



BUILDING MANAGEMENT REGULATIONS

FOR

JULPHAR OFFICE TOWER

Version 1

Contents

CHAPTER	PAGE
1. General Principles	3
2. General Management	4
3. Disaster Control	11
4. Rules of Management	13
5. Permit and Approval	19
6. Office Penalty Schedule	21
7. Move-In & Move-out	23
8. Others	25

Introduction:

This publication has been produced in order to provide the office occupiers of Julphar Towers with key information about the building, how it functions and our requirements of you, as a leaseholder and occupiers. It is your primary source for answers to questions you may have regarding rules, regulations, policies, procedures and services. If there are any questions or issues that are not covered by this document, please contact the Customer Happiness Centre on +971 7 233 7133 or customer-service@rakproperties.ae in the first instance, who will endeavour to provide additional information and clarification as necessary.

Please keep this handbook in a location where it is accessible to all of your employees. Each of your employees should review this Handbook.

Sections of this handbook will be updated as policies are added and/or revised. We will provide you with copies of such changes to replace the outdated sections within 7 days of each update.

It should be noted that this document is intended to provide practical guidelines and information only. Nothing in this document is intended as a contractual undertaking, and in all instances the terms of your relevant lease agreements or license will prevail

Chapter 1. General Principles

Article 1. Purpose

1. The purpose of these regulations (hereinafter referred to as the "Regulations") is to set forth general management principles subject to the Lease agreement or Sales & Purchase Agreement (SPA) – The Property Owner.
2. The Regulations stipulate obligations of tenants and landlord to effectively utilize facilities of Julphar Office Tower (hereinafter referred to as the "Building") and to maintain a decent working environment for tenants.

Article 2. Definition

The terms in the Regulations are defined as follows:

1. The "Tenant" refers to those who occupy a certain area of the Building according to the Lease Agreement and or Sales & Purchase Agreement (SPA) – The Property Owner.
2. "Management" refers to the developer, property manager and or any of its assignees.
i.e. RAK Properties PJSC

Article 3. Application

The Regulations shall be applied to all Tenants, Management, all employees working, visiting or staying in the building and to all equipment and facilities in the office.

Article 4. Obligations

1. The Tenant shall fulfil the obligations hereof and comply with relevant regulations in good faith to maintain common wealth and prosperity.
2. The Tenant, the Management and office employees shall comply with the Regulations.

Chapter 2. General Management

Article 5. Opening Hours

Classification	Weekdays (Sun-Thu)	Friday, Saturday & Holidays
Customer Happiness Centre	07:30~03:30	N/A
Facilities	00:00~24:00	00:00~24:00
Parking	00:00~24:00	00:00~24:00

Article 6. Air-conditioning

1. In case of the Charge Rate increase by the provider, TABREED, the extra Charges will be increased accordingly.

Article 7. Lift

Classification	Weekdays	Holidays	Remarks
Passenger Lift	00:00~24:00	00:00~24:00	Office deliveries are not permitted
Freight Lift	06:00~23:00	06:00~23:00	

1. The Management may adjust the number of lifts under operation and their operation time and floors.
2. All the freight shall be delivered by designated freight lift, and if it is deemed necessary to deliver freight by passenger lift, prior approval from the Management is required.
3. In the case that a new tenant either moves in or out, the Tenant shall acquire prior approval for the use of lift, and cover the lift with protective materials. If any damages incur to the lift, the Tenant shall be responsible for compensation of such damages.
4. In principle, a cradle is only used to clean the exterior walls/windows, and prior approval for its use shall be required.

Article 8. Use of Electricity

1. Electricity for lighting and indoor power distribution for the common area shall be supplied during the opening hours of the Building equipped with motion sensors.

Classification	Weekdays (Sun-Thu)	Charge
Opening Hours	08:00~19:00	Inclusive in Service Charge

2. The Tenant shall be required to install a meter through FEWA to measure its power

- consumption (lighting, operation power) in the lease area at its own expense and pay directly to FEWA.
3. Total proposed power load (switches/sockets/light fitting/lamps) shall not exceed the building load limit originally planned.
 4. In the case that the Tenant needs to install computer, air conditioner and other equipment that consumes greater amount of electricity, the Tenant shall submit their installation plan and required electric capacity and acquire prior approval from the Management before installation. If any installation of electric equipment without a prior approval from the Management causes a fire or any other damages, the Tenant shall compensate for all the damages to the property owner.
 5. The Tenant shall not alter or expand the existing electric equipment.
 6. In case the Tenant deliberately or negligently causes damages to other tenant's property or to the common areas, the Tenant shall repair it at its own expense or compensate for the damages.
 7. The Management shall take responsibility for substation room and distribution box and the Tenant shall take responsibility for cables thereafter.
 8. The Tenant shall provide close cooperation in the case of black-out for safety inspection and repair.
 9. If the Management notifies the Tenant of the planned black-out or repair works of Etihad Water & Electricity, the Tenant shall take preparatory measures for such events.
 10. Communications or security matters not specified herein shall be subject to electric safety regulations.

