



WELCOME

TENANT'S MANUAL



CONTENTS

WELCOME NOTE	3
IMPORTANT INFORMATION & CONTACT NUMBERS	5
SAFETY AND SECURITY	9
COMMUNITY RULES	12
AMENITIES	19

WELCOME NOTE

CEO'S MESSAGE

Dear Tenant,

On behalf of SEBA Properties, I would like to welcome you and your family to Al Ain Oasis Villas, an upscale living community with self-contained amenities.

With its landscaping, swimming pools and health club facilities, Al Ain Oasis Villas provides an exceptional lifestyle experience and the perfect environment for you, your family and friends to unwind.

This manual is especially compiled for you to help you take advantage of all that your new home and community has to offer. You will find an outline of services and information to assist you with all aspects of moving and living in your new home. In addition, many of your questions are answered within these pages, guiding you through a comfortable and worry-free transition.

I sincerely wish you the best in Al Ain Oasis Villas and welcome you to SEBA homes.

Murshed Thani Al Romaihi

Chief Executive Officer



WELCOME TO AL AIN OASIS VILLAS

Al Ain Oasis Villas is a unique luxury villas compound located in Al Ain City-Bida Bin Ammar area.

The Development comprises of 56 four-bedroom villas. Aside from basking in peace and tranquility, tenants also benefit from a host of amenities such as a fully equipped gymnasium, sauna and steam rooms, indoor pool, multipurpose hall, tennis court, mini football playground area, lush gardens, a children's playground area, 24 hour security service, on call laundry facility and supermarket.

ABOUT SEBA PROPERTIES L.L.C

Based in Abu Dhabi, the capital of the United Arab Emirates, Seba Properties develops and operates internationally across a broad range of sectors including residential apartments and villas, commercial office and retail space, industrial warehouses and world-class hotels.

Empowered by a team of experienced and dedicated professionals, Seba exercises uncompromised integrity and excellence in serving the community. With Seba, residents not only live or work in the finest property but they also enjoy the luxury and comfort of a world-class service.

For further details, please feel free to browse our website at www.seba.ae

IMPORTANT INFORMATION & CONTACT NUMBERS

SEBA CUSTOMER CARE

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

SEBA HELP DESK

Tel: 800 SEBA (7322)

E-mail: helpdesk@seba.ae

When you call the Help Desk, the customer care clerk will ask you the following questions and accordingly provide you with the below details:

1. Your Name
2. Your Home Number
3. Your Contact Number(s)
4. Your Location
5. Details of your service requirement
6. Access availability
7. Provide you with the time needed to attend to your request
8. Provide you with the job request number

The customer care clerk will place your Service Request and send it to the concerned department for execution.

USEFUL NUMBERS

Police	999
Ambulance	998/999
Fire	997
Operator	100
Etisalat Directory Inquiry	181
Du Directory Inquiry	188

WATER AND ELECTRICITY

Water and electricity are provided by Al Ain Distribution Company (AADC).

When you first occupy your home you need to register your account with AADC. To do this you should bring the following documents along with the application:

1. Photocopy of your valid Passport (including page with visa)
2. Photocopy of your valid Tenancy contract
3. Payment of your deposit (please keep the original deposit receipt safe as you will need this to reclaim your deposit when close the account)
4. Previous clearance certificate copy for the property being applied for.

When you need to terminate your supply agreement, a clearance certificate must be obtained once the final reading has taken place and the total balance due on the account is paid full. If you do not obtain a clearance certificate you may be liable for further payments on that property even though you are not in residence.

CONTACT INFORMATION FOR AADC

Water & Electricity	800 9008
E-mail	customercare@aadc.ae
Web	www.aadc.ae

POSTAL SERVICE

For postal service in the UAE, you will need to subscribe to a Post Office Box offered through Emirates Post. There is no door-to-door mail delivery in the UAE. You will be responsible for regular pickup of your mail and payment of subscription fees. Alternatively, we suggest you use your office's Postal Box if possible.

Emirates Post	600 5 99999
Web	www.emiratespost.ae
E-mail	custservice@emiratespost.ae

WASTE REMOVAL

All standard domestic waste shall be collected from the provided garbage bin once a day. Tenants are expected to deposit all their household waste into tied garbage bags to prevent spillage and smell before putting it in the garbage bin.

