



ABRAJ BAY

AT ABRAJ QUARTIER

TENANT'S MANUAL

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1. WELCOME NOTE

Dear Valued Tenant,

It is with great pleasure that we welcome you to your new home, here at Abraj Bay. We wish you a pleasant and comfortable experience with us.

It is our goal to exceed expectations at all times and we will be at your service. We hope you will enjoy the comfort of your apartment and a luxurious lifestyle with the facilities and services provided at Abraj Bay.

Should you, at any time, require any information or assistance, please do not hesitate to contact our Front Desk, where our staff will take care of all your needs.

We would like to extend our wishes to you and hope your residence is as wonderful as we have designed it to be.

Yours sincerely,

MEDHAT SLEEM
Director Of Operations

Abraj Bay
The Pearl
Doha, Qatar
Phone: 8008881



Download our App



2. CUSTOMER CARE

At Abraj Bay, we pride ourselves on offering the best in lifestyle and Property living in the region. It is our constant endeavor to offer you quality service. Towards this end, we have created a team of dedicated Customer Care professionals who have been empowered to answer your queries and take care of all your needs.

BUILDING HOURS OF OPERATIONS:

24 Hours / 7 days: Building maintenance and security

FREE LIMOUSINE SERVICES

There is free limousine service within pearl. To contact, please dial 8008883!

EMERGENCY CONTACT

IN THE EVENT OF A LIFE-THREATENING SITUATION,
CALL 999 IMMEDIATELY!

Police Department	999
Fire Department	999
Ambulance	999

Security Patrol Hours: 24/7

Our tenant services team is designated to assist you 24/7.

During any direct/telephone request, please provide our team with the below details:

Your name
Your apartment number
Your contact number
Details of your request

We will inform you of the time needed to fulfill your request and will provide you with a job/service request number.

3. FACILITIES AND SERVICES

1. WATER AND ELECTRICITY

Water and Electricity are provided via KAHRAMAA (Qatar General Electricity & Water Corporation). Remember to have all the utilities put in your name, effective the first day of your lease.

Contact information for KAHRAMAA:

Call Center : 991

Fax : 44628291

E-mail : customercare@km.com.qa

2. WASTE MANAGEMENT

All standard domestic waste to be disposed through the garbage chute located in each floor. Should you wish to dispose of any hazardous items, please contact the Reception. Our team will be able to give assistance and advice.

3. COMMON AREAS

Sidewalks, doorways, entrances, halls, stairways, and other similar areas shall not be obstructed by tenants nor used by tenants for purposes other than entry and exit to and from their respective leased premises and for going from one to another part of the building.

Corridor doors, when not in use, shall be kept closed. Nothing shall be swept or thrown into the corridors, halls, elevator shafts or stairways. No bicycles, birds or animals shall be brought into or kept in, on or around any tenant's leased premises. No portion of any tenant's leased premises shall, at any time, be used or occupied for any immoral, disreputable or illegal purposes.

4. SERVICES

Abraj Bay will provide the following services in the building, which are included in your rent:

- Household waste removal
- Common area cleaning
- Street lighting
- Common area landscaping
- Utility charges for water, sewage and electricity for the common areas
- Security services
- Swimming pool maintenance cleaning and chlorination
- Full property insurance, excluding the Tenants' properties
- Common area pest control
- Preventive maintenance
- Parking lots

5. HEALTH CLUB AND SPA LOCATED ON THE 3RD FLOOR OF THE TOWER

- Swimming pool located on the 3rd floor of the tower
- Restaurants located on the ground floor and 3rd floor of the tower

6. SATELLITE RULES

Tenants are not allowed to put any kind of satellite dish in their balconies or window as per the UDC rules.



4. SAFETY AND SECURITY

1. FIRE EMERGENCIES

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

2. GENERAL FIRE SAFETY INFORMATION

- Use the nearest phone or a mobile phone at a safe location to contact the Fire Department.
- Contact the Fire Department at 999
- Stay calm and state your name and phone number
- Give the address of the fire:
Building No./Apt. No..... Property.....
- Follow the instructions given by the fire department representative
- Stay away from the flames and remember that smoke is deadly
- Stay low to avoid smoke inhalation
- Warn others in the house
- Notify other residents in the neighborhood of the fire
- 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.
- A fire extinguisher and a fire blanket must be available for instant use in the event of an emergency. It is strongly recommended that both of these items are located in an easily-accessible location in the kitchen of your apartment. Please also note that in order to ensure proper operation at all times, it is the responsibility of the Tenant to have the fire extinguisher kept clean at all times. The maintenance team will run monthly inspections on all fire extinguishers to make sure that they are in good working condition.

3. FIRE SAFETY PROCEDURES

Our property is equipped with an efficient fire alarm system. We want to be sure that you are prepared to leave the building safely if a warning signals sounds.

