

# Mirador

at CanyonViews

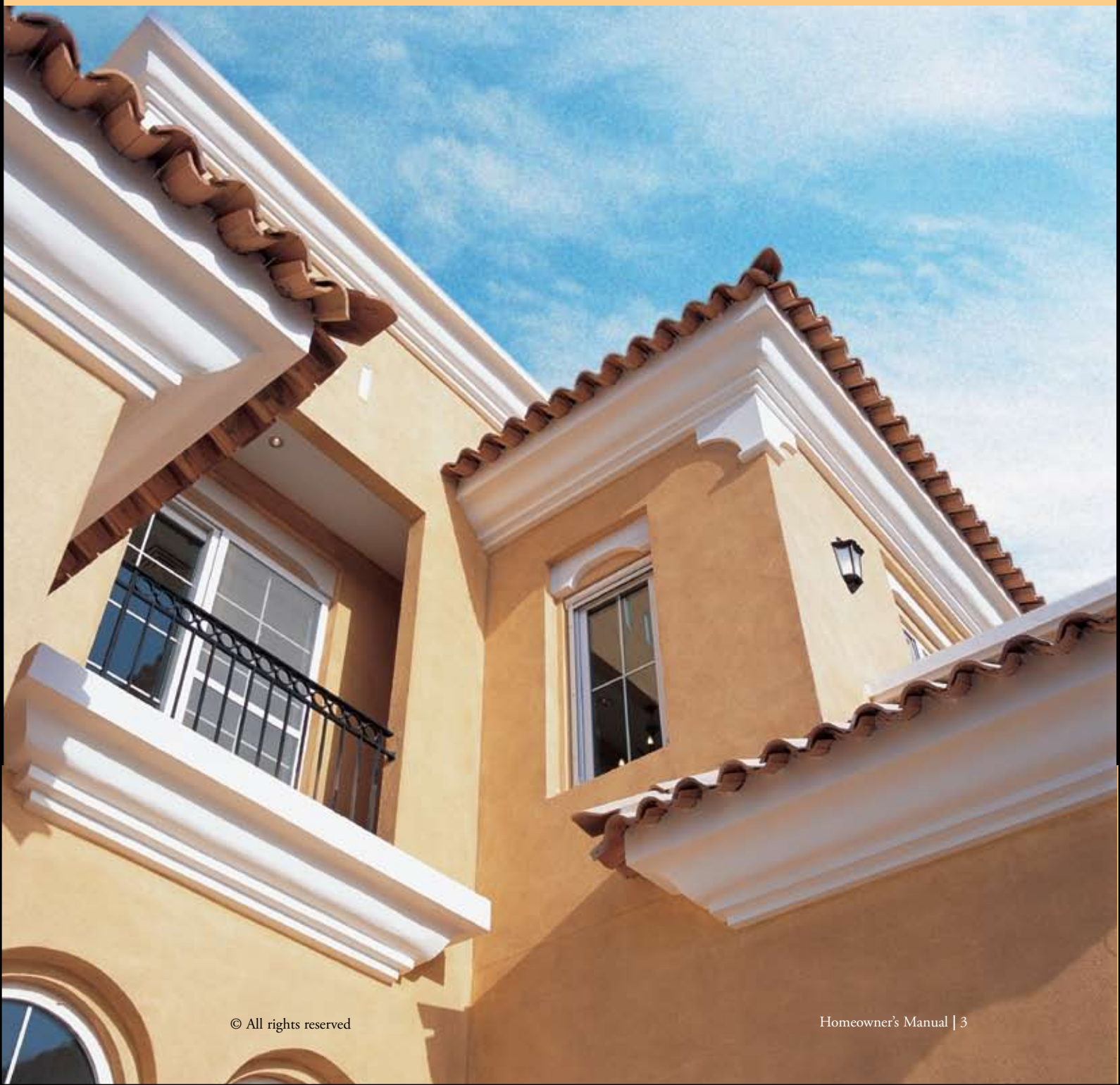
## Home Owner's Manual



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# 01 Welcome Note & Background Information





# Welcome to your new home!

As Emaar Pakistan, we are honored to announce that we have combined the master development of a distinctive and secure gated community with a lavish lifestyle at Canyon Views, Islamabad.

We sincerely appreciate your trust and interest in the development of Mirador Villas within this community. Emaar Pakistan's aim is to provide you with comfort and security at all times.

We are as delighted as you are to embark on this new journey at Canyon Views. Our Property Handover and Facility Management teams are readily available to support you in starting your new life and ensuring that home is truly where the heart is.

Maintaining Emaar standard with regards to quality of life for our customers in Canyon Views is going to be our utmost priority.

We are confident that a peaceful, privileged and prosperous future awaits you in your new home and we trust that you will enjoy being part of our Canyon Views community.

Enjoy your life in your new home.

With our sincere wishes,

*Dr. Dia Malaeb*  
*CEO Emaar Pakistan Group*

# About Emaar Properties PJSC

Emaar Properties PJSC is a global property developer with the significant presence in 36 markets world-wide. Replicating its successful business model in Dubai, Emaar is extending its expertise in creating master-planned communities in international markets. Emaar is also developing new competencies in malls, hospitalities, leisure, education, health care and finance, which have evolved its integrated approach to customer service and property development, listed on Dubai Financial Market, part of the Dow Jones Arabia Titans Index and certified to ISO 9001:2000, for quality standards, Emaar is developing Burj Dubai, the world's tallest building and free-standing structure, and the Dubai Mall, one of the world's largest shopping and entertainment destinations.

In Saudi Arabia Emaar is developing King Abdullah Economic City, the region's largest private sector-led project: Emaar's portfolio currently covers the following countries: the UAE, Saudi Arabia, Jordan, Syria, Lebanon, Morocco, Egypt, Turkey, Libya, Algeria, India, Pakistan, China, Indonesia, The US, The UK, France and Canada.

Emaar has joined its hands with Giorgio Armani and Accor Hotels to strengthen its presence in hospitality, and will launch ten luxury Armani Hotels & Resorts world-wide and 100 Formula 1 budget hotels in India. The company is opening educational institutions and health care centers in South Asia, Middle East and North Africa and the Subcontinent.

Emaar acquired Singapore based leading education provider, Raffles Campus to extend expertise to extend its educational institutions. Emaar holds 30 percent equity in Dubai Bank, focused on retail and commercial banking. Emaar is also the largest share holder in Amlak Finance, UAE's leading Islamic home financing company.



## Burj Dubai Development

Emaar's Burj Dubai is set to become a new global architectural landmark as the world's tallest building. The city's gravity is expected to shift towards Emaar's Burj Dubai Development, which has created a completely new downtown for Dubai, and takes its place amongst some of the finest downtown areas in the world. The tower has become the center piece of the iconic retail and residential development and has taken its place as one of the world's modern landmark buildings, along side the likes of empire State Buildings, Taipei 101 and Malaysia's Petronas Towers. More decorative form contains abstract references to regional and cultural influences.

