



## EDACOM NEWSLETTER

# COMMUNITY NEWS MOTORCITY

ISSUE 3  
2021



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# Welcome To Edacom, A Quarterly Newsletter!

Our quarterly newsletter aims to give you a quick update on all accomplishments and the latest news related to helping make your community the best it can be so you can “love where you live.” Moreover, the newsletter acts as a platform that bridges the communication between residents and owner’s association management, induces engagement, and encapsulates the highlights of EDACOM that will take place over the course of the upcoming months.



# Adding Value... Making a Difference...

Our EDACOM family - Our Commitment is to Serve and Enrich!

- Made of parents, children, friends & colleagues
- Believes in doing well by doing good (..at the heart of everything we do)
- Aim to create positive change all around us for our workplace & communities.

We care deeply about

- The beautiful communities we live in & serve
- The fantastic people we work with
- The natural environment that sustains us all

We are committed

- Individually & collectively - to giving back to the community through a wide range of initiatives
- With a particular passion for energy saving, sustainability, ethical practices, and workplace diversity





# More About EDACOM

Established in 2016, EDACOM Owners Association Management is a highly-qualified Owners Affairs and Community Management partner covering a managed area of more than 1.2 million Sqft., with nearly a decade of experience managing high-end, large-scale, and in-demand properties - helping foster communities where property value rises, living standards are maintained and improved, and resident happiness is increased. EDACOM proudly represents two of Union's landmark master communities including, Motor City and Uptown Mirdif. Proudly representing 20,000 residents across 4,800 units and 100 buildings, EDACOM strives towards catering to all its property owners' needs.