For your own safety, please familiarise yourself with the following procedure:

A. Leaving the Property

- In case of an evacuation, you will be informed via an announcement
- Take your apartment key with you
- Check if your door is hot or smoke is entering before you leave
- If the corridor is accessible, leave the building through the closest available emergency stairs.

Do not use the elevators

B. If Your Door Feels Hot or is Impassable

- Place wet towels on the floor in front of your door
- Call the Front Desk and tell them your name and apartment number
- Turn off your air conditioning or heating to prevent smoke from entering your apartment
- Lie down on the floor to avoid inhaling fumes

4. SECURITY

Your security and privacy are our primary concerns. To ensure your expectations are met, a security service is operated from a central location within your Property.

This service is available around the clock.

For urgent security concerns, please contact Reception

We recommend that all household staff, including maids and drivers, carry proper identification, as they may be requested from time to time to ensure they are officially permitted to enter the building. These actions are meant to ensure your safety and security.

5. PRECAUTIONS TO TAKE DURING A POWER FAILURE

While power failures rarely occur due to an internal building system problem, external occurrences can cause power loss. The building has been designed to minimize the risk of a general failure resulting from causes within the building. Should a power failure occur, it will typically affect either an isolated area of the building or a large geographic area of which this building is a part. The buildings have generator backup power systems intended only for life-safety purposes, power for emergency lights, and elevators to evacuate the building in the case of an emergency.

In the event of an electrical failure, please observe the following guidelines:

- Contact the Property Management Office
 - If there is adequate lighting from windows, continue to perform the assigned tasks as well as possible, until given further instructions
 - Turn off all electrical equipment such as computers, coffee makers, other machines, etc. to lessen the electrical load on the circuits when power is restored
 - If you are instructed to evacuate the building, lock all areas of your premises and exit by the stairs. The elevators will be inoperative
 - Do not congregate in the lobby areas or in the street
 - If you are trapped in an elevator during a power failure, do not panic. Wait for assistance. Your elevator will continue to the ground floor, it will not fall. Do not attempt to force the doors open or escape through the roof hatch. Use the alarm button inside the elevator to signal your stalled status
 - Property Management will notify you as soon as possible of the expected time at which power will be restored
 - Property Management will make every effort to find the problem and when service will be restored.
- Please remember we are a customer of the power company and information may not be readily available to us. We ask for your patience and cooperation



6. MAJOR APPLIANCE FAILURE

Check for the obvious, such as blown fuses, loosened or disconnected appliance cords, switches not turned on, and any power outlets. Also, read over the manufacturer's operating instructions for a possible solution.

Contact the Front Desk or maintenance if you are unable to get the appliance working.

7. EARTHQUAKE

Try to remain calm and reassure others. If you are indoors, move immediately to a safe place. Get under a desk, table or workbench if possible. Stand in the interior doorway or in the corner of a room.

- Watch for falling debris or tall furniture. Stay away from windows and heavy objects (such as machinery and refrigerators) that may topple or slide across the floor
- Do not dash for exits since stairways may be broken and jammed with people. Do not use the elevators; Power for elevators may fail and cause them to stop operating
- Seek safety where you are when the earthquake occurs, and then leave calmly if evacuation is necessary
- Be prepared for the electricity to go out and emergency alarms to sound
- Expect to hear glass breaking, walls cracking, and objects falling
- If you are outdoors, try to get into an open area away from buildings and power lines
- Should the earthquake be followed by fire, evacuate as outlined in the sections on fires
- There may be more than one seismic wave to the earthquake. You may feel a strong first shock that subsides and is followed by another shock. Aftershocks may also occur. These are separate quakes following the main shock; they may occur minutes, hours, or even days after the original quake. Aftershocks sometimes cause further damage as structures that were weakened in the original quake succumb to further movement of the earth. When the shaking stops, there may be considerable structural damage and people may be injured
- Remain calm. Assess the situation
- If necessary, tend to the injured. Cover them, administer first aid, and call for medical assistance if there is a severe injury which needs immediate attention
- Check for fires and fire hazards. Put out any fires immediately, if possible
- Turn off electricity; there is a potential danger from damaged wiring. Do not turn on electrical switches or appliances
- Shut off water lines if breakage has occurred. In due time, report utility damage to the Property Management Office and follow its instructions
- Do not touch power strips, electric wiring, or objects in contact with power strips or wiring
- Do not use the telephone except:
 - a. To call for help
 - b. To report serious medical, fire or criminal emergencies
 - c. To perform an essential service
- Do not use toilets until you are certain sewer lines are not broken
- Clean up spills from hazardous chemicals such as gasoline, etc.
- Listen to radio for information about the earthquake and disaster procedures
- Be very cautious when entering or moving about a damaged building. Collapses can occur without warning. There is also danger from gas leaks, electric wiring, and broken glass

8. TORNADO

If a tornado warning is issued or threatening weather approaches:

- Move to an interior room, stairwell, hallway, or restroom on the lowest floor possible
- Stay away from windows
- If you cannot get to an interior room, get under a desk or other furniture that could protect you from flying debris or glass
- Do not leave the building
- Remain in place, if possible, until it has been determined that the tornado has passed
- Stay out of automobiles

9. REACTING TO A BOMB THREAT

Response procedures will differ slightly if the threat comes in by telephone versus mail. Procedures follow for dealing with bomb threats received by telephone and those received by mail.

