



## STERILIZATION OF MOTORCITY FROM 6-11 APRIL 2020

Dear Residents,

In line with **Mr. Khalifa Alhammadi**, Vice Chairman and Group CEO of Union Properties, to ensure the safety of all residents within the MotorCity community, as well as to fight against the COVID-19 outbreak, please be advised that **ServeU**, together with **EDACOM**, will be conducting disinfection, cleaning and sterilization of all common areas, including parks.

As part of this process, our disinfection team will sanitize the streets and common areas from Monday, 6th April, to Saturday, 11th April, from 8am to 2pm.

Please note that your health and well-being is of utmost importance to us - we would like to assure you that the disinfection activity fully complies with Occupational Safety and Health Act (OSHA) regulations, and the chemicals used are safe for humans and pets.

To ensure the successful completion of this important activity, we request you to stay at home, stay safe, and cooperate with the ServeU and EDACOM teams.

Thank you for your consideration and understanding.

**#stayhome #staysafe**

 **800 EDACOM 33 22 66**  
Customer Happiness Centre  
24 Hours a Day 7 Days a Week





Dear Owners/Occupants,

Greetings from EDACOM Owners Association Management!

As we are all aware, M/s. Emicool is the official service provider of cooling in Motor City as they have been engaged by the Master Developer to operate the Chilled Water Network across the community. However, it was brought to our attention that some owners are installing their own cooling systems thru other service providers.

On behalf of Union Properties, the Master Developer of Motor City, we would like to remind you that installation of cooling systems in your respective properties thru other service provider is not allowed and against the community rules unless the request of such installation is approved by the exclusive Cooling Service Provider (M/s. Emicool) and the Master Developer (Union Properties).

Your cooperation and compliance on this matter is highly appreciated. Thanking you in advance for your usual support.

**For further clarification and concerns, our Call Center is operating 24/7 to serve you around the clock. Please feel free to contact us on 800 – EDACOM (33 22 66) or email us at [chc@edacom.ae](mailto:chc@edacom.ae).**

***#STAY HOME #STAY SAFE***

Regards,

EDACOM Owners Association Management



## COMMUNITY GYMS WILL BE OPEN STARTING MONDAY JUNE 1ST 2020

Dear owners/ residents

Kindly be informed that the community gyms will reopen starting Monday, 1st of June in compliance with RERA's instructions which you will find attached.

Please follow these rules to keep yourself and others safe.

### COVID-19 PROTOCOLS GYM AND HEALTH CLUB



#### RESIDENTS ONLY

Only residents are allowed to use the gym.  
No visitors are allowed



#### MASK AND GLOVES

Residents must wear mask and gloves, no one will be allowed to enter the gym unless they wear mask



#### MAXIMUM LIMIT OF 04

Not more than 04 individuals will be allowed in the gym at a time



#### WIPE EQUIPMENT

Gym users must wipe/disinfect equipment before and after use. Users should bring their own yoga mat, towels, cloth etc



#### FIRST COME / FIRST SERVED

All residents will be served upon first come first served basis



#### SOCIAL DISTANCING

2 meter distance should be maintained at all times among individuals working out in the gym  
*No massage, personal trainer or group training is allowed*



#### AGE RESTRICTIONS

The use of the Gym is at the responsibility of user, children below 12 years and elderly above 60 years not allowed to enter the facility

عيد مبارك



إداكوم | EDACOM  
للمنظمة وإدارة الموارد البشرية | Human Resource Management Organization



## NO DISCONNECTION OF COOLING SERVICES

Dear valued owners and residents,

Greetings from EDACOM Owners Association Management.

Further to the recent circular, we are pleased to inform you that a meeting was held with UP, EDACOM and Emicool in the presence of RERA officials that has concluded there will be no disconnection of the cooling services in Motor City and Uptown Mirdiff.

The well-being of all residents in our communities is our top priority, and throughout this process we have been fully committed to taking every action possible to prevent any disconnection.

We assure you that we are always working in the best interests of the owners and residents of our communities, and we appreciate your understanding during this time.

Stay home and stay safe.



 **800 EDACOM**  
33 22 66  
Customer Happiness Centre  
24 Hours a Day 7 Days a Week



Dear Valued Owners/Tenants,

Greetings from EDACOM Owners Association Management, we trust that you and your family are in good health and are staying safe in this time of uncertainty.

With reference to the recent communication from Emicool - the cooling service provider in Motor City - threatening to disconnect the cooling service in the common areas, please be informed that the ongoing cooling service provider charges are being paid regularly and on time from the service charges collected from the owners despite numerous owners defaulting in payment, for which we are closely coordinating with RERA to collect. However, there are long-standing dues prior to the establishment of EDACOM which are currently being disputed before the Dubai Courts, and unfortunately such methods of disconnection threats are being used as a recourse.

The UAE laws prohibit the disconnection of basic services (electricity, water and air conditioning), and considers it a crime punishable by law, resulting in damages up to the extent of physical harm. Moreover, The Dubai Land Department and RERA have previously taken immediate actions after the emergence of such methods, and has issued circulars to all the service providers to refrain from cutting any public utility services or resort to any such ways that are not in accordance with the applicable laws in demanding the service fees.

The well-being of all the residents in the communities under our management is our sole priority and we will be coordinating with the relevant authorities and taking all the necessary legal action to prevent Emicool from any such disconnection.

As always, EDACOM remains available to assist the residents with any issues and reminds the residents of their right to communicate their concerns to the relevant authorities and the Dubai Police in case Emicool disrupts the cooling services.

**Shall you need any further clarification, our Call Center is operating 24/7 to serve you around the clock. Please contact us on 800 – EDACOM (33 22 66) or email us at [chc@edacom.ae](mailto:chc@edacom.ae) for any queries or concerns.**

***#STAY HOME #STAY SAFE***

Regards,

EDACOM Owners Association Management



## Pest Control Notice

Green Community, MotorCity

**Dear Resident,**

In the interest of maintaining a safe and clean environment in our community, EDACOM will perform pest control treatment for the community to protect the common areas such as streets, landscaped areas, maintenance holes, electric rooms, garbage rooms, parks and parking areas etc. and the supplementary regions of the community while this should not impact your usage of the common area.

