

community buzz

DECEMBER 2022

DUBAI HILLS
ESTATE

EMAAR

what's inside



Community updates

Sweet smelling lobbies
New bicycle stands
Swipe your way to the park
Floors painted



Resident's tips & tricks

Rule Refresher
Balcony Etiquette
Ouch! The mosquito bites
Update your details
Service fee quick guide
Hot water savings
When on an e-scooter...
Turn on Vacation Mode
Get a Home Health Check
We heard you
We are live on social media
From the Resident's Desk



Rewind

Dandiya & Garba Night
Festival of Lights
Halloween
National Day



Competitions & challenges

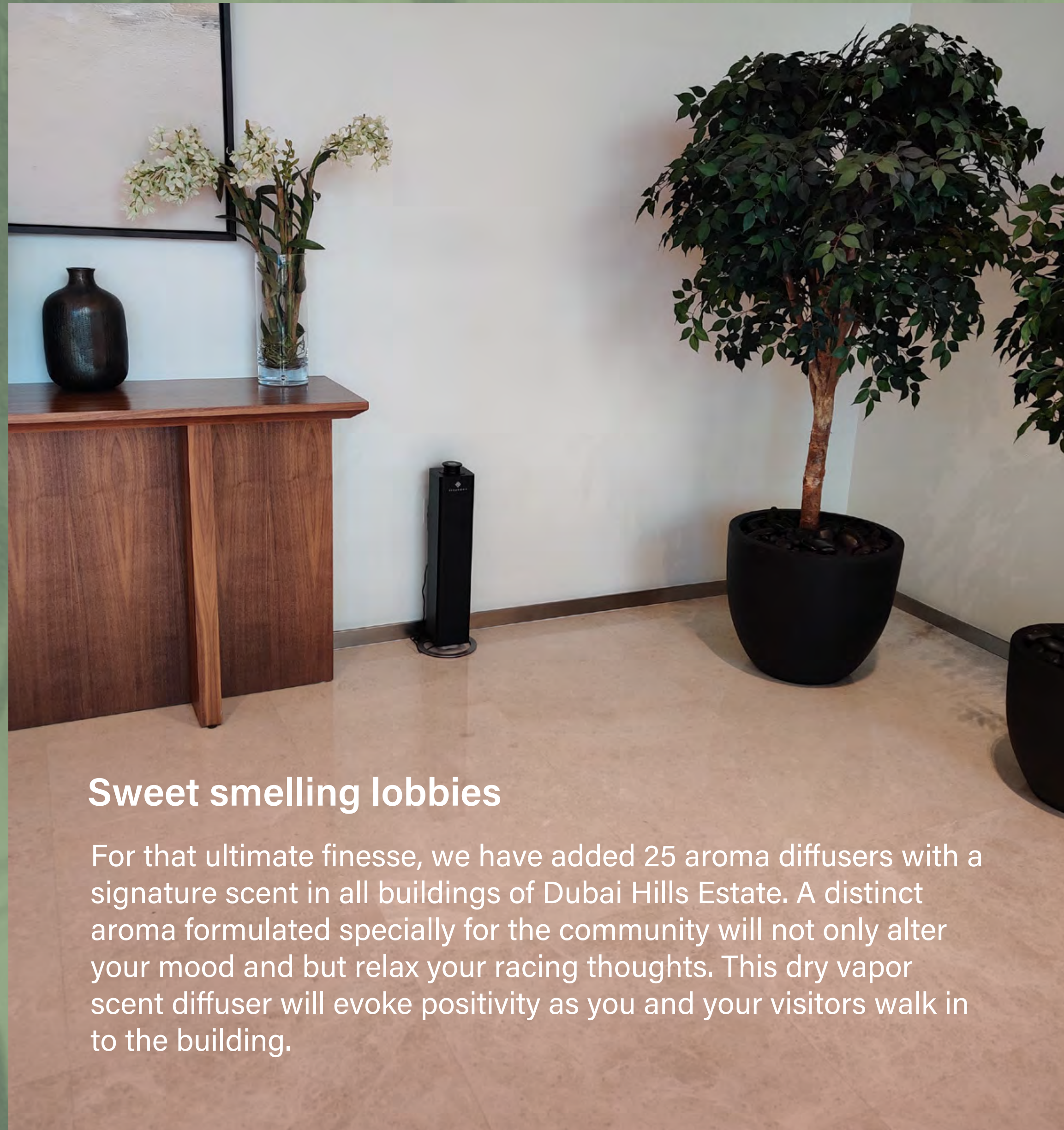
Winners
Crossword



Recipe corner - Holiday Special



In & around