Whoever receives the call that a bomb has been placed in a building or apartment should:

- Remain calm and keep the caller on the line as long as possible so an attempt can be made to trace the call. Have a prearranged signal with others in the apartment so that someone else can call 999 and possibly listen in without the caller's knowledge
- Record the conversation, if possible
- Never transfer the call
- Never assume the threat is only a hoax; report it
- Never signal off the threat as a "bomb scare" that can be ignored; report it
- Never argue with or ridicule the caller
- Let the caller know that we want to save lives and urge him/her to help
- Use a Bomb Threat Checklist as a guide for the questions to ask the caller. Record what the caller says; identify as closely as possible the age, sex, and accent of the caller, as well as the possible identity of any background noise

Call the Management Office immediately. The decision of whether or not to evacuate the apartment should be made by the tenant. The decision of whether or not to evacuate other tenants will be made by the Building Management Office in conjunction with the police

- Do not touch or handle any unusual items you might find. Report them to the authorities Responding to a bomb threat via mail:
- Save all material received: envelope, packaging material, and contents
- Do not touch or handle any packaging after a threat has been identified, in order to preserve fingerprints
- In the event of an evacuation, the personnel should take their purses and important documents with them out of the building. Be aware of suspicious persons entering your apartment or strange behaviour exhibited by any staff member. Any abnormal activity should be reported to the Bomb Squad



5. PROPERTY RULES

INTRODUCTION

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- 5.5 BALCONIES

1. GENERAL RESTRICTIONS

1.1. NOISE AND NUISANCE

1.1.1. No noisy, obnoxious or offensive activities shall be carried out on any part of the Property, nor shall anything be done or maintained on any part of the Property, including a Resident's property, which may be or become an annoyance or nuisance to the neighborhood or interfere with the quiet enjoyment of the neighborhood by any Tenant.

1.1.2. Such nuisances include, but are not limited to, odors, smoke, vibrations and obstruction of views. Offensive noises include, but are not limited to, those that are caused by pets, televisions, stereos, musical instruments, revving car engines, revving motorcycles and car stereos. Noise is considered to be too loud if it can be heard by an adjacent neighbor when inside their house with their windows and doors closed.

1.2. PRIVACY

1.2.1. No activities shall be carried out in any part of the Property that may unreasonably interfere with a Tenant's right to privacy within their Properties.

1.2.2. Tenants bear the responsibility to take reasonable measures to protect their own privacy.

1.3. ABUSE OF PROPERTY STAFF

1.3.1. Tenants and Residents are to treat all staff members of the Property in a cordial manner. Verbal and/or physical abuse will not be tolerated and will be treated as a serious violation of the Rules. Complaints regarding the mistreatment of employees and/or vendors should be presented in writing to the Property Manager.

1.4. PET POLICY AND AGREEMENT

The primary purpose of these rules is to establish reasonable requirements for keeping common household pets in order to provide a decent and safe environment for all residents in the building, and to preserve the physical condition of the building. The Management issuance of approval for a tenant to own a pet is not a guarantee that it would be applicable to all tenants.

A resident need to prove his/her capability to carry out the responsibilities to safeguard the welfare of the pet and hereby commit to observe and abide in the terms stated below.



TERMS AND CONDITIONS

Decision/approval will be made upon compliance of the following:

1.4.1 The resident must apply in writing, register and submit:

- A formal letter of intent for keeping a pet, stating a brief description of the animal and latest photograph of the animal. Allowable size and weight of the pet is as per the discretion of the Management.
- For dogs and cats, presentation of the latest medical records and certifications (issued not more than 6 months old) duly signed and certified by an accredited Veterinary Doctor of Qatar. Information and contact details of the attending Veterinary Doctor must be available at all times.
- A request is valid for one (1) pet per registration. Limit on the number of pets per apartment is as per discretion of the Management.
- Permit is valid for one (1) year and renewable upon fulfilling same above requirements.

1.4.2 The resident shall be liable to any reported offences, violations and any incurred cost as result to injuries or damages to a person and/or property and furniture inside apartment of the building.