In the event, that tenants wish to dispose of hazardous items, large cardboard boxes, and other similar materials, please contact Seba Help Desk directly.

Landscaping contractors are required to make their own arrangements for the disposal of garden waste materials.

The removal of any old furniture is the tenant's responsibility.

PEST CONTROL

Your unit will be sprayed free of charge only once prior to the hand-over of your unit. Any additional or yearly pest control is the tenant's responsibility.

LANDSCAPING

Landscaping within the confinement of a unit is solely the tenant's responsibility. A list of service providers is available for your convenience.

GUESTS/VISITORS

Tenants are able to welcome guests and visitors at any time inside Al Ain Oasis Villas. It is the tenant's responsibility to ensure that all guests and visitors comply with the rules and regulations during their visit to the compound. Tenants are responsible for their guests' behaviour at all times while in Al Ain Oasis Villas. The security guard may request to see a form of ID from the guest visitor and contact the inviting tenant to ensure that he/she is welcome to the compound.

Each tenant will be able to welcome a maximum of 5 guests every month into the Health Club area subject to prior coordination with the Health Club Management.

SHORT TERM LETS

Please note that Short Term Lets (Holiday Lets) are not allowed as per the terms of the Tenancy Agreement signed between the tenant and the landlord.

If you know of any unit in your community that is being used for the purposes of Short Term Lets, please contact SEBA and appropriate action will be taken as necessary.

BACHELOR ACCOMMODATION/ COMMERCIAL ACTIVITY

The community rules and rental agreement state that each dwelling is for single-family residential use only. If you know of any unit in your community that is being used for purposes other than single-family residential use, please contact SEBA and appropriate action will be taken as necessary.

ILLEGAL ACTIVITIES

While our security personnel is trained to provide you with the necessary security services as a tenant in the compound, it is also your civic responsibility to bring to our attention any suspicious activity or disturbing behaviour within your community. If you do notice something out of the ordinary, please contact SEBA and appropriate action will be taken as necessary.

HOUSEMAIDS AND DOMESTIC HELP WITHIN THE COMMUNITIES

As per local laws, please be advised that housemaids working within the communities should either be on the resident's sponsorship or be employed through a professional cleaning company. The Police cannot get involved in cases of an absconding maid if she is not professionally employed or on the resident's visa. If a housemaid is caught working illegally, the tenant can be fined by the appropriate authorities.

Any details forwarded to SEBA will be dealt with in the strictest confidence.

LOCATION OF YOUR HOME

A location map has been provided for you in this page. You can share this map with your visitors and our service personnel to direct them to your new home.





SAFETY AND SECURITY

FIRE SAFETY

You have been provided with a fire extinguisher at your home as a tool to fight small fires. Using fire extinguishers in your home, along with knowing what to do in case of fire, can save your life.

FIRE EMERGENCIES

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

GENERAL FIRE SAFETY INFORMATION

1. Keep clear of flames and remember that smoke is deadly.
2. Stay low to avoid smoke inhalation.
3. Warn others in the home.
4. Notify other tenants' in the neighbourhood of the fire hazard.
5. 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.
6. Do not re-enter the home for any reason.
7. Use the nearest phone or a mobile phone at a safe location to call the Fire Department at 997.
8. Stay calm and state your name and phone number.
9. Give the address of the fire: Home No. ..., Al Ain Oasis Villas, Bida Bin Ammar, Al Ain.
10. Follow instructions given by the Fire Department Representative.
11. Inform the security gate.

FIRE PLANNING

Know how to deal with different types of fire should one occur. Always have a pre-determined plan of action in case of fire.

Equally important is to plan and occasionally practice an escape route for you (and your family) should a fire occur. Be sure to establish a meeting place (such as your front lawn) after escape with friends and family.

Know the location of fire extinguishers, fire alarms and fire exits. Pay attention to children and others requiring assistance. They may panic or become disoriented during a fire.

It is important to keep in mind that fires may occur at any time. Do not take fire safety for granted. Knowing the risks and being prepared may not only reduce damage but may save lives, including yours.

FIRE PREVENTION

The best way to fight fires is to prevent them. Here are a few common-sense rules to help reduce the likelihood of a fire. Please use them.

