

TOWN
SQUARE
DUBAI

by NSHAMA

TOWNHOUSE

HOMEOWNER'S MANUAL

TOWN SQUARE DUBAI



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Welcome to your new Home

Nshama would like to thank you for choosing Town Square Dubai as your new home. Congratulations on becoming part of this vibrant new community that has been carefully designed to bring you and your family the best in modern-day living.

We recognize that your new home represents an important investment, so great care, pride, and craft have been put into creating your new home and remarkable community.

We have prepared this Homeowner Manual (this “Manual”) to benefit you and your neighbors to create and maintain a harmonious living experience at Town Square Dubai, and protect your living environment. All owners, residents, and visitors to your home are bound by the provisions set out in this Manual, and adherence will be monitored and enforced by us (or one of our affiliates or appointees) and your Community Management.

Please take 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 Town Square Dubai form an integral part of the governance regime and documentation for your community, which we enforce.

This Manual is also intended to provide an accessible overview of how your Townhouse (as part of Town Square) will be operated and managed and an outline of the critical 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 home.



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 Master Developer shall carry out the operations, maintenance, governance and overall management of the Master Community. 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 development’s value. The Master Developer intends, over some time, to declare a Master Community Declaration to govern the operations, management, and use of the Master Community.

The Master Community comprises plots and a cluster of buildings, future development plots, and the Master Community Facilities. The Master Community construction is phased, and the Master Developer may, from time to time, change or alter the boundaries of the Master Community or the s as it deems necessary.

All utility infrastructure (including pipes, conduits, cables, and associated plant and equipment) within the Master Community including infrastructure that runs underneath a (including the Townhouse), 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 Townhouses.

To ensure the efficient and effective operation of the Master Community, a “Master Community Management” shall be appointed by the Master Developer to be responsible for the management and operation of the entire Master Community and its s.

1.2 The Townhouses

Each Townhouse sits within a Townhouse community and 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 “Townhouses” and “Townhouse Common Areas.” The Townhouse common areas in each Townhouse are collectively owned (in undivided shares) by all of the Townhouse Owners within each relevant Townhouse under each Townhouse’s allocated “entitlement,” which shall be calculated by a registered land surveyor appointed by the Master Developer.

Each townhouse is gated, and the common areas within each townhouse are for the exclusive use of its owners and occupants. This means that owners and occupants can only use the facilities within their own townhouses.

A Townhouse owner is bound by the provisions in this manual automatically upon the purchase of their Townhouse. When a Townhouse owner sells a Townhouse (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.

In accordance with the terms of this manual or any governing documents that may be drawn, and to ensure the efficient and effective operation of your Townhouse, the Master Developer shall appoint the Master Community Management for your Townhouse and to be responsible for your Townhouse’s management and operation.

1.3 Governance Documents

All Townhouse Owners, Occupiers and all persons having a legal interest in a Townhouse are bound by the provisions contained in the Sales and Purchase Agreement, Master Community Declaration, the Townhouse Jointly Owned Property Declaration (JOPD), and the rules and requirements set out in this Manual, which together form the 'Governance Documents' for the Townhouse .

1.4 Community Management's Objectives

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

Under the JOP Law and RERA requirements, the Townhouse Community Management will assist the Townhouse Community in complying with its obligations concerning the maintenance, appearance, and upkeep of all the Townhouse Common Areas. The Townhouse Community Management will also liaise with the Master Developer and the elected advisory board of the Townhouse Community and will arrange and attend meetings with the board to receive feedback on the services provided.

1.5 Master Community Core Services

There are several Master Community Core Services provided to the Master Community by the Master Developer (or its nominated supplier) required to be provided to the Master Community, including each Townhouse , in an integrated manner.

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

The Master Developer shall notify the Townhouse Community Management of the Master Community Core Services from time to time per the Master Community Declaration.

The Townhouse Community and the Townhouse 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 team?

Email :	NshamaOC@ncm.ae
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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	989 / 999
Police (non-emergency)	04 609 6999
Electricity and Wate	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 Townhouse 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, which can be found in the Standard Forms section at the back of this Manual:

- 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 Gas

The Master Developer has agreement with Al Dharis SPF to be the sole provider of gas to each Townhouse, with each Townhouse 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 Townhouses as well as the collection of consumption charges, and you will be required to comply with the procedures and make such payments as are required from time to time by Al Dharis concerning your gas supply.

24x7 Gas help desk number 600563270

Website - www.aldharisgulf.com.

2.5 Telephone, TV and Internet Connections

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

2.6 Postal Service

Emirates Post offers several options for postal service and mail delivery. Through the “My Home” package, you will receive your mailbox at your Townhouse. Townhouse 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 Townhouse Community Management before installing an Emirates Post Mailbox, and Townhouse Owners must receive prior approval to the Emirates Post’s proposed location Mailbox before proceeding with the installation works.

Emirates Post

Telephone: 04-334 0033

Fax: 04-334 0333

Email: custservice@emiratespost.ae

SUBSCRIPTION INFO:

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

2.7 Security Industry Regulatory Agency (SIRA)

Before installing the CCTV within your townhouse premises, please send an email to our security management team on security@nshama.ae with the below requirements.

- CCTV drawings.
- The intended area of coverage (Community common areas are not to be covered).
- Trade license of the installer.

Once the approval is granted, the user can then apply for a work permit on the customer portal under alterations. Once the permit is issued, you can proceed with the installation.

Conduit and cabling must be adequately done where no visible wires on the outer townhouse wall are seen. (Kindly refer to point 3.3 in this manual)

PTZ (Pan-tilt-zoom) cameras cannot be installed in locations where the user can view others’ property or the community’s common areas (Prior approval is required before installation to avoid privacy invasion of others).

Users are strictly not allowed to install CCTV in the common areas.

For any further information and compliance with SIRA (a sub-department of Dubai Police General Head Quarters), 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 Townhouse is of crucial importance. We have instituted several measures to ensure that your community is a safe and secure environment. Some of our key security measures are as follows:

3.2 The installation of security gates and gatehouses at the entrance to your Townhouse (which forms part of the Master Community Facilities);

- 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 under a Household Staff and Service Providers/Contractors Policy (see Section 11 of this Manual) so we know that all workers are legitimately living or working in the community.
- Nshmi Development LLC (“Nshmi”) reserves the right to document and record any violation by the resident of the Town Square project while maintaining the tenant’s privacy as approved by the Real Estate Regulatory Agency and the relevant authorities. Documenting will be through the Nshmi security department, which includes taking photographs by a company’s registered camera only. The pictures will be stored for future reference and shared with the tenant at his/her request and with the local authorities when required. The resident will give permission to Nshmi and fully release and discharge Nshmi, representatives, and its affiliate from any liabilities, claims, or demands related to this matter; Nshmi will be responsible for complying in all respects with the provisions and applicable Laws, regulations associated with the same subject.

3.3 Townhouse Security

Townhouse Owners and Occupiers should ensure that all doors, windows, and openings are closed and securely locked when their Townhouse is not occupied. If a Townhouse is not safely secured when it is unoccupied, and it’s evident to the public that the Townhouse is unsecured. In that case, we reserve the right to enter and secure the Townhouse at the Townhouse Owner’s cost.

Townhouse Owners may install a discrete private security system at their Townhouse; however, any CCTV installed must only view the personal plot limits, not the Townhouse Common areas, neighboring plots, and must be in full compliance with the 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 Townhouse design and consistent with the Townhouse Appearance and Maintenance Policy in Section 8 of this Manual.

3.4 No Smoking

Smoking is not permitted in the Townhouse Common areas except in such areas designated as ‘Smoking’ areas, if any, as determined by the Townhouse Community Management or the Relevant Authority from time to time.

3.5 Preservation of Fire Safety

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

3.6 Fire Emergencies

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



When discovering uncontrollable fire

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 townhouse 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)



Proceed to a safe zone away from the fire

The security team will guide the residents on where to proceed during a fire depending on the fire's size.