1.4.3 When outside the apartment, dogs must be controlled on a leash and can only be transported via the service elevator. Other pets shall be in a suitable portable cage when outside the apartment. No animal shall be tied or chained outside the apartment.

1.4.4 If the resident, keeps an animal, then they:

- Must ensure that the pet is kept under the control and within the confines of the apartment at all times except for transportation on and off the building.
- Must ensure that the animal is not at any time within the common property except for the purposes of access to and from the tenant's apartment.
- Must ensure that the pet is held by the tenant at all times when in the common area of the building.

1.4.5 Brushing and grooming pets should be done strictly inside the pet owner's apartment. Brushing is not allowed on balconies or anywhere in common areas.

1.4.6 Cat owners should ensure at all times that their apartment's balcony doors and windows are closed preventing their cats from going outside into other Resident's apartments or getting lost.

1.4.7 The resident shall be responsible for the disposal of pet remains. Proper sanitation and disposal of animal feces must be observed at all times by the animal handler or their caretaker. Pet waste shall be bagged and disposed in appropriate trash containers.

1.4.8 The resident shall keep his/her apartment and surrounding areas free from pet odors, insect infestation, waste and litter, and be responsible in ensuring that the rights of other residents for peace and quiet enjoyment, health, and safety are not infringed upon or diminished by his/her pet's noise, odor, wastes or nuisance.

1.4.9 The resident shall ensure that no construction of unauthorized structure to house pets is done in the apartment.

1.4.10 Pets are not allowed to be in the amenities area like the swimming pool area & gym.

1.4.11 All complaints by other residents of the building regarding pets shall be referred directly to the Property Manager.

1.4.12 Unauthorized/unregistered pet shall be reported to the Management for its immediate removal.

1.4.13 All violations of this pet policies shall be dealt according to the order of offence committed and reported to the Management and will lead to revocation of approved permit and enforcement of removal of pet as follows:

- Biting incident – one (1) reported complaint. Pet owner will be responsible for any medical expenses, legal claims and damage fees of the victim.
- Reported disease, illness, and any viral infections that the pet is carrying or has acquired endangering the life of the residents. Pet owner will also be responsible for the cleaning and disinfecting the affected area – one (1) reported complaint.
- Animal attack to any person and/or animal – two (2) counts of complaint.
- Loud and irritable sounds of pet causing disturbance to neighboring units – three (3) counts of complaints.
- Bad smell coming out from the apartment, improper disposal of feces, and sanitation related complaints – three (3) counts of complaints.

1.4.14 Residents shall allow the Management to access their apartment for inspection, as it may require, ensuring compliance with these rules.

1.4.15 These rules may be amended from time to time by the Management in compliance with all relevant law and regulations.

Note: Reptiles (snakes and lizards), big dogs, animals which are considered as endangered species, and pets of vicious/aggressive disposition deemed by the Management to be potentially harmful to the health and safety of others are strictly prohibited.



1.5. HAZARDOUS ACTIVITIES

1.5.1. Hunting, trapping and discharge of firearms and the use of toy guns, air guns ("bibi guns") which can inflict damage on persons or property are expressly prohibited within the Property.

1.5.2. No open fires shall be lit or permitted within the Property.

1.5.3. Activities or conditions which endanger the health and/or safety of others are prohibited.

1.6. DUMPING AND WASTE MANAGEMENT

1.6.1. Dumping of ashes, trash, rubbish, sawdust, garbage, solid or other unsightly or offensive materials is expressly prohibited within the Property.

1.6.2. Tenants are responsible, at their own expense, for the removal of all such materials from the Property, other than household waste.

1.6.3. Tenants must make separate arrangements, at their own expense, for the disposal of large and/or heavy items.

1.6.4. Tenants shall regularly remove all weeds, rubbish, debris, refuse containers, woodpiles, storage boxes, tools and unsightly objects or materials of any kind from their lot and shall not allow such items to accumulate upon the lot.

1.6.5. Tenants may be issued a Notice of Violation for any violation to the above Rules. A Violation Penalty may be levied on the offending party.

1.7. LITTERING AND VANDALISM

1.7.1. The act of littering, graffiti or vandalism is expressly prohibited within the Property and the tenant shall be held liable for the cost of cleaning, repair or replacement resulting from any such prohibited activity carried out by residents of his property. All incidents of serious vandalism will be reported to Police for further action.

1.7.2. The cost of reinstatement of the item or area that has been vandalized shall be directly charged to those individuals found to have caused the vandalism.

1.8. USE RESTRICTIONS

1.8.1. Unless otherwise stated, residential units are designated for the use of single families. As such, only the tenants and their direct family members, guests and domestic employees may occupy a residential unit within the Property.

1.8.2. No business or commercial activity to which the general public is invited shall be conducted within any unit designated as residential within the Property.