## The Dubai Mall

Part of the Downtown Dubai Developments is The Dubai Mall – which is the world's largest shopping mall and an integral part of the district. The scheme includes a five million square foot mall, residential and retail amenities. Built in three levels it contains the largest gold souk, a vast space for fashions, an indoor aquarium, an external artificial lake and an entertainment and retail facility around the water's edge.

## Downtown Dubai

Emaar's Downtown Dubai is a mixed - use community combining commercial residential, hotel, entertainment, shopping and leisure outlets with open green spaces, lakes and water features. The iconic Burj Dubai contains residential and retail space. Surrounding the tower is The Old Town, The Old Town Island, The Business Hub, and The Dubai Mall, The Burj Views, The Boulevard, restaurants, and hotels all located on the banks of a spectacular man-made lake.

## Dubai Marina

Dubai Marina, Emaar's flagship project is a residential city designed for relaxed waterfront living. The lifestyle concept of Dubai Marina is being unfurled around the 3.5 km long man-made marina, with its full-circuit walkway, at the centre of the project. The apartment towers and clusters of villas are being built across separate districts, each a distinct community with fashionable mix of residential and leisure facilities including shopping arcades, restaurants, theaters, games room, and business centers. Eco friendly building designs and features enhance the exceptional surroundings and facilities while roads and traffic are meticulously planned to provide maximum convenience for residents and visitors. Architectural creativity has successfully combined functionality with beauty and the geography of the land. Drawing inspiration from other waterfront developments in the world's most high-profile cities, Dubai Marina has nevertheless gone a step further in truly create a city within a city.

## Arabian Ranches

This premium multi-billion dirham desert paradise is spread over 2,600 acres, divided into 8 districts and offers luxurious one and two-storey single-family homes. The homes are created in harmony with the natural surroundings, yet featuring modern amenities. The Arabian Ranches is complemented by an 18-hole championship standard course designed by Ian Baker Finch and Nicklaus Design, a polo ground and the equestrian centre. The resort community also features a town centre, boutique shops, shopping centre, coffee shops and restaurants. Top- class retail facilities and a boutique hotel will make this the prime desert address upon completion.

# About Emaar Pakistan

Having introduced the international lifestyles to major cities across the globe Emaar is transforming the idea of how people live, work, shop, dine and play. The journey began in May 2006 when Emaar announced two real estate developments; 'Canyon Views' in Islamabad & 'Crescent Bay' in Karachi with a total announced investment of US\$ 2.4 billion.

Our projects in Pakistan are, indeed, a reflection of your aspirations. It is your dream of world-class residences and offices – that we are bringing to reality. This is the cornerstone for our operational philosophy for Pakistan. Alongside, we are also privileged to be part of the overall growth dynamic of the nation. Our projects generate employment opportunities, support ancillary industries and thus partner in the progress of the nation.

In line with Emaar's Vision 2010, the company is committed to source the finest management expertise from around the world to deliver on Emaar's goals. Now, for the first time in Pakistan's history, Tunnel Form Technology has been used for finishing of concrete surfaces, which saves time and improves quality. Tunnel Forms produce the concrete shell more quickly than other methods, using the mass production approach to deliver a quality result in record time.



# 02 Important Information & Contact Numbers



# Emaar Pakistan Customer Care

At Emaar we pride ourselves in offering you the best in lifestyle and community living in the region. It is our constant endeavor to serve you better and offer you quality service. Towards this end, we have now in place a team of dedicated Customer Care professionals who have been empowered to answer your queries and take care of your needs.

Emaar Customer Care operates from both Islamabad & Karachi. The working hours of Emaar Customer Care Department are as follows:

<b>Timings:</b>	Monday-Friday (08:30 am – 06:00 pm)
<b>Tel:</b>	+92 51-280 3188
	+92 51-280 3101-07
<b>Fax:</b>	+92 51 280 3133
<b>Email:</b>	customercarepk@emaar.ae

## **Emaar Pakistan Contact Centre**

<b>Toll Free:</b>	0800 EMAAR (36227)
<b>Tel (Overseas Pakistanis):</b>	+92.51 2098311
<b>Email:</b>	contactcentrepk@emaar.ae

The Contact Centre is operational from 9AM to 6PM, 7 days a week. When you call the Contact Centre, our representative will ask you the following questions:

- Your name
- Your Property details (tenant / Owner)
- Your Contact numbers (s)
- Your Location
- Details of your service requirement
- Access availability
- Will provide you with the time needed to service your request
- Will provide you with job/ service request number

The Contact Centre representative will send your Service Request to the concerned department for execution.

# Emaar Pakistan Facilities Management

Emaar Facilities Management Department takes pride in supplying high quality services consistently to meet our customers' expectations. Our role is to coordinate and oversee the safe, secure, and environment friendly operations to maintain the overall ambiance of this exclusive community.

Our team has vast experience in the delivery of facilities management services by applying proven management techniques & customer service while focusing on our customers.

## **Facilities Available on site;**

- a. Security
- b. Cleaning
- c. Messenger Service
- d. Pest Control
- e. Horticulture
- f. Waste Management
- g. Specialized Services

Emaar Pakistan Facilities Management department has a designated office at Canyon Views Gate House which will serve as an access point for service requests and fault reporting for all Facilities Management services 7 days a week.

Should you have any inquiry or concern related to these subjects you can also contact Emaar Pakistan Contact Centre on 0800 36227 (0900 Hrs – 1800 Hrs).

In case of a service request, the customer will be provided with a unique service request number & will also be communicated the approximate time to be taken to resolve the particular issue.

Additionally, Emaar Facilities Management department is able to provide a resource for private maintenance and small works/improvements tasks.

We provide our customers with a single point of contact capability that can manage a wide range of services including:

## Security

Your safety at Canyon Views is our primary concern. That is why your new home is part of a gated and secured community. We have a security office at the gatehouse, which is staffed round the clock. We have a minimum of two guards within each community at any given time. We provide frequent patrols around the neighborhood both during the day and night. For urgent security concerns the duty supervisor is available 24 hours – 7 Days a week.

When your guests visit the Canyon Views, the guardhouse will greet them and call you for their entry authorization, unless informed earlier. Your guest may then proceed to drive to your premises. Please ensure that you call the guard house in advance of your guest arriving to prevent delays experienced by your guest.

## Cleaning

- a. Cleaning of side walk areas
- b. Platforms
- c. Parking lots
- d. Parks etc
- e. Drive ways
- f. Road
- g. Periodically Villas window cleaning
- h. Unhygienic areas

## Messenger Service

Emaar Facilities Management will provide internal and external post service, a messenger service and a discounted courier booking service domestically & internationally.

## Pest Control

- a. General pest control
- b. Rodent control (As and when required)
- c. Extermination of mice, rats and other rodents
- d. Control of damage to property by birds and other animals
- e. Extermination of insects, bugs and Fumigation

## Horticulture

- a. Monitoring and maintaining the health of the plants and lawns.
- b. Landscaping and Outdoor Maintenance (Cutting of hedges & trees)
- c. Grass cutting & Services of fountains.
- d. Maintenance of irrigation re-cycling water plant
- e. Swimming Pool

## Waste Management

- a. Collection of garbage
- b. Garbage Carts — Placement and storage
- c. Disposal of garbage at designated dumping areas
- d. Large size special plastic waste bags are also available from our Facilities Management office.

