

community buzz

DECEMBER 2023

DUBAI HILLS
ESTATE

EMAAR

*what's
inside*



Resident's tips & tricks

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In & around



Rewind

Festival of Lights
Halloween
National Day
Winter Wonderland

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.



Don't obstruct corridors and common areas. This could be a hindrance if there is an emergency.



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 tools, boxes, strollers, or any belongings at parking bays. It's unsightly and will be confiscated by community security.

Balcony Etiquette

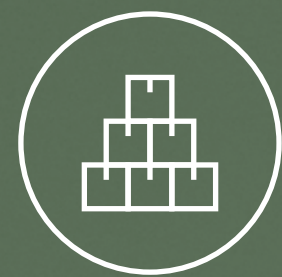
Your balcony is an extension of your living space and deserves every bit of TLC you give your apartment. Here is a quick reminder to help you and your neighbours ensure a safe and peaceful experience during this season of the great outdoors.



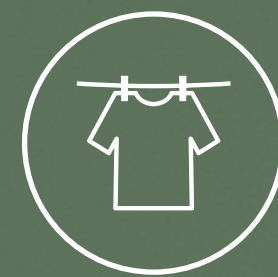
Cigarette butts must not be thrown from windows or balconies. This poses a major risk of injury and is a fire hazard.



Garbage must go down your building chute, not the balcony. Be mindful of passersby 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 |

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 on dubaihillsestate.ae



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.



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



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.



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



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

Download the App



Available on



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 community portal
 - Cash, card (including Amex), and cheque payments**
 - Bank transfer
- *as applicable
**Available at Customer Happiness Centre, Building 2, Emaar Square



Things to remember

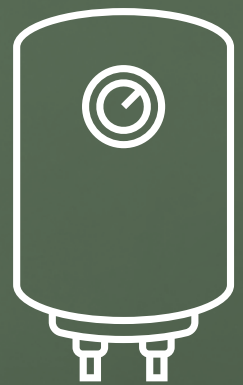
- Auto Pay must be renewed at the start of every year. It is valid only for a particular year's invoicing period.
- In case of concerns over fees charges on the Mollak system (Noqodi), please pay on the portal or Emaar One mobile app.
- Payment reminders for outstanding fees are sent four days before 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

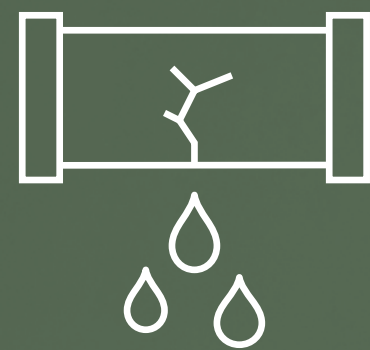
With the onset of cooler months, the water heaters at homes across the community will be working overtime. But here are our two cents on bringing down those extra digits in your DEWA bills.



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



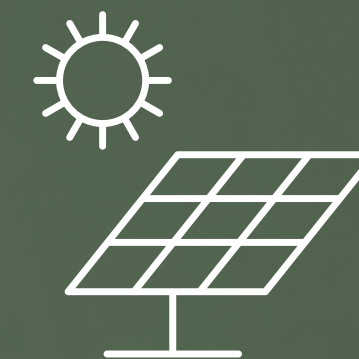
It takes only 20 mins to heat the water for one shower. Switch off heaters after use.