1.8.3. No partitioning of the unit for the purposes of letting out individual rooms will be permitted.

1.8.4. The tenant is responsible for ensuring that all occupants comply with all the requirements of these Rules.

1.8.5. No tenant shall engage in any activity upon the property that is in violation of any law, ordinance, statute, rule or regulation of Doha, Qatar.

1.8.6. Tenants shall strictly adhere to the terms of easements and restrictions benefiting or burdening the unit.

1.8.7. Tenants shall carry a security deposit for the full replacement cost of all contents in their unit. Tenants agree that in the event of damage to or destruction of structure on or comprising their lot or unit, they shall be responsible for repair or reconstruction in a manner consistent with the original construction or such other plans as are approved by the Developer at their own expense.

1.9. HOUSEHOLD STAFF

1.9.1. Household staff, including (but not limited to) housemaids, drivers, and cooks should hold a valid residence visa issued by the Immigration Department.

1.9.2. Tenants are fully responsible if they are found accommodating household staff not directly sponsored by them.

1.10. CONDENSATION

Your new home is highly energy-efficient and well insulated. Due to this, condensation and mildew may become a problem if you do not follow the guidelines for living in an energy-efficient home. Your bathroom fan serves a very special function for your entire apartment – not just the bathroom. The control on the bathroom fan is set for the humidity level inside your home. Please read these instructions carefully. If you see any of the following problems:

- Frost on door handles and hinges, or your door is frozen shut
- Water or ice on windows
- Damp spots or mildew on walls, ceilings, or closet walls
- Moisture on light fixtures, toilet tank, or cold-water pipes

Take these steps:

- If you use a humidifier, turn it off
- Use the kitchen hood fan while cooking pots are steaming
- Avoid hanging wet clothes inside your apartment
- Insulate the toilet tank
- Use the bathroom fan until the bathroom is cleared of steam. Try to keep the door closed
- Leave drapes/blinds open as much as possible, so that the air can circulate freely over the windows

If necessary, open your windows to reduce localized condensation

No commercial business may be conducted on the premises.

All keys must be returned to the Property Manager at the termination of tenancy.



2. USE OF FACILITIES AND ACCESS REGULATIONS

2.1. RECREATION AREAS (SHARED FACILITIES)

2.1.1. The Common Areas and facilities are for the exclusive use of the tenants, their direct family and guests. Tenants shall limit the number of guests using the facilities to ensure access for other tenants is maintained at all times. The Property Manager reserves the right to assess whether the number of guests accompanying the Resident is indeed reasonable or not.

2.1.2. All persons using the Property's shared facilities and equipment do so at their own risk and must adhere to the rules and regulations posted in various locations throughout the interior and exterior of the facilities.

2.1.3. Failure to comply with the rules may result in the tenants being prohibited from using the facilities. Severe violations of the regulations may result in the tenants being permanently prohibited from using the facilities.

2.1.4. All children below the age of fourteen (14) years old must be supervised at all times by a parent or guardian aged eighteen (18) years or older.

2.1.5. Pets are strictly prohibited within Common Areas.

2.1.6. Any damage to property or amenities in the Common Areas will be chargeable to the individual responsible for causing the damage or, if they are a minor, their parent or legal guardian or the tenant of the property in which they are a resident or guest. Any serious damage that may result in subsequent death or injury of users will be promptly reported to the local law enforcement body.

2.2. SWIMMING POOLS

The Property offers a swimming pool facility. Tenants are requested to comply with the below rules.

2.2.1. Running, jumping or pushing is not allowed anywhere within the pool areas.

2.2.2. No diving or acrobatics is permitted by or in the pool.

2.2.3. No activities are to be undertaken that would affect the peaceful use of the facilities by other residents, including excessive noise.

2.2.4. Children under the age of fourteen (14) years must be under the supervision of an adult at all times.

2.2.5. In the interest of hygiene, all persons are required to shower prior to using the pool.

2.2.6. All rules and regulations posted at the pools by the Property Manager must be adhered to.

2.3. SERVICE PLANT, FILTRATION AND TELEPHONE ROOMS / STRUCTURES

The service plant, filtration, telephone rooms and all such other utilities contained within the Property are strictly reserved for authorized persons only.

3. VEHICLES & PARKING RESTRICTIONS

All tenants are required to adhere to the following rules regarding parking. Any violation of the parking policies listed below may result in the immediate towing of the vehicle at the vehicle owner's expense.

3.1. ACCESS CONTROL

3.1.1. Only tenants and their families, domestic employees and guests are allowed into the Property. Delivery personnel and taxi drivers are also allowed into the Property for the express purpose of delivering, dropping off or picking up residents.

3.1.2. Service providers, building contractors and handymen are permitted to enter into the Property only with approved entry permits and documents issued by the Property Manager.

