

AWQAF - DUBAI RESIDENTIAL TENANT HANDBOOK

WELCOME TO
YOUR NEW HOME



Dear Tenant,

Welcome to AWQAF - residential property in Dubai. We are delighted to have you as a part of our community, and hope you will enjoy your time here. This handbook has been created to provide you with essential information about your tenancy and to help you make the most of your living experience.

Vision: At AWQAF, our vision is to create exceptional living spaces that nurture a sense of community, promote well-being, and contribute positively to the lives of our residents. We aspire to be the benchmark for quality residential experiences in Dubai.

Mission: Our mission is to provide residents with a comfortable and harmonious living environment that reflects our commitment to excellence, integrity, and social responsibility. We aim to exceed expectations by delivering exceptional services and maintaining the highest standards of property management.





Values:

- 1. Integrity:** We uphold the highest standards of honesty, transparency, and fairness in all our interactions with residents. Trust is the foundation of our relationships.
- 2. Community:** We believe in fostering a strong sense of community among our residents. We promote a welcoming and inclusive atmosphere where neighbors can connect, share experiences, and create lasting relationships.
- 3. Excellence:** We are dedicated to achieving excellence in all aspects of our services, from property maintenance to resident engagement. We continuously strive to improve and innovate to meet and exceed the expectations of our residents.
- 4. Respect:** We treat all residents, staff members, and partners with respect and courtesy. Diversity and individuality is celebrated, creating a harmonious living environment.
- 5. Responsibility:** We are committed to environmental sustainability and responsible resource management. We take responsibility for the impact of our operations in the community and the environment.
- 6. Professionalism:** Our team consists of skilled professionals who approach their work with professionalism, expertise, and a commitment to delivering outstanding results.

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1. Introduction



About AWQAF:

The Foundation for Awqaf and the Management of Minors' Assets in Dubai, established in 2004 under the late Sheikh Maktoum bin Rashid Al Maktoum, may he rest in peace, operates as the Foundation for Awqaf and Minors Affairs. Entrusted since inception, it ensures legal compliance with endowers' conditions, investing within endowment limits for legitimate objectives, safeguarding funds, and maximizing returns.

In 2022, Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE, may Allah protect him, as the ruler of Dubai, issued Law No. (17) modifying the name of "The Foundation for Awqaf and Minors Affairs" to "The Foundation for Awqaf and Management of Minors" Assets in Dubai.

The law also mandates the establishment of a registry called the "Wills Registry" within the "Foundation for Awqaf and Management of Minors' Assets in Dubai," where wills issued by a competent court are recorded and legally bound.

In the same year, the "Mohammed bin Rashid Global Center for Endowments and Grants Consultations" was transferred to (Awqaf Dubai) under Law No. (18) of 2022, aligning with contemporary needs for organizing, managing, operating, and protecting endowments and grants.

The Foundation actively formulates policies, guidelines, and standards for endowment practices, enhancing operational efficiency and services, emphasizing its five strategic pillars of endowment development, governance improvement, customer satisfaction, digital transformation, and fostering an endowment culture, the Foundation strives to boost its community reputation and achieve a sustainable global endowment environment.



Contact Information:

Property Management Office

Location: Al Garhoud, Dubai
<https://maps.app.goo.gl/pdPcQLtYy8yrT5nT8>

Office Hours: 7:30am- 4:30 pm (Monday to Friday)

General Inquiries: 04 280 8888



2. Your Lease Agreement





Your Lease Agreement:

Terms and Conditions:

Familiarize yourself with the terms and conditions outlined in your lease agreement. This includes rent amount, payment due date, and lease duration.

Rent Payment:

Pay your rent on time to avoid late fees. Rent payment methods and schedules are detailed in your lease agreement.

Security Deposit:

Your security deposit ensures the property's upkeep. It will be returned at the end of your lease, subject to the property's condition.

Maintenance and Repairs:

If you encounter maintenance issues, report them promptly to our maintenance team. We will address them as quickly as possible.



3. Property Guidelines



Property Guidelines:

Noise Regulations:

Respect your neighbors by adhering to noise regulations at all times.

Waste Disposal:

Follow proper waste disposal procedures and recycle as per community guidelines.

Common Areas:

Keep common areas clean and tidy. These spaces are shared by all residents.

Parking:

If applicable, adhere to parking guidelines and respect allocated spaces.



4. Safety & Security





Safety & Security:

Emergency Contacts:

In case of emergencies, dial local emergency numbers (901 Dubai police, Dubai ambulance 998, Dubai civil defense 997). Inform property management after the situation is under control.