**+1.2 MN** SQFT.  
Managed Area



**20,000**  
Residents Represented



**+25,000**  
Maintained Units

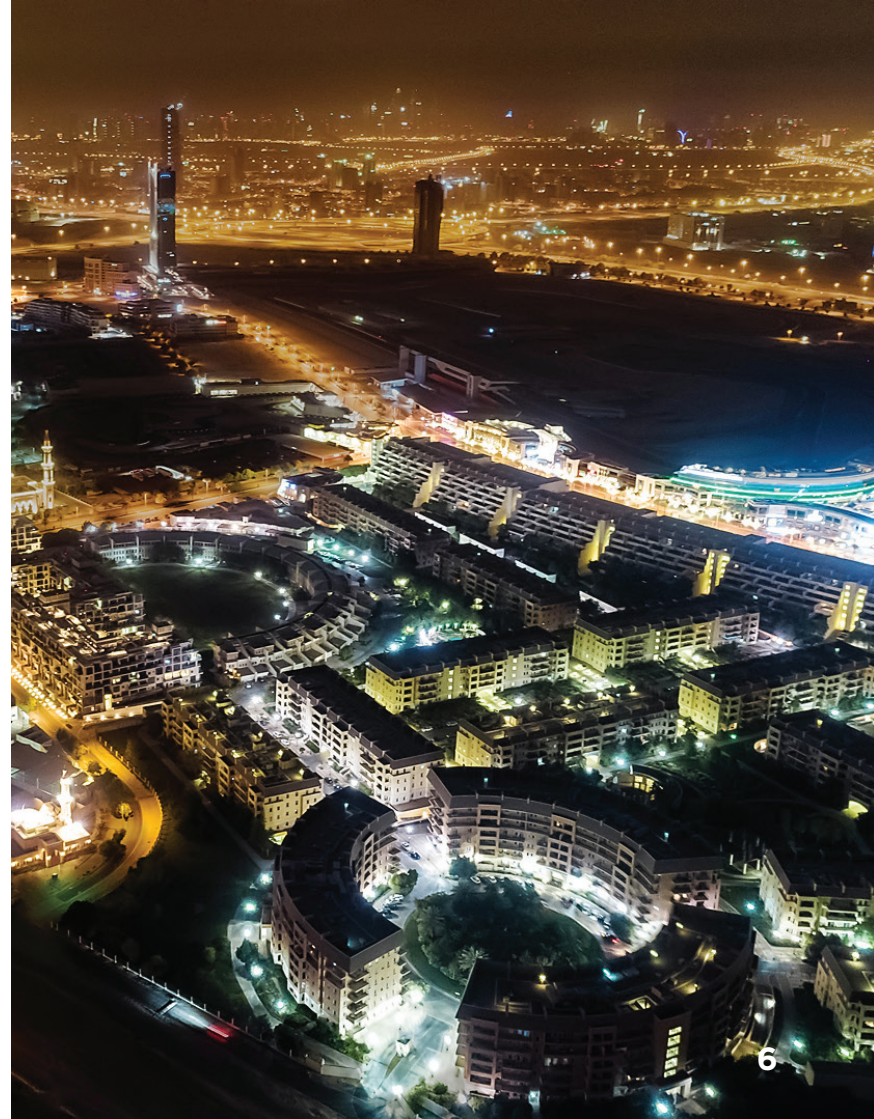


**100**  
Managed Buildings



# A Look At Community Upgrades:

- Re-Insulation Of Chilled Water Lines In Fxh-1 & Fxh-2 (All Floors Including Basement)
- Flushing And Cleaning Of Drainage Network With Specialized Equipments In Uptown And Green Community Areas
- Re-Insulation Of Chilled Water Lines In Uptown
- Painting Of Benches In Green Community
- Disabled Parking Signage
- Access Control Gates In Uptown and Green Community
- Visitor Parking Signage Installation In Uptown
- Hump Installation
- Pedestrian Walkway
- Garden Backyard Signage
- Cleaning Of Signal Lights
- Cleaning Of Street Lights





# TUV Nord Certifies EDACOM

TUV Nord assessed the Facilities Management services at Motor City according to the ISO41001:2018 FM standards, and it was successful. EDACOM is one of the first UAE Community Management company to get this certificate for a residential community.



# Social & Health Guidelines



Allowing a first and second degree relatives to visit while avoiding those susceptible to infection, including the elderly and people with chronic diseases.



The number of people present in any place at any time may not exceed 5 individuals.



It is prohibited to distribute food to individuals except in a collective manner under the supervision of charities and relevant government agencies.



Exercise should take place near one's home (walking, running and cycling).



Food should not be exchanged between residents of different homes.



The elderly, sick, and those with chronic health conditions are not allowed to leave home in order to ensure their safety.



# Covid-19 Vaccinations Centers

Places to provide the service	Opening Hours	Vaccine type	Phone Number
Al Ittihad Health Center	From Sunday to Thursday PM 2:00 - AM 9:00 PM 12:00 - PM 8:00	Sinopharm vaccine	80011111
Dubai Mall (Zabeel)	From Sunday to Thursday 9:00 AM - 6:00 PM	Sinopharm vaccine	80011111
Dubai Trade Center	From Sunday to Thursday 9:00 AM - 2:00 PM 8:00 PM - 12:00 PM	Sinopharm vaccine	80011111
Grand Hyatt Hotel (Dubai)	From Sunday to Thursday 9:00 AM - 2:00 PM 8:00 PM - 12:00 PM	Sinopharm vaccine	80011111
Al Barsha Kindergarten	From Sunday to Thursday 9:00 AM - 2:00 PM	Sinopharm vaccine	80011111
Al Lussily Health Center	From Sunday to Thursday 9:00 AM - 2:00 PM	Sinopharm vaccine	80011111

**All EDACOM contractors are fully vaccinated.**



# EXPO 2020

Expo 2020 Dubai will take place from the 1st of October till the 31st of March; it will celebrate human brilliance and achievement. It will be an opportunity for people to connect from different corners of the world, to experience the best of art, culture, geography, science, technology, innovation, and invention, and to set into motion millions of new thoughts and ideas that will make a lasting impact in our lives.



## HOW CAN I REACH IT?

MotorCity take ways 19.2 KM via  
Sheikh Mohammed Bin Zayed Rd/E311.





# SERVEU

Established in 1985, ServeU is one of the UAE's leading providers of Integrated Facilities Services. ServeU provides a wide range of world-leading facilities, including maintenance, engineering, cleaning, and ancillary services crafted for clients' business objectives. ServeU's dominant footprint spans along a managed area of 80 million Sqft. translating to 900 active Projects granted by a list of 600 Loyal Clients and backed by a 100 Corporate Partners. Managing more than 300 buildings including more than 25,000 residential, commercial, and mixed units across the UAE, ServeU caters to a diverse client portfolio including government, hospitality, healthcare, retail, and residential among others. Furthermore ServeU has rebranded its home services under "ServeU Essentials" which has expanded its coverage to maintenance, cleaning, landscaping, and smart automation for homes, businesses, and retail outlets.