Article 9. Water Supply

Water shall be supplied for 24 hours a day. If water supply is suspended for any reason whatsoever, the Management shall give a prior notice to the Tenant by email or SMS.

Article 10. Cleaning & Garbage Disposal

1. The Management shall clean only the common areas, while The Tenant shall clean its fixture, equipment, furniture and storage. The cleaning of carpet, stone and wood materials installed by the Tenant shall be done by the Tenant itself.
2. The Management shall assign a service provider to collect and dispose of general garbage at a designated location at a designated time. Unexpected garbage shall be disposed by the Tenant in consultation with the Management.
3. The irregular garbage generated by the Tenant's outsourcing works and goods supply shall be disposed immediately on the day. In the case that the Tenant has not properly disposed and the Management handles the garbage on its behalf, the expenses for garbage disposal shall be paid by the Tenant.
4. The Tenant shall not throw away cigarette butt, garbage and food waste other than designated areas.
5. The disposal of large garbage, fixture and electronic goods shall be managed at the expense of the Tenant.
6. At its own cost the Tenant must maintain the Leased premises free of rodents, vermin, insects and pests. To facilitate effective control Tenants shall operate and co-ordinate with the Facilities Management team who service the common areas, and, if failing to do so, if required by the Facilities Management Team but at the cost of the Tenant, shall employ from time to time pest exterminators to cleanse the Leased premises.

Article 12. Sanitation and Disinfection

1. The Building is non-smoking building therefore smoking inside the building is not permitted.
2. The Tenant should observe following rules when using the toilet and pantry facilities:
 - a. All the furniture and fixture in the toilet shall be of a standard size and the Tenant shall use them in a proper way.
 - b. The Tenant shall not use non-standard toilet papers and wash its feet or clothes in the washbowl.

- c. The development is equipped with male and female prayer rooms at the 1st floor of Julphar Avenue. The Tenant shall use the designated ablution room for the ritual.
- d. The pantry area should be free from any obstruction at all times.
- e. Cooking is not permitted in the pantry.
- f. No harmful chemical/ Garbage/ or any other hazardous items are to be kept in the pantry area.
- g. Kitchen/Pantry is provided with sufficient cabinets and shelves, which can be used for keeping utensils, sealed food items, etc.
- h. It is not allowed to keep the food in shelves and may cause infestation of pests and health hazards.
- i. It is the tenant's responsibility to inform the management immediately of any issues.
- j. Each tenant is responsible for their own belongings kept in the pantry area.

Article 12. Key and Safe keeping.

1. The Tenant shall make sure all the lightings are turned off and nobody is in the office before locking the door when he finally leaves the office.
2. The Management shall not take any liability for the accidents or damages due to improper management of locks or the Tenant's loss of key.

Article 13. Parking Lot

1. Visitors and occupiers can take advantage of the Valet Parking service provided if they so wish. This is a paid service provided by the 3rd party, and it is available for all users of Julphar Towers including residents, office, and retail users.
2. Podium Parking is a free parking whereas Basement parking is accessible with valid access cards.
3. The Management shall not take any liability for damages caused by theft and wreckage or loss of any precious belongings of the vehicle owner in the basement and podium

parking lots.

4. The vehicles shall be parked within the designated parking line, not in the passage. Any vehicles shall not park in front of any entrance, including temporary wait to pick up the staff.
5. The height of vehicles that are allowed to enter the parking lot is limited to 2.2m and the speed shall be below 5km within the parking lot.
6. In the event that a Tenant forgets their access control card, they will have to use visitor parking and access their floor via the reception desk.
7. If an access control card is lost during the day and a replacement has not yet been issued the Tenant will have to use the intercom at the exit barriers to speak to security who will be able to manually open the barrier for the Tenant up on proof of suitable identification.
8. Abuse of the car parking system will result in immediate suspension of the car parking services and blocking of the access card.
9. Taxis can drop off outside the frontage of Office Tower at Julphar Towers.

