



GATE & ARC TOWERS

# Dear Residents of Gate & Arc Community,

Home is a place where we grow, start a family, celebrate a success, host get-togethers or unwind after a long day.

New homes are usually associated to new beginnings and fresh starts; and with Provis, we make sure your new home is also a place where you become part of a community.

Thank you for choosing Gate and Arc as your new home. As your community managers, we understand the importance of a new home. We will be there for you every step of the way to make sure your new home is a place where you find everything you need to start your new journey and become part of a community that gives a whole new meaning to the place you call home.

## Welcome Home!

Provis Community Management Team



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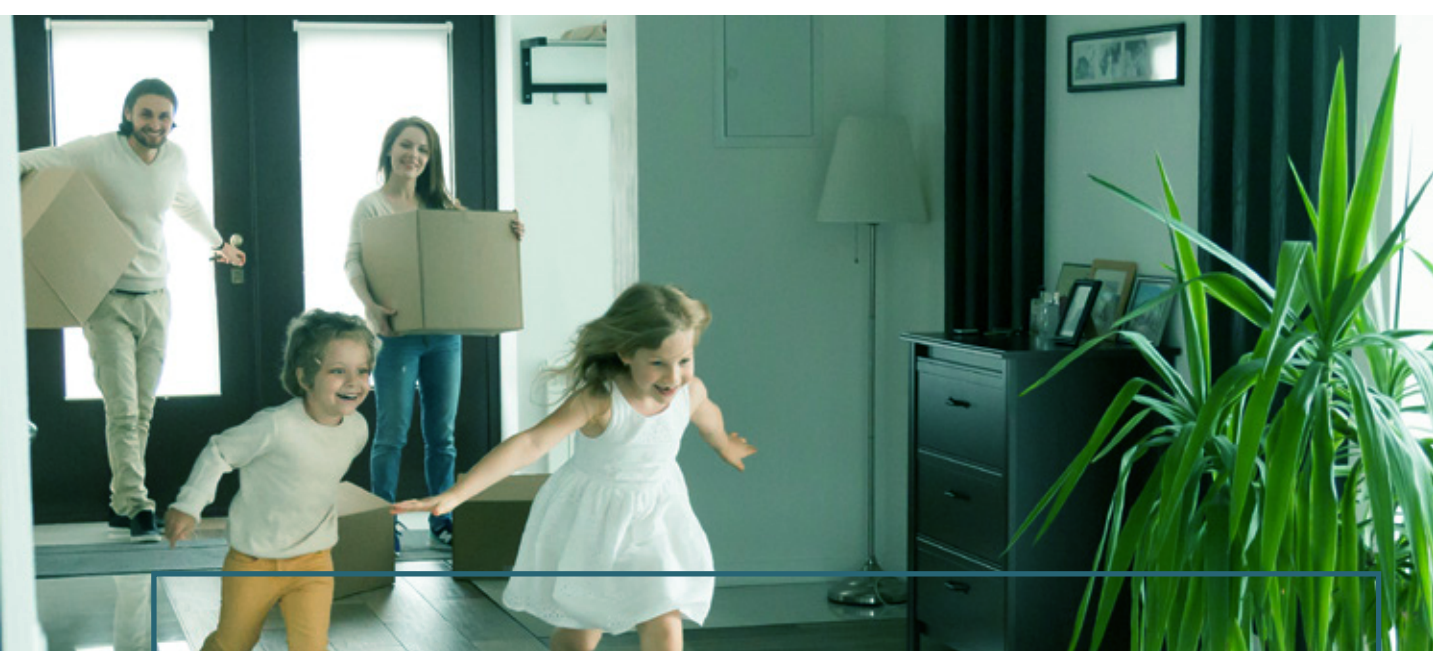
## Safety tips during the move-in:

To also ensure the safety of the community we would like to remind you with some of the precautionary measures we are taking during this pandemic. These measures aim to stop the spread of COVID- 19 and would request you to adhere to it before scheduling a move in request if:

- If you tested positive to Covid-19, or
- If you must self-isolate, or
- If you are experiencing any symptoms such as (shortness of breath, cough, fever, chills, sore throat).

## During the move-in, stay alert and safe and ensure to follow the below:

- Anyone involved in any aspect of the home moving process should practice social distancing in line with public health advice.
- When moving between properties, it is recommended that you and those in your household do as much of the packing yourselves as you can. Where this is not possible, we recommend that you speak to the moving company in advance.
- If you are particularly worried about the risk of getting the virus, then speak to the professionals involved: your landlord, estate agent or movers as they may be able to put in place extra measures.



