

TOWN
SQUARE
DUBAI

by NSHAMA

APARTMENTS

**HOMEOWNER
MANUAL**

TOWN SQUARE DUBAI



Contents

Community Structure and Management	4
Useful Information and Services Directory	7
Safety and Security Policy	11
Traffic, Parking and Vehicle Registration Policy	17
Waste Management and Sustainability Policy	22
Permitted Use Policy	26
Building Common Areas Policy	32
Unit Appearance and Maintenance Policy	39
Unit Alteration Policy	43
Home and Contents Insurance Policy	50
Household Staff and Service Provider/Contractor Policy	52
Sales, Leasing and Moving In/Out Policy	54
Servicing and Preventative Maintenance	57
Tables of Fees and Penalty Fines	60

Welcome to your new home

Nshama would like to thank you for choosing to make a Nshama Town Square Apartment (referred to in this manual as a “Unit”) your new home.

We recognize that your new home represents a significant investment, so a great deal of care, pride, and workmanship have been put into the creation of your new home and remarkable community.

We have prepared this Homeowner Manual (this “Manual”) for the benefit of you and your neighbors to create and maintain a harmonious living experience at Town Square and to protect your living environment. The provisions bound all owners, residents, and visitors to your building set out in this manual. Adherence will be monitored and enforced by the Community Management team (or one of our affiliates or appointees).

Please take the time to familiarize yourself with this manual, and we encourage you to share it with your family and any resident staff members in your home. The provisions of this manual should be read in conjunction with the Jointly Owned Property Declaration for your building as this Manual forms an integral part of the governance regime and documentation for your community, which is enforceable by us.

This manual is also intended to provide an accessible overview of how the building (as part of Town Square) will be operated and managed and an outline of the key information, rules, and procedures needed to assist everyone in the community with all aspects of living in Town Square Dubai.

Nshama wishes you many years of enjoyment in your new apartment.



HOMEOWNER MANUAL APARTMENTS

COMMUNITY MANAGEMENT

TOWN SQUARE DUBAI

1 COMMUNITY STRUCTURE AND MANAGEMENT

1.1 THE TOWN SQUARE MASTER COMMUNITY

Town Square is a master community (the "Town Square Master Community/Town Square"), which has been designed and developed by Nshama Properties Owned by Nshmi Development One-Person Company L.L.C (the "Master Developer").

The operations, maintenance, governance, and overall management of the Master Community shall be carried out by the Master Developer. The Master Developer reserves the rights and privileges to undertake any activities it may deem appropriate and reasonable to ensure the Master Community is well maintained and attractive to enhance the value of the development. The Master Developer intends, over a period of time, to declare a Master Community Declaration (the "Master Community Declaration") to govern the operations, management, and use of the Master Community.

The Master Community is comprised of plots, buildings, and precincts (a precinct is a cluster of buildings), future development plots, and the Master Community Facilities. The construction of the Master Community is phased, and the Master Developer may, from time to time, change or alter the boundaries of the Master Community and/or the plots as it deems necessary.

All utility infrastructure (including pipes, conduits, cables and associated plant and equipment) within the Master Community including infrastructure which runs underneath a plot is a Master Community Facility owned either by the Master Developer of the relevant utility service provider and the rights reserved in the Master Community Declaration for all utility service providers shall apply to all buildings.

To ensure the efficient and effective operation of the Master Community, a "Master Community Manager" shall be appointed by the Master Developer to be responsible for the management and operation of the entire Master Community.

1.2 The Building

Each apartment (referred to as a "Unit") sits within a Building. Each building shall be designated under the Jointly Owned Property Law – Law No. 27 of 2007 (the "JOP Law") as a 'Jointly Owned Property' and is to be comprised of "Units" and "Building Common Areas." The Building Common Areas in your Building are collectively owned (in undivided shares) by all of the Unit Owners within each you're calculated by a registered land surveyor appointed by the Master Developer

The Building Common Areas (including the Leisure Facilities) for your Building are for the exclusive use of the Unit Owners and Occupiers.

A unit owner is bound by the provisions in this manual automatically upon the purchase of their unit. When a unit owner sells a the unit (in accordance with the transfer requirements and procedures set out in the Sales and Purchase Agreement, or other provisions in any governing documents and of this Manual), the previous owner automatically ceases to be bound by the conditions of this Manual and the new owner automatically becomes responsible to this manual.

In accordance with the terms of this manual and/or any Governance Documents, and to ensure the efficient and effective operation of your building, the Master Developer shall appoint the Master Community Manager to be the "Community management" for your building and to be responsible for your building's management and operation.

1.3 GOVERNANCE DOCUMENTS

All Unit Owners, Occupiers and all persons having a legal interest in a Unit are bound by the provisions contained in the sale and purchase agreement for the Unit, Master Community Declaration, the Building Jointly Owned Property Declaration ("Building JOPD") and the rules and requirements set out in this manual, which together form the 'Governance Documents' for the building.

1.4 COMMUNITY MANAGEMENT OBJECTIVES

The Community management will deal with the day-to-day operation of the building and any concerns of the residents within the building. It shall also operate and enforce the rules, procedures, and regulations set out in this Manual and in the Governance Documents.

In accordance with the JOP Law and the requirements of RERA, the Community management will assist the Owners Committee in complying with its obligations concerning the maintenance, appearance, and upkeep of all the common building areas. The Community management will also liaise with the Master Developer and the elected advisory board of the Owners Committee and will arrange and attend meetings with the board to receive feedback on the services provided.

1.5 MASTER COMMUNITY CORE SERVICES

There are many Master Community Core Services provided to the Master Community by the Community Management (or its nominated supplier) that are required to be provided to the Master Community (including each building) in an integrated manner.

The Master Developer shall either procure the delivery of the Master Community Core Services to the Master Community (including the building) and include the costs of doing so in the Master Community Service Charges, or, nominate the Supplier or Suppliers that the Owners Committee must engage to provide such Master Community Core Services from time to time. The Owners Committee cannot, on its own, hire any Supplier or Suppliers to perform Master Community Core Services.

The Master Developer shall notify the Community management of the Master Community Core Services from time to time under the Master Community Declaration.

The Owners Committee and the Unit Owners and Occupiers must strictly comply with the requirements of the Master Developer concerning the provision of the Master Community Core Services.

1.6 HOW TO CONTACT THE COMMUNITY MANAGEMENT:

Email :	NshamaOC@ncm.ae
---------	--

OFFICE TIMINGS

8.30 AM to 5.30 PM
 Contact Centre: 800 NSHAMA



USEFUL INFORMATION & SERVICES DIRECTORY

TOWN SQUARE DUBAI

2 USEFUL INFORMATION AND SERVICES DIRECTORY

2.1 NEAREST EMERGENCY SERVICES



Mediclinic Parkview Hospital, 3 Umm Suqeim St - Al Barsha Al Barsha South - Dubai
[800 1999](tel:8001999)



Civil Defense Station Al Barsha
[04 705 2829](tel:047052829)



Barsha Police Station, Al Barsha South - Dubai
[04 313 8555](tel:043138555)

2.2 KEY TELEPHONE NUMBERS

Emergency Numbers	
Ambulance and Police	998 / 999
Police (non-emergency)	04 609 6999
Electricity and Water	991
Emergency Services (Dubai)	04 2232323
Fire	997

Other Important Numbers	
Dubai coast (Dubai Maritime City Authority)	800 4806
Dubai Municipality	800 900, 04 221 5555
Road service (AAA)	8004430
Taxis	04 2080808
Telephone Directory	180 / 181
Amer Service, General Directorate of Residency and Foreigners Affairs	800 5111
Dubai Consumer Protection (for consumer complaints to Consumer Rights Section at Dubai Economic Department)	600 54 5555
Al Ameen	800 4888

Airport and Flights	
Dubai Airport Flight Information Voice Portal	04 2166666
Dubai International Airport	04 224 5555
Flight Enquiry	04 224 5777
Emirates	600 555-555
Dubai Weather Forecast (from Dubai Meteorological Office at Dubai Airport)	04 216 2218
Fly Dubai	04 2311000

2.3 WATER AND ELECTRICITY

Water and electricity are provided to your Unit by Dubai Electricity and Water Authority (DEWA). To register your account, you will need to apply for a transfer of connection to your name.

You will need the following documents along with the water and electricity deposit and the DEWA application form

- Passport photocopy
- Proof of premises ownership or Tenancy Contract
- Your DEWA account number (if an existing customer)
- Water and electricity meter readings from the meter box in front of your home

2.4 CHILLED WATER

Chilled water is supplied to the building according to an agreement between the Master Developer and the Chilled Water Supplier, the details of which are set out in the Building JOPD.

2.5 GAS

The Master Developer has entered into an agreement with the Gas Supplier (Al Dharis SPF) to be the sole provider of gas to each building, with each unit being connected to the gas distribution network in the Master Community.

Al Dharis SPF will be responsible for the operation and maintenance of the cooking gas supply network to the units as well as the collection of consumption charges. You will be required to comply with the procedures and make such payments as required from time to time by Al Dharis concerning your gas supply as further detailed in the Building JOPD.

24x7 Gas help desk number 600 563270 website- www.aldharisgulf.com.

2.6 TELEPHONE, TV AND INTERNET CONNECTIONS

All units are equipped with multiple sockets through which the landline, broadband, and TV signals are routed. Unit Owners may choose to use either Du or Etisalat to provide telecommunication services to their unit.

2.7 **POSTAL SERVICE**

Emirates Post offers several options for postal service and mail delivery. Through the "My Home" package, you will be able to receive your mailbox at your unit. Unit Owners and Occupiers are solely responsible for mail pick-up and payment of subscription fees. To arrange for P.O. Box, please contact the post office near your home or office.

IMPORTANT NOTE: Permission must be obtained from the Community management before the installation of an Emirates Post Mailbox, and Unit Owners must receive prior approval to the proposed location of the Emirates Post Mailbox before proceeding with the installation works.

Emirates Post

Telephone: 04-334 0033

Fax: 04-334 0333

Email: custservice@emiratespost.ae

For more information, please visit

<https://www.epg.gov.ae/portal/en/service.xhtml?service=service84>

2.8 **SECURITY INDUSTRY REGULATORY AGENCY (SIRA)**

If you require CCTV systems to be installed in your unit, you will need to comply with all of the guidelines issued by (SIRA) (a sub-department of Dubai Police General Head Quarters).

CCTV installation and coverage must be within your premises and nothing outside the unit or on the outer wall of the building.