Pest control treatment will be carried by applying Thermal Fogging Treatment, which will cover crawling insects, flying insects (breeding areas only), and this will be done with duly approved pesticides complying with U.A.E, Dubai Municipality, and World Health Organization standards.

**Treatment will be carried out on:**

**Date: 16th March till 20th March**

**Time: 9:00 AM till 4:00 PM**

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

 **800 EDACOM**  
**33 22 66**  
Customer Happiness Centre  
24 Hours a Day 7 Days a Week





### Dear MotorCity Community Members,

In the interest of maintaining a safe and healthy environment as well as upkeeping the best community living standards across MotorCity, EDACOM will be carrying out deep cleaning work of disinfection and sanitization for prevention of Coronavirus, as per below schedule.

Pool Name	Community	Date
A Pool	Terrace Apartments	15/3/2020
A1 Pool	Terrace Apartments	16/3/2020
B Pool	Green Community	17/3/2020
B1 Pool	Green Community	18/3/2020
BB Pool	Green Community	19/3/2020
Ewood Pool	UPTOWN	15/3/2020
Donnington Pool	UPTOWN	16/3/2020
Beathaton Pool	UPTOWN	17/3/2020
Eastland Pool	UPTOWN	18/3/2020
Camden Pool	UPTOWN	19/3/2020
Beaufort Pool	UPTOWN	22/3/2020

We apologise for any inconvenience this may cause, and we thank you for your understanding and cooperation.  
We are reachable 24/7 at EDACOM Customer Happiness Centre at 800EDACOM (800 33 22 66) or via email at [chc@edacom.ae](mailto:chc@edacom.ae)





## Façade Cleaning

Dear MotorCity Community Member,

We would like to notify you that we will start the cleaning of external glass and building façades on Dickens Circus 1, 2, 3 on **Thursday, 5 March 2020, from 6:00 AM to 5:00 PM.**

For your safety and convenience, we would recommend that you take note of the below steps during the cleaning of your building's façade:

- Keep windows closed and secured as well as curtains and blinds to ensure your privacy.
- Avoid parking your vehicles around the building to keep them clean.
- Building management & service providers are not responsible for any damage to items placed on the balconies, please remove all items from your balconies.

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

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**33 22 66**  
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## Pest Control Notice

Uptown MotorCity

**Dear Resident,**

In the interest of maintaining a safe and clean environment in our community, EDACOM will perform pest control treatment for the community to protect the common areas such as streets, landscaped areas, maintenance holes, electric rooms, garbage rooms, parks and parking areas etc. and the supplementary regions of the community while this should not impact your usage of the common area.

Pest control treatment will be carried by applying Thermal Fogging Treatment, which will cover crawling insects, flying insects (breeding areas only), and this will be done with duly approved pesticides complying with U.A.E, Dubai Municipality, and World Health Organization standards.

**Treatment will be carried out on:**

**Date: 4th March till 9th March**

**Time: 9:00 AM till 4:00 PM**

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

 **800 EDACOM**  
**33 22 66**  
Customer Happiness Centre  
24 Hours a Day 7 Days a Week





## Façade Cleaning

Dear MotorCity Community Member,

We would like to notify you that we will start the cleaning of external glass and building façades on Marlow House 1 and Marlow House 2 on

**Wednesday, 26 February 2020 from 6:00 AM to 5:00 PM**

For your safety and convenience, we would recommend that you take note of the below steps during the cleaning of your building's façade:

- Keep windows closed and secured as well as curtains and blinds to ensure your privacy.
- Avoid parking your vehicles around the building to keep them clean.
- Building management & service providers are not responsible for any damage to items placed on the balconies, please remove all items from your balconies.

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

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**33 22 66**  
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## SHAKESPEARE CIRCUS 1

### TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in Shakespeare Circus 1 by M/s. Serve U, please be informed that temporary water interruption might be observed **from 10:00 AM to 01:30 PM Thursday i.e. 20<sup>th</sup> of February 2020.**



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 03½ hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*



## WESTON COURT 2

### TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in Weston Court 2 by M/s. Serve U, please be informed that temporary water interruption might be observed from 10:00 AM to 01:00 PM Thursday i.e. 13<sup>th</sup> of February 2020.



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 03 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*

## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 15<sup>th</sup> February 2020, Saturday.



As per PPM, there shall be an activation test of the Fire-alarm between 07:30 AM to 03 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!



## Pest Control Notice

### Control Tower

#### Dear Resident,

In the interest of maintaining a safe and clean environment, EDACOM will perform pest control treatment to protect the common areas including floors, washrooms and kitchens where we advise to keep kitchen doors & cabinets open to effectively carry out the treatment. We will also be checking all Rodent Bait Stations for any activities.

Pest control treatment will be done with approved pesticides complying with U.A.E, Dubai Municipality and World Health Organization standards.

#### Treatment will be carried out on:

**Date: 15th February**

**Time: 8:00 AM to 5.00 PM**

The treatment should not cause any notable inconvenience but we advise those with any respiratory concerns to keep away from common areas as precaution.

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

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**33 22 66**  
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## MARLOWE HOUSE 1 & 2

### BASEMENT PARKING PAINTING WORKS

**Dear Occupants,**

Beginning Saturday, **February 15, 2020**, M/s. Rayz Décor L.L.C will be on site carrying out painting works for the basement parking areas in **Marlowe House 1** and **Marlowe House 2** Buildings.

It is estimated that work will take a maximum of 6 days up to **20<sup>th</sup> of February 2020** from

**8:00am to 4:00pm.**

We strongly advise that you **avoid parking** your vehicles in the Basement Parking areas. Security will be on standby to direct you to an alternative parking.

During the time work is underway, you should expect some **pungent smell** and rest assured every effort will be made to minimize inconveniences.

We apologize for the inconvenience and request that you kindly bear with us as we aim to improve the facilities of the community to your suitability.