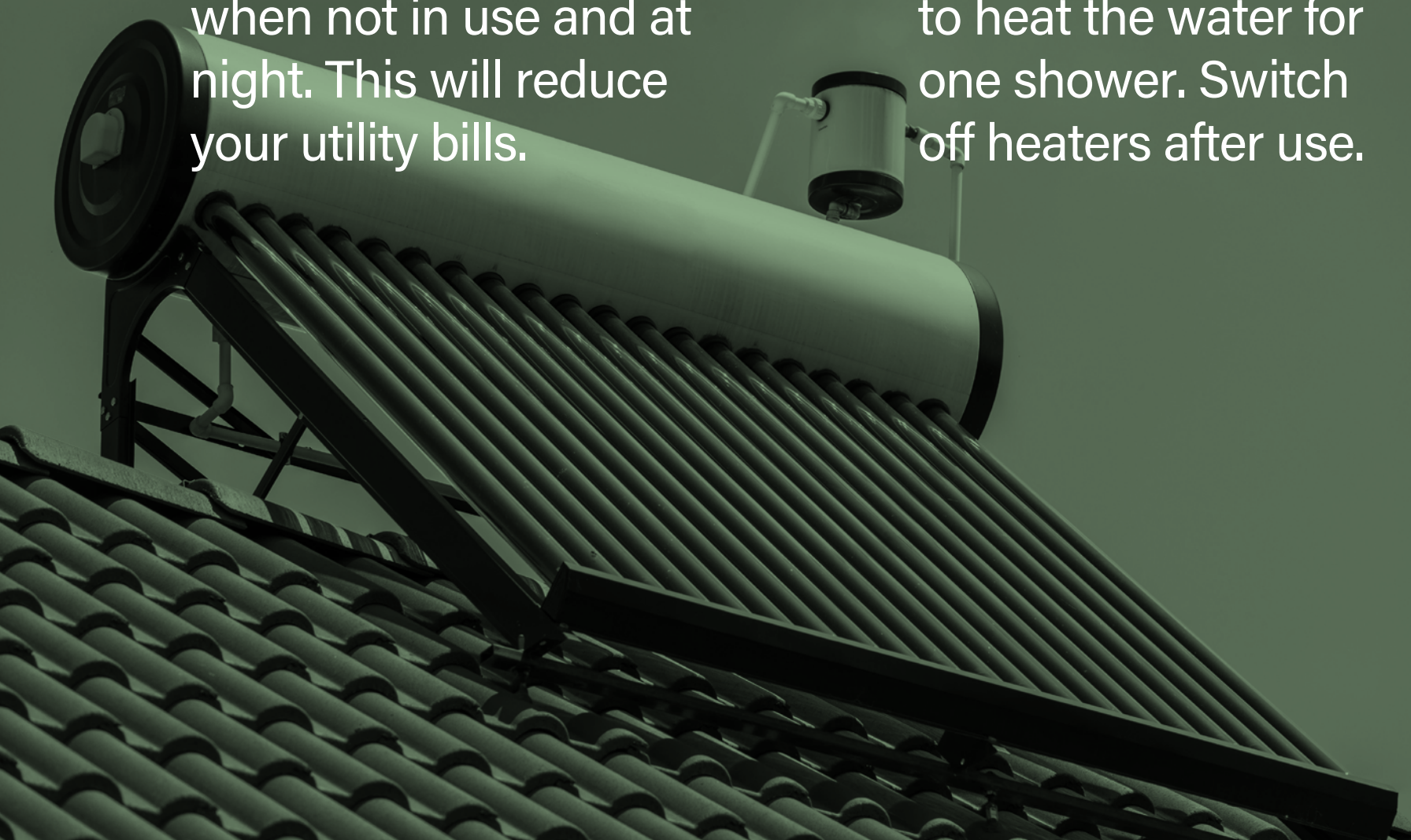
Look out for leaks and dampness in your bathroom and shower areas. This is a classic sign of faulty water heaters. Not only can they spike your bill but is also a hazard.



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).