While in the temporary 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.
- In parallel with this, the security team will need to be notified to guide the local authorities to the location of the incidentA.

3.7 Fire Safety Rules

- (a) All Townhouse 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 Townhouse JOPD) including emergency evacuation drills and procedures.
- (b) Combustible materials shall not be stored in any Townhouse that creates a fire hazard to the building or its occupants and neighbors. This rule does not apply to chemicals, liquids, gases, or other material used or intended to be used for domestic purposes or as may be required for cooking purposes contained in a properly sealed container or any chemical, liquid, gas, or other material in a fuel tank of a motor vehicle or internal combustion engine.
- (c) All townhouse owners and occupants must ensure that fire access areas, fire assembly areas, and access ways always remain clear and unobstructed.
- (d) Greasy or oily rags or materials subject to spontaneous heating should be deposited in proper safety containers or removed from the Townhouse.
- (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 lamp wire for permanent wiring must not be used.
- (i) The use of open flames (except for gas cookers in the kitchen) in a townhouse 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) Extinguish all cigarette butts with water before disposing of 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.

- (m) Unused Gas cylinders and any highly flammable liquids or materials should not be stored in a carport area or under direct sunlight.

3.8 Lost and Found

Please report any lost and found items to us as soon as possible. If you have found an item, please bring it to the nearest security officer and provide them your name, contact numbers, date, time, and the 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 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 Townhouse 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 and the use of motor vehicles within the Townhouse .

Townhouse Owners and Occupiers are responsible for ensuring that their guests and families, and employees obey the TPVR Policy.

Any violation of the TPVR Policy may result in a penalty fine under 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 Townhouse Owners and Occupiers and their guests are allowed into the Townhouse . Delivery personnel, taxis, and school bus drivers are also allowed into the 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 approved entry permits, and Temporary Access Passes issued by the Townhouse Community Management (see below).

All motor vehicles (including motorbikes and other motorized forms of transport) are used and located within the Townhouse. The vehicles must be registered with the facility management through the community online portal. Vehicle Access Control Cards will be deactivated once the registered owner/tenant vacates their Townhouse. The access cards will be activated again once a valid move-in is provided. The validity of the access cards is two years from the date of issuance for owners and one year for tenants based on EJARI expiry date.

Vehicle Access Passes For Townhouse Owners and Occupiers

Each Townhouse will be entitled to a motor vehicle access pass. The number of motor vehicle passes that a Townhouse is allocated shall correspond to (and be capped at) the number of car parking spaces specified in your original Townhouse Sale and Purchase Agreement.

All projects handed over from 2023 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.

Temporary Vehicle Access Passes for Contractors

All contractors are required to display a Work Permit on their vehicles. Once the facility management approves the requested works, a Work Permit will be issued via email to the resident and the nominated contractor or service provider.

- Complete online application process;
- Trade License Copy; ID, Passport & visa page copies for the persons coming to work.
- Undertaking letter for subcontractors.
- Method of statement, risk assessment, list of machinery/ operators & certificates, Drawing/layout plan.

Once the application is accepted, the contractor shall be issued a 'Daily Access Vehicle Pass' for the registered vehicle and the registered individuals.

There will be a penalty charge for the relevant Townhouse Owner or Occupier (at a rate determined from time to time by the Townhouse Community Management) for any nuisance or damage caused by the registered vehicle and for any vehicle which does not display an appropriate access pass.

CONTRACTORS ACCESS PROCESS



Valid work permit is a must.



Emirates ID is only accepted at the security gate.



All contractors must wear uniforms with their company logo.



Collect and return your access pass from the security key control.



Unsafe work will be stopped.



Proper PPE to be worn at all times.



Timing: 8 AM - 5 PM



Contractors must bring their safety barriers. (Townhouses)



The contractor must clear any waste arising from their work.

Terms and Conditions

- No workers are allowed to stay overnight in the community. Local authorities will be contacted, and a community fine will be issued.
- Accessing the community without a permit will lead to a ban on the contracting company.
- Noisy work is permitted from 09:00 AM - 05:00 PM.
- Common areas must not be misused.
- Contractors must not use residents' access cards.

PARKING RULES

- (a) Each Townhouse has a carport which must be primarily used for the keeping of registered motor vehicles. The carports and the car parking space in front of the carports shall not be used to store any goods and/or materials therein, including the hanging of tools, fitness accessories or equipment, or flammable or combustible materials. Nor may any portion of the Carport be converted for use as an additional room or other living accommodation or used as a workshop, including garage sale activities.
- (b) Any public/visitor parking available in the community is for the invitees and guests of the Townhouse Owners and Occupiers and must not be used by Townhouse Owners and Occupiers as additional parking for their motor vehicles. No resident may use any visitor parking for personal use. The security team may have the violating vehicles towed away at the vehicle owner's expense and issue a fine to the offending resident.
- (c) No resident may cordon off any access to the metering within their Townhouse by DEWA. All Townhouse Owners and Occupiers must ensure they strictly comply with this parking rules to ensure that DEWA may always access the meters.
- (d) Parking of vehicles on the road is strictly prohibited. Unless it is an emergency, vehicles may be temporarily parked on the curb, paved parallel to the road. They should not block the pedestrian pathways or access to neighboring Townhouses.
- (e) Parking on the pavements or gardens or any lawn area is strictly prohibited. Community security will have violating vehicles towed away at the vehicle owner's expense and/or issue a fine on the offending Townhouse Owner or Occupier.
- (f) Oversized vehicles may not be parked within the community except for delivery and removal vehicles while performing services for the Townhouse Owner or Occupier. The unit owner/ tenant to liaise with the security team for approval.
- (g) 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 , unless for a temporary period and only then in accordance with the directions of the Townhouse Community Management.
- (h) Oversized vehicles may not be parked on Master community streets or visitors parking areas, except for delivery and removal vehicles while performing services for Townhouse Owners and Occupiers in accordance with this Manual. An oversized vehicle is deemed to be any vehicle that does not fit into the townhouse's Carport or driveway. No dismantled or wrecked vehicle or equipment shall be parked, stored, or deposited within the community.
- (i) No inoperative vehicles may be parked to be visible from a neighboring property or the road.
- (j) No motor vehicle or trailer of any type shall be constructed, reconstructed, or repaired in the community in such a manner as to be visible from a neighboring property.
- (k) No trailer, truck, boat, or recreational vehicle shall be used as a living area within the Townhouse .

- (l) In addition to any penalty charged by the Townhouse Community Management for violating the Parking Rules, community security or the Townhouse 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 within the is 20 kilometers per hour. However, in all instances, the posted speed limit signs will apply.
- (b) No motorized vehicle of any kind may be operated in any dangerous, noisy manner or create a nuisance. Any violation of the speed limit or driving considered hazardous will result in a community fine and/or local authorities involvement.
- (c) The operation of quad bikes, dirt bikes, trail bikes, sand buggies, off-road vehicles, and non-licensed motorized vehicles are not permitted anywhere in the Master Community. This includes golf cars and electric motorbikes (non-registered) that the developer service provider does not operate.
- (d) Motor vehicles that drip fluids or damage the streets are to be removed or repaired. The relevant owner will be responsible for the clean-up and/or repair or the reimbursement to the Townhouse Community 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 to store personal items or material.
- (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 cannot be driven or parked around the Master Community unless the requisite approvals have been received from the Community Management.



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 Townhouse is very important to ensure:

- a pleasant, tidy, and environmentally friendly green living environment;
- that pests and vermin are kept under control, and
- the community complies with the requirements of the Relevant Authorities.

Waste is typically collected thrice weekly (Mondays, Wednesdays, and Fridays between 8 am until 11 am).

