

community buzz

DECEMBER 2025

DUBAI HILLS
ESTATE

EMAAR

What's Inside



Rule Refresher
Know Your Responsibility



Rewind
Halloween



Community Buzz
PAWS AND PLAY:
New Dog Park Installation in Sidra!



**Campaigns &
Competitions**
Donate your own Device



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Dirt Bikes & Quad Bikes
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Prevent Mosquito Infestation:
Eliminate Stagnant Water



In & Around

Rule Refresher

Know Your Responsibility

RESIDENTS

Ensure property maintenance and upkeep:

- **Apartment:** All assets **inside your unit.**
- **Villa:** All assets **within your plot boundaries.**

Regularly maintain and check services and systems within your unit and plot boundaries, including plumbing, AC, water heater, power, water supply, and drainage.

Residents must replace damaged windows or glass doors in **their unit.** If within the Defects Liability Period (DLP), please raise a request on Emaar One App.



COMMUNITY MANAGEMENT

Ensure maintenance and upkeep of **shared areas and assets.**

Regularly maintain and check systems and shared lines **within common areas demarcation**, including chilled water systems, main water supply, elevators, and common amenities.

Any damaged glass in **common areas** will be repaired by Community Management.

RESIDENTS

Pest control and treatment **within your apartment and villa plot boundaries.**

Utility connections and charges within **unit and plot boundaries** are your responsibility.

Residents are advised to obtain insurance covering all assets within their **unit and plot boundaries.**

For interior modifications, submit a request via the Community Portal. Upon providing the required documents, you'll receive an NOC. Any damage to common areas will be charged to you.



COMMUNITY MANAGEMENT

Routine pest control and thermal fogging is conducted in **common areas only.**

Utilities in **common areas**, including gyms, pump rooms, and swimming pools, are maintained by Community Management.

Community insurance covers damages that occur within the **common area demarcation.**

All modifications **within the common area demarcation** is managed by Community Management.

Visit ecm.ae to know more about our community rules and regulations.



PAWS AND PLAY ***New Dog Park Installation in Sidra!***

A safe, landscaped Dog Park has been unveiled in Sidra! Residents and their pets can now play, exercise, and socialise in a fun, pet-friendly space.

Home Safety Tips While You're Away

Here are few simple things you can do to keep your home safe, so you concentrate on enjoying during your holiday, rather than worrying about your property.



Start with your Doorstep

Nothing is more of a giveaway than old newspapers piled outside your door. So put your subscription on hold for the duration of your holiday. You could also ask a neighbour to remove anything else that gets dropped on your doorstep.



Home Security

Ensure all the doors and windows of your house are closed and locked. Inform one of your relatives or someone you trust to periodically check your house while you are away. Use a bank deposit vault or a safe to store any valuables that you're not taking with you.



Check Your Vehicles

Avoid leaving the keys of your car or any other valuables in obvious places while you are on holiday. For added safety, you could also consider disconnecting your vehicle battery.



Turn off your Taps

Check all water outlets for visible leaks. This includes taps, water heaters and bathroom hand sprays. Turn off the main water valve inside/outside your unit. Remember to also switch off your hot water system when you turn off your main water supply.



Switch Off Appliances

Appliances left on standby use electricity all the time, which can add up to a significant amount on your electricity bill if you're going away for several weeks. Please leave one air conditioner on for circulation and keep all internal doors open. This simple step helps maintain airflow and keeps your home safe and dry. Always ensure the LPG switch is turned off when not in use.



Get Contents Insurance

In case of theft, fire or anything unexpected that happens while you're away, Contents Insurance will cover the contents of your unit such as furniture, electrical appliances, curtains, carpets and paint finishes on walls and ceilings.



Avail Dubai Police Assistance

Subscribe to the Home Safety Programme by Dubai Police so you can be contacted in case there is a problem while you are away. To subscribe to this service, visit www.dubaipolice.gov.ae and fill in the application form. Emergency contact: 999.