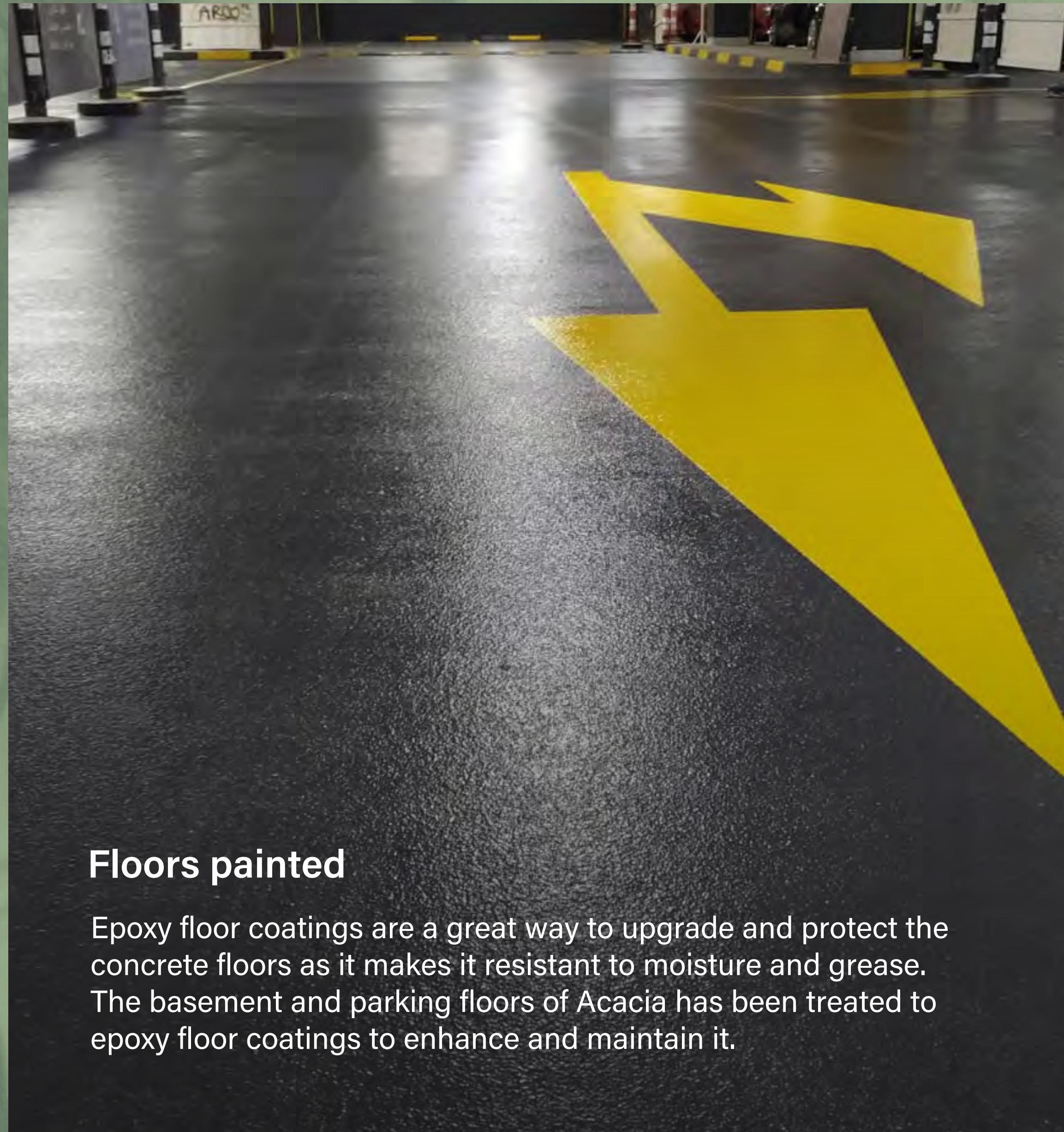
Sweet smelling lobbies

For that ultimate finesse, we have added 25 aroma diffusers with a signature scent in all buildings of Dubai Hills Estate. A distinct aroma formulated specially for the community will not only alter your mood and but relax your racing thoughts. This dry vapor scent diffuser will evoke positivity as you and your visitors walk in to the building.

New bicycle stands

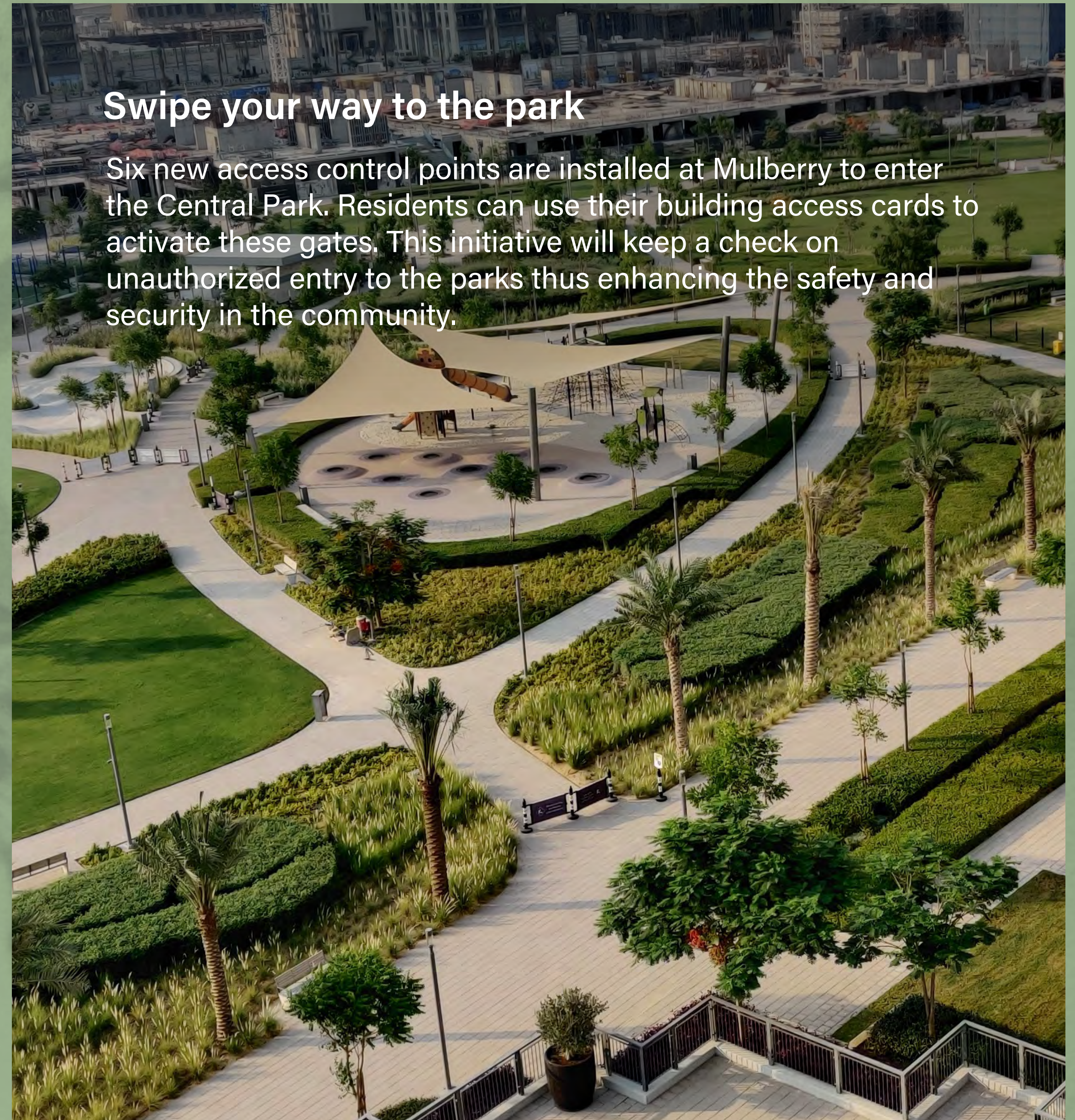
Leaving your bicycles around in the community is unsightly and risky as well. There are 40 new bicycle parking stands in Acacia's basement and ground floor. Keep your bicycles safe in these designated spots.