Article 14. Access Control & Reception Lobby

1. All visitors are asked to report to Reception and are issued with an Occupiers visitors' pass, if required.
2. Contractor access is permitted outside core hours, subject to prior notification and approval.

Article 15. Entry of the Management

The Management may enter the Tenant's office with an oral or written consent of the Tenant if deemed necessary other than weekly inspection. 24-hour prior notice will be given to the Tenant for an inspection of the premises. In the case of emergency or unexpected hazards, the Manger may enter the office without the consent and notify the Tenant afterwards.

Article 16. Storage

1. If the Tenant wishes to install storages within its net area, the Tenant shall acquire approval from the Management.
2. If the Tenant uses additional storage room, the Tenant shall acquire approval for the use. The property owner shall not be liable for any theft or property damages in the storage room. If a fire or any other damages occur due to causes attributable to the Tenant, the Tenant shall compensate for all the damages to the property owner. In the case that the relevant authorities issue corrective or disciplinary action before converting the use, The Tenant shall take all the liability in connection with or arising from the above actions and have an obligation of restoration at the time of expiration.

Article 17. Restoration

1. The Tenant shall restore the leased premises to their original condition and shape as set forth in the lease agreement. (Applicable to RAK Properties Leased Units)
2. The Tenant shall inform the building management office of its plan for the restoration work and the contractor for the restoration shall inform the building management office of the weight and volume of the disposal.
3. In the event that the Tenant deliberately or negligently causes damages to any fixtures in the net or common area, the Tenant shall immediately report to the Management and recover them at its own expense during the given period.

Article 18. Alteration and Installation

With the prior approval from the Management and property owner, the Tenant may install, alter, remove and relocate the facilities in the net area, if deemed necessary.

Chapter 3. Disaster Control

Article 19. Disaster Control Organization

1. The Tenant shall organize a fire Marshall control team consisting of its own employees. The Tenant shall report members of the organization and acquire approval from the Management.
2. The Tenant shall obtain and properly maintain insurance policies to cover any foreseeable damages of its own property in the leased/owned area.
3. The Management shall organize its own fire-fighting team subject to the Fire Services Act and take appropriate action with the Tenant for effective fire-fighting (disaster control). The Tenant shall actively participate in the fire drills.
4. The areas around the fire hydrant, fire door and other related facilities should be kept clear at all times.
5. RAK Civil Defence approval will be required for any relocation or addition of heat/smoke devices or sprinklers on the floor.
6. The Tenant shall organize to maintain its own First Aid Kit & nominate their First Aider.

Article 20. Fire Prevention

1. The Tenant and the Management shall know where to find and how to use fire extinguisher, indoor fire hydrant, fire alarm and emergency staircase to take immediate action if a fire breaks out.
2. The Management shall maintain the existing detector, sprinkler and other fire-fighting facilities in a good condition. In the case of structural works, fire-fighting facilities shall be installed by a registered company in accordance with relevant acts and regulations. Before the structural works the Tenant shall submit drawings and other related documents and acquire approval from the Management.
3. Fire Drill shall be carried out upon a prior notification.

Article 21. Treatment of Inflammable Materials

1. It is prohibited to bring in or store gas containers, explosive and hazardous materials in the office unless the Management approves of the use at a designated area.
2. The Tenant is recommended to use fixtures and furniture (desk, drawer, trash can and so on) made of iron or non-combustible materials in the office. The Tenant shall cover partition, curtain and carpet with designated flame retardant materials, and submit the related certificate to the Management.
3. The Tenant shall make sure there is no potential cause of fire (ashtray, lighting, heater etc.) before he finally leaves the office. The Tenant shall make sure all the lightings are turned off and nobody is in the office before locking the door when he finally leaves the office.
4. To prevent fire, the Tenant shall use wires and electric parts designated by the Management, if they are necessary for additional installation.

Article 22. Fire Fighting

In the case of fire, the Tenant shall do the followings.

1. Shout "fire" in a loud voice and find the nearest fire extinguisher
2. Notify disaster control room and the Management (security guard) and set off the fire alarm
3. Evacuate clients and Tenant inside the Building.
4. Cooperate to find out the cause of fire after fire is contained.

All fire-fighting measures will be performed as per RAK Civil Defence Laws.