## Specialized Services

In order to meet the following needs we have hired trained, experienced & reliable technical people available to serve you who are just one call away, the services include;

- a. Carpenter services
- b. Sewage (and drainage) services
- c. Plumbing and electricity work
- d. Interior decoration

Please feel free to contact our Facilities Management Department on the following contact details;

Tel: +92 51-280 3188

+92 51-280 3101-07

Fax +92 51 280 3133

Email: [fmpk@emaar.ae](mailto:fmpk@emaar.ae)

# Utilities

## Water & Electricity

Electricity connections are provided by Islamabad Electric Supply Company (IESCO). You need to apply for the connection in writing to IESCO. Please refer to clause 4.4 of your Agreement of Sale.

You will need the following documents along with the electricity deposit fee and the application form;

- CNIC/NICOP (Photocopy)
- Proof of premises ownership
- Consumer Electricity Bill of any premises adjacent to the applied for premises.
- Wiring Test Report for all Connections other than Domestic
- An Affidavit that no connection existed previously at the premises on which you are applying for a new connection and that you would pay WAPDA/IESCO dues in respect of connection which already existed at the premises now applied for if noticed later.
- Application and Agreement (A&A) form (5 Copies)
- Abridged Conditions of Supply (1 Copy)
- All photo copies are to be attested

## Installation of connection

- a. Approximate time for installation of connection is 35 working days (as per IESCO) from the date of registration of application (Please note that the utilities connections would be the sole responsibility of the service providers)
- b. While submitting don't forget to get Application Number for reference
- c. Within 15 days you will get Demand Notice by registered post or you can get it from Subdivision office.
- d. Please deposit money only in local area bank branch for quick processing.
- e. Don't forget to deposit Demand Notice within Due Date or application will be cancelled due to non-payment
- f. Within next 15 days your Meter should be installed

Dear customer application and agreement form along with abridged conditions of supply is enclosed.

## Contact information for IESCO;

**Mailing Address:** Head Office IESCO Ltd. St# 40 G-7/4 Islamabad, Pakistan  
**Exchange** +92 51 9252937, 9252938, 9252939  
**Fax:** +92 51 9252927  
**Email:** [iesco@iesco.com.pk](mailto:iesco@iesco.com.pk)  
**Website:** [www.iesco.com.pk](http://www.iesco.com.pk)

*Note: The above information has been gathered from [www.iesco.com.pk](http://www.iesco.com.pk)*

## Water

Water supply is provided by Emaar Pakistan through its own water source (tube wells). Emaar will charge flat rates on quarterly basis for the water supply till the meters are installed. Please refer to clause number 4.4 of your Agreement of Sale.

## Gas

Each villa owner has to apply the service provider independently for the connection and have to submit the required documents i.e. CNIC, land ownership documents, form (provided by the concerned department). Please refer to clause number 4.4 of your Agreement of Sale.

Procedure of Domestic Connections

1. Fill in the prescribed application form (CAPITAL LETTERS) and submit it in your regional office / sub office/ customer services center nearest to your home along with the following attested documents.
  - a. A copy of CNIC/NICOP
  - b. Proof of the title of property to ascertain size of plot (e.g. registry or some other legal document)
  - c. Gas bill of the neighbor nearest to your home.
2. Get a proper receipt in acknowledgement of your application. This receipt will be used for any subsequent reference or query regarding your application.
3. Security and service line charges will be calculated as per SNGPL requirements.
4. Deposit security amount, service line charges, and other charges (if applicable), at the designated bank of the Company and obtain proper receipt.
5. Receipt issued by the bank for deposit of security amount and service line cost etc is an important document and should be kept in safe custody. SNGPL can demand this receipt at any time.

## Contact information for SNGPL;

**Email:** [customerservices@sngpl.com.pk](mailto:customerservices@sngpl.com.pk)

*Note: The above information has been gathered from [www.sngpl.com.pk](http://www.sngpl.com.pk)*

## Telecommunication & Entertainment Services

Emaar & PTCL have entered into an exclusive contract to fulfill all your telecommunication, entertainment, and information technology needs. PTCL will be bringing communications to every Emaar property at Canyon Views, including the latest digital telephone system, fast Internet connection and the best in television broadcasting from around the world. PTCL will offer a large choice of television channels from premiere global broadcasters.

PTCL looks forward to supporting you with the above-mentioned services at Emaar's community with outstanding level of quality. Please refer to clause number 4.4 of your Agreement of Sale.

To have your services installed please contact PTCL directly at:

Pakistan Telecommunication Corporation Limited

PTCL Exchange  
Nazim-Ud-Din Road  
F-8, Islamabad

**Toll Free:** 0800 80 800 (New service requirement or purchase assistance)  
**Telephone** 051 - 111 20 20 20  
**Fax:** 051 - 111 21 21 21  
**Website:** [www.ptcl.com.pk](http://www.ptcl.com.pk)

# Canyon Views Layout Plan



# Canyon Views Layout Plan



# 03 Alterations



# Alterations to Your Home

Please note that to change any part of the exterior of your unit or construct any additional improvements on the plot, you will need written consent from Emaar. Please refer to clause number 10.1 of your Agreement of Sale.

For minor modification requests please write to Emaar Pakistan Facilities Management with full details of your plans:

Emaar Pakistan Facilities Management  
Off Islamabad Highway  
DHA Phase II Extension, Islamabad  
Fax: +92 51 280 3133  
Email: fmpk@emaar.ae

Emaar can assist in providing a recommendation for qualified contractors to carry out approved works upon request once the Defect Liability Period is over. Please contact our Facilities Management Department should you require any works. A member of Facilities Management team will review your requirements with you to advise if the works are permitted and if so at what cost.

