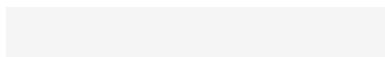
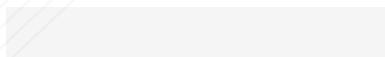
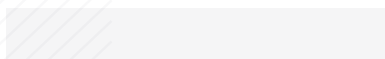




OWNER'S

HANDBOOK



Riviera



FARHAD AZIZI
CEO

WELCOME TO YOUR NEW HOME

Your property is now ready. We thank you for choosing an Azizi property as your home.

This manual contains all the information and guidance you require to navigate and settle into your new home and community.

Refer to this manual to complete all the necessary tasks you need to undertake to ensure a seamless and a smooth moving-in process.

Wishing you all the best!

Yours Sincerely

“**CONGRATULATIONS ON YOUR
NEW HOME & INVESTMENT**”



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INTRODUCTION TO AZIZI RIVIERA



Riviera is Azizi's flagship residential community located at the heart of Meydan in MBR city. Azizi Riviera is all about community living, evoking the classic Mediterranean Riviera lifestyle with a modern, contemporary outlook.

The development has (79) buildings spread across 4 phases, including studios, 1, 2, 3 bedroom apartments and retail outlets.

COMMUNITY AMENITIES

- A crystal lagoon perfect for swimming
- Community beaches
- A Mediterranean-style promenade
- Cafes & restaurants
- Pocket parks with BBQ areas
- Jogging & cycling tracks
- Fully-equipped gymnasiums
- Swimming pools
- Children's play areas
- Tennis & basketball

APARTMENT SPECIFICATIONS

- Porcelain kitchen countertops
- Elba kitchen appliances
- Kludi bathroom appliances
- RAK porcelain bathroom tiles
- RAK porcelain floor tiles
- Built-in wardrobes

INTRODUCTION



MEYDAN MBR CITY

Meydan is the visionary concept of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister, and Ruler of Dubai. Home to the world's richest and most prestigious horse race,

The Dubai World Cup, Meydan offers first-class hospitality, entertainment, and leisure, including the iconic Meydan Grandstand, an award-winning hotel, a golf course, a tennis academy, cycling, and running tracks and much more. Mohammed Bin Rashid City spans more than 54 million square feet and is set to become one of the largest and most significant lifestyle destinations in the heart of new Dubai.

GETTING STARTED



A. WATER AND ELECTRICITY

One of the first things you need to do when moving into a new apartment is register with Dubai Electricity & Water Authority. The Dubai Electricity and Water Authority (DEWA) is the sole provider of electricity, water and sewerage in Dubai. Head to any DEWA office (all locations listed on the website www.dewa.gov.ae) with your DEWA number (found on your apartment's front door frame) or register online. Please see below application process and list of required documents.

Move In (Activation of Supply)

Move In or Activation of Supply enables you to activate electricity and water supplies to your new premises, receive monthly bills and SMS notifications.

Registration:

Required for online requests. Not required for requests made through Customer Service Centers and Customer Care Center.

Estimated Delivery Duration:

Supply is activated within 24hrs of registration and payment of Security Deposit.

Online Procedure

Step 1: Online Application Submission

Fill in the online application form with required information. Attach required documents and submit the application. Mandatory required attachments are:

- Tenancy Agreement
- Passport with valid Visa page/Trade License. You will be required to pay a Security Deposit online using ePay.

Step 2: Service Delivery

Supply is activated within 24hrs of registration and payment of Security Deposit.

Offline Procedure

Step 1: Collect Application

Customer should collect application for DEWA Services.

Step 2: Submit Application

Submit the completed application form with required attachments. Mandatory required attachments are:

- Tenancy Agreement
- Passport with valid Visa page/Trade License

Step 3: Deposit Payment

Pay the security deposit at the payment counter and collect the security deposit receipt.

Final Bill Request (Move out)

This service helps all customers who require a final bill when moving out of their existing premises. After settlement of final bill, customers may request a refund of their security deposit.

Fees:

Final bill charges to be paid.

Registration:

Required for online requests. Not required for requests made through Customer Service Centers and Customer Care Center.

Estimated Delivery Duration:

Final bill is prepared within two working days from the date of disconnection.

Online Procedure

Step 1: Submit

Fill in the online application form with required information and submit the application. Upon successful submission, a reference number will be provided which can be used for tracking the status of the application. If you are registered with our Customer e-services Portal, you can apply for the final bill by logging in with your user ID.

Step 2: Notification

SMS notification will be sent when the final bill is ready.

Offline Procedure

Step 1: Notify DEWA

Notify DEWA two days in advance through email, fax or personal visit before vacating the premises and provide mandatory details i.e.

- Customer Account Number
- Date when premises will be vacated
- Contact Tel/Mobile Number
- Valid Id for the account holder

Step 2: Final Bill Settlement

Make payment of final bill in cash and collect the receipt or make a request for the adjustment of your final bill payment through the security deposit.

Step 3: Security Deposit Refund

Submit request for refund supported by the following:

Refund to Deposit Holder:

- (1) Original Security Deposit Receipt
- (2) Final Bill and Payment Receipt

Additional Requirements:

- (1) Valid ID of the Security Deposit Holder(B) Refund to Customer's Representative
- (2) Authorization Letter from deposit holder
- (3) Valid ID of the deposit holder and authorised person

Refund to companies:

(1) Authorization Letter from company duly stamped and signed

For refund of Credit Balance in Final Bill the last original payment receipt are required to support the credit balance. For more information, visit www.dewa.gov.ae

a. Telephone, TV and Internet Connections

Converged landline, broadband and TV services are offered by DU, providing the benefits of one single monthly bill and one customer care point. To subscribe for a connection, you may directly contact DU Customer Care on +9714 930 5555 / 800 155 or customer.care@du.ae

b. Elevator Usage

- To avoid damaging the elevators when you are moving large objects into your home, please use a service or padded elevator.
- A service lift is designated for moving in and transporting home equipment or furniture.
- In case you spot any damages to the elevators before you move in, notify the security or reception.
- In the event of an emergency, do not use elevators and do not move in.

c. Gas Connection

- For Gas supply, kindly contact
Al Fanar at hotline: 800-ALFGAS / 800-253427,
Tel:+971 4 5706041, Email: customercare@alfanargas.com.

Note: Under no circumstances are residents or any unqualified people to activate the gas supply inside any apartment.

HOME CONTENTS INSURANCE

For your own safety, we would like to inform you that this building is fully insured against any loss/damage that may arise in the event of fire, flood or any other unforeseen accidents/incidents. However, the building insurance shall not cover any of your personal belongings including; but not limited to furnishings, electrical appliances and any other valuables; such as jewellery, heirlooms etc.

In the event of any fire/flood that might damage your belongings, you will not be able to claim the loss from the building property insurance. Therefore, we encourage all the residents to have your own Home Insurance which will protect your personal contents and belongings.

DEFECT LIABILITY PERIOD



Azizi Developments provides a warranty for repairs on defective materials, fittings and fixtures for a period of 12 months from the completion of construction / project handover of the building.

This is limited to defects due to manufacturing or faulty workmanship.

Azizi's Handover Division will respond to warranty service requests during the "Defects Warranty Period" (DLP) in accordance with the terms of your sales agreement.

Defects/snags should be reported via email to: handover@azizidevelopments.com or using the call center toll free number 800AZIZI. Any defects/snags reported after the DLP period won't be attended by our team.

