



THE
EDGE
BUSINESS BAY

RESIDENT'S
OWNER'S MANUAL

Disclaimer

This Owner's/Occupier's Manual is for general information and guidance in nature. The manual is subordinated to the Sale and Purchase Agreement, Disclosure Statement, Master Community Declaration, and Building Management Regulation. The Developer (Select Global Development LLC) reserves the right to amend the contents of this manual from time to time.

Common Definitions

Applicable Law: Any law, regulation, rule, order, direction, requirement or other legally binding provision applicable to the Building, the Unit, the Common Areas or their use and operation in the Emirate of Dubai.

Building Manager: The manager appointed in accordance with the Building Management Regulation and the Jointly Owned Property Law, responsible for the Operation of the Building including the Building Common Areas.

Building Rules: The applicable set of Community Rules.

Common Areas: The areas and facilities forming part of the Building that are designated as common areas under the Building Management Regulation and applicable governance documents, including shared access ways, lobbies, hallways, service and technical areas and shared utility infrastructure.

Entry Device: An access card or other device issued for authorised access to the Building, Car Park or other controlled areas.

Invitee: A person permitted by an Owner or Occupier to enter or use the Building in accordance with the Building Rules and applicable access procedures.

Occupiers: Any occupier, tenant, licensee or person with any other right of possession or occupation (including any mortgagee in possession) of the Unit (or any part thereof).

Management Entity: The entity responsible for the management of the Building in accordance with the Building Management Regulation and applicable governance documents. References to the Management Entity include the Building Manager where the context permits.

Master Community: Business Bay, the master-planned community in which THE EDGE is located.

Master Developer: Dubai Properties, or any other entity that may assume responsibility for the development, management and control of the Master Community.

Service Charges: The charges payable in respect of the Building and its Common Areas in accordance with the applicable governance documents and approved service-charge budget.

Statement: The Building Management Regulation applicable to The Edge, also referenced as "Regulation".

Terrace Area: Any terrace or external area forming part of an individual Unit or otherwise identified as such in the applicable title or governance documents.

Unit: A residential unit forming part of The Edge.

Unit Owners: The owners of the residential Units at THE EDGE from time to time.

Works: Any works, alterations, additions, installations, modifications, fit-out or other works undertaken to or affecting a Unit, Common Area or any part of the Building.

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1. Welcome Message

Dear Owner,

Welcome to The Edge. On behalf of Select Group and the Building Management Team, congratulations on your new home in the heart of Business Bay.

We hope this Manual helps to make your move as smooth as possible. It brings together the essential information you need as an Owner or Occupier, from handover and move-in to utilities, maintenance, security and the use of shared facilities, along with the guidelines that help keep The Edge a comfortable and well-kept place to live.

Our Building Management team is here to help. If you have any questions, please contact them using the details provided in this Manual.

Yours sincerely,

The Edge Management Team

2. About THE EDGE

A BOLD STATEMENT ON THE EDGE OF DOWNTOWN DUBAI

THE EDGE introduces an eclectic urban vibe to the city that is defined by its modern architecture and signature interior design of bold, contrasting colour palettes. It is a landmark residence development by Select Group, offering residents an extraordinary lifestyle experience in the heart of Dubai's dynamic Business Bay district.

The Business Bay area offers residents unparalleled access to Dubai's commercial hub, leisure destinations, and the iconic Dubai Canal waterfront. With direct connections to key arterial roads and proximity to Downtown Dubai, residents enjoy the finest blend of urban convenience and luxury living.

Select Group, the developer, is a leading real estate developer known for delivering landmark projects across Dubai. The company brings its extensive expertise and commitment to quality to every aspect of THE EDGE, from the thoughtfully designed residences to the meticulously maintained common areas and leisure facilities.

2.1 Phone Directory

IMPORTANT CONTACTS

Building Manager: Kaizen Owner Association Management Services LLC

Emergency (24/7): 800 KAIZEN
WhatsApp: 0588775566
Email: community@kaizenams.com



991
DEWA Emergency



999
General Emergency



999
Dubai Police



998
Dubai Ambulance



997
Dubai Civil Defence

2.2 Contact/Communication

Building Requests and Communications

Routine requests, applications, complaints, maintenance requests, Work Permit applications, access-card requests and other Building-related communications should be submitted through the Building Mobile Application or by email to **community@kaizenams.com**. Further information on The Edge Mobile Application is provided on page 22.

3. Amenities

As a resident of THE EDGE, you have access to a range of shared leisure facilities and Building Common Areas. All facilities are available for residents (Owners and Occupiers) unless otherwise specified and must be used in accordance with the Building Rules and the directions of the Management Entity.

Building Leisure Facilities

The following Building Leisure Facilities are available for the exclusive use of owners and occupiers:

- Gymnasium – fully equipped with state-of-the-art cardiovascular and weight training equipment
- Swimming Pools – including outdoor pool and associated pool deck areas
- Pickleball court, padel court and basketball court – for a range of recreational sporting activities
- External Landscaped Areas – beautifully maintained gardens and outdoor relaxation spaces

Building Common Areas

The building also features an array of carefully designed and maintained common areas, including:

- Lobby and reception
- Concierge desk
- Elevators and service corridors
- Car parking areas
- Terrace and balcony areas (forming part of individual units)

The Building Common Areas include shared access ways and service/technical areas, the lobby, hallways and service/technical rooms, and shared utility networks and infrastructure, together with other Common Areas identified in the Building Management Regulation and Common Areas Site Plan.

All amenities are to be used in accordance with the Building Rules and the directions of the Building Manager. The use of facilities is at the user's own risk. Hours of operation are determined by the Building Manager and will be communicated to residents.