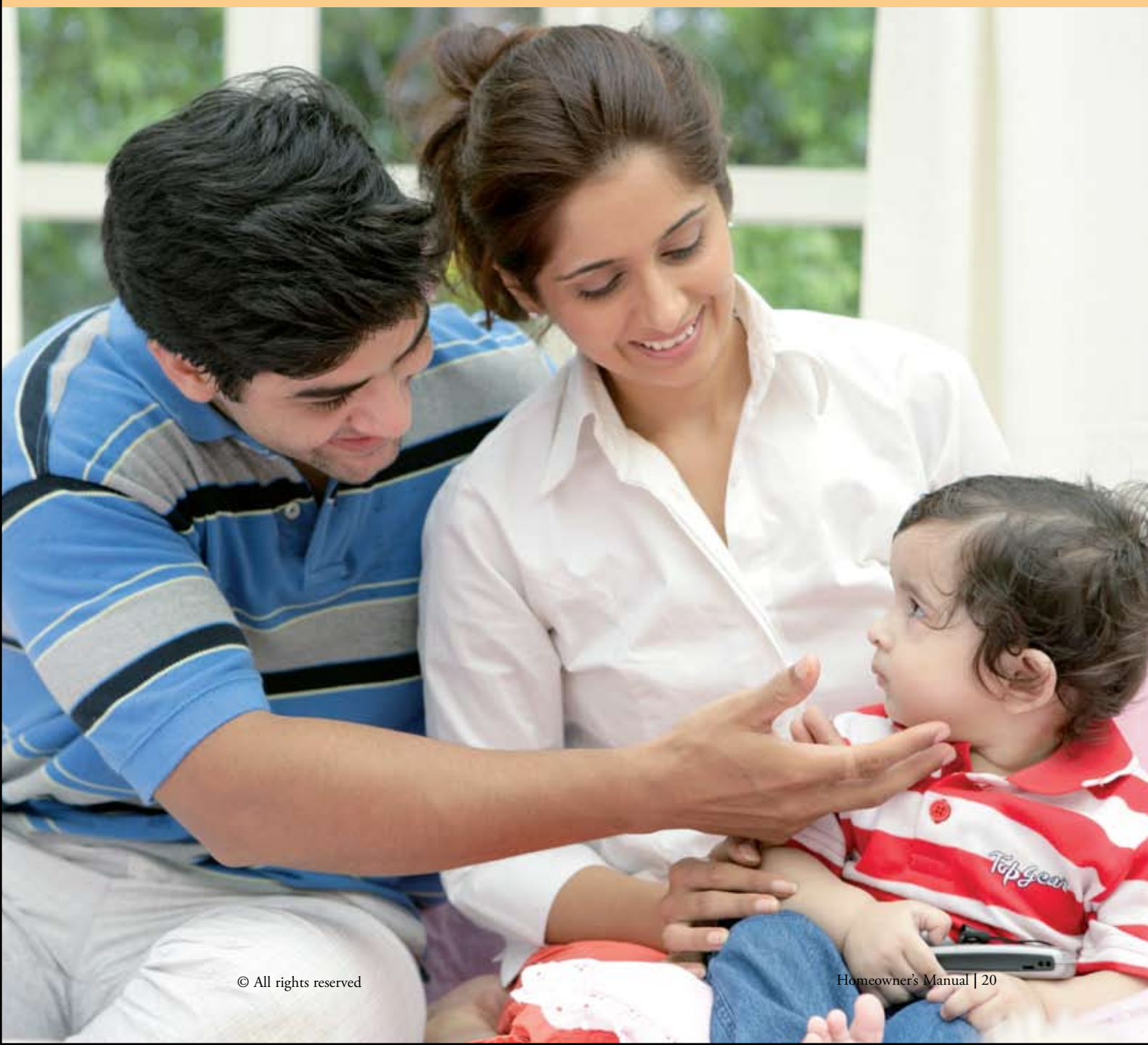
In case you require any further information please do not hesitate to contact our Facilities Management Department.

## Procedure

All internal & external requests for Architectural, Structural, MEP & Landscape changes must conform to the following procedure:

- a. Submit request to Emaar to obtain consent prior to construction.
- b. Emaar will review and comment on the request.
- c. If request is granted, the owner will receive written consent.
- d. The Owner will then need to obtain all necessary statutory approvals from DHA or any other relevant Departments before starting construction.
- e. Architectural, structural, MEP & Landscape changes may require neighboring Unit Owner approval in writing prior to the change taking place.
- f. Construction without obtaining permission from the relevant authorities will not be the responsibility of Emaar. Emaar or DHA may require removal of such construction if proper procedures have not been followed.
- g. Any change (s) in the above process would be communicated to you accordingly.

# 04 Safety and Security



# Fire Safety

For your own safety you should also place fire extinguishers within your home.

## Fire Emergencies

In case of a fire emergency, it's always important to remain calm, remember the following procedures, and execute them as quickly as possible.

## General Fire Safety Information

- Keep clear of flames and remember that smoke is deadly
- Stay low to avoid smoke inhalation
- Warn others in the home
- Notify other residents in the neighborhood of the fire hazard
- Never attempt to extinguish a fire when the flames are higher than desk height. If the fire is uncontrollable, leave and close all doors behind you. Feel doors for heat before opening.
- Do not re-enter the building for any reason.
- Use the nearest phone or a mobile phone at a safe location to call the Fire Department.
- Stay calm and state your name and phone number
- Give the address of the fire:

**House Number**  
**Canyon Views Village No**  
**Off Islamabad Highway,**  
**DHA Phase II Extension, Islamabad**

- Follow instructions given by the Fire Department Representative
- Inform the security gate

# 05 Community Rules



# Community Rules

Titled as Community Rules, this particular document requires your and your family's immediate attention in order to spend a more comfortable and happier life in your living space that has been diligently built for you.

Protection of communal living spaces and the environment, whilst also complying with society rules to make the most out of neighborhood relations, shall render the Facilities Management services more active and efficient.

This is not intended to replace any legal documentation but to give a brief synopsis to the new owner of what community living entails and to foster a serene and safe environment for the families, children, neighbors, and guests of the community.

## Nuisance & Noise

- a. No nuisance including littering, loitering, soliciting, obnoxious or offensive activities should be carried out on any property or any portion of the Community, nor should anything be done or maintained on a Lot, which may be or may become an annoyance or nuisance to the neighborhood, or interfere with the quiet enjoyment, by each Property Owner and Leaseholder.
- b. Such nuisances include but are not limited to offensive noises, odors, smoke, vibrations and views.
- c. Kindly refrain from creating or allowing loud and disturbing noises. This includes noises from pets, televisions, stereos, musical instruments, revving car engines, revving motor cycles and car stereos.
- d. Noise is considered to be too loud if it can be heard by and disturbs an adjacent neighbor.
- e. The use of noisy garden equipment and power tools should be restricted to the hours between 9:00 a.m. and 6:00 p.m. to avoid any inconvenience to your neighbors.

## Privacy

- a. Watching your neighbors' homes in a manner that is disturbing, interfering with their gardens or throwing any materials to their premises are against the privacy rules in units that are designed by taking into account the architectural rules.

## Treatment of Service Personnel

- a. Facilities Management and all related personnel are at the service of Home Owners and Users are expected to treat these personnel in a positive manner.
- b. Verbally and/or physically threatening behavior requires a serious warning. Complaints on this subject might be brought to the attention of the legal authorities by the Facilities Management.

## Pets

- a. No animals, fowl, reptiles or insects should be kept within the Community, except domestic dogs, cats, birds and fish which may be kept as house hold pets, provided that they are not kept, bred or raised for commercial purposes.
- b. All dogs should be kept on a leash or under voice control within the Community when not within the boundary walls of a plot.
- c. Any pet feces deposited upon any portion of the Community should be promptly removed and properly disposed of in a sanitary manner by the owner of the pet.
- d. Please ensure your pets wear appropriate identification at all times when outdoors.

## Home Use

- a. As per the agreement, residential plots are meant to be used for residential purposes only. No business or commercial activity to which the general public is invited should be conducted within any plot designated as residential land within the Community. Business activity is not to be conducted on the exterior of the home.
- b. Kindly ensure that you do not engage in any activity within the Community that is in violation of any law, ordinance, statute, rule or regulation of DHA or of Pakistan.