Hazardous materials, bulky items, and landscaping waste are not included in the standard waste collection. All Townhouse Owners and Occupiers are required to make their arrangements for the disposal of these at the designated areas in the master community. Please note that the leaving of any hazardous materials, bulky items, and landscaping waste on the Townhouse 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.

Please ensure your waste bins are kept within your Townhouse plot limit and not on the Townhouse Common Areas at any time.

Each Townhouse is provided with one wheelie bin for the disposal of household/general waste. General Waste is typically collected thrice weekly. However collection schedules may be amended to community needs and any changes will be communicated accordingly.

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 responsible, at their cost, for the removal of all such material from the Townhouse, other than household waste.
- Owners or occupants must place all household waste in the appropriate bins located in the townhouse or the master community.
- Owners or Occupiers must make separate arrangements, at their own cost, for the disposal of large and/or heavy items, including, but not limited to unwanted furniture and garden waste.
- Townhouse Owners and Occupiers are to assist in keeping such areas clean and dry by securing garbage bags before placing them in the receptacle and being mindful of hygiene, health, and comfort of all Owners or Occupiers.
- Owners or Occupiers shall regularly remove all weeds if applicable, dead plant matter, rubbish, debris, refuse containers, woodpiles, storage boxes, tools, and unsightly objects or materials of any kind from their Townhouse and shall not allow such items to accumulate upon the Townhouse or carport areas.
- No incineration of goods or materials may be undertaken within any Townhouse.
- Owners or Occupiers must comply with all Relevant Authority requirements relating to the disposal of garbage. Owners or Occupiers may be issued a violation notice for non-compliance.
- If an Owner fails to remove any garbage, recyclable material, or waste strictly in compliance with this Manual, the Townhouse Community shall be entitled to enter its Townhouse and remove the garbage, recyclable material or waste at the Owner's sole cost and expense.

5.3 Sustainability

We are committed to implementing positive steps to ensure that the utility services supplied to the Townhouses and the Townhouse 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 items over the medium to longer-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 to 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, like 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 Townhouse 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, is not suitable for drinking.

5.6 Littering and Vandalism

- The act of littering, graffiti, or vandalism is expressly prohibited within the Master Community. 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 Townhouse. All incidents of serious vandalism will be reported to Dubai Police for further action.
- 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 Townhouse 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, be respectful and mindful of each other's personal space, and 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 Townhouses but are necessary to ensure that everyone knows their rights and obligations to each other and that they will have redress if their rights as residents within the Townhouse are infringed or disregarded.

6.1 Permitted Use Rules

6.1.1 Residential Use Only

- (a) Townhouses must be used strictly for residential purposes by single families. Only the Townhouse owners, occupiers, and their direct family members, guests, and domestic employees may reside in a Townhouse.
- (b) The permitted use of a Townhouse may not be changed. Townhouse owners and Occupiers shall strictly adhere to the terms of easements and restrictions benefiting or burdening their Townhouse imposed by the Governance Documents and this Manual. No resident may use the Townhouse Common Areas for its purposes (including as a private garden).
- (c) Townhouse Owners must comply with the leasing policy set out in Section 12 of this Manual, and Townhouses must not be let out for periods of less than six (6) months. Partitioning of a Townhouse to let out individual rooms is strictly prohibited.
- (d) Townhouses 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 Townhouse based on time increments or chronological periods, or any agreement, plan, program, or arrangement that grants various entities—whether corporate, individual, or otherwise—the right to use, occupy, or possess the Townhouse. This includes any exchange of value, whether monetary or through like-kind use privileges, for fixed or variable intervals or periods. This definition encompasses products commonly known as timeshares, fractional ownership, or private residence clubs.
 - (ii) any joint ownership, whether or not ownership is deeded, of the Townhouse where unrelated (i.e. non-family) owners share and enjoy use or occupation of the Townhouse according to a periodic (fixed or floating) schedule based on time intervals, points, or other rotational systems;
- (e) Townhouses must not be used for any illegal or immoral act or for any use that may harm the community's reputation. No resident shall engage in any activity in their Townhouse 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 Townhouse, save that the Community Management may operate (or permit the operation by its affiliate) temporary commercial facilities within the Townhouse from a Townhouse that is owned by the Community Management or its affiliate.

- (g) The owner of a Townhouse is responsible for ensuring that all Occupiers and visitors comply with the Governance Documents and these Manual provisions.
- (h) A Townhouse Owner or Occupier must use all reasonable endeavors to always keep its Townhouse secure from theft or robbery, including ensuring that all doors, windows, and openings are closed and securely locked when its Townhouse is not occupied. A Townhouse Owner expressly authorizes the Community Management to enter and secure its Townhouse at the owner's cost if its Townhouse is left unsecured and unoccupied.
- (i) If a Townhouse is unoccupied for more than two (2) weeks. In that case, the Townhouse 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 Townhouse to let out individual rooms will be permitted.

6.1.2 Noise, Nuisance, and Privacy

- (a) Townhouse Owners and Occupiers must not cause a nuisance to other residents. Nothing shall be done or maintained in any part of the community including a Townhouse that 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;
 - (v) parties which can be heard from adjacent gardens or the Townhouse Common Areas; and
 - (vi) noisy garden equipment and air conditioning units.
- (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 point in time.
- (d) Noise levels within the Townhouse common areas should be always kept to a minimum, particularly between the hours of 10:30 pm and 08:00 am.
- (e) Garden equipment and 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 Townhouse that may unreasonably interfere with any resident's privacy, and Townhouse Owners and Occupiers must avoid any attempt to look into a neighboring property or look into the windows of neighboring structures.
- (g) Townhouse 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 in accordance with the Townhouse Alterations Policy in Section 9 of this Manual.

6.1.3 Code of Conduct

- (a) Soliciting of goods and services and any religious or political activity is not permitted.
- (b) All marketing materials intended by a resident to be distributed in the community must be approved by the Community Management in terms of distribution and content.
- (c) Townhouse Owners and Occupiers must, when in the Townhouse common areas shall be adequately clothed and shall not use language or behave in a manner likely to cause offense or embarrassment to the other residents.
- (d) The use of religious, racial, or ethnic slurs and derogatory remarks are not tolerated and will be reported to relevant authorities.
- (e) Townhouse Owners and Occupiers are responsible for the conduct of family, friends, and visitors and should ensure that their behavior is acceptable to all residents and that people and property within the Townhouse are protected.
- (f) Townhouse Owners and Occupiers must treat the Community Management, and their employees cordially, and abusive behavior and language will not be tolerated and will be treated as a serious violation.

6.1.4 Pets

- (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 Association, kept in unreasonable quantities.
- (b) A Townhouse Owner or Occupier must register their pets (dogs) on the customer portal when they move into the community. Please refer to the permitted breeds in the registration service.
- (c) Pets are strictly not allowed in community parks and kids' play areas.
- (d) All dogs must be always kept on a leash and under a competent handler's immediate and effective control within the Townhouse common areas.
- (e) All dog feces must be immediately and completely collected by the person in charge of the animal and adequately disposed of in a sanitary manner.
- (f) Dog owners must use dedicated dog waste bins located outside the community fence to dispose of their pet waste.
- (g) All pets must always wear appropriate identification tags when outdoor.
- (h) A Townhouse Owner and Occupier are required to keep the pet and the habitat of the pet clean and hygienic.
- (i) A Townhouse Owner and Occupier are always fully responsible for their pets. Any damage or injury to any person or property shall be the sole responsibility of the Townhouse Owner or Occupier.

- (j) No Townhouse Owner nor Occupier shall inflict or cause, by act or omission, any cruelty to any pet or other animal, including leaving a pet unattended, regardless of the length of time, within or upon or secured to any vehicle or structure within the Townhouse Common Areas.
- (k) Cats are to be contained inside the premises to avoid being considered stray.
- (l) Townhouse Owner or Occupier will be held responsible if their pet causes unreasonable noise or nuisance, disturbance, or threat to others.