3.2. PARKING

3.2.1. Residents and their guests must use their car parking provided to them as the primary location for parking their vehicles. Car parks shall not be used for storage of any goods and/or materials.

3.2.2. Violators will be cited, fined, clamped or have their vehicles towed away at the vehicle owner's expense.

3.2.3. Parking on the pavements is strictly prohibited. Violating vehicles will be towed away at the vehicle owner's expense.

3.2.4. No overnight parking of any unauthorized motor vehicle shall be allowed within the Property, unless approved in advance by the Property Manager.

3.2.5. Oversized vehicles may not be parked, with the exception of delivery and removal vehicles while performing services for residents. An oversized vehicle is deemed to be any vehicle that does not fit into a residential car park or driveway.

3.2.6. No inoperative vehicles may be parked.

3.2.7. No motor vehicle or trailer of any type shall be constructed, reconstructed or repaired in the Property

3.2.8. Tenants shall see that their guests and families and employees obey these parking rules.

3.2.9. Vehicles are not to be parked in a manner which interferes with any entrance to or exit from the Property

3.2.10. Any unassigned parking spaces are not reserved by any particular Unit.

3.2.11. No dismantled or wrecked vehicle or equipment shall be parked, stored or deposited within the Property.

3.2.12. No trailer, truck, boat or recreational vehicle shall be used as a living area within the Property.

3.2.13. Violations to parking rules will be reported to the local authorities, at the discretion of the Property Manager.



3.3. ROAD USAGE AND ROAD SAFETY

3.3.1. The maximum speed limit on the Property streets is 20 km per hour on neighborhood roads. However, in all instances, the posted speed limit signs will apply.

3.3.2. No motorized vehicle of any kind may be operated in any manner which is dangerous, noisy or which creates a nuisance. Any violation of the speed limit or driving considered to be dangerous by the Management shall be deemed to be a serious violation of the rules and shall be dealt with accordingly.

3.3.3. The operation of dirt bikes, trail bikes, sand buggies, off-road vehicles and non-licensed motorized vehicles is not permitted anywhere in the Property.

3.3.4. Vehicles that drip fluids or that damage the streets are to be removed or repaired. The tenant will be responsible for the cleanup and/or repair or the reimbursement to the Property Management for the cleanup and/or repair.

3.3.5. Car stickers and/or access cards, if provided at the time of hand-over of property, may only be used by tenants and promptly returned once the tenant vacates the property.

3.3.6. Pedestrians always have the right of way and priority on footpaths.

3.3.7. No parts of the streets, walkways and footpaths shall be used for the storage of personal items or material.

3.4. COMMERCIAL VEHICLES

Commercial vehicles may not be visibly parked or stored within the Property, except temporarily for a maximum of four (4) hours while providing a delivery or service to the Management or to a resident.

3.5. EMERGENCY OR TEMPORARY MAINTENANCE AND CONSTRUCTION VEHICLES

3.5.1. The provisions of these rules shall not prevent any reasonable emergency vehicle repair or operation of any emergency vehicle, ambulance, etc., within the Property.

3.5.2. The provisions of these rules shall also not prevent 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 improvements approved in writing by the Management.

3.5.3. Major repairs shall not be conducted on any vehicle of any kind in car parks or in Common Areas, except for emergency repairs to the extent necessary to enable the vehicle to be moved to a proper repair facility.

3.5.4. Changing vehicle oil or other automotive fluids is prohibited in the Common Areas.

4. MAINTENANCE AND AESTHETICS

Should a maintenance issue arise, a maintenance request form must be filled out and submitted to the office. These forms are printed on paper and will be given to you at the time of your lease signing. You may complete a maintenance request attached to this manual and submit it to the security guard or contact the Reception. We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request. When making a request, kindly be specific about the problem and where it is located.

Remember to include your name, address and the best time and number(s) to reach you at. Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair person into the property. Otherwise, they must give permission for the Property Management to provide a key to the vendor to enter during their absence.

Tenants are responsible for securing any pets that the vendor may encounter. Failure to do so will result in the work request not being completed and the tenant being charged for the service contact.

EMERGENCY MAINTENANCE

If you have an emergency that cannot wait until the next business day and it is before or after regular business hours, you can call our contact center and report the issue. Leave your name, address, telephone number and nature of the emergency. Make sure the number you leave will accept private calls. Phone numbers that do not accept private calls will not receive a return call and the request will not be answered. An emergency is considered a fire, flood, or any other hazardous or dangerous condition.

An emergency is NOT your air conditioning not cooling, the oven not working, a problem with the neighbor, etc.

5. HOME APPEARANCE

5.1. WINDOWS

5.1.1. Windows are not to be covered by paper, paint, tinfoil, sheets, or similar items.

5.1.2. Window screens must be maintained in good condition. Damaged screens are to be repaired or replaced by the resident.