- If you do smoke, ensure that there are plenty of deep ashtrays in the home. Keep them clean and do not smoke in bed.
- Keep your stove and oven area and the area around them clean and clear.
- If an appliance has a worn or frayed cord, don't use it. Have it repaired as soon as possible.
- Be sure not to exceed the wattage restrictions on lamps by installing a higher wattage than recommended.
- Keep electrical cords visible and out from underneath rugs and furniture. Attempt to install appliances close to their power source. Do not tack down electrical cords with staples.
- It's never advisable to store gas or oil indoors or to store oily rags in a confined space.

This information gives you a brief overview on how to protect yourself and minimize damages in the event of a fire in your home.

1- How do I know that a manual fire extinguisher is in a working condition?

- The pressure indicator shows whether or not a fire extinguisher is working. If the pressure is lower than the required level it means a fire extinguisher needs to be serviced.
- Regular service for a fire extinguisher which is not equipped with a pressure indicator is a prerequisite to ensure its working condition.
- Keeping a fire extinguisher in a proper place away from high degrees of temperature and humidity will ensure its effectiveness.

2- What are the necessary precautions before using a fire-extinguisher to control fires?

- Call the Civil Defence Department.
- A fire when starting must be limited to a small area.
- Warn all those present at the site.
- There should be an access to an exit for a user of a fire extinguisher in order to leave the site.
- Stand two or three meters away from the fire.
- If there are air currents, a user of a fire extinguisher should stand in the same direction of the wind.

3- When a fire starts in an electric appliance, what shall I do?

- Disconnect electric current.
- Send someone to report the fire to Civil Defence Department on emergency line 997.
- Carefully try to extinguish the fire by use of an available method provided that the fire had just started, otherwise proceed immediately to leave the place and warn those around you to do the same. Wait for Civil Defence people to arrive.

4- Upon discovery of a gas leakage, what should I do?

- When a gas leaks and spreads out, it causes asphyxia, fire and possibly explosions.
- Switchboards or any igniting methods such as matches and lighters should not be used.
- Disconnect the gas cylinder valve or central gas supply connection.
- Open the windows for ventilation.
- Leave the place away from danger, and report the incident to Civil Defence emergency line.
- Do not re-enter the place until you are sure that there is no danger, and call a specialized technician to find and repair the cause of leakage.

5- What should I do to prepare an evacuation plan for my home?

- Prepare a map of the home, indicating two exits in each room.
- Specify a gathering place outside the home.
- Ensure that doors and exits you wish to use for exiting the home can be easily opened.
- Agree with your family members on an exiting signal.
- Prepare an exit plan with your family ahead of time and have each family member memorise your respective roles.
- Be sure that corridors leading to an exit are unobstructed.
- Train yourself and your family members in implementing the plan, discuss it together and memorise your respective roles.
- Train your small children to leave the home alone, and not to hide.
- Once outside the home premises, stay at the gathering place and do not re-enter the home until Civil Defence unit arrives and informs you that the danger is over.

6- What are the things needed to protect my home from fire hazards?

- Keep a proper manual of a fire extinguisher in working condition, together with a fire blanket.

- Fix a central circuit breaker, which disconnects electric current as soon as an internal electric fault occurs. (You have this protection already installed as part of your electrical systems).
- Continuously monitor gas connections.
- Comply with safe practices in the kitchen and in using electric appliances, and keep igniting implements out of children's reach.
- It is recommended to leave your home key with a trustworthy friend or relative to check on your home periodically.

SECURITY

Your safety and security is our primary concern. That is why your new home is part of a secured community.

To ensure your expectations are met, the security service is operational on a 24-hour basis. To protect you and your property, security patrols are conducted both day and night.

Within the Security department, many of the staff is trained in first aid and basic fire fighting skills.

For urgent security concerns, please call the Help Desk immediately.

We require that all household staff, including maids and drivers, carry proper identification, as they may be requested from time to time to present them to ensure they are officially permitted to enter the buildings. These measures are taken to ensure your safety and security.

For passes regarding maids, gardeners and maintenance workers, the tenant must contact the Help Desk.

The management is not responsible for any belongings that are lost/stolen or left in the compound.

KEYS

You will be given 3 sets of keys for each door in your home. The keys to the external and internal doors will be given to you upon the lease commencement date. Please note that the management will not be keeping a copy of your home keys or holding any master key systems.

In case of emergency, the management may enter the property by breaking down the door. Should the emergency be caused by neglect or negligence from the tenant, he/she will be responsible for the repayment of the breakage to gain entry.