ServeU's team provides the residents of Motor City community with a full protection maintenance plan, which guarantees the services listed below have been maintained and serviced up to the highest standards in compliance with Civil Defense, Dubai Municipality and any related local authority codes/guidelines.

- Maintenance "MEP" Services
- Cleaning Services
- Security Services
- Lifeguard Services



# Serveu Won 3 Awards At The Smart Built Environment Awards 2021!

Building on its success and continued industry recognition, ServeU won “Customer Service Award,” “IFM Company of the year,” & “Women in Leadership” at Smart Built Environment Awards 2021.

Congratulations to ServeU & the entire group!





# Community Etiquettes:

COVID19- Prevention Protocols to be always adhered to by residents in the community to ensure the safety of everyone in the community. (wearing masks, social distancing, etc.)

- Careful disposal of cigarette butts to avoid fire hazards.
- Keeping the community peaceful and quiet and avoiding noise violations.
- Compliance with COVID19- protocols while visiting the community pools.
- Children under 12 always require adult supervision in the community pools.
- Compliance with parking rules to avoid parking violations and fines.





# Tips By DEWA

DEWA & EDACOM urges its customers to conduct periodic inspections of internal water connections in their houses, buildings, and facilities to discover and fix any potential leaks and replace old connections, if necessary.

## WHERE DOES LEAKAGE OCCUR?

- Water tank
- Washing room
- Kitchen
- Outside leakage
- Walls
- Toilets



## ENERGY SAVINGS TIPS

- Turn off exhaust fans when not in use
- Adjust the thermostat setting to 23.5 C when in use in auto mode
- Clean and replace air filters and diffusers
- Ensure windows & doors are appropriately sealed, close the curtains and apply shades if possible
- Ensure regular maintenance of fan coil units, electric components and actuators by HVAC specialist
- Turn off lights when not in use to reduce heat load
- Upgrade to the smart thermostat
- Increase thermostat setting while away



Switch to  
energy-saving  
lightbulbs

**Save  
AED 159/year**



Reduce  
room temperature  
by 1°C

**Save  
AED 295/year**



Turn off  
gadgets on  
standby

**Save  
AED 227-409/year**



Top up  
your loft insulation  
from 100mm - 270mm

**Save  
AED 114/year**



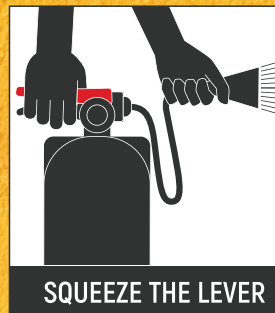
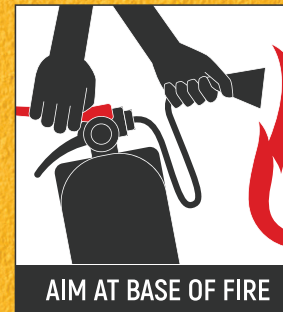
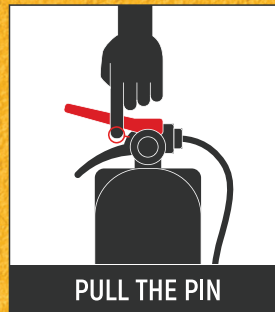
# Are You Fire Ready?

As part of EDACOM's commitment to prevent and reduce the MotorCity communities fire hazards, EDACOM supplies high-quality fire fighting equipment and fire extinguisher across motor city. These equipments have been certified by organizations such as UL, FM, BSI, LPCB and Global Mark and will enhance the overall safety of residents properties. We would also 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.

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

## How to Use a Fire Extinguisher





# Pest Control

Building maintenance services are considered a significant part of the service charges, which the unit owners of the building equally pay. It is essential to keep the property functional and useful, however our priority is ensuring a safe and secured environment for each resident.

One of the services that are regularly carried out is pest control treatment in the common areas. The Pest Control Company ensures that all parts of the common area are well-treated with safe pesticides and bait stations to avoid and eradicate pest infestation in the property. However, despite the treatment regularly, it was alarming that cockroaches are seen. And it may be safe to say that these could come from inside the units.

Kindly note that pest infestation, especially inside your homes, is not at all safe and pleasant. These pests can cause food contamination then bring viruses, bacteria, and disease into your home. Moreover, it can lead to property damage, and so the value of your property diminishes. Hence, we urge you to schedule a regular pest control treatment inside your home for a healthier and safer community for you and your family.