4. Service Charges

Service charges will be invoiced to unit owners through the Mollak system (the Dubai Land Department's automated Service Charge Billing System). All owners are required to pay their service charges promptly in accordance with the Payment Notices issued by the Building Manager.

Components of Service Charges

The Building Service Charges comprise the following components:

- **General Fund Service Charges** – covering day-to-day operational costs including maintenance, cleaning, security, utilities for common areas, Building Manager remuneration, and Services fees.
- **Reserve Fund Service Charges** – covering the long-term capital replacement and major refurbishment of Building Common Areas.
- **Master Community Service Charges** – the building's proportionate share of costs associated with managing the Business Bay master community.

Payment

Service charges are payable quarterly in advance. Owners who fail to pay their service charges within the due date will be considered Defaulting Owners and action will be taken in accordance with the relevant law.

Budget & Financial Statements

The Building Manager prepares an annual budget each Operating Year (January to December), which is submitted to the Owners Committee and approved by RERA. Annual financial statements are also prepared and audited independently.

For enquiries regarding service charges, please contact the Building Manager or email the management team at community@kaizenams.com.

5. What To Do in an Emergency?

5.1 Emergency Plan

In the case of any incident, please report it immediately to the security control room or building reception.

An emergency plan is in place and will be activated in the event of a major incident to safeguard all persons within the building. The Emergency Plan is defined in accordance with Dubai Civil Defence regulatory requirements.

All owners and occupiers must adhere to the Emergency Plan at all times. Any clarifications regarding emergency procedures should be raised immediately with the security team or the Building Manager.

5.2 Evacuation Procedures

In the event of an emergency requiring evacuation:

- Do not run, do not panic, and do not use the elevators.
- Follow the emergency evacuation signage within the building.
- Use the nearest staircase or fire exit to reach the designated assembly point safely.
- Do not re-enter the building unless explicitly advised to do so by Dubai Civil Defence.
- Assist elderly residents, children, and any persons with disabilities where safe to do so.

5.3 Testing of Emergency Equipment, Including Alarms

It is a requirement of Dubai Municipality and Dubai Civil Defence that all fire safety and emergency systems are fully tested on a regular basis. Owners and occupiers will be advised in advance when fire alarm tests and emergency system tests are scheduled.

Any problems identified with emergency systems within a unit must be reported immediately to the Building Manager or Security.

Under no circumstances may owners or occupiers tamper with, remove, disconnect, or cover any part of the fire prevention and detection system, including sprinklers, fire hose reels, smoke detectors, or fire alarm systems. Any such modifications require prior written approval from the Building Manager and must be carried out by a licensed fire engineering specialist and approved by the relevant authorities.

5.4 Medical Emergency

In the case of a medical emergency, owners and occupiers should call 999 directly from within their unit. This allows emergency operators to identify the origin of the call in case of disconnection.

After notifying emergency services, please also notify building reception or the Building Manager to allow for preparation for the arrival of emergency vehicles and crews.

Requests for first aid assistance should be made directly to the security personnel or Front Desk. It is the responsibility of all residents to inform the appropriate authorities in the event of any incident requiring first aid or medical treatment.

5.5 Water Leaks

In the event of a water leak or suspected water ingress within a Unit, the Owner or Occupier should immediately take reasonable steps to minimise further damage and notify the Building Manager.

Where the source of the leak can be safely isolated using the Unit's designated isolation valve, the water supply should be isolated and the Building Manager notified immediately.

Unit water shut-off valve location: Depending on the piping layout of the Unit it may be located either in the kitchen or in the toilet areas. For any required emergency assistance, the Facilities Management or Security teams shall be immediately contacted.

Owners and Occupiers must not interfere with shared water infrastructure, meters, equipment or Common Area services.

Any leak affecting another Unit or Common Area should be treated as an urgent matter and reported immediately to the Building Manager.

Owners should maintain appropriate insurance for their Unit and contents, including cover for consequential damage to other Units and Common Areas arising from incidents originating within the Unit. Owners should promptly notify their insurer where an incident may give rise to an insurance claim.

6. Parking / Access

Access and Car Park Access Cards

Access to the car parking areas is controlled by a gated barrier system. Each owner/occupier must be in possession of a car park access card (Entry Device) to gain access to the car park. Use of parking spaces is restricted to owners and occupiers only.

Each unit is provided with the number of reserved parking spaces as specified in the unit title deed and the Building Management Regulation. Owners must only park in their allocated parking space(s).

Each owner/occupier will receive one access card per assigned parking space upon handover. If a card is misplaced or lost, a replacement card will be issued at the applicable cost as determined by the Building Manager.

Entry Devices are issued for the personal use of the person to whom they are issued and must not be shared with, used by, or transferred to any other person.

Parking Safety

Owners and occupiers must follow the directional arrows and drive at walking pace or slower (maximum 5 km/h) within the car park and access ways. Headlights are required when driving in the car park.

Riding bicycles, skateboarding, playing ball games, roller-skating, or similar activities are strictly prohibited in the car park. Parking in the car park is at the sole risk of the vehicle owner. The Building Manager accepts no responsibility for any damage incurred to any vehicle on the premises.

Authorised Use

Owners and occupiers must comply with the Car Parking Rules as established by the Building Manager from time to time, including:

- Parking wholly within the designated Car Parking Space only.
- Not carrying out any vehicle maintenance or repairs within the Car Park except where strictly necessary to move a broken-down vehicle
- Not depositing litter, rubbish, or waste in the Car Park.
- Not storing any items within Car Parking Spaces other than private motor vehicles.
- Not allowing oil, petrol, or other hazardous materials to escape into drains or other parts of the Car Park.