## The Community Handbook:

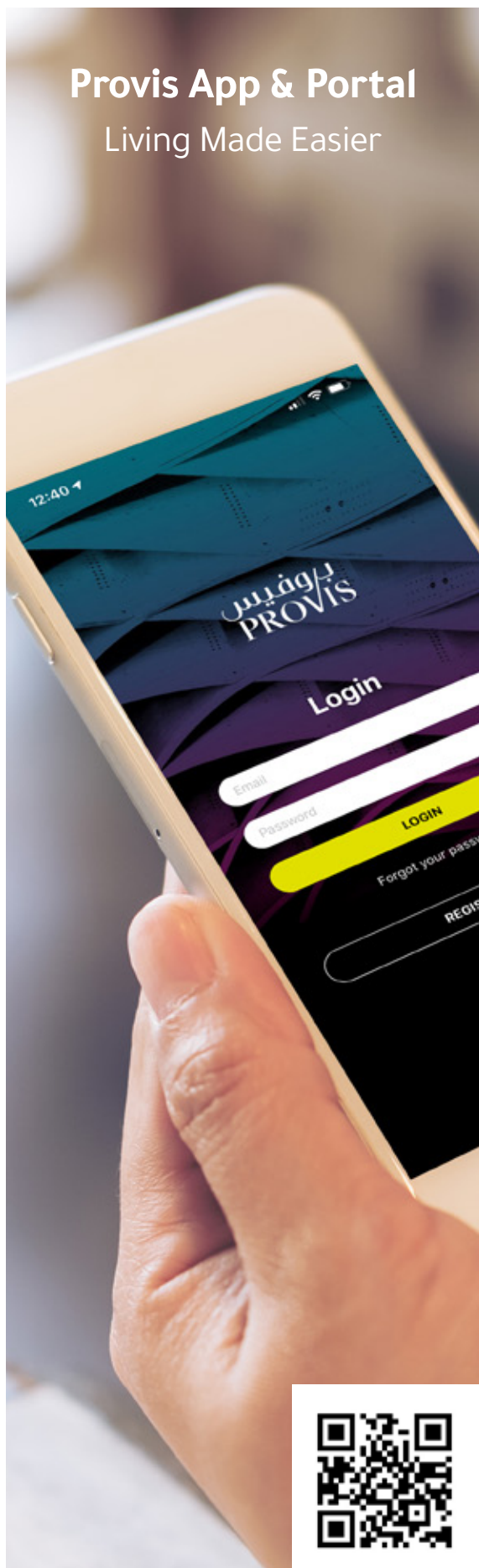
As we embrace community living, we value the importance of community guidelines as it provides a map to ensure all residents, new and existing, live together in harmony and understanding. To this objective, we invite you, your family, household staff, and guests to thoroughly review and understand the rules, regulations, and guidelines contained and to follow them for the greater good of the community and its wellbeing.



[Please click here to download your community handbook.](#)

## Provis App & Portal

### Living Made Easier



## How to reach us from the comfort of your home:

To get the most of your new community, we urge you to register to Provis Portal or Provis App. Provis Portal provides the following services:

- 
- Move in/out booking
  - Community announcements
  - Pool, gym, and other facilities use and booking,
  - Community and lifestyle feed
  - Reporting maintenance issues related to common areas
  - Request additional access cards or replacement of lost cards
  - Fees payment
  - Delivery & disposal of goods
  - Accessing and reviewing personal information
  - Viewing financial statements and payment history of community related expenses
  - Making online payments
  - Uploading/downloading required documents
  - Booking of services or maintenance requests
  - Viewing/booking community amenities or events
  - Reporting issues within communities or units
  - Requesting transfer documents such as NOC to sell.
  - Be part of the community classifieds
  - Receive latest news on rewards and discount offers made exclusively available for our residents
- 

**To register, click on "register" button and complete the online form, you will need following:**

- A copy of the tenancy agreement or title deed, if you are an owner
- A copy of the Emirates ID

To know more about your community, please check the latest community newsletter available on Provis Portal. For more information, please visit <https://myportal.provis.ae/> or scan the QR code.