Floors painted

Epoxy floor coatings are a great way to upgrade and protect the concrete floors as it makes it resistant to moisture and grease. The basement and parking floors of Acacia has been treated to epoxy floor coatings to enhance and maintain it.



Swipe your way to the park

Six new access control points are installed at Mulberry to enter the Central Park. Residents can use their building access cards to activate these gates. This initiative will keep a check on unauthorized entry to the parks thus enhancing the safety and security in the community.

Rule Refresher

The festive season is here and this quarter, we bring you nine top tips on what it takes to be a good neighbour.



Be respectful of your neighbours when you throw a party. Follow the noise ordinance and keep it a minimum.



Follow proper waste disposal practices. Everyone wants a clean vicinity.



Be mindful when using common amenities. Move on once you are done.



Be a responsible pet parent by keeping them on a leash when visiting common areas. Most importantly, clean up after them.



Do not tailgate other vehicles and carry your vehicle access cards with you.



Mosquito season is here. Empty out uncovered food, water, water features, bird feeders, toys, and buckets. Clean out the outdoor floor mats.



Do not overspeed inside your community. Be mindful of senior citizens, children, and strollers.



Avoid parking in front of others' parking spots.



Do not store furniture, strollers, or belongings at your carports. It's unsightly and can be an obstruction in an emergency.

Balcony Etiquette

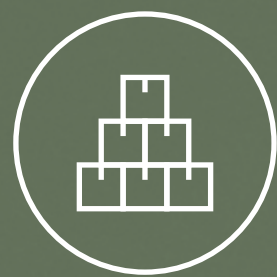
Your balcony is an extension of your living space and deserves every bit of TLC you give your apartment. Here is a quick reminder to help you and your neighbours ensure a safe and peaceful experience during this season of the great outdoors.



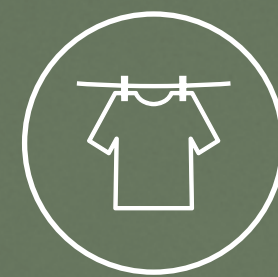
Cigarette butts must not be thrown from windows or balconies. This poses a major risk of injury and is a fire hazard.



Garbage must go down your building chute, not the balcony. Be mindful of passerbys and your surroundings.



Your balcony is not a storage space. This is an eye sore to the community and over exposure of sunlight can damage your personal belongings.



DO NOT hang laundry on the railings or walls of your balcony. This affects the aesthetics of your building.



Satellite dishes cannot be installed in balconies. It is against the law and heavy fines from Dubai Municipality will apply.



DO NOT barbecue or smoke sheesha in your balcony. This is a fire hazard.



In case of non-compliance with the Community Rules, offenders will be issued with a Notice of Violation followed by a penalty and local authorities may be involved in the matter.

Nature Of Violation	Remedial Period	Violation Penalty (In AED)
Misuse of patios and balconies	3 days	500
Unauthorized exterior attachments	15 days	1000

Ouch! The mosquito bites

Just like our city, there is a surge in the biodiversity and population of mosquitos in Dubai. Mosquitoes can breed anywhere and with the fall in temperature, they are going to be out and around joining in the festivities. The common areas are periodically fogged to fight these biting pests, but the problem needs to be eradicated from the source, and most often it's from your home.

Watch out for



Dirty containers & dishes with uncovered food and water. Mosquitoes and rodents feed and breed on this.



Any potted plant drain tray should be emptied of water residue as mosquitoes can also breed in that.



Treat and cover any water feature you have inside your property.



Discard any items holding water like trash containers, toys, buckets and potted plant drain trays.



Replace your pets' water and food every couple of hours.



Regularly clean outdoor floor mats and bird feeders



Update your details

Have new family members living with you? Or changed your mobile number?

Avoid missing out on important news, events or campaigns by keeping your information updated.



Log in to your community portal or Emaar One mobile app and click PROFILE. Use EDIT to revise details. You will receive an OTP for changes on mobile number and email addresses.



Upload new Tenancy Contracts or Emirates ID card by logging in to the community portal. Select RENEWAL from the menu to add new documents.