For any further information, you can visit their website on <https://www.sira.gov.ae/>



SAFETY & SECURITY POLICY

TOWN SQUARE DUBAI

3 SAFETY AND SECURITY POLICY

3.1 COMMUNITY SAFETY

The security of all residents within your community is of key importance, and we have instituted several measures to ensure that your building is a safe and secure environment. Some of our key security measures are as follows:

- The implementation of a security patrol regime by security staff both during the day and throughout the night;
- 24/7 emergency contact number, the details are available on our [community website](#) for your respective community.
- Requiring residents to register all resident staff members and contractors as per the set guidelines so we know that all workers are legitimately living or working in the community.

3.2 UNIT SECURITY

Unit Owners and Occupiers should ensure that all doors, windows, and openings are closed and securely locked when their unit is not occupied. In the event that a Unit is not safely secured, we reserve the right to enter and secure the unit at the Unit Owner's cost.

Unit Owners may install a discrete private security system within their unit. However, any CCTV installed must only view the entrances of the unit, not the Building Common Areas, and must be in full compliance with SIRA guidelines (whose contact details are contained in Section 2 of this Manual). Any cabling should be concealed in ducting harmonious with the Unit design and consistent with the Unit Appearance and Maintenance Policy in Section 8 of this Manual.

3.3 NO SMOKING

Smoking is not permitted in the Building Common Areas except in such areas designated as 'Smoking' areas, if any, as determined by the Community management or the Relevant Authority from time to time. All 'Units' and corridors are equipped with fire & smoke sensors. Any inconvenience or loss of property caused due to smoking/activation of sensors would be the responsibility of the resident and will result in a community fine.

3.4 PRESERVATION OF FIRE SAFETY

A Unit Owner or Occupier must not do anything in its unit, the Building Common Areas or the Master Community that is likely to affect the operation of fire safety devices in the Building or the Master Community, or to reduce the level of fire safety in the Units, the Building Common Areas or the Master Community.

3.5 FIRE EMERGENCIES

In case of a fire emergency, it's always important to remain calm, please go through the following for your safety



On Hearing The Evacuation Message

Switch off all electrical equipment in the unit.



Remain Calm

Do not scream, shout, or run.



Assist Other Family Members

Assist children, senior citizens & disabled residents in evacuating the building if you can.



Accountability

Make sure that your family members and guests are evacuated from the unit.



Secure Your Premises

Close & lock the doors while leaving the unit.



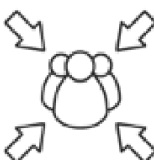
All Clear

Place the 'All Clear' sign on the front main door (Please print the poster in the attached brochure)



Evacuate Through Fire Exits

Do not attempt to use the elevator. Use the nearest fire exit in your building.



Proceed To The Assembly Point

Report to the assembly point warden and headcount your family members & guest. Keep your family members & guest together at all times.



Stay At The Assembly Point

Do not re-enter the building before the Nshama Assembly area marshal announces 'All-Clear' Message.

In case residents witness any fire emergencies, residents must contact local authorities and provide them with the following information:

- type of emergency;
 - your name and contact number;
 - location of the incident, i.e., Unit, type of fire (chemical/electrical, etc.); and
 - further details about the event and its cause.
- Parallel to it, the security team will need to be notified to guide the local authorities to the incident location.

3.6 FIRE SAFETY RULES

- (a) All Unit Owners and Occupiers must comply with the rules and directions of the Community Management concerning any fire, safety and health regulations and security procedures implemented from time to time by the Community Management and the requirements of all Relevant Authorities (as defined in the Building JOPD) including emergency evacuation drills and procedures.
- (b) Combustible materials shall not be stored in any unit as it creates a fire hazard to the building or its occupants and neighbors. This rule does not apply to chemicals, liquids or other material used or intended to be used for domestic purposes or as may be required for cooking purposes contained in appropriately sealed containers, or any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.
- (c) All Unit Owners and Occupiers must keep free and unobstructed all areas designated as fire access areas, fire assembly areas, access ways, and the like at all times.
- (d) Greasy or oily rags or materials subject to spontaneous heating shall be deposited in a proper safety container or be removed from the unit.
- (e) Lint traps in laundry equipment shall be cleaned to prevent excessive accumulation of lint.
- (f) All ashes shall be stored in proper safety containers, and combustible material shall not be stored with ashes in the same container.
- (g) Unsafe cooking practices such as deep-fat frying, using too much heat, leaving stoves unattended, and wearing loosely hanging sleeves must be avoided.
- (h) Unsafe electrical appliances and frayed extension cords or use lamp wire for permanent wiring must not be used.
- (i) The use of open flames (other than a gas cooker in the kitchen) in a unit is prohibited.
- (j) It is recommended that smoke alarms are installed, which should be regularly tested.
- (k) Portable and space heaters must be kept at least one meter from anything that can burn.
- (l) Water should be placed on all cigarette butts before putting them in the garbage.
- (m) Storage and use of gas cylinders in the unit is strictly not permitted for safety reasons.
- (n) The use of electrical cooker/induction stove is not permitted in the unit.

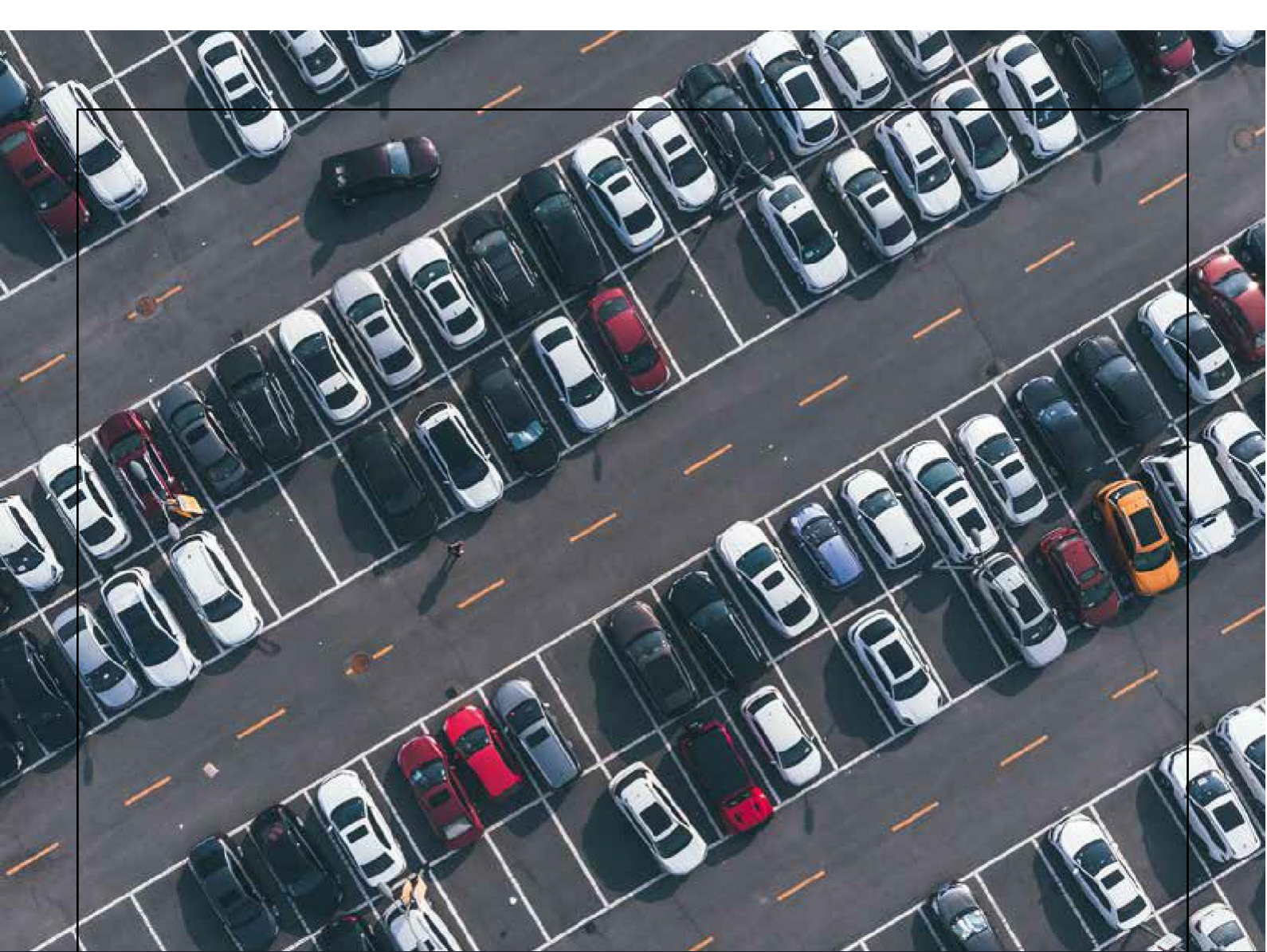
3.7 LOST AND FOUND

Please report any lost and found items to us as soon as possible. If you have found items, please bring it to the nearest security officer and provide them your name, contact numbers, as well as the date, time, and precise location where the item was found.

If there are any suspicious or unidentified packages, such packages must not be touched, and security must be alerted immediately.

If you have lost an item, please inform the security team with a detailed description of the missing item and the last time and place the item was seen.

In the case of valuables or suspected theft, we recommend reporting the matter to the local authorities.



TRAFFIC PARKING & VEHICLE REGISTRATION POLICY

TOWN SQUARE DUBAI

4 TRAFFIC, PARKING AND VEHICLE REGISTRATION POLICY

4.1 COMPLIANCE WITH RULES

All Unit Owners, Occupiers, and visitors must adhere to this Traffic, Parking and Vehicle Registration Policy (the "TPVR Policy") including all of the procedures, rules, and regulations set out below which govern vehicle registration, parking, use of the road network surrounding your building and the use of motor vehicles within the parking areas of your building.

Unit owners and occupiers are responsible to ensure that their guests and families and employees obey the TPVR Policy.

Any violation of the TPVR Policy may result in a penalty fine in accordance with the Table of Fines attached to this manual and/or the immediate towing of the vehicle at the vehicle owner's expense and/or the reporting of the violation to the relevant authorities.

4.2 VEHICLE REGISTRATION AND ACCESS PASSES

Only unit owners and occupiers and their guests are allowed into the car parking areas within the building. Delivery personnel, taxis, and school bus drivers are allowed to wait outside of the building in the designated areas for the express purpose of delivering to or dropping off or picking up residents. Service providers, building contractors, and handymen are permitted to enter into the community only with an approved work permit issued by the FM department, and temporary access pass issued by the security department (see below).

All motor vehicles (including motorbikes and other motorized forms of transport) that are to be used and located within the building must be registered with the community management while submitting the information for a move-in request. Visitors can park their vehicles in the visitor parking. Charges are applicable for paid parking zones.

Vehicle Access Passes for Unit Owners and Occupiers

Each unit will be entitled to a motor vehicle access pass. The number of motor vehicle passes that a unit is allocated shall correspond to (and be capped at) the number of car parking spaces specified in schedule 3 of the building JOPD.