No heavy vehicles (over 8 tons gross weight), boats, trailers, or caravans may be parked in the car parking areas. One vehicle must not occupy two parking spaces. Any unauthorised or abandoned vehicles may be removed or towed at the Building Manager's discretion and at the vehicle owner's expense.

Electric Vehicle Charging

Electric vehicle charging within The Edge is subject to the facilities, approvals, safety requirements and procedures notified by the Building Manager.

Owners must use only designated electric vehicle charging facilities and must comply with all applicable instructions relating to registration, access, charging, payment and safe use. A total of four EV charging stations are located on the Ground Floor parking level and are available for exclusive residents use.

The installation or connection of any private electric vehicle charging equipment must not be undertaken without the prior Approval of the Management Entity and all required authority approvals.

7. Insurance for Unit Contents and Personal Effects

It is the responsibility of each owner/occupier to make adequate insurance arrangements for the contents and personal effects within their unit. The Building Manager arranges building insurance covering the structure and building common areas, but this does not extend to individual unit contents.

Owners must effect and maintain adequate and appropriate home and contents insurance covering:

- Damages to the unit's contents and personal effects.
- Consequential damages to other units and Building Common Areas arising from any incident within their unit.

All insurance policies for unit contents must be taken out with a reputable, licensed insurer in the name of the owner/occupier and must be for the full replacement value of the unit's contents, including a specific allowance for the removal of debris.

Evidence of adequate contents insurance coverage must be provided to the Building Manager upon request.

Owners must not do, permit, or suffer any act or thing within the Building that may render any Building Insurance void or voidable, or increase the cost of any Insurance, without the prior approval of the Building Manager.

8. Personal Information

All owners and occupiers are required to provide personal contact information to the Building Manager. This information is essential to:

- Verify and identify owners/occupiers and their household members.
- Facilitate effective communication with owners/occupiers and their next of kin.
- Enable emergency contact procedures in the event of an incident.

Owners must also notify the Building Manager immediately of any changes to contact details, whether permanent or temporary.

All personal contact information will be stored and managed in accordance with applicable data protection laws and the Building Manager's privacy policy.

9. Utilities

All utilities such as water, electricity, chilled water (air conditioning), and telecommunications must be activated prior to moving in. Owners are responsible for all utility charges from the handover date.

Utility Providers

The following utility services are supplied to THE EDGE:

- Potable Water – Dubai Electricity and Water Authority (DEWA)
- Electricity – DEWA
- Chilled Water (Air Conditioning) – Empower (appointed Chilled Water Provider)
- Telecommunications – du (or other appointed provider)
- Sewerage – DEWA
- Gas – Royal Gas

Registration Requirements

Each owner must register all utility connections with the relevant providers:

- Register with DEWA online at www.dewa.gov.ae before the handover appointment.
- Register with Empower for chilled water supply at www.empower.ae before the handover appointment.
- Register with du or the relevant telecommunications provider. (optional)
- Register with Royal Gas (optional)

Connection charges and security deposits are applicable as per each provider's requirements. Owners are solely responsible for all utility charges from their respective handover date.

DEWA

DEWA Individual Customer Service Agreement (ICSA)

You must establish an Individual Customer Service Agreement (ICSA) with DEWA before your handover appointment. Please allow 3-4 days for the account opening process.

Individual utility meters for electricity and water are installed in each unit, located within utility cabinets in residential corridors. DEWA issues monthly invoices.

Contact Details:

customercare@dewa.gov.ae
04-6019999

Chilled Water

The Chilled Water Provider (Empower) is the exclusive supplier of chilled water to the building. Each owner must enter into a Chilled Water End User Agreement with the Chilled Water Provider for the supply of chilled water to their unit, and must pay all associated connection fees, security deposits, and ongoing usage charges.

Owners must not tamper with, interfere with, alter, or damage the chilled water equipment or any part of the Chilled Water Network at any time.

Owners are responsible for maintaining the air-conditioning ducts and fan coil units serving their Unit through a Supplier approved by the Management Entity in accordance with the applicable maintenance requirements.

Any malfunction, water ingress, abnormal noise, loss of cooling or other issue affecting the air-conditioning system should be reported promptly through the applicable maintenance or defect-reporting process.

Empower Individual Customer Service Agreement (ICSA)

To establish an Individual Customer Service Agreement (ICSA) with Empower for chilled water services, or for any billing disputes, refer to the details below. Empower issues monthly invoices.

Contact Details:

info@empower.ae
billing@empower.ae
+971 4 559 2888

Telecommunications, Wi-Fi & Connectivity

Telecommunications services are provided directly to Owners by the applicable telecommunications provider. Owners are responsible for registering and maintaining their telecommunications services and for all applicable connection and usage charges.

Any issue relating to an Owner's internet, Wi-Fi or telecommunications service should first be reported to the relevant service provider. Issues relating to Building telecommunications infrastructure or shared systems should be reported to the Building Manager. You may contact DU/Etisalat to get the relevant connection for your unit.

Gas

Royal Gas Customer Service Agreement (CGSC)

You are required to establish a Customer Service Agreement (CGSC) with Royal Gas, as individual gas meters are installed in each unit. Royal Gas will issue monthly invoices.

Contact Details:

info.ad@royalgas.ae
support.ad@royalgas.ae
800-74427

10. Defects Liability & Warranties

The Sale and Purchase Agreement provides for separate liability periods for structural and non-structural defects, subject to Applicable Law and the terms of the Sale and Purchase Agreement.

Your Unit is covered by a one-year Defects Liability Period (DLP) from the date of Completion of the project as determined by the date on the Dubai Development Authority Building Completion Certificate for the building.