## Shared Areas

- a. Shared Areas are those areas that are outside your Lot and are for the common use and enjoyment of members of the Community.
- b. No personal possessions such as hoses, barbecues, toys, bicycles, or other personal property may be stored within the Shared Areas.
- c. Individuals should not hire subcontractors to work in the Shared Areas.
- d. Individuals should not damage, disturb, or alter landscaping within the Shared Areas.

## Shared Recreation Areas & Playgrounds

- a. Shared recreation areas and playgrounds are for the exclusive use of the residents of Canyon Views and their guests
- b. All children below the age of 8 years old must be supervised at all times by a parent or guardian aged 18 years or older.
- c. Running, diving or pushing someone into the swimming pool are not allowed.
- d. Scuba diving or acrobatic actions are not permitted.
- e. Activity that shall disturb other users or that shall disturb the peace is not permitted.
- f. All users should take a shower before using the pool.
- g. All instructions for swimming pools usage should be obeyed.
- h. All children below the age of 8 years old must be accompanied while using the swimming pools at all times by a parent or guardian aged 18 years or older.
- i. The decisions of the lifeguard and/or the persons responsible for the safety of the pool shall be accepted as the last word in the event of disturbance of other Home Owners and Users.

## Traffic, Entry/Exit

- a. The maximum speed limit on the Community streets is 40 kilometers per hour or in accordance with posted speed limit signs. No motorized vehicle of any kind should be operated in any manner which is dangerous, noisy or which creates a nuisance.
- b. Vehicles that drip fluids or that damages the streets are to be removed or repaired. The owner will be responsible for cleanup and or repair or for reimbursement to Emaar for cleanup and/or repair.
- c. Operation of dirt bikes or non-licensed motorized vehicles are not permitted anywhere in the Community. Child sized pedal or electric vehicles are to be operated under adult supervision only.
- d. Home Owners, their families, the employees serving at their houses and the guests are permitted to enter the site by the Management.
- e. The delivery personnel, taxi and school shuttle drivers shall be permitted to enter the site on condition that entry/exit/delivery/loading/unloading should be completed swiftly as per the guidelines.
- f. Permission should be acquired from the Facilities Management for the service providers, suppliers, building construction workers and plumbers.
- g. In all cases other than these community rules, the laws, rules and regulations of DHA shall also apply.

## Parking

- a. All parking is by permit only. Visitors must obtain a temporary parking pass from the Security Office that must be prominently displayed in the front windshield. Violating vehicles will be towed at the owner's expense.
- b. Residents must use their garages and driveways as the primary location for parking their vehicles. If necessary, vehicles may be temporarily parked on the curbside of the street but shall not block access to another neighbor's residence by delivery or emergency vehicles. Violators may be cited, fined, or have their vehicles towed away at the owner's expense.
- c. Residents must notify the Security Office in advance of any gatherings for which ten (10) or more visitors' vehicles are expected to arrive. For especially large gatherings Security will arrange to direct traffic and parking upon request.
- d. No overnight parking of any motor vehicle of any kind shall be allowed on any street within the Community by residents, guests, occupants, or workman unless the Security Office has granted prior permission.
- e. Oversized vehicles may not be parked on a street (delivery and removal vehicles excepted while performing services). An oversized vehicle is deemed to be any vehicle that does not fit into a home's garage.
- f. No inoperative vehicles may be parked in the community.
- g. No motor vehicle or trailer of any type may be permitted to be constructed, reconstructed or repaired in the Community in such a manner as to be visible from the Shared Areas, or from streets or access roads.
- h. Motor homes, recreational house trailers, horse trailers, truck campers, boats, boat trailers and recreational vehicles of any sort or type which are intended to be kept on the Lot by an Owner or Leaseholder must be placed in such a manner that they will not be visible from the Shared Areas, or from streets or access roads.

## Parking - contd.

- i. Property Owners and Leaseholders are responsible to see that their guests obey these parking and garage rules.
- j. Commercial vehicles should not be parked or stored within the Community except temporarily while providing a delivery or service to EMAAR or to a Property Owner or Leaseholder. Commercial vehicles are defined as any bus, truck, semi-trailer, tractor, or any other type of vehicle (car, truck, van, bus, etc.) that meets anyone of the following criteria:
  - equipped with external racks
  - equipped with external tool boxes
  - having visible work equipment stored in or on the vehicle
  - Having logos, signs, phone number or any designation that advertises a business.
- k. There are no restrictions to prevent any reasonable emergency vehicle repairs or operation of any emergency vehicle, ambulance, etc., within the community. The reasonable operation or temporary use of construction trailers, vans, or other trucks, machinery/equipment, construction shelters or facilities maintained during and used exclusively in connection with the construction of any improvement may be allowed subject to approval from Emaar.

## Trash & Unsightly Matters

- a. All refuse is to be placed inside refuse containers with closed lids within designated refuse areas and within the Lot boundaries. Refuse containers are to be stored so that they are not visible from any neighboring property or street.
- b. Residents must make separate arrangements for pick up of large items. These refuse and refuse containers must be kept within the Lot boundaries until pickup occurs which will incur a cost.
- c. All weeds, rubbish, debris and unsightly objects or materials of any kind shall be regularly removed from a Property Owner's or Leaseholder's Lot and should not be permitted to accumulate upon a Lot.
- d. There is to be no dumping of ashes, trash, rubbish, sawdust, garbage, landfill, rocks, grass and landscape cuttings, solid waste, unsightly or offensive material and any type of refuse on Shared Areas or vacant property.
- e. All service yards, or service areas, clothesline areas, sanitary containers or stored materials on any portion of a Property Owner's or Leaseholder's Lot should be enclosed or fenced in such a manner that such yards, areas containers and stored materials will not be visible from any neighboring Lot or street.
- f. No incinerator should be kept or maintained on any Lot.
- g. No refuse or yard waste should be buried on any Lot at any time.

## Signage

- a. All real estate signs should be removed upon sale or rental of the Property.
- b. Only one “For Sale” or “For Rent” sign may be displayed. Such sign may be installed in the Shared Area perceived to be the “front yard” of the Property, on the front boundary wall, or in a window of the home.
- c. No sign or other advertising device of any character should be erected, maintained or displayed upon any portion of the Community unless and until the same has been approved by the security office.

## Structural/Architectural /Landscape Changes

- a. Property Owner, Leaseholder or Guest should not allow the installation of wiring for electrical or telephone use or other machine or equipment which is otherwise visible on the exterior of a building unless authorized by Emaar in writing.
- b. Property Owner, Leaseholder or Guest should not allow the installation of Cable TV/Satellite TV dishes and related equipment on the building. Telephone, high-speed Internet and cable television services at Canyon Views are provided by PTCL on a state-of-the-art and future-proof IP network.
- c. No construction activity to be done in or to any Unit or Shared Area which may impair the structural integrity of the Neighborhood complex or which would change a building or improvements thereon. Nothing shall be altered or constructed or removed from the Shared Area except upon the prior written consent of Emaar.
- d. Changes affecting the appearance of the exterior of any building, such as decorations (excluding holiday decorations), awnings, sun shades, fans, screens, gutters, storm doors and enclosures of any kind, gazebos, sheds, painting of the exterior or any other changes should be made only with the prior written consent of Emaar.
- e. External faucets are provided for the purpose of irrigation and landscaping. Bore wells should not be installed/ constructed.
- f. All Owners should ensure that trees planted within their plot shall not obstruct sunlight for neighboring properties

## Executive Power

Execution of the Community Rules binds all Home Owners and Users. The power to execute this regulation rests with the Emaar Pakistan Facilities Management.