Fire Safety:

Familiarize yourself with fire escape routes and fire extinguisher locations.

Security Measures:

Maintain the security of your unit by ensuring doors and windows are locked when you leave.



5. Utilities & Services



Utilities & Services:

Electricity and Water:

Understand how utility bills are managed. Check your lease agreement for details.

Internet and TV Services:

You're responsible for arranging and paying for your preferred service providers.

Maintenance Requests:

Report maintenance issues through the provided channels. Emergency issues will be addressed urgently, you should also have the reference number ready for follow up purposes.



6. Community Living



Community Living

Rules and regulations:

We all want to live in a harmonious environment, to enjoy our home, have our privacy respected, and be part of a responsible community. In order for this to succeed, please note the following:

- Do not sublet your premises or share them with other people.
- Do inform us if you suspect any of our premises are being subleased or used to carry out illegal or immoral activities.
- Do not conduct business or commercial activity.
- Do not disturb your neighbors with loud noise. This includes noise from television, stereo, and musical instruments and children playing in common areas.
- Do not smoke in the common areas of the building.
- Do not store any items in the common areas of the building.

Balcony Usage:

For the safety of all tenants and to maintain a clean building outlook, you are requested to observe the following:

- It is not permitted to hang items over the balcony rail.
 - No items should be kept on the balcony if they exceed the balcony rail height.
 - It is not permitted to cover the balcony.
 - It is strictly forbidden to throw any items, such as cigarette butts, from the balcony.
 - Tenants are requested to avoid water leaking from the balcony while cleaning the balcony.
 - Tenants are requested to use foldable clothes dryers that do not exceed the balcony rail height.
- Committing violations will result in Notices of Violation being issued by AWQAF representative and may attract financial penalties.

Respectful Behavior:

Treat fellow residents, staff, and neighbors with respect and courtesy.



7. Moving Out





Moving Out:

Notice Period:

Notify AWQAF within the specified notice period in the lease contract if you intend to move out to avoid paying any fees.

Security Deposit Refund:

Your security deposit will be returned after a final property inspection, minus any deductions for damages beyond normal wear and tear.

Property Inspection:

An inspection will be conducted before your moveout date by the facility management company. Ensure the property is in good condition.

Note: This handbook is for informational purposes only and is subject to change. Please refer to your specific lease agreement for the most accurate information.

At AWQAF, we believe in maintaining a harmonious and comfortable living environment for all residents. To ensure the well-being and satisfaction of everyone in the community, it is important to adhere to the rules and regulations outlined in the residential tenant handbook. Failure to comply with these rules may result in penalties as follows:

No.	Violation Description	Penalty in AED
1	Disposing of waste in areas not designated for it	500
2	Occupying residential units by bachelors in family-designated areas	2000
3	Placing personal belongings in common areas	1000
4	Using common areas for personal purposes	1000
5	Tenants violating Islamic norms	1000
6	Disrespectful behavior towards the property management team/service providers	1000
7	Occupying multiple parking space	1000
8	Parking in areas not designated for the residential unit	500
9	Using residential units for commercial purposes without approval	1000
10	Violating contract terms and conditions	1000
11	Subletting	1000
12	Preventing AWQAF employees or those authorized by it from performing their duties inside the residential unit	2000
13	Refusing to accept notices issued by AWQAF	1000
14	Failure to renew the contract upon its expiration	500
15	Tampering with any property annexes	1000

All unauthorized modifications carry a penalty of AED 500 or more, and according to the extent of the damage done. Prior approval must be given by AWQAF before any modifications are made to the unit, including but not limited to:

- Painting and fixing wallpaper
- Replacing tiles
- Fixing dish antennas
- Installing A/C units
- Any interior and exterior modifications

Serious Violations:

Serious violations like the ones mentioned below are dealt with very strictly and will result in hefty fines or in the termination of the Lease Agreement and eviction from the premises.

- Subletting
- Multiple families or an unauthorized number of occupants living in a single unit
- Hazardous activities
- Abuse towards security guards and building supervisors
- Residential premises being used for commercial purposes
- Commercial premises being used for residential purposes
- Contravention of any of the Terms and Conditions of the Lease Agreement

Once again, welcome to your AWQAF home. We are committed to making your stay enjoyable and memorable. If you have any questions or concerns, please don't hesitate to contact our property management office.

Thank You

Sincerely,

AWQAF Property Management Team