## Community Amenities

Inspired by the world's most remarkable prehistoric monuments of Stonehenge in the English countryside, the Gate Towers stands out as a signature development of Abu Dhabi. The award-winning construction offers a three-tower roof-connected mixed-use development in the heart of Shams Abu Dhabi, Al Reem Island, in addition to the Arc, as well as a retail and leisure podium to offer a unique living experience. Gate Towers offers wide range of options including studios, one, two, three, four-bedroom apartments and penthouses with various types and styles.

The Arc, which was beautifully designed as a semi-circular building offers a range of residential options from studios, to one and two-bedroom apartments, with magnificent views of Al Reem Island and Abu Dhabi city. The Arc Towers and Townhouse comprise apartments with balconies.

Pamper yourself with exclusive and state of the art amenities and recreation facilities designed for those seeking lifestyle and luxury.



**Gymnasiums**



**Swimming Pool**



**Lazy River Swimming Pool**



**Kid's Swimming Pool**



**Children's Playground**



**Multipurpose Court**



**Tennis Courts**



**Squash Courts**



**Landscaped Gardens**



**Games Room**



**Movie Theatre Hall**



**Shops and Restaurants**



**Sauna**



**Multipurpose Hall**

# Provis Living

**At Provis we believe that Home is for Living**, hence the resident experience is as important as the amenities. That is why Provis Living offers you more experiences- more life . Provis Living works at enhancing every aspect of your lifestyle, and we do so through the following services:



## Health & Wellness

To support our residents with leading a healthy and active lifestyle, we offer a wide range of health and fitness classes provided through expert coaches and professionals, designed to suit every member of the family and all fitness levels.

## Recreational & Lifestyle

As part of our commitment to empowering our residents with programs aimed at developing their skills, as well as adopting new and interesting hobbies, Recreational Living offers an extensive range of programs designed for all interests and age groups.

## Concierge

Once you have moved into a Provis community you can enjoy the services of a 24 hours Concierge service that can assist you in all matters related to the community. Our concierge team acts as your go to contact to ask any questions related to your community matters, and can assist you with any matter within the community.

## Promotions & Discounts

We work closely with a wide variety of brands to provide our residents with exclusive rates and discounts. Our main objective is to ensure that all Provis residents enjoy access to the city's most popular attractions, and benefit from great deals with the best brands.

## Community Events & Activations

At Provis, we do not stop at simply providing our residents with a home or an address, yet we strive to build a holistic community aimed at bringing our residents together and building a community feel like no other. We bring you Community Events and Activations for every occasion in order to ensure that your community is a place where you belong and your community consists of neighbors and friends, not only amenities and facilities.

## Meet Your Community Management Team

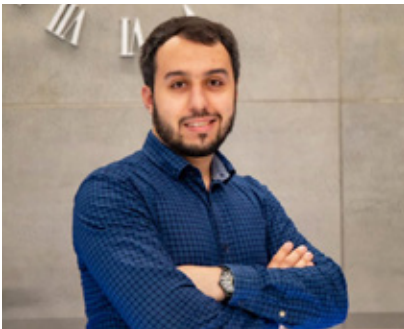
One of our goals is to achieve a cohesive community that fosters a harmonious and positive culture and to achieve this goal, we highly encourage you to reach out to the community management team to seek assistance with any issues you may face. Let's all work together to continue to build a pleasant and enjoyable community for all. A community that we are all proud to live in!



**Indeewara Fernando**  
Owner's Association Manager



**Amira Mabrook**  
Owner's Association Supervisor



**Hazim Swaid**  
Technical Supervisor



**Maria Cristina Lopez**  
Owner's Association Coordinator



**Cherie Blanco**  
Owner's Association Administrator



**Security Team**



**Facilities Management Team**

## Useful Contacts:

Several offices are located within the community; these offices work with the aim of ensuring the comfort and safety of our community's residents. Please find below the contact details, working hours, and responsibility of each office.

| Office                        | Number       | Email                     | Working Hours                       | Responsibility                                                                                                         |
|-------------------------------|--------------|---------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Community Management Office   | 600 505056   | GateandArcCM@provis.ae    | 8:30 am - 5:30 pm, Monday to Friday | Inquiries related to community living, the common areas, service charges or for feedbacks, complaints, and suggestions |
| Provis Customer Care          | 600 505056   | services@provis.ae        | 24/7                                | Inquiries related to property rental, tenancy agreements and Tawtheeq Issuance                                         |
| Khidmah Facilities Management | 600 505052   | services@khidmah.com      | 24/7                                | Inquiries related to common area maintenance and services                                                              |
| Community Security Office     | 055 510 6728 | thegatesecurity@provis.ae | 24/7                                | Security concerns and conflict resolution                                                                              |

For more useful contacts, please see page 22.