Ensure mobile numbers and email addresses are the ones you regularly use.



Access cards are linked to Tenancy Contracts. Close to expiry, three email reminders for renewal are sent to avoid card deactivation.



For uploaded documents, limit files names to alphanumeric characters and ensure size is below 2 MB to avoid errors. Preferred formats are pdf, jpeg or png and Google Chrome is the recommended browser.



Feel free to reach us at 800 EMAAR (36227) and our team is happy to help.



Service fee quick guide

The community service fee is a homeowner's annual contribution towards expenses that maintain the amenities, landscaping and security of the community.



Why must I pay?

Service fee defaulters impact the ongoing maintenance of the community, administration, common area insurance, management, audit, and expenses required to run the community's common areas.



How can I pay?

- Your community portal, dubaihillsestate.ae
 - Emaar One mobile app
 - Community service fee kiosks at your community centre*
 - Set up Auto Pay on your portal
 - Cash, card (including Amex), and cheque payments**
 - Bank transfer
- *as applicable
**Available at Customer Happiness Centre, Building 2, Emaar Square



Things to remember

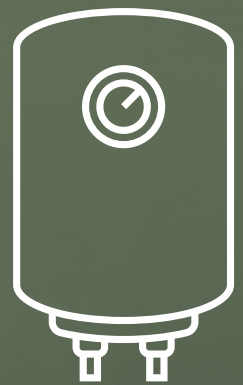
- Auto Pay must be renewed at the start of every year. It is valid only for a particular year's invoicing period.
- In case of concerns over fees charges on the Mollak system (Noqodi), please pay on the portal or Emaar One mobile app.
- Payment reminders for outstanding fees are sent four days before the due date, one week and two weeks after the due date.
- Defaulters may attract an eventual case at the Rental Dispute Centre. This could slow down processes for Ejari and NOCs for sale of property.



In case of further queries, reach us on 800 EMAAR (36227) or write to us at servicefees@ecm.ae

Hot water savings

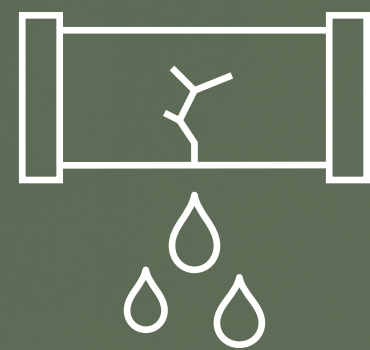
With the onset of cooler months, the water heaters at homes across the community will be working overtime. But here are our two cents on bringing down those extra digits in your DEWA bills.



Switch off the heater when not in use and at night. This will reduce your utility bills.



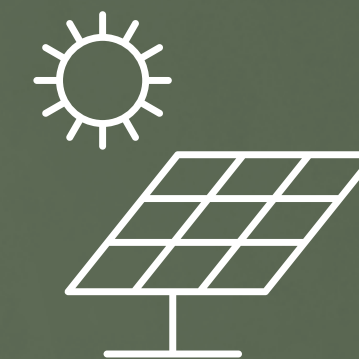
It takes only 20 mins to warm water for one shower. Switch off heaters after use.



Look out for leaks and dampness in your bathroom and shower areas. This is a classic sign of faulty water heaters. Not only can they spike your bill but is also a hazard.



Be religious about yearly maintenance. A well-maintained water heater does not use much energy.



Getting a new water heater? Opt for a solar or electric heater with a top rating of 5 or 4 stars and approved by the Emirates Authority for Standardization & Metrology (ESMA).



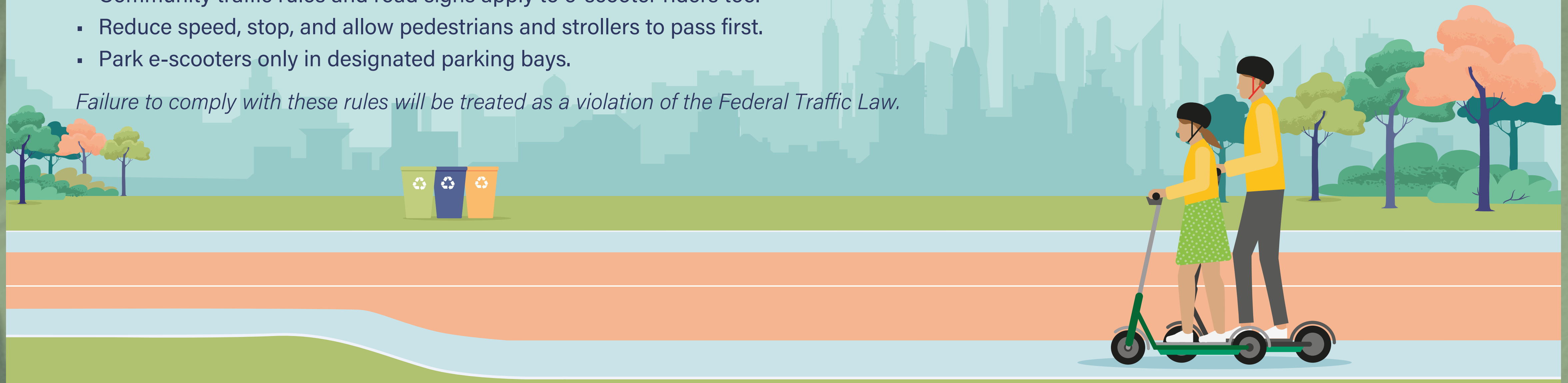
When on an e-scooter...

With the rise in popularity of e-scooters in town, so have the related mishaps.

They may be the easiest mode to zoom around in, but here are a few golden rules to follow when using them in your community premises.

