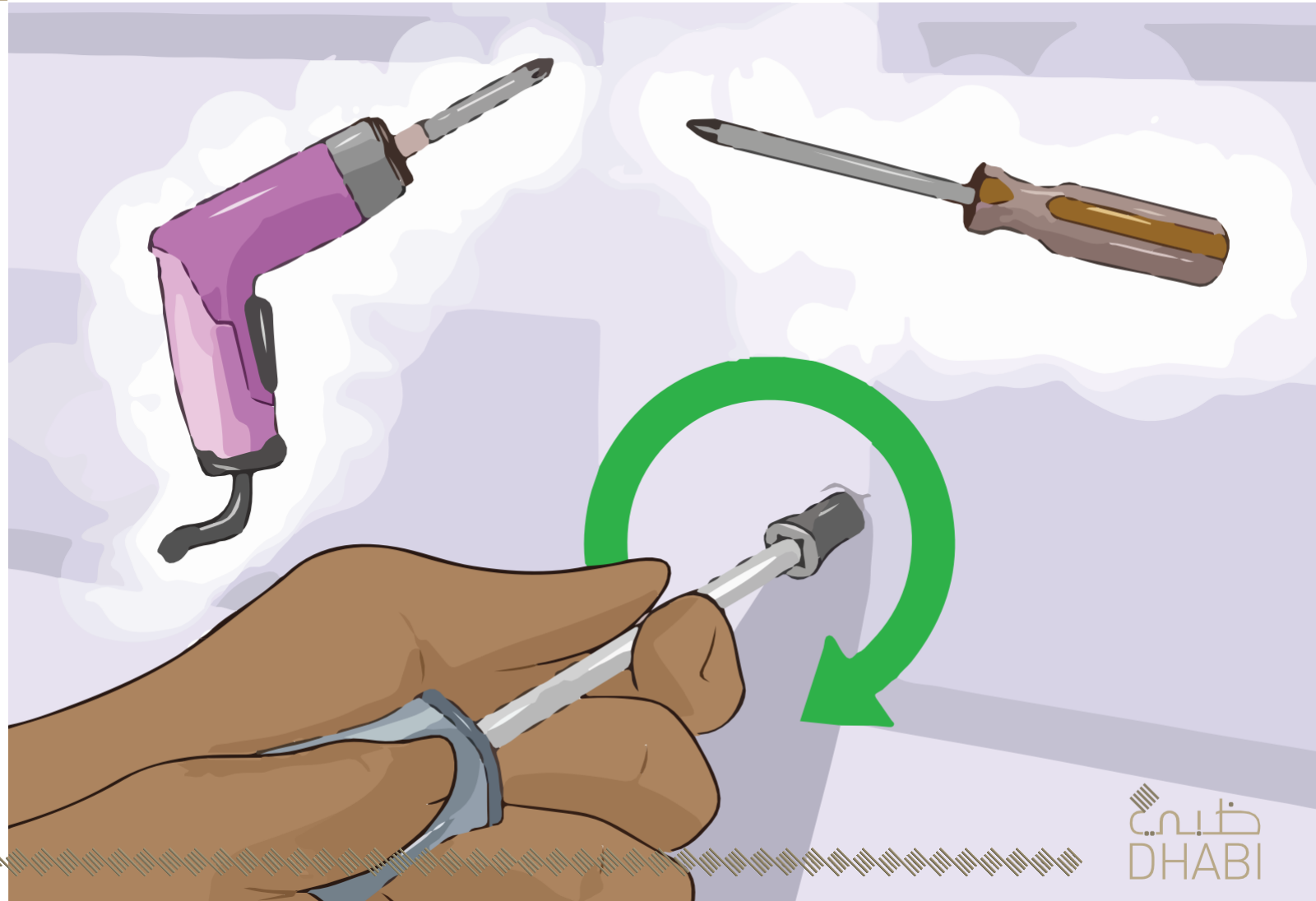


07

Use an electric drill or screwdriver to secure self-drilling anchors

Place the tip of the anchor into the pilot hole, then twist it clockwise to sink it deep into the drywall. As their name suggests, self-drilling anchors can also be screwed in with a handheld screwdriver if you don't happen to have an electric drill handy.

Self-drilling anchors offer slightly more support than basic expansion anchors. This makes them ideal for hanging items that weigh 10-25 lbs, like shadow boxes and curtain rods with heavy drapes.



6.2 APPENDIX 2

REFUSE COLOR CATEGORIES

COLOR CATEGORIES OF RECYCLEABLE WASTE

PAPER



GLASS & PLASTIC



GENERAL WASTE



6.3 APPENDIX 3

Pet Registration Form	
Apartment Number	
Tenant Name	
Pet Name	
Pet Type	
Pet Breed	
Age	

- 1. Please complete one registration form per pet.
- 2. Please attach a recent photograph.
- 3. Please attach proof of rabies vaccination and any other vaccinations required by law.

Terms & Conditions

- I have read ICT’s Pet Policy outlined in the Dhabi Handbook and agree to be bound by it.
- I understand that Property Management may request the permanent removal of an animal within 7 day’ notice if an animal in the Property Manager’s opinion endangers the health of neighboring occupants, causes disturbance to neighbors whether this be by noise, nuisance or unreasonable behavior.

Tenant Name :.....

Date :.....

Signature :.....





Contact Details

800 5566

realestate@ict.ae

Customer.Care@ICT.ae

www.ict.ae