Non-structural defects: The Developer shall, in accordance with and to the extent provided by Applicable Law and upon the direction of the Project Manager, procure the Contractor to repair or replace defective installations in the Unit installed by or on behalf of the Developer and notified to the Developer within one (1) year from the Construction Handover Date, subject to the exclusions and provisions of the Sale and Purchase Agreement. These provisions include mechanical and electrical works and sanitary and sewerage installations and exclude, among other matters, minor settlement cracks, appliance malfunction and defects caused by misuse by the Purchaser or Occupiers.

Structural defects: The Developer shall, in accordance with and to the extent provided by Applicable Law, use all reasonable commercial endeavours to procure the Contractor to rectify defects in the structural parts of the Unit notified to the Developer within ten (10) years from the Construction Handover Date, subject to the terms of the Sale and Purchase Agreement.

Where a relevant warranty has been assigned to the Purchaser in accordance with the Sale and Purchase Agreement, the Purchaser shall be responsible for procuring the applicable rectification or replacement in accordance with that warranty.

Owners should report defects promptly through the defect-reporting process notified by the Building Manager or Developer and retain copies of all submitted reports, photographs, correspondence and completion records.

Defects should be clearly described and supported, where appropriate, by photographs or other information identifying the location and nature of the issue.

A defect affecting life safety, security, significant water ingress or other emergency conditions should be reported immediately to the Building Manager through the applicable emergency contact channel.

What Is Not Covered In Your Building Warranty Period

- Defects on works carried out by the unit owner/tenant.
- Regular wear and tear.
- Damage caused by improper maintenance and misuse.
- Weathering of exterior finishes.
- Plumbing blockages (including all drainage) caused by household debris.
- Damage to fixtures and fittings caused by the usage of abrasive cleaners or careless use.
- Replacement of faucet washers and "O" rings, in areas other than the common areas.
- Damage from insects and/or rodents.
- Graining cracks and colour variations in natural stone.
- Items not reported in writing within the -1year defect warranty time frame.

11. Move In / Out Process

Moving furniture or other goods in or out of the building must be arranged and booked in advance. It is imperative that access through the building is monitored to ensure the integrity, security, and longevity of the building is maintained to a high standard.

Booking Procedure

Owners and occupiers must:

- Obtain a permit from the Building Manager at least 48 hours in advance for all bulk deliveries and removals.
- Book the service lift with the Building Manager at least 3 days prior to the planned Move In/Out date to ensure availability and appropriate protection is in place to avoid damage.
- Ensure that all trades people or service providers use the service lift only.

Permitted Hours for Bulk Deliveries and Removals

DAY	PERMITTED HOURS
Monday – Friday	9:00 AM – 5:00 PM
Saturday	11:00 AM – 4:00 PM
Sunday & Public Holidays	No bulk deliveries or removals permitted

Owner / Occupier Responsibilities

Owners and occupiers are responsible for:

- Any damage to the building and equipment caused during the transportation of furniture or other effects.
- Ensuring adequate protective measures are in place during bulk deliveries or removal work.
- Ensuring packing and crating materials are removed from the building and disposed of appropriately on the same day.
- Packing and crating materials must not be left in common areas or disposed of using the building's garbage system.

The Building Manager reserves the right to deny entry for bulk deliveries and removals if the above requirements are not complied with.

Any applicable move-in/move-out deposit, administration fee, service fee or other charge must be paid in accordance with the Building Manager's notified procedure before the booking is confirmed. The applicable amount and refund conditions are available through the Building Mobile Application.

12. Maintenance of the Unit

Owners are responsible for maintaining their Units, including their doors, windows, machinery, plant, equipment, fixtures and fittings, in good and substantial repair, working order and condition in accordance with the Building Rules and applicable governance documents.

Owners must also maintain the fittings, plant, furnishings and equipment within their Units and must maintain the fire extinguishers, air-conditioning ducts, fan coil units and smoke and heat detectors through the required maintenance arrangements and Suppliers approved by the Management Entity.

Owners must ensure that air-conditioning filters serving their Unit are regularly inspected, cleaned and/or replaced as required by the applicable maintenance requirements. Owners must not install external air-conditioning units or alter the external appearance or configuration of the Building's air-conditioning system without prior Approval and all required authority approvals. Condensate or other water from air-conditioning equipment must not be allowed to drip or discharge onto neighbouring Units, Balconies, Terrace Areas or Common Areas

Maintenance requirements should be addressed promptly to prevent defects, nuisance, risks or damage to the Unit, Common Areas or neighbouring Units.

Where maintenance or repairs require access to the Unit by the Building Manager, its contractors or authorised persons, Owners and Occupiers must provide the access required in accordance with the applicable notice and access procedures.

13. Works, Alterations, Fit-Out & Renovation

No Works may be undertaken within a Unit without prior Approval from the Management Entity. All Works must comply with the Building Management Regulation, the Architectural Code/Fit-Out Guide (to be shared upon Work Permit application), Applicable Law and any requirements issued by the Building Manager.

Before commencing Works, the Owner must submit the required Building Works Proposal and obtain all required approvals and permits. The submission should identify the proposed scope of Works, plans and specifications, estimated duration and any impact on Common Areas. To place a Work Permit request, the required documents must be uploaded in the Building Mobile Application for review and approval.

All required authority approvals and certifications must be obtained before the Works commence and copies must be provided to the Building Manager where required.

Works must be undertaken by reputable, qualified and licensed Suppliers approved by the Management Entity and must be carried out in a proper, workmanlike and timely manner using appropriate quality materials. Works must be undertaken in a manner that causes the least possible inconvenience or nuisance to other Owners and Occupiers.

Debris must be removed regularly and the Unit must be kept clean and tidy throughout the Works and on completion. No construction waste should be disposed of in the garbage chute.