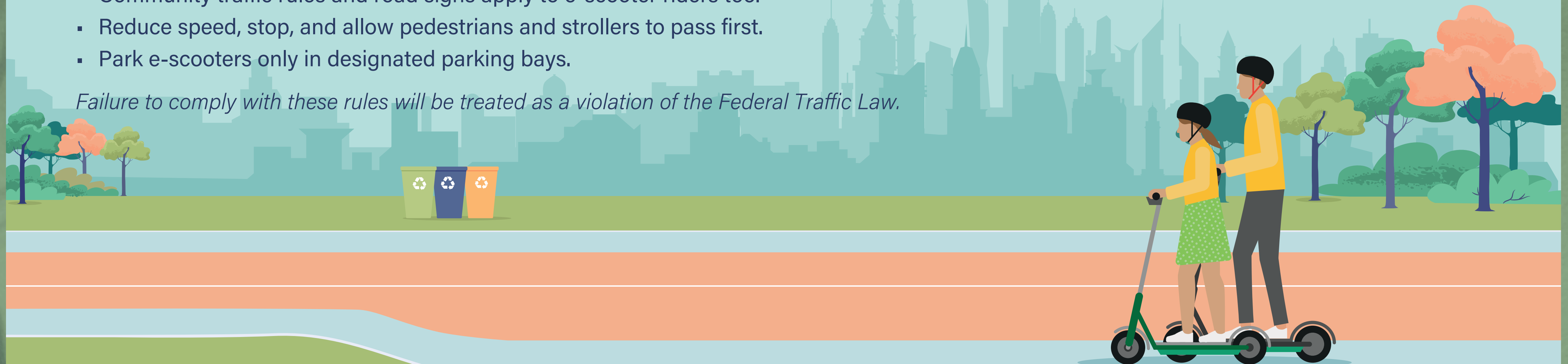


When on an e-scooter...

With the rise in popularity of e-scooters in town, the rate of mishaps has also gone up. 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

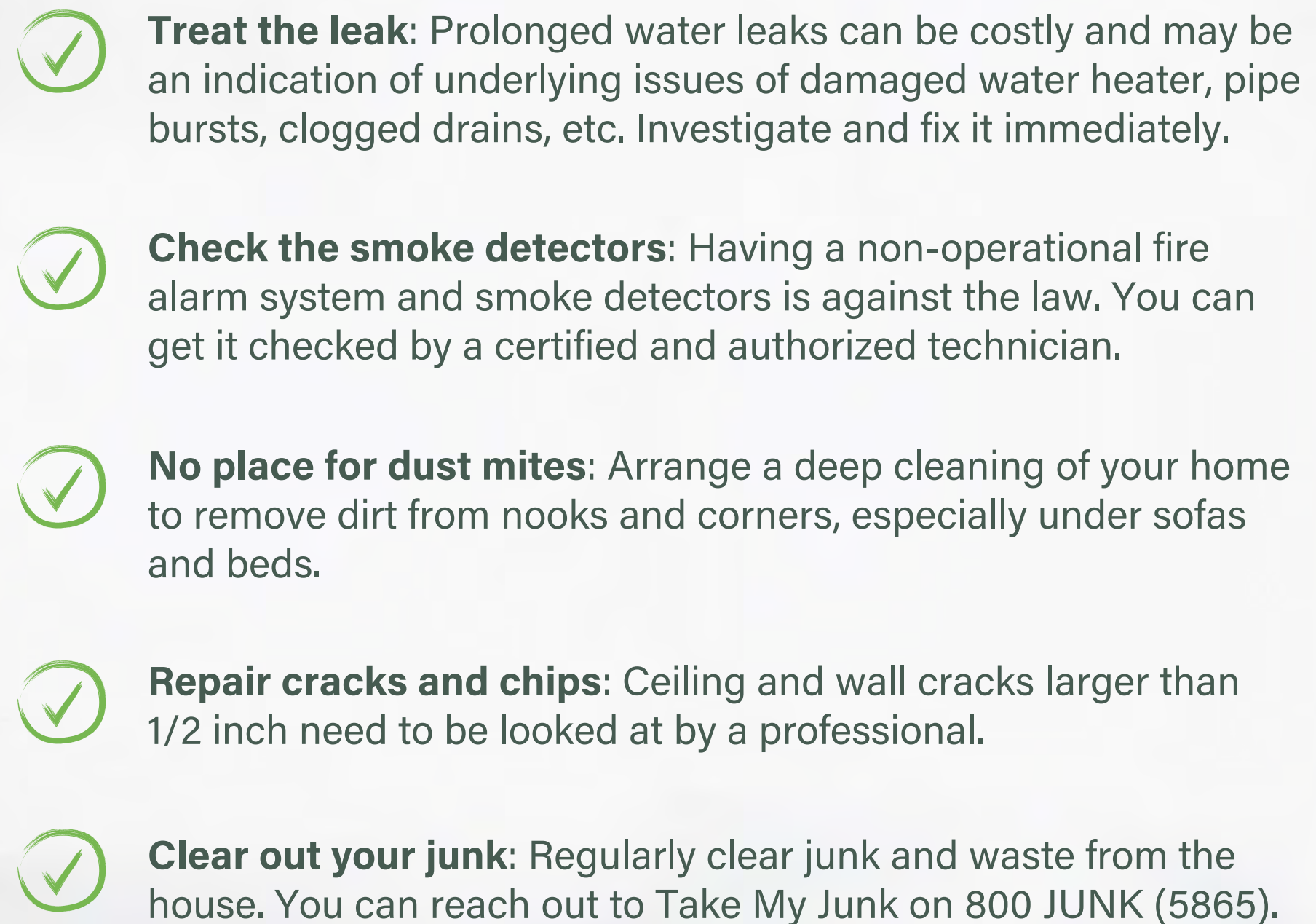
your valuables, doors, and windows.