The parking access cards will be activated by the building security upon submission of the move-in permit.

All projects that will be handed over from 2023 onwards will have an ANPR (Automatic Number Plate Recognition) entry into their respective community. The resident must complete the car plate registration with the building/gate security to obtain access.

Contractors allocated parking

All contractors are required to have their vehicles parked in the visitor parking wherein paid parking charges apply. The contractors must obtain a valid work permit before accessing the building. Please refer to the attached poster on the next page for contractors access process.

There will be a penalty charge for the relevant unit owner or occupier (at a rate determined from time to time by the Community management) for any nuisance or damage caused by the registered vehicle and for any vehicle which accesses the building without a proper permit.

Bicycle and Bike Registration

In order to avoid misuse of bicycle parking, all bicycles/ bikes/ e-bikes parked in building common areas be registered for easy identification and management. A QR code sticker will be issued to each registered bicycle, which must be placed on any bicycle parked in the community areas. Please log into the customer portal to register your bicycle.

4.3 Parking Rules

- (a) Each unit is allocated the car parking space(s) under its original unit sale and purchase agreement located in the position as described in the initial unit sale and purchase agreement and as further described in the building JOPD under the following conditions:
 - i. The designed parking space is for the use of one vehicle only.
 - ii. The Owner shall not construct any structure in the car parking space;
 - iii. The Owner is responsible for keeping the car parking space in a clean and tidy condition and, failing that, the owners committee may do so at the Owner's expense.
 - iv. The Owner acknowledges that services for the building may run through and across the car parking spaces, and Owners must allow the Community Management or any service contractors appointed by the Owners Committee access to the car parking spaces to maintain, repair, or replace the services.
 - v. The space behind the wheel stopper is a safety zone and an indication to the drivers when they reach the limit of their parking space, and it's not an additional parking space, nor is it meant for storage.
- (b) Owners, Occupiers, and guests must use their Car Parking Space as the primary location for parking their vehicles. The car parking shall not be used for storage of any goods and/or materials therein, nor use any portion of the car parking space for a workshop.
- (c) Temporary parking is available in the building, which can be used by residents, visitors and guests of the Unit Owners and Occupiers on a first-come, first-serve basis. These temporary parking's are free of charge, and vehicles are not to be parked above 24hrs as the security team will issue a community notice and report the vehicle to the local authorities.
- (d) Oversized vehicles may not be parked within the community except delivery and removal vehicles while performing services for the Unit Owner or Occupier.
- (e) Parking on the pavements or any lawn area is strictly prohibited. Community security will issue a community notice and report the vehicle to the local authorities.
- (f) No dune buggy, watercraft, watercraft trailer, truck, recreational vehicle, mobile home, motor home, van, or camper shell, which is detached from a vehicle shall be parked within the building, unless for a temporary period.
- (g) Oversized vehicles may not be parked on the street except for delivery and removal vehicles while performing services for Unit Owners and Occupiers in accordance with this manual. No dismantled or wrecked vehicle or equipment shall be parked, stored or deposited within the community.
- (h) No inoperative vehicles may be parked in the Car Park.
- (i) No motor vehicle or trailer of any type shall be constructed, reconstructed, or repaired in the Car Park.

- (j) No trailer, truck, boat, or recreational vehicle shall be used as a living area within the building.

In addition to any penalty charged by the security department for a violation of the Parking Rules, community security or the Community management may report violators to the Relevant Authorities at its discretion.

4.4 ROAD USAGE AND ROAD SAFETY RULES

- (a) The maximum speed limit on the roads within the Master Community shall be 20km/h inside the community, and 60km/h on the main roads, and the Community Management can change it from time to time.
- (b) No motorized vehicle of any kind may be operated in any manner, that is dangerous, noisy, or which creates a nuisance. Any violation of the speed limit or driving considered to be hazardous by the Community management shall be deemed to be a serious violation of these Road Usage and Safety Rules and shall be dealt with accordingly.
- (c) The operation of dirt bikes, trail bikes, sand buggies, off-road vehicles, and non-licensed motorized vehicles are not permitted anywhere in the Master Community.
- (d) Motor vehicles that drip fluids or that damage the streets are to be removed or repaired, and the relevant Owner will be responsible for the clean-up and/or repair or the reimbursement to the Community Management for the clean-up and/or repair.
- (e) Pedestrians always have the right-of-way on walkways, footpaths, and road crossings.
- (f) No parts of the streets, walkways, and footpaths shall be used for the storage of personal items or materials.
- (g) The provisions of these rules shall not prevent any reasonable emergency vehicle repairs or operation of any emergency vehicle, ambulance, etc., within the Master Community.
- (h) Advertising vehicles are not allowed to be driven around the Master Community unless the requisite approvals have been received from the Master Community Manager.
- (i) Cycle and jogging tracks found around the master community must be used for its desired purpose only. Riding any kind of motorized vehicle on such roads are prohibited.

4.5 PAID PARKING RULES

- (a) For visitors and users of retail outlets in the building, there are separate parking lots that are available.
- (b) The retail parking lot has 2 hours free and visitors parking has 3 hours free for parking. For every additional hour, a payment of AED 10 will be charged.
- (c) Payments will be collected at the parking machine located at the retail corridor, and the tickets will then be validated for exit. If the ticket is lost, a fine of 200 AED will be charged back to the user.



WASTE MANAGEMENT & SUSTAINABILITY POLICY

TOWN SQUARE DUBAI

5 WASTE MANAGEMENT AND SUSTAINABILITY POLICY

5.1 WASTE MANAGEMENT

The efficient and effective management of waste in the building is essential to ensure:

- A welcoming, clean, and eco-friendly green living environment.
- That pests and vermin are kept under control; and
- The community complies with the requirements of the Relevant Authorities.

IMPORTANT NOTE: Hazardous materials and bulky items are not included in the standard waste collection procedures; therefore, all Unit Owners and Occupiers and their appointed contractors are required to make their arrangements for the disposal of these materials under the provisions of this manual regarding service providers. Please note that the leaving of any hazardous materials and bulky items waste on the Building Common Areas is strictly prohibited and is a violation and may result in a penalty fine in accordance with the Table of Fines attached to this manual.

5.2 WASTE MANAGEMENT RULES

- Dumping of ashes, trash, rubbish, sawdust, garbage, landfill, solid waste, cigarette butts, or any other type of refuse or other unsightly or offensive materials is expressly prohibited within the Master Community.
- Owners or Occupiers are to follow the rules displayed in the garbage room for disposal of waste into the garbage chute.
- Owners or Occupiers are responsible, at their cost, for the removal of all such material from the building, other than household waste.
- Owners or Occupiers are to ensure all household waste is placed in the appropriate receptacle provided for in designated locations in the Building or the Master Community, and the garbage chutes are used for the disposal of such waste.
- Owners or Occupiers must make separate arrangements, at their own cost, for the disposal of large and or/bulky items, including, but not limited to, unwanted furniture.
- Unit Owners and Occupiers are to assist in keeping such areas clean and dry by securing garbage bags before placing it in the garbage chute and being mindful of the hygiene, health, and comfort of all Owners or Occupiers.
- No incineration of goods or materials may be undertaken within any Unit.
- Building corridors, lift lobby areas, and other common areas should be clear of any waste.
- Owners or Occupiers may be issued a Violation Notice by the Community Management for any violation of this manual. A Violation Penalty may be levied on the offending party.
- Owners or Occupiers must comply with all requirements of the Relevant Authority relating to the disposal of garbage and recycling.

If an Owner fails to remove any garbage, recyclable material, or waste strictly in compliance with this manual, the Owner Committee shall be entitled to enter its unit and remove the trash, recyclable material, or waste at the Owner's sole cost and expense.

- Each building shall have a station (located in the Garbage Chute room in the ground floor) that can be used by the residents to discard their 'Recyclable Waste' such as cartons, paper, etc.,
- Glass, plastics, and other recyclable wastes should be segregated before disposing them through the garbage chutes.

5.3 SUSTAINABILITY

We are committed to implementing positive steps to ensure that the utility services supplied to the Units and the Building Common Areas are used economically and in a way that is sustainable to the environment, including where possible:

- The use of separate metering for utility services;
- Recycle the waste by depositing the waste in the designated areas of the community.
- Giving due consideration to using replacement items that are efficient in their use of water and electricity and the benefits of any reductions in operating costs of such replacement item over the medium to long term; and
- When procuring goods and services, give due consideration to companies committed to environmental sustainability.

5.4 TIPS FOR SUSTAINABLE HOME MANAGEMENT

- To ensure cooling efficiency, close all external windows and doors and shade all windows.
- Set air conditioner controls at the highest temperature setting at which you still feel cool enough; 23°C - 24°C is usually adequate. Each 1°C increase of the thermostat setting will save about 10% on your energy usage.
- Installing table or standing fans is an energy-efficient way to reduce air conditioning use by leveraging the 'wind chill' effect created by ceiling fans. Several companies in Dubai specialize in supplying, fitting, and providing expert advice on ceiling fan installations.
- Unplug your appliances when they're not in use as TVs, computers, microwaves, and even some washing machines have a 'standby' mode, which means they're still using energy even when they're not in use.
- Buy appliances with a good energy rating.
- Although they usually cost more to buy, most front-loader washing machines save money over time and are kinder to the environment because they use less power, water, and detergent than top loaders.
- Choose an energy-efficient fridge. Your fridge/freezer is working non-stop, and the energy it consumes adds up quickly. Look for a model that uses a hydrocarbon, such as butane or pentane, as the refrigerant and/or blowing agent for the insulation foam.
- Invest in water-efficient goods when you need to replace household products. You can now buy water-efficient showerheads, taps, washing machines, dishwashers, and many other water-saving products.

5.5 IRRIGATIONAL WATER SAFETY

All Unit Owners and Occupiers are notified that the water supplied to the street hydrants and irrigation systems is treated sewage effluent and not potable water; therefore, it is not suitable for drinking.

5.6 LITTERING AND VANDALISM

- The act of littering, graffiti, or vandalism is expressly prohibited within the Master Community, and the Owner shall be held liable for the cost of cleaning, repair, or replacement resulting from any such prohibited activity carried out by Occupiers of his Unit. All incidents of serious vandalism will be reported to Dubai Police for further action, and a community fine will be issued. The final decision will remain with the security department to execute based on the severity of the violation.
- All Owners are to note that the cost of reinstatement of the item or area that has been vandalized shall be directly charged to those individuals found to be causing the vandalism. If the individual(s) causing the vandalism cannot be found, the costs to reinstate shall be included as a cost that will be recovered from the Building Service Charges.



