



Welcome To Your
New Home



Tenancy



This welcome pack provides you with general information that you need to know as a resident of a property managed by Key One Properties.

Tenancy Agreement

Your tenancy agreement is the legal contract between you and your landlord. It confirms your rights and responsibilities as a tenant, as well as the landlord's rights and obligations. Amongst other things, the agreement covers:

- ◆ Details of the Landlord and the Tenant
- ◆ Complete details of the property (building name, location, size, parking number, etc.)
- ◆ Rent and other charges
- ◆ Repairs and maintenance
- ◆ Renewal and termination of your tenancy
- ◆ Guidelines for moving in and moving out

Please keep the signed copy of your tenancy agreement in a safe place. If there is anything in the agreement you don't understand or would like more information on, please contact us.

Paying your rent and utilities

You are responsible for paying your annual rent in advance. In UAE, tenants were asked for the advance rent payment through post-dated cheques depending on the number of rent installment as per your agreement with the Landlord. You must ensure the availability of funds in your bank account prior to the due date of each of your post-dated cheque payments to avoid the return of your cheque and incur penalty charges or may implicate some legal proceedings as per the tenancy agreement that may lead to the termination/cancellation of the tenancy.

The payment of utility services such as Electricity and Water, Gas, Chiller or Cooling services, Internet, etc. (utility services depends on the provision of the building) are not usually part of your rent. You will arrange the registration of the services under your name and pay it according to your consumption and separate from your rent payment. Disruption of services will follow if you failed to pay the utility bills on time.

Changes to your tenancy

Throughout your tenancy there may be occasions where you wish to change the tenancy. The starting point for any request is to contact us and from there we will advise you on what you need to do. We will always refer to what is stated in the tenancy agreement.

This pack does not replace or add to the conditions of your tenancy agreement.

If the welcome pack doesn't answer any of your questions, please don't hesitate to contact us on:

044471726 or email **pm@keyoneproperties.com**.

Within the pack you will find several other fact sheets on various different topics that can be used as quick reference guides throughout your tenancy.

Tenancy



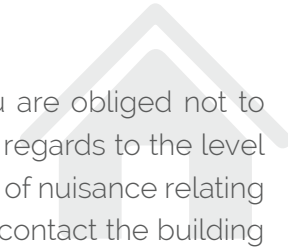
Access

As part of your tenancy agreement you must give access to carry out repairs or inspect the property either by the Landlord and its representative or by the building or community management, provided that an appointment will be arranged accordingly and you will be present during the inspection except for some emergency cases like fire, flood, etc. that will involve the respective authority.



Being a Good Neighbor

"Your rights end where someone's rights begin." As part of your tenancy agreement you are obliged not to cause nuisance to those living around. You must follow the building policy especially with regards to the level of noise you are making and to watch the behavior of your visitors. If we receive any reports of nuisance relating to your property we will contact you to discuss it. If you are experiencing nuisance please contact the building management. If no appropriate actions will be taken, please contact us.



Gardens

Residents are usually responsible for looking after their own gardens. Please make sure garden is maintained and kept free of rubbish or discarded items



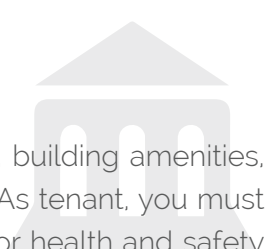
Balcony

Take caution when you're enjoying your balconies. Don't drop objects that can cause serious harm to other people and damage their property especially cigarette butts that may cause severe fire danger. Keep your balcony free from any rubbish or discarded items. Avoid hanging your laundry at the balcony area. Keep your child away or don't let your child unattended while staying in the balcony area.



Communal Areas

You may receive services in the building common areas such as cleaning of halls, stairs, building amenities, grass cutting, etc. These services were part of the building services paid by the Owners. As tenant, you must maintain the communal areas such as corridors cleared from your personal belongings for health and safety purposes.



Tenancy



Adding or Removing Tenants

This covers situations where there are two people on a tenancy and one wishes to leave the property and remove their name from the tenancy agreement. The reverse can also apply where a single tenant wishes to add another person to the tenancy agreement. These are called assignments and we consider these requests on a case by case basis. **Please contact us for more information.**



Running a Business from home

In UAE, properties were separated according to Residential or Commercial category. Request you to note that residential premises is solely for residential use of a single family. It should not be used for any unlawful purpose or to conduct any commercial activity.