Connect With Us The Easy Way

To enhance our service and respond to your concerns more efficiently, we have phased out email as an inbound communication channel. Please be advised that the email address communities@ecm.ae is no longer available for resident communication. You can connect with us through:



WhatsApp

800 EMAAR (36227)



Emaar One App

Download



Call

800 EMAAR (36227)

Your convenience is our priority, because great communities thrive on effortless connections!

Culture Of Consideration: Mindful Celebrations

To build a peaceful and respectful community, it's important to be aware of how our noise levels affect those around us. Here's how you can help:



Lead by Example

Set a positive example by keeping noise down, especially during quiet hours.



Celebrate with Respect

During celebrations, remember to keep noise levels in check, particularly outdoors or near neighbours.



Be Mindful of Shared Spaces

Avoid loud music or conversations in hallways, lobbies, and other communal areas.



Respect Quiet Times

Keep activities quiet during late nights and early mornings to ensure everyone can rest peacefully.



Consider Soundproofing

For those who enjoy music, movies, or gaming at higher volumes, consider using headphones to limit noise disturbance.



Use Outdoor Areas Considerately

If you're socialising in common areas or gardens/balconies, be mindful of noise levels.



Communicate with Security

If you encounter excessive noise in common areas or from your neighbouring homes, inform security for a prompt and discreet resolution.

By practising these habits, we can cultivate a community where everyone feels comfortable and respected.

Prohibited Use Of Motorbikes, Dirt Bikes & Quad Bikes

To ensure the safety and harmony of our community, we would like to reinforce existing rules regarding road usage and vehicle restrictions.

Prohibited Vehicles

The operation of dirt bikes, trail bikes, sand buggies, off-road vehicles, private electric bikes without RTA permit, private club cars, and non-licensed motorised vehicles is strictly not permitted anywhere in the community.

Road Safety & Compliance

- **Speed Limits:** 40 km/h on main roads and 25 km/h on neighbourhood roads.
- **No Dangerous or Noisy Driving:** Any motorised vehicle operated in a dangerous or disruptive manner is a serious violation.
- **Parental Responsibility:** Parents must ensure that underage and unlicensed individuals do not operate any vehicle in the community.
- **Authority Involvement:** To ensure real and enforceable action is taken, we strongly urge residents to report any violation directly to Dubai Police. Their involvement is essential and the most effective way to address and prevent unsafe and unauthorised vehicle use.



**NO PRIVATE
E-BIKES**



**NO DIRT
BIKES**



**NO QUAD
BIKES**



**NO PRIVATE
CLUB CARS**

Community Consideration

- **Pedestrians First:** Walkways and footpaths are meant for pedestrians only.
- **Respect Public Spaces:** Streets, walkways, and footpaths should not be used for storage of personal items or vehicles.

Proper Use Of Common Areas, Parking & Bike Spaces

We have observed that some residents are using parking spaces and common areas for purposes other than their intended use. Additionally, cars have been occasionally parked in areas designated for bicycles, and many bikes have been improperly stacked, with some appearing abandoned and gathering dust. To maintain the orderly and efficient use of our facilities, we kindly remind you of the following guidelines:

1. Common Areas & Corridors

- Personal belongings such as boxes, scooters, water bottles, and laundry bags should not be left in corridors, as they obstruct pathways and impact cleanliness.
- Corridors and common areas are not designated waiting or dining areas for household staff or delivery personnel. Please ensure your staff adheres to community decorum to avoid fines.
- Items found unattended for extended periods will be removed without prior notice.

2. Parking Spaces

- Parking spaces are strictly designated for cars only. Storing personal items in these spaces is not permitted. We kindly request that all unwanted items be removed.
- Cars should not be parked in areas reserved for bicycles. These spaces are exclusively for bike parking.