PERMITTED USE POLICY

TOWN SQUARE DUBAI

6 PERMITTED USE POLICY

Community living necessitates the agreement by all stakeholders within the community to be considerate of each other, mindful of each other's personal space, and to employ standards of behavior that foster good community relations and create a harmonious living environment for everyone.

The following rules are not designed to interfere with the quiet enjoyment of residents of their Units but are necessary to ensure that everyone knows their rights and obligations to each other and that they will have addressed if their rights as residents within the building are infringed or disregarded.

6.1 PERMITTED USE RULES

6.1.1 RESIDENTIAL USE ONLY

- (a) Units must be used strictly for residential purposes by single families. As such, only the Unit Owners, Occupiers, and their direct family members, guests, and domestic employees may reside in a Unit.
- (b) The permitted use of a Unit may not be changed, and Unit Owners and Occupiers shall strictly adhere to the terms of easements and restrictions benefiting or burdening their unit imposed by the Governance Documents and this Manual. No resident may use the Building Common Areas for its purposes (including as a private garden).
- (c) Unit Owners must comply with the leasing policy set out at Section 12 of this Manual, and Units must not be let out for periods of less than six (6) months. Partitioning of a Unit to let out individual rooms is strictly prohibited.
- (d) Units must not be used as part of a shared occupancy plan. A shared occupancy plan is a scheme that provides for:
 - (i) any division of the unit on a time increment basis of chronological periods or any agreement, plan, program or arrangement under which the right to use, occupy, or possess the unit is accorded to various persons, either corporate, individual or otherwise on any basis, for value exchanged at any time, whether monetary or like-kind use privileges, according to a fixed or floating interval or period, including those products commonly known as timeshare, fractional, or private residence clubs;
 - (ii) any joint ownership, whether or not ownership is deeded, of the unit where unrelated (i.e., non-family) owners share and enjoy use or occupation of the unit according to a periodic (fixed or floating) schedule based on time intervals, points or other rotational systems;
 - (iii) any club or program, the membership of which allows access and use of one or more properties by its members based on availability and reservation priorities, commonly known as destination clubs (equity or non-equity) or vacation clubs; or
- (e) Units must not be used for any illegal or immoral act nor for any use that may harm the reputation of the community, and no resident shall engage in any activity in their unit that violates any law, ordinance, statute, rule, or regulation of Dubai or the United Arab Emirates.
- (f) No business or commercial activity to which the public is invited shall be conducted within any Unit, save that the Community Management may operate (or permit the operation by its affiliate) of temporary commercial facilities within the building from a Unit that is owned by the Community Management or its subsidiary.

- (g) The Owner of a Unit is responsible for ensuring that all Occupiers and visitors comply with the Governance Documents and the provisions of this manual.
- (h) A Unit Owner or Occupier must use all reasonable endeavors to always keep its unit secure from theft or robbery, including ensuring that all doors, windows, and openings are closed and securely locked when its unit is not occupied. A Unit Owner expressly authorizes the Community management to enter and secure its unit at the Owner's cost if its unit is left unsecured and unoccupied.
- (i) If the unit is unoccupied for more than two (2) weeks, the Unit Owner (or occupier) must ensure measures are in place for the upkeep and maintenance of landscaping, pest control inspections, and waste removal, etc.
- (j) No partitioning of the unit to let out individual rooms will be permitted.

6.1.2 NOISE, NUISANCE, AND PRIVACY

- (a) Unit Owners and Occupiers must not cause a nuisance to other residents, and nothing shall be done or maintained in any part of the community, including a Unit that may be or may constitute an annoyance or nuisance.
- (b) Things that constitute a nuisance shall include the following:
 - (i) Noise, smells, smoke and vibration;
 - (ii) unsightly installations and excessive illuminations;
 - (iii) televisions, stereos, musical instruments played too loud;
 - (iv) revving car engines, revving motorcycles and car stereos (in the car parking areas);
 - (v) parties which can be heard from adjacent Units or the Building Common Areas; and
- (c) All noise should be kept to an acceptable level, including the use of radio, hi-fi equipment, and television sets, and should not cause disturbance to fellow residents at any time.
- (d) Noise levels within the Building Common Areas should be always kept to a minimum and, in particular, between 10:30 pm and 08:00 am.
- (e) Power tools must not be used before 8:00 am or after 6:00 pm.
- (f) No activities shall be carried out in any part of the building that may unreasonably interfere with the privacy of any resident, and Unit Owners and Occupiers must avoid any attempt to look into a neighboring property or to look into the windows of neighboring structures.
- (g) Unit Owners and Occupiers may take reasonable measures to protect their privacy through the design of their window treatments as long as it conforms with the provisions set out in this manual however no structures may be erected or changes to the boundary walls made except strictly under the Unit Alteration Policy in Section 9 of this Manual.

CODE OF CONDUCT

- (h) Soliciting of goods and services and any religious or political activity is not permitted.
- (i) Unit Owners and Occupiers must, when in the Building Common Areas, be adequately clothed and shall not use language or behave in a manner likely to cause offense or embarrassment to the other residents.
- (j) Unit Owners and Occupiers are responsible for the conduct of family, friends, and visitors. They should ensure that their behavior is acceptable to all residents and that people and property within the building are protected.
- (k) Unit Owners and Occupiers must treat the Community management, the Community Management, and their employees cordially, and abusive behavior and language will not be tolerated and will be treated as a serious violation.

6.1.3 PETS & PET MANAGEMENT

- (a) No animals, including poultry, fowl, wild animals, horses, cattle, sheep, goats, swine, or any other type of animal not considered to be a domestic household pet shall be brought into or kept within the Master Community, except that domestic dogs, cats, birds, and fish may be kept as household pets, provided that they are not kept, bred or raised for commercial purposes, nor, as determined by the Owners Committee, kept in unreasonable quantities.
- (b) Pets must be housed and cared for in a humane manner and in accordance with best international practices on animal care.
- (c) No animal shall be allowed to make an unreasonable amount of noise or to become a nuisance.
- (d) All dogs shall be kept on a leash within the Master Community when not within the boundary walls of a property.
- (e) Any dog feces deposited upon any portion of the Master Community shall be promptly removed and properly disposed of in a sanitary manner by the dog handler. Dog handlers are deemed to include resident domestic employees that exercise the pet. Noncompliance to these rules may result in Notice of Violation been issued to the defaulter.
- (f) All pets must always wear appropriate identification when outdoors.
- (g) Pet owners are liable to all other Owners, Residents, their families, guests, Tenants, and invitees for the actions of any animal brought or kept in the community by the other Owners or Residents.

- (h) Upon written request of any Owner or Resident, the Community Manager shall receive instruction from the board to conclusively determine under these rules whether an animal is a domestic household pet, whether an animal is making an unreasonable amount of noise, whether an animal is being allowed to run at large or whether an animal is a nuisance. The decision of the board in such matters is final, and conclusive, and shall be enforced as other restrictions contained herein, including appropriate legal means.
- (i) Pet food of any kind should not be left on common areas or near any structures, including front porches, decks, and/or balconies.
- (ii) Owners and Residents may contact the Dubai Municipality if there is a serious incident involving a pet within the community. This includes losing pets, abandoned pets, inhumane treatment of a pet, disturbance by a gym neighbor's pet within the community, and being attacked by a pet.

6.1.4 HAZARDOUS ACTIVITIES

- (a) The trapping and discharge of firearms and the use of toy guns and air guns ("bibi guns"), which can inflict damage on persons or property, are expressly prohibited within the Master Community.
- (b) No open fires shall be lit or permitted within the Master Community, and no Unit Owner may use any form of barbecue equipment on its Balcony or otherwise.
- (c) Activities or conditions which endanger the health and/or safety of others are prohibited.
- (d) Unit Owners or Occupiers shall not bring onto, or do anything within their unit, that shall increase the rate of fire insurance for the Owners Committee, or which may conflict with Applicable Laws relating to fires or any insurance policy held over the Owners Committee or the regulations of any Relevant Authority. This includes storage and use of barbecue units within the Unit and/or any Balcony/Terrace.
- (e) A Unit Owner or Occupier must not do anything in its unit, the Building Common Areas, or the Master Community that is likely to create a hazard or danger to any other Owner or any person lawfully using the Building Common Areas or Master Community. An Owner must not without the prior written consent of the Owners Committee, use or store in the unit any inflammable chemical, liquid or gas, or other combustible material. This rule does not apply to chemicals, liquids, gases, or other material used or intended to be used for domestic purposes, or any chemical, liquid, or other material in a fuel tank of a motor vehicle or internal combustion engine.
- (f) A Unit Owner or Occupier must not leave glass containers in the Building Common Areas.
- (g) A Unit Owner or Occupier must not leave any cooking appliance unattended when in use and must only use cooking appliances in the designated kitchen areas.
- (h) A unit owner or occupier must not leave any personal belongings outside the unit, such as and not limited to shoes, water bottles, scooters, bicycles, baby strollers, and any other item which is not supposed to be outside in the common area.



BUILDING COMMON AREAS POLICY

TOWN SQUARE DUBAI

7 BUILDING COMMON AREAS POLICY

Several areas within the building have been designated as Building Common Areas. These areas include the Leisure Facilities, the shared hallways and lobby areas within the building, all integrated systems used in common by all Owners notwithstanding that parts of such systems may be located within the Units.

The Community Management is responsible for operating and maintaining the Building common areas. The Master Community Manager shall be responsible for the day-to-day operation and management of such facilities on behalf of the Owners Committee.

As set out below, access to the Building Common Areas may be restricted if a Unit Owner has not paid its Building Service Charges (or any other monies due under the Governance Documents) when due and payable.

7.1 GENERAL USE RULES FOR THE BUILDING COMMON AREAS

- (a) All Unit Owners and Occupiers may use the Building common areas within their applicable building in accordance with provisions of the Governance Documents, this manual, and any additional rules and regulations posted in various locations throughout the building by the Community Management.
- (b) Use of the Building Common Areas is strictly at the user's own risk, and all users of the Building Common Areas indemnify and hold the Community management harmless against any loss or injury that may occur because of their use. The Community management do not accept any responsibility for injuries, however, caused, nor for loss nor damage to personal property.
- (c) Unit Owners or Occupiers are not allowed to connect any equipment or devices to any of the Building Common areas power outlets. Generators are prohibited from being used to power any equipment.
- (d) All children below the age of fourteen (14) years old must be always supervised by a parent or guardian aged eighteen (18) years or older when utilizing the Building Common Areas.
- (e) All furniture and equipment located on the Building Common Areas have been provided for the safety, comfort, and convenience of the residents and are owned by the Owners Committee as part of the Building Common Areas and must not be damaged or removed by a resident.
- (f) No activities are to be undertaken that would affect the peaceful use of the building by other Occupiers, including excessive noise.
- (g) Users must be appropriately dressed when using the Building Common Areas in consideration of other residents and modesty reasons.
- (h) Stereo equipment of any type (unless fitted with headphones) is not permitted within the Building Common Areas.
- (i) Unit Owners or Occupiers must not tamper with or damage the Building Common Areas in any manner, for example, by removing, trimming, or cutting trees or giving instructions to any service providers appointed by the Community Management to maintain the Building Common Areas.
- (j) Unit Owners or Occupiers must not tamper with or connect to any irrigation network.