- Riders must be 16 years or above.
- Users must wear protective helmets, knee bumpers, and reflective clothing.
- One cannot exceed 20km/hr on an e-scooter and avoid internal roads during peak hours.
- Riders must not carry anything that impacts their balance during the ride.
- Ferrying other people around is not permitted.
- Community traffic rules and road signs apply to e-scooter riders too.
- Reduce speed, stop, and allow pedestrians and strollers to pass first.
- Park e-scooters only in designated parking bays.

Failure to comply with these rules will be treated as a violation of the Federal Traffic Law.





Turn on Vacation Mode

Travelling for the holidays? Log in on Emaar One (available on Play store and App store) and turn on vacation mode. This will alert our security force to keep an eye on your home when you are away.

Remember

UNPLUG

your electrical appliances to avoid power surges or fires.

LOCK UP

your valuables, doors, and windows.

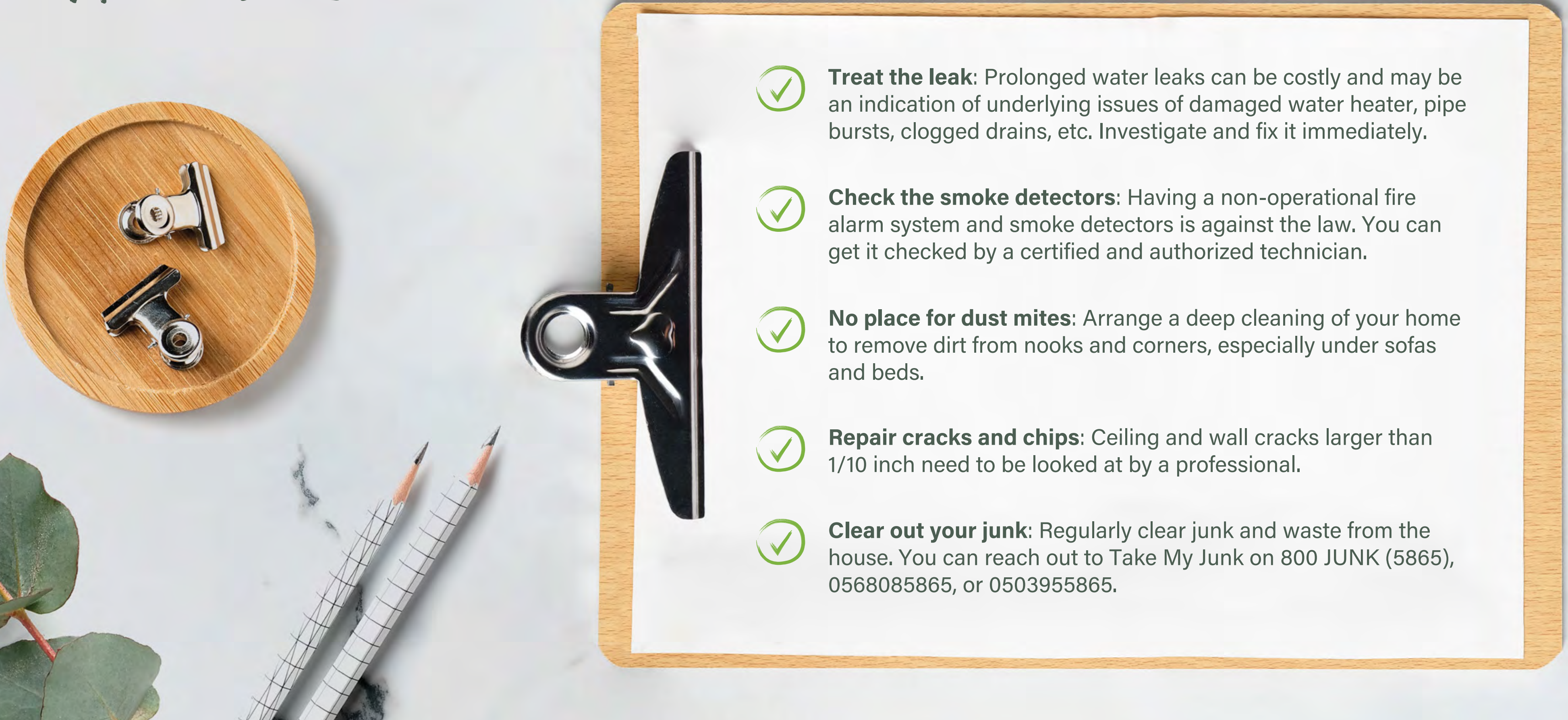
HAND OVER

keys to someone you trust for an occasional check.

Download the Dubai Police app or visit www.dubaipolice.gov.ae and fill in the Home Security Application to register your unit. Patrol cars will keep an eye on their home, when they are patrolling the neighbourhood.

Get a Home Health Check

Your home is your happy place. Keeping it sustainable, clean, and comfortable can prevent major damages and save you money in the long run. Bookmark this checklist to enhance the quality of your home.

- 
- ✔ **Treat the leak:** Prolonged water leaks can be costly and may be an indication of underlying issues of damaged water heater, pipe bursts, clogged drains, etc. Investigate and fix it immediately.
 - ✔ **Check the smoke detectors:** Having a non-operational fire alarm system and smoke detectors is against the law. You can get it checked by a certified and authorized technician.
 - ✔ **No place for dust mites:** Arrange a deep cleaning of your home to remove dirt from nooks and corners, especially under sofas and beds.
 - ✔ **Repair cracks and chips:** Ceiling and wall cracks larger than 1/10 inch need to be looked at by a professional.
 - ✔ **Clear out your junk:** Regularly clear junk and waste from the house. You can reach out to Take My Junk on 800 JUNK (5865), 0568085865, or 0503955865.