The Community Management holds the right to issue a notice of violation and a fine of AED 2100 to the concerned pet owners if found deviating from the above regulations, and in case of any incident, the same shall be reported to the police or concerned authorities for appropriate action.

6.1.5 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, except in a contained barbeque unit while attended and used for cooking purposes, only in the designated Townhouse common areas.
- (c) Activities or conditions which endanger the health and/or safety of others are prohibited.
- (d) Townhouse Owners or Occupiers shall not bring onto, or do anything within their Townhouse, which shall increase the rate of fire insurance for the Townhouse Community, or which may conflict with applicable laws relating to fires or any insurance policy held over the Townhouse Community or the regulations of any Relevant Authority. This includes storage and use of barbeque units within the Townhouse and/or any Balcony.
- (e) A Townhouse Owner or Occupier must not engage in activities within their Townhouse, Townhouse Common Areas, or the Master Community that could pose a hazard or danger to others. Owners are prohibited from using or storing flammable chemicals, liquids, gases, or combustible materials in these areas, except for those intended for domestic use or contained in the fuel tanks of motor vehicles or internal combustion engines.
- (f) A Townhouse Owner or Occupier must not leave glass containers in the Townhouse Common Areas.
- (g) A Townhouse Owner or Occupier must not leave any cooking appliance unattended when in use and must only use cooking appliances in the designated kitchen areas.



TOWNHOUSE COMMON AREAS POLICY

TOWN SQUARE DUBAI

7 Townhouse Common Areas Policy

Several areas within the Townhouse have been designated by the Master Developer as Townhouse Common Areas. These areas include the neighborhood roads and street furniture.

The Townhouse Community management is responsible for operating and maintaining the Townhouse Common Areas. The Community Management shall be responsible for the day to day operation, and management of such facilities on behalf of the Townhouse Community (or its nominee(s)) shall be appointed to provide the Master Community Core Services to such Townhouse Common Areas for and on behalf of the Townhouse Community.

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

7.1 General Use Rules for the Townhouse Common Areas

- (a) The Townhouse Common Areas may be used by all Townhouse Owners and Occupiers within their applicable Townhouse in accordance with provisions of the Governance Documents, this Manual, and any additional rules and regulations posted in various locations throughout the Townhouse by the Community Management.
- (b) Use of the Townhouse Common Areas is strictly at the user's own risk. All users of the Townhouse Common Areas indemnify and hold the Townhouse Community Management harmless against any loss or injury resulting from their use. The Townhouse Community Management does not accept any responsibility for injuries, however, caused, nor for loss or personal property damage.
- (c) Townhouse Owners or Occupiers are not allowed to connect any equipment or devices to any of the Townhouse Common Areas power outlets. Generators are prohibited from being used to power any equipment.
- (d) Pedestrians have the right of way on the footpaths.
- (e) All children below the age of fourteen (14) years old must be supervised at all times by a parent or guardian aged eighteen (18) years or older when utilizing the Townhouse Common Areas.
- (f) All furniture and equipment located on the Townhouse Common Areas has been provided for the residents' safety, comfort, and convenience and are owned by the Townhouse Community as part of the Townhouse Common Areas and must not be damaged or removed by a resident.
- (g) No activities are to be undertaken that would affect the peaceful use of the Townhouse by other Occupiers, including excessive noise.
- (h) Users must be appropriately dressed when using the Townhouse Common Areas in consideration of other residents and modesty reasons.
- (i) Stereo equipment of any type (unless fitted with headphones) is not permitted within the Townhouse Common Areas.

- (j) Townhouse Owners or Occupiers must not tamper with or damage the Townhouse Common Areas in any manner, for example, by removing, trimming or cutting trees or giving instructions to any service providers appointed by the Townhouse Community Management to maintain the Townhouse Common Areas.
- (k) Townhouse Owners or Occupiers must not tamper with or connect into the irrigation network.
- (l) Townhouse 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 Townhouse Common Areas without the prior written approval of the Townhouse Community Management.
- (m) A Townhouse Owner or Occupier must make good any damage, breakage or defect to the Townhouse Common areas or any fixtures and fittings to any other Townhouse occasioned by want of care, misuse or abuse on the part of the Townhouse Owner, Occupier their employees, agents, contractors, subcontractors or Invitees. Any damage to property or amenities in the Townhouse Common areas will be chargeable to the Townhouse Owner or Occupier who caused the damage or who is responsible for the guest or minor who caused the damage.
- (n) A Townhouse Owner or Occupier must give the Townhouse Community Management prompt notice in writing of any defect or services to or fittings in need of repair in the Townhouse Common Areas and of any circumstances likely to be or cause any danger, risk or hazard to the Townhouse Common Areas or to any person.

7.2 Children Playing on the Common Areas

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

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

7.3 Privacy

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

7.4 Abuse of Community Staff

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

7.5 Maintenance of the Townhouse Leisure Facilities

- (a) The Townhouse Leisure Facilities are designated as Master Community Facilities under the control and responsibility of the Community Management.
- (b) The Community Management is responsible for the operation, cleaning, repair, and maintenance of the Townhouse Leisure Facilities and must ensure that the Townhouse 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 Townhouse .

7.6 Restrictions on the use of the Townhouse Leisure Facilities (General)

- (a) The Townhouse Leisure Facilities are for the exclusive use of the Townhouse Owners and their Occupiers (and their respective Visitors) at such times as determined by the Community Management and at all times in accordance with this Manual.
- (b) The Townhouse Community and the Townhouse Owners and Occupiers must not allow any member of the public who is not a Townhouse Owner or Occupier (or their Visitor) to access or utilize the Townhouse Leisure Facilities at any time
- (c) A Townhouse Owner or Occupier has the primary right to use the Townhouse Leisure Facilities on a first come first served basis. Subject to maximum capacity requirements, Townhouse Owners and Occupiers may invite a reasonable number of Visitors to use the Townhouse Leisure Facilities from time to time.
- (d) The Community Management shall determine the procedures for the entry and use of the Townhouse Leisure Facilities by Townhouse Owners, Occupiers, and Visitors, including determining a reasonable number of Visitors an Owner or Occupier may invite to use the Townhouse Leisure Facilities at any given time (if any).
- (e) The Community Management may restrict entry to the Townhouse Leisure Facilities by any Townhouse Owners and Occupiers if the Townhouse Leisure Facilities are at capacity and may restrict access to Visitors (or request Visitors to leave the Townhouse Leisure Facilities) during peak periods.
- (f) The Townhouse Owner or Occupier must supervise its Visitors' use of the Townhouse 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 Townhouse Leisure Facilities.
- (g) No Townhouse Owner or Occupier may take on to or place any items in the Townhouse common areas or leisure facilities including :

- a) A outdoor furniture;
- b) large children's play equipment or party activities such as jumping castles or the like;
- c) umbrellas, awnings, or the like;
- d) satellite dishes, aerials, electronic devices, external stereo equipment (including external speakers and wiring);
- e) alcohol;
- f) additional external lighting;
- g) any barbeque or cooking equipment of any nature; and
- h) personal items (except towels and items placed by the Townhouse Owner or Occupier while using the Townhouse Leisure Facilities).

7.2 Additional Restrictions - Swimming Pools

- (a) Townhouse Owners and Occupiers are to use only the swimming pools within their own Townhouse .
- (b) The swimming pools must not be used when the pool supervisor or lifeguard is not available or not on duty.
- (c) Running, jumping, or pushing is not allowed anywhere within the swimming pool areas.
- (d) No diving or acrobatics is permitted by or in the swimming pool.
- (e) Children under the age of twelve (12) years must be always under the supervision of an adult.
- (f) In the interest of hygiene, all persons are required to shower before using the pool
- (g) Adult floaters are not permitted in the pool.
- (h) Coaching is not permitted in the pool.
- (i) Only modest and suitable swimming attire is to be worn in pool areas.
- (j) 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.
- (k) The rules and regulations posted at the pools by the Community Management must be adhered to.
- (l) Alcoholic beverages are not to be taken into or consumed in the swimming pool area.
- (m) The lifeguard and/or pool supervisor's decision regarding pool safety and what is disturbing to other Occupiers is final.