Article 23. Fire Safety Management

1. The Management shall install a legally mandatory number of fire extinguishers within the building, and the Tenant on its part shall install a legally required number of fire extinguishers (A,B, C) for its own business.
2. The Management shall make sure that the fire alarm is in a normal condition all the time. The fire alarm shall be set off only in the case of fire.
3. The Management will paste the "Emergency Evacuation Drawing" in addition to "Assembly Point" at each floor.

All fire safety management will be performed as per RAK Civil Defence Laws.

Chapter 4. Rules of Management

Article 24. Protection of Common Facilities and Restoration

1. The Tenant shall have an obligation to protect common facilities. Any wreckage, malfunction or damages shall be immediately notified to the Management and restored to the original condition and shape.
2. In principle, the Tenant shall not relocate, remove, alter, expand the existing common facilities or additionally install other facilities; provided, however, if deemed inevitably necessary the Tenant may do so with a prior approval from the Management. All the alterations shall be restored to the original state when the lease agreement of the Tenant is terminated.

Article 25. Installation and Management of Communications Facilities

1. In the event that the Tenant wishes to relocate or modify telephone line, data line and other communications facilities, the Tenant shall notify the Manger and obtain prior approval from the Management for the works. The Tenant shall select a qualified repair and maintenance company to do the works.

2. In the event that the Tenant wishes to install, use or modify telephone line, CATV, CCTV and other communications facilities, the Tenant shall require a written consent from the Management before applying for the authorization of the relevant authorities.
3. The expense for additional installation or alteration required by the Tenant shall be borne by the Tenant and be restored to the original state at the time of termination.

Article 26. Interior Works

1. In the case the Tenant wishes to conduct interior works and other facility works by itself, the Tenant shall provide the Management with a written notice and obtain approval from the Management.
2. In the case that the Tenant hires a third party company and have the company do the works, the Tenant shall submit in writing detailed contents of the works, the number of involved staff and required time. Also the Tenant shall acquire approval for the drawings and work commencement certificate from the Management and take all the responsibility for any damages connected with the works.
3. If the ongoing works are deemed to cause safety problems or potential damages to the property, the Management may immediately stop the works and instruct complement works.
4. The works causing any discomfort to other Tenant (noise, odour) shall be conducted only on holidays or at nights to avoid any inconvenience to the Tenant.
5. Partition Installation
 - a. The installation of partitions that divide each company shall not cause any alternation or relocation of the existing equipment on the ceiling. If it happens for inevitable reasons, the equipment on the ceiling shall be changed in accordance with the relevant regulations.
 - b. In principle, the partitions shall be installed with due consideration of the location of columns and window frames.
 - c. The installation or relocation of partitions or entrance shall be planned based on the prior mutual consultation.

6. The Tenant shall inform the building management office of its plan for the restoration work and the contractor for the restoration shall inform the building management office of the weight and volume of the disposal.

Article 27. Maintenance of Tenant Facilities

All the equipment and fixtures (air-conditioner, partitions, carpet, stone & wood materials) installed by the Tenant shall be managed by the Tenant in accordance with relevant laws and regulations.

Article 28. Advertisement: Signage

1. The Tenant may not install indoor or outdoor signage at the common area without the approval of the Management. The approved outdoor signage shall be subject to the relevant regulations.
2. All the signboards or advertisement (poster, slogan, plaque, placard, guideline, promotion materials etc.) at the common area within the building shall be installed after the following due approval procedure.
 - a. Due procedure: application → receipt → review → outcome notice (approval).
 - b. The Tenant shall make an application 10 days before the installation, and the Management shall notify approval outcome within 10 days from the receipt of the application.
3. The common area sign board at each floor lift lobby shall be installed by the tenant. The signage for company name of the Tenant shall be installed at the expense of the Tenant after acquiring approval of the Management.
4. Any advertisement within the office of the Tenant may be managed by the Tenant itself. However, the Management may raise an issue and the Tenant shall restore to its original state in the case that the signage or sign boards are installed by the Tenant without the Management's approval or they are deemed to cause problems in terms of building image or safety.

5. In the case that the Tenant fails to accept the Management's request to remove the signage or signboards, the Management may remove them at its own discretion. If any expense incurs, it shall be borne by the Tenant.

Article 29. Works for Other than Regular Business Hours

In the event that the Tenant needs to bring in or out heavy or large materials the Tenant shall have a prior consultation with the Manger to discuss effective methods given the limited lift capacity. When the Tenant intends to bring out materials, the Tenant shall submit a certificate with the signature of a person in charge and cooperate with the Management's request for confirmation.