# 06 Defect Liability Warranty



# One-Year Defect Liability

Emaar's Quality Assurance is streamlined on the visionary principles of Emaar to provide qualitative services to its precious customers to provide enhancing values to the properties by adding quality standards, proactive response, and well organized management to respond to the customer wishes with a goal of total customer satisfaction. Please refer to clause 7.4 of your Agreement of Sale.

## Defect Liability/Warranty

Emaar holds its contractors liable for a period of one year from the completion of construction of your property for the repair and replacement of any defective materials, fittings, and fixtures which includes mechanical, plumbing and electrical works.

If you have a problem with any defective works in your house, please call our contact Centre on 0800 36227. They will forward your complaint to Emaar Facilities Management department for immediate action. In addition, you are protected by warranties issued by various subcontractors and equipment suppliers. Copies of the relevant warranties are attached in this handbook. For any further information please contact the Facilities Management Department.

## One-Year Defect Liability Protection

Homeowners are responsible for notifying Emaar Pakistan in writing of any defects during the warranty period. Please refer to clauses 7.4 & 7.5 of your Agreement of Sale.

## What is covered?

- a. Defects in materials and work including caulking, windows and doors so that the building envelope prevents water penetration
- b. Defects in material and workmanship in the Electrical, Plumbing and Distribution Systems
- c. Defects in materials and work, which result in the detachment or deterioration of exterior cladding, leading to detachment or serious deterioration. Cosmetic surface damage caused during construction is readily noticeable during the Home Orientation Inspection and must be noted at the same time

## What is not covered?

- a. Defects in materials, design and workmanship supplied by the Customer or his/her contractors
- b. Secondary damage resulting from defects that are under warranty. The defects themselves are covered, but the personal or property damage they may cause is not.
- c. Normal wears & tears.
- d. Damage to parking garage caused by misuse or lack of cleanliness.
- e. Damage caused by improper maintenance or misuse.
- f. Painting wallpapering or refreshing of any drywall/plaster repairs.
- g. Plumbing blockage other than those caused by construction debris
- h. Damage of plumbing fixtures due to abrasive cleaners or careless use.
- i. Exact color match of any replacement material
- j. Deficiencies caused by homeowner neglect or improper maintenance.
- k. Items not reported in writing within the applicable defect liability period.
- l. Damage from insects and/ or rodents
- m. Damage due to the effects of vandals, acts of nature (e.g. floods, high winds, etc.), civil commotion, riots, insurrection, or war.
- n. Defects not notified on timely basis (thus leading to further damages)

## Service Requests & Its Process Flow

Emaar Pakistan will respond to in-unit warrantable requests during the warranty period. Written service requests can be submitted directly to the Facilities Management representative at Emaar's office in the Customer Care Division or they can be faxed to +92 51 2803133. They can call our Contact Centre on 0800 36227.

Unless the service is of an emergency nature, please do not give service requests to our sales representatives or construction personnel. We will be better able to attend to your request if all requests are made either via fax to Facilities Management or by phone through our Contact Centre.

Shortly after receiving and acknowledging your Defect Liability Service Request, Facilities Management personnel will meet you in your home, if necessary. During this meeting each of the items on your Service Request will be reviewed when the review is complete and the scope of work determined, work orders are issued to the appropriate contractor, there by authorizing them to perform your warranty service work.

## Home Owner Role

Your role during your initial occupancy is very important. There are four things you should keep in mind to make certain your defect warranty serves you well.

- a. Read all Operations Manuals that has been supplied with your Home Owner's Manual
- b. It is recommended that you do not cover your walls, particularly with vinyl coverings, until the end of the warranty period. This will enable you to identify problems such as shrinkage cracks in the drywall and allow us to make the necessary repairs. Of course, you are free to paint interior walls and otherwise decorate your home as you wish.
- c. Use and maintain all equipment properly as recommended in the manuals.
- d. If you wish an item covered by your warranty to be corrected by Emaar please do not attempt the repairs yourself or contact any one else to do the work. Please note this does not apply to very minor paint or plaster flaws that are not covered by your warranty. You can correct these at any time.

# 07 General Maintenance and upkeep



# Mechanical Systems

The following paragraphs give you a brief overview of how the mechanical systems of your house are set up and function.

## Domestic Water

A water connection is made through our main line coming from Emaar's own wells. All water pipes and fittings have been sanitized.

## Water Discharge

Soiled water pipes run from various sanitary ware and fittings in your house through a gravity system and connect to the external gully traps and manholes. These manholes are connected to the main trunk sewer line connected to the sewerage treatment plant.

Storm water is discharged from the roof and terraces via down pipes at ground level and further discharged to main storm drainage system which is discharge to outfall main carrier drain.

## Electrical

Electrical systems and equipments in your house are designed and installed for 220 volts in 50Hz in accordance with IESCO standard regulations. The main electrical supply is fed from IESCO separately for each house with (100 Amps). The main Distribution Board that is installed in the ground Floor electrical closet receives the main feed and distributes to secondary Distribution Boards: Ground Floor & First Floor, Air-conditioning and Water Pump.

Your Distribution Boards are equipped with Circuit Breakers. These breakers serve the same function as fuses did in older homes, but they're much safer and easier to work with. The breakers protect against fires that could develop if the wiring becomes overheated by an overload on the electrical system. Each breaker will operate an appliance, lights and plugs, or a specific outlet. Always remember to turn off the appropriate breaker when attempting any wiring hook-ups.

## Resetting Breakers

When resetting a circuit breaker, it's important to wait before turning it back on. The recommended interval between the breakers being turned off and on is 30 seconds. Too short a time frame may result in the breaker not being reset properly. The wait period will allow the breaker to cool down if it was tripped because of an overload. Before resetting, check the circuit breaker for an overload or for an appliance that could be creating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "on" position again.

## Finding Your Circuit Pattern

If your panel labeling is incomplete, it's still possible to determine what each breaker does control. At the panel, turn one breaker to the "off" position. Check to see exactly which light(s), plug(s) or appliance is disconnected. Note this on the panel label beside the corresponding breaker number.

## Short Circuits

- a. Unplug the appliance you suspect caused the problem
- b. Reset the breaker
- c. Check other appliances for frayed or broken wiring if the breaker disconnects again
- d. Disconnect the appliance in question and try it in another circuit
- e. If the breaker trips on the new circuit, then this appliance is most likely the cause of the problem.