***Thank you all for your kind cooperation.***



**PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out across Uptown between 15<sup>th</sup> February 2020, Saturday and 29<sup>th</sup> February 2020, Saturday as per the below schedule:-

Area/Building	Date
BARTON HOUSE 2, WIDCOMBE HOUSE 1 & 2	15-Feb-2020
WIDCOMBE HOUSE 3 & 4, CLAVERTON HOUSE 1	16-Feb-2020
CLAVERTONS HOUSE 2, DICKENS CIRCUS 1 & 2	17-Feb-2020
DICKENS CIRCUS 3, MARLOWE HOUSE 1 & 2	18-Feb-2020
BENNETT HOUSE 1 & 2, SHERLOCK CIRCUS 1	19-Feb-2020
SHERLOCK CIRCUS 2 & 3, REGENT HOUSE 1	20-Feb-2020
REGENT HOUSE 2, SHAKESPEARE CIRCUS 1 & 2	22-Feb-2020
SHAKESPEAR CIRCUS 3, NORTON COURT 1 & 2	23-Feb-2020
NORTON COURT 3 & 4, EASTON COURT	24-Feb-2020
WESTON COURT 1 & 2, WINDSOR CRESCENT VILLAS	25-Feb-2020
ABBEY CRESCENT 1 & 2	26-Feb-2020
BATHEATON POOL HOUSE, BEAUFORT POOL HOUSE, EASTLANDS POOL HOUSE	26-Feb-2020
DONNINGTON POOL HOUSE, EWOOD POOL HOUSE, CAMDEN POOL HOUSE	27-Feb-2020



As per PPM, there shall be an activation test of the Fire-alarm between 0800 AM to 0400 PM while the work is going on. **Please do not panic.** If the alarm sounds for more than 1 minute, please evacuate the building as per normal process.

We apologize for any inconvenience that this may cause.  
 Thank you for your utmost support and understanding!

## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 10<sup>th</sup> February 2020, Monday.



As per PPM, there shall be an activation test of the Fire-alarm between 07:30 AM to 03 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!



## WESTON COURT 1

### TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in Weston Court 1 by M/s. Serve U, please be informed that temporary water interruption might be observed from 10:00 AM to 01:00 PM Monday i.e. 10<sup>th</sup> of February 2020.



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 03 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*



## SHERLOCK HOUSE 1 & 2

### BASEMENT PARKING PAINTING WORKS

#### Dear Occupants,

Beginning Saturday, **February 08, 2020**, M/s. Rayz Décor L.L.C will be on site carrying out painting works for the basement parking areas in **Sherlock House 1** and **Sherlock House 2** Buildings.

It is estimated that work will take a maximum of 6 days up to **13<sup>th</sup> of February 2020** from

**8:00am to 4:00pm.**

We strongly advise that you **avoid parking** your vehicles in the Basement Parking areas. Security will be on standby to direct you to an alternative parking.

During the time work is underway, you should expect some **pungent smell** and rest assured every effort will be made to minimize inconveniences.

We apologize for the inconvenience and request that you kindly bear with us as we aim to improve the facilities of the community to your suitability.

*Thank you all for your kind cooperation.*

Dear Owners,



As part of our continued efforts towards achieving your happiness and satisfaction we are delighted to announce that we have waived the Late Payment Fees for all owners with outstanding service charges.

We kindly request you to settle all of your outstanding dues on an immediate basis as this is important for the upkeep of your community since it covers the over-all Building Maintenance (i.e. preventive and/or corrective), Utilities, as well as the Building Insurance.

The following easy to pay options are available for the owner's convenience: -

1. Electronic payment via <https://eservices.edacom.ae>.
2. Using mobile application Farvision FMS (for Android and IOS).
3. Bank transfers 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 & to avoid any inconvenience.
4. Cheque & Cash deposits via ATMs

Thank you for being part of our community.

For feedback and enquiries please contact us at [chc@edacom.ae](mailto:chc@edacom.ae) or 800 EDACOM (33 22 66).

Your happiness is our priority.



## NORTON COURT 1

### TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in Norton Court 1 by M/s. Serve U, please be informed that temporary water interruption might be observed from 11:00 AM to 02:00 PM Wednesday i.e. 05<sup>th</sup> of February 2020.



Following its procedure, there shall be a temporary water interruption while the work is going on that may go up to 03 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*



## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 03<sup>rd</sup> February 2020, Monday.



As per PPM, there shall be an activation test of the Fire-alarm between 07:30 AM to 03 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!



## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 03<sup>rd</sup> February 2020, Monday.



As per PPM, there shall be an activation test of the Fire-alarm between 07:30 AM to 03 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!



## MOTOR CITY

Dear Residents,

World Health Organization (WHO) recently confirmed that the new strain of Coronavirus called Novel Coronavirus (nCoV-2019) which was first identified in a cluster of pneumonia cases in Wuhan City, Hubei Province of China has reached United Arab Emirates.

### SIGNS AND SYMPTOMS



### TIPS TO REDUCE RISK OF GETTING THE INFECTION



If symptoms persist, please visit your nearest medical facility.

## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 02<sup>nd</sup> February 2020, Sunday.



As per PPM, there shall be an activation test of the Fire-alarm between 07:30 AM to 03 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!

## DICKENS CIRCUS 2

### TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in Dickens Circus 2 by M/s. Serve U, please be informed that temporary water interruption might be observed from **11:00 AM to 02:00 PM Thursday i.e. 23<sup>rd</sup> of January 2020.**



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 03 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*



## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 21<sup>st</sup> January 2020, Tuesday.



As per PPM, there shall be an activation test of the Fire-alarm between 07:30 AM to 03 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!

# NOTICE

Dear Residents,

Due to the forecasted inclement weather, please be reminded to keep/store your belongings inside the unit and not in the balcony.



This may cause injury to passersby as well as damage to the property if those belongings shall be blown out by high winds.

## CONTROL TOWER

# PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 13<sup>th</sup> January 2020, Monday.



As per PPM, there shall be an activation test of the Fire-alarm between 08 AM to 10 AM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!