5.1.3. Safety screens installed on the windows or balconies must be of a translucent material and require the approval of the Property Manager prior to installation.

5.2. LAUNDRY

Hanging of laundry outside on clotheslines, balconies, or other apparatus visible to other residents from the street or the ground level of a neighboring lot or the external Common Areas is not permitted.

5.3. HOLIDAY/CELEBRATION DECORATIVE LIGHTING

5.3.1. Temporary holiday or festival lighting is permitted in individual households during Eid and other festive and national holidays.

5.3.2. Flashing decorative lights or lighting that creates glare visible from outside the property is not permitted. White color string lights are preferred. Clarification on the appropriateness of decorative lighting will be determined by the Property Manager.



5.3.3. Permitted decorative lighting for holidays and celebrations may be installed and illuminated ten (10) days before the holiday or celebration and must be removed no later than ten (10) days after the holiday or celebration.

5.3.4. Lighting decorations causing complaints from neighboring residents must be turned off or removed upon request.

5.3.5. No private parties / get-togethers are allowed in the Common Areas without explicit prior approval of the Property Manager.

5.4. SIGNAGE

5.4.1. No signs, including banners and flags, are to be placed on balconies, roofs and windows.

5.4.2. Any sign that does not adhere to the above standards will be removed from the site at the tenant's expense in addition to the issuance of Notice of Violation.

5.5. BALCONIES

5.5.1. Balconies may not be used for storage of any storage units, boxes, refuse, unused furniture, cabinets, cartons, automobile parts, recyclable materials, storage and/or recycling containers, woodpiles, clotheslines, clothes drying racks, barbecue grills and/or other equipment, bicycles, or any children's tricycles, wagons, strollers, skateboards, scooters, slides and playhouses.

5.5.2. Rugs, drapes, towels or other such articles shall not be draped or hung on balcony railings, walls, from windows, or from clotheslines which are visible above the walls.

5.5.3. No items on the balcony may extend higher than the balcony wall, including personal items, except the following: hanging or potted plants, tables, umbrellas, wind chimes and bird feeders. All of these must be kept in good condition and be aesthetically agreeable. Any resulting damage to the exterior of the Properties caused by the installation of hooks or attachments for the purpose of hanging decorative items will be the responsibility of the tenant.

5.5.4. The storage of any combustible items such as charcoal lighters or other flammable items on the balconies, or hot water heater closets is strictly prohibited.

5.5.5. No pots or other items shall be placed on top of any wall or railing and each tenant shall take reasonable steps to capture water from potted plants placed on a balcony.

6. GENERAL MAINTENANCE AND UPKEEP

MECHANICAL SYSTEMS

PLUMBING

The plumbing was installed by a professional plumber and should generally only need minimum maintenance if you care for it properly. If a problem arises, attend to it promptly to prevent a bigger and potentially more costly problem. Each plumbing point within your home has a drain trap. To prevent any bacteria and gas odor from entering the home, fixtures that are used infrequently should be turned on or flushed at regular intervals. Avoid letting food, hair, grease and too much paper get down the drain. Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading your dishwasher. An excellent drain cleaning/clearing solution recipe is: 1 cup of salt, 1 cup of baking soda, 1 cup of vinegar, followed by 8 cups of boiling water. We recommend performing this treatment monthly to avoid build-up. After bathing, remove excess hair left on the drain catcher to avoid clogs. Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper is flushed. Never put sanitary napkins, diapers or handy wipes, napkins or paper towels in the toilet.

BATHTUBS, SINKS AND SHOWERS

Bathtubs are usually made of acrylic. Bathroom wash basins are porcelain. Kitchen sinks are made of stainless steel. Shower cubicles are made of ceramic tiles with glass doors. To prolong the life of bathtubs and sinks, please 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 wiping.

FAUCETS

The faucets have been installed with water saving aerates. They will require occasional cleaning. An aerator is the filter found at the mouth of the faucets. 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. The less strain you put on faucets, the less frequently they will need repair.



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 hinge, which seals the toilets bowl and 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 and contact the Reception.

WATER SHUT-OFF VALVES

Water shut-off valves can be found below the sink in the kitchens and bathrooms. The water shut-off valves in the kitchens 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

Every apartment is provided with cooling units. Each fan coil unit is individually controlled through a wall-mounted thermostat. The thermostat controls both the temperature of the air supplied to the room and the volume of air handled by the fan coil unit. The supply fan of the fan coil unit may be adjusted to one of three speeds: Low, medium or high. The wall-mounted thermostat may also be used to switch off the fan coil unit. Use low speed for quiet operation.

Please note that every fan coil unit contains an air filter designed to filter the air supplied to the room. After a period of time (approximately 1 month), this filter will become clogged with dust and will require cleaning.