7- What shall I do when fire's smoke starts?

- Try carefully to discover the cause (if apparent), otherwise, move out quickly to the nearest exit to stay away from danger.
- Call Civil Defence Emergency line.
- You should stay outside and wait for the arrival of Civil Defence unit.

8- What shall I do if smoke spreads thickly in the place where I am staying?

- Fire smoke contains very hot and toxic steams and gases that spread upwards, while part of it stays above the floor surface leaving a safer space at an elevation of 30-60 cm in the short period of time left for exiting the place.
- Bend down below the smoke's level.
- Kneel on your hands and knees.
- Leave quickly to the nearest safe area.
- Call Civil Defence from the nearest telephone available, wait for their arrival, and do not allow anyone to go back to the place.

9- What are the procedures, which should be followed to protect the home during an extended vacation?

- Shut doors and windows tightly.
- Ensure all appliances are off.
- Turn off water at the main shut off.
- Close the gas cylinder's valve or central gas supply connection securely.
- Avoid keeping highly inflammable unnecessary materials.
- Make sure that you have not forgotten any heat sources inside the home.
- Set the temperature of your A/C unit at about 26 degrees Celsius to protect your home from humidity and excessive heat.

COMMUNITY RULES

The following advice has been compiled to assist tenants towards a better understanding of community living. Included are simple "do's and don'ts" that we hope will provide a helpful and useful framework for community living.

The foregoing is not intended to replace any legal documentation but to give a brief synopsis to the tenants of what community living entails and to foster a serene and safe environment for the families, children, neighbours, and guests of the community. It is very important that in a community such as ours, each member does his or her share to protect the rights of all other tenants.

NOISE & NUISANCE

1. No nuisances including littering, loitering, soliciting, obnoxious or offensive activities should be carried out in any home or any portion of the Community, which may be or may become an annoyance or nuisance to the neighbourhood, or interfere with the quiet enjoyment of tenants.
2. Such nuisances include but are not limited to offensive noises, odours, smoke, vibrations and views.
3. Tenants shall exercise due consideration at all hours in the operation of radios, televisions, musical instruments, or any other items to ensure that the sound will not disturb others.
4. Noise is considered to be too loud if it can be heard by and disturb an adjacent neighbour.

PETS

1. Tenants must not allow in his/her Home any animal, reptile or bird that is not customarily reared inside a building and considered generally as a house pet.
2. All dogs and cats must be walked on a leash and under the owners full control at all times.

3. Please ensure your pets i.e. dogs and cats wear appropriate identification or tags at all times when outdoors. All pets must have and display, as appropriate, evidence of all required registration and inoculations.
4. As a pet owner, you are responsible for the pet's behaviour. While in the common areas, including parking areas and lawn areas, the pet must be carried or securely leashed. The pet must be taken off the property to relieve itself and owners are subject to municipal leash and clean up bylaws. The number of ordinary house pets, excluding caged birds or those in a terrarium or aquarium, is not to exceed two (2) per home.
5. All pet owners are fully responsible for damage caused by their pets, including any damage to landscaping by digging, defecation, urination or personal injury to any owner, guest, or to any member of the public. Pet owners are responsible for cleaning up the excrement of their pets in both common and limited common areas.
6. Commercial breeding of pets is prohibited.
7. No tenant shall inflict or cause cruelty in connection to any pet.
8. Pets are not allowed in the Health Club.

HOME USE

1. As per the tenancy agreement, residential units are to be used for single-family residences only.
2. No business or commercial activity to which the general public is invited should be conducted within any unit in the Community.
3. Kindly ensure that you do not engage in any activity within the Community that is in violation of any laws, ordinances, statutes, rules or regulations of Abu Dhabi or of the United Arab Emirates.
4. There shall be no solicitation permitted by any persons anywhere in or about the property for any cause, charity or any other purpose whatsoever.