- (n) The swimming pool is only to be used between the hours as specified on pool signage. The Community Management reserves the right to change the pool hours as they see fit.

All users must be appropriately dressed when using the Townhouse Leisure Facilities in consideration of other users and for hygiene and modesty reasons.

The Community Management reserves the right to exclude anyone from using the swimming pools at its absolute discretion.

7.3 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.
- (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 or sandals, or any type of outdoor footwear that may damage the floor's surface be worn in the gym facility.
- (g) No equipment shall be moved or shifted from the designated position.
- (h) Users must bring their own towel with them and a separate towel to clean/wipe the used facilities.
- (i) Strictly no food and drinks are allowed except water.
- (j) Smoking is strictly prohibited.
- (k) Sound equipment such as radio, compact disk, and MP3 players are not permitted except with headphones.
- (l) Mobile phones are allowed but must be always in silent mode within the gymnasium.

7.4 Additional Restrictions - Tennis Court & Football Pitch.

- a) A responsible adult must supervise children using the facilities.
- b) The facilities are to be used for the intended purpose only.
- c) Residents found playing other games will be asked to leave the facilities.
- d) Appropriate attire to be used at all times.
- e) Smoking, Eating, and Drinking, apart from water bottles, is not allowed.
- f) Use of glass bottles or any other glass items is not allowed inside the court & Pitch.

- g) Limit play to 1 hour if others are waiting.
- h) No shouting, Screaming, or playing of loud music.
- i) Pets are not allowed inside or around the facilities.
- j) Security will reserve the right to deny entry to residents who do not adhere to the rules. If you notice any damage or misuse of the facilities, please contact Security.
- k) Timings: 07:00AM - 09:30PM. The opening and closing hours might change. Residents will be notified accordingly.

7.5 Suspension of use of Townhouse Leisure Facilities

- (a) The Community Management may suspend a Townhouse Owner or Occupier's use of the Townhouse Leisure Facilities in the event that:
 - the Townhouse Owner fails to pay all amounts of money due and payable to the Townhouse Community and the Community Management under the Governance Documents by the due date for payment; and/or
 - the Townhouse 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 period as any such breach is subsisting.
- (b) Any suspension of the use of the Townhouse Leisure Facilities according to clause 7.9(a) is without prejudice to any other right of action of the Townhouse Community Management in respect of any breach of the Townhouse Owner or Occupier's obligations contained in the Governance Documents.

7.6 Photoshoot or Filming in Common Areas :

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

- (a) Location in Town Square
- (b) Date, time and duration of the shoot
- (c) Type of camera equipment
- (d) 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

7.7 Disclaimer

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



TOWNHOUSE APPEARANCE & MAINTENANCE POLICY

TOWN SQUARE DUBAI

8 Townhouse Appearance and Maintenance Policy

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

Failing to comply with the Townhouse Appearance and Maintenance Policy causes harm to the community by devaluing the Townhouses within the Townhouse and the Town Square Master Community more generally, and offenders will be penalized under the provisions contained in the Governance Documents, and the penalties set out in this Manual.

8.1 Maintenance Rules

- (a) Any and all companies, contractors, or suppliers appointed by a Townhouse Owner or Occupier to carry out Townhouse maintenance must have a valid work permit.
- (b) A Townhouse Owner or Occupier always must maintain its Townhouse and the landscaped areas within its plot to an appropriately high standard in keeping with the standards of the Master Community and under the Governance Documents and this Manual (and in particular the Townhouse Alterations Policy at Section 9 of this Manual). Accordingly, all Townhouses should be maintained to the minimum standards as follows:
 - (i) the exterior of all Townhouses should be painted in line with the approved color scheme of the Townhouse no less than once every seven years (or earlier if notified by the Townhouse Community Management that the Townhouse needs to be painted);
 - (ii) all windows should be regularly cleaned, and no window may be stopped-up;
 - (iii) any plants on a balcony should be suitably maintained;
 - (iv) landscaping, including shrubs, trees, grass, and other plantings, must be kept neatly trimmed, adequately cultivated, and maintained but must not overhang into the Townhouse Common Areas or a neighboring Townhouse plot at any time.
- (c) No washing or storage is permitted on a balcony, and rugs, towels, or other articles shall not be draped or hung on balcony railings, patio walls, windows, or from clotheslines.
- (d) The boundary walls of the Townhouse cannot be removed or altered.
- (e) A Townhouse Owner or Occupier must not, without the prior written approval of the Townhouse Community Management (which may be withheld in the Townhouse Community Management’s absolute discretion), place anything on a balcony or on the roof or any part of a Townhouse that is not in keeping with the rest of the Townhouse including:
 - (i) umbrellas, awnings, screens, shutters, or the like;
 - (ii) structures of a temporary or permanent nature;
 - (iii) garden sheds or pergolas;

- (iv) large outdoor ornaments or plants that extend over the height of fences or balustrades;
 - (v) washing or laundry items visible from adjoining Townhouses or the Townhouse Common Areas;
 - (vi) aerials, electronic devices, external stereo equipment (including external speakers and wiring); or
 - (vii) additional exterior lighting and/or security devices.
- (f) The installation of satellite dishes (must be on the roof only and should not be visible from the common areas).
- (g) A resident must not erect any signage, flags, banners on any part of the Townhouse Common Areas or on its townhouse's façade, any balcony, or window.
- (h) Townhouse owners and occupiers sharing a common pathway to their premises' entrances must keep the pathways clean and unobstructed and should not be used to store or keep planter boxes, flower pots, and vases.
- (i) Townhouse owners and occupants must ensure that all Townhouse Common Areas always remain free and unobstructed. They are prohibited from parking, planting, placing, or storing any items or personal belongings in these areas.
- (j) Trees must be planted at least 1.5 meters away from Townhouse boundary walls.
- (k) If any damage to any common boundary wall or fence arising out of tree roots of other causes emitting from the owner's Townhouse (such as water), the owner of the Townhouse where such of tree roots of other causes emitting from shall be solely responsible for the cost of repairing or replacing such common boundary wall or fence.
- (l) Townhouse Owners and Occupiers are not permitted to plant any type of tree as part of their plot, which may cause damage to fixed structures within the Townhouse . The planting of Conocarpus Trees (Conocarpus Lancifolius or other similar species), Ficus religiosa or Eucalyptus trees is strictly prohibited. If Date Palms are present in the landscaping used for the Townhouse, they must be regularly checked and treated against red palm weevils and stem borers to prevent infestation and further contamination.
- (m) Each Townhouse should be routinely controlled for pests which include the regular cleaning of any water feature (fountain, pond, etc.) to ensure that mosquito or any other pest does not breed in the water feature and thorough cleaning of dried leaves or any plants which could harbor rodents. The Community Management must be informed of any dangerous pests found on your property immediately. Usage of strong chemicals and pesticides is prohibited unless approved by the Townhouse Community Management.
- (n) Townhouse Owners and Occupiers are not permitted to remove any trees that would be detrimental to the overall appearance of their property from either the front or rear garden, irrespective of whether they were responsible for the original planting. Permission to remove such plantings must have the express agreement of the Townhouse Community Management.