HAND OVER

keys to someone you trust for an occasional check.

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 1/2 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).

Towards a Sustainable 2024

It's that time of the year when we all look to pledge for actions and make a difference in our lives by making New Year Resolutions. Here are a few practical and effective ways to jumpstart your sustainable New Year's resolutions for 2024:

Resolution 1: Change the way you travel.

This year let's try to walk more and drive less. Ditching your vehicle and walking can be your contribution to reducing the carbon footprint on the planet. Consider walking, biking, or taking public transport whenever you can.

Resolution 2: Simple ways to save energy.

Turn off lights/electronics not in use, invest in smart strips or unplug electronics, switch off electronics on standby, use eco-settings of your washing machine, and avoid tumble drying clothes.

Resolution 3: Fix leaks promptly.

Address any leaks to prevent water wastage. Consult a plumber if needed.

Resolution 4: Install water-saving fixtures.

Switch to low-flow showerheads and faucet aerators to reduce water usage without sacrificing performance.

Resolution 5: Use less plastic.

Bring reusable bags when shopping, carry a refillable water bottle, and consider bringing your sustainable straw or to-go containers when eating out.

Let's make 2024 a year of sustainable choices!



Rewind

Festival of Lights



Rewind

Halloween



Rewind

National Day



Rewind

Winter Wonderland



RECIPE CORNER

Celebrations are incomplete without food and banter. Some recipes have a special place in our lives because of the memories around it.



Mini Strawberry Santas

What you will need

- 1 pint fresh strawberries, hulled
- 1 cup heavy whipping cream
- 1 tablespoon confectioners' sugar
- 1 tablespoon chocolate sprinkles