What is covered under the defect liability period:

- Electrical works
- Plumbing
- Cooling and distribution systems
- The detachment or displacement of exterior cladding walls and facades

What is not covered under the defect liability period:

- Normal wear and tear/ weathering of interior/ exterior finishes
- Any defects not reported via the call center/email within the applicable warranty time frame, as stipulated in the Handover Notice
- Minor damage resulting from defects that are under defect liability - the defects themselves are covered but not any resulting personal or property damage
- Paintwork, wallpapering or finishing of any drywall/ plaster repairs
- Plumbing blockages
- Damage caused by improper maintenance, misuse or modification
- Damage to plumbing fittings due to abrasive chemicals or careless use, including replacement of faucet washers
- Replacement of natural materials such as granite and marble, which can have cracks in their grain and color variations - these occur naturally and are not defects
- Damage by insects/ rodents or natural disasters.

RESPONSIBILITY GUIDELINES



HOME OWNER AND NEIGHBOURHOOD RESPONSIBILITY CHART

TYPE OF MAINTENANCE	RESPONSIBILITY OF HOMEOWNER / RESIDENT	RESPONSIBILITY OF THE COMMUNITY	HELPFUL TIPS
Damages during move in	You are responsible for any damage caused to the common areas while moving in/out (either directly or by the appointed moving company). Floor protection is your responsibility. Please keep all areas neat and clean after your use.	If not rectified, any damages you have caused to the common areas will be repaired by the community at your expense.	Ask your moving company to ensure adequate supervision during the move in/out process.
For your unit	After DLP maintenance of your unit, including balconies is your responsibility.	The community is responsible for the upkeep and maintenance of common areas and assets.	Sign a contract with a reputed general maintenance company to help your units' upkeep and repairs.
Water and Electricity	All utility connections within your unit and charges applicable to your unit are your responsibility.	Utility connections in common areas, such as gyms, pump rooms and swimming pools are maintained by the community through service charges.	Consider installing water-saving devices and energy-saving lighting mechanisms like LEDs to practice sustainable living.
Pest Control	You must take necessary measures for pest control within your units at your own expense.	The Community Manager carries out pest control in all common areas.	Engage in pest control service provider that is reputed and approved by Dubai Municipality to conduct pest control treatment regularly to help prevent any infestations in your unit.

TYPE OF MAINTENANCE	RESPONSIBILITY OF HOMEOWNER / RESIDENT	RESPONSIBILITY OF THE COMMUNITY	HELPFUL TIPS
Plumbing and Air conditioning	If you experience water tap leaks or air conditioning defects inside your unit, please arrange for service/repair through a third party provider.	Plumbing and air conditioning outside your unit and in common areas is the community's responsibility.	If you are planning a holiday, please switch off the main water line to your unit and consult your security or reception for assistance. It is recommended to service your A/C units twice a year.
Alterations	Any interior alterations to your unit may be carried out only with written consent from the Azizi Property Management Division. Any damages to common areas as a result of your alteration work will be charged to you. Please note that alteration to the unit is not allowed during Defect Liability Period.	Exterior painting and changing of the glass façade of the building is the community's responsibility.	Unauthorized alterations is a violation of the community rules and will result in you being given an NOV and/or a Violation Penalty. Additional strict penalties may be applied by the local authorities.
Window and Glass replacement	You are responsible for replacing any damaged window or glass doors in your property.	Damaged glass windows and doors in the common areas will be fixed by your Community Manager.	In case you notice any damages to your window fixtures or manufacturing defects in your unit or common areas before your move in, please notify your Community Manager.
Gas supply	You are responsible for maintenance and refilling the gas tank for your apartment.	The community is responsible for the maintenance of gas connections in the common areas.	It is recommended to have an annual check-up to ensure safety.

COMMUNITY RULES & REGULATIONS



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INTRODUCTION

Community rules are for the benefit of owners and residents and are designed to create an environment in which all owners and residents can maximize enjoyment of their homes and the various common areas and facilities. It is also the intent of these rules to create a serene, attractive and safe environment for the families, children, neighbours and guests of the Azizi community. Adherence to these rules will maintain, preserve, enhance, and protect the property values and assets of the community. Violation of any of the community rules will be uniformly enforced, with a Notice of Violation (NOV) and applicable Violation Penalty.

1. Definitions

Master Community Rules/Community Rules/Rules – means the Azizi community rules and master developer community rules as set out in this document and such further rules and regulations the Association may make from time to time pursuant to the declaration. The master developer is responsible for managing the assets and services of master communities covering aspects such as outside the building landscaping, roads, utilities networks and maintenance.

Azizi Community Declaration – means the governing documents of the community including this document with the schedules thereto as may be amended from time to time.

Master Developer/Developer – means either relevant development authority or Azizi Developments, a corporation duly incorporated and registered in Dubai, United Arab Emirates or any of its subsidiaries, nominees, assigns, successors or successors-in-title.

Owner – means the owner of a property/unit including an owner whose title registration is pending and including his heirs, successors-in-title and permitted successors and assigns.

Tenant – means a person or corporate body renting a property from the owner.

Resident / Occupier / Occupant – means any person occupying or visiting a unit owned by an Owner, including such Owner's, tenants, visitors, maids, agents, employees, guests, family members, clients, customers, patients or business associates.

Lot / Plot – means the extent of a plot of land on which an individual property is built.

Unit / Property / Home / Household – means a unit or units of the common property, such as any apartment, floor, part of a land, house (including villa), office or shop, etc., with or without dedicated parking space, located in a common property, and owned by an owner or by the developer.

Common Area – means all open areas, services, facilities, roads, pavements, water features, gardens, utility and administrative buildings or areas, installations, improvements and common assets in the Azizi community and/or in each common property, as more specifically determined in the master plan, which are intended for use by all owners and the developer and that do not form part of the title of any unit.

Common Property – means the entire building or any part thereof and/or the plot of land in the Azizi community, which is divided into common areas and Units allocated for freehold ownership, and in respect of which a separate Owner's Association is established.

Azizi Community – means the entire relevant Azizi community, which is to be divided into Azizi common properties and common areas in accordance with the master plan or any amendment thereof and includes any and all extensions of the Azizi community from time to time. For the avoidance of doubt, each common property includes units and common areas.

Community – means the residential community comprising individual residential dwellings plus common areas including roads, parks, playgrounds, paths and other facilities.

Community Manager – means the manager appointed to maintain and manage the common area of the community on behalf of the Owners Committee, in pursuant to a written agreement by the Master Developer as approved in advance by RERA as stated in Article 19 of Law No. 6 of 2019.

Management – means the Owner's Association, Committee, Community Manager and/or any of its assignees.

Owner's Association / Association – means the association of all the Owners in any jointly Owned Property in the Azizi community.

Board / Board of the Owner's Association – means the committee constituted in accordance with Law No. 6 of 2019 Jointly Owned Properties, Article 22.

Service Fees / Service Charges – means the annual share of owners to cover the Common Parts management, operation, maintenance for the program of maintenance management, Capital Reserve Fund (CRF), security, upkeep, renewal, repair and replacement of the roads, landscaped areas, boulevards facilities and all other areas constituting the Common Property of the Development, including without limiting the generality of the foregoing, the costs of water, electricity, equipment, and other expenses and the employment of contractors, employees, managers and workmen associated with these tasks plus the costs of administration.

