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EDACOM 2019 Highlights

MotorCity Community

 **800 EDACOM**
33 22 66
Customer Happiness Centre



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WELCOME TO EDACOM'S VERY FIRST NEWSLETTER!

Our quarterly newsletter aims at encapsulating the highlights of EDACOM that will take place over the course of the upcoming months. It will give you a quick update on all accomplishments and work. The newsletter will also feature interesting lifestyle related articles.

We are excited to circulate the first edition of the newsletter, which will act as a platform that bridges the communication gap between residents and owner's association management, induces engagement and keeps all residents up to date about what is happening in their community.



A WORD FROM OUR GENERAL MANAGER

At EDACOM we stepped into 2020 with enthusiasm and vigor! It's good to look forward and think ahead about what this year may bring to us, but first, a quick look back on all the progress during the year of 2019. We have made good progress in our community, making our neighborhood safer, friendlier, cleaner, and stronger. Our service delivery has been designed to create an environment in which all residents can maximize enjoyment of their homes and the various shared facilities within the community.

Of course, this is just the beginning of our continuous journey that will improve the service, hence, to keep up with what's happening don't miss the next edition of our newsletter, coming out in June 2020.

Our Objectives are Simple!

1. We keep you informed.
2. We provide a safe and secure place to live.
3. We enhance the long-term value of your property.



A stylized blue ink signature of Abdulla Al Rustumani.

Abdulla Al Rustumani
General Manager



24HR CUSTOMER HAPPINESS CALL CENTRE

As part of our continuous effort to bring happiness to the MotorCity Community and to provide you with the best possible service. EDACOM is pleased to announce the launch of **800EDACOM (33 22 66)** Customer Happiness Call Centre, the first Owners' Association Management Happiness Call Centre in the UAE.

The **800EDACOM (33 22 66)** Customer Happiness Call Centre is a step of many in EDACOM's continuous journey that will improve the service we offer to our clients by increasing direct communication, transparency, access to information and elevating your living experience here in the community.

The 24-hour Customer Happiness Call Centre will be at your service 7 days a week to ensure we provide you the highest standards of customer service and answer any questions, comments, or queries related to the MotorCity Community with easy case number tracking system.



WE ARE HERE FOR LONGER

As part of our continued effort towards achieving your happiness and satisfaction, we have extended our business working hours to serve you more and better.

Our new business hours:

Sunday to Thursday - 8:30am to 7:00pm

Saturday - 9:00 am to 2.00pm

Friday - Closed

We are also reachable 24/7 at EDACOM Customer Happiness Centre at 800EDACOM (800 33 22 66) or via email at chc@edacom.ae



COMMUNITY UPGRADES

**MOTORCITY COMMUNITY
ADVANCEMENTS COMPLETED
WITHIN 30 DAYS ACROSS
33 FACILITIES IN UPTOWN AND
GREEN COMMUNITY**



Completed in a short 30-day duration, the impressive upgrade project comprised the refurbishment of 33 facilities, including pools and gymnasiums fitted out with best-in-class equipment, as well as recreational areas that collectively span 91,493 sq ft across the UPTOWN and Green Community neighborhoods in MotorCity.



COMMUNITY OUTDOOR ENHANCEMENTS

We are ensuring the enhancements of landscape areas across the community through carrying out extensive beautification works, regular maintenance and irrigation as well as the replacement of 541 bins and benches in effort to positively transform the outdoor community experience across the Union Properties' master development. Here is a recap of the landscaping work that was carried out during 2019.

- Cleaning of landscape – collected and disposed more than 2,300 m³ of green waste
- Removal of dead plants and weeds
- Adjusting the irrigation system and flushing all the irrigation drip lines to supply sufficient irrigation to plants
- Gap filling of ground covers to efficiently enhance irrigation
- Removing unsustainable plant species from different location across the community
- Replanting the dead and empty ground covers with existing resources
- Enhancing and upgrading the landscape areas at UPTOWN and Green Community as well as all entrances, roundabouts and road sides
- Further upgrades to the irrigation system
- Replace all unsustainable plant species with sustainable plants
- Trim the overgrown trees
- Beautify landscape across UPTOWN and Green Community





EASY SERVICE CHARGE PAYMENT

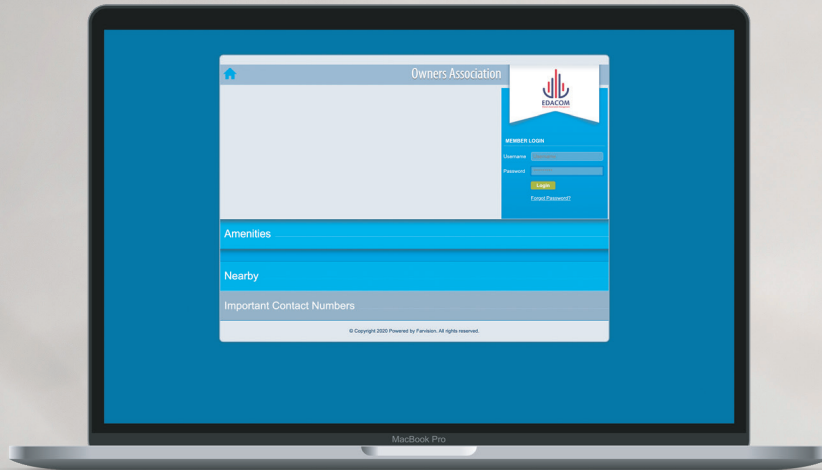
We are always committed to enhancing your community experience through upkeeping the highest service standards and maintaining the best level of facility and community management. A big part of what we do is managing multiple service providers to ensure they deliver the quality you deserve. Service charge collection ensures that the services required in MotorCity community are continued to be performed at the highest standards.