- (k) Bikes, bicycles, and any such should be parked in the designated areas within the parking lots. Storing or parking them in the common areas or corridors is strictly prohibited. Anything found in such areas will be disposed, and the management is not responsible for the loss.
- (l) Unit Owners or Occupiers shall not mark, paint, drive nails or screws or the like into, or otherwise damage or deface, any structure that forms part of the Building Common Areas without the prior written approval of the Community Management.
- (m) A Unit Owner or Occupier must make good any damage, breakage or defect to the Building Common Areas or any fixtures and fittings to any other Unit occasioned by want of care, misuse or abuse on the part of the Unit Owner, Occupier their employees, agents, contractors, subcontractors or Invitees. Any damage to property or amenities in the Building Common Areas will be chargeable to the Unit Owner or Occupier who caused the damage or who is responsible for the guest or minor who caused the damage.
- (n) A Unit Owner or Occupier must give the Community Management prompt notice in writing of any defect or services to or fittings in need of repair in the Building Common Areas and of any circumstances likely to be or cause any danger, risk or hazard to the Building Common Areas or any person.
- (o) Residents are requested to remove all stored water bottles and decorations placed outside their units and to refrain from placing shoes or other personal belongings (bicycles, scooters, strollers, furniture) in any common area.
- (p) Nshama community management and its service providers will not be held accountable for the removal of any items or lost/damaged items.
- (q) Items found outside the unit will be removed and handed over to building security as lost and found if not removed within 24 hours after being notified.

7.2 CHILDREN PLAYING ON THE BUILDING COMMON AREAS

A Unit Owner or Occupier must not permit any child over whom they have control:

- (a) to play, or remain on the Building Common Areas unless accompanied by an adult exercising effective control including the car parking areas or other areas of possible danger or hazard to children; and/or
- (b) to use the walls or floors for ball games, skateboarding, or cycling or to deface the walls or Building Common Areas.

7.3 PRIVACY

- (a) No activities shall be carried out in the building that may unreasonably interfere with a Unit Owner or Occupier's right to privacy within their unit.
- (b) Unit Owners or Occupiers are to avoid any attempt to look into any other Unit or to look into the windows of any other structures.
- (c) Unit Owners or Occupiers bear the responsibility to take reasonable measures to protect their privacy through the design of their window treatments as long as it confirms with this manual.

7.4 ABUSE OF COMMUNITY STAFF

All community staff members are cordial. Verbal and/or physical abuse will not be tolerated and will be treated as a severe violation. Complaints regarding the mistreatment of employees and/or vendors should be presented in writing to the Community Management.

7.5 MAINTENANCE OF THE LEISURE FACILITIES

- (a) The Leisure Facilities are designated as Building Common Areas under the control and responsibility of the Community Management.
- (b) The Owner's Committee is responsible for the operation, cleaning, repair and maintenance of the Leisure Facilities and must ensure that the Leisure Facilities are cleaned, repaired and maintained to a standard at least equivalent to the standards of cleanliness, repair and maintenance of the remainder of the Master Community and/or the building.

7.6 RESTRICTIONS ON THE USE OF THE LEISURE FACILITIES (GENERAL)

- (a) The Leisure Facilities are for the exclusive use of the Unit Owners and their Occupiers (and their respective Visitors) at such times as always determined by the Community Management and under this manual.
- (b) The Unit Owners and Occupiers must not allow any member of the public who is not a Unit Owner or Occupier (or their Visitor) to access or utilize the Leisure Facilities at any time and must not offer any memberships or usage rights to any member of the public in this regard.
- (c) The Unit Owners and Occupiers must not operate the Leisure Facilities as a commercial operation nor appoint a commercial operator to operate the Leisure Facilities on a commercial basis.
- (d) The Community Management may:
 - (i) Enter facility management arrangements with a licensed manager or licensed operator to manage the operation of the Leisure Facilities; and
 - (ii) offering bespoke services to the Unit Owners and Occupiers such as personal training, swimming lessons, or the like on a fee-paying basis.
- (e) A Unit Owner or Occupier has the primary right to use the Leisure facilities on a first come first served basis. Subject to maximum capacity requirements, Unit Owners and Occupiers may invite a reasonable number of visitors to use the Leisure Facilities from time to time.
- (f) The Community Management shall determine the procedures for the entry and use of the Leisure facilities by Unit Owners, Occupiers, and visitors, including determining what a reasonable number of Visitors an Owner or Occupier may invite to use the Leisure facilities at any given time (if any).
- (g) The Community Management may restrict entry to the Leisure Facilities by any Unit Owners and Occupiers if the Leisure facilities are at capacity and may limit admission to visitors (or request visitors to leave the Leisure Facilities) during peak periods.
- (h) A Unit Owner or Occupier must supervise its Visitors' use of the Leisure Facilities and must ensure that its Visitors comply fully with this Manual and the directions of the Community Management (and its nominees) when using the Leisure Facilities.

- (i) No Unit Owner or Occupier may take on to or place any item on the Leisure Facilities including:
 - (i) outdoor furniture;
 - (ii) large children's play equipment or party activities such as jumping castles or the like;
 - (iii) umbrellas, awnings or the like;
 - (iv) satellite dishes, aerials, electronic devices, external stereo equipment (including external speakers and wiring);
 - (v) alcohol;
 - (vi) additional external lighting;
 - (vii) any barbeque or cooking equipment of any nature; and
 - (viii) personal items (except towels and items placed by the Unit Owner or Occupier while using the Leisure Facilities).

7.7 ADDITIONAL RESTRICTIONS - SWIMMING POOLS

- (a) The swimming pools must not be used when the pool supervisor or lifeguard is not available or not on duty.
- (b) Running, jumping, or pushing is not allowed anywhere within the swimming pool areas.
- (c) No diving or acrobatics is permitted by or in the swimming pool.
- (d) Children under the age of twelve (12) years must be always under the supervision of an adult.
- (e) In the interest of hygiene, all persons are required to shower before using the pool.
- (f) Only modest and appropriate swimming attire is to be worn in pool areas.
- (g) Adult floaters are not permitted in the pool.
- (h) Coaching is not permitted in the pool.
- (i) Infants and toddlers are prohibited from wearing cloth or disposable diapers in the pool. Suitable infant swimming attire must be worn, namely specially designed waterproof diapers or pants.
- (j) The rules and regulations posted at the pools by the Community Management must be followed.
- (k) Alcoholic beverages are not to be taken into or consumed in the swimming pool area.
- (l) The decision of the lifeguard and/or pool supervisor regarding pool safety and what is disturbing to other Occupiers is final.
- (m) The swimming pool is only to be used between the hours specified on pool signage, being 7.30 am to 10.30 pm. The Community Management reserves the right to change the pool hours as they see fit.
- (n) All users must be appropriately dressed when using the Leisure Facilities in consideration of other users and for hygiene and modesty reasons.
- (o) The Community Management reserves the right to exclude any person from using the swimming pools at its absolute discretion.

7.8 ADDITIONAL RESTRICTIONS - GYM

- (a) No inappropriate clothing is allowed. Appropriate attire is required at all times, including gym shoes and shirts (no skin should come in contact with any padded areas of the equipment).
- (b) Personal trainers are not allowed at any time.
- (c) No users under sixteen (16) years old are allowed to use the equipment unless supervised by an adult who shall be responsible for their safety. Children below the age of six (6) years are not allowed inside the gym due to safety reasons.
- (d) Reservation and/or exclusive use of the gymnasium equipment is not permitted.
- (e) No kickboxing, boxing, MMA, or calisthenics training allowed for the health & safety of all residents.
- (f) Only non-marking sole runners/footwear may be worn in the gym. Under no circumstances can high-heeled shoes, wet shoes, boots, sandals or any type of outdoor footwear that may damage the surface of the floor be worn in the gym facility.
- (g) No equipment shall be moved or shifted from the designated position.
- (h) Users must bring their towels with them and a separate cloth to clean/wipe the used facilities.
- (i) Strictly no food and drinks are allowed except water.
- (j) No animals/pets are allowed in the gymnasium.
- (k) Smoking is strictly prohibited.
- (l) Sound equipment such as radio, compact disk, and MP3 players are not permitted except with the use of headphones.
- (m) Mobile phones are permitted but must be always in silent mode within the gymnasium.

7.9 RULES IN BARBEQUE FACILITIES

- (a) The facility is open to use from 10 am to 8 pm. The facility is strictly for resident's use only.
- (b) The facility will be available on a first-come, first-serve basis. To use the facility, the resident can approach the lifeguard. Booking of the facility is not available.
- (c) Do not grill pork and do not consume alcohol as it is strictly prohibited in the community area
- (d) Keep the barbecue station and grills clean and dispose of all waste after use. Do not dump hot items into the waste bin as it is a fire hazard.
- (e) Limit your cooking time to allow other residents to enjoy it as well. The maximum allowable time per resident is 2 hours to use the facility.

7.10 Photoshoot or Filming in Common Areas :

Residents are required to contact customercare@nshama.ae to submit the request with following requirements :

- Location in Town Square
- Date, time and duration of the shoot
- Type of camera equipment
- Number of people for the shoot

Within 5 working days of receipt, your request will be reviewed, and you will be notified accordingly. If approved, you will be requested to fill out the marketing permit and provide us with the valid emirates ID copies of the individuals who will be on ground.

7.11 DRYER ROOM FACILITIES

- (a) The building is equipped with Dryers in each zone. These dryer rooms are open 24 hrs, and it can be used by residents only.
- (b) Owners and residents have to be careful while using the facility to not overload the machines and make sure the lint tray has been cleaned after use.
- (c) The dryer room has to be kept clean, and clothes should not be left in the rooms unattended.
- (d) Management will not be responsible for any loss or damages.

7.11.2 SUSPENSION OF USE OF LEISURE FACILITIES

- (a) The Community Management may suspend a Unit Owner or Occupier's use of the Leisure Facilities if:
 - (i) the Unit Owner fails to pay all amounts of money due and payable to the Owners Committee under the Governance Documents by the due date for payment; and/or
 - (ii) the Unit Owner or Occupier breaches its obligations under this Manual and fails to rectify such breach upon notice from the Community Management within the period specified in such notice, for such a period as any such breach is subsisting.
- (b) Any suspension of the use of the Leisure Facilities according to clause 7.11(a) is without prejudice to any other right of action of the Community Management in respect of any breach of the Unit Owner or Occupier's obligations contained in the Governance Documents.