## Setting up Utilities

You must set up accounts for the utilities from the first day of your tenancy or prior. The utility services include:



Electricity and water



Cooling Service



Internet and Cable TV

**Ensure that the following documents are available when attempting to set up utility accounts:**

- 1.** Copy of tenancy agreement or title deed
- 2.** Copy of valid Emirates ID

Each service provider may request additional set of documents. As such, it is recommended to approach each service provider to obtain full information.

| Company                        | Service                          | Contact Details                                                                                                   | Working Hours                          |
|--------------------------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| Abu Dhabi Distribution Company | Electricity and water connection | 800 2332<br>www.addc.ae                                                                                           | 24/7                                   |
| Tasleem                        | Cooling Service                  | 800 827 5336<br>www.tasleem.ae                                                                                    | 09:00 AM - 05:00PM<br>Monday to Friday |
| Royal Gas                      | Cooking Gas Services             | 02 632 3236<br>newconnection@royalgas.com<br>www.royalgas.com                                                     | 24/7                                   |
| Etisalat                       | Internet and Cable TV            | 800 101<br>www.etisalat.ae<br>EID Number is located in the upper right corner of the entrance door for each unit. | 24/7                                   |
| Du                             | Internet and Cable TV            | 800 155<br>www.du.ae<br>GAID Number is located in the upper right corner of the entrance door for each unit.      | 24/7                                   |

# Energy Savings Tips

There are many sources on the web that will give you ideas of what you can do to save energy. Here are a few ideas to get you started:



- ✓ Use LED lights, they last 30,000 hours versus Halogen lights that only last for 1000 hours.
- ✓ Install tap aerators to maintain a constant rate of water flow to reduce water consumption.
- ✓ Change your travel behavior, think more in terms of public transportation, if possible, walk or ride your bicycle instead of taking the car
- ✓ Choose products that come with lightweight packaging
- ✓ Turn off lights and appliances when you are not using them
- ✓ Reuse plastic bags for shopping and storage
- ✓ Use a microwave instead of a stove to reheat food
- ✓ Use rechargeable batteries instead of disposable batteries



## What effect do materials have on the environment?

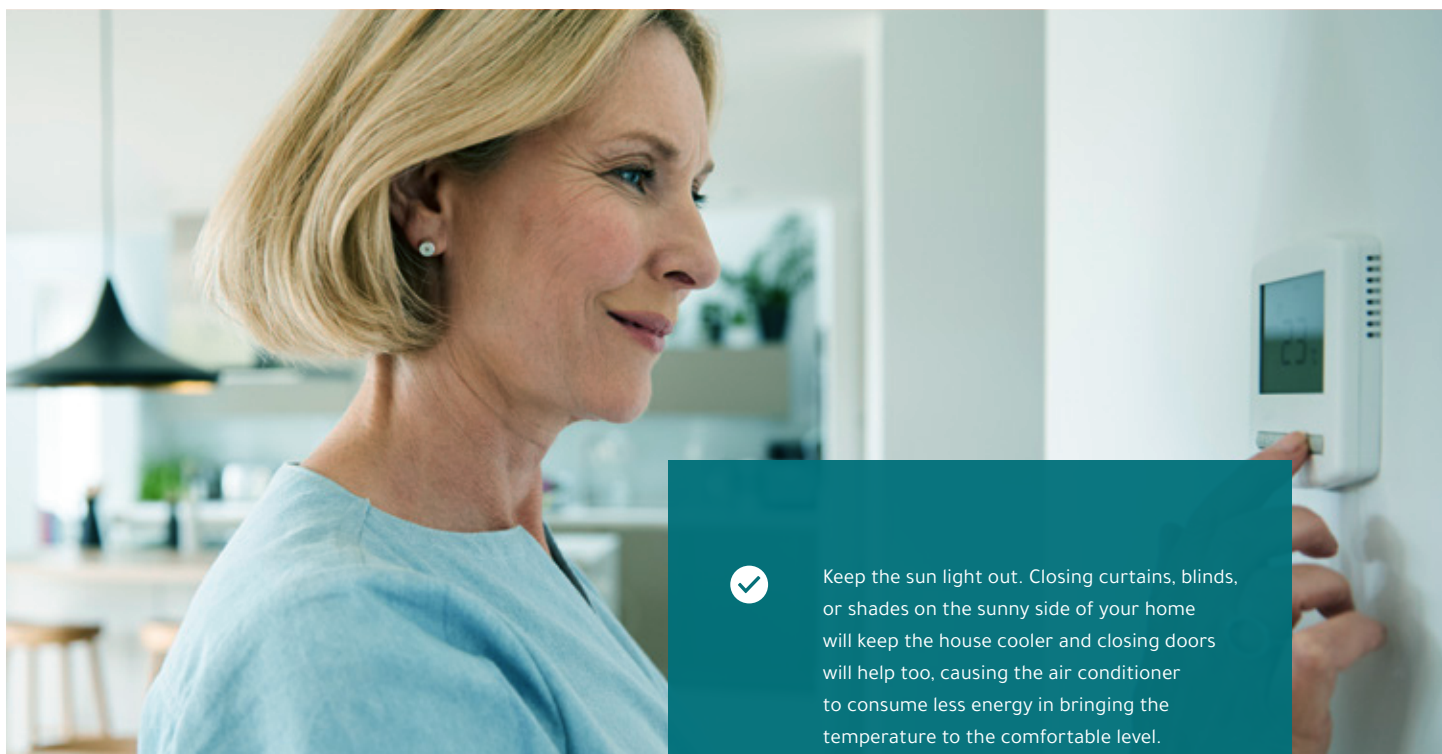
In our daily life, we rely on many materials. Wood, metal, glass and plastics all have environmental consequences.