Tenancy renewal and ending your tenancy

The Landlord will notify and send a renewal invitation to the Tenant at least 90 days prior to the expiration of the tenancy agreement. In the renewal invitation, the landlord will specify any changes of the rent amount and terms and conditions stated in the new contract. The Tenant on the other hand must confirm his/her intention of tenancy renewal or non-renewal at least 60 days prior to the expiration of the tenancy agreement.

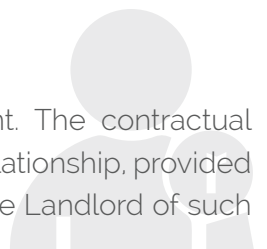
Your tenancy will only end if you decide to give up or if you seriously breach your tenancy agreement, in which case we can take legal action to regain possession (eviction). The main reasons for evictions include anti-social behaviour and rent arrears.

If you are voluntarily ending your tenancy agreement you must:

- Give us at least 60 days-notice from the expiration date of the tenancy agreement or at least 30 days-notice prior to the termination date if in case of early termination
- Allow us to do a pre-check out inspection at least 7 working days prior to the termination date to assess the status of the apartment for any maintenance issues to be rectified
- In the event of early termination, you must pay the required penalty charges as stated in the tenancy agreement for the early termination.
- Follow the Move Out Procedure stated in your Tenancy Agreement

Death of a Resident

The Tenancy Contract does not expire upon the death of the Landlord or the Tenant. The contractual relationship continues with the heirs, unless the heirs of the Tenant wish to terminate such relationship, provided that termination comes into effect no less than thirty (30) days from the date of notifying the Landlord of such intent or the expiry date of the Tenancy Contract, whichever comes first.



Guide to paying your rent



Paying your rent is part of your tenancy agreement. Rent must be paid in accordance with your tenancy agreement.

Rent payments

In UAE, the rent is paid in advance through post-dated cheque payments. The number of rent installment payments will be determined at the beginning of the transaction and will be stated in the Rent Offer depending on the agreement of the landlord and the tenant. The tenant must ensure that there will be enough funds in his/her account prior to the due date of the rent installment to avoid the return or bounce of cheques due to insufficient of funds. The tenant must be responsible as well to provide the correct details in writing the rental cheque payment without error and correct signature as the cheque may be returned and bounced due to some errors like alterations without proper endorsement, irregular signatures, stale dated cheques, amount in figures and in words are different, etc. The return of the bounced cheques will incur some penalty charges stated in the tenancy agreement. You risk losing your tenancy if returned/bounced cheque issues will not be settled within a stipulated time.

Deposit

The deposit is generally a form of guarantee the Tenant will satisfy the conditions stated in the lease, and is returned at the end of the Tenancy period.

The amount paid to the landlord as security deposit is normally 5 per cent of the rental amount, but if the property is fully furnished, the owner could ask for 10 percent.

At the end of your tenancy, your security deposit will be refunded within the stipulated time mentioned in your tenancy agreement. The refund of your security deposit will be processed once you have completed the following:

- Hand-over the apartment including the keys, access cards, and remote controls upon the expiration of your tenancy contract on time. If the Tenant refuses to handover any of the above items to the Landlord it will be considered that the premises is not handed over back to the Landlord on the expiry date of the Tenancy Agreement therefore a penalty fee as per the tenancy agreement will be applied for each day 'till the Tenant will deliver the keys/cards/remotes to the Landlord.
- The premises must be returned painted and cleaned (Tenant's Cost) as it was handed over to him at the agreement's commencement date as indicated and attested in the Move In/Check In Inspection Report.
- Make sure that all utility bills are paid and secure a final bill clearance certificate from all the utility service providers (DEWA, Chiller Companies, Gas Companies, Telephone/Internet Companies, etc.)
- Comply with the other requirements set by the Landlord or representative according to your Tenancy Contract.