## Plumbing

The plumbing in your home was installed by a professional plumber and generally should need only minimum maintenance if you care for it properly. If a problem arises attend to it promptly to prevent a bigger and often more costly problem. Each plumbing fixture in your home has a drain trap. This piece of pipe is designed to provide a water barrier that prevents any bacteria and sewer gas odor from entering the room. Any fixture that is used infrequently should be turned on or flushed at regular intervals. This should be done to replace evaporating water and ensure that the water barrier remains in place and to prevent the seals from drying out.

## Bathtubs, Sinks & Showers

Bathtubs are usually made of a variety of materials including china, porcelain enamel or fiberglass reinforced with plastic or acrylic. Bathroom sinks are usually made of china, porcelain enamel marble resin or acrylic. Kitchen sinks are generally made of enamel or stainless steel. Showers are most frequently made of ceramic tile; fiberglass resin forced or molded plastic.

To prolong the life of bathtubs and sinks follow these precautions:

- Do not step into a tub with shoes on for any reason as shoe soles carry hundreds of gritty particles that will scratch the surface.
- Do not let food waste stand in the sink. Most liquid household cleaners are mildly abrasive but are safe to clean the surfaces if diluted with plenty of water. Do not use powders or abrasive cleaners on acrylic tubs or sinks as they may scratch or dull the surface. Stainless steel fixtures are generally stain resistant and require only an occasional scrubbing.

## Faucets

The faucets in your home will sometimes require repair. The less strain you put on faucets, the less frequently they will need repair. An aerator is the filter found at the mouth of the faucet. An aerator adds air to the water as it leaves the faucet and eliminates splashing. Aerators should be cleaned every 3 months. To clean the aerator, unscrew it from the mouth of the faucet, remove any deposits, rinse the screen and replace on faucet.

## Toilet Bowls

When flushing these toilets it may be necessary to hold the button down to ensure a complete flush and waste removal. These toilets are installed with a rubber gasket at the floor flange, which seals the toilet bowl and the drainpipe. Infrequent flushing will allow the water to evaporate in the toilet bowl. The rubber gasket dries out and becomes brittle, which could lead to leakage and damages. A clogged toilet is generally caused by something caught in the trap. The trap is built into the toilet making it less accessible. You may attempt to clear the blockage by using a plunger. If this does not work, contact a plumber. In the event that the water level rises so that it appears to be overflowing, shut the water valve located behind the toilet to the off position.

## Water Shut Off Valves

Water shut off valves can be found below the sink in the kitchen and bathroom. The water shut off valves in the kitchen and bathrooms are turned clockwise to stop the water flow. In order to avoid seizing of these valves, turn the valves on and off at least three times annually.

## Air Conditioning System

The following will give you an overview of the operation of your air-conditioning system:

Each villa has the provision of split system that consists of number of split units. You should maintain your air-conditioning system according to the following schedule:

Outdoor condensing units: once every six months or earlier:

- Clean coil with pressure hose
- Check gas pressure Indoor Fan Coil Units
- Clean Filter

## Ventilation

Ventilation throughout the building is achieved through ducted inline fans installed in the false ceiling of all bathrooms and kitchen. For energy saving and to preserve the cooling during peak summer seasons the ventilation fans shall only run when necessary.

## Cabinetry

Your kitchen cabinetry has been designed to allow the addition of a dishwasher in place of the cabinet next to the sink. If you would like to fit your dishwasher upon moving in or sometime in the future, you will simply have to ask your carpenter to detach and remove the cabinets allocated the slot for the dishwasher. The water and drainage pipes have been provided in the cabinet under the sink to provide the necessary services for the dishwasher. Emaar Facilities Management would also be happy to provide assistance in installation of your dishwasher. To care for your cabinets you need to regularly clean the doors by wiping with a damp cloth and drying immediately with a dry, soft cloth. For major cleaning of doors, wipe the door with a mild soap and water solution and dry immediately with a soft, dry cloth. Excess moisture is the worst enemy of any finish. Dry off any water immediately.

## Caulking

Caulking is a sealant that is applied to plumbing fixtures and joints between floor and wall areas, which will be exposed to water. This type of material tends to shrink, dry or crack. When the one-year defect liability period has expired, it is the responsibility of the homeowner to ensure that the caulking around any bathtubs, toilet bowls and shower stalls is maintained. Do not allow the caulking to go unattended as it may result in leakage and damaged walls or ceilings. There are several good caulking materials on the market and we suggest that you use a silicone bathtub caulking around the edges of the bathtub and shower. When re-caulking around a bathtub, we recommend that you fill the tub with water prior to re-caulking. This will eliminate the possibility of the caulking coming loose when weight is applied. To apply silicone caulking, follow these simple instructions:

- a. Prepare the area by removing all old existing sealant. Wash the area with a non abrasive cleaner. Wipe area dry. Follow by wiping area with rubbing alcohol. Wait for 1-2 minutes and wipe with a clean cloth.
- b. Apply the silicone caulking and smooth out with tip of a Popsicle type Stick. You may also dip the stick in a dish washing liquid to moisten the tip. This will allow for easier smoothing out.
- c. Let the silicone caulking cure for a minimum of 6 hours. We recommend that the bathtub/shower area not be used for at least 24 hours after application.

## Ceramic

Ceramic tile maintenance is simple, as it requires no sealant waxes or any other frequent treatment. Most dirt will not adhere to the surface of the ceramic tile and generally a mild detergent with water will remove any spills or stains.

For easy maintenance it is essential to follow these steps:

- a. Always rinse cleaned areas thoroughly with soap-less detergent diluted in water. Wipe dry with a soft cloth or sponge. We recommend that you do not use soap to clean ceramic tiles, as it forms a film, which not only dulls colors, but also can support growth of bacteria and mildew.
- b. Do not use phosphate detergents in areas where moisture is continually present, such as the tub or shower closures. Phosphate detergents may encourage subsequent growth of mildew and mould.
- c. Do not mix chlorine bleach with other cleaning supplies that contain ammonia or acids, such as vinegar. This will form dangerous gases if combined.
- d. Steel wool should never be used on tiles except with great caution. Using steel wool pads may stain or scratch light colored tiles.

As part of the defect liability warranty, Emaar will repair and/or replace cracked or loose tiles for a period of one year. It is not always possible to get a perfect match with original tiles. Please note that Emaar will not replace whole floors to avoid a slight dye lot in color or tile.

## Grout

Grout is the material used to fill the joints between tiles on floors and walls. Grout is susceptible to shrinkage, drying or cracking over time. The grout between the tiles and in the corners should be checked during regular cleaning. Any cavities found should be filled in as soon as possible. Leaving it unattended may result in leakage. After the one-year defect liability period, it is the responsibility of the homeowner to ensure that this material has the proper coverage and is maintained in good condition.

## Countertops

Granite countertops are generally heat, stain and scratch resistant under proper care; however they should be protected by following these steps:

- a. Hot pots and pans taken directly from the oven or stove element should never be placed directly on the countertop. Always use a trivet.
- b. Avoid excess water as excessive water left in the area of the seam may cause glue failure. Please note that the manufacturer does not warrant damage caused by excessive water in the seam area.
- c. Do not use abrasive materials on the countertop as the surface may scratch or scuff.
- d. Wipe all spills with a solution of clear non-siding ammonia. Remember, spills left on the surface for a long period of time may cause residual staining.