Special Levy – means a one-time levy to cover a major expense that is not included in the annual budget or capital reserve fund. Special levies may apply to construction of new structure or facilities requested by the majority of owners and approved by the Owners Committee.

Master Community Levy – means the fees for the program of maintenance, management, security, upkeep, renewal, repair and replacement of the roads, landscaped areas, boulevards facilities and all other areas constituting the common property of the master community, including without limiting the generality of the foregoing, the costs of water, electricity, equipment, and other expenses and the employment of contractors, employees, managers and workmen associated with these tasks plus the costs of administration.

Capital Reserve Fund / Sinking Fund – means a separate annual fee for capital replacements, kept in reserve for any emergencies, Owners Committee (Board) are not authorize to re-align or re-allocate reserve fund to any improvements. usage of Reserve fund needs RERA approval as per Law No. 6 of 2019.

Notice of Violation – A Notice of Violation is a formal citation that informs a person that a community rule or a permit condition has been violated. The purpose of the Notice of Violation is to initiate corrective action that will stop the violations. A Notice of Violation may also result in Violation Penalties.

Violation Penalty – A Violation Penalty is the result of a Notice of Violation where corrective action has not taken place. Violation Penalties are often monetary fines, but may include reporting of the violation to the Local Authorities.

Architectural Guidelines – means and refers to those certain architectural standards, landscape standards and other general policies, procedures and criteria, which may be adapted by the Management.

Local Authority – Means the governing authorities of the Emirates of Dubai including but not limited to Police, Immigration, RTA, DEWA, Civil Defense, Municipality, RERA, and Land Department. In short; any government body that has jurisdiction over the Azizi community.

GENERAL RULES & REGULATIONS

Community rules are for the benefit of owners and residents and are designed to create an environment in which all owners and residents can maximize enjoyment of their homes and the various common areas and facilities. It is also the intent of these Rules to create a serene, attractive and safe environment for the families, children, neighbors, and guests of the Azizi Community. Adherence to these rules will maintain, preserve, enhance, and protect the property values and assets of the Community.

Violation of any of the Community Rules will be uniformly enforced, with a Notice of Violation (NOV) and applicable Violation Penalty. This is in line with Law No. 6 of 2019 Jointly owned property declaration.

2.1 Noise and Nuisance Activities

- 2.1.1 No nuisance, obnoxious or offensive activities shall be carried out on any part of the Azizi community.
- 2.1.2 Residents should not initiate, contribute to any action which makes noise that disturbs other residents.
- 2.1.3 All residents are expected to respond courteously to requests to reduce noise; and to act immediately if any approach is made by another resident; to reduce noise.
- 2.1.4 Excessive noise originating from the residents apartment; but can be heard outside of it should be avoided. The Community Manager and Security reserves the right to stop the noise including, but not limited to such action as switching off any electrical appliance generating the noise.
- 2.1.5 Nuisance includes but not limited to odors, smoke, vibrations and obstruction of views. Offensive noises include; but not limited to; noise caused by drilling, parties, pets, television, musical instruments, revving car engines and motorcycles.
- 2.1.6 Noise is considered to be too loud if it can be heard by an adjacent neighbour when inside their house with their windows and doors closed.
- 2.1.7 Construction Noise (such as drilling, hammering, scraping, etc) from alterations inside units is only permitted between the times of 10:00am till 5:00pm.
- 2.1.8 Noise from garden equipment is allowed between 10:00am to 5:00pm.
- 2.1.9 No work to be carried out during public holiday.
- 2.1.10 Works on Saturday are permitted (on a case by case basis) for low level noise, deliveries and minor maintenance only.

- 2.1.11 Any complaints of noise will be investigated and dealt with accordingly. We expect residents to respond in a polite and courteous manner to any points raised or escalation to the local police services will be actioned.

2.2 Privacy

- 2.2.1 No activities shall be carried out in any part of the Azizi community that may unreasonably interfere with a resident's right of privacy within that resident's residence.
- 2.2.2 Owners and residents are to avoid any attempt to look into a neighbouring lot or to look into the windows of neighboring structures.
- 2.2.3 Owners and residents bear the responsibility to take reasonable measures to protect their own privacy through the design of their window treatments and landscaping as long as it confirms to the community's Architectural Guidelines.
- 2.2.4 Drones and any other surveillance devices are not allowed within the Azizi community.
- 2.2.5 Security cameras can be installed only with the express permission of the Community Managers and Owner's Association.
- 2.2.6 Security cameras that focus on another person or resident's property are not permitted.

2.3 Abuse of Community Staff

- 2.3.1 Owners and residents are to treat all staff members of the community and structures therein in a cordial manner. Verbal and/or physical abuse will not be tolerated and will be treated as a serious violation of the Rules. Complaints regarding the mistreatment of employees and/or vendors should be presented in writing to the Community Manager.

2.4 Etiquette

- 2.4.1 Avoidance of any misconduct within an accommodation complex and/or residential precinct, which is an action or series of actions that breach generally, accepted standards of behavior in a residential community.
- 2.4.2 Behaviour that endangers the resident's life/wellbeing and/ or impacts negatively upon other residents will be reported to Local Authorities.
- 2.4.3 Verbal abuse against another resident, visitor/guest or staff member should be avoided at all times.

- 2.4.4 Residents of Azizi community are not allowed, at any circumstances, to threaten other residents, family members, guest or staff living within the community.

- 2.4.5 Discrimination or vilification based upon a person's race, culture/religion, gender, sexual identity or other personal attribute will not be tolerated and will be sanctioned.

2.5 Pets & Pet Management

- 2.5.1 Only domestic dogs, cats, birds, fish and reptiles may be kept as household pets, provided that they are not kept, bred or raised for commercial purposes, nor, as determined by the Owner's Association, kept in unreasonable quantities
- 2.5.2 Dogs that fall in the category of 'dangerous dogs' by the authorities will be reported to the local authorities and will always be adequately muzzled if permission granted to keep such a dog inside the community.
- 2.5.3 Owners must clear excrement / faeces left from their dogs, using appropriate dog scoops/bags and discard waste in refuse bins outside the complex.
- 2.5.4 Notice of Violation (NOV) will be issued against any owner/resident/ maid/houseboy allowing the dog to foul inside the community or common areas.
- 2.5.5 Any damages caused by pets will be cleaned/ repaired at the cost of the owners.
- 2.5.6 Pets must be housed and cared for in a humane manner and in accordance with best international practices on animal care and must comply with all applicable laws, rules and regulations.
- 2.5.7 Pet owners are responsible to keep noise levels to a minimum in relation to their dog barking.
- 2.5.8 All dogs shall be kept on a leash within the Azizi community when not within the boundary walls of an owner's property / lot.
- 2.5.9 All pets must wear locally Dubai Municipality approved identification tags at all times when outdoors.
- 2.5.10 Pets are not allowed in the recreational facilities, community amenities (Gym, swimming pool, play areas etc.) and lobbies.
- 2.5.11 Pet food of any kind should not be left on common areas, or near any structures, including front porches, decks and/or balconies.

2.5.12 Owners and residents may contact the Dubai Municipality for incidents which includes losing pets, abandoned pets, inhumane treatment of a pet, disturbance by neighbor's pet within the community and being attacked by a pet.

2.6 Hazardous Activities

2.6.1 Hunting, trapping and discharge of firearms and the use of toy guns and air guns ("bibi guns") which can inflict damage on persons or property are expressly prohibited within the Azizi community.