7.11.3 DISCLAIMER

The Developer/Community Management shall not be responsible for any injuries, damage, or loss sustained by any person when using the Leisure Facilities.



APPEARANCE & MAINTENANCE POLICY

TOWN SQUARE DUBAI

8 UNIT APPEARANCE AND MAINTENANCE POLICY

The Units have been designed with the highest standards of design. To maintain the unique look and feel of your building, all Unit Owners (and their residents) are required to ensure that their Units are at all times maintained in accordance with this Unit Appearance and Maintenance Policy and the following "Maintenance Rules."

Failing to comply with the Unit Appearance and Maintenance Policy causes harm to the community by devaluing the Units within the Building (including the Apartment Component) and the Master Community more generally and offenders will be penalized in accordance with the provisions contained in the Governance Documents and the penalties set out in this manual.

8.1 MAINTENANCE RULES

- (a) The Community management must approve all companies, contractors or suppliers appointed by a Unit Owner or Occupier to carry out Unit maintenance.
- (b) A Unit Owner or Occupier always must maintain its unit to an appropriately high standard in keeping with the standards of the Building and the Master Community and under the Governance Documents and this Manual (and in particular the Unit Alteration Policy at Section 9 of this Manual). Accordingly, all Units should be maintained to the minimum standards as follows:
 - (i) all windows should be regularly cleaned, and no window may be stopped up;
 - (ii) any plants on a Balcony/Terrace should be suitably maintained but must not overhang into the Building Common Areas or a neighboring Unit at any time.
- (c) No washing or storage is permitted on a Balcony/Terrace, and rugs, towels, or other articles shall not be draped or hung on Balcony/Terrace railings, patio walls, windows, or clotheslines.

For the benefit of all the residents, the buildings are equipped with multiple 'Dryer Rooms' for drying the laundry.

- (d) The installation of satellite dishes and the like is strictly prohibited.
- (e) A resident must not erect any signage, flags, or banners on any part of the Building Common Areas or on the façade of its unit, any Balcony/Terrace or window (save as may be permitted in the moving out policy in this manual).
- (f) Unit Owners and Occupiers must keep free and unobstructed all Building Common Areas at all times and must not park, plant, place, or store any items or personal items on the Building Common Areas.
- (g) Each unit should be routinely controlled for pests, and the Community management must be informed of any dangerous pests found on your property immediately. The usage of strong chemicals and pesticides is prohibited unless approved by the Community management.
- (h) If a Unit is unoccupied for a prolonged time, unit owners are required to ensure that regular pest control is carried out to ensure that the unit is maintained to an acceptable standard under the Governance Documents and to ensure no nuisance is caused to any neighboring Units and/or the Building Common Areas.
- (i) If a Unit is unoccupied for a prolonged time, Unit Owners are also required to ensure such a unit is adequately secured. The Community management is not responsible for any damage or theft to Units or belongings.

- (j) Storage of furniture and the like is not permitted on Unit Balconies/Terraces.
- (k) Any plumbing, electrical, civil or mechanical issues arising from your unit that affect your neighbor's unit should be resolved at a reasonable time to avoid further damages.
Furthermore, as a homeowner, it is your responsibility to cover any consequential damage to the neighboring unit.

8.2 HOLIDAY / CELEBRATION DECORATIVE LIGHTING AND FLAG POLES

- (a) A Unit Owner or Occupier may install temporary holiday or festive lighting within their Unit during Eid and other festive and national holidays in the UAE. Lighting must not be installed any earlier than ten (10) days before the holiday/celebration and must be removed within ten (10) days after the holiday/celebration.
- (b) Flashing decorative lights, or lighting that creates glare visible from outside the unit, is prohibited. Any lighting installed must not cause interference, nuisance, or annoyance to other owners within the building. If requested by the Community management, the Unit Owner or Occupier shall promptly remove any lighting.
- (c) Installation of flag poles (other than for the display of the UAE national flag) is prohibited except with prior written approval of the Community management and all relevant authorities (which must be provided to the Community management).
- (d) Private celebrations or gatherings are not permitted in the common areas of the community.

8.3 BALCONIES/TERRACES - NO STRUCTURAL WORKS

A Unit Owner or Occupier must not carry out (or allow any Occupier to carry out) any structural works on its Balcony/Terrace nor otherwise alter a Balcony/Terrace in any manner without the prior written consent of the Owners Committee and the Community Management (which approval may be withheld in their absolute discretion) including, but not limited to:

- (i) the erection of any structure;
- (ii) the enclosure or partial enclosure or any part of the Balcony/Terrace; or
- (iii) the painting or resurfacing of any surface of the Balcony/Terrace, including any walls or balustrades.

8.4 MAINTENANCE OF THE BALCONIES/TERRACES

In addition to the obligations contained in clause 9.6, a Unit Owner or Occupier must:

- (a) clean and maintain the surface of the Balcony/Terrace under the directions of the Community management;
- (b) not penetrate the surface of the Balcony/Terrace in any way;
- (c) not attach any item to any surface of the Balcony/Terrace including any wall or balustrade; or
- (d) not use any chemicals or cleaning solvents of a corrosive nature that may affect the waterproof membrane of the Balcony/Terrace.

8.5 ITEMS ON THE BALCONIES/TERRACES

- (a) A Unit Owner or Occupier must not place (or allow any Occupier to place), put anything on a Balcony/Terrace that is not in keeping with the rest of the building including:
- (i) umbrellas, awnings, screens, shutters, pergolas, Trampoline or inflatables.
 - (ii) structures of a temporary or permanent nature;
 - (iii) planter boxes, garden sheds, storage units or the like;
 - (iv) large outdoor ornaments or plants that extend over the height of the balustrades or that are visible from the Building Common Areas or other Units;
 - (v) washing or laundry items;
 - (vi) hanging or drying clothes
 - (vii) installing shades, pergolas, sails, and structures.
 - (viii) satellite dishes, aerials, electronic devices, external stereo equipment (including external speakers and wiring); or
 - (ix) additional external lighting or security devices.
- (b) A Unit Owner or Occupier must ensure that any item approved by the Owners Committee under clause 8.5(a) must:
- (i) be appropriately weighted so as not to be affected by wind; and
 - (ii) Do not overload the balcony/terrace or impact the structure of the building.
- (c) An Owner or Occupier must not (and must not allow an Occupier to) place any ornaments, planter boxes, pots, and the like on, or attached to, the internal or external walls of the Balcony/Terrace including on any balustrade.

8.6 NO BARBEQUES ON BALCONIES/TERRACES

A Unit Owner or Occupier must not place any barbeque or cooking equipment of any nature on a Balcony/Terrace.



ALTERATIONS POLICY

TOWN SQUARE DUBAI

9 UNIT ALTERATION POLICY

To ensure that there is a consistent appearance throughout the Master Community and to maintain the unique aesthetic appearance of the building, every resident must comply with this "Unit Alteration Policy" should the resident wish to undertake any alterations to the unit. The Community Management may alter or modify this Alterations Policy from time to time in its absolute discretion.

9.1 OVERVIEW

The purpose of the Unit Alteration Policy is to govern any Building Works to be undertaken within the building to:

- control the look and feel of the building;
- preserve the design integrity and architectural quality of the building;
- maintain the high-end aesthetic standards that make the building an attractive and sought-after place to live; and
- uphold property values for the Unit Owners.

9.2 WHO MUST COMPLY WITH THIS UNIT ALTERATION POLICY?

All Unit Owners and Occupiers must always comply with this Unit Alteration Policy, and any Building Works undertaken to a Unit otherwise under this policy are strictly prohibited.

9.3 WHAT DOES THIS UNIT ALTERATION POLICY REGULATE?

This Unit Alteration Policy regulates all "Building Works" to be undertaken by a Unit Owner or Occupier to its unit, and no Building Works may be conducted to a Unit except as otherwise provided in this Unit Alteration Policy.

The term Building Works includes any alterations, modifications, renovations, additions, decorations or fit-out works to a Unit and includes (without limitation):

- (a) the removal, opening or creation of any interior or exterior wall;
- (b) changes to the color of any surface;
- (c) changes to the type or quality of the materials used in the construction of the unit;
- (d) alteration to the reflective nature of any surface;
- (e) modifications to the soundproofing qualities of any materials or surface;
- (f) changes to the nature of any hard surface, paving or walkway;
- (g) any changes to or the erection/installation of:
 - (i) any sunscreen or sun shading device (including the erection of any awning, pergola, pagoda or the like);
 - (ii) a swimming pool and/or Jacuzzi;
 - (iii) any aerials, electronic devices, external stereo equipment (including external speakers and wiring); and/or
 - (iv) the external lighting and/or security devices.

9.4 PROHIBITED WORKS

Please note that the following works are strictly prohibited and will not be permitted to be undertaken:

- (a) any structural alterations, extensions or improvements that affect the external elevation and appearance of a Unit, built-up areas and/or structural walls of a Unit;
- (b) the changing of any external doors or windows;
- (c) the cladding of external walls;
- (d) any alterations that prevent access to utility meters;
- (e) the installation of a satellite; or
- (f) the enclosure of any Balcony/Terrace.

9.5 APPLICATION PROCESS

- (a) Before commencing any Building Works, the following must be obtained:
 - (i) all necessary consents and approvals from any relevant authority; followed by
 - (ii) the written permission of the Community Management, the contact details for whom are set out in Section 1.
- (b) Should an owner desire to undertake any Building Works to its unit, it shall submit to the Community Management through the online portal under alterations.
- (c) The applicant must pay a fee for the assessment of the Building Works proposal and any expenses incurred by the Community Management in assessing such application.
- (d) The Community Management may also require the applicant to pay a deposit as security for any damage caused to the Building Common Areas arising from the undertaking of the proposed Building Works. The payment of a security deposit will depend on the nature of the Building Works to be undertaken.
- (e) The 'Alteration Request must include the following details:
 - (i) a full description of the nature and extent of the proposed Building Works;
 - (ii) attach plans and specifications of the proposed Building Works;
 - (iii) specify the estimated time for the carrying out of the proposed Building Works;
 - (iv) of the proposed contractor including attaching their trade license and the identity documents of each worker who will carry out the Building Works;
 - (v) state whether any the Building Common Areas will be affected;
 - (vi) confirmation and evidence that all health and safety requirements shall be complied with;

(vii) confirmation and proof that the Unit Alteration Policy and all relevant health and safety policies of the Community management shall be adhered to; and

(viii) if the proposal is being submitted by a resident other than the Unit Owner, attach the Unit Owner's original written consent to the proposed Building Works.