Article 30. Obligation of Management

1. The Management shall try to maintain a decent and orderly working environment, carry out effective promotion activities, and handle inquiries or complaints regarding the building management.
2. The Management shall give the Tenant a prior notice on temporary black-out, suspension of utility supply and disinfection. If black-out or suspension of water and chilled water supply occurs unexpectedly, the Management shall immediately take proper action first and then notify the Tenant.

Article 31. Prohibited Acts

The Tenant or its employees shall not carry out any of the following acts that are offensive to other tenants or obstructive to building management.

1. Illegal assembly, riot, political activities, selling, sleeping, cooking, gambling.
2. Tenants shall ensure they do not in any way obstruct or permit the obstruction of any service conduits, walkways, pavements, entrances, exits, passages, corridors, service

- ways, vestibules, halls, roads, docks, stairways, lifts, escalators, hoists, fire escape doors, sprinkler systems, within or outside the leased premises or the common areas.
3. Bringing in or keeping any dangerous goods which are inflammable, explosive or hazardous, or any other goods which may be harmful to the human body.
 4. No articles are to be hung from the windows or the buildings (in particular sprinkler heads, air-conditioning registers, light surrounds and diffusers or ceiling tubes) unless permitted by the Management. Tenant should remove all the 3rd party communication/correspondences from the door entrances on the daily basis.
 5. Selling goods not approved by the Management.
 6. Distributing leaflets or installing signboards without prior approval.
 7. Leaving without care any goods in the public areas.
 8. Acts which are offensive to the public, such as acts causing boisterous noise and nasty odour, smoking, breeding animals other than aquarium fish.

Article 32. Closure

In the case of temporary or permanent closure, the Tenant shall notify the Management. Otherwise, the Management shall not take any responsibility for any disadvantages of the Tenant, if any.

Article 33. Obligation of Tenant

1. The Tenant shall submit a list of contact points to brace for emergency and immediately notify the Management if any changes are made.
2. All the repair, reconstruction and interior works shall require a written consent and approval from the Management.
3. It is prohibited to display, heap or leave goods without care in the common areas such as corridor or staircase.
4. The Tenant shall use public facilities and equipment in the common area in good faith. If the Tenant detects any signs of defects, the Tenant shall immediately report them to the Management.

5. The Tenant shall allow an access to the Management if requested by the Management in case of emergency situation. 24 hours' prior notice will be given to the Tenant for inspection, repair or maintenance of the facilities.
6. The entry of cargo trucks or the process of getting on or off goods shall not hinder business operations of other tenants.
7. It is prohibited to enter off limits or dangerous areas without the approval of the Management.
8. It is prohibited to conduct such acts causing public disorder.
9. The Tenant will in the event of any infectious illness occurring in the Leased Premises give notice to the Management and to the public authorities and ensure that any necessary action is taken.

Article 34. Theft

1. The responsibility for any theft that occurs in the Tenant's leased area shall be borne by the Tenant.
2. The Management shall not be liable for any damages caused by force majeure, natural disaster or causes attributable to the Tenant.

Article 35. Fire Insurance

1. Subject to the relevant laws on fire insurance, the property owner shall insure the property against fire.
2. The Tenant shall insure its own properties (fixture, goods) against fire and submit a copy of the insurance policy to the Management.

Chapter 5. Permit and Approval

Article 36. Alteration

In the case that the Tenant intends to alter the existing facilities subject to Article 26 (Installation and Management of Communications Facilities) and Article 27 (interior works), the Tenant shall submit the formal approval form with the drawings attached to the Management 5 days before the commencement date of the works; provided, however, the expansion, restoration or remodelling of the facilities shall require approval 7 days before the works.

Article 37. Freight Lift

In the case that the Tenant wishes to exclusively use lifts to relocate itself or bring in necessary stuff, the Tenant shall obtain approval from the Management one day before the intended date.

Article 38. Leaflet Distribution

If the Tenant intends to distribute promotion materials or leaflets in and out of the building, the Tenant shall submit the request through the eServices portal and fill in the online form of 'Promotional Material Request' to acquire approval.

This is a paid service.

Article 39. Entry Control of Salesmen and Food Delivery

1. Salesmen are not allowed to enter the building to prevent any thefts or control building safety.
2. The Tenant shall cooperate in controlling the entry of salesmen.

3. In case of delivery food; provided, however, we recommend the tenant to pick up the food at the lobby.
4. The Tenant shall clean up all the garbage from the delivered foods.