Repairs



As much as Key One Properties would like to assist you in your property maintenance needs to deliver satisfaction the soonest time possible, we are categorizing the priority of maintenance services according to its necessities. There are Two (2) types of maintenance issues in the property: the Major and the Minor maintenance issues. Request you to note that Landlords' are responsible for major maintenance issues only like A/C and Water Heater.

Major Maintenance

As stated in the Tenancy Agreement, major maintenance issues such as A/C and Water Heater problems are under the Landlord's responsibility.

Whenever you encounter any issues in your A/C and Water Heater like water leaking in the unit or if the units are not working properly, always drop us an email to pm@keyoneproperties.com for the Landlord's reference and the time someone is available in your property unit to give access for the maintenance work. Please provide as well the contact person we need to coordinate for the access to your apartment. It would be much appreciated if you will attached in your email a video or photos regarding the issues for our initial references. Once email has been done, if no response within an hour, make a call to our office at **044471727** to report the issues. All of the costs incurred will be charged to the Landlord.

Minor Maintenance

The repair of the Minor maintenance issues in the property are under the Tenant's responsibility. The upkeep of the properties after it is handed over in good and tenable conditions should be made by the Tenant. Minor maintenance issues includes but not limited to busted bulbs, leaking faucets, blocked drainages, etc.

The Key One Properties, with our goal to provide a satisfactory services to our Tenants and to help the upkeep of the property as per our standard, we are extending our maintenance services for the repair of minor issues in a minimal cost.

For every inspection requested for any minor issues, we are only charging AED 50/- and will be included in the total amount of the services charge for the minor repair. For example, you are requesting us for the inspection and repair of your kitchen with blocked drainage. You will be charged with ED 50/- for the requested inspection. Once our Maintenance team will provide you with the amount of repair costing AED 150/- and you will proceed with the work, you will be paying the amount of AED 150/- only including the inspection charge. If you will not proceed with the repair as per the given cost of repair, you will be paying AED 50/- only. Through this, we can ensure that maintenance works are done in good quality and with the most precaution we can have to avoid any further damages. This will assure you as the Tenant to have a minimal repair charges that warrants a good service as we will be working with you throughout your tenancy period.



Repairs



Customer Satisfaction

We want to know how you feel about the delivery of your repairs and to help with this we may on occasion get in touch to ensure you are provided with the best service possible. Any compliments and complaints made to us about the service will be recorded.

Alterations & Improvements

You don't need our permission to decorate inside your leased property unit. However, when you leave the unit, you should handover possession of the premises in its initial state (painted and cleaned at your own expense) as indicated and attested in Move-in Inspection Report. All decorating must be carried out to a good standard and comply with all relevant building, gas and safety requirements. Any electrical or gas works must be carried out by a fully qualified professional.

Rechargeable Repairs

A repair is rechargeable if it's your responsibility or when we are not legally obliged to do it. For example, if we have to change a lock because you've lost your keys or when you, a member of your family or a visitor have caused damage.

You will be charged for the repair as well if there will be negligence in your part of not reporting any issues that caused some deterioration of the property in the long run. For example, you did not report any water leakages that affect some part of the apartment like ceiling, doors, cabinets, furniture, etc. which caused molds/fungus or the expanding of the furniture that deteriorates the items.

Repairs due to misuse of the apartment will be chargeable as well. For example, opening of windows while A/C is on especially during summer time which caused the existence of molds or fungus in the apartment.

Other charges will be levied to the Tenant due to the following circumstances:

- An appointment of inspection and repair has been pre-arranged and we cannot get access to do the work.
- When you reported a problem and tell us that it's an emergency and it turns out not to be. Example: You reported that there is a flood when it's only a leak.
- When you requested for a maintenance services after office hours because you cannot attend to during office hours.
- When you are requesting for an inspection and repair of minor issues (blockage of drainages, repair of cabinets, faucet leakages, etc.)