Think about the impact of every product you use. For example, the lighter an object, the less fuel is required to transport it. A heavy suitcase in the boot of a car will require the car to consume more fuel during its journey.

## Cooling Service

Did you ever think of the percentage Air Conditioning consumes from your household budget? It could account for as low as 1% and as high as it can get. By carefully operating it, you can save money and energy. Just because temperatures are rising, doesn't mean your bills have to!

Here are some tips on how to reduce your energy consumption and save during summer:



- ✓ Set the thermostat to the most convenient temperature between 23°C and 26°C when you are home and between 25°C and 28°C when you're away. Each degree higher than 23°C can mean considerable savings on cooling costs. Auto mode will do the trick.
- ✓ Keep the thermostats clear of heat producing devices such as lamps and television. Heat from these devices could cause the thermostat to read a higher temperature than the actual room temperature. This may lead to excessive cooling and wasted energy.
- ✓ Don't generate unnecessary heat! Postpone dishwashing, laundering and ironing for the cooler times of the day when possible. Use respective rooms exhaust fans to pull hot, humid air up and out.

- ✓ Keep the sun light out. Closing curtains, blinds, or shades on the sunny side of your home will keep the house cooler and closing doors will help too, causing the air conditioner to consume less energy in bringing the temperature to the comfortable level.
- ✓ Keep the air vents clear. Keep furniture and curtains/blinds away from air vents.
- ✓ Make sure to find time to clean your air conditioning filters periodically. This will increase cooling efficiency and has health benefits too.
- ✓ Don't forget to inform your property manager when travelling for summer vacation. Switching AC off will cause high humidity that might damage paint and furniture. Always seek their assistance when in doubt.
- ✓ Don't forget about your own energy! Remember to stay hydrated during extreme temperatures.



## Fire Safety

You and your family and loved ones is of a paramount importance. It is important to know the fire safety features of your building and work with your neighbors to keep your building as fire-safe as possible.

- ✓ Learn about the fire safety features of your building (fire alarms, sprinklers, voice communication procedures, evacuation plans, and how to respond to an alarm).
- ✓ Know the locations of all available exit stairs from your floor in case the nearest one is blocked by fire or smoke.
- ✓ If you use a wheelchair or walker or are unable to make it down the stairs in case of an emergency, talk with your landlord or building manager about the availability of evacuation chair.
- ✓ Make sure all exit and stairwell doors are clearly marked, are not locked or blocked by security bars, and are clear of clutter.
- ✓ Learn the location of your building's fire alarms and how to use them.
- ✓ If there is a fire, pull the fire alarm on your way out of the building to notify the fire department and your neighbors.
- ✓ Leave the building by the fastest route but do not use elevators.
- ✓ Close all doors behind you and be sure to take your key.