CONTROL TOWER

# NOTICE

## ROPE REPLACEMENT

**Dear Residents,**

As an initiative to ensure the safety of residents at Control Tower, the management had scheduled the replacement of main wire ropes of **Elevators** in Control Tower which had been in progress from last couple of months as Lifts were shutdown **one** at a time every week **starting 16<sup>th</sup> November 2019.**

Now we want to start with rope changing for the **Service Elevator** of Control Tower. It will take one week to carry out this activity **from 07<sup>th</sup> January, 2020 until 14<sup>th</sup> January 2020.**

Occupants are advised to refrain from scheduling bulk deliveries during the said dates as service lift will not be available.

*We apologize for inconvenience*

*Your usual cooperation will be very much appreciated*

## MOTOR CITY

### GUIDELINES FOR USE OF GARBAGE CHUTE/ROOM

In order to maintain a clean & healthy environment for all residents of the community, everyone is **expected** to abide by the guidelines for usage of the garbage room:

1. **Only normal household wastes** including but not limited to liquids, foods **as well as pet wastes** **are allowed to be disposed in the Garbage Chutes** - properly bagged and tied to avoid spill.
2. **Littering** is **strictly prohibited** in all common areas.
3. **Large boxes, wrapping, packaging, and moving materials** shall be broken down and disposed to the dumpster area and **not** in the garbage chute.
4. Residents **have the sole responsibility** in **disposing the items listed below** (which are not allowed in the garbage chutes):
  - Oversized items including carpets and furniture
  - Electronics such as household appliances and gadgets
  - Flammable materials such as matches, lit cigarettes, batteries, explosives, aerosol cans, etc.
  - Medical wastes such as syringe, hand gloves, etc.
5. **Always** keep the hopper door **closed**.







## Façade Cleaning

Dear MotorCity Community Member,

We would like to notify you that we will start the cleaning of external glass of Control Tower on

**Sunday, 5 January 2020 from 6:00 AM to 5:00 PM**

The cleaning process will take approximately 90 days to complete as it is subject to weather conditions.

For your safety and convenience, we would recommend that you take note of the below steps during the cleaning of the building façade:

- Keep windows closed and secured as well as curtains and blinds to ensure your privacy.
- Avoid parking your vehicles around the building to keep them clean.

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

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## CONTROL TOWER

### **PLANNED PREVENTIVE MAINTENANCE (PPM) OF THE FIRE-ALARM & FIRE-FIGHTING SYSTEMS**

Dear Residents,

Planned Preventive Maintenance of the Fire Alarm & Fire Fighting Systems is scheduled to be carried-out at Control Tower on 28<sup>th</sup> December 2019, Saturday.



As per PPM, there shall be an activation test of the Fire-alarm between 10 AM to 02 PM while the work is going on. **Please do not panic.**

We apologize for any inconvenience that this may cause.

Thank you for your utmost support and understanding!

# NOTICE

Dear Owners,

In line with RERA's new Mollak system whereby each community has dedicated controlled/regulated bank accounts for the management of service charges of Jointly Owned Properties we have opened such accounts with Mashreq Bank and effective **IMMEDIATELY**, our collections office located in Control Tower, Motor City will no longer accept cheque, cash, credit/debit cards or any other payment methods for Service Charges.

Access Cards/Remotes Issuance, Gate Passes and other fees will be continued to be paid at our office via cash until further notice.

Your Q1 & Q2 2019 service charge invoices are being issued to you by email via the Mollak system. Several convenient payment methods will continue to be available to you going forward, including:

**Option 1** – Online portal <https://eservices.edacom.ae> – customers can view and pay their service charges online using credit/debit cards into the RERA controlled/regulated bank accounts. As we are in the process of integrating our online portal with Mollak so you might notice different figures for your outstanding amount on our portal at the moment due to which we insist that please pay the outstanding amounts in accordance to the ones mentioned on your Mollak service charge invoices.

**Option 2** - Farysion FMS Mobile App (for Android and IOS) - customers can view and pay their service charges online using credit/debit cards into the RERA controlled/regulated bank accounts.

**Option 3** – Mollak invoice payment links – these will be outlined on the Mollak invoices circulated by email

**Option 4** – Bank Transfer (AED only) – owners can pay via bank transfer to the RERA controlled/regulated bank accounts set out on your service charge invoices. Please ensure to reference your name, unit number, and invoice number outlined on your invoice, and

**Option 5** – Cheque & Cash deposits via ATMs – Cheques and cash can be deposited into the RERA controlled/regulated bank accounts from ATM's located throughout UAE. Please ensure to reference your name, unit number, and invoice number outlined on your invoice.

P.S. We request you not to use the old bank accounts for the payment of your service charges and only transfer your payments of service charges to the new bank accounts as mentioned on your Mollak generated invoices as these are dedicated bank accounts for separate communities.

Thank you for your utmost support and cooperation.



## CONTROL TOWER

# ANNOUNCEMENT

## COMMISSIONING OF NEW ENTRANCE TO CONTROL TOWER BASEMENT PARKING

Dear Residents,

We are pleased to inform you that the management has recently arranged to commission the second entrance to the Control Tower Basement Parking areas located at the side of the tower.

The entrance will be available for the use of the residents from 25<sup>th</sup> of December 2019. Your existing access cards have been pre-programmed to gain entry through this new entrance.

We appreciate your support as we aim to make your community better.



## Access Control System Update

**Dear Residents,**

We are upgrading the access control system across the Marlowe House 2.

Community members are kindly requested to hand over their access cards to security personnel who will be manning the doors and gates. In a few minutes, the access cards will be updated on site onto the new system and returned right away.

In case of any inquiries we are reachable 24/7 **EDACOM Customer Happiness Centre at 800EDACOM (800 33 22 66)** or via email at [chc@edacom.ae](mailto:chc@edacom.ae)

 **800 EDACOM**  
**33 22 66**  
Customer Happiness Centre  
24 Hours a Day 7 Days a Week





## Community Etiquette

Dear Residents,

To ensure a pleasant community living experience for every member in the MotorCity community, we would like to remind everyone of the following rules and regulations. We highly appreciate your support and compliance.