COMMON AREAS

1. Common Areas are those areas that are outside your home and are for the common use and enjoyment of members of The Community.
2. The entrances, passages, vestibules, and like portions of the Common Area shall not be obstructed or used for any purpose other than ingress and egress to and from the property; nor shall any carts, carriages, chairs, tables, bicycles and other similar objects such as toys, brooms, shoes, garbage cans, recycling bins, etc., be stored in the common area
3. The personal property of the home's occupants must be stored in their respective units. No flammable, combustible or explosive fluids, chemicals, or substances shall be kept in any home, its adjacent area or the common areas.
4. Individuals should not hire subcontractors to work in the Common Areas.
5. Individuals should not damage, disturb, or alter landscaping within the Common Areas.
6. It is prohibited to litter or deposit debris in the Common Area. Please use the waste bins provided.
7. Individuals should not use the Common Areas for any personal use such as dusting carpets, cleaning furniture, or storage of personal items.
8. The management is not responsible for any belongings that are lost/stolen or left in the Compound.

COMMON RECREATION AREAS & FACILITIES

1. Common recreation areas, swimming pools, fitness centres and playgrounds are for the use of the tenants.
2. All children must be supervised at all times by a parent or guardian aged 16 years or older.
3. Bikes, skateboards, roller skates, roller blades, or any wheeled toys are not allowed in the pool area or pathways leading to the common area.

TRAFFIC

1. The maximum speed limit on the Community streets is 20 kilometres per hour or in accordance with posted speed limit signs. No motorized vehicle of any kind should be operated in any manner which is dangerous, noisy or which creates a nuisance.
2. Vehicles that drip fluids that damage/stain the streets are to be removed or repaired. The owner will be responsible for cleanup and or repair or reimbursement to SEBA for cleanup and/or repair.
3. Excessively dirty vehicles should be cleaned off site.
4. Operation of dirt bikes, off-road vehicles, and non-licensed motorized vehicles are not permitted anywhere in the Community. Child sized pedal or electric vehicles are to be operated under adult supervision only.
5. In all cases, the laws, rules and regulations of the UAE apply.

PARKING

1. Each home has designated parking spaces. Vehicles should not be parked in any other parking and should be parked so as not to obstruct the way for other vehicles.
2. The parking area should not be used for any purpose other than parking vehicles.
3. No inoperative vehicles may be parked/or worked on in the community.
4. Due to limited parking spaces available, visitors should park in the spare spaces available in the compound. If tenants are expecting a lot of visitors, please contact reception / security who will make arrangements for them to park outside the compound. Tenants are responsible to ensure that their guests obey the parking rules.
5. Commercial vehicles should not be parked or stored within the Community except temporarily while providing a delivery or service to SEBA or to a tenant.
6. There are no restrictions to prevent any reasonable emergency vehicle repairs or operation of any emergency vehicle, ambulance, etc., within the Community.

The reasonable operation or temporary use of construction trailers, vans, or other trucks, machinery/equipment, construction shelters or facilities maintained during and used exclusively in connection with the construction of any improvement may be allowed subject to approval from SEBA.

7. No repair of vehicles shall be made on the property.
8. No vehicle may display "For Sale" signs except for those attached to the interior sides of the vehicle window.
9. Parking is not permitted at any time in front of fire hydrants.

VEHICLE ACCESS

1. Tenants will be given 2 keys for the main gate barrier for vehicle access into the compound.
2. Should the tenant require additional passes, please apply to the reception for an additional pass, spare parking facilities permitting.

SIGNAGE

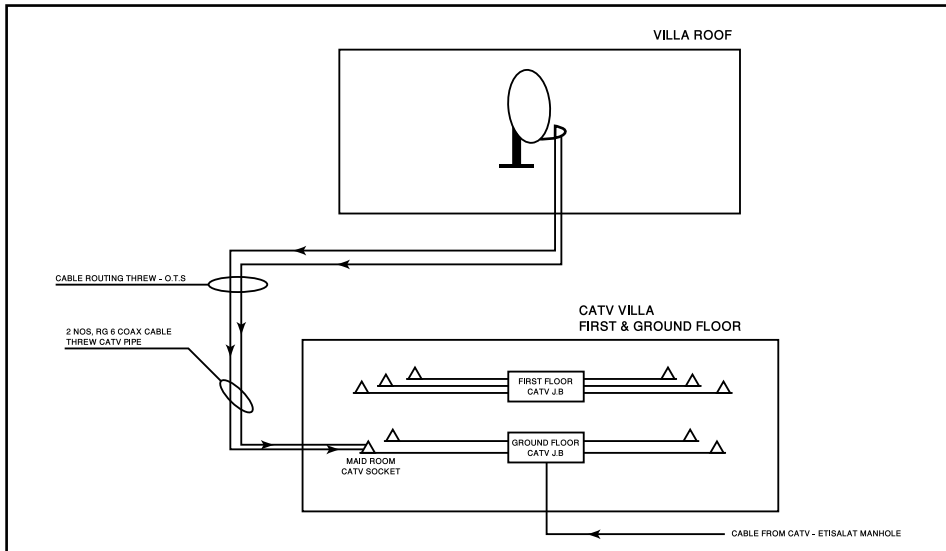
No sign, advertisement, notice or other lettering shall be exhibited, displayed, inscribed, painted or affixed on any part of the Common Areas including the entrance to the home.