## Home Escape Planning Safety Tips

If a fire breaks out in your home, you have only a few minutes to get out safely once the smoke alarm sounds. Everyone needs to know how to get outside if there is a fire.

- ✓ Draw a floor plan of your home. Visit each room and, if possible, find two ways out. Mark the ways out on the escape plan.
- ✓ All windows and doors should open easily and should not be blocked by furniture or clutter. Make sure the escape routes are clear. You should be able to use them to get outside.
- ✓ Everyone in your home should be able to recognize the sound of the smoke alarm.
- ✓ Choose an outside meeting place. It should be in designated assembly points and away from your home and should be something permanent. Everyone should agree to meet at the meeting place after they escape.
- ✓ Make sure everyone in your home knows the fire department's emergency number.

# Caring for your new home

## Fittings And Fixtures: Bathtubs, Sinks & Toilet Bowls

Bathroom hardware or sanitary ware is typically made from a variety of materials including china, porcelain, enamel, plastic or acrylic. To maintain these fixtures, make sure:

### Bathtub

Not to step into a tub with shoes on for any reason as shoe soles carry hundreds of gritty particles that will scratch the surface.

### Sinks

Do not let food waste stand in the sink. Most liquid household cleaners are mildly abrasive but are safe to clean the surfaces if diluted with plenty of water. Do not use powders or abrasive cleaners on acrylic tubs or sinks as they may scratch or dull the surface. Stainless steel fixtures are generally stain-resistant and require only an occasional scrubbing. Interior caulk has been applied around tubs, sinks and toilet bowls etc. Even properly installed caulk will shrink and show surface cracks due to settlement, expansion, and contraction. It is important that you check the caulking around the house at least once per year and re-caulk as necessary.



## Drainage Systems

Drains in your unit are available in the washrooms; they are J-shaped pipes designed to provide a water barrier between your home and the odor of sewer gases. The trap holds water, which keeps airborne bacteria and the odor of sewer gas from entering your home.

Traps that have gone dry or have lost enough water that the water seal within the trap has broken are the most common source of sewer gas. If you seldom use a sink or a toilet, turning it on or flushing it on a regular basis will replace evaporating water and keep the barrier intact. Because of their shape, traps are the points where drains are most likely to become clogged.

### Tip:

To clear a clogged drain use an approved drain cleaner on a regular basis. This will keep the drain free flowing. Ordinary washing soda (not baking soda) added to a drain on a regular basis will help keep it clear of grease from soap and cooking utensils. Run hot water through the drain, turn off the water, add 3 tablespoons of washing soda and follow it with just enough hot water wash it down the drain opening. Let it set for 15 minutes and run more hot water. Be sure to never pour grease into a drain or toilet.

## Toilets & Sink Drains

Blocked sinks and clogged toilets usually occur as a result of attempts to flush an unsuitable item or a large quantity of toilet paper.

### Tip:

If you notice the water level in your toilet rising or the toilet starts overflowing, turn the water valve located behind toilet to the off position. You may attempt to clear the blockage by using a plunger; however, if this does not work to clear the drain contact your in-unit maintenance team to assist you.

## Electrical Lighting Fixtures

The lighting fixtures in your home are designed for standard wattage bulbs. To avoid excessive heat and potential damage to the fitting, you should never exceed the 60-watt bulbs recommended for most enclosed fixtures.

## Smoke Detectors

Your home is equipped with smoke detectors in every bedroom. All smoke detectors are interconnected, so if one detector alarm sounds all alarms will sound and will be transmitted to the Fire Command Center.

Please remember that smoke from cooking, water vapour, and heat can activate the smoke detectors in your home and consequently trigger the building fire alarm system.

To reduce the number of false alarms, we ask all residents to be aware of these factors especially when cooking.

Please do not block the access of smoke and heat detectors in your apartments with any of your new fit-outs.

Please carry out necessary maintenance for the air conditioning (FCU) in your apartment to avoid any drain tray overflow, which will damage the detectors.



## Wooden Doors

All doors in your unit are fire rated. Where it is necessary to replace worn hardware on a fire door, the essential items should be replaced with products to the same specification as the original where possible.

Hinges, latches, locks, flush bolts, closer and other items of load bearing or securing hardware should be of the same type and size as the original items and should have been approved for use in timber fire rated door sets. Hardware that has been successfully tested in metal door sets may not be suitable for use with timber door sets.