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.



## Parking Canopy Cleaning

Dear Residents

We would like to notify you that we have scheduled the cleaning of canopies located in the parking areas of the **Terrace Apartments community** starting from **Wednesday, 04 December 2019**.

The cleaning process of all the 16 buildings' parking area's canopies will approximately take up to 16 days to complete.

We recommend that you do not park any vehicles under the canopies during your scheduled cleaning as they may get dirty, dusty or wet.

Please note that EDACOM and the service providers will not be responsible for any damage to cars parked under the canopies during the sixteen-day period.

Thank you for your cooperation and understanding.

In case of any inquiries we are reachable 24/7 at **EDACOM Customer Happiness Centre at 800EDACOM (800 33 22 66)** or via email at [chc@edacom.ae](mailto:chc@edacom.ae)





## UAE National Day Celebrations

Dear Residents,

To mark the momentous occasion of the UAE's 48th National Day, EDACOM would like to invite you to a community event that will celebrate the UAE with live Emirati performances, traditional henna designs and falcon show to entertain everyone in the family and express our pride.

**Date: Monday, 2 December 2019**

**Time: 12:00 PM - 2:00 PM**

**Location: Windsor Park, MotorCity**

See you there.







## Pest Control Notice

### Control Tower

#### Dear Resident,

In the interest of maintaining a safe and clean environment, EDACOM will perform pest control treatment to protect the common areas including floors, washrooms and kitchens where we advise to keep kitchen doors & cabinets open to effectively carry out the treatment. We will also be checking all Rodent Bait Stations for any activities.

Pest control treatment will be done with approved pesticides complying with U.A.E, Dubai Municipality and World Health Organization standards.

#### Treatment will be carried out on:

**Date: Saturday, 30th November & Sunday, 1st December**

**Time: 8:00 AM to 5.00 PM**

The treatment should not cause any notable inconvenience but we advise those with any respiratory concerns to keep away from common areas as precaution.

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

 **800 EDACOM**  
**33 22 66**

Customer Happiness Centre  
24 Hours a Day 7 Days a Week





## Access Control System Update

**Dear Residents,**

We are upgrading the access control system across the Widcombe House 2.

Community members are kindly requested to hand over their access cards to security personnel who will be manning the doors and gates. In a few minutes, the access cards will be updated on site onto the new system and returned right away.

In case of any inquiries we are reachable 24/7 at **EDACOM Customer Happiness Centre at 800EDACOM (800 33 22 66)** or via email at [chc@edacom.ae](mailto:chc@edacom.ae)

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# EDACOM

## Adding Value... Making a Difference

### Dear Resident,

One of the benefits of volunteering is the positive impact on the community. Volunteering allows you to connect to your community and make it a better place. Even helping out with the smallest tasks can make a real difference.

Dedicating your time as a volunteer helps you make new friends, expand your network, boost your social skills and more. EDACOM is on the lookout for active community members who want to add value to the community they are living in?

**Do you specialise in an area that can benefit your community?**

**Are you passionate about making a difference and are willing to allocate some time to do so?**

If so, we would love to get to know you!

Email us back with your name and contact details as well as a description of how would you like to contribute to your community and one of our team members will get in touch with you.

Please feel free to contact us for any queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

 **800 EDACOM**  
**33 22 66**  
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**U**  
**Union**  
PROPERTIES



## Weekly Maintenance Notice

Dear Residents,

In the interest of maintaining a safe and clean environment as well as upkeeping the best community living standards across MotorCity, EDACOM will be carrying out the following maintenance work throughout the upcoming week.

### Elevator Rope Replacement

**Control Tower**  
Dates: 16 - 23 November 2019

Please note that we will be replacing the main wire ropes of elevators as a routine maintenance for your safety. This should not cause notable inconvenience as the maintenance team will shutdown one elevator lift at a time. Because elevator traffic might occur, please allow a few extra minutes to reach your desired floor. Occupants are also advised to refrain from scheduling bulk deliveries during this maintenance work as service lifts will be out of order.

Work will start today, 16 November 2019 and should conclude by Saturday, 23 November 2019.

### Fire Alarm and Fire Fighting Testing

**UPTOWN MotorCity**  
Dates: 19 November - 5 December 2019

We have planned periodic maintenance and testing of fire alarm systems across buildings in MotorCity. The sound of the fire alarm will be activated frequently while your building is being tested, and we apologise for the inconvenience this may cause. If the alarm runs for more than three minutes, please evacuate the building as per normal process.

The attached detailed schedule showcases the locations in which the testing will be carried out from Tuesday, 19 November 2019 to Thursday, 5 December 2019, between 8:00 AM to 4:00 PM.

### Pest Control

**UPTOWN MotorCity**  
Dates: 18 November - 3 December 2019

Pest control treatment will be performed across common areas in the community such as streets, landscape areas, maintenance holes, electric rooms, garbage rooms, parks and parking areas etc. The pest control team will apply ULV Fogging Treatment, which will cover crawling insects, flying insects (breeding areas only), and this will be done with duly approved pesticides complying with the UAE, Dubai Municipality and World Health Organization standards.

Treatment will be carried out in UPTOWN MotorCity Community from Monday, 18 November 2019 to Tuesday, 3 December 2019 between 9:00 AM to 6:00 PM and should not impact your usage of the common area.

Please feel free to contact us for any concerns and queries through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number 800EDACOM.

 **800 EDACOM**  
**33 22 66**  
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## Service Charges

Dear Resident,

EDACOM is 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 that the MotorCity community requires 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 30 days after you receive the service charge notice.

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.

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

 **800 EDACOM**  
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## Lake Cleaning Maintenance

Dear Community Member,

We would like to inform you that the cleaning maintenance that EDACOM is launching for the lake located between Green Community Villas and Terrace Apartments in MotorCity will start tomorrow, **Monday, 11 November 2019**.

The maintenance work will take place multiple times a week for a period of two months and should not affect your community experience.