Repairs



How to Avoid Rechargeable Repairs

To avoid being charged with the repairs you are requesting of, below are the tips you can use:

- For any leakage and emergency issues, always call the assistance of the building facilities management first to check your apartment. The building facilities management will advise you afterwards for the next steps to do.
- Always report and send emails of any issues that happened to your apartment for your reference as well as for the Landlord's information.
- Make sure that when requesting for an inspection, you will give access to the apartment at the given schedule. Always take into consideration our working schedule from Saturday-Thursday between 9am-6pm except for holidays. Request for works beyond office timings will imply an over time charges for the maintenance team.
- If there's any changes of your schedule that affects the timing of the given appointment for the maintenance work, please notify us at least 2 hours before the allotted time for us to advise our subcontractors.
- For any disruption of utilities services like Water, Electricity, Cooling, Gas, etc., always make sure that your bills has been peen and the services was not disconnected. Always ask the assistance of the building facilities management to look into this matter first.
- When in doubt, you may contact us for clarification.



Reporting a repair

When reporting a repair or maintenance issues, always send us an email trough **pm@keyoneproeprties.com**. It will be highly appreciated if you will attached some photos or videos of the said issues for our initial reference.

If the issues are very urgent like major water and gas leaking, electrical shortage, etc., always ask the assistance of the building facilities management for them to respond directly and stop any further damages.

If you will not receive any response from us within 1 hour, you may call our office through **044471727**.



Fire Safety



Most fires can be avoided so it is important that we all play a part in preventing them.

Prevention

Three things are needed to start a fire:

1. A source of ignition
2. Fuel (rubbish/furniture etc.)
3. Oxygen

A large portion of fires are started deliberately, for example by arsonists setting fire to rubbish stored in communal areas of buildings. Other causes of fire include electrical faults and carelessly discarded cigarette butts.

Safe Cooking Tips

- If you need to leave the kitchen whilst cooking, take pans off the heat and turn them down to avoid risk.
- Make sure saucepan handles don't stick out so that they can't get knocked off the stove
- Keep tea towels, cloths and loose clothing away from cooker and knob
- Check that you've switched the cooker off when you've finished
- Keep electric leads and appliances (toasters/kettles etc.) away from water and from the hob
- Keep the oven, hob and grill clean and in good working order-a build up of grease and fat can ignite
- Take care when cooking with oil it can easily ignite. If oil starts to smoke, turn the heat off and leave it to cool
- Remember to remove pans from electric rings when you turn them off
- If a pan catches fire turn off the heat and never throw water over it. Cover it with a fire blanket instead.

Electrical Safety Tips

Electrical appliances, plugs and cables that are old or badly wired can be dangerous.

- Hot plugs or sockets, scorch marks, fuses that often blow or flickering lights are all signs of loose wiring or other electrical problems
- Do not use badly wired plugs especially when the coloured wires are sticking out or damaged
- Do not overload sockets by plugging too many appliances into one socket as this can lead to overheating
- Do not run frayed or damaged leads or cables under carpets or rugs
- Be aware of leads that could be tripped over or are close to water or sources of heat

Appliance Safety

- Never touch appliances with wet hands or get them wet
- Never put anything in the microwave that is made of metal or has a metallic finish
- Never leave any appliance switched on at night unless they are designed to be left on
- Always keep electrical items in good working order
- Stop using appliances if they look faulty.

Candles

- Make sure that you use a proper candle holder to support your candle
- Keep candles away from curtains or other materials
- Always put the candle out when you leave the room, and make sure they are completely out before you go to bed



Fire Safety



Communal Areas

Corridors and stairways that form part of an escape route should be kept clear and hazard-free at all times. The following lists give you an idea of what types of things that may or may not be stored in a communal area.

Can be stored

- Real plants or flowers in ceramic pots or vases
- Artificial flowers or plants that are certified fire retardant
- Items that are fastened to a wall

Cannot be stored

- Artificial flowers or plants that are not certified fire retardant
- Seasonal decorations
- Refuse
- Storage of personal items under stairs, in bin chute areas, balconies, drying rooms or cupboards in communal areas
- Mobility scooters, prams, bikes etc. that may cause an obstruction

To report any obstructions, you may call the attention of the building management. If there's no action taken, please call our attention.

Smoke Alarms

A smoke alarm is the easiest way to alert you to the danger of fire, giving you precious time to escape. They are cheap, easy to get hold of and easy to fit.

As a minimum you should have one on each floor. Contact the building management for more information.