Article 40. Others

Matters not specified in the Regulations shall be subject to general regulations based on mutual consultation of the Tenant and the Management.

1. The Regulations shall take effect from the move-in date after the Tenant signs the lease agreement with the Management or the unit owner.
2. The Regulations shall be applied to all the occupants, tenants and Owners of the Building.

Chapter 6. Office Penalty Schedule

In line with the Community Rules and Regulations, Management shall enforce the following penalties;

Description of Violation	Remedial Period	Final Notice & Applicable Penalty (AED)
GENERAL VIOLATIONS		
Noise and nuisance activities*	Immediate	500
Privacy*	Immediate	1,000
Abuse of Staff*	Immediate	1,000
Hazardous activities*	Immediate	1,000
Waste Management and Dumping	Immediate	500
Littering and Vandalism*	7 days	1,000
User Restrictions; Commercial Activities/Short Term Letting	7 days	1,000
MISUSE/DAMAGE OF FACILITIES AND ACCESS REGULATIONS		
Misuse/damage recreation areas, (Shared Facilities)	Immediate	500
Misuse/damage service plants, filtration, telephone or mechanical rooms & structures*	Immediate	1,000
Parking & Traffic Violations *		
Violation on the usage of access control	Immediate	1,000
Violation on the usage of indoor/outdoor parking	Immediate	Report to Authorities
Road usage and safety violations	Immediate	Report to Authorities
Commercial vehicles violations	Immediate	Report to Authorities
POOR OFFICE MAINTENANCE AND AESTHETICS		
Inadequate pest control*	immediate	1,000

Unauthorized Exterior Attachments/alterations	15 days	10,000
Violations on usage of Signage	3 days	1,000
Misuse of Windows*	3 days	1,000
Alterations to the overall appearance of the property	15 days	10,000
Other Violations		
Car washing in common area.	Immediate	500
Abuse of common areas	Immediate	500
Stealing or taking any materials or property that belong to other tenants*	Immediate	1,000
Pilferage or any intentional damage to property.*	7 days	2,000 or the actual cost if the cost is more than 2,000
Illegal connection of common utilities (i.e. electricity, water) and satellite disc	7 days	5,000
Misuse of common areas, toilets and utilities	Immediate	500
Unavailability of Annual Maintenance Contracts of Fire Alarm and Fire Fighting Equipment*.	7 Days	500

*Violations will be reported to local authorities

Note:

- 'Immediate' in Remedial Period column refers to rectification within 24 hours.
- If the violator fails to pay the penalty, deduction shall be made to owner through a written record of violations.
- Payments of the penalty due to the violation do not mean that the violator shall not compensate/repair/and/or replace the damage caused.

Chapter 7. Move-In & Move Out

The following procedures are strictly imposed with no exceptions for the convenience and safety of the tenants.

- The Move-in/move-out shall only be permitted between the timings from 09:00 am to 05:00 pm without any disturbance and nuisance.
- The tenant must inform the Management in writing, their intention to rent/sell their apartment or to disclose in writing any change in the status of the tenancy agreement/any change in lease terms and other details of the tenant.
- "Move-In & Move-Out" request shall be required to register through eServices Portal three working (3) days in advance.
- To facilitate the above process, use eServices portal to fill in online "move-in & move-out digital application forms".
- State of Account should be up-to-date. There should be no pending payments including but not limited to Master Community Fee, Utilities, Fines and other dues.
- Following documents are mandatory part of the online application;

Move-In	
Owner	Tenant
Copy of original title deed	Copy of the Municipality attested tenancy contract
New owner's passport	Valid UAE Emirates ID
Move-Out	
Valid UAE Emirates ID	

- Any damages during the move-in/move out due to the negligence of their vendor/workers, the owner/tenant shall be directly responsible.
- All new tenants and owners shall abide by the community rules.

Should you have any questions or clarifications regarding the Community Rules, please contact the Customer Happiness Centre by call/WhatsApp on +971 7 233 7133 or send an email to : customer-service@rakproperties.ae.

Chapter 8. Others

Article 41: Adjudication

Notwithstanding the foregoing violation penalties, Owners, Tenants or Occupiers violating any of the above rules shall be subject to adjudication at the applicable courts in the Emirate of Ras Al Khaimah.

Article 42: Owners Association

These Rules shall constitute and be deemed an integral part of any association formed by the Master Developer in compliance with any enacted law or decree issued by the local authorities or implemented by the Master Developer.