Please feel free to contact us for any concerns and queries at [chc@edacom.ae](mailto:chc@edacom.ae) or on **800EDACOM (800 33 22 66)**.

 **800 EDACOM**  
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## Upkeeping Standards

### Dear Resident,

As part of our regular maintenance work schedule, we will be rolling out preventive maintenance activities in MotorCity's Sewage Treatment Plant.

We would like to inform you that the regular up-keeping works will take nine days to complete during which you might notice heavy vehicles driving through MotorCity.

Work will start on **Friday, 8 November 2019** and projected to end on **Sunday, 17 November 2019**.

We apologise for the inconvenience and thank you for your understanding of our efforts that are dedicated to improve the facilities of the community to your suitability.

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

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## Abandoned Property in Common Areas

**Dear Resident,**

In efforts to maintain a pleasant and unified look for our community as well as for safety concerns, we kindly ask you to keep all common areas especially corridors including outside the unit doors clear of any item. Please note that storing or placing items in these areas is strictly prohibited.

Starting from **Wednesday, 13 November 2019**, EDACOM will remove all items in the corridors and other common areas and impose a monetary penalty amounting to AED 500 for violators.

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

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**33 22 66**

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## UPTOWN MOTOR CITY

# WATER TANK CLEANING

**Dear Owners/Occupants,**

Please be informed, **M/s. Serve U LLC** is scheduled to carry out **Cleaning of the Water Tank** at Uptown, Motor City. Cleaning will take place as follows:

<u>Building Name</u>	<u>Tank Location</u>	<u>Schedule date</u>	<u>Schedule day</u>	<u>Time</u>
Shakespeare Circus 1,2,3	Basement	4-Nov	Monday	11:00 PM to 5:00 AM
Abbey Crescent 1	Basement	5-Nov	Tuesday	11:00 PM to 5:00 AM
Sherlock Circus 1,2,3	Basement	6-Nov	Wednesday	11:00 PM to 5:00 AM
Dickens Circus 1,2,3	Basement	7-Nov	Thursday	11:00 PM to 5:00 AM



There will be a **cold-water shutdown** while the work is going on.

Please bear with us as we aim to ensure that the building facilities are conducive for your usage.

***Thank you for your kind understanding!***



A large, white, stylized letter 'U' is centered on the blue tiled background. A white pool cleaning hose is coiled on the left and extends upwards, ending in a blue brush head that is positioned near the top of the 'U'.

## Upkeeping Standards

**Dear MotorCity Community Members,**

As part of our efforts in uplifting your community experience and ensuring the up-keeping of the community facilities' standards, we will be rolling out a four-day maintenance work at

- **Camden swimming pool**  
**3 - 7 November 2019**
- **Beaufort swimming pool**  
**17 - 21 November 2019**

We apologise for any inconvenience this may cause, and we thank you for your understanding and cooperation.

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

A circular icon with '24/7' inside, indicating 24-hour service.

**800 EDACOM**  
**33 22 66**  
Customer Happiness Centre  
24 Hours a Day 7 Days a Week





## Façade Cleaning

**Dear MotorCity Community Member,**

We would like to notify you that we will start the cleaning of external glass and building façades on

**Sunday, 3 November 2019 from 6:00 AM to 5:00 PM**

The cleaning process of all 16 buildings will take approximately 30 days to complete as it is subject to weather conditions.

Please refer to the attached schedule for information on dates and times corresponding to your building.

For your safety and convenience, we would recommend that you take note of the below steps during the cleaning of your building's façade:

- Keep windows closed and secured as well as curtains and blinds to ensure your privacy.
- Avoid parking your vehicles around the building to keep them clean.
- Building management & service providers are not responsible for any damage to items placed on the balconies, please remove all items from your balconies.

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

 **800 EDACOM**  
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## Pest Control Notice

Green Community Villas and Terrace Apartments

**Dear Resident,**

In the interest of maintaining a safe and clean environment in our community, EDACOM will perform pest control treatment for the community to protect the common areas such as streets, landscaped areas, maintenance holes, electric rooms, garbage rooms, parks and parking areas etc. and the supplementary regions of the community while this should not impact your usage of the common area.

Pest control treatment will be carried by applying ULV Fogging Treatment, which will cover crawling insects, flying insects (breeding areas only), and this will be done with duly approved pesticides complying with U.A.E, Dubai Municipality, and World Health Organization standards.

**Treatment will be carried out on:**

**Date: 27th October till 19th November**

**Time: 9:00 AM till 6.00 PM**

Please feel free to contact us for any concerns and queries regarding this matter through [chc@edacom.ae](mailto:chc@edacom.ae) or office phone number **800EDACOM (800 33 22 66)**.

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## NEW BRIDGE HILL 1

# TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in New Bridge Hill 1 by DEWA as a leakage has been observed on the DEWA Water line for NEH1, please be informed that temporary water interruption might be observed from **12:30 PM to 01:30 PM today i.e. 16<sup>th</sup> of October 2019.**



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 02 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*

## NEW BRIDGE HILL 3

# TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in New Bridge Hill 3 by DEWA as a leakage has been observed on the DEWA Water line on the 10<sup>th</sup> floor of NEH3, please be informed that temporary water interruption might be observed from 12 PM to 01 PM today i.e. 16<sup>th</sup> of October 2019.



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 02 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*



## Access Control System Update

**Dear Motorcity Community Members,**

We are upgrading the access control system across the **Sherlock House 1 Community** between **today 14 October and Thursday 24 October 2019**.

Community members are kindly requested to hand over their access cards to security personnel who will be manning the doors and gates as community members will be able to enter without using access cards.

In case of any inquiries we are reachable 24/7 at **EDACOM Customer Happiness Centre at 800EDACOM (800 33 22 66)** or via email at [chc@edacom.ae](mailto:chc@edacom.ae)

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**33 22 66**  
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## Chilled Water System Maintenance

### Dear Motorcity Community Members,

We would like to notify you that cooling service provider will be carrying out maintenance work on chilled water systems in the following communities as per the below schedule.

Cooling services will be temporary interrupted for a period of three hours (**from 9:00 AM to 12:00 PM**) on the day of maintenance.