Materials, equipment and building items must not be stored in Common Areas without prior Approval. Contractors, Suppliers and service providers must obtain the required contractor/access passes before entering the Building or commencing Works.

The Owner is responsible for repairing or paying for any damage caused to Common Areas as a result of the Works and a refundable Security Deposit is required.

Approved Works may only be carried out on Working Days between 9:00 am and 5:00 pm, unless extended hours are specifically Approved by the Management Entity. Noisy works can only be carried out between 10:00 am and 4:00 pm. No works can be carried out on Weekends and Public Holidays.

The Building Manager may inspect Works and may require unauthorised or non-compliant Works to be rectified or removed.

Further information regarding Work Permits and fit-out works is available through the Building Mobile Application or by email to community@kaizenams.com.

14. Cleaning and Waste Management

Building Cleaning

The building's cleaning team is responsible for cleaning and maintaining all common areas, facilities, building surroundings, common washrooms, waste areas, and recreational areas. Individual owners and occupiers are responsible for maintaining the cleanliness and condition of their own units and, where applicable, their exclusive use areas including terrace areas.

Waste Disposal

Waste disposal chutes or facilities are located on all levels. Bulky items must be placed in the designated building garbage room.

Instructions for the use of waste disposal facilities:

- Do not leave rubbish bags anywhere in the building – please dispose of them in the appropriate chutes or designated bins.
- Cardboard boxes and packaging must be broken down and neatly placed in the appropriate areas.
- Do not throw bulky items down the rubbish chute as this may cause blockages.
- Please take glass items down to the building garbage room on the ground floor. Placing glass down the rubbish chute is dangerous.
- Owners must not accumulate rubbish or litter in, on, or around their unit.

Recycling

A waste management programme for the effective recycling of glass, aluminium cans, paper, and cardboard is in place. These materials must be separated and placed in the designated recycling chutes and bins. All owners and occupiers are encouraged to participate actively in the building's recycling programme.

Hazardous Waste

Owners must make separate arrangements at their own cost for the proper disposal of large, heavy, hazardous, or toxic items. Such items must not be disposed of through the building's standard waste disposal system.

Environmental Responsibility

In accordance with the Building Management Regulation and the developer's sustainability commitments, all owners, occupiers, and the Building Manager are encouraged to:

- Minimise the use and wastage of utilities.
- Recycle waste wherever possible.
- Use energy and water economically and sustainably.
- Consider environmentally sustainable options when procuring goods and services.

15. Security

The building is manned with professionally trained security personnel providing security 24 hours a day, 7 days a week. All security matters within the building are managed by a security provider, under the supervision of the Building Manager.

15.1 General Access Cards

General Access Cards (Entry Devices) will be presented to the owner upon handover. Each owner/occupier is required to carry their access card to gain access to facilities and when using the lifts. Entry Devices are issued for the personal use of the holder only and must not be shared with or transferred to any other person. To get a replacement for lost/damaged cards a request can be made through community@kaizenams.com or in the Building Mobile Application.

15.2 Unit Keys

Each owner will be issued with the appropriate sets of keys for their unit at handover. Unit keys must not be left with reception other than to access the unit for maintenance purposes, and in such instances shall only be held for a maximum of 12 hours.

15.3 Video Surveillance

Video surveillance cameras operate throughout all common areas of the building. All security is monitored via the Security Control Centre, which is operational 24 hours a day.

15.4 Emergency Contact Details

Owners and occupiers must provide the Building Manager with:

- Emergency contact numbers and addresses.
- The Building Manager must be notified immediately of any change to key holder information, whether permanent or temporary.

15.5 Owners' / Occupiers' Responsibility

Owners and occupiers must keep their unit secure from theft or robbery at all times, ensuring that all doors, windows, and openings are closed and securely locked when the unit is unoccupied.

Owners and occupiers must comply with all security procedures, rules, and directions of the Building Manager, including emergency evacuation drills which may be conducted without prior notice during standard business hours.

15.6 Access Control & Visitors

Owners and Occupiers must advise Reception or Security of the identity and expected arrival of any Invitee, Visitor or other person to be admitted to their Unit, in accordance with the access procedures notified by the Building Manager.

All visitors will be required to comply with the relevant security procedures and produce identification documents at the reception or security area.

Visitors must comply with the Building's visitor parking procedures. Visitors are not permitted to park in an Owner's allocated Car Parking Space(s).

No vehicle shall enter the building unless admitted by the security guard on duty at the gate, or unless the driver holds a valid Entry Device.

Owners and Occupiers are responsible for ensuring that their Invitees, Visitors, contractors, Suppliers and domestic employees comply with the Building Rules and applicable security procedures.

15.7 Lost or Stolen Entry Devices

Entry Devices are issued for authorised personal use and must be kept secure and must not be lent or transferred except as permitted for nominated Occupiers.

If an Entry Device is lost, stolen or misplaced, the Owner or Occupier must immediately notify the Building Manager.

Replacement Entry Devices will be issued subject to the applicable replacement cost and any security deposit requirements under the Building Rules.

The Building Manager may replace or recode Entry Devices where considered necessary, and Owners/Occupiers must comply with the applicable instructions.

15.8 Lost or Stolen Unit Keys/Access Cards

If a Unit key is lost or stolen, the Owner or Occupier must notify the Building Manager promptly and arrange replacement or any required security measures through the appropriate authorised service. This request can be raised either through community@kaizenams.com or in the Building Mobile Application.

Unit keys must not be left with Reception except where required to provide access to the Unit for authorised maintenance purposes and in accordance with the applicable Building procedures.

