

ACCESS GUIDELINES FOR SERVICE PROVIDERS

Emaar Communities

Where safety and security come first



An Emaar community offers a peaceful, secure existence, gated off from the hustle and bustle of the city. But the tranquility of life in an Emaar community does not mean your property will not require maintenance or that your garden does not need to be looked after. Many residents choose to employ a Service Provider to carry out maintenance work or provide other services in their homes. To allow access to the community with minimum disruption to residents, Emaar has developed guidelines to explain the access procedure to both, residents and the Service Provider.

Carrying out work within these guidelines will ensure that a Service Provider complies with local government regulations and conducts itself professionally. Emaar would like to encourage both residents and the Service Provider to cooperate fully, to ensure that work in the communities is conducted in a safe and secure manner.

The **ACCESS GUIDELINES** seek to:

- Improve and maintain the security of the community
- Preserve and safeguard common areas
- Deter and prevent unauthorised access
- Encourage the use of a Service Provider who works in a safe, secure and compliant manner

ACCESS GUIDELINES FOR SERVICE PROVIDERS



WHO IS A SERVICE PROVIDER?

A Service Provider is defined as a company or individual who provides a specific service for a fee e.g. landscaping, general maintenance, cleaning, home improvement etc.

A homeowner/resident can contract any Service Provider he/she wishes to maintain his/her property, as long as the Service Provider has a valid trade license for the service provided.

The services that a Service Provider may offer include:

- Home Improvement/Alterations/Additions (For further information, please call 800 EMAAR (800 36227))
- Preventive Maintenance
- Electrical, Plumbing, Civil and Carpentry
- Landscaping and maintenance thereof.
- Domestic Services
- Training and Coaching

NOTE:

- A Service Provider is allowed access only to those communities, in which it has a valid job contract. Kindly note that access is allowed on all days between 0700 and 1730 hours except Fridays and public holidays.
- A landscaping and landscaping maintenance Service Provider must be registered or approved by the Horticulture Department of Dubai Municipality.
- A sub-contractor will be classified as a 'Service Provider' for all administrative and practical purposes.

DOCUMENTATION

A Service Provider must submit the following valid documents in order to obtain an Entry Permit

NOC	Service Provider Registration Form	Trade License	Labour Card	Driving License	Photograph	Vehicle Registration	Contract Copy
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

NOTES:

NOC:	Prior to applying for an Entry Permit, a 'No Objection Certificate' (NOC) should be obtained from Emaar Customer Center for alterations, additions or landscaping within a property. (For further information, please call 800 EMAAR (800 36227))
Service Provider Registration Form:	The Service Provider Registration Form on page 4 should be completed and submitted along with an Entry Permit application. The application must be made on Company Letterhead as per format on page 5.
Trade License:	Copy of Service Provider's valid trade license.
Labour Card:	Copy of labour card of employees listed in the application.
Driving License:	Copy of driving license of drivers listed in the application.
Photograph:	Passport size photograph of employees listed in the application.
Vehicle Registration:	Copy of vehicle registration of vehicles listed in the application.
Contract:	Copy of the job contract between a Service Provider and resident.

DISCLAIMER:

- Verification of documents submitted by the Service Provider and the subsequent issuance of an Entry Permit by Emaar does not constitute validation of the services provided or confirmation of the company profile of any Service Provider, whatsoever. The homeowner/resident is obliged to use his/her own due diligence with respect to the Service Provider.

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ADMINISTRATION & PROCESSING FEES

A Service Provider has the flexibility to choose the validity of the Entry Permit, provided it justifies the job/s undertaken. However no Entry Permit will be issued for a validity of less than one or more than six months.

PERIOD	FEES
1 month 3 months 6 months	AED 150 AED 300 AED 500

NOTE:

- All fees collected from a Service Provider and homeowner/resident with respect to Access Control is treated as income to the respective community. No funds are retained by Emaar.

PROCEDURE TO OBTAIN AN ENTRY PERMIT

- Step 1** The Service Provider submits all documents to the reception desk at the Security Office. *Please see page 6 for contact details of Security office.*
- Step 2** The Access Control Officer reviews the submitted documents to ascertain if the application is complete. Incomplete applications will be returned on the spot.
- Step 3** If the application is complete, the Service Provider then pays the prescribed fee to the Cashier and obtains a receipt. Payments can be made by cash only.
- Step 4** On confirmation of payment, the Access Control Officer will issue the Service Provider a 'Provisional Entry Permit' on a photocopy of the application with the Entry Permit collection date stamped on it. The photocopy issued to the Service Provider must be submitted at the time of collecting the Entry Permit.
- Step 5** The Entry Permit will be ready within five business days from the date of successful application.