Community	Date
Barton House 1 & 2	Monday 14 October 2019, 9:00 AM - 12:00 PM
Windsor Crescent Villas (WRC)	Tuesday 15 October 2019, 9:00 AM - 12:00 PM

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

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## MotorCity Landscape Update

### Landscaping Progress Plan

EDACOM is ensuring the enhancement of landscape areas across MotorCity. From beautification and regular maintenance and irrigation, EDACOM is working on transforming your outdoor community experience. Here is a recap of the landscaping work that was carried out from July until today and what we aim to accomplish by the end of this year.

7 July 2019

8 October 2019

31 December 2019

- Cleaning of landscape – we 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

### Monthly Agenda

EDACOM ensures a strict program of regular maintenance across all the communities in MotorCity, here is a schedule that showcases when the regular landscape and irrigation services are carried out on each community throughout the month

#### Community

#### Green Community

#### UPTOWN

#### Terrace Apartments

#### Areas serviced during weeks 1 & 3

100 Lane  
300 Lane  
400 Lane  
500 Lane  
600 Lane

Foxhill 1-7  
Garton  
Camden park  
Claverton House 1-2  
Dickens Circus Marlow House 1-2  
Sherlock Circus  
Regent House 1-2  
Ewood Park  
Donington Park  
Easton Park

Terrace Apartment 3- 4

#### Areas serviced during weeks 2 & 4

200 Lane  
300 Lane  
400 Lane  
500 Lane  
600 Lane

Borton House  
Windsor  
Batheton Park  
Widcom House 1-4  
Bennet House 1-2  
Beaufort Park  
Norrton Court 1-3  
Shakspare Circus 1-3  
Gate 4

Terrace Apartment 1-2  
Control Tower  
Detroit Road  
Boulevard Road



## Upkeeping Standards

Dear Motorcity Community Members,

As part of our efforts in uplifting your community experience and ensuring the up-keeping of the community facilities' standards, we will be rolling out a four-day maintenance work at

- **Ewood's swimming pool**  
**6 - 9 October 2019**
- **Donnington swimming pool**  
**20 - 23 October 2019**

We apologise for any inconvenience this may cause, and we thank you for your understanding and cooperation.

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

 **800 EDACOM**  
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## Community Outdoor Furniture Upgrade

Dear Motorcity Community Members,

Excited for the nice weather?

We are too! EDACOM have begun the process of installing new benches and bins across MotorCity to enhance your outdoor community experience this season.

The below is a schedule for your reference:



MotorCity Community	Removal Date	Completion Date
Green Community	In progress	11 November 2019
Terrace Apartments	19 October 2019	22 November 2019
UPTOWN	3 November 2019	31 December 2019

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

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## We Are Here for Longer

**Dear Motorcity Community Members,**

As part of our continued effort towards achieving your happiness and satisfaction, we have extended our business working hours effective from 1 October 2019 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](mailto:chc@edacom.ae)

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





## Abandoned and Unclean Vehicles

Dear MotorCity Community Members,

We aim to create a pleasant community living experience.

Help us preserve the cleanliness and attractive appearance of the community by not leaving any vehicles illegally parked or unattended for a considerable period across MotorCity.

In line with the Dubai Municipality's 'My Vehicle' campaign that raises awareness about the inconveniences of neglected vehicles in public places, we will ensure our community is free from abandoned and illegally parked cars.

Starting Sunday, 6 October 2019, security personnel will begin issuing one-month notices for violating vehicle owners. In case of no response from the owner, a fine will be issued and the vehicle will be towed by the municipality.

Thank you for your cooperation.

**For feedback and inquiries, please feel free to contact EDACOM Customer Happiness Center at 800EDACOM (800 33 22 66) or via email at [chc@edacom.ae](mailto:chc@edacom.ae)**

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





## Community Facility Access

**Dear UPTOWN MotorCity Community Members,**

As part of our continued effort to create a safe and pleasant community living experience, we have reprogrammed your access cards to make sure the members of our community exclusively access all the facilities.

**Valid from Sunday 22 September 2019,** you will require to use your access card at the main door to access the community swimming pool and facilities.

In the unlikely event of facing any issues with your access cards, please visit the EDACOM Customer Happiness Center at the Control Tower in MotorCity from **8:00 AM to 4:30 PM Sunday to Thursday.**

For feedback and inquiries, feel free to contact **EDACOM Customer Happiness Center at 800EDACOM (800 33 22 66)** or via email at [chc@edacom.ae](mailto:chc@edacom.ae)





## Community Parking Rules



Dear MotorCity Community Members ,

To better serve your community, we have gladly coordinated with Dubai Police and have upgraded our security services in alignment with the latest smart government solutions.

Because your safety and happiness is our priority, we have ensured that security guards in your community are now qualified and trained by the Dubai Police to issue fines for the below violations:



- **Parking in visitor allocated spaces**
- **Stopping a vehicle on pedestrian crossing**
- **Parking behind vehicles and blocking their movement**
- **Parking in a prohibited area**
- **Parking vehicles on the pavement**
- **Parking in fire hydrant places, spaces allocated for people with determination**
- **Vehicle obstruction**

For feedback or inquiries, feel free to contact us at **800EDACOM (33 22 66)** or email us at [chc@edacom.ae](mailto:chc@edacom.ae)





## Customer Happiness Call Centre

**Dear MotorCity Community Member,**

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 look forward to hearing from you and servicing you better.

Abdulla Al Rustumani  
General Manager – EDACOM





## GREEN COMMUNITY VILLAS

# TEMPORARY WATER INTERRUPTION

Dear Owners/Occupants,

Urgent Rectification Work at water supply system is scheduled to be carried-out in Green Community Villas by DEWA as a leakage has been observed on the main DEWA Water line, please be informed that temporary water interruption might be observed from **30<sup>th</sup> August 2019, until 31<sup>st</sup> August 2019.**



Following its procedure, there shall be a **temporary water interruption** while the work is going on that may go up to 24 hours.

We apologize for any inconvenience that this may cause.

