

COMMUNITY NEWS

The Springs – Issue 2 – 2014

Ramadan Kareem

We wish you and your family a healthy and holy Ramadan.



The Springs gatehouses get a makeover

Keep an eye out for smiling and more efficient security guards at your community entrance as we undertake gatehouse refurbishment across The Springs.

As part of the gatehouse project, we will be installing awnings made of high-tech UV-resistant fabric to protect security guards from the scorching summer sun. A model gatehouse at Springs 7 is now completed with new tiling, paint, bathroom fittings, furniture, and retrofitted LED lights. Renovation of the gatehouse interiors is a work in progress and refurbishment of the remaining gatehouses will follow shortly.



Let it glow

New eco-friendly and energy efficient solar-powered LED lights have been installed at the community entrances to illuminate the signage. Besides being environmentally beneficial, the lights will also generate savings for the community.



Higher boundary walls for better privacy



You can now enjoy better privacy with the height extension of boundary walls and metal fences along The Springs drive. Work has already started at Springs 3 community and will be completed by zones, covering all the affected villas. The wall is being extended with blocks which are supported and tied to side stiffeners.

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A flowery welcome to the community

To make gatehouses across the community more aesthetically pleasing, we will be planting flowery shrubs in planter boxes at different entrances. Since some of the gatehouses do not have a provision for landscaping, we decided to install a total of 12 planter boxes to add a touch of greenery and visual appeal.



Clean up after your pet



Nothing's more annoying than stepping into dog poop. What's more, it's a health hazard as well. So to encourage pet owners to clean-up after their pets, we have installed dog waste bag dispensers by the dog waste bins across the community. The compact bins are maintained and replenished by our team on a regular basis.

Removal of long parked vehicles

For a cleaner and safer community, we have been coordinating with the local authorities for the removal of the long parked and abandoned vehicles in the community. A list of such vehicles is regularly reported to Dubai Police for their assistance.

In March 2014, long parked vehicles at the following locations in The Springs have been towed away by Dubai Police:

- Springs 14, St 3 common parking
- Springs 9, St 3 common parking
- Springs 2, St 9
- Springs Village, Nursery School parking area
- Springs 12, St 7 common parking opposite Villa 01

Please make sure your vehicle is parked in your villa carport to avoid penalties and vehicle removal from the community.



Is your family in safe hands?

Ensure all household staff members are on your visa or hired through a professional cleaning company. Hiring illegal or undocumented workers exposes you and your family to great risks – you could become victim of crime and be liable to large fines and penalties or even a possible jail sentence.

The Household Staff Registration form can be found on www.ecm.ae/documents.html

To view the factsheet, go to www.ecm.ae/factsheets/SECURITY_FLYER.pdf



Banned landscaping companies

Over a period of time, we have prepared a list of companies that have been banned from entering and working in the community due to their repeated violation of the Community Rules.

Here is the most recent list:

- Mona Landscaping LLC
- Shadow Landscaping LLC
- Dreams Flowers Company LLC
- Happy Garden Landscaping LLC
- Springs Collection Trading LLC

We will continue with our strict monitoring of the activities and conduct of all the landscaping companies in the community.

Say no to speeding

Ensuring safety on our community's streets is one of our primary objectives. To ensure this, we have installed additional speed limit and road safety signage at strategic locations in the community. Help us keep our streets safe by observing the required speed limits of 25 km/hr on the community's internal roads.



Cleaner, healthier BBQ grills

With residents regularly using the barbecue facilities available in the community parks, we decided to repaint the barbecue pits, refurbish it with new tiles, and replace the old grills with stainless ones – to ensure healthier grilling and to facilitate easier cleaning. Please feel free to visit the community park near you and enjoy the facilities.



Say 'No' to Damas trees Campaign

Encouraged by the success of the 'Say No to Damas Trees' campaign in 2013, we organised a follow-up campaign from January to February this year to remind residents about the risk of planting damas trees in residential communities. As a result, between January and April 2014, a total of 30 villas have removed damas trees from their garden.



PROTECT YOUR HOME FROM
**DAMAS TREE
DISASTERS**



Are you following the alteration guidelines?

It is only natural to want to add a personal touch to your home. While this is permitted, you just need to make sure your villa follows the alteration guidelines specified in the Community Rules.

The community has been designed in thematic colour coordination, and the continuity of these themes is essential for maintaining the image of the development. External painting of dwellings must be done in accordance with the original theme of the community.

Additional structures should be built only with the necessary approvals from the Emaar Customer Care Alterations Department. If you are planning to carry out any alteration works within your property, please contact Emaar Customer Care on 800 EMAAR (36227).



Keep satellite dishes out of sight

No one likes an unsightly neighbourhood. And sometimes glaringly visible satellite dishes can be quite an eyesore. This is why we recommend that television, radio, satellite or other similar types of antennae should only be located where they are not visible from the street, common areas, neighbouring lots, and balconies. Cabling should also be neatly channelled in appropriate conduits or ducting to ensure that your property is presentable.



Springs Village retail extension



Springs Village will soon be bustling with activity with the planned addition of a new, larger retail centre. The retail extension will feature a wider array of brands and restaurants, a clinic, supermarket, sports zone, cinemas, and kids' activity zones. Emaar Properties will carry out the project with the aim of enhancing the community experience and providing a variety of easily accessible shopping and service options for The Springs residents.

What's on for Ramadan?