NOTE:

- A Service Provider will be allowed access only to the particular community in which it has a job contract. If additional contracts are secured in other communities, a copy of the same must be submitted to the Security Office for its inclusion in the Entry Permit. If additional contracts, personnel or vehicles need to be added to the existing Entry Permit, the Service Provider must submit all relevant documents to the Security Office at least a day in advance. Administration and processing fees will be applicable as in the table above.

EXCEPTIONS (TO OBTAINING AN ENTRY PERMIT)

A Service Provider does not need to obtain an Entry Permit in the following cases:

- A Service Provider accessing a community to carry out a job for a maximum of two days. Verification will be done at the gatehouse. All workers must have a valid employment visa.
- A Service Provider accessing a community to deliver and install goods ordered by a homeowner/resident, e.g. curtains, carpets, appliances, furniture etc. Proof of invoice or delivery note must be furnished at the gate. All workers must have a valid employment visa.
- A Service Provider accessing the community to provide essential goods and services e.g. drinking water, groceries, newspapers, laundry and cooking gas.
- School buses and companies engaged in the transportation of people.
- Private teachers, tutors, personal trainers and sports instructors within individual properties.
- A Service Provider accessing the community to attend emergencies of a serious nature e.g. complete loss of power, air-conditioning or water supply. However workers attending to the emergency must hold valid employment visas.
- Removal companies must furnish a copy of the contract with the resident mentioning the date and location of removal.

NOTE:

- It is illegal to employ persons who do not hold a valid UAE employment visa. Such violations may be reported to the local authorities.
- No representative of the Service Provider will be allowed access even for a day after the validity of the Entry Permit expires.

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SERVICE PROVIDER REGISTRATION FORM

(REQUIRED TO ACCESS EMAAR COMMUNITIES)

Kindly fill in the details below to register your company/self as a Service Provider to Emaar communities.

1. Type of Service Provided: _____
(e.g. landscaping, general maintenance, cleaning, home improvement etc.)
2. Company/Individual Name (In full): _____
3. P. O. Box: _____ Emirate: _____
4. Tel: _____ Fax: _____ Email: _____
5. Name of contact person: _____
6. Designation of contact person: _____ Mobile: _____

The following is a checklist of items to be submitted along with the Entry Permit application.

1. Trade license no/s and Expiry Date/s:
2. Vehicle Registration No/s. & Expiry Date/s:
3. Details of location: Master Community:
Sub-community:
Villa: Street:
4. Employee Name/s:
5. Passport size photograph:
6. Visa No/s. & Expiry Date/s:
7. Labour Card No/s. & Expiry Date/s:
8. Driving License No/s. & Expiry Date/s:
9. Job Contract/s:

NOTE:

- All persons should be from the same company, or if from more than one, the sponsor should be the same.
- In case the labour card is unavailable, a copy of the passport with the visa page is compulsory.
- Incomplete applications will be returned on the spot.

FOR OFFICE USE ONLY

Verified By _____ Signature: _____ Date: _____

Registration Date: _____

Approved By _____ Signature: _____ Date: _____

Emaar Community Management



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ENTRY PERMIT APPLICATION FORMAT

The application should be addressed to the Security Officer, Emaar Properties, on original Company Letterhead, duly signed and stamped. Photocopied letterheads will not be accepted. The application should state the nature of the job contract being carried out.

The application should contain the following information in the format given below:
(Please do not fill in any details on this page. This is only a format for illustration purpose)

COMPANY NAME:
P. O. BOX:
TEL:
FAX:
EMAIL:
CONTACT PERSON:
MOBILE:

FORMAT ONLY
DO NOT WRITE ON THIS PAGE

DETAILS OF VEHICLE REGISTRATION OF VEHICLES REQUIRING ACCESS

VEHICLE REGISTERED IN	REGISTRATION CODE	REGISTRATION NO.	EXPIRY DATE
Dubai	G	24690	12/10/2008

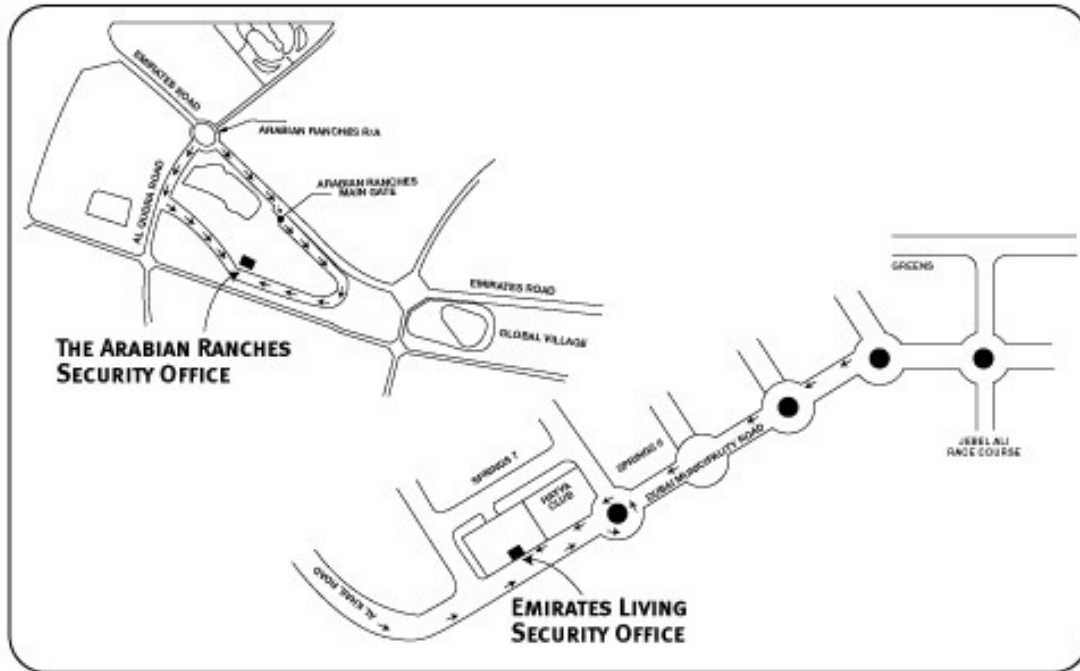
DETAILS OF COMMUNITIES REQUIRING TO BE ACCESSED

COMMUNITY	STREET	VILLA
Springs 2	4	34

DETAILS OF EMPLOYEES REQUIRING ACCESS






FULL NAME	DESIGNATION	NATIONALITY	PASSPORT NO.	LABOUR CARD NO.	EXPIRY DATE
Abdul Majid	Electrician	Indian	L2005687	25487962	12/10/2008

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CODE OF CONDUCT FOR SERVICE PROVIDERS

In order to ensure the safety, security and wellbeing of not only residents but also Service Provider employees, visitors and the general public, the following community rules must be conformed to by the Service Provider.

- A Service Provider should:**
- Drive Safely** 
 - Ensure that its employees do not loiter around the community or squat on any open spaces or common areas.
 - Ensure that its employees do not cause disturbance or misbehave in any way within the community.
 - Not bring into the community any personnel not holding a valid employment visa.
 - Ensure that its employees do not drive rashly and adhere to specified speed limits while in the community.
 - Not carry out any jobs without a valid NOC.
 - Fast response** 
 - Not dispose debris and landscaping waste in such a way that it may obstruct or interfere with the operation, safety, health or aesthetics of the community. It is the responsibility of the Service Provider to ensure it is removed within by end of day.
 - Restore any damage caused to common property within the community.
 - Not undertake work in any community for which it does not have an Entry Permit.
 - Fulfill all its obligations with regard to the contract signed with the homeowner/resident.
 - Trained persons** 
 - Employ proper diligence and care while rendering services, corresponding to the general standard of care used in the industry.
 - Supply uniformed and trained personnel with proper IDs displayed, as may be necessary.
 - Irrevocably and finally acknowledge and undertake to be liable for any negligence, malpractice or any error committed by its personnel while rendering services.
 - Clear work area** 
 - Agree to adequately insure its personnel against personal accident or death while rendering services.
 - Agree to provide adequate supervision (qualified engineer/supervisor) of the personnel to ensure proper rendering of services.
 - Respond to emergency calls within 60 minutes and complete services within 24 hrs; respond to non-emergency calls within 4 hrs and complete services within 48 hrs.
 - Fulfill contract** 
 - Abide by all community rules, a copy of which is available at the Security Office.
 - Comply with all procedure in relation to security and access to the community, as dictated by the local security presence and/or Dubai Police.

NOTE:

- Not abiding by any of the above will attract relevant penalties and other enforcement.

For further enquiries, kindly contact us at communities@emaar.ae

SECURITY OFFICE (24 HOURS) : 04 362 7848

POLICE: 999 AMBULANCE: 998 CIVIL DEFENCE: 997 AL AMEEN TOLL-FREE: 800-4-888 EMAAR TOLL-FREE: 800-EMAAR