## Drywall/Plaster

In any new building there is a “drying out” period as your new home begins to settle. This may be from six months to one year in duration. Most construction materials contain moisture and a gradual drying out process takes place after the building is completed. The “drying out” of material may cause small cracks to develop on your walls or at joints between walls and trim. This process may also cause nail pops to occur and appear on walls. Such cracking and nail pops should not be taken as a cause of concern as it is a natural process in all new homes.

Defect liability Coverage – The contractor will return to your unit once only to repair the drywall/plaster just prior to the expiration of the 1-year defect liability period. The cracks should be noted on 11-month inspection form. Any wall with wallpaper applied will not be repaired unless the Homeowner removes the wallpaper. Fixing nail pops and cracks yourself – If you are not ready to redecorate at the end of first year, it would be best for you to forego these very minor repairs. When you are ready to repaint simply fill the cracks with a filler paste, let the filler dry completely, sand lightly and smooth before repainting.

## Mirrors & Glass

The best and safest cleaner for mirrors and glass is clean, warm water used with a soft cloth. Be careful not to allow the edges of the mirror to get wet or remain wet over a period of time. Don't use any acid or alkali cleaners for mirror clean up after installation. They can attack the surface and edges as well as the backing of the mirror. Never use an abrasive cleaner on any mirror surface.

## Home Tool Kit

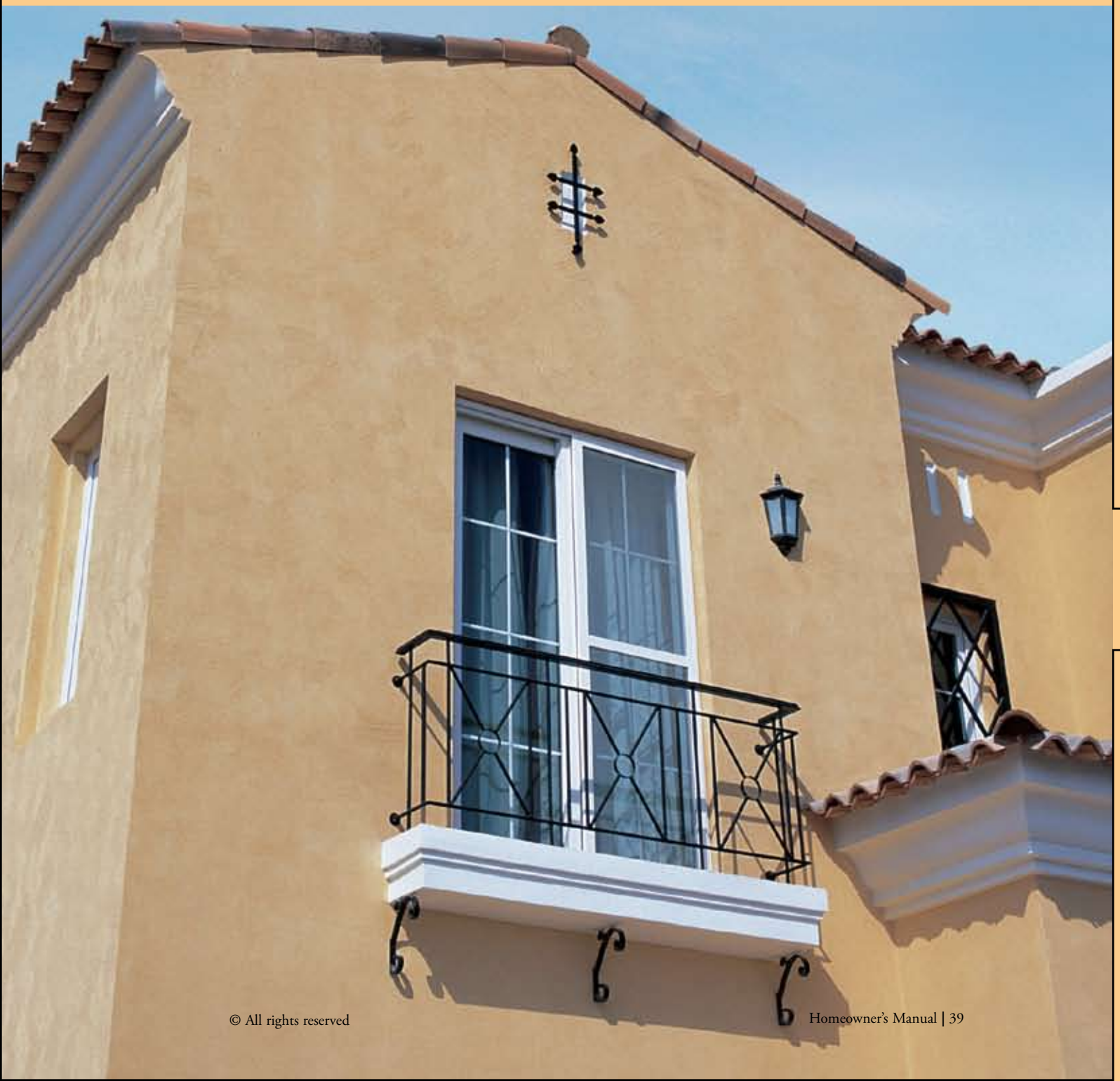
A few basic tools are all that is required to maintain your home. Start with hammers and screwdrivers. Other tools, which are very handy and easy to use, are caulk guns, pliers and wrenches.

## Vacation

It is advisable to take the following precautions when leaving your home for an extended time:

- a. Turn off the water, gas & electricity at the main shut off
- b. Stop magazine and newspaper deliveries
- c. Ensure all appliances are turned off
- d. Inform Emaar Facilities Management Department of the dates you intend to be away

# 08 As-Used Materials List



# As-Used Materials List

In this section you will find a list of materials and their corresponding suppliers along with contact information. Should you require any replacement materials or if you have any questions please consult the supplier.

The lists cover three major areas:

- Architectural
  - Civil
  - MEP
- 
- A decorative graphic consisting of three overlapping, wavy, horizontal bands in shades of light green and yellow, positioned below the list of areas.

# 09 Standard Forms



# Standard Forms

The following standard forms have been developed and included in this manual to facilitate smooth flow of information. Please fill out the forms as appropriate:

- Service Requests Form
- 11-Month Requests
- IESCO Registration
- SNGPL Registration
- PTCL Registration
- Request for Alterations/Home Improvements
- Request for Emaar to carry out Alterations Home Improvements

# 10 Supplier Warranties



# Supplier Warranties

A copy of the following supplier warranties is provided in this section. This is only a selected list, for a more comprehensive list of supplier warranties please check with Emaar Pakistan Facilities Management department.



# 11 System Manuals



# System Manuals

The following system manuals have been provided in this section for your reference:

- Booster Pump
- Geyser
- Distribution Board

*Note: Every effort is made to ensure that the information contained in this home owner's manual is correct at the time of publication and Emaar reserves the right to make modifications in the terms and conditions without notice. Emaar however accepts no responsibility for any error or omission.*