15.9 Prevention of Common Hazards

Owners and occupiers must not do anything in their unit or the building that is likely to create a hazard or endanger the health or safety of any other person. Specifically:

- The use or storage of flammable substances is prohibited without the Building Manager's approval, except for substances required for normal domestic use.
- No fires shall be lit anywhere in the building, including within units or any common areas.
- No barbecuing on terrace areas or balconies is permitted.
- Fireworks and other incendiary devices or displays are strictly prohibited.
- Glass containers or personal items must not be left in the common areas.
- No items of any nature may be thrown from windows or terrace areas.
- Hunting, trapping, discharge of firearms, and use of toy guns or air guns are prohibited.
- Skateboards, roller skates, and roller blades are not permitted within or around the building.

15.10 E-scooters and Personal Mobility Devices

- E-scooters and other personal mobility devices must be used in accordance with Community Rule 6.3, all applicable Roads and Transport Authority requirements and any applicable Community traffic and safety requirements.
- Riders must comply with the applicable minimum age and permit requirements, wear a safety helmet, use appropriate lighting and high-visibility clothing at night, observe the applicable speed limit, give way to pedestrians and park e-scooters only in designated areas.
- E-scooters must not be left in corridors, Common Areas or Car Parking Spaces. Three-wheeled scooters and rental e-scooter and e-bike services are not permitted within the Community.

16. Community Rules

These rules form part of the governance arrangements and the Building Management Regulation for THE EDGE. They may be amended from time to time at the sole discretion of the Building Manager.

16.1 Noise and Nuisance Activities

No noise or nuisance activities shall be carried out in any part of THE EDGE community, including within individual units and all common areas. Nuisances include, but are not limited to, all kinds of excessive noise caused by home or car stereos, or noise caused by pets. A noise is considered excessive if it can be heard from the common areas or by a neighbour from inside their unit with doors and windows closed.

16.2 Littering Building Manager.

Littering and vandalism are strictly prohibited within the community and all common areas. The cost of cleaning, repair, and reinstatement of any item or area damaged through vandalism will be charged directly to the individual(s) responsible. Such acts may be reported to Dubai Police for further action.

16.3 Consumption of Alcohol

Alcoholic beverages may only be consumed within the privacy of a unit where an alcohol permit exists, or within licensed outlets within the development.

16.4 Control of Substances Hazardous to Health

No person shall release, discharge, or dump contaminants into the air, ground, or water at any time. The storage and use of any substances hazardous to health must comply with all applicable laws and the Building Rules.

16.5 Fire, Health & Safety

It is at all times the responsibility of owners and occupiers to ensure that their unit is used and managed with the utmost regard for the risk of fire and public safety.

Under no circumstances may any part of the fire prevention and detection system be removed, connected, disconnected, altered, or covered without the prior written approval of the Building Manager and the relevant authorities. This includes sprinklers, fire hose reels, smoke detection systems, and fire alarm systems.

The Building Manager will conduct full fire training and evacuation exercises in coordination with local fire safety officers. Emergency service corridors, escape routes, emergency staircases, and associated fire doors must not be impaired from their full operational capacity at any time.

16.6 Lost & Found Property

All lost property found within public areas must be given to a security officer or the reception desk immediately. Documents such as passports and credit cards will be handed over to the police after 24 hours. Other items will be handled after a period of no longer than 30 days.

16.7 Common Area Storage

The storage of any items in the common areas is strictly prohibited. This includes common area corridors, entrance halls, reception areas, lift lobby areas, landscaped areas, car parks, and emergency staircases. Items found in these areas will be removed and, if not claimed within 7 days after notification, may be disposed of at the owner's cost.

16.8 Building Manager Liability

To the fullest extent permitted under Applicable Law, the Building Manager and the Developer are not liable for the death of or injury to any owner, occupier, invitee, or other authorised or unauthorised person, or for damage to any vehicle, or for any actions, claims, costs, damages, or losses arising from the use of the building or in the exercise of any rights granted under the Building Management Regulation.

17. Use of Building Leisure Facilities

The Building Leisure Facilities at THE EDGE are for the exclusive use of owners and occupiers. The leisure facilities are operated under the supervision of the Management Entity. Use of all facilities is at the user's own risk.

Owners and occupiers of THE EDGE will have access to:

- Gymnasium
- Swimming Pools
- Pickleball court, padel court and basketball court
- External Landscaped Areas

General Leisure Facility Rules

- All users must comply with the rules and directions of the Building Manager.
- Hours of operation are determined by the Building Manager and communicated to residents.
- All furniture and equipment in the leisure facilities must not be damaged or removed.

- Stereo equipment of any type (unless fitted with headphones) is not permitted within the leisure facilities.
- The Building Manager reserves the right to exclude any person in breach of the Building Rules.
- No food or alcoholic beverages may be brought into the facilities without the prior written consent of the Management Entity.
- Invitees of owners are not permitted to use the Building Leisure Facilities.
- A non-resident owner is deemed to have assigned their rights to use the Building Leisure Facilities to their occupier for the duration of any lease.
- Maximum occupancy of each Leisure Facility shall be subject to the applicable capacity limits notified by the Building Manager and any applicable health, safety or authority requirements.
- CCTV and other security monitoring systems may operate in designated Leisure Facility and Common Area locations for safety and security purposes, subject to Applicable Law and the Building Manager's privacy policy.

Gymnasium Rules

- Use of weight equipment is restricted to adults (aged 16 years or older). Youths aged 12–15 years may use the gymnasium only when accompanied by an authorised adult.
- Weights must be lowered gently and not dropped on the ground.
- Use of cardiovascular equipment is restricted to 20 minutes per session when others are waiting.
- No food or beverages may be consumed in the gymnasium or brought from outside.
- No equipment may be tampered with or removed from the gymnasium.
- Personal trainers or coaches may not provide training for a fee in the gymnasium without the prior written consent of the Building Manager.