2.6.2 No open fire, like candles, incense, missiles and fireworks or anything that generates a continuous naked flame shall be permitted at all times inside or outside near the Azizi community.

2.6.3 The use of open fire BBQ's on balconies and terraces is strictly forbidden due to possible smoke and fire damage. Some electrical BBQ equipment is allowed.

2.6.4 Residents must protect all their electrical equipment by using approved surge protector power boards.

2.6.5 Alcohol possession without the Liquor permit is considered to be a violation and a resident caught doing this will be reported to the Local Authority. Consumption of alcohol within the Azizi community common areas is strictly prohibited. Drinking alcoholic drinks on the balcony is also considered as a violation.

2.6.6 Residents are not allowed to distribute / sell any harmful substances, participate in illegal activities or consume alcoholic beverages within the Azizi community.

2.6.7 Throwing of cigarette butts from the balcony is strictly prohibited.

2.7 Dumping & Trash Management

2.7.1 Dumping of ash, trash, garbage, sawdust, landfill, rocks, grass and landscape cuttings, solid waste materials is expressly prohibited within the community.

2.7.2 Owners and residents are responsible, at their cost, for the removal of all such material from the Azizi community, other than household waste and garden refuse packed in waste bags specific to this purpose and recovered by the waste removal contractors.

2.7.3 All garbage for pickup is to be placed inside trash containers and disposed of correctly inside the garbage chute. Not to be left in the garbage chute room.

2.7.4 No white goods (e.g. fridge, washing machines, etc.) or furniture (e.g. wardrobes, beds, mattresses, etc.) are to be dumped anywhere inside the Azizi community. These items are to be disposed of by professional companies at the owner's own cost.

2.7.5 Garden waste will only be collected by the garbage disposal contractor if placed in the appropriate waste bag.

2.7.6 Owners and residents must make separate arrangements, at their own cost, for the disposal of large and/or heavy items.

2.7.7 Owners and residents shall regularly remove all weeds, rubbish, debris, refuse containers, woodpiles, storage boxes, tools and unsightly objects or materials of any kind from their property and shall not allow such items to accumulate upon the lot.

2.7.8 All service yards, or service areas, clothes line areas, sanitary containers or stored materials on any portion of a lot shall be enclosed, fenced or screened appropriately (as approved by the Owner's Association) in such a manner that such yards, areas, containers and stored materials will not be visible from any neighboring property or street.

2.7.9 No incinerator shall be kept or maintained on any lot.

2.8 Littering and Vandalism

2.8.1 The act of littering, graffiti or vandalism is definitely prohibited within the Azizi community and the owner shall be held liable for the cost of cleaning, repair or replacement resulting from any such prohibited activity carried out by residents of his property. All incidents of serious vandalism will be reported to Dubai Police for their further action.

2.8.2 All owners are to note that the cost of replacement of the item or area that has been vandalized shall be directly charged to those individual(s) found to be causing the vandalism. In the event that the individual(s) causing the vandalism cannot be found, the costs to reinstate shall be included as a cost that will be recovered from the Annual Service Fees.

2.9 Use Restrictions

2.9.1 Unless otherwise stated, properties in the Azizi community are designated as residential units for the use of single-families. As such, only the owners and tenants and their direct family members, guests and domestic employees may occupy a residence within the community.

2.9.2 Companies may not accommodate bachelor employees in the community, if the premises are being shared with other bachelors.

- 2.9.3 No business or commercial activity to which the general public is invited shall be conducted within any unit designated as residential within the community without written consent from the Owner's Association.
- 2.9.4 All leases shall be accompanied by a signed undertaking by the tenant that all community rules shall be strictly adhered to by the tenant. However, in all cases, the landlord or owner shall be liable to the Owner's Association.
- 2.9.5 No short-term letting or letting to other than single families shall be permitted unless valid license from government authority has been provided. For the purposes of these Rules, short-term letting is defined as leases that are less than six (6) months in validity.
- 2.9.6 No partitioning of the unit for the purposes of letting out individual rooms will be permitted.
- 2.9.7 The owner is responsible for ensuring that all occupants comply with all the requirements of these rules.
- 2.9.8 No owner or resident shall engage in any activity upon the property that is in violation of any law, ordinance, statute, rule or regulation of Dubai or of United Arab Emirates.
- 2.9.9 Owners shall strictly adhere to the terms of easements and restrictions benefiting or burdening the lot or unit.
- 2.9.10 Owners shall carry property insurance for the full replacement cost of all insurable improvements and contents in his Lot or Unit. In the event of damage to or destruction of structure on or comprising his Lot or Unit, the owner shall promptly proceed to repair or to reconstruct in a manner consistent with the original construction or such other plans as are approved by the developer or Owner's Association. Owners shall pay all costs which are not covered by insurance proceeds.

2.10 Household Staff

- 2.10.1 Household staff, including (but not limited to) housemaids, drivers, cooks, and gardeners should hold a valid residence visa issued by the Dubai Immigration Department.
- 2.10.2 Owners and tenants are fully responsible if they are found accommodating household staff not directly sponsored by them. Owners and tenants are liable for criminal prosecution by the appropriate authorities as per the dictates of the law.

2.11 No Smoking

- 2.11.1 An owner must not smoke any tobacco products in the building common areas whatsoever. For the avoidance of doubt, this includes all internal and external building common areas including but not limited to the common indoor areas including hallways, stairwells, lobbies, laundry rooms, pool, inside pool, gym, corridors, steam & sauna rooms, lifts, stairwells, rooftops, back of house areas, car parks, and other work areas of the building used by the tenants or by the maintenance and building personnel.
- 2.11.2 An owner must not smoke any tobacco products within 15 feet / 5 meters from the entrances to the building and no ashtrays are permitted in any building common areas or within 15 feet / 5 meters from the entrances to the building.
- 2.11.3 "No smoking" signs or the international symbol for "no smoking" should be appropriately displayed in the building common areas where consider appropriate by the building association manager. The absence of any "no smoking sign" is not an excuse to allow owners, occupiers or Invitees to smoke any kind of tobacco products in the building common areas.
- 2.11.4 Smoking is allowed in the internal areas of the residence only and not on any balcony area as this may cause a nuisance to other owners and occupiers.
- 2.11.5 An owner must dispose of cigarette butts and any other smoking residue in rubbish receptacles and must not, under any circumstances, depose of any cigarette butts and any other smoking residue on the building common areas or in a manner that gives rise to a risk of fire.
- 2.11.6 Throwing of any tobacco related products (cigarettes, cigars, tobacco, cigarette butts, matches, etc.) lit or unlit is not allowed from any part of the building. There will be penalties applied to any owner, occupier or Invitee who violates this rule and such action may be reported to the relevant authority.
- 2.11.7 The building Owner's Association shall be permitted to change the smoking policy for the building from time to time in response to changes in the applicable law or market practices.
- 2.11.8 Owners are responsible for all violations of this rule and there will be penalties imposed on any owner, occupier or Invitee who violates this rule and such violation may be reported to the relevant authority.