ALTERATIONS AND ADDITIONS TO YOUR HOME

1. Tenants cannot make structural modifications to walls, (including a color change) to the external appearance of the building or its doors and windows, interior home layout or plumbing and mechanical/electrical systems or to Common hold Property.
2. No Tenant is allowed the installation of wiring for electrical or telephone use, air conditioning unit or other machine or equipment which is otherwise visible on the exterior of a building unless authorized by SEBA in writing.
3. Nothing should be done in or to any home or Common Area which may impair the structural integrity of the Neighborhood complex or which would structurally change a building or improvements thereon.

Nothing shall be altered or constructed in or removed from the Common Area except upon the prior written consent of SEBA.

4. Changes affecting the appearance of the exterior of any building, such as decorations (excluding holiday decorations), awnings, sun shades, air conditioning equipment, fans, screens, gutters, storm doors, satellite dishes, external radio/TV antennae and enclosures of any kind, gazebos, sheds, painting of the exterior or any other changes should be made only with the prior written consent of SEBA.
5. The colours of umbrellas or gazebos should be of neutral shades/colours in keeping with the architectural atmosphere of the compound.
6. Privacy screening for villa gardens should be fitted tidily inside the railings and should not exceed the height of 1.8m. Please check with the compound reception on the suitability of your choice of screening before purchasing.
7. Any external contractor you select to carry out any works within your demised premises must be insured to carry out any of the above works. SEBA may require a copy of insurance certificates prior to the commencement of any work.
8. Tenants should refer directly to the Gas company for fitting and connection of gas supplies.
9. Connection to the washing machine/dryer is the tenant's responsibility via authorized suppliers.
10. Concealed electrical conduits are run through the Compound. Please refrain from fixing any nails, screws or drilling work on the walls. For additional fixtures like chandeliers or picture frames to be mounted on walls or ceilings, please contact the Help Desk who will send you a qualified staff familiar with the Compound layout.
11. Carpets can be installed provided no adhesive glue is applied underneath. Carpet tape or sticker can be used to prevent damage to the flooring.
12. It is the tenant's responsibility to keep the home and all objects therein in the same substantial repair and condition as received.



SATELLITE DISH INSTALLATION

1. Above is a wiring diagram for the CATV for the Homes.
2. Installers should ensure that Dishes are fixed securely in a way that they are not visible from the road.
3. Cables are to be run down through the OTS to the Maid's room SMATV socket then to the existing SMATV Junction Box. From this junction Box you will be able to connect any CATV outlet on the ground floor and first floor.
4. Cables from the Satellite Dishes only should be run down into the home through the OTS shaft. No Cabling should be run down the exterior of the facade.

BALCONIES

1. It is hoped that all tenants will maintain the attractive exterior appearance by keeping their balconies in a clean and tidy condition.
2. The balcony is not to be used as a storage area for any items except seasonal furniture. No barbecuing is allowed on the balconies.
3. No linen, clothes, clothing, curtains, rugs, mops, laundry, flags, or any other article shall be shaken or hung from any of the balconies or railings.

4. No tenant can make any change to the balcony without the consent of SEBA.
5. No animal pets are allowed on the balconies
6. As per U.A.E law, tenants are not permitted to hang clothes or store goods on the balconies or garage areas or outside the homes. Please ensure you abide by the local law directives relating to the use of balconies.

WINDOW COVERINGS

1. Window Coverings visible from the outside of the property must be white, off white or light beige in colour. Reflective window tinting or aluminium foil is not allowed to shade windows.
2. If you are considering changing to a coloured window blind treatment, speak to your contractor about having the exterior sides of the blinds white.
3. If you are hanging coloured drapes, please line them with a white lining, including the back facing where the drapery hooks are located.