Swimming Pool Rules

- The swimming pool area shall be open during hours determined by the Building Manager.
- No swimming or access is permitted outside of operational hours.
- No diving is permitted as pools are not designed for diving.
- No running or playing ball games is permitted in or around the pool area.
- Children must be supervised by a responsible parent or guardian at all times. Lifeguards are not responsible for unattended children.
- Non-swimmers must wear a life jacket while in the water.
- Young children not yet toilet trained must wear an approved swim diaper.
- No glass containers are permitted in or around the pool or pool deck area.

Children and Infants

Owners and occupiers must ensure that children (aged 15 and below) are not permitted to:

- Play or remain within the building or common areas unless accompanied by a responsible parent or guardian.
- Run or play in hallways, stairways, or elevators.
- Remain in the car park or other hazardous common areas unsupervised.
- Use areas for ball games, skateboarding, cycling, or roller skating within the building.
- Deface property, walls, or floors of the building.
- Create any disturbance or nuisance in common areas.

18. Building Rules

All owners and occupiers must abide by the Building Rules of THE EDGE at all times. These rules are implemented to maintain harmony and an appropriately high standard of living for all residents. The Building Manager may from time to time make or amend Building Rules in accordance with the Building Management Regulation.

18.1 Obligation to Maintain Unit

Owners must maintain, repair, and keep their unit in good and substantial repair, working order, and condition at all times, including all doors, windows, machinery, plant, equipment, fixtures, and fittings. Specifically, owners must at their own expense:

- Keep the unit and terrace areas clean and free of dirt, litter, rubbish, vermin, and pests.
- Maintain a quarterly service contract for fire extinguishers, air conditioning ducts, fan coil units, and smoke/

heat detectors, using a supplier approved by the Building Manager.

- Repair all broken glass (excluding exterior windows, which are repaired by the Building Manager at the owner's cost) and damaged or broken lighting and plumbing promptly.
- Not use lavatories, sinks, and drainage facilities for any purpose other than their intended use.

Owners must not undertake any works to their unit without the prior approval of the Building Manager. All works must be undertaken in accordance with the Architectural Code set out in the Building Management Regulation.

18.2 Behaviour of Owners

- Owners and occupiers must not create any noise in their unit or common areas, or behave in a manner likely to interfere with the peaceful enjoyment of other residents.
- No undue disturbance, nuisance, obnoxious, immoral, indecent, or offensive activities are permitted in any part of the building.
- Electronic equipment including televisions and loudspeakers must not be heard from outside the unit at an unacceptable level.
- Owners and occupiers must be adequately clothed and must not use language or behave in a manner likely to cause offence to other persons.
- All staff members must be treated in a cordial manner. Verbal, vexatious, and/or physical abuse will not be tolerated and will be treated as a serious violation of the Building Rules.
- No private parties or events are allowed in the common areas or Building Leisure Facilities without the approval of the Building Manager.
- Domestic employees are obliged to abide by these rules. Owners must supply their domestic employees with a copy of these rules and register them with the Building Manager.

18.3 Appearance of Unit

- Owners must not maintain within their unit any item or furnishing that, when viewed from outside, is not in keeping with the rest of the building, without the Building Manager's approval.
- No washing, towels, bedding, clothing or other articles may be hung or placed on any part of the Unit or Common Areas except in areas specially designated for that purpose. Washing lines and similar devices must be placed below the level of balconies so as not to be visible from the Unit or another Unit or any Common Areas.
- No pots or other items may be placed on top of any wall or railing. Water must be captured from potted plants.
- Television aerials or satellite dishes must not be installed on the exterior of the unit.
- Temporary holiday or festive lighting within the unit may be installed during Eid and national holidays with the Building Manager's prior approval. Lighting must not be installed more than 10 days before and removed within 10 days after the celebration. Flashing decorative lights visible from outside are prohibited.

18.4 Short-Term Rental & Holiday Homes

Holiday Home Registration Process

Obtain a Holiday Home Permit

Registering a residential unit as a Holiday Home requires obtaining the relevant Holiday Home Permit from the Department of Economy and Tourism (DET/DTCM). The application may be submitted by the unit owner, an authorized Power of Attorney (POA) holder, or a licensed Holiday Home operator, as applicable.

Licensees must lease Holiday Homes to guests on a daily, weekly or monthly basis and must comply with DET/DTCM legislation and resolutions, maintain records, provide insurance, provide accurate information to guests, maintain the Holiday Home, and comply with other DET/DTCM requirements. For stays longer than 6 months a registered Ejari should be provided.

Move-In Permit:

- The owner, POA holder, or Holiday Home operator must submit a Move-In Permit request and provide the required supporting documents. This will facilitate the movement of furniture and other items into the unit, where applicable.

Short-Term Leasing Request:

- Once the necessary Holiday Home documentation is available, the owner, POA holder, or Holiday Home

operator must submit a move-in request through the Building Mobile Application under "Short-Term Leasing Request."

- The required documents include: Valid Holiday Home Unit Permit, Guest(s) Passport(s), Trade License of Holiday Home Operator.

Holiday Home Management Services

Please note that the Building Manager does not endorse, guarantee, or assume responsibility for the services provided by any third-party Holiday Home operator. Owners are advised to conduct their own due diligence and enter into any agreements directly with their selected Holiday Home company.

Should you require clarification regarding the building's move-in procedures or submission process through the Building Mobile Application, please contact the Community Management Team at **community@kaizenams.com**.