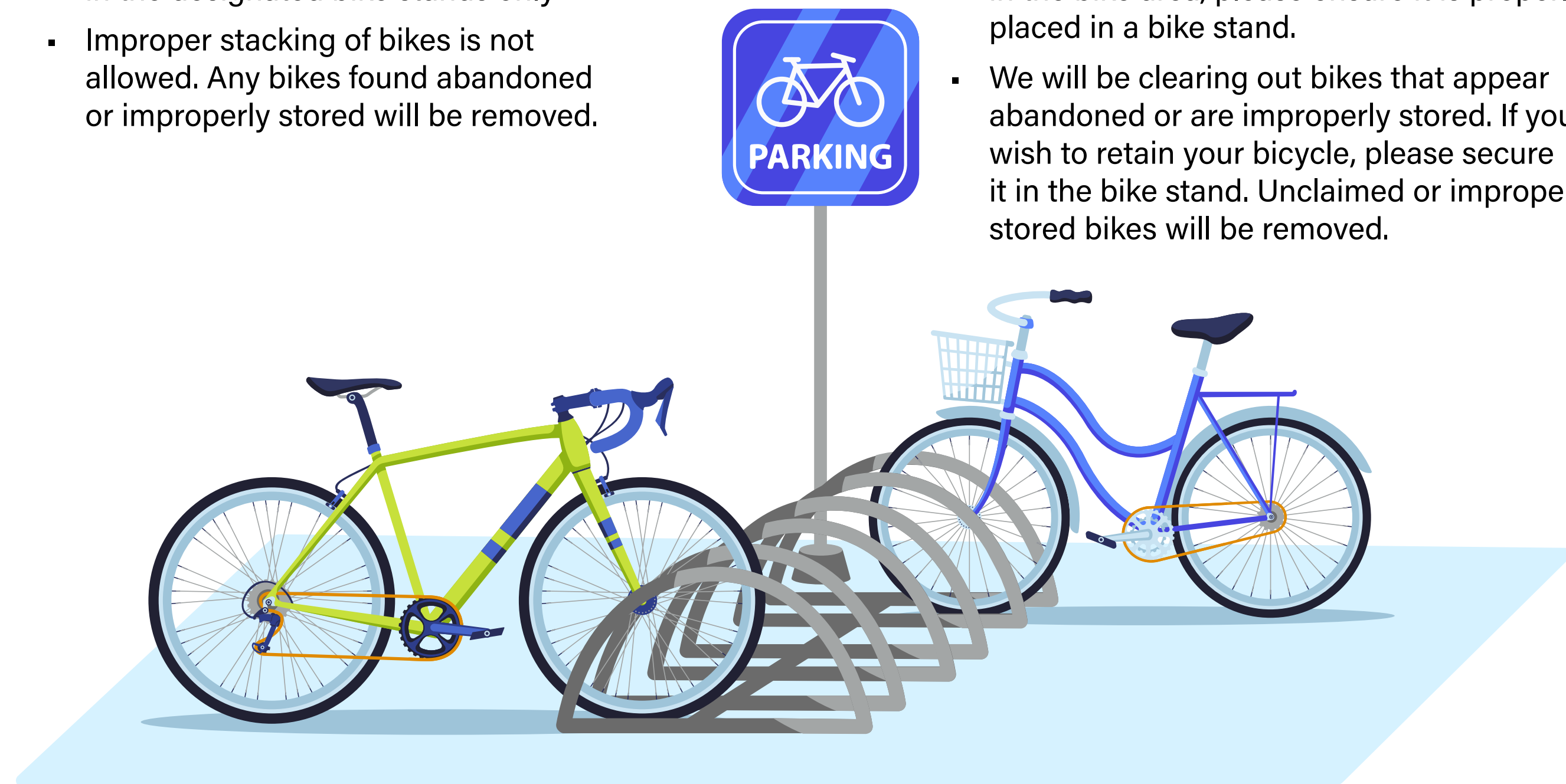
We appreciate your cooperation in helping us maintain a clean and organised environment for all residents.

3. Bike Areas

- Bicycles should be securely placed in the designated bike stands only.
- Improper stacking of bikes is not allowed. Any bikes found abandoned or improperly stored will be removed.

4. Abandoned Bikes

- If you own a bicycle currently parked in the bike area, please ensure it is properly placed in a bike stand.
- We will be clearing out bikes that appear abandoned or are improperly stored. If you wish to retain your bicycle, please secure it in the bike stand. Unclaimed or improperly stored bikes will be removed.