# Recycling & Proper Waste Disposal

Proper waste disposal is everyone's responsibility and should be done with care and attention.

- Waste must be contained in bags that can easily be disposed of through the garbage chute.
- Avoid leaving garbage bags and other domestic waste on the floor.
- Disposing of building materials and bulk waste through the garbage chute is prohibited; residents must make their arrangements to remove and dispose of such items.
- During Move In & Move Out periods, residents are responsible for ensuring that the moving company does not dispose of unwanted items in the garbage room, and alternative arrangements should be made in such cases.

## RECYCLE RIGHT



- Plastic, bottle and containers
- Paper and cardboard
- Tin or steel cans
- Glass bottles
- Cartons
- Aluminium cans



- Food waste
- Foam products
- Sweeping waste
- Green waste
- Plastic cups
- Dirty diapers
- Styrofoam
- Tissues



# My Pet My Responsibility

Motor City is a pet-friendly community that offers plenty of open spaces that are great for walking your dog, allowing them some great and much-needed outdoor playing time.

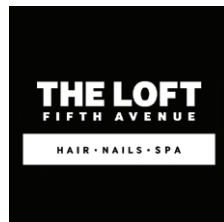
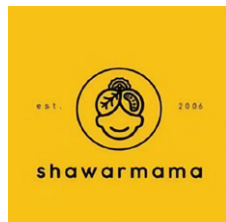
It is also home to several pet shops and pet-related services, and a veterinary clinic; however, it is required that you keep these regulations in mind!

- Clean Up After Your Pet
- Always Use A Leash
- Not Everyone Love Pets
- Pet food of any kind must not be left in common areas or on any balcony/terrace.
- Pets are not allowed in the pool area
- Owners and occupiers are responsible for their pet's behavior
- Barking dogs or excessively noisy animals on balconies or inside a unit is prohibited
- Pets shall not be tied to trees or any exterior building structure.



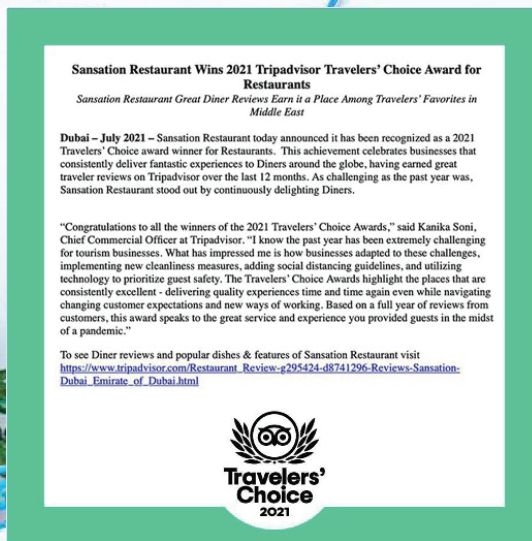


# Shops Around The Corner



# Sansation Won Trip Advisor Award

Sansation Restaurant won the award of travelers choice award & selected among to 10 restaurants in the word by tripadvisor



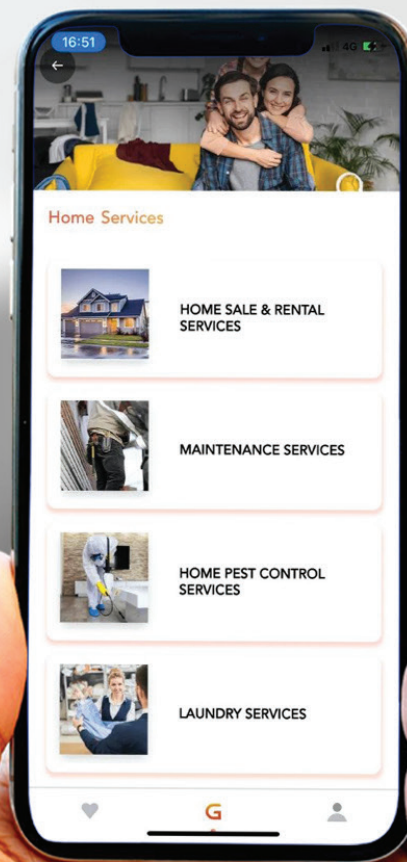
# Gain Application

To provide hassle-free service charges to the unit owners and discounts to the tenants, we would like to introduce GAIN Mobile Application which brings value-added services to owners and tenants in the buildings and communities we manage.