Rewind

Dandiya & Garba Night



Rewind

Festival of Lights



Rewind

Halloween



Rewind

National Day



Rewind

Festive Market





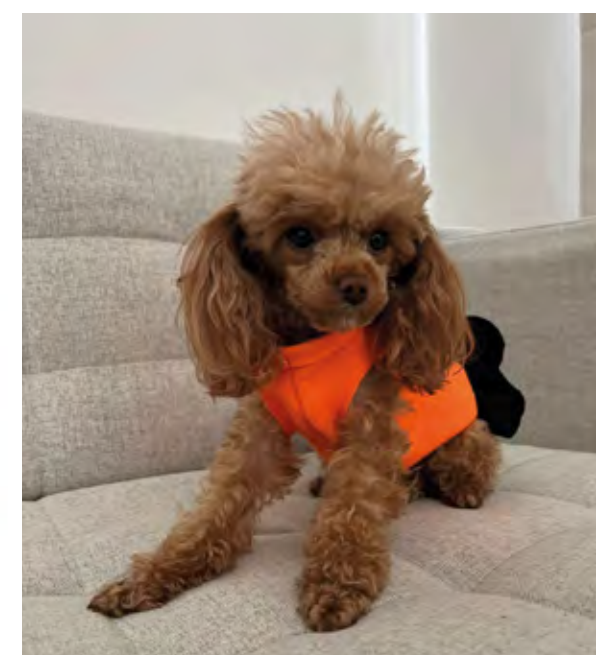
Oh, Christmas tree!

We'd love to see who's got the best-looking Christmas tree in the community this year. Send us pictures of your lit and decorated tree with your family to events@ecm.ae. Don't forget to mention your full name, community and contact details before 26 December 2022.

May the best tree emerge victorious!

MY SPOOK TACULAR PET

Congratulations to all the furry babies that dressed up for the Halloween competition. Presenting the winners of My Spooktacular Pet who got themselves a grooming session each from Pet Corner Dubai.



BabeDog
Dubai Hills Estate



Perksik
Reem



Harley
Dubai Hills Estate



RECIPE CORNER

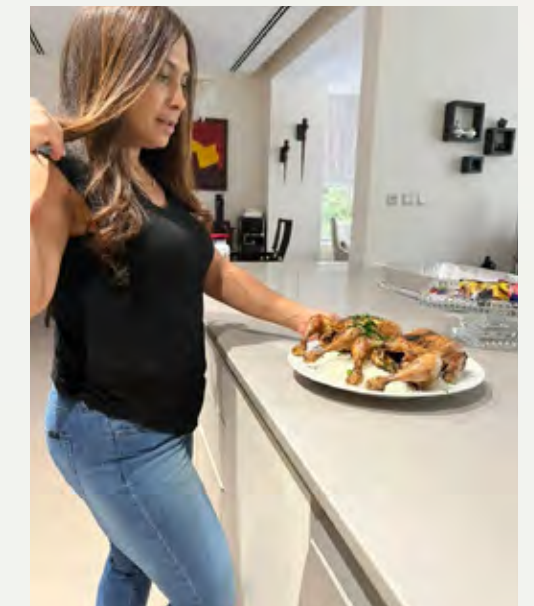
Celebrations are incomplete without food and banter. Some recipes have a special place in our lives because of the memories around it. This festive season, our resident, Faika from Dubai Hills Estate shares a dish close to her heart and family.



Rosemary Chicken Roast

What you will need

- Full chicken 600-700 gms
- Black pepper 1 tsp
- Rosemary 4 tbsp
- Paprika Half a tsp
- Lemon juice (as per taste)
- Olive oil
- Soya sauce 5 tbsp
- Water



- Preheat the oven to 180C. Prep the chicken with black pepper, rosemary, and paprika inside out.
- Mix soya sauce in a cup of water and set aside. Cover the baking dish with foil paper, pour the soya sauce mix and place it in the oven for 30 mins at about 180C.
- Place the chicken in this dish (make sure there is still enough water in the dish) and cook at 180C for another 30 minutes or until the chicken is done.
- Drizzle with lemon juice and olive oil before serving.
- Serve the roast chicken in a bed of rice and potato wedges.

Pro tip: Add a dash of soya sauce to the chicken before baking for the golden hue.

From the Resident's Desk



Sun blazing, birds chirping, lush green spaces, lovely jogging tracks, and the lakes. We wake up to a beautiful, vibrant community - one that lives and thrives together, for yourself, your family, friends, and your pets.

But are we doing enough for the community's hygiene? Let's start with picking up after your pets. Not the most glamorous task but a worldwide survey by APPMA suggests only 40% of pet handlers pick up after their pets. This is, however, changing.



Waterbodies, alert!

Rains wash it away or it gets drained out in our sewage system. But decomposing pet waste releases excessive nutrients that give birth to algae and weed, making our lakes murky and smelly.



Pathogen harbour

Salmonella and e.coli found in pet poop can cause diarrhea, stomach cramps, and fever. Let's pick up before it's too late.



Not a fertilizer

Pets eat meat and grains, so their waste contains nitrogen that makes grass turn brown or yellow.