Water Heater Maintenance

Keep your water heater safe and efficient with these quick tips:



General Tips

Power Off First: Always disconnect before maintenance.

Monthly Valve Check: Test and clean the safety valve; replace if needed.



Key Inspections

Heating Element: Clean or replace every two years.

Thermostat: Replace if overheating or steaming.

Safety Valve: Inspect every two years.



Safe Practices

Check for leaks and secure wall hooks.

Never operate with wet hands.

Keep cold water flowing during heating.

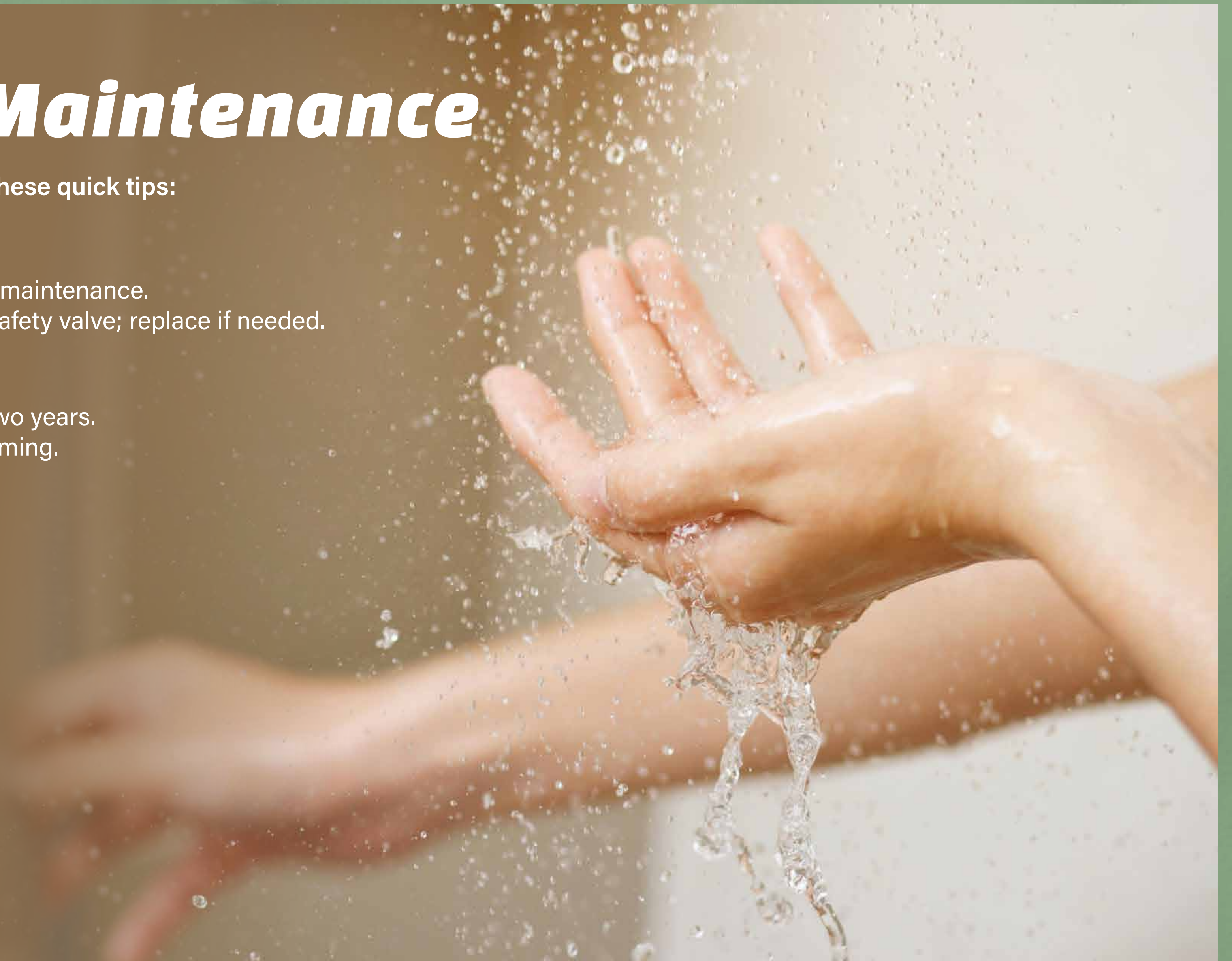


Pro Advice

Use original spare parts.