*Thank you for your utmost support and understanding!*

## We Can't "Weight" Till You See it

### Dear Community Members,

We are delighted to announce that all UPTOWN MotorCity Community refurbished gyms, swimming pools and function halls **will be open from tomorrow** for your leisure.

We kindly ask you to familiarise yourselves and your families with the attached new rules and regulations to help us maintain a healthy, clean, and happy environment for each member of the community.

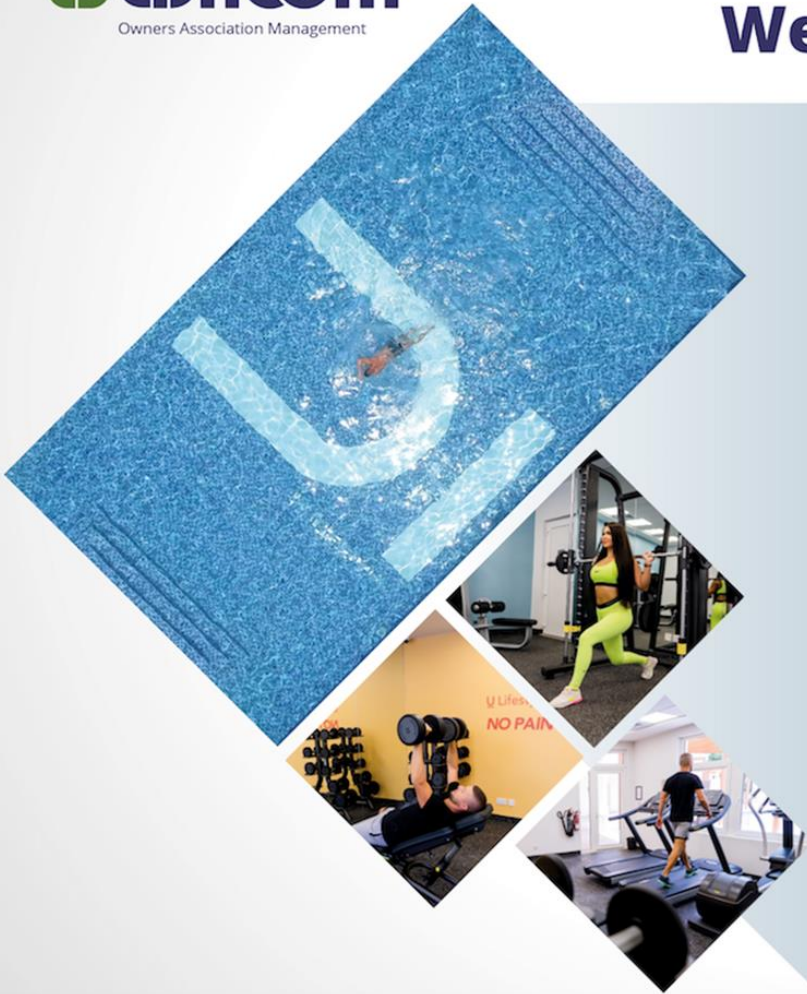
Your happiness and well-being is our priority, hence why we have ensured the renovations were completed to the highest standards to convey a fresher and healthier atmosphere to enjoy.

As previously communicated, we are in the final stages of completing the Health and Safety checks for the public restrooms, which should be open for your use this **Friday, 9 August 2019**.

Explore the newly enhanced and upgraded facilities in your community and send us your feedback at:

**chc@edacom.ae** or call **04 806 2156** from 7.30am to 4pm.

Edacom Team





**Dear Community Members,**

We are pleased to inform you that we have completed the renovation of the facilities in the following health clubs that now have swimming pools, gymnasiums, and function halls with a brand new look and feel.

• Ewood & Donnington

The rest of the facilities (gymnasiums, swimming pools and function halls) will be ready for your use on Monday, 5 August 2019, as we are finalising the enhancement works to ensure that they meet the highest standards.

We have fitted out the refurbished gyms with an all-new first class set of equipment and have ensured that all pools are redesigned to better suit your needs and expectations.

Please note that we are in the final stages of completing the Health and Safety checks for all the public restrooms, which should be open on Thursday, 8 August 2019.

We would like to invite you to explore the following enhanced and upgraded facilities in your community, which will be open tomorrow from 6am to 11pm.

We hope you enjoy the renovated facilities and the rest of your summer.

For feedback and inquiries, please contact us at [info@edacom.ae](mailto:info@edacom.ae) or 04 806 2156 from 7:30am to 4pm.





## Renovation Schedule Notice

Dear valued Green Community Resident,

As part of our ongoing effort to enhance your community experience, please note that the following facilities will be closed from **31 July to 15 August** to carry out renovation work:

- 1. Green Community Gyms**
- 2. Green Community Pool B1**
- 3. Restrooms**
- 4. The recreational room**

We apologize for any inconvenience that this may have caused you, and we appreciate your understanding.

For feedback and inquiries, please contact us at [info@edacom.ae](mailto:info@edacom.ae) or 04 806 2156 from 7.30am - 4pm

**Your satisfaction is our priority.**





## Renovation Schedule Notice

**Dear Valued Green Community Resident,**

As part of our ongoing effort to enhance your community experience, please note that the following facilities will be closed from **29 July to 15 August** to carry out renovation work:

- 1. Green Community Gyms**
- 2. The following two pools in Green Community**
  - Pool A, Terrace Apartments
  - Pool BB, Green Community
- 3. Restrooms**
- 4. The recreational room**

We apologize for any inconvenience that this may have caused you, and we appreciate your understanding.

For feedback and inquiries, please contact us at [info@edacom.ae](mailto:info@edacom.ae) or 04 806 2156 from 7.30am - 4pm

**Your satisfaction is our priority.**



# Are You Fire Ready

Dear Owners,

As part of EDACOM's 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 and cigarettes and throwing cigarette butts
- Storing gas cylinders or other 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.**

To express any concerns or queries, please contact us at:  
**Tel: 04 806 2156 E-Mail: [info@edacom.ae](mailto:info@edacom.ae).**

