

COMMUNITY NEWS

The Springs – Issue 3 – 2014

Eid Mubarak

On behalf of everyone at ECM, we would like to take this opportunity to wish you and your family a joyous and blessed Eid.



ECM Celebrates the Spirit of Ramadan

Ramadan is a time for sharing the spirit of the season with residents, service providers, labourers and employees. To celebrate this special time of year, we conducted various events and activities across our communities, from daily Iftars and a charity drive to an Arts & Crafts Tent and football tournament.

Daily Iftars

At community mosques, site offices and labour camps, we organised Iftars every day. It was a common sight to see residents sharing a meal together with service providers, labourers and workers, irrespective of their social status or cultural background. More than 97,340 meals were served throughout the holy month.



Workers enjoying an Iftar meal at the community mosque



Workers being served by ECM staff



Iftar at a labour camp

Smile train

Through our football tournament team registration and our charity photo booths, we collected enough to sponsor corrective surgery for eight children with cleft palates or lips. Overall during the blessed month of Ramadan, Emaar Community Management sent home a message of camaraderie and social involvement to make community living a caring and peaceful experience for everyone involved. We thank you for making this special season even more memorable.



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Take your neighbourly skills to the next level

Get motivated & get started toward a healthier lifestyle as we share simple yet effective benefits of walking.

A moonlit market and an artsy tent

A Ramadan Arts & Crafts Tent was organised on 24 and 25 July, welcoming residents to an evening of arts, crafts, henna and traditional food. Children created beautiful paper lanterns and greeting cards, while the ladies decorated their hands with intricate henna designs. Outside, in the night market on the central lawn, vendors sold books, jewellery and bags, while children enjoyed spot games and a magic show. At our charity picture booth, residents posed with Sheru the falcon to contribute to Smile Train. All in all, it was a truly memorable event. And we're eagerly looking forward to the next one.



Showing our appreciation for service providers

From dawn to dusk, cleaners, security guards, housekeeping, landscaping and irrigation teams work hard to give our community the care it deserves. So to show our appreciation for their hard work and dedication, we organised an Iftar on 24 and 26 July for over 500 people from our list of service providers. These are some of the simple ways we reach out and let our supporting staff know that we care as much as they do.



Charity drive

In collaboration with the Beit Al Khair Society, who installed collection banks in our communities, we collected 475 suitcases of pre-owned clothes weighing a total of 14,270 kgs.



Sharing the spirit of sport for Ramadan

The Ramadan Football Tournament kicked off on 6 July 2014 with 27 teams from Emaar's communities vying for the annual title. The indoor, five-a-side format of the game was played at Sports Zone, located in Fitness First at the Meadows Village. K-Town, from Arabian Ranches won this year's cup against Emrill Challengers. Though the tournament is over, the impression these friendly matches left on everyone continues to linger – and so does the camaraderie between residents and the security, cleaning and lifeguard staff, who met on a common playing field for a game of football.



Community landscaping updates

Infusing new life into our landscaping

The key requirement for maintaining beautiful landscaping with lush green leaves and bright flowers is adequate water supply through a proper irrigation network. Over the years the irrigation lines have withstood harsh weather while providing the much needed water to our landscaping. However, many of these lines have now clogged, ruptured and stopped functioning properly. So with recommendation from our irrigation specialists, we have decided to replace the existing lines with new black poly tubes. This has also addressed the constant incidents of leakages that affect the distribution of irrigation water and appearance of landscaping.

You'll soon notice new tubes being laid at many locations all over the community. It's the first step to giving our landscaping a fresh new look.



Update on uprooting damaging Damas trees

Following our Damas tree awareness campaign in the beginning of 2014, we have issued a Notice of Violation to all owners who did not remove these trees from their garden during that period.

We're happy to say that as of August 2014, a total of 150 villas in The Springs have complied and approximately 750 damas trees have been removed.



Community projects updates

Better security with higher boundary walls and sikka fencing

The height extension of boundary walls at zones A, B, C & D on the Springs Drive is completed. Repainting is in progress and we've started working on the other side of the road (Springs 7-14) since the second week of August. We are expecting to complete this project by end of October 2014.

In tandem with the extension of the boundary wall, we have also started replacing the existing sikka fencing with two meter high aluminum railing to avoid unauthorised entry into the community.



Splash around with added safety

The original fencing around the pools in The Springs are now ageing and starting to deteriorate. So, in the interest of safety for residents, especially children, we are replacing the fences across all swimming pools in The Springs to comply with international Health & Safety standards. Pool fences at Springs 1 & 2 are now installed. The remaining pools will be refurbished in Q4 of 2014 and Q1 in 2015.





LED there be light

You'll see your community swimming pool in new light now with the replacement of the existing underwater lights, wall lights and spike lights with LEDs. This was done because swimming pool lighting represents a big portion of the community's monthly utility consumption. In line with our cost saving initiatives this year, we assessed where we could reduce expenditure without compromising on the quality of services and comfort of the residents using the pools. The new lights offer the same illumination as before, but now at a lower cost.

Mirror, mirror on the wall

See yourself more clearly with new mirrors in the changing rooms of our community pools. The old mirrors had developed black marks due to wear and tear and many of the screws had rusted and fallen off. The new mirrors are fixed with silicone seals on the sides, giving it a clean finish and making it easy to maintain.



Paving the way to community parks

You can now enjoy easier access to community amenities with the installation of interlocked pathways connecting the sikkas to community parks and lake areas. Currently, these areas are fully landscaped making it difficult for residents especially those with disabilities to pass through. By providing proper pathways, residents on wheelchairs or moms with prams will be able to enjoy the parks and the lakes in the community.