Cleaning up pet poop is the new law in many communities and heavy penalties are imposed if laws are not followed. Here are my top tips we can adopt to help our communities:

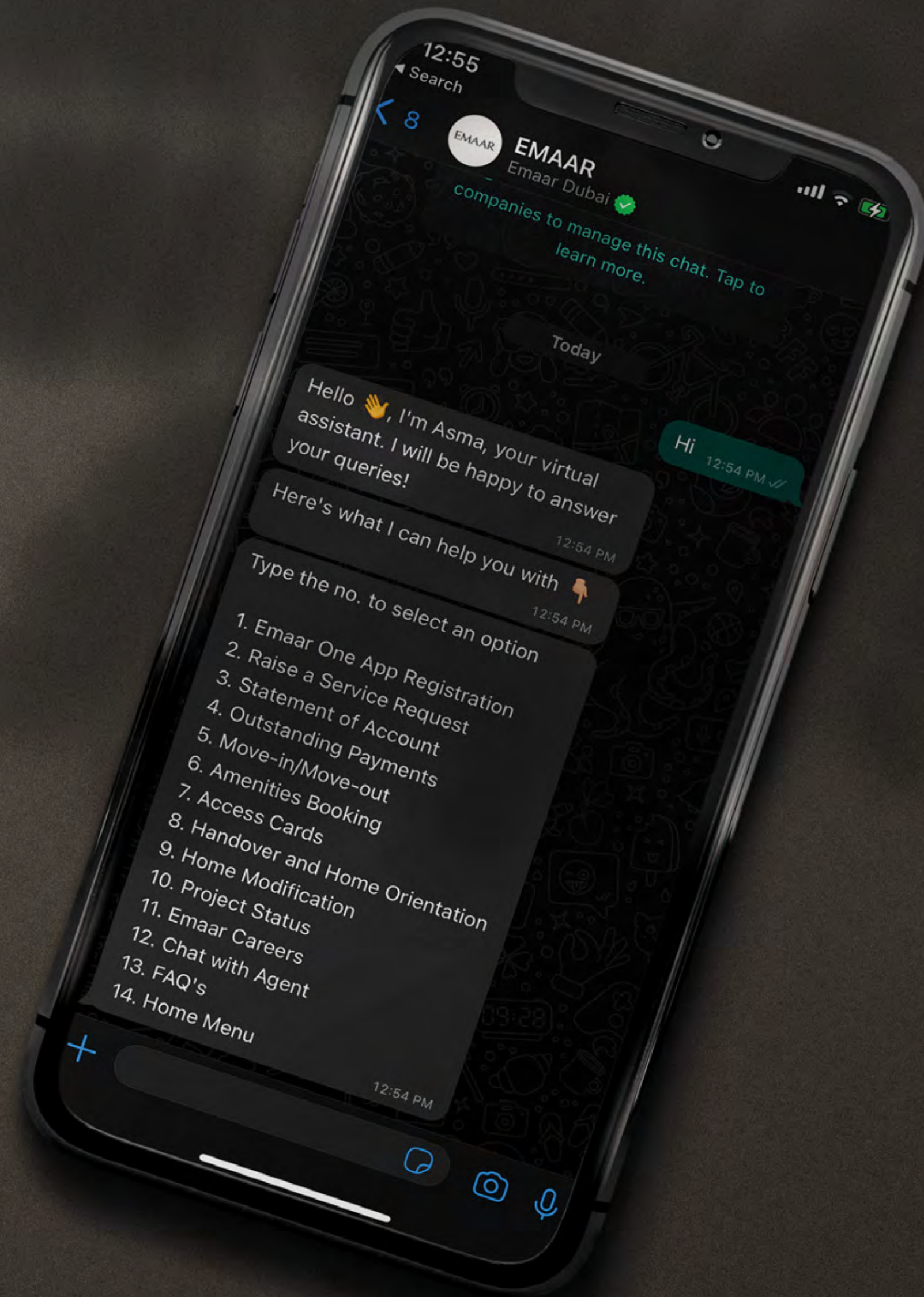
- Use the dog waste bins in your community provided by Emaar.
- Use a poop scooper.
- Keep an eye on the food your pets eat. Use high-quality ingredients.
- Always carry a waste bag on your pet walks or pet runs.
- Do not allow your pet to poop near lakes or any water features.
- Spread awareness amongst your fellows, family, and friends.

Concerned resident & pet enthusiast
Sidarth Mahindra, Arabian Ranches

WE HEARD YOU *and we're here for you!*

Manage your property in a touch.
Introducing our new Whatsapp bot
for 24x7 chat support

Say HI on 800 EMAAR (36227)



Crossword challenge

Put your thinking caps and try to work your way through the clues. First five to solve the crossword win exiting prizes!