Ramadan Kareem! This year, the Holy Month is expected to begin around 28 June and finish on 28 July, but will be confirmed closer to the time, depending on the lunar calendar. As with every year, we have a variety of events lined up to observe and celebrate the spirit of Ramadan:



Football tournament



Arts and crafts tent for residents

- **Charity:** Thanks to your generosity, in 2013 we collected 36,000 kgs of donated clothing, a massive 63% increase from 2012 – and a target we aim to surpass this year as well
- **Ramadan arts and crafts tents:** You're invited to join us in our Ramadan tents that feature arts and crafts for kids, cultural activities, henna and traditional food
- **Football tournament:** Our indoor football tournament at Sports Zone, Fitness First offers participants a chance to win trophies and exciting prizes
- **Iftar at mosques:** We serve Iftar at 10 mosques across our various communities all through Ramadan
- **Iftar for community staff and service providers:** Our staff and service providers are invited to Iftar every day, for the entire month

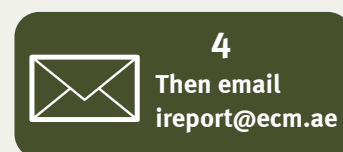
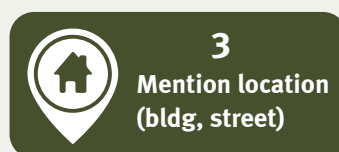
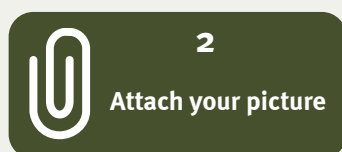
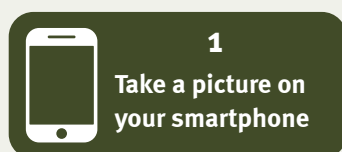
We look forward to sharing this special month with you.



iREPORT

Your way to keep an 'i' out

Send us an iREPORT with your suggestions and comments for quick action!



iREPORT was launched to enable you to directly report community issues, common area deficiencies, and provide comments and photographs. Another important objective of this programme is to promote quick and effortless communication between residents and the facilities management provider, via ECM, utilising technology that most already have at their fingertips – smartphones.

This not only empowers you to be involved in their neighbourhood but also enables us to keep our finger on the pulse of your community. So, in addition to regular scheduled maintenance, we'll be able to identify ad hoc problems quickly and deal with them efficiently. It's become an increasingly popular and efficient way to communicate and work together as a true community.

We aim to reach a solution within 48 hours. In fact, we have already achieved a 98% closure rate within that time frame!

Eco Kids Art and Sculpture Competition

Taking care of our environment is a lesson best learned early. And our Eco Kids Art and Sculpture Competition proved that little residents across our communities will grow up to be eco-conscious adults. In our campaign themed, 'How can you help save the environment?', young enthusiasts aged three to 14 painted pictures and created models using old toys, shoe boxes, plastic bottles, and soda cans.



The event, which was part of the Eco Kids Save the World 2014 campaign by ECM, and the UAE Green Festival, focused on the damage to Earth's green cover and ways to save water, electricity, and energy. Shortlisted artworks were displayed in a three-day exhibition at the Dubai Marina Mall atrium. This was followed by an awards ceremony on 29 March 2014 where 17 budding artists were awarded with Emaar gift cards, certificates, and a special goodie bag. Participants took home exciting prizes and eco-friendly gift packs.

This is just one of many campaigns that we have initiated to create greener and sustainable communities and encourage efficient use of resources.

Sports facilities get an upgrade

We recently replaced the nets for the basketball and tennis courts across The Springs. New shrubs have also been planted around the courts to complement the renovated look.



ECM wins 2014 EGBC Award

We're green and now we've got the credentials to prove it. On 11 June, we were honoured with the very first **Green Facility Management Organization of the Year** award in recognition of our efforts to ensure sustainable principles, strategies, and practices. The Emirates Green Building Council (EGBC) was formed in 2006 to advance green building principles for protecting the environment and ensuring sustainability in the United Arab Emirates. We owe this prestigious award to our staff, service providers, and ultimately to you, the residents of our communities.



Home-security tips for summer holidays

Summer's here and for many of us that means it's time for a holiday. So here are few simple things you can do to keep your home safe so you concentrate on enjoying yourself, 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.

Keep your lights on: Consider putting your lights on a timer so it appears someone's at home. But if you're going to do this, make sure you shut the blinds so you're not obviously lighting up an empty house!

Don't spread the word: Limit how many people know you're leaving. You'll probably need to set up an out of office message on your work email, but avoid doing the same on personal emails or voicemail.

Invest in a safe: Use it to store any valuables and important documents that you're not taking with you. You can buy one at most hardware stores.

Switch off: Appliances left on standby use electricity all the time, which can add up to a significant amount if you're going away for several weeks. Turning them off is not only better for the environment but will also eliminate the chance of anything catching fire. Make sure you switch off any you don't need.

Last but not least, don't forget to lock all your doors and windows and make sure taps are switched off. Bon voyage!



ecm.ae – a guide to our portal

Our collaborative portal, ecm.ae was designed to offer you easy access to information on our services, the communities we manage, and essential resources. Also available on ecm.ae is the latest news on our community initiatives, as well as images and videos of the events we conduct.

Here's what you can find on ecm.ae:

- Forms and factsheets for moving in, moving out, energy saving, balcony etiquette, security, and more
- Helpful tips on maintenance, safety, pets, pest control, and more
- ECM office location maps

We're constantly updating our portal, so check in frequently to see what's new.



USEFUL NUMBERS

Fire	997
Ambulance	998
Police	999
Al Ameen	800 4888

Dubai Municipality	800 900
Taxi (RTA)	800 9090
DEWA	991

Contact ECM at:
800 EMAAR (36227)
communities@ecm.ae