Community events and campaigns

Clean-up Campaign coming up

Keeping the community clean and safe is a continuous task. Which is why we conduct regular community Clean-up Campaigns throughout the year. The upcoming campaign will focus on the key issues of parking, speeding and car washing in the community. Through simple tips, our campaign will tell residents how to adopt sustainable practices, avoid violations and other dangers, and ensure a safer environment for all.



Collect My Junk comes to the community

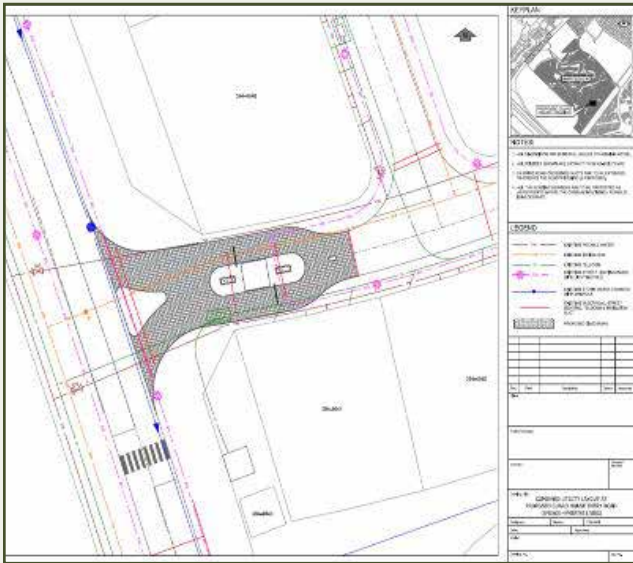
As part of our community Clean-up Campaign, we have organised a one-time collection of unwanted household items which get accumulated over the year.

Titled 'Collect My Junk', this campaign will involve a collection truck driving through the community picking up items that are not being used by residents. The schedule of when the truck will be in your community will be shared with you in advance together with "Collect Me" stickers so you can mark all the items that you don't need any longer.



Springs 10 gatehouse gets a new location

We have been working with a consultant to rebuild the Springs 10 gatehouse that was affected by RTA's development of Al Asayel Street (formerly Springs Drive). After completing a traffic study at the site, our consultant recommended relocating the gatehouse to behind Street 1 for safer access to the community. Another factor influencing the decision to not rebuild the gatehouse at the existing location was the expected challenges concerning traffic management on the RTA main road. The new community entrance will be on the road between Springs 11 and 15. Work is scheduled to commence in Q4 2014.



Landscaping on the Al Asayel Street

After obtaining the necessary approvals from Dubai Municipality and DEWA, we have started the landscaping beautification project on Al Asayel Street (formerly Springs Drive). Our contractor is currently excavating the soil and installing the main irrigation lines behind Springs 11 and 14. The work will continue on both sides of the road for the next two months. Planting is scheduled in the Q4 of 2014.



A tip on getting your MIP

Moving in? Then make sure you apply for your Move in Permit (MIP) at least five days prior to moving into The Springs. This will enable us to review your application and provide you ample time to coordinate with your landlord or property manager for the necessary compliance before the scheduled move.

Move In Policy in Effect

Obtain your Move In Permit prior to moving in to the community to avoid access restriction.

For more details, contact us at communities@ecm.ae

ECM at Cityscape 2014

The giant of real estate and investment exhibitions, Cityscape was back in Dubai from 21-23 September at the World Trade Centre – giving us the perfect opportunity to showcase the sustainable principles, strategies and practices that are fundamental to how we maintain our communities. Our stand was one of the more popular ones with visitors streaming in to talk to our Community Managers and learn more about ECM. Another important part of this event was the reception for key members from our network of business partners, well-wishers and service providers. Here's a quick glance at all the activity.



Welcome pack: A handy guide to community living

We understand that moving in is never easy. So we've created Welcome Packs that will help make the process smooth and convenient. Developed for each of our communities, these packs contain information on moving in, amenities available and guidelines for using them, details on Community Service Fees, what's in and around the neighbourhood, FAQs and more. We've also included a set of inserts with essential contacts, relevant forms and tips on what to do in an emergency. Visit ecm.ae to download your copy today.



Take your neighbourly skills to the next level

Living in a good neighbourhood can be a very fulfilling experience, with get-togethers, gatherings and events. However, some neighbours come with their quirks and can be a source of frustration to the neighbourhood. Whether it's a noisy pet, excessively loud music or incorrect disposal of trash, over time a confrontation may become a possibility unless it's handled carefully.

Here are a few tips on how you can be more neighbourly:

- **Create a rapport:** When you build trust with a neighbour, it increases understanding and makes it easier to address a problem before it blows out of proportion.
- **Communicate face to face:** Leaving a complaint on their door may be convenient but it can also come across as impersonal and be taken the wrong way. If the problem persists, maybe it's time to meet with your neighbour in person.
- **Don't assume:** Surprisingly, sometimes your neighbour may not even be aware of the problem. So instead of assuming, bring it up like you're bringing it to their attention for the first time.
- **Be willing to understand:** When you meet, prepare to listen to their side of the story and ask for honest input on ways you can compromise. If a solution is not apparent immediately, try and find middle ground that you can agree on and work from.
- **End it on a positive note:** Do not leave the conversation on a negative note. Always stay positive and offer constructive solutions.
- **Escalate it:** If all else fails and your neighbour isn't willing to compromise or change things for the better, you should consider seeking the help of your landlord or Community Manager. They could help you in sorting out the problem.
- **Finally, keep notes:** If the problem persists, consider documenting the issue with photos or video just in case it escalates. But be careful to not to use this information against your neighbour unless it's absolutely necessary. Remember, you still have to live near them.



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