USE OF FACILITIES & ACCESS REGULATIONS

3.1 Communal & Recreational Areas (Shared Facilities)

- 3.1.1 The common areas and facilities are for the exclusive use of owners and residents, their direct family members and guests. Owners and residents shall limit the number of guests using the facilities to ensure access for other residents is maintained at all times. The Community Manager reserves the right to assess whether the number of guests accompanying the resident is indeed reasonable or not.
- 3.1.2 All people using the Azizi community shared facilities and equipment do so at their own risk and must adhere to the Rules and regulations posted in various locations throughout the interior and exterior of the facilities. Specifically, pedestrians shall have right of way on footpaths surrounding ornamental lakes. Joggers, cyclists, roller-blades or persons using any other recreational means shall give way to pedestrians on the footpath.
- 3.1.3 Failure to comply with the Rules may result in the owner or resident being prohibited from using the facilities. Severe violations of the regulations may result in the owner or resident being permanently prohibited from using the facilities.
- 3.1.4 All children below the age of fourteen (14) years old must be supervised at all times by a parent or guardian aged eighteen (18) years or older.
- 3.1.5 Pets are strictly prohibited within sports areas and in parks. Pets must be kept on a lead in other common areas.
- 3.1.6 Ball and similar games are forbidden inside communal areas to prevent damage to parked cars and pool users being disturbed.
- 3.1.7 Owners and residents wishing to hold private functions in any park/podium in the community must obtain prior permission of the Community Manager and Owner's Association and shall also limit the number of guests to no more than eight (8) persons, in order to ensure that access for other residents is maintained, unless prior permission for a larger number has been obtained from the Community Manager. The Owner's Association may require the payment of a deposit and the resident will be responsible for any damage or cleaning costs arising from the function.
- 3.1.8 Any damage to property or amenities in the common areas will be chargeable to the individual responsible for causing the damage or, if they are a minor, their parent or legal guardian or the owner of the property in which they are a Resident or guest. Any serious damages that may result in subsequent death or injury of users will be promptly reported to the local law enforcement body.

- 3.1.9 The service plant, filtration, telephone rooms and all such other utilities contained within the Azizi community and buildings are strictly out of bounds to unauthorized persons.
- 3.1.10 Treat all furniture, furnishings and property belonging in the common areas with consideration and care and pay for the replacement and/or repair costs in case of damages.
- 3.1.11 Pay the cost of the attendance of the Dubai Fire Department, acting reasonably, forms the view that the resident or their visitor/guest activated the fire alarm by their inappropriate act or omission (whether willful or negligent).

3.2 Gym Facilities Rules

- 3.2.1 Appropriate sportswear, including shoes must be worn at all times. Bathing suits, street shoes, bare feet and flip flops are not permitted in the gym.
- 3.2.2 Gym can be used only by the residents living in the community. Owners who rented out their units has transferred rights to use the gym to their tenants.
- 3.2.3 Residents are allowed to bring one (1) guest during off-peak hours which are from 9.00 a.m. to 5.00 p.m. every day, and the guest should always be accompanied by the resident.
- 3.2.4 Being a residential gym, personal trainers are not permitted at any given time.
- 3.2.5 Limit yourself to 30 minutes on all cardiovascular machines, 20 minutes during peak times.
- 3.2.6 Users must be aged 18+ to use the cardiovascular machines. Nobody under the age of 14 is permitted in the gym.
- 3.2.7 Exclusive use of the gymnasium equipment are not permitted.
- 3.2.8 For health and safety reasons, no kickboxing, MMA or boxing will be permitted.
- 3.2.9 No equipment shall be moved or shifted from their designated position.
- 3.2.10 Users must bring their own towel with them and a separate towel to clean/wipe the used facilities.
- 3.2.11 Strictly no food and drinks are allowed except water.

- 3.2.12 No pets are allowed in the gymnasium.
- 3.2.13 Smoking is strictly prohibited.
- 3.2.14 Sound equipment such as radio, compact disk and MP3 players are not permitted except with the use of headphones.
- 3.2.15 Follow verbal and written health and safety instructions at all times. The Management will not be responsible for any injury caused to residents using the gymnasium and the use of the equipment is at the sole risk of the residents.
- 3.2.16 The Management will not be responsible for any loss of items. All lost and found items will be handed over to the security.
- 3.2.17 In the event of any comments or unpleasant condition regarding the facility, please notify the reception/security or community@vcmuuae.ae
- 3.2.18 Gym timings should be taken into consideration at all times:

Peak Hours

Morning - 7:00 a.m. to 9:00 a.m.

Evening - 6:00 p.m. to 9:00 p.m.

(Operation hours may change and assigning Ladies timing depends on site requirements).

Location: Ground floor

3.3 Swimming Pools

- 3.3.1 All rules and regulations posted at the pools by the Owner's Association and/ or the Community Manager must be adhered to.
- 3.3.2 Lifeguard and security instructions regarding pool safety must be carefully followed at all times.
- 3.3.3 Pets and animals are strictly not allowed within the premises.
- 3.3.4 Appropriate swim attire is required while using the pool.
- 3.3.5 Children under the age of fourteen (14) years must be supervised by an adult 18 yrs old above.
- 3.3.6 Take shower before entering the pool.

- 3.3.7 Wearing a swimming caps for long hair is recommended.
- 3.3.8 Food and alcoholic beverages are prohibited within the pool premises.
- 3.3.9 Running, diving, acrobatic acts, pushing, jumping and shouting or any other game that may disturb or cause danger to others is prohibited.
- 3.3.10 No private swimming classes are allowed to be conducted.
- 3.3.11 Taking photos or videos using cameras, mobile phone etc. that focus on another person in the pool areas is strictly prohibited.
- 3.3.12 Keep the Community Manager fully indemnified and held harmless against loss of life or injury, any loss of profit or business or revenue, consequential loss, claims, demands, damages suffered, costs and expenses whatsoever suffered.
- 3.3.13 Any comments or unpleasant condition of equipment or facility must be brought to the notice of the management.

Operation timing:

10:00 am to 10:00 pm (subject to change)

VEHICLE & PARKING RULES & REGULATIONS

All owners and residents are required to adhere to the following rules regarding street traffic and parking. Any violation of the parking policies listed below may result in the immediate towing of the vehicle at the vehicle owner's expense and a temporary block on parking access cards for repeat offenders.

4.1 Access Control

- 4.1.1 Only bonafide owners, residents and their families, domestic employees and guests are allowed into the community. Delivery personnel and taxi and school bus drivers are also allowed into the community for the express purpose of delivering to or dropping off or picking up residents.
- 4.1.2 Service providers, building contractors and handymen are permitted to enter into the community; only with approved entry permits and documents issued by the Community Manager.

4.2 Parking

- 4.2.1 Residents and their guests must use their parking/carport (garages) as the primary location for parking their vehicles. Parking/carport shall not be used for storage of any goods and/or materials therein, nor use any portion of the parking/carport for a workshop or other use if such storage or use would prevent the homeowner from parking the required number of vehicles that the parking/carport was intended.
- 4.2.2 If necessary, vehicles may be temporarily parked for a maximum of four (4) hours on the curb side of the street but shall not block access to neighbor's residence. Violators will be cited, fined, clamped, or have their vehicles towed away at the vehicle owner's expense.
- 4.2.3 Parking on the pavements or gardens or any lawn area is strictly prohibited. Violating vehicles will be towed away at the vehicle owner's expense.
- 4.2.4 No overnight parking of any unauthorized motor vehicle - as defined by Dubai Police as fit for use on the public roads - shall be allowed on any street within the Azizi community.
- 4.2.5 Oversized vehicles may not be parked on a street with the exception of delivery and removal vehicles while performing services for residents. An oversized vehicle is deemed to be any vehicle that does not fit into a residential unit's carport or driveway.
- 4.2.6 No dune buggy, water craft, water craft trailer, truck, recreational vehicle, mobile home, motor home, van or camper shell which is detached from a vehicle shall be parked within any private street or alley or anywhere else within the Azizi community common areas.