Planning a Safe Escape

A plan of action involving everyone who lives in your home will help you act quickly if there's a fire in your home and could even save your life

- Choose an escape route
- Explain the plan
- Practice the plan and remind your family about it
- Do a bedtime safety check for fire hazards

What to do if there's a fire

- Act quickly – make sure you are prepared and that everyone in your house knows exactly what to do
- Alert everyone by activating alarm
- Call Civil Defence on 997
- Notify Security Desk
- Security Team shall prohibit the entry to the affected area till it is declared safe.
- Civil Defence shall determine when personnel may return to the facility
- Once the emergency situation has passed and critical systems re-established, personnel will be directed back to the facility in a safe and orderly manner.

Note: In the event of "minor" fire involving paper, rags, or wood (class A), where portable handheld extinguishers are appropriate and available, personnel trained in fire extinguisher use may attempt to contain the fire. Only small, easily controlled fires will be extinguished by personnel. Security and/or (Civil Defence/Control Room) 997 must be alerted immediately in all cases.

For more information or if you are unsure of anything please contact us or your building management.



Gas Safety



Safety Precautions

- Never use a gas appliance if you think it isn't working properly
- Never cover an appliance or block any convection air vents
- Never block or cover outside flues
- Never sleep in the same room as a gas fire

Carbon Monoxide alarms are a useful precaution but if you decide to buy one, make sure it meets current safety standards (BS 7860 or BS EN 50291)

Smell Gas? Take Action!

- Open all windows and vacate the area
- Put out all naked flames and cigarettes
- Do Notswitch on any appliances, lights, door bells or mobile phones
- Open all doors and windows and keep them open until the leak is stopped
- Check to see if your gas tap, fire or cooker has been turned on accidentally
- Check to see if any pilot lights have gone out; this is usually your boiler or cooker (if it is gas)
- Turn off the gas supply-in most homes or properties the gas lever is next to the meter
- Notify the Facilities Supervisor or Security desk immediately and Civil Defence (997)



Natural Calamities (Earthquake)



During an earthquake, remain calm and quickly follow the steps outlined below:

- If indoors, seek refuge in a doorway or under a desk table. Stay away from glass windows, shelves and heavy equipment.
- If outdoors, move quickly away from the building, utility poles and other structures.
- After the initial shock, evaluate the situation and, if emergency help is necessary, call security and civil defence. Protect yourself at all times and be prepared for the aftershocks.
- Damaged facilities should be reported to the Supervisor.
- Evacuate the building by quickly walking the nearest exit, alerting others as you go. Be aware of structural damage and assist both the handicapped and the injured.
- Once outside, be away from the premises at least 1000 feet away from the affected buildings.
- To the best of your ability, and without re-entering the building, assist Supervisors in their attempt to determine that everyone has evacuated safely.
- Keep the area clear for civil defence/emergency vehicles.
- If possible try to get the updates from the media.



Community Safety



We believe that everybody has a right to enjoy their home and where they live, safely and peacefully.

Antisocial Behaviour

Antisocial behaviour (ASB) is behaviour by an individual or group, which makes another person, or group feel harassed, alarmed, threatened or distressed.

Domestic Abuse

Domestic abuse is any incident of threatening behaviour, violence or abuse (psychological, physical, emotional, sexual or verbal) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.

Hate Crime

A criminal offence committed against a person or property, which is motivated by prejudice against race, religion, disability, sexuality or gender identity.

Good Neighbour Tips

- Say hello to your neighbours
- Think about your neighbor when doing something noisy (e.g. loud music)
- Let them know beforehand, especially if you are planning a party
- If your dog barks when left alone, arrange to leave it with a friend
- Remember that noise and vibration travels easily through walls and floors
- Be cooperative if asked by a neighbor to reduce the noise level
- Be responsible for the behaviour of your families or any visitors to your home
- Respect the fact that different people have different lifestyles

Making a Complaint

Before making a complaint consider whether you can resolve the issue yourself. For example, a neighbor may not be aware that the behaviour is upsetting you. We can give you advice on how to do this.

If you are affected by antisocial behaviour, domestic abuse or hate crime or you have witnessed someone else being affected by it you can make a complaint to the building management using your preferred method of communication.