- (o) In the event that a Townhouse will be unoccupied for a prolonged period of time, Townhouse Owners are required to ensure that regular pest control, pool maintenance, cleaning of garden areas and external areas, and landscaping maintenance are carried out to ensure that the Townhouse is maintained to an acceptable standard in accordance with the Governance Documents and to ensure no nuisance is caused to any neighboring Townhouses and/or the Townhouse Common Areas.
- (p) If a townhouse is unoccupied for a prolonged period, Townhouse owners are also required to ensure such Townhouse is adequately secured. The Townhouse Community Management is not responsible for any damage or theft to Townhouses or belongings.
- (q) Townhouse Owners and Occupiers are not permitted to sink water wells/bore wells, reverse osmosis, or desalination plants anywhere within the Townhouse.
- (r) Storing furniture or similar items on Townhouse balconies and carport areas is prohibited.
- (s) Sewage drain utility holes in the carport areas must be regularly maintained to avoid blockages and wastewater overflow. If such occurs, the homeowner or resident must make immediate arrangements to clear the blockages. Notice of violation will be issued with applicable fines if immediate action is not taken to rectify the blockage and wastewater overflow into common areas or to the neighboring unit.
- (t) 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 home owner, it is your responsibility to cover any consequential damage to the neighboring unit.

8.2 Holiday / Celebration Decorative Lighting and Flag Poles

- (a) A Townhouse Owner or Occupier may install temporary holiday or festive lighting within their Townhouse 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 Townhouse, is prohibited. Any lighting installed must not cause interference, nuisance, or annoyance to other owners within the Townhouse . If requested by the Townhouse Community Management, the Townhouse 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 Townhouse Community management and all relevant authorities (which must be provided to the Townhouse Community Management).
- (d) Private celebrations or gatherings are not permitted in the common areas of the community.

8.3 Dividing Walls between Co-joined Townhouse

- (a) If two or more Townhouses are co-joined and share a Common Wall between the Townhouses, the Owners of such Co-joined Townhouses must not undertake any Building Works to the Common Wall that impacts whatsoever on such Common Wall, including, without limitation, the structural integrity and soundproof nature of the Common Wall.
- (b) Each Townhouse Owner or Occupier is responsible for all non-structural repairs and maintenance of its side of a Common Wall and must do so regularly as part of its obligation to maintain its Townhouse in accordance with this Declaration.

- (c) In the event that any structural maintenance, repair, or refurbishment is required to maintain a Common Wall appropriately, the Owners of the Co-joined Townhouses benefiting from such Common Wall must contribute equally to the cost of undertaking such work.
- (d) The Owner of a Co-joined Townhouse shall indemnify and hold harmless the Owners and Occupiers of all other Townhouses, the Townhouse Community, and the Community Management associated with the co-joined Townhouse, from any and all losses suffered as a direct or indirect result of the Owner's breach of clause 8.3.

8.4 Dividing Fences between Co-joined Townhouses

- (a) In the event that two or more Townhouses share a Common Fence, the Owners of such Townhouses must not undertake any Building Works to the Common Fence that impacts whatsoever on such Common Fence, including, without limitation, the structural integrity or appearance of the Common Fence when viewed from outside of the Owners' Townhouses or from the Townhouse Common Areas.
- (b) No Owner may erect any structure, partitioning, or further fencing that attaches to or extends above the Common Fence height without the Community Management's approval.
- (c) Each Owner is responsible for all non-structural repairs and maintenance of its side of a Common Fence and must do so regularly as part of its obligation to maintain its Townhouse in accordance with this Declaration.
- (d) In the event that any structural maintenance, repair, or refurbishment is required to maintain a Common Fence appropriately, the Owners of the Townhouses benefiting from such Common Fence must contribute equally to the cost of undertaking such work.
- (e) An Owner of a Townhouse indemnifies, and keeps indemnified the Townhouse Owners and Occupiers of each Townhouse to which it shared a Common Fence, and the Community Management against all loss suffered that arises directly or indirectly from the Owners breach of this clause 8.4.

8.5 Dividing Fences between Townhouses & the Townhouse Common Areas

- (a) In the event that a Townhouse shares a Common Fence with the Townhouse Common Areas, the Owner of such Townhouse must not undertake any Building Works to the Common Fence that impacts whatsoever on such Common Fence, including, without limitation, the structural integrity or appearance of the Common Fence when viewed from outside of the Owner's Townhouse or from the Townhouse Common Areas.
- (b) No Owner may erect any structure, partitioning, or further fencing that attaches to or extends above the Common Fence height without the Townhouse Community Management's approval.
- (c) The Owner is responsible for all non-structural repairs and maintenance of the internal side of a Common Fence and must do so regularly as part of its obligation to maintain its Townhouse in accordance with this Declaration. The Townhouse Community is responsible for all non-structural repairs and maintenance of the external side of a Common Fence that separates a Townhouse from the Common Areas at the cost of the benefiting Townhouse Owners and must do so regularly as part of its obligation to maintain the Townhouse Common Areas

- (d) In the event that any structural maintenance, repair or refurbishment is required to appropriately maintain a Common Fence between a Townhouse and the Townhouse Common Areas, the Owners Community shall undertake such works at the cost of the Owners of the Townhouses benefiting from such Common Fence.
- (e) An Owner of a Townhouse indemnifies and keeps indemnified the Townhouse Community Management against all loss suffered that arises directly or indirectly from the Owners breach of this clause 8.5.

8.6 Balconies - No Structural Works

A Townhouse Owner or Occupier must not carry out (or allow any Occupier to carry out) any structural works on its Balcony nor otherwise alter a Balcony in any manner without the prior written consent of the Townhouse 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; or
- (iii) the painting or resurfacing of any surface of the Balcony, including any walls or balustrades.

8.7 Maintenance of the Balconies

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

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

8.8 Items on the Balconies

- (a) A Townhouse Owner or Occupier must not, without the prior written consent of the Townhouse Community Management (whose consent may be withheld in its absolute discretion), place (or allow any Occupier to place), place anything on a Balcony that is not in keeping with the rest of the Townhouse including:
 - (i) umbrellas, awnings, screens, shutters, pergolas or the like;
 - (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 Townhouse Common Areas or other Townhouses;
 - (v) washing or laundry items;
 - (vi) hanging or drying of clothes

- (vii) satellite dishes, aerials, electronic devices, external stereo equipment (including external speakers and wiring); or
 - (viii) additional exterior lighting and/or security devices.
- (b) A Townhouse Owner or Occupier must ensure that any item approved by the Townhouse Community in accordance with clause 8.8(a) must:
- (i) be appropriately weighted so as not to be affected by wind; and
 - (ii) not overload the Balcony or impact upon the structure of the Townhouse .
- (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, including on any balustrade.

8.9 No Barbeques on Balconies

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



TOWNHOUSE ALTERATIONS POLICY

TOWN SQUARE DUBAI

9 Townhouse Alterations Policy

To ensure that there is a consistency of appearance throughout the Master Community and to maintain the townhouses' unique aesthetic appearance within your community, every resident must comply with this "Townhouse Alterations Policy" should the resident wish to undertake any alterations to the Townhouse. The Community Management may alter or modify this Alterations Policy from time to time at its absolute discretion.

9.1 Overview

The purpose of the Townhouse Alterations Policy is to govern any Building Works to be undertaken within the Townhouse in order to:

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

9.2 Who must comply with this Townhouse Alterations Policy?

All Townhouse Owners and Occupiers must always comply with this Townhouse Alterations Policy, and any Building Works undertaken to a Townhouse otherwise in accordance with this policy are strictly prohibited.

9.3 What does this Townhouse Alterations Policy regulate?

This Townhouse Alterations Policy regulates all "Building Works" undertaken by a Townhouse Owner or Occupier to its Townhouse. No Building Works may be undertaken to a Townhouse except as otherwise provided in this Townhouse Alterations Policy.