- 4.2.7 No motor vehicle or trailer of any type shall be constructed, reconstructed or repaired in the Azizi community.
- 4.2.8 Owners and residents are responsible to see that their guests and families and employees obey these parking rules.
- 4.2.9 Vehicles are not to be parked in a handicapped parking space without authorized RTA handicapped sticker or similar authorization.
- 4.2.10 Vehicles are not to be parked in a manner which interferes with any entrance to or exit from either the community or any residence therein.
- 4.2.11 Street parking spaces and any unassigned parking spaces are not reserved by any particular unit.
- 4.2.12 No dismantled or wrecked vehicle or equipment shall be parked, stored or deposited within the community.
- 4.2.13 No trailer, truck, boat or recreational vehicle shall be used as a living area within the community.
- 4.2.14 Violations to parking rules will be reported to the local authorities.
- 4.2.15 All vehicles used by the residents should be properly maintained. Any fluids or substances leaking from the vehicle will damage the property. All repair cost will be bore by the owner of the vehicle.

4.3 Road Usage and Road Safety

- 4.3.1 The maximum speed limit on the community streets is 40 kilometers per hour on main roads and 25 kilometers per hour on neighbourhood roads. However, in all instances, the posted speed limit signs will apply.
- 4.3.2 No motorized vehicle of any kind may be operated in any manner which is dangerous, noisy or which creates a nuisance. Any violation of the speed limit or driving considered to be dangerous by the Management shall be deemed to be a serious violation of the rules and shall be dealt with accordingly.
- 4.3.3 The operation of dirt bikes, trail bikes, sand buggies, off-road vehicles, and non - licensed motorized vehicles is not permitted anywhere in the Azizi community.
- 4.3.4 Vehicles that drip fluids or that damage the streets are to be removed or repaired. The owner will be responsible for the cleanup and/or repair or the reimbursement to the Owner's Association for the cleanup and/or repair.

4.3.5 Car stickers and/or access cards provided at the time of handover of property may only be used by owners and their tenants.

4.3.6 Pedestrians always have the right-of-way on walkways and footpaths.

4.3.7 No parts of the streets, walkways and footpaths shall be used for the storage of personal items or material.

4.4 Commercial Vehicles

4.4.1 Commercial vehicles may not be visibly parked or stored within the Azizi community except temporarily for a maximum of four (4) hours while providing a delivery or service to the Management or to a resident.

4.5 Emergency or Temporary Maintenance and Construction Vehicles

4.5.1 The provisions of these rules shall not prevent any reasonable emergency vehicle repairs or operation of any emergency vehicle, ambulance, etc., within the Azizi community.

4.5.2 The provisions of these rules shall also not prevent the reasonable operation or temporary use of construction trailers, vans, or other trucks, machinery/equipment, construction shelters or facilities maintained during and used exclusively in connection with the construction of any improvement approved in writing by the Management.

4.5.3 Major repairs shall not be conducted to any vehicle of any kind in car ports or in common areas except for emergency repairs to the extent necessary to enable the vehicle to be moved to a proper repair facility.

4.5.4 Changing vehicle oil or other automotive fluid is prohibited in the common areas.

MAINTENANCE & AESTHETICS

5.1 Landscaping & Outdoor Areas

5.1.1 It is the duty of each owner, at his/her sole expense, to keep all landscaping and maintenance in such a manner as to enhance its appearance. This responsibility applies until the date upon which the owner sells the property and such sale is registered and title deed transferred to the new owner.

5.1.2 Community Manager at their sole discretion shall determine an acceptable condition of maintenance.

5.1.3 Major landscape improvements should not be permitted without prior consent from the Community Manager. Failure to obtain prior consent could result in removal, at the owner's or resident's cost, of the unapproved improvements. Improvements shall be deemed to include irrigation systems, sheds, pergolas, swimming pools, shade structures, fences, gates etc., whether temporary or permanent.

5.1.4 Residents are not permitted to remove any trees that would be detrimental to the overall appearance of the property from either the front or rear garden, irrespective of whether the owners, resident or the Owner's Association was responsible for the original planting. Permission to remove such plantings must have the express agreement of the Owner's Association.

5.1.5 Dewatering of private swimming pools into the sewer network is strictly prohibited and will be enforced by Notice of Violation and severe penalties, including those determined by Dubai Municipality.

5.2 Pest Control

5.2.1 Each unit should be routinely controlled for pests prior to the occupancy of the property by the resident. This shall include the regular cleaning of any water feature (fountain, pond, etc.) to ensure that mosquito or other pestilence does not breed in the water feature.

5.2.2 Owners and residents will be responsible, at their own expense, for any further pest control required within the boundaries (both internal and external) of their own property. Owners and residents are, however, asked to inform the Community Manager of any pests other than ants, non-poisonous spiders, bees and wasps found on their property.

5.2.3 The Owner's Association will be responsible, on an on-going basis, for pest control of all the common areas of the community.

HOME APPEARANCE

6.1 Windows

- 6.1.1 Windows are not to be covered by paper, paint, tinfoil, sheets, or similar items.
- 6.1.2 Window screens must be maintained in good condition. Damaged screens are to be repaired or replaced by the resident.
- 6.1.3 The installation of safety screening at the windows or balconies must be of a translucent material and requires the approval of the Owner's Association prior to installation.

6.2 Exterior Attachments

- 6.2.1 No Installation of any antennas/satellite dish(s) on top of the buildings balconies and/or the façade (the façade being all the external part of the building). Authorization will not be granted, as other ways of receiving television signals (e.g. via internet, coaxial cable, digital box) are available that do not need an external antenna.
- 6.2.2 Nothing may be attached to the exterior of the building or car port (where relevant) without the approval of the Owner's Association. Such items may include awnings, pergolas, shade cloth, shade or protective sheeting, etc. Permission will only be granted for material of the same wooden material or paint shade as the exterior of the property.
- 6.2.3 Owners are not allowed to make any alteration or changes to the façade, balconies, tiles, railings, windows, lattices, blinds, lights, etc. The shape and color of awnings must not be changed from the original shapes and colors as established by the community. The water proofing in and around your plot unit must not be affected by modifications.
- 6.2.4 No signs, including banners and flags are to be placed on balconies, doors, roofs and windows.

6.3 Laundry

- 6.3.1 Hanging of laundry outside on clotheslines, balconies, or other apparatus visible to other residents from the street or the ground level of a neighboring Lot or the external common area is not permitted.
- 6.3.2 It is prohibited to hang clothes or laundry on the balcony railings, the balcony (inside or outside). It is preferable to use the inside of your units and balconies out of sight. This rule is in line with the directives from Dubai Municipality to protect the overall look and value the buildings for all investors.

6.4 Holiday/Celebration Decorative Lighting

- 6.4.1 Temporary holiday or festival lighting is permitted in individual households during Eid and other festive and national holidays.
- 6.4.2 Flashing decorative lights or lighting that creates glare visible from outside the property is not permitted. White color string lights are preferred. Clarification on the appropriateness of decorative lighting will be determined by the Community Manager.
- 6.4.3 Permitted decorative lighting for holidays and celebrations may be installed and illuminated ten (10) days before the holiday or celebration and must be removed not later than ten (10) days after the holiday or celebration.
- 6.4.4 Lighting decorations causing complaints from neighboring residents must be turned off or removed upon request.
- 6.4.5 No private parties/ get-togethers are allowed in common areas without the explicit prior approval of the Community Manager.