DANGEROUS / ILLEGAL GOODS

1. No explosives, hazardous chemicals or firearms to be stored in any home, in any part of the Project, in its annexes or beside the Project.
2. No storage of any personal property in any of the Common Areas is permitted.

SAFETY AND SECURITY

1. All tenants shall promote to the fullest extend possible the security of the complex, its buildings, common areas and surrounding grounds.
2. All tenants shall report all incidents of theft, vandalism and breaches of peace to the security immediately.

HELPFUL TIPS

ELECTRICAL POWER FAILURE

If the neighbourhood lights are out, a general failure has occurred. If not, check your own apartment electrical panel. A tripped breaker in a circuit means that a particular line has been overloaded. Please check all plugged in items on that circuit before resetting the breaker. If it continues to trip, please call the Help Desk.

PLUMBING PROBLEMS

Know where all the shut off valves are located.

INSURANCE

1. The Compound insurance only does not cover against theft of personal belongings or damage caused by tenant default or neglect.
2. Contact your own insurance agent to inquire about Insurance Policies for your home. It is recommended to obtain a personal liability policy in an amount you consider appropriate. Such a policy provides for legal liability and property damage caused by you, your family, guests or service personnel.

See your own insurance agent to inquire about such policies.

FAUCETS

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

BATHTUBS, SINKS AND SHOWERS

Bathtubs are usually made of a variety of materials including china, porcelain enamel or fiberglass reinforced with plastic or acrylic. Bathroom sinks are usually made of china, porcelain enamel marble resin or acrylic. Kitchen sinks are generally made of enamel or stainless steel. Showers are most frequently made of ceramic tile, fiberglass resin forced or moulded plastic. To prolong the life of bathtubs and sinks follow these precautions:

1. 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.
2. Do not let food waste stand in the sink.
3. Most liquid household cleaners are mildly abrasive but are safe to clean the surfaces if diluted with plenty of water. Do not use powders or abrasive cleaners on acrylic tubs or sinks as they may scratch or dull the surface. Stainless steel fixtures are generally stain resistant and require only an occasional scrubbing.

KITCHEN EXHAUST HOOD FAN

The kitchen exhaust fan will have one or two removable filters, which should be removed once a month and washed in the dishwasher, or soaked in a detergent, rinsed and replaced

CABINERY

To care for your cabinets you need to regularly clean the doors by wiping with a damp cloth and drying immediately with a dry, soft cloth. For major cleaning of doors, wipe the door with a mild soap and water solution and dry immediately with a soft, dry cloth. Excess moisture is the worst enemy of any finish. Dry off any water immediately.

CERAMIC TILES

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.

Always rinse cleaned areas thoroughly with a soap-less detergent diluted in water. Wipe dry with a soft cloth or sponge. We recommend that you do not use soap to clean ceramic tiles, as it forms a film, which not only dulls colours, but also can support growth of bacteria and mildew.

Do not mix chlorine bleach with other cleaning supplies that contain ammonia or acids, such as vinegar. This will form dangerous gases if combined.

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.

Steel wool should never be used on tiles except with great caution. Using steel wool pads may stain or scratch light coloured tiles.

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.
- Wipe all spills with a solution of clear non-scudding ammonia. Remember, spills left on the surface for a long period of time may cause residual staining.
- Do not use abrasive materials on the countertop as the surface may scratch or scuff.

GAS BBQ GRILL

In order to avoid any incidents during usage, please follow the below guidelines:

- Always use the gas cylinders as supplied from approved gas supply companies.
- When the LP cylinder is connected, the grill must be kept outside in a well-ventilated space. When not in use, the LP cylinder valve must be turned to the OFF position.
- If storing the gas grill indoors, the LP cylinder must be disconnected, removed, and stored outdoors.
- Never use a Gas BBQ indoors.
- The cylinder valve outlet must be plugged whenever the cylinder is not connected to the grill or is being transported, unless it is a quick close coupling or quick disconnect type of cylinder valve. Follow manufacturer's instructions for handling of cylinders.
- Always store LP cylinders upright and in shaded areas out of the direct sun's heat, and never store a spare LP cylinder on or near a grill or any other appliance.
- Always check for gas leaks every time you disconnect and reconnect the regulator to the LP cylinder.
- Never attach or disconnect a LP cylinder, or move or alter gas fittings when the grill is in operation or is hot.