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

- (a) the removal, opening, or creation of any exterior wall;
- (b) changes to the color of any external surface;
- (c) changes to the type or quality of the materials used in the construction of the Townhouse;
- (d) conversion of a carport into an enclosed carport;
- (e) alteration to the reflective nature of any external surface;
- (f) changes to the soundproofing qualities of any materials or surface;
- (g) alterations to the nature of any hard surface, paving, or walkway;
- (h) changes to the landscaping of the external areas of a Townhouse and the installation of any water features and irrigation systems (including changes to the soil type used in the soft landscaping);
- (i) any changes to or the erection/installation of, additional gating/fencing/screening of a Townhouse;

- (i) any sunscreen or sun shading device (including the erection of any awning, pergola, pagoda, or the like);
- (ii) a store room/garden shed;
- (iii) a swimming pool and/or Jacuzzi;
- (iv) any aerials, electronic devices, external stereo equipment (including external speakers and wiring); and/or
- (v) 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:

- I. any structural alterations, extensions, or improvements that affect the external elevation, built-up areas and/or structural walls of a Townhouse;
- II. conversion of a Carport into storage, using it as workshop or living space;
- III. the installation of cat ladders;
- IV. enclosure of balconies;
- V. cladding of external walls;
- VI. any structural addition to the front yard of a Townhouse;
- VII. any alterations that prevent access to utility meters;
- VIII. the installation of a satellite in areas aside from the rooftop;
- IX. any alteration to the boundary of a Townhouse (except for adding fencing at the street-facing boundary wall in accordance with the community-approved design issued by the Townhouse Community Management).

9.5 External Decoration and lighting

(a) External Painting

External painting of a Townhouse is required in accordance with the maintenance requirements of the Townhouses. The color scheme of the Townhouses has been designed in thematic color coordination. The continuance of these themes is essential for maintaining the look and feel of the Townhouse. Accordingly, the colors for painting the external walls of the Townhouse must match the existing color palette of the building, and no changes will be permitted to the color scheme.

(b) Replacement Doors/Windows

Existing doors must be replaced with new doors of the same specifications or fixed glass with the same glazing and framing specifications. The replacement of a window by a door or vice versa is only permitted if any of the Townhouses in the same cluster have the same pre-existing door/window. The widening of doors/windows or the addition of additional doors/windows at first floor level is not permitted.

(c) Screening of Substations

Visual screening of substations is permitted inside the boundary of Townhouse by the use of trellis, which does not exceed the height of a

substation and if ventilation lovers are not blocked, covered or tampered with in any way.

(d) External Lighting

Security lights that are fitted with infrared detectors or timing devices should be adjusted so that they minimize nuisance to neighbors and are set so that they are not triggered by traffic or passing pedestrians. Beams must not be pointed directly at the windows of neighbors or adjoining houses. No lights are allowed to be mounted on boundary walls, fencing rails, or balcony rails. Solar-powered lights are preferred and/or low-wattage lighting.

9.6 Application Process

(a) Before commencing any Building Works, the following must be obtained:

All necessary consents and approvals from any relevant authority; followed by The Townhouse Community Management's written consent, the contact details for whom are set out in Section 1.

(b) Should an Owner desire to undertake any Building Works to its Townhouse, an alteration request must be submitted through the online portal for reviewing and approval.

(c) After review, the applicant must pay a fee for assessing the Building Works Proposal by the Townhouse Community Management and any expenses incurred by the Townhouse Community Management in assessing such application.

(d) The Townhouse Community Management may also require the applicant to pay a deposit as security for any damage caused to the Townhouse 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 period 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 of the Townhouse Common Areas will be affected;

(vi) confirmation and evidence that all health and safety requirements shall be complied with;

(vii) confirmation and evidence that the Townhouse Alterations Policy and all relevant health and safety policies of the Townhouse Community Management shall be adhered to; and

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

9.7 If Consideration of Application

- (a) Upon submitting your alteration request, the Townhouse 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.
- (b) The Townhouse Community Management team may require the applicant to submit further plans or specifications and may appoint consultants to review and make recommendations regarding the Building Works Proposal. All consultants' costs are the responsibility of the applicant.
- (c) The Townhouse Community Management team may require variations to the Building Works proposal submitted by the applicant to ensure that the proposed work accords with this Townhouse Alterations Policy, including, without limitation, being in keeping with the design, standard, and quality of the finishes. The applicant may amend the Building Works Proposal and resubmit it to the Townhouse Community Management for approval until such time as the Building Works Proposal is approved by the Townhouse Community Management.

9.8 Authority Consents

- (a) Only after approval by the Community Management of the Building Works Proposal, 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) in relation to 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 Townhouse Community Management that such Authority Consents has been received by the Townhouse Community Management before the Townhouse Owner may commence the approved Building Works.

9.9 Conditional Approvals

The Townhouse 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.

9.10 Carrying out the Approved Building Works

- (a) The applicant shall proceed with the Building Works strictly in accordance with the Authority Consent, the approved Building Works Proposal, the Governance Documents, and this Townhouse Alterations Policy.
- (a) In undertaking any Building Works, proper hoardings must be kept in place to ensure the area of works is well covered and secured. All debris must be regularly always removed and left clean and tidy both during the undertaking of the Building Works and once the Building Works are completed. Any damage caused to any the Townhouse Common Areas must be immediately repaired at the owners own cost.
- (b) During and upon completion of the Building Works by the applicant, the Townhouse Community Management may inspect the Building Works at any time to ensure that they are being, or have been, undertaken in accordance with this Townhouse Alterations Policy. The applicant must rectify, replace and/or remove any items as notified by the Townhouse Community Management that have been constructed or installed otherwise than in accordance with this Townhouse Alterations Policy as determined by the Townhouse Community Management in its absolute discretion.
- (c) In the event that a resident undertakes the Building Works on behalf of the Townhouse Owner, the Townhouse Owner remains solely liable for the Building Works and for ensuring that the Building Works are undertaken by the residents in accordance with this Townhouse Alterations Policy.
- (d) Contractors who don't have proper hoardings or any Personal Protective Equipment while coming to work inside the community will be denied access.

9.11 Building Standards

In addition to always complying with this Townhouse Alterations Policy, a resident must ensure that all approved Building Works 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) the approved requests will be mentioned on the approved Work Permit
- (c) are undertaken by reputable, adequately qualified, and licensed professional Suppliers experienced in undertaking such Building Works;
- (d) are undertaken in a proper, professional, and timely manner;
- (e) are undertaken promptly and in a way in which the least inconvenience is caused to other residents
- (f) involve the use of only high quality (and, where possible, new) materials fit for their purpose; and
- (g) 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 on the structural integrity of the Townhouse.

9.12 Working Hours

Approved Building Works shall only be carried out on business days between the hours of 9.00 am and 5.00 pm or such other hours approved in writing by the Community Management.

9.13 Building Contractor Signage

Approved Building Works contractors may erect one small promotional/commercial sign (maximum 1.5 ft by 2 ft) in the ground, near the Carport or near the front door, within the plot of the relevant Townhouse. Offending signage will be removed and disposed of by the Townhouse Community Management at the cost of the relevant Townhouse Owner.

9.14 Insurance

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

A Townhouse Owner (and, where applicable, resident) that undertakes any Building Works indemnifies and keeps indemnified the Townhouse Community Management and the other Townhouse 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 Townhouse.

9.15 Revocation of Approval

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

9.16 Indemnity

The applicant indemnifies and shall keep indemnified the Townhouse Community Management, and the other Townhouse Owners and Occupiers against all actions, proceedings, claims, demands, losses, costs, expenses, damages, and liability (including any liability 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.

9.17 Disputes

The dispute resolution provisions contained in the Townhouse JOPD apply to any dispute as to the interpretation or application of this Townhouse Alterations Policy and to any dispute with respect to the granting or refusal of any consent under this Townhouse Alterations Policy.

9.18 Fees for Alterations

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

- (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 of bathtub and converting to flat shower type or vice versa.
 - ii. Removal / replacement of kitchen counters or building customized islands
 - iii. False Ceiling Installation.
 - iv. Replacement of floor tiles in wet areas, dry areas and balconies.
 - v. Installation of water features such as swimming pools, jacuzzi and ponds.
 - vi. Installation of BBQ station.
 - vii. Breaking, removal or opening of any interior walls.