Let's get cooking

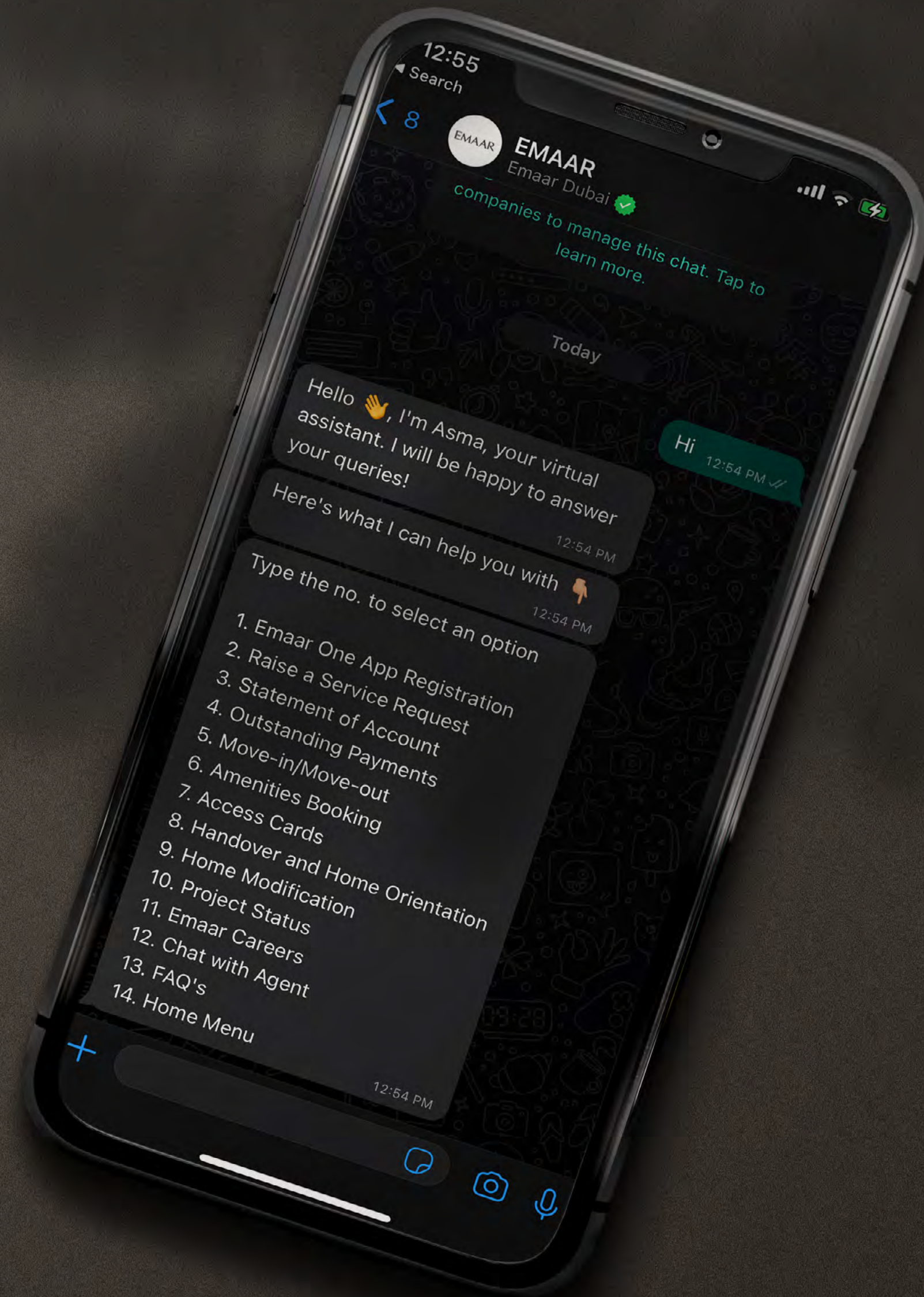
- Slice the tip off each strawberry to make Santa's 'hat'; set aside.
- Beat cream and confectioners' sugar in a bowl until soft peaks form. Lift your whisk straight up; the whipped cream will form soft mounds.
- Spoon a large dollop of whipped cream on top of the strawberry base for the 'face' and 'beard'. Set the 'hat' atop the 'face'. Add a dot of whipped cream, using a toothpick, on top of the 'hat' for the 'pom-pom' and 2 dots on the strawberry base for 'buttons'. Place 2 sprinkles on the 'face' for 'eyes'.