Drain the heater if away for long periods.

A little maintenance goes a long way!





Say No To Damas Tree

Damas trees (Conocarpus) are popular for their fast growth and year-round greenery, but they pose serious risks to your home and community. Emaar Community Management urges you to consider complete removal of these trees to prevent long-term damage. Contact your gardener today for removal quotes and protect your property before it's too late.

Risks to your Home:

1. **Invasive Roots:** Damas roots can damage pipes, walls, and pathways.
2. **High Bills:** Broken pipes lead to wasted water and costly utilities.
3. **Clogged Drains & Pools:** Roots and leaves block drains and fill pools.
4. **Stifled Growth:** Other plants struggle to survive near Damas trees.

Better Choices for Your Garden:

- Azadirachta Indica (Neem)
- Millingtonia hortensis
- Pongamia glabra

Embrace safer, smarter choices for a thriving, hassle-free outdoor space that enhances your property's value and integrity.

Say NO to Damas Trees!

You can appoint a service provider through the Emaar One app.

Prevent Mosquito Infestation

Eliminate Stagnant Water

As responsible community members, it's crucial to understand the root cause of increased mosquito infestation. Stagnant water is the main reason for this rise in pests and related health issues. Let's focus on eliminating stagnant water and taking proactive measures to safeguard our collective well-being.

Why is stagnant water a concern?



Breeding ground
for mosquitoes/pests



Poses serious health
risks to all residents



Foul odour and
aesthetic issues



Degrades
water quality

Prioritising Community Health

We are proactively conducting several treatments such as ULV treatments, Larvicide Chemical (IGR) treatments, Thermal Fogging, Rodent Bait Services, Residual Spray near the lakes, water bodies, and common areas. Despite our continuous efforts, pest infestations persist due to stagnant water in individual properties.



Mandatory action for Residents

All residents must promptly clear any stagnant water within their villa and adhere to the following steps:

- Check and clear clogged gutters, containers holding rainwater, and unused pools or ponds.
- Install mesh screens or covers on rain barrels and water storage containers to deter mosquitoes.
- Empty containers like flowerpots, buckets, and children's toys that collect water.
- Inspect your garden area for water accumulation caused by drip irrigation, rainwater or excessive watering of plants.

Stagnant water poses a serious risk to the health and well-being of our community residents. As a crucial part of our initiative, regular inspections will be carried out. We strongly urge immediate action to clear stagnant water to avoid penalties.



Rewind

HALLOWEEN



Donate Your Own Device

Thank you to all our residents who participated in the “Donate Your Own Device” initiative!
Your generous contributions have made a significant impact.