- viii. Installation of paving blocks at the main entrance.
- ix. Staircase finish alterations.

(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
- ii. Application of tiles with glue on top of existing ones.
- iii. Standalone water fountain.
- iv. Installation of pergola with wall support.
- v. Installation of standalone gazebos.
- vi. Installation of sail shade.
- vii. Installation of solar panels.

(c) **Home Improvement works** shall incur a fee of AED 160.00 (including 5% VAT). Home improvement work includes the following:

- i. Installation of boundary wall fence screening and terrace screening with approved details and color.
- ii. Backyard soft landscaping.
- iii. Installation of additional storage shelves inside the house.
- iv. Aerials, electronics or additional wiring.
- v. Installation of SPC tiles on top of existing ones.
- vi. Installation of fly protection screens.
- vii. Installation of backyard planters.
- viii. Installation of shower glass partition.
- ix. installation of cat flap.
- x. Installation of artificial grass in backyard.
- xi. Replacement of interior lighting fixtures.
- xii. Standalone BBQ station (charcoal).
- xiii. External security devices.
- xiv. CCTV camera installation.
- xv. Motion detection and access control.
- xvi. Festival lights.
- xvii. Exterior surface repainting.
- xviii. Readymade kitchen island.
- xix. Interior repainting and wallpaper application.
- xx. Interior wall cladding.

All Townhouse modifications/alterations are subject at all times to the sole discretion and/or approval of the Townhouse Community Management and must be in line with all architectural guidelines and Maintenance Rules.

9.19 Penalty Fees:

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

Any major alteration undertaken without the Community Management's consent shall incur a penalty of AED 50,000 (excl. of 5% VAT) for each breach.

Any minor alteration undertaken without the Community Management's consent shall incur a penalty of AED 1,000 (excl. of 5% VAT) for each breach.



HOME & CONTENTS INSURANCE POLICY

TOWN SQUARE DUBAI

10 Home and Contents Insurance Policy

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

The insurance policy taken out by the Townhouse Community Management does not extend to private plots or the Townhouses and the following "Insurance Rules" shall apply to all Townhouse Owners:

- (a) Owners must carry comprehensive property and contents insurance for the full replacement cost of their Townhouse; all insurable improvements; contents of their Townhouse; and consequential damages to other Townhouses or Townhouse Common Areas in a form approved by the Townhouse Community Management and Community Management and in accordance with 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 Townhouse Owner and must be for the full replacement value of the Townhouse'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 Townhouse Community Management.
- (d) In the event of damage to or destruction of a Townhouse and/or its contents, the owner must promptly proceed to repair or to reconstruct the Townhouse in a manner consistent with the original construction or such other plans as are approved by the Townhouse 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 Townhouse 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 Townhouse and you could receive fines between AED 50,000 - 100,000 and/or time in prison.

All Townhouse 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. Townhouse Owners and Occupiers are fully responsible if they are found accommodating household staff not directly sponsored by them.

Townhouse Owners and Occupiers must ensure that their household staff residing with them are registered as part of the move-in process on the customer portal with the requirements.

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

11.2 Service Providers and Contractors

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

Townhouse Owners and Occupiers must ensure that all service providers and contractors are registered with the Townhouse Community Management.

The Townhouse 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.

11.3 Pre-approved Service Providers (Car Wash / Landscaping)

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

11.4 Service Provider/Contractor Signage

Approved service providers and contractors may erect one small promotional/commercial sign (1.5 ft by 2 ft) in the ground, near the Carport or near the front door, within the plot of the relevant Townhouse. The promotional/commercial sign must be removed once the work is completed. Offending signage will be removed and disposed of by the Townhouse Community Management at the cost of the relevant Townhouse Owner.



SALES, LEASING & MOVING IN/OUT POLICY

TOWN SQUARE DUBAI

12 Sales, Leasing and Moving In/Out Policy

12.1 NOC Requirements

- (a) Townhouse Owners and Occupiers must obtain a No Objection Certificate (“NOC”) in order to sell a Townhouse.
- (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 prior to issuance of an NOC. Major violations, outstanding arrears of Townhouse Service Charges, Master Community Service Charges, unauthorized Townhouse modifications and alteration, outstanding Penalty Fines will delay issuance of the NOC.
- (d) All new residents in the Townhouse (including tenants) must be provided with a copy of this Manual to understand and follow the community guidelines.
- (e) Townhouse owner will not be permitted to sell a Townhouse unless an NOC has been issued.

12.2 For Sale/for Lease Signage

- (a) One ‘For Sale’, ‘For Lease’ sign may be posted, placed in the ground, near the Carport or near the front door, within the plot of the Townhouse (being a maximum of 1.5 ft by 2 ft).
- (b) Real Estate agents are allowed to leave their Board as per the approved sizes with ‘Sold’ or ‘Leased’ for a maximum 1 week after the sale or lease.
- (c) Any sign that does not adhere to the above standards will be removed from the site at the Townhouse Owner’s expense.



12.3 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 Townhouse; 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.

12.4 Leasing Policy

- (a) Before entering a lease of its Townhouse, a Townhouse Owner must clear all outstanding service fees.
- (b) Ejari is a mandatory requirement. Townhouse 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) Leases 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) Tenant is required to accept the community guidelines and follow the Homeowner's manual.

12.5 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 Townhouse 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 Townhouse 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 for the issuance of the move out permit.



SERVICING & PREVENTATIVE MAINTENANCE POLICY

TOWN SQUARE DUBAI

13 Servicing and Preventative Maintenance

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

As a Townhouse Owner, it is imperative that you 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 deterioration.
- 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 handover process referred to in your SPA and must be notified at that time in accordance with the process outlined 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 identified during the handover, repair of cosmetic surface damage is your responsibility. Townhouse 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 Carport caused by the misuse or lack of cleanliness
- Painting, wallpapering or refinishing of any drywall/plaster repairs.
- Plumbing blockages (including roof, balcony 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. Exact colour match of any replacement material. Marble and granite are natural materials and as such graining cracks and colour 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 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 Townhouse, if necessary. Thereupon 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

Water Tanks

If you plan to move-in two months later than the handover date, it is important that water in your tank is flushed out and refilled before you occupying the Townhouse. As an owner this is your responsibility, and the Townhouse Community Management will not be liable to flush out or refill your tank. Water, if left unused for an extended period may stagnate and pose a serious health hazard.

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.

Water heater

- It is recommended minor maintenance to be performed periodically which includes cleaning of the tanks, anode rod and thermostat.
- Check solar panel surface for any dust and damage and clean the panel regularly.
- Regularly clean the AC ducts, keep windows exposed to the sun.

Drainage

- Plumbing and drainage needs to be checked every 6 months or depending on usage.
- We also recommend strainers to be used which will reducing 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 the safety of your unit and your neighbors.

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 and Master Developer 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 Townhouse Community Management in respect of the matters referred to in this Manual:

Matter	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 105 as an administration fee. Replacement of lost or damaged parking assist remote controls will incur AED 265 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 Townhouse Community Management	Major work - AED 2100 Minor work - AED 1050
Application to the Townhouse Community Management for a No Objection Certificate for the sale or transfer of a Townhouse.	AED 1050 for transfer.

14.2 Table of Penalty Fines

- The table below sets out the Penalty Fines that may be charged by the Townhouse Community Management in respect of the violation of the policies, rules and regulations referred to in this Manual. The right of the Townhouse Community Management to charge a Penalty Fine is in addition to any rights set out in this Manual and/or are available to the Townhouse 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 Townhouse 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 table of Penalty Fines shall be periodically updated by the Townhouse Community Management and a revised schedule will be made available to all Townhouse Owners upon any such revision.
- All fines issued against violation of community rules either by the owner, tenant or their visitors will be added in the home owners Service fee charges.

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**