Reference: www.allrecipes.com/recipe/235722/mini-strawberry-santas/

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

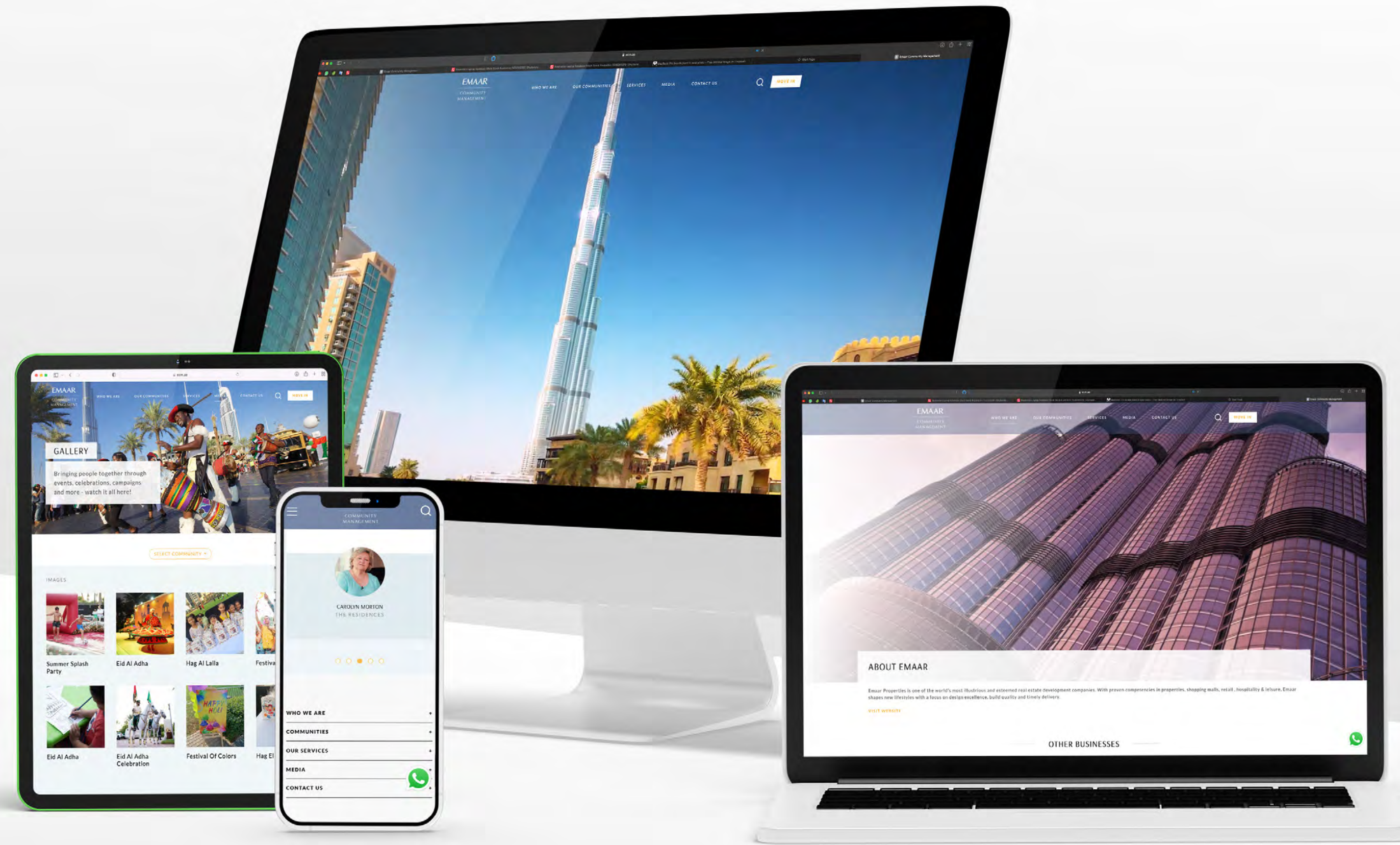
**Manage your property in a touch.
Introducing our new Whatsapp bot
for 24x7 chat support**

Say HI on 800 EMAAR (36227)



Unveiling A Stunning New Look!

Check out the new avatar of our website, Log in today www.ecm.ae



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)

Community Security

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Hills View & Hills Grove,
Club Villas, Golf Grove

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Mulberry

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Acacia

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Maple & Sidra

+971 56 409 3828

Collective

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Park Point

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Park Height

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www.dubaihillestate.ae



DUBAI HILLS ESTATE

EMAAR

COMMUNITY
MANAGEMENT

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Health

King's College Hospital London
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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 Rose 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