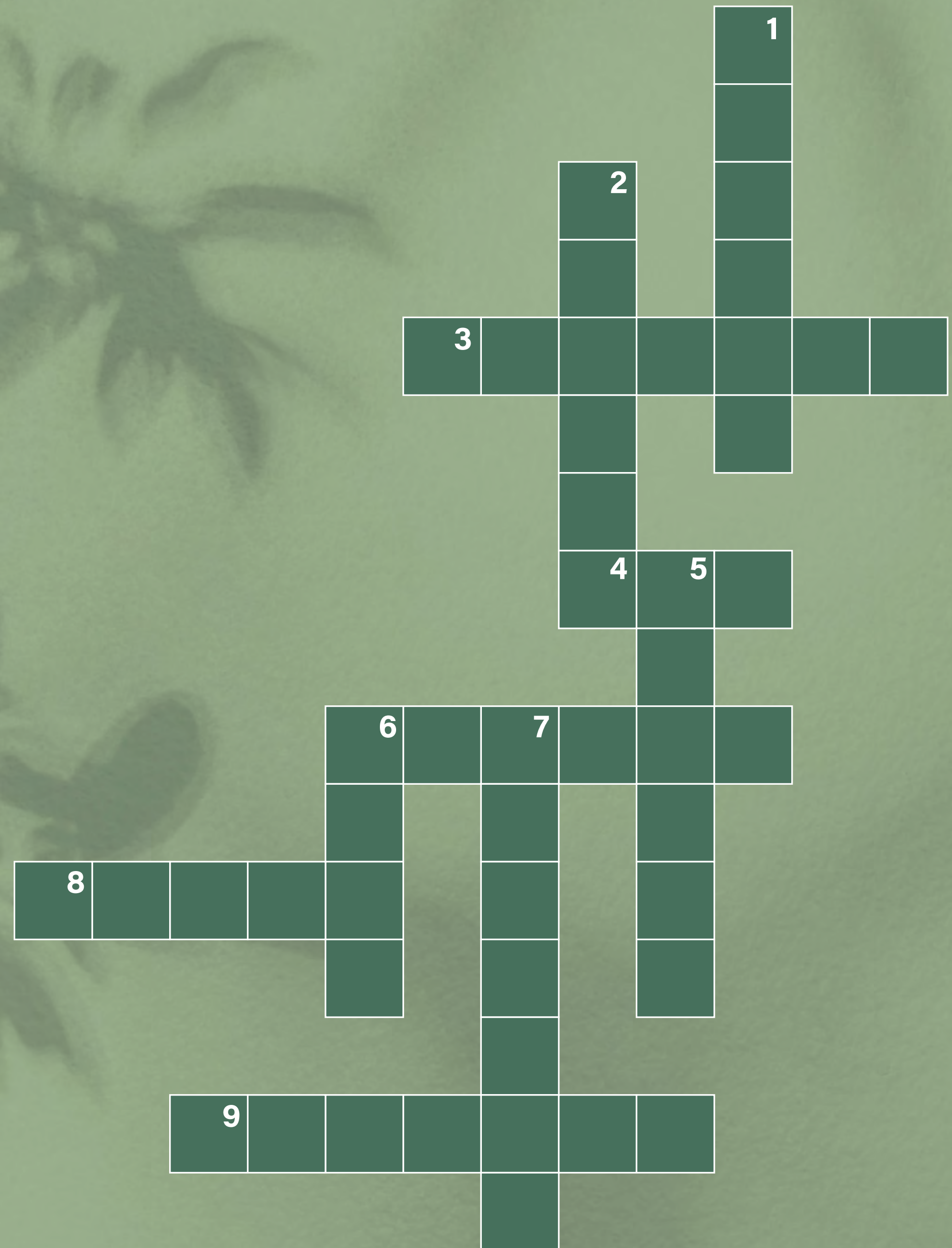
Send your answers to events@ecm.ae with your full name, address and mobile number before 31 December 2022.

Across

- 3. hawaiian guitar
- 4. santa's helper
- 6. brightness
- 8. father christmas
- 9. santa comes through

Down

- 1. small talk
- 2. showy trinket
- 5. written message
- 6. bread
- 7. wreath of flowers





**KEEP AN EYE
OUT WITH
EMAAR EYE!**



EMAAR
ONE

Introducing your very own virtual reporting tool





EMAAR EYE

on Emaar One mobile app.

Notice anything in the community common areas, hotels or entertainment destinations that needs fixing?

See it. Click it. Report it.

Log in to Emaar One and select **EMAAR EYE** to follow the steps below.

- 
CLICK A PICTURE FROM YOUR SMARTPHONE
- 
ATTACH PICTURE AND SELECT THE CATEGORY
- 
MENTION LOCATION OF THE ISSUE
- 
ADD A VOICE NOTE OR TEXT AND SUBMIT

Every time you report an issue, you enter a monthly raffle to win uber cool prizes!

QUICK



EASY



REWARDING

EMAAR

COMMUNITY MANAGEMENT

We are live on social media



Follow us on [@emaarcommunities](#) on Facebook and Instagram.
Catch up on all our news, exciting contests, and campaigns.

In & around

Health

King's College Hospital London
+971 4 519 9777

Nahdi Pharmacy
+971 50 454 8628

Education

GEMS International School
+971 4 339 6200

GEMS New Millennium School
+971 4 445 2900

GEMS Wellington Academy
+971 4 512 9100

Blossom Nursery
800 687 7379

Kumon
+971 54 508 0344

Petrol Station

ENOC Petrol Station
Near Maple 1

Groceries

Franprix
+971 4 575 4914

Urban Foods
+971 4 334 3436

Geant Express Supermarket
+971 4 232 2115

Salons

The Corner Barber
+971 4 884 4903

Juice Spa & Salon
+971 50 102 9960

Vinca Rosea Ladies Salon & Spa
+971 52 575 2092

Sports & entertainment

Dubai Hills Golf Club
+971 4 362 7555

Adventure Park
+971 4 448 5033

The Storm Coaster
+971 4 448 5033

Reel Cinemas
800 38224 6255

Useful numbers

Fire 997

Ambulance 998

Police 999

Dubai Municipality 800 900

Taxi 800 9090

DEWA 991

Visit us at our community office

 Park Point, Tower C,
Dubai Hills Estate

Monday to Friday, 9 AM to 8 PM
Saturday and Sunday, 9 AM to 5 PM
+971 4 438 4088

800 EMAAR (36227)
800 EHILLS (344557) For Emirates Hills

Community Security

Fairways, Parkways,
Hills View & Hills Grove,
Club Villas, Golf Grove
+971 56 409 3802

Mulberry +971 56 545 6429

Acacia +971 56 545 2164

Maple & Sidra +971 56 409 3828

Collective +971 54 206 4805

Park Point +971 50 839 6339

Park Height +971 54 705 3860

www.dubaihillsestate.ae



DUBAI HILLS

ESTATE

EMAAR

COMMUNITY
MANAGEMENT