Total Electronics Donated: 741

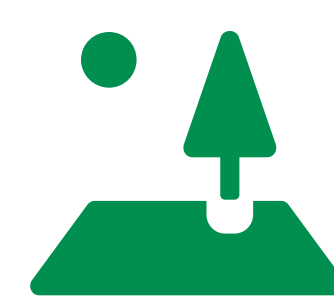
Your Donation Contributed to



Supporting
764
Students



Reducing
835.65 kgs
CO2



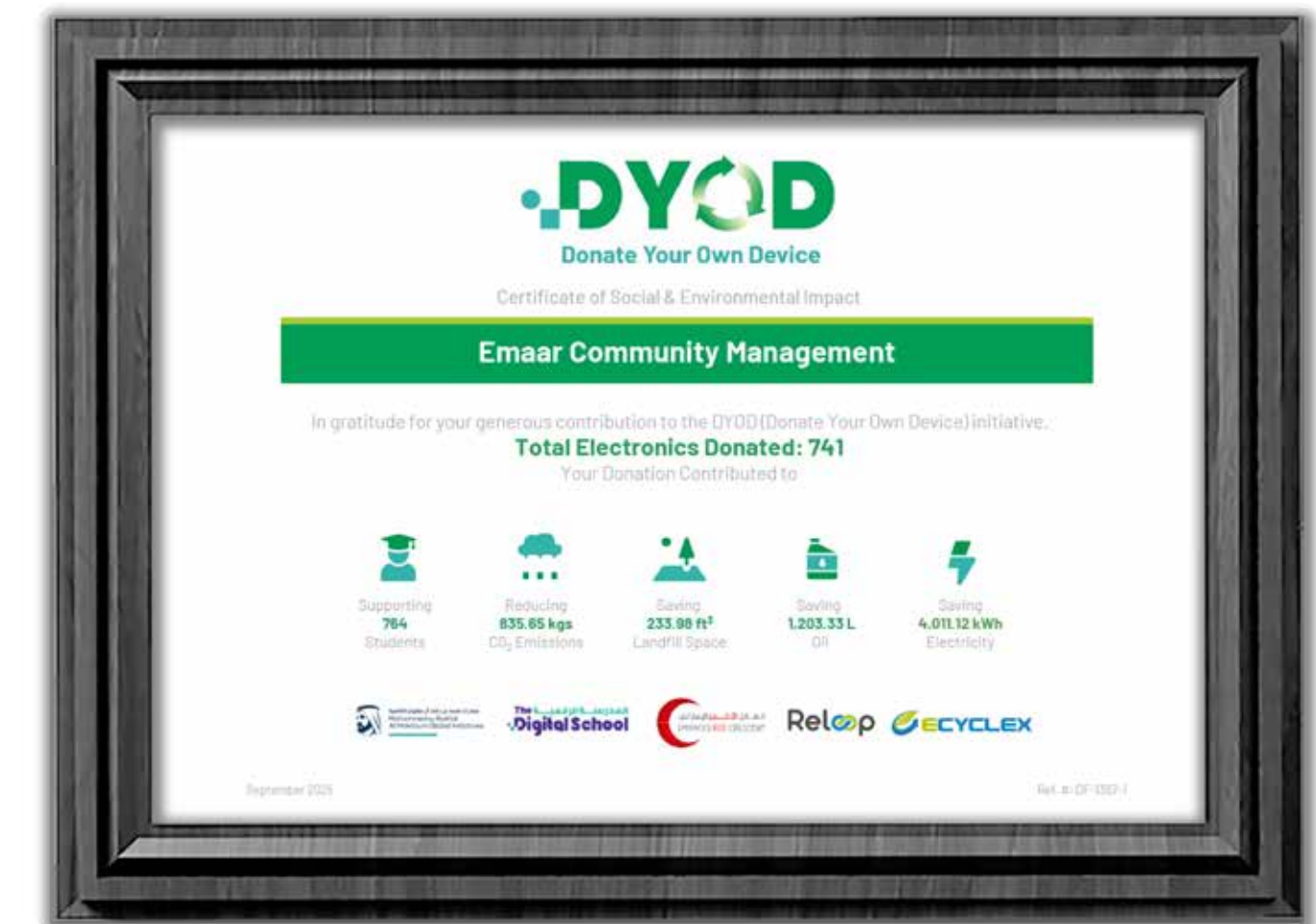
Savings
233.98 ft3
Landfill Space



Saving
1,203.33L
Oil



Saving
4,011.12 kWh
Electricity



Together, we're making a difference!



مبادرات محمد بن راشد آل مكتوم العالمية
Mohammed Bin Rashid
Al Maktoum Global Initiatives

المدرسة الرقمية
The Digital School

Reloop



ECYCLEX

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

Brooklyn Melodies Music Center
+971 4 558 6063

Petrol Station

ENOC Petrol Station
Near Maple 1

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

Groceries

Franprix
+971 4 575 4914

Urban Foods
+971 4 334 3436

Geant Express Supermarket
+971 4 232 2115

Carrefour
+971 50 535 2587

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)

www.dubaihillestate.ae



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