9.6 CONSIDERATION OF APPLICATION

- (a) Upon submitting your alteration request, the Community Management team shall use all reasonable commercial endeavors to respond to the applicant within two (2) working days for minor alterations and five (5) working days for major alterations advising whether the Building Works Proposal has been approved.
- (a) The Community Management may require the applicant to submit further plans or specifications and may appoint consultants to review and make recommendations regarding the Alteration Request. All consultants' costs are the responsibility of the applicant.
- (b) The Community Management may require variations to the Alteration Request submitted by the applicant to ensure that the proposed work accords with this Unit Alteration Policy, including, without limitation, being in keeping with the design, standard, and quality of the building. The applicant may amend the 'Alteration Request and resubmit it to the Community Management for approval until the Community management approves the Alteration Request.

9.7 AUTHORITY CONSENTS

- (a) Only after approval by the Community Management of 'Alteration Request, the applicant must, at his own expense, obtain all necessary consents, approvals and licenses (including for the avoidance of doubt, any necessary consent from any relevant authority) concerning the Building Works outlined in the Building Works Proposal (the "Authority Consent").
- (b) The applicant shall not commence any Building Works before it has provided to the Community Management a copy of the Authority Consent and shall require written confirmation from the Community Management that such Authority Consent has been received by the Community Management before the Unit Owner may commence the approved Building Works.

9.8 CONDITIONAL APPROVALS

The Community Management may make conditions if it approves a Building Works Proposal. These conditions may include (but are not limited to):

- (a) A reasonable time frame for the building Works to be completed;
- (b) the hours and days during which the Building Works must be carried out; and
- (c) the materials to be used and methods of construction to be adopted.

9.9 CARRYING OUT THE APPROVED BUILDING WORKS

- (a) The applicant shall proceed with the building Works strictly under the Authority Consent, the approved 'Alteration Request, Work Permit, the Governance Documents, and this Unit Alteration Policy.
- (b) In undertaking any Building Works, all debris must be regularly removed, and the building left clean and tidy always both during the undertaking of the Building Works and once the Building Works are completed. Any damage caused to any of the Building Common Areas must be immediately repaired at the Owner's own cost.
- (c) During and upon completion of the Building Works by the applicant, the Community management may inspect the Building Works at any time to ensure that they are being, or have been, undertaken in accordance with this Unit Alteration Policy. The applicant must rectify, replace and/or remove any items as notified by the Community management that have been constructed or installed otherwise than in accordance with this Unit Alteration Policy as determined by the Community management in its absolute discretion.
- (d) If a resident undertakes the Building Works on behalf of the Unit Owner, the Unit Owner remains solely liable for the Building Works and for ensuring that the resident undertakes the Building Works under this Unit Alteration Policy.

9.10 BUILDING STANDARDS

In addition to always complying with this Unit Alteration Policy, a resident must ensure that all approved Building Works were undertaken:

- (a) comply with all laws and regulations, the Governance Documents and this Manual (including any guidelines and rules for the Master Community issued by the Community Management);
- (b) by a contractor approved and registered under the Household Staff and Service Provider/Contractor Policy contained at Schedule 11 of this Manual.
- (c) by an approved contractor who has obtained a Temporary Vehicle Access Pass for Contractors);
- (d) are undertaken by reputable, adequately qualified and licensed professional Suppliers experienced in undertaking such Building Works;
- (e) are conducted in a proper, professional and timely manner;
- (f) are performed promptly and in a way in which the least inconvenience is caused to other residents;
- (g) involve the use of only high quality (and, where possible, new) materials fit for their purpose; and
- (h) are undertaken only after all necessary certifications have been obtained (including any engineer's certification and the like) to ensure that such Building Works do not impact the structural integrity of the unit.

9.11 WORKING HOURS

Approved Building Works shall only be carried out on business days between the hours of 8.00 am and 5.00 pm or such other hours approved in writing by the Community management.

9.12 INSURANCE

The contractor and their staff who undertake any Building Works must be adequately insured and comply with all Applicable Laws.

A unit owner (and, where applicable, resident) that undertakes any Building Works indemnifies and keeps indemnified the Community Management and the other Owners or Occupiers against any loss that may be suffered by them resulting from any defective work undertaken and the entry of any contractor and their staff into the unit.

9.13 REVOCATION OF APPROVAL

The Community management may revoke its approval if the applicant does not comply with conditions of the approval, including any condition that the Building Works be completed within a specified time frame.

9.14 INDEMNITY

The applicant indemnifies and shall keep indemnified the Owners Committee, the Community management, and the other Unit Owners and Occupiers against all actions, proceedings, claims, demands, losses, costs, expenses, damages and liability (including any responsibility for any injury to any person or any damage to any land or property) arising directly or indirectly from the undertaking of the Building Works.

9.15 DISPUTES

The dispute resolution provisions contained in the Building JOPD apply to any dispute as to the interpretation or application of this Unit Alteration Policy and any dispute concerning the granting or refusal of any consent under this Unit Alteration Policy.

9.16 FEES FOR ALTERATIONS

As a guideline, the following fees apply for alterations to a Unit:

- a. **Major Alterations** shall incur a fee of AED 2000.00 (excl. 5% VAT) and a security deposit of AED 5000. Major alterations include the following:
 - i. Removal / replacement of kitchen counters or building customized islands
 - ii. False Ceiling Installation
- b. **Minor Alterations** shall incur a fee of AED 1000.00 (excl. of 5% VAT). Minor alterations include the following:
 - i. Removal & Replacement of existing interior fittings which includes: -
 - a. Kitchen cabinets, b. Wardrobes, c. Doors (interior)
 - ii. Application of tiles with glue on top of existing ones.
 - iii. Installation of Gazebo for communities that were handed over in 2025 onwards please contact fm@ncmme.ae
- c. **Home Improvement** works shall incur a fee of AED 160.00 (including 5% VAT). Home improvement work includes the following:
 - i. Balcony fencing (subject to approval of the material and location of the unit)
 - ii. Installation of additional storage shelves inside the house.
 - iii. Shower glass partition
 - iv. Interior painting and wallpaper
 - v. SPC or Vinyl flooring (internal) on top of existing tiles
 - vi. Decking for Terraces
 - vii. Interior wall cladding
 - viii. Kitchen cabinet wrapping
 - ix. Replacement of interior lighting fixtures.
 - x. Installation of artificial grass in the balcony/terrace
 - xi. Installation of Gazebo for communities that were handed over before 2025.

All Unit modifications/alterations are always subject to the sole discretion and/or approval of the Community management. They must be in line with all architectural guidelines and Maintenance Rules.

9.17 PENALTY FEES:

Any alterations, modifications, renovations, additions, decorations or fit-out works to a Unit that does not comply with this Unit Alteration Policy, will be charged the following penalty fees:

Any major alteration undertaken without the consent of the Community Management shall incur a penalty of AED 2,000 for every breach, and the violation shall be escalated to concerned regulatory authorities.

Any minor alteration undertaken without the consent of the Community Management shall incur a penalty of AED 1,000 for every breach.



HOME & CONTENTS INSURANCE POLICY

TOWN SQUARE DUBAI

10 HOME AND CONTENTS INSURANCE POLICY

The Community management shall, for and on behalf of the Owners Committee, take out a policy of insurance for the Building Common Areas. The cost of such insurance is contained in your Building Service Charges.

The following "Insurance Rules" shall apply to all Unit Owners:

- (a) Owners must carry comprehensive contents insurance for:
 - (i) all insurable improvements;
 - (ii) contents of their unit; and
 - (iii) consequential damages to other Units or Building Common Areas

in a form approved by the Community Management and under the provisions of the Master Community Declaration.

- (b) All insurance policies are to be taken out with a reputable insurer in the name of the Unit Owner and must be for the full replacement value of the unit's contents and include a specific allowance for the removal of debris.
- (c) Copies of the above insurance policies and all renewal certificates and endorsement slips are to be provided to the Community Management.
- (d) In the event of damage to or destruction of a Unit and/or its contents, the Owner must promptly proceed to repair or to reconstruct the unit in a manner consistent with the original construction or such other plans as are approved by the Community Management.
- (e) Owners must pay all costs which are not covered by insurance proceeds.



HOUSEHOLD STAFF & SERVICE PROVIDER /CONTRACTOR POLICY

TOWN SQUARE DUBAI

11 HOUSEHOLD STAFF AND SERVICE PROVIDER/CONTRACTOR POLICY**11.1 HOUSEHOLD STAFF**

As per UAE law, anyone working in a Unit must be sponsored. The UAE Ministry of Internal Affairs may conduct random inspections at any time, and should they find anyone working illegally in your unit. You could receive fines between AED 50,000 - 100,000 and/or time in prison.

All Unit Owners and Occupiers must ensure that they register their household staff including (but not limited to) housemaids, drivers, cooks, and gardeners should be either a licensed company or under the resident's sponsorship and hold a valid residence visa issued by the Dubai Immigration Department. Unit Owners and Occupiers are entirely responsible if they are found accommodating household staff not directly sponsored by them.

Unit Owners and Occupiers must ensure that their household staff residing with them is registered with the Community management on the customer portal under move-in request along with the required documents.

Should a household staff member resign, or their contract of employment be terminated, please ensure that you communicate this information to the community security accordingly.

SERVICE PROVIDERS AND CONTRACTORS

All service providers and contractors who are to perform any services for Unit Owners and Occupiers within the community must be approved by and registered with the Community management and hold a valid Trade License.

Unit Owners and Occupiers must ensure that all service providers and contractors are registered with the Community management depending on the nature of works.

The Community management may (in its discretion) not approve a service provider/contractor in which case an alternative service provider/contractor must be found and the approval and registration process repeated.

11.2 PRE-APPROVED SERVICE PROVIDERS (Car Wash & Landscaping)

To assist Unit Owners and Occupiers, the Community management may pre-approve service providers and contractors to provide services in the building, and should you wish to engage any pre-approved service providers, you will not be required to register them with the Community management.



SALES, LEASING & MOVING IN/OUT POLICY

TOWN SQUARE DUBAI

12 SALES, LEASING AND MOVING IN/OUT POLICY**12.1 NOC REQUIREMENTS**

- (a) Unit Owners and Occupiers must obtain a No Objection Certificate ("NOC") to sell or lease a Unit.
- (b) For Sale, the request needs to be submitted through the customer portal under customer care services, the requirements are mentioned on the portal. The NOC takes upto 5 business days.
- (c) Your service charge account must be in good standing before the issuance of an NOC. Major violations, outstanding arrears of Building Service Charges, Master Community Service Charges, unauthorized Unit modifications and alteration, outstanding Penalty Fines will delay issuance of the NOC.
- (d) All new residents in the building (including tenants) must be provided with a copy of this Manual and fill in the Resident Registration and Information Form attached to this manual as part of the NOC process. Failure to do so will prevent an NOC from being issued by the Community management and will delay your move as access to the building will be prohibited by the Community management.
- (e) All new residents in the Townhouse (including tenants) must be provided with a copy of this Manual to understand and follow the community guidelines.
- (f) Unit owner will not be permitted to sell a unit unless an NOC has been issued.