6.5 Signage

- 6.5.1 No 'For Sale', 'Lease' or 'Rent' signs are to be placed on the doors, balconies/windows of the units or placed inside the common areas.
- 6.5.2 Commercial signage installed by contractors such as landscaping, pool and civil contractors while working on an individual property may be displayed for the duration of the civil works and must be removed once the work is completed, the entire period not to exceed four (4) weeks. The design of the signage must meet the specifications stated above.
- 6.5.3 No sign or advertising device of any character may be erected, maintained or displayed upon any portion of the common areas or in common areas in front of private property unless and until the same has been approved by the Owner's Association and should be of standard approved size and of professional quality.
- 6.5.4 Any sign that does not adhere to the above standards will be removed from the site and destroyed at the resident's or owner's expense in addition to the issuance of Notice of Violation.

6.6 Patios, Balconies and Common Areas

- 6.6.1 Balconies and patios may not be used for storage of any storage units, boxes, garbage, gym equipment's; unused furniture, cabinets, cartons, automobile parts, recyclable materials, storage and/or recycling containers, woodpiles, clotheslines, clothes drying racks, barbecue grills and/or other equipment, bicycles, or any children's tricycles, wagons, strollers, skateboards, scooters, slides and playhouses so as to be visible to other residents from the street or the ground level of a neighboring lot.
- 6.6.2 Rugs, drapes, towels or other articles shall not be draped or hung on balcony railings, patio walls, from windows, or from clothes lines which are visible from the street or pool areas.
- 6.6.3 No items on the balcony may extend higher than the balcony wall, including personal items, except the following: patio tables and chairs, umbrellas, wind chimes and bird feeders. All of these must be kept in good condition and be aesthetically agreeable. Any resulting damage to the exterior of the residence or other properties caused by the installation of hooks or attachments for the purpose of hanging decorative items or that fall from aforementioned balconies will be the sole responsibility of the owner of the unit.
- 6.6.4 The storage of any combustible items such as gas cylinders; paint cans; charcoal lighter or other flammable items on the patios, balconies, common areas or hot water heater closets is strictly prohibited.
- 6.6.5 No pots or other items shall be placed on top of any wall or railing and each owner/resident shall take reasonable steps to capture water from potted plants placed on a balcony.
- 6.6.6 No owner or resident shall make any improvements to a balcony, entry or patio or similar area unless and until the plans are approved in advance by the Owner's Association. This is to protect the waterproofing and drainage systems of the building.
- 6.6.7 No items shall be kept/stored/hanged at all the time in the building common area including but not limited to building common corridors, fire exit staircases, parking bays etc.

6.7 Home Improvements

- 6.7.1 The Owner's Association controls and regulates the construction of alterations or improvements within the Azizi community. Accordingly, no owner or resident shall build, construct, erect or install any Improvements on his unit without complying with the Architectural Guidelines set forth in the rules.
- 6.7.2 Except for the purposes of proper maintenance and repair, and except as otherwise permitted, no resident shall build, construct, erect, install or undertake any alteration or improvement without first submitting appropriate plans and specifications to the Management and obtaining the approval of the Owner's Association.
- 6.7.3 Any approval for home improvement should have the No-Objection-Certificate (NOC) or approval documents displayed prominently at the site during the period of the construction or alteration work and kept on file to validate for future owners of the property that the alteration was approved by the Owner's Association.

NOTICE OF VIOLATION (NOV)

The purpose of NOV is to enforce the Community Rules and ensure that all homeowners and residents comply with the standards of the community and to initiate corrective action to prevent future violation. In the case of Violation Penalty, the homeowner is liable to pay even if the tenant is responsible and only cash payments are accepted.

A NOV is a formal written notice issued by the community or an authorized representative, to a homeowner/resident, when a violation of the Community Rules is identified at the property. At the first instance of a violation, a First Notice is issued. If the violation is repeated or not rectified, a Final Notice along with a Violation Penalty will be issued.

HOME ALTERATIONS

While home improvement is permitted, you just need to make sure your alterations adhere to the guidelines relevant to your community.

Architectural Guidelines

These guidelines regulate all major alterations undertaken within your property. As part of the Community Rules, you must comply with these Architectural Guidelines in order to make any changes to your unit. Contact Verve Community Management (VCM) at community@vcmae.ae for the Architectural Guidelines relevant to your community.

THINGS TO REMEMBER

- Before any alteration work can be undertaken, please ensure that you get all necessary NOC's from Community Management (VCM) and relevant Government Authorities.
- Only contractors with prior authorization will be allowed into the community.
- Owners and tenants must adhere to the timings set out inside this document or face a block from their workers entering site and completing works. The noise disturbing other residents will not be tolerated and must be kept to a minimum, during specific times.

COMMUNITY VIOLATION PENALTY CHART



GENERAL VIOLATIONS	REMEDIAL PERIOD	VIOLATION PENALTY (AED)
Activities creating noise and nuisance	Immediate	500
Inadequate pet management	Immediate	500
Dumping and poor trash management	3 days	500
Non adherence to Balcony Etiquette	Immediate	500
Hazardous activities	Immediate	1,000
Vandalism	Immediate	
Short term letting/ staff accommodation/commercial activities	7 days	1,000
Illegal household staff	Immediate	1,000
Violation of terms regarding access control	Immediate	1,000
Abuse of community staff	Immediate	1,500
DAMAGE/MISUSE OF COMMUNITY FACILITY OR COMMON AREA		
Damage/Misuse of other common areas	Immediate	500
Damage/Misuse of plants, filtration, telephone rooms/structures	Immediate	500
Damage/Misuse of recreation areas (eg: parks and playgrounds)	Immediate	500
Damage/Misuse of sports areas	Immediate	500
Damage/Misuse of swimming pools	Immediate	500

Note: Community Violation Penalty Chart is subject to change without prior notice

VIOLATION OF PARKING AND TRAFFIC RULES	REMEDIAL PERIOD	VIOLATION PENALTY (AED)
Violation of parking rules	Immediate	500
Violation of terms regarding road usage and road safety	Immediate	500
Violation of terms regarding use of commercial vehicle	Immediate	500
		Violations will be reported to local authorities
POOR HOME MAINTENANCE/APPEARANCE		
Improper home maintenance//alterations	15 days	1,000
Poor maintenance of garden and landscape	15 days	1,000
Unauthorized exterior attachments/alterations	15 days	1,000
Inadequate pest control	3 days	500
Misuse of patios and balconies	3 days	500
Violation of terms against signage usage	3 days	500

Note: Community Violation Penalty Chart is subject to change without prior notice

COMMUNITY SERVICE FEES

The community service fees are charged to each homeowner as his/her share of the annual Community Service Fees budget that is estimated to be required for the maintenance and operation of the common property and assets of the community including replacement of common assets when necessary.

Please pay your service fees by choosing from the following easy options:

1. Cheque

- Deposit the cheque directly into your community bank account mentioned on the front of your Community Service Fees Invoice.

2. Demand Draft

3. Cash

- Deposit cash directly to the community bank account mentioned on the front of your Community Service Fees Invoice

4. Swift and Telegraphic Transfer

- Transfer into your community bank account mentioned on the front of your Community Service Fees Invoice.

For more information, please contact Verve Community Management (VCM) at community@vcmae.ae

1. ACCOUNT NUMBER FOR SERVICE FEES

Contact the Community Management for further guidance.