GAIN mobile app provides access to optional direct discounted deals to the residents of the buildings we manage from different suppliers of products and services. None of the offers from these suppliers are being used for the common area services in these buildings but strictly to be used for residents' requirements only.

Owners utilizing the GAIN App will receive cashback accumulated for payment of their service charges once every six months, which will be paid by GAIN directly to the building services charge account, and we will work with GAIN as a Payee on behalf of the Owners to transfer the amounts to their Mollak accounts. All payments and cashback will be monitored by us, the building auditors, and GAIN External Auditors.

Tenants utilizing the GAIN App will receive direct discounts at the time of purchase.





# Update Your Details With EDACOM Management

This form helps us in keeping you updated and gives you a better experience. Therefore, kindly fill this form and send it back to our team, while ensuring your information is always updated as per your SPA, title deed, and current records.



### Customer Information Sheet

إستمارة بيانات العميل

تفاصيل الوحدة السكنية Property Details			
Project		المشروع	
Unit No		رقم الوحدة	
Sales and Purchase Agreement date		تاريخ عقد البيع والشراء	
Original Price		السعر الأصلي	
Unit Type		نوع العنصر	

تفاصيل العميل Client Details			
Full Name		الاسم الكامل	
Passport No		رقم الجواز	
Nationality		الجنسية	
City/Country		البلد/ المدينة	
Emirates ID No		رقم الهوية	
Mobile		الهاتف المحمول	
Other No		هاتف آخر	
Email Address		البريد الإلكتروني	
P.O. Box		مستوى البريد	

معلومات إضافية Additional Information			
UAE Resident	<input type="checkbox"/> Yes / نعم	<input type="checkbox"/> No / لا	مقيم في دولة الإمارات
Investment Type	<input type="checkbox"/> Investor / مستثمر	<input type="checkbox"/> Occupier / ساكن	نوع الاستثمار
Marital Status	<input type="checkbox"/> Married / متزوج	<input type="checkbox"/> Single / أعزب	الحالة الاجتماعية
Gender	<input type="checkbox"/> Male / ذكر	<input type="checkbox"/> Female / أنثى	الجنس

### التحقق من البيانات Verification

I confirm that above mentioned information is correct  
أقر بأن البيانات المذكورة أعلاه صحيحة

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# Easy Service Charge Payment

1. You can make an online payment by clicking on “Pay Online” on [dubaliand.gov.ae](http://dubaliand.gov.ae) and getting directed to the Mollak page.
2. You can also use the bank details mentioned on the invoices: make either a bank transfer or direct cash/cheque deposit in Mashreq bank; once payment is complete, send a screenshot of transfer or deposit slip [chc@edacom.ae](mailto:chc@edacom.ae) to receive an official receipt.



## ERES Self Payment Portal

Pay Fees with convenience

بوابة الدفع الإلكتروني - الإمارات للحلول العقارية  
قم بدفع مستحقاتك الآن في أي وقت ومكان





# How To Reach EDACOM Team

We kindly request you to share any suggestions or recommendations that you might have to enhance the common community areas.

You can reach us through the following:

Submit a suggestion or recommendation to our call center EDACOM Happiness Center at [chc@edacom.ae](mailto:chc@edacom.ae) or call us at 800332266 or you can contact EDACOM management directly through the below mentioned contact details:

**1. Mr. Mohamed Al Hayki (Deputy General Manager EDACOM)**

✉ [mohamed.alhayki@edacom.ae](mailto:mohamed.alhayki@edacom.ae) ☎ 048062154

**2. Muhammad Usman Sharif (Owners Association Manager EDACOM)  
Green Community, Motor City**

✉ [muhammad.sharif@edacom.ae](mailto:muhammad.sharif@edacom.ae) ☎ 048062170

**3. Mohamed Egeh (Community Manager/Compliance Officer EDACOM)  
Uptown, Motor City**

✉ [mohamed.egeh@edacom.ae](mailto:mohamed.egeh@edacom.ae) ☎ 048062175



# Useful Numbers



Ambulance **998**



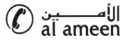
Police **999**



Fire Department **997**



DEWA **991**



Al Ameen **800 4888**



RTA **800 9090**



Dubai Municipality **800 900**



EDACOM Happiness Center  
**800 EDACOM (33 22 66)**