Good news is that we have worked on providing you with multiple easy payment options to facilitate your payment procedure of all your outstanding service charges once you receive the service charge notice.

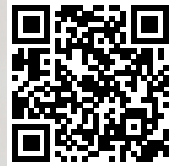
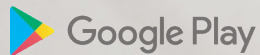


EASY SERVICE CHARGE PAYMENT

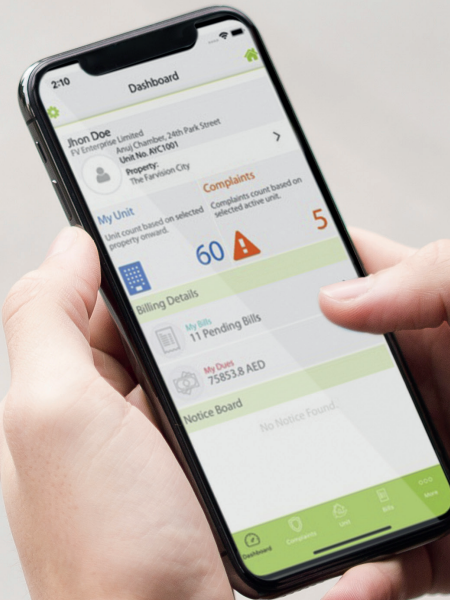
1. You can easily use the electronic payment method at:
<https://eservices.edacom.ae>



2. Or download the mobile application Farvision FMS that is available for Android and IOS users.



3. Or you can simply pay via a bank transfer to the account mentioned on the service charge invoice of the unit owner (customer and property reference numbers to be noted on transfers). The owner should email transaction receipt to ensure timely allocation and to avoid any inconvenience.



ARE YOU FIRE READY?

As part of our commitment to prevent and reduce the MotorCity communities fire hazards, we would like to remind you about the below critical precautionary measures that you need to take to avoid fire hazards for your safety and your neighbor's, also to ask you to help us to identify potential fire hazards.

1. Please avoid fire risks activities that include:

- Leaving electronic devices and appliances plugged in
- Leaving candles and stoves unattended
- Recklessly smoking shisha, cigarettes and throwing cigarette butts
- Storing gas cylinders, combustible and hazardous items in patios
- Barbecuing

2. In an unlikely case of a fire emergency, make your way to the nearest assembly point, call the Dubai Civil Defence at 997 to report the incident, stay away from the fire and await further instructions from the Assembly Coordinator.

3. Please consider acquiring insurance to cover your units and belongings against public and fire liabilities as well as consequential damages.



COMMUNITY ETIQUETTE



Please be mindful of the below five rules and regulations to ensure you dispose of your waste in a proper manner.

1. Only normal household wastes including but not limited to liquids, foods as well as pet wastes can be disposed in garbage chutes
2. Properly bag and tie waste to avoid spillage
3. Always keep the garbage chute door closed
4. Littering is not allowed in all common areas
5. The following items should be disposed in the dumpster area and not in the garbage chute:
 - Oversized items including carpets and furniture
 - Electronics such as household appliances and gadgets
 - Flammable materials such as matches, lit cigarettes, batteries, explosives, etc.
 - Medical wastes such as syringe, hand gloves, etc.



Please note that the use of gas stoves or gas cylinders in the community is not permissible for safety concerns and will result in a fine of up to AED 10,000 after informing the relevant authorities.



The landscaping of the common areas without prior permission from EDACOM is not permissible as it results in inconsistencies in the appearance of the common areas and affects the general health and safety requirements in the community. All landscaping works that were performed in common areas without prior approvals from EDACOM will be changed back to conform to the overall landscape look of the community and violators will be obliged to pay for the removal and rectification of the same. Residents who have received approvals are requested to ensure that all waste produced by their landscapers is disposed of properly at the Dubai Municipality approved disposal areas.



USEFUL NUMBERS



Ambulance **998**



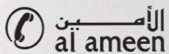
Police **999**



Fire Department **997**



EDACOM Happiness Center
800 EDACOM (33 22 66)



Al Ameen **800 4888**



RTA **800 9090**



Dubai Municipality **800 900**



DEWA **991**



An aerial photograph of a large residential complex. The complex features numerous multi-story buildings with light-colored facades and terracotta roofs. A central lake with a small fountain and a gazebo is surrounded by green lawns and trees. A prominent clock tower is visible in the lower right corner. The text "Thank You!" is overlaid in the center.

Thank You!

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Part of
Union
PROPERTIES