12.2 SALES POLICY

In order to obtain an NOC for the sale or transfer of a Townhouse the following must be provided on the customer portal:

Required Documents - From Seller:

- NOC Request Form (duly signed);
Copy of Passport and Visa of all named parties on the title to the unit; and clearance of any outstanding and payment of provisional service fees.

Documents - From Buyer:

- Copy of Passport and Visa of all named Buyers of the property.
- Sign the Declaration of Adherence to comply with rules and regulations of the community.

12.3 LEASING POLICY

- (a) Before entering a lease of its units, the unit owner must clear all outstanding service fees.

- (b) Ejari is a mandatory requirement. Unit owner should register their tenant on the customer portal and tenant needs to submit the move-in request to obtain the move in permit.
- (c) For the avoidance of doubt, a tenant is not entitled to take possession or move into a Townhouse without a move in permit.
- (d) Lease must comply with the rules and policies set out in this Manual, including that there may be no leasing of a Townhouse for less than six months and no shared occupancy plans.
- (e) Tenants and occupants must accept the community guidelines and follow the Homeowner's manual.

12.4 MOVING IN/OUT POLICY

- (a) Moving trucks and contractor vehicles may only enter the community during standard working hours and must be registered in accordance with the procedures set out in manual including a move-in permit which needs to be applied through the customer portal.
- (b) All common areas must be kept clean and tidy throughout the move in/out; the resident must make appropriate arrangements to dispose of any bulky or excess materials in the designated areas.
- (c) During a move in/move-out, the resident is responsible for any damage caused to the common Areas while moving in/out (either caused directly or by the appointed moving company).
- (d) Tenants must submit their move-out request on the customer portal which needs to be approved by the landlord to issue the move-out permit.



SERVICING & PREVENTATIVE MAINTENANCE POLICY

TOWN SQUARE DUBAI

13 SERVICING AND PREVENTATIVE MAINTENANCE

The Community Management shall respond to in-Unit warrantable requests during the one-year defect liability period as referred to in your sale and purchase agreement ("SPA").

As a Unit Owner, you must enter a preventive maintenance contract to regularly service, condition, and rectify equipment faults caused by wear and tear.

13.1 WARRANTY DEFECT LIABILITY PROTECTION

What is covered?

- Defects in material and workmanship in the electrical, plumbing, and cooling delivery and distribution systems.
- Defects in materials and work, which result in the detachment, displacement, or deterioration of exterior cladding, leading to detachment or serious decline.
- Defects in materials and work, including caulking, windows, and doors, so that the building envelope prevents water penetration.

Cosmetic surface damage caused during construction is readily noticeable during the hand over process referred to in your SPA. Such damage, including scratches, dents, gouges, paint, or tears, can also occur during the move-in process or through daily activity. Therefore, after we correct any items noted on the identified during the handover, repair of cosmetic surface damage is your responsibility. Unit Owners shall identify any such items during the handover in writing. Please be advised that this also includes paint touch-ups.

What is not covered?

- Defects in materials, design, and workmanship supplied by the purchaser or his/her contractors. Secondary damage resulting from defects that are under defect liability. The defects themselves are covered, but not any other personal or property damage.
- Normal wear and tear.
- Damage caused by improper maintenance and misuse.
- Normal weathering of exterior finishes.
- Damage to parking areas caused by the misuse or lack of cleanliness.
- Painting, wallpapering, or refinishing of any drywall/plaster repairs.
- Plumbing blockages (including roof, Balcony/Terrace drains) other than those caused by construction debris.
- Damage of plumbing fixtures due to abrasive cleaners or careless use.
- Replacement of faucet washers and "O" rings. The exact colour match of any replacement material. Marble and granite are natural materials, and as such, graining cracks and color variations occur naturally and are not defects.
- Items not reported in writing within the applicable defect warranty time frames.
- Damage from insects and/or rodents.

13.2 SERVICE REQUEST PROCESS

If any new snags appear immediately after you take handover of your home, please report them on the customer portal under DLP request so a service request is created, or you can contact following number 800 NSHAMA to register your "Service Request"

Shortly after receiving and acknowledging your Service Request, the DLP team will contact you to set up an appointment to meet you in your unit, if necessary. There upon based on requirements work orders will be issued to the appropriate sub-contractor, authorizing them to perform your defect liability service work. Once these Work Orders are issued, you will be contacted to schedule a time for your defect liability service work to be completed.

13.3 HOME CARE TIPS

Airconditioning

- Ensure that you service your air-conditioning unit at least every 6 months.
- Ensure that clogged/dirty filters are routinely cleaned or replaced.
- Clean and flush the unit's drain line regularly to prevent excess moisture which might lead to leakages and mold.
- Keep external doors and windows closed.
- Keep windows, which are exposed to the sun, shaded by using internal blinds or curtains.

Drainage

- Plumbing and drainage needs to be checked every 6 months or depending on usage.
- We also recommend using strainers to reduce clogging in the kitchen sink and bathtubs.
- If you are experiencing an odor around your home after a long break, drainpipes may have dried. Try pouring water down the drain.

Fire Alarm

- Conduct regular maintenance of the smoke/heat detectors to ensure dust accumulation and trigger false alarm.
- Please refrain from tampering with the system as it affects your unit's and your neighbors' safety.

13.4 WARRANTY LIST

A list of all supplier warranties related to the townhouse will be shared with homeowners for future reference. Homeowners will be required to contact and coordinate with contractors/suppliers for any warranty claims directly and Community Management or master has no responsibility for coordination of any warranties.



TABLES OF FEES & PENALTY FINES

TOWN SQUARE DUBAI

14 TABLES OF FEES AND PENALTY FINES

14.1 Table of Fees

The following table sets out the fees that are charged by the Community management in respect of the matters referred to in this manual:

Description	Fee (incl. of 5% VAT)
Application fee for vehicle registration and Vehicle Access Pass.	No fees. Replacement of lost or damaged access cards will incur AED 100 as an administration fee.
Application fee for a temporary vehicular access pass for contractors (i.e., for a Daily Access Pass).	One month – AED 160 Two months – AED 315 Three months – AED 525 Six Months – AED 790 One year – AED 1050 (for service providers who require regular access to the community for maintenance contracts)
Application for the assessment of a Building Works Proposal by the Building Precinct Community management	Major work – AED 2100 plus (AED 5000 refundable security deposit) Minor work – AED 1050
Application to the Precinct Community management for a No Objection Certificate for the sale or transfer of apartment.	AED 1050 for transfer

14.2 TABLE OF PENALTY FINES

- The table below sets out the penalty fines that may be charged by community management in respect to violations of the policies, rules, and regulations referred to in this manual. The right of the Community management to charge a Penalty Fine is in addition to any rights set out in this manual and/or are available to the Community management under the applicable Law and the Governance Documents.
- The Penalty Fines referred to in the table below are a guide only, and the Community management, in its sole and absolute discretion, may increase or decrease a Penalty Fine depending on the nature, duration, and frequency of the violation/s.
- The Community management shall periodically update the table of Penalty Fines and a revised schedule will be made available to all Unit Owners upon any such revision.

Community Violation Guidelines							
Category	Violation Type	Remedial Time					Fine Amount in AED with 5% Vat
		Immediate	Notice	First Violation Notice	Second Violation Notice	Penalty	
GENERAL VIOLATIONS	Noise and nuisance activities	YES	-	-	-	-	525
	Abuse of community staff	YES	-	-	-	-	1050
	Hazardous activities	YES	-	-	-	-	2100
	Violation of Safety and Security Policy	YES	-	-	-	-	1050
	Dumping and poor trash management	-	3 DAYS	3 DAYS	3 DAYS	YES	525
	Vandalism	YES	-	-	-	-	1050
	Short term letting/Staff accommodation/Commercial activities	-	7 DAYS	7 DAYS	7 DAYS	YES	1050
	Illegal household staff	YES	-	-	-	-	1050
	Violation of moving-in/out policy	YES	-	-	-	-	1050
	Violation of sales/leasing policy	YES	-	-	-	-	1050
	Violation of animal keeping rules	YES	-	-	-	-	2100
DAMAGE/MISUSE OF COMMUNITY FACILITY OR BUILDING COMMON AREA	Damage/Misuse of recreation areas (Eg: parks and playgrounds)	YES	-	-	-	-	525
	Damage/Misuse of other common areas	YES	-	-	-	-	525
	Damage/Misuse of sports areas/ Leisure Facilities	YES	-	-	-	-	525
	Damage/Misuse of swimming pools	YES	-	-	-	-	525
	Damage/Misuse of plants, filtration, telephone rooms/structures	YES	-	-	-	-	525
VIOLATION OF PARKING, TRAFFIC AND VEHICLE REGISTRATION POLICY	Violation of parking areas	YES	-	-	-	-	1050
	Traffic Violation	YES	-	-	-	-	
	Violation of the usage of commercial vehicles	YES	-	-	-	-	
	Violation of vehicle registration requirements	YES	-	-	-	-	
POOR HOME MAINTENANCE/APPEARANCE	Poor maintenance of garden and landscape	-	15 DAYS	15 DAYS	15 DAYS	YES	1050
	Improper home maintenance/appearance	-	15 DAYS	15 DAYS	15 DAYS	YES	1050
	Unauthorized exterior attachments/alterations (major Alterations)	-	15 DAYS	15 DAYS	15 DAYS	YES	52500
	Unauthorized exterior attachments/alterations (minor alterations)	-	15 DAYS	15 DAYS	15 DAYS	YES	2100
	Violation of terms against signage use	-	3 DAYS	3 DAYS	3 DAYS	YES	1050
	Misuse of terrace and balconies	-	3 DAYS	3 DAYS	3 DAYS	YES	525
	Inadequate pest control	-	3 DAYS	3 DAYS	3 DAYS	YES	525
	Misuse of garage area	-	7 DAYS	7 DAYS	7 DAYS	YES	1050

VIOLATION PENALTY PAYMENT DETAILS:

- Payments can be processed online only.
- All violation penalties and costs associated with remedial measures taken by the service provider must be paid within seven days of the date of the notice or late payment charges of 1% per month will apply.

**ALL PENALTIES COLLECTED ARE
CREDITED TO THE RESPECTIVE COMMUNITY SERVICE FEE**