18.5 Terrace Areas

The following items are not permitted on terrace areas without the prior approval of the Building Manager:

- Umbrellas, awnings, screens, shutters, or similar.
- Temporary or permanent structures.
- Large outdoor ornaments or plants extending above balustrade height.
- External electronic devices, or external speakers.
- Barbeques or cooking equipment of any kind.
- Items of laundry, carpets, bedding, or similar.

Owners must not penetrate the surface of the terrace area or attach any item to any surface of the terrace area, including walls or balustrades. No structural works may be carried out on terrace areas without the Building Manager's approval.

18.6 Common Areas

- Owners and occupiers must not obstruct the lawful use of, or access to, the common areas.
- Owners must not cover or obstruct any lights, skylights, windows, or other means of illumination of common areas.
- Owners must not mark, paint, drive nails or screws into, or otherwise damage or deface any structure forming part of the common areas without the Building Manager's approval.
- Items not stored in accordance with the Building Rules may be removed at the owner's cost.

18.7 Vandalism

Acts of graffiti or vandalism are expressly prohibited within the building. Any owner/occupier responsible for such acts will be held liable for the full cost of cleaning, repair, or replacement. Such acts may also be reported to Dubai Police.

18.8 Animals and Pets

Domestic household pets are permitted subject to compliance with the Building Rules and all applicable laws and regulations.

Animals that are not considered to be household pets may only be brought into or kept within the Building where the required prior written approval has been obtained from the Management Entity or the Building Manager on its behalf.

- Pets must be housed and cared for in a humane manner and in accordance with applicable animal-care requirements.
- No animal may make an unreasonable amount of noise or become a nuisance to any Owner or Occupier.
- All dogs must be kept on a leash within the Building when outside the boundary walls of the Unit. Owners must ensure that any person handling a dog is able to control the dog effectively.
- Pets are not permitted within the Leisure Facilities or other external areas except within any designated areas determined by the Building Manager, if any.
- Any dog or pet waste deposited anywhere within the Building must be promptly removed and properly disposed of in a sanitary manner by the pet handler.
- All pets must wear appropriate identification at all times and shall be registered with the Relevant Authority.

- Pet food must not be left on any portion of the Building, Common Areas, Terrace Areas or Balconies.
- Pets must not be kept on any Terrace Area.
- Owners and Occupiers are responsible for the actions of animals brought into or kept within the Building and must comply with any determination or direction issued by the Building Manager in accordance with the Building Rules.

18.9 No Smoking

- Owners and occupiers may only smoke in designated 'Smoking Areas' (if any) as determined by the Building Manager or relevant authority from time to time. Owners may smoke within their own unit.
- The smoking of Shisha (‘hubbly bubbly’) and Bukhoor is not permitted in the building common areas or units and may only be conducted in designated areas determined by the Building Manager or relevant authority.
- Cigarette butts and any other smoking residue must be disposed of in designated rubbish receptacles. Under no circumstances may cigarette butts be discarded from terrace areas in a manner creating a fire risk, nuisance, or litter.

18.10 Enforcement of Building Rules

In addition to any other rights under the Building Management Regulation, the Building Manager may take such steps as it considers necessary to remedy a breach of the Building Rules by an owner or occupier. These include:

- Issuing written breach notices.
- Imposing fines on defaulting owners/occupiers in accordance with the Building Management Regulation.
- Undertaking works to a unit at the owner's cost where the owner has failed to do so.
- Removing any unauthorised works at the owner's cost.
- Commencing legal proceedings where necessary.

Fines will be imposed and recovered in accordance with the Building Management Regulation and the Building Rules. Unpaid fines will be added to Building Service Charges.

18.11 Privacy, Photography, Filming & Drones

Owners, Occupiers, Invitees, Visitors and contractors must respect the privacy of other residents, staff and visitors and must not photograph, film, record or otherwise capture identifiable images, audio or personal information of another person without appropriate consent, except where permitted or required by Applicable Law.

The use, operation or launch of drones or other unmanned aerial vehicles in or around the Building is prohibited unless all required approvals have been obtained from the relevant authorities and the Building Manager and the activity is otherwise permitted by Applicable Law.

Personal data collected or processed for Building management, security, access control, emergency response, service delivery and related purposes shall be handled in accordance with Applicable Law, including the UAE Federal Personal Data Protection Law (Federal Decree-Law No. 45 of 2021), as applicable, and the Building Manager's privacy policy.

CCTV and other security monitoring systems may operate in designated Common Areas and facility areas for safety, security, access control and incident-management purposes. Appropriate notices shall be provided where required by Applicable Law.

18.12 Complaints & Dispute Resolution

Complaints relating to Building management, Common Areas, facilities, access, security, maintenance or Building services should be submitted through the Building Mobile Application or by email to community@kaizenams.com, with sufficient details and supporting information to allow the matter to be investigated.

Where a matter remains unresolved, the Owner should follow the applicable escalation procedure and retain the relevant request number, correspondence and supporting documents.

Where a dispute concerns jointly owned property, service charges or another matter falling within the jurisdiction of the Dubai Land Department / Real Estate Regulatory Agency, the Owner may refer the matter to the competent DLD/RERA channel or dispute-resolution body in accordance with Applicable Law and the procedure applicable at the time.

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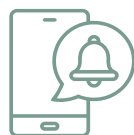
Get all your account information in few clicks

Statement of Account for your unit and units managed.



Submit & check status on your requests

- Move in / out
- Work permits
- Maintenance requests
- And a lot more



Get all the information on the happenings in your community

Through the announcements board.

Get a live view of your community events calendar.

For assistance or matters that cannot be submitted through the Building Mobile Application, please email:
community@kaizenams.com

Access your account at : **portal.kaizenams.com**

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