* IMPORTANT NOTES:

1. Payment for each installment is to be made on or before the installment due date stated in the Sales Agreement.
2. For all payments made by cheque or bank transfer, please mention the Property/Unit and Customer Reference Number.
3. Email a copy of your transfer advice/cheque advice with your contact details to community@vcmae.ae with the above reference.
4. Make your cheque(s) payable to the bank account name mentioned on your CSF Invoice, and enclose the payment slip.

For more details:

Email: community@vcmae.ae

DIRECTION

FOR JOINTLY OWNED PROPERTY DECLARATIONS (JPOD)



AZIZI DEVELOPMENTS, OWNER'S ASSOCIATIONS AND THE JOPD LAW

Law No. 6 of 2019, concerning Ownership of Jointly Owned Property in Dubai (the Strata Law"), introduced the concept of "strata" ownership to Dubai.

Azizi Developments is following the law and guidelines set by the Dubai Real Estate Regulatory Authority. Azizi Developments have detailed the following information in relation to law for your perusal and understanding. Azizi Community Management and Customer Care teams have employed the talents of specialist companies to ensure our adherence to the local laws and commitment to you, the investor is first and foremost.

What is Jointly Owned Property Law?

The JOP law has been tried and tested in numerous countries including Australia, which has one of the oldest and most advanced strata management regimes in the world, having been developed since 1961.

About the Law

The Strata Law's core principles are the division of property into privately owned units and jointly owned common area, which are managed by an Owners Association. This is similar to other strata law around the world such as those in Australia and Europe.

Carefully considered and drafted locally the UAE Strata laws create a transparent structure for the management of the common areas and facilities and the administration generally of subdivided buildings or developments. This is primarily achieved through the use of an incorporated Owners Association to represent the owner's collective interest.

The actual regulation and implementation of the Strata Law were issued as "Directions" rather than "Regulations".

Due to this uncertainty, many developers remain involved with managing their developments and still hold DEWA and district cooling accounts in their name.

The JOP law effectively introduces a democratic and regulatory environment with three main objectives:

1. Real Estate Titling Regime - Division between units, common property and shared facilities.
2. Consumer Protection - Greater transparency through mandatory disclosure for potential real estate purchasers before a substantial financial commitment is made.
3. Management Control - In extreme cases, the transfer of management rights of common areas and shared facilities from the developer to the Owners Association.

The official document can be requested at any time by contacting community@vcmauae.ae



FREQUENTLY ASKED QUESTIONS

The frequently asked questions and corresponding answers is a useful tool in clarifying any doubts concerning snags, handover, payments and other related information pertaining to your property.

When would my snags get completed and how would I know that my unit is ready for handover?

The snags in your unit will be completed prior to the handover date. Once the snags are rectified and the unit is ready for beneficial occupancy, Azizi's Property Handover Department will send you a Handover Notification Letter stating that your home is ready to be handed over to you.

Do I get a visit to see my home before taking the handover?

No. As per our company's policy and according to the Agreement of Sale, only one visit to the property is allowed.

i.e. during the Customer's Home Orientation process which is prior to the handover stage.

When do I make the final payment?

You can settle the final installment payment as per the date advised in the Handover Notification Letter. Please refer to the Finance Department fact sheet for more information on this.

When can I obtain the handover of my home?

You can obtain handover of your property on the revised handover date as advised in our Notice of Completion Letter. However, we advise and encourage our customers to take handover only after completion of snags in their individual homes.

Only those customers, whose apartments are certified after completion of snags by the Property Management Division Team, will receive a Handover Notification Letter from the Property Handover Department.

After my unit handover, what is the process for move in to the unit?

Move in form and other relevant forms are included in the handover box and it is also available at the building reception.

My property is mortgaged; please advise the handover process in this scenario?

If your property is mortgaged, please ensure that you liaise with your mortgage company to pay Azizi in advance. This will enable you to collect your keys on the handover date or when you receive the Handover Notification from our Property Handover Department.

You are advised to send a copy of the Handover Notification Letter to your mortgage company, in order for them to release the final installment payment. Kindly note it is the owner's responsibility to forward a copy of the Handover Notification letter to the mortgage company, and to ensure that payments are made by the due date. Azizi is not liable for any delays that may occur due to non-payment or late payment.

What is the process to obtain the handover and what are the required documents?

Handover process will be explained by H.O. Executive and H.O. Executive will be in touch with client until he takes the possession of his apartment. You can contact the team on 04-3596673.

Who should I contact to report the snags which are noticed after I take possession of my home?

To report any snags which are identified after you take possession, you can contact our H.O. maintenance team on 04-5184655 or email at handover@azizidevelopments.com. Our team will systematically forward all such requests to Projects Team, and you will receive a service request tracking number for your future reference.

What is housing Fee?

Housing fees is included in DEWA bills as per the instruction of Dubai Municipality. For any queries, clarifications and complaints please call Dubai Municipality Housing Fees Toll free number 800900.

How will my utilities (Electricity and Water) get connected?

Dubai Electricity and Water Authority (DEWA) is the utility provider for Electricity and Water connection in your home. In order to get your home connected with the above utilities, you will have to approach the DEWA prior to the handover of your home.

This procedure is mandatory in order to transfer the DEWA consumer account to your name. Please refer to the DEWA Fact sheet in this pack or contact directly. DEWA Account Processes www.dewa.gov.ae +971-4-601-9999 customercare@dewa.gov.ae

From which date will I pay for the consumption of water and electricity?

Azizi will settle the water and electricity consumption in your apartment up until the official handover date of the property. Once the account is transferred in your name, consumption charges will be your responsibility.

How do I get my TV, Telephone and internet connections?

Your home is pre-wired for high speed Internet, TV and Telephone connections with the service provider du. Contact du on +971 4 390 5555, in order to avail these facilities.

Can I request to make an alteration to my home now?

Please note all alteration requests must be made officially and can only be made after taking the possession of your home. Only vetted and approved suppliers of Azizi Developments will be allowed to action alterations, to protect the many services inside your unit.

Note: That any major alterations might not be approved by the local authorities Nakheel, Trakhees and Dubai Municipality. Any alterations in the first year will affect your Defect Liability Period (DLP).

Do I need Azizi's approval for alteration?

Yes, Azizi's consent and No Objection Certificate (NOC) is required for any alteration to property. Otherwise your chosen contractor will be stopped from entering the community by security. You will need to obtain the permissions from the local authorities in Nakheel, Trakhees and Dubai Municipality for different types of alterations before approaching Azizi.

Will my apartment building have a security system?

To ensure continual security of your home, Azizi has installed proximity access systems at parking. At the time of handover you will receive a pre-programmed access card to access the parking area.

IMPORTANT NUMBERS



Toll Free

800 AZIZI (29494)
Customer Service: 04-3085666 / 04-3085669
Handover: 800 AZIZI (option 3)

Contact for Leasing

Phone: +971 4 526 5010
Email: leasing@whitedoorestate.com

Emergency Numbers

Police (24 Hours Toll Free): 999 or 8004888
Fire: 997
Ambulance: 998
Water & Electricity Authority: 991
DU network: 155 or 800 155
For Gas supply, kindly contact Al Fanar, hotline: 800-ALFGAS / 800-253427,
Telephone:+971 4 5706041, Email: customercare@alfanargas.com.

Building Security & Concierge: Available at the reception desk