- Never use an LP cylinder if it shows signs of: dents, gouges, bulges, fire damage, corrosion, leakage, excessive rust or other forms of visual external damage; it may be hazardous and should be checked by the gas supplier.
- After a period of storage, and/or disuse (for example over summer holidays), the gas barbecue should be checked for gas leaks, deterioration, proper assembly, and burner obstructions before using.
- Clean and perform general maintenance on the grill twice a year. Watch for rust on the unit, rust on the LP cylinder, and check the regulator, hoses, burner parts, air shutter, and valve section carefully. Always turn off gas at the source (tank or supply line) prior to inspecting parts. Check the owner's manual for any additional maintenance requirements.
- Visually inspect hose(s) for abrasion, wear and leaks before each use. A soap and water solution may be used to test for leaks. Never use a flame to check for gas leaks. Replace faulty hose(s), using a parts replacement kit, before operating. we recommends that BBQ gas supply hoses should be replaced once per year with a good quality, stamped approved type gas hose (Gas suppliers can supply)
- When lighting a gas grill, always keep the lid open to prevent a flash off from gas build-up.
- Do not lean over the grill when igniting the burners or cooking.
- If a burner doesn't ignite, turn off the gas. Keep the grill lid open and wait five minutes before trying to light it again. If the burners go out during operation, turn all gas valves to OFF. Open the lid and wait five minutes before attempting to relight, using lighting instructions.

IF IN ANY DOUBT, OR IF GAS IS SMELT DURING USE, TURN OFF AT CYLINDER AND DO NOT USE.

AMENITIES

HEALTH CLUB

Al Ain Oasis Villas Health Club comprises of a gym, sauna and steam rooms, an indoor swimming pool, tennis court, a children's playground and a mini football area. The health club opening hours are from 9AM to 9PM daily. Please refer to the health club reception for further information regarding the availability of services.

Access to the Health club is via a health club pass. Please refer to the health club reception to obtain your pass.

Please observe all the posted safety, rules and regulations within the health club.

ALL PERSONS USING THE HEALTH CLUB DO SO ENTIRELY AT THEIR OWN RISK. THE OWNER ACCEPTS NO RESPONSIBILITY OR LIABILITY FOR ANY INJURY, ACCIDENT OR FATALITY ASSOCIATED WITH THE USE OF THE HEALTH CLUB. PETS ARE NOT ALLOWED.

GYMNASIUMS

1. The gymnasium is fully equipped with the latest Nautilus equipment. It offers an extensive array of the latest range of cardiovascular and resistance equipment available on the market.
2. Children - children under 16 years of age must be supervised by an adult.
3. Damage to equipments - damages to equipment will be chargeable. It is therefore important that only tenants use equipment and with care.

SWIMMING POOL

1. Pool Hours - The timings will be clearly displayed in the Health Club Reception.
2. Lifesaving equipment - Life saving equipment will be provided. This is only to be used in case of an emergency. Please do not use the life saving equipment for any other reason.

3. Prohibited areas - filtration and plant areas are out of bounds to any unauthorised personal and are clearly marked.
4. Showers - all pool users are required to shower prior to using the pool.
5. Horseplay - such as running, splashing, playing of music or any action that may cause disturbance to other tenants will not be permitted - radios, tape recorders or musical instruments of any nature are prohibited in the common areas. Bikes, skateboards, roller skates, roller blades, or any wheeled toys are not allowed in the pool area.
6. Food & glassware - of any kind are not permitted in the pool area. Beverages are permitted only in unbreakable containers.
7. Swimming Apparatus - such as floaters, flippers or snorkels may only be used in designated areas.
8. Swimwear - correct swimwear must be worn at all times; excessively loose clothing is not permitted. Swimwear is not allowed outside the Health Club area. Proper wear should be considered and maintained while visiting the Health Club and in all the common areas.
9. Children - children under 14 years of age must be supervised by an adult in the swimming pool.
10. The management reserves the right to close the pool area for cleaning or for the use of special functions or events.
11. **Use the swimming pool at your own risk.**

TENNIS AND MINI FOOTBALL COURTS

Bookings will be taken at the Health Club Reception.

SAUNA AND STEAM ROOMS

The timings will be clearly displayed in the Health Club Reception.

CHILDREN'S PLAYGROUND

The timings will be clearly displayed in the Health Club Reception. No child under the age of 14 will be permitted access without parental supervision.