The filter may be accessed through the ceiling access panel located under each fan coil unit. Please note that it is the responsibility of the resident to routinely clean this filter at regular intervals. In order to maintain peak performance from your fan coil units, we suggest removing and cleaning the filters on a monthly basis.

WHITE GOODS

Your kitchen is furnished with the following white goods.

1. Hob
2. Cooker hood
3. Dishwasher
4. Oven
5. Fridge
6. Washer/dryer

The catalogue and user manuals are kept in the kitchen cabinets and also through the APP. Any maintenance or service within the warranty period will be done in accordance with warranties.

CABINETRY

Kitchen cabinetries include the built-in oven, the dishwasher, the cooking range and the cooker hood. It is the responsibility of the tenant to ensure that the caulking around any bathtubs, toilets 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.

INSTRUCTIONS:

- Prepare the area by removing all of the old existing sealant. Wash the area with a nonabrasive cleaner. Wipe the area dry. Follow by wiping the area with rubbing alcohol. Wait for 1-2 minutes and wipe with a clean cloth.
- Apply the silicon caulking and smooth out with the tip of a popsicle-type stick. You may also dip the stick in dishwashing liquid to moisten the tip. This will allow for easier smoothing out. Use a masking tape to ensure a neat finish.
- Let the silicon 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:

- Always rinse cleaned areas thoroughly with a soapless 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
- 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 mold.
- Do not mix chlorine bleach with other cleaning supplies that contain ammonia or acids, such as vinegar. This will form dangerous gases if combined.
- Steel wool should never be used on tiles except with great caution. Using steel wool pads may stain or scratch light-colored tiles.

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 tenant 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:

- Hot pots and pans taken directly from the oven or stove element should never be placed directly on the countertop. Always use a trivet.
- 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.
- Do not use abrasive materials on the countertop as the surface may scratch or scuff.
- Wipe all spills with a solution of clear non-sudsing ammonia.
Remember, spills left on the surface for a long period of time may cause residual staining.

DOORS, FRAMES, TRIMS AND BASEBOARDS

As the unit settles, doors and frames may shift. All adjustment and planning will be done only once in the first year and should be reported on your eleven-month inspection report. Trims may separate from the floor, leaving a small space that may catch dust and dirt. Should separation occur at corners or other seams, it may be patched with filler at a later date when the house has fully settled.

RESETTING BREAKERS

When resetting a circuit breaker, it is important to wait before turning it back to '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 recreating a short circuit. To reset the breaker, make sure it's been turned all the way off before turning it to the "ON" position.

SHORT CIRCUITS

If a breaker disconnects, follow these steps:

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

MIRRORS AND 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 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:

- Turn off water (from the main valve)
- Set the temperature controller of your AC units to 28 degrees Celsius so that you do not use excessive amounts of electricity and at the same time you protect your home from adverse effects of humidity and humidity damage to carpentry items and wooden furniture that can encourage fungus growth.
- Ensure all appliances are turned off
- Turn down the temperature on the water heater
- It is advisable to verify that you receive the correct bill, especially for first month after moving in. If you find any discrepancy, immediately contact the Contact Center to rectify the problem.

DRILLING FOR NAILS & SCREWS

In order to avoid penetrating the electrical conduits and water pipes concealed beneath the decorative plaster on the walls of the villa, please use extreme care when using nails or screws to hang any objects (pictures, mirrors, shelf units, etc.). When in doubt, please contact the professional maintenance company for advice and assistance.



7. SYSTEM MANUALS

DISHWASHER

OVEN

REFRIGERATOR

KITCHEN HOB AND HOOD

WATER HEATER

WASHER AND DRYER

The equipment manuals for all appliances have been placed in the kitchen cabinets of your apartment. You can also find appliances manual videos available in the App.



8. USEFUL INFORMATION

Mentioned below are contact details for various service providers that might be useful.

EMERGENCY CONTACT NUMBERS

Police	999
Ambulance (Hamad Medical City)	999
Fire	999

HOSPITALS

HOSPITALS

Hamad General Hospital (includes accidents and emergencies) Location: Al Rayyan Road - Opposite Lulu Centre	+974 4439 4444
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OTHERS

Telephone Directory	180
Internet Service	111
Hamad International Airport	+974 - 40106666
General Post Office	+974 - 44464000
Qatar General Electricity and Water Corporation "KAHRAMAA"	+974 - 44845555
Qatar Chamber of Commerce and Industry	+974 - 44559111
Qatar Central Bank	+974 - 44456456

TRANSPORTATION

Public Transport "MOWASALAT"	+974 - 44588666
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8. GENERAL INQUIRIES & FEEDBACK

Contact us on
Abraj Bay Head Office
The Pearl Qatar
Doha, Qatar
Tel. +974 8008881
email info@abrajbay.com.qa

Download our App



www.abrajbay.com.qa

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