### Tip:

With just modest attention and care, a wooden door should last for many years. Never use water-based cleaners, detergents or bleaches on wooden surfaces. A soft dry cloth is recommended for cleaning.

## Who should I inform?

It is essential that each resident understand the community composition. Gate and Arc Towers is a mixed-use development that consists of residential precincts (residential units and common areas), retail precincts (retail units and common areas) and principal common areas.

Each precinct is managed under a specialized group in accordance with industry best practices and community legal documents.

Below is a summary that contains a comprehensive list for these precincts and the responsible department/division that maybe helpful during future communication:

| Items                                                                                                             | Common Elements Under Association Responsibility                                                                                                                                                                                                    | Unit Components Under Association Responsibility                                                                | Certain Other Components Under Unit Owner's Responsibility Without Respect to Ownership of the Component                                                                                              |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plumbing & related systems & components thereof.                                                                  | All maintenance, repair, & replacement of portions of plumbing serving more than one unit. Water damage to common elements or units other than the one that is the primary source of the problem through negligence of the occupants of such units. | Only to the extent that a malfunction originates outside the unit in which the malfunction occurs or may occur. | All portions within a unit including fixtures & appliances attached thereto. Water damage to a unit, when the primary source of such problem is through the negligence of the occupants of that unit. |
| Electrical & related systems & components thereof excluding appliances, fixtures, & lights serving only one unit. | In all regards, from the common side of the unit panel.                                                                                                                                                                                             |                                                                                                                 | All, in all regards, for items serving only one unit and located within the unit (on the unit side of the unit's electrical panel, including the panel itself).                                       |
| Heating, ventilating, & cooling systems & components thereof.                                                     | In all regards, serving more than one unit, as a common expense.                                                                                                                                                                                    |                                                                                                                 | All, in all regards serving only one unit.                                                                                                                                                            |
| Parking spaces                                                                                                    | All parking spaces in all regards.                                                                                                                                                                                                                  |                                                                                                                 |                                                                                                                                                                                                       |
| Refuse collection system                                                                                          | In all regards                                                                                                                                                                                                                                      |                                                                                                                 |                                                                                                                                                                                                       |

| Items                                                                                                                                              | Common Elements Under Association Responsibility                        | Unit Components Under Association Responsibility | Certain Other Components Under Unit Owner's Responsibility Without Respect to Ownership of the Component     |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Grounds, including all paved areas and other improvements thereon lying outside the main walls of the building and all underground utility systems | All                                                                     |                                                  | Maintenance of plantings and improvement approved by the association and installed by the unit owner.        |
| Building, exterior roof, exterior vertical breezeways, foundation.                                                                                 | In all regards                                                          |                                                  |                                                                                                              |
| Windows                                                                                                                                            | All which do not serve a unit, in all regards, except routine cleaning. |                                                  | Routine interior and exterior cleaning, replacement - all, in all regards, serving only one unit             |
| Doors, main entry to units                                                                                                                         |                                                                         |                                                  | Interior of door panel & interior trim. Hardware set including lock & doorknocker assembly & hinges/closure. |
| Balcony and patio doors                                                                                                                            |                                                                         |                                                  | Routine cleaning, latch mechanism and weather-stripping.                                                     |
| Balconies, patios, & railings                                                                                                                      |                                                                         |                                                  | Routine cleaning                                                                                             |
| Screens (balcony or patio doors and windows)                                                                                                       | All which do not serve a unit, in all regards                           |                                                  | All which serve the unit in all respects. Replacements to be of same color, grade, & style                   |

## Sample responsibility chart for residents in a planned community

| Items                                              | Owner | Association | Other |
|----------------------------------------------------|-------|-------------|-------|
| Owners' equipment / appliances                     | ✓     |             |       |
| Interior unit construction                         | ✓     |             |       |
| Interior alterations to unit                       | ✓     |             |       |
| Interior & Exterior alterations to unit - approval |       | ✓           |       |
| Garbage collection                                 |       | ✓           |       |
| Exterior pest control                              |       | ✓           |       |
| Interior pest control                              | ✓     |             |       |
| Plumbing                                           | ✓     |             |       |
| Air conditioners                                   | ✓     |             |       |
| Window Glass Replacement                           | ✓     |             |       |
| Exterior painting                                  | ✓     | ✓           |       |
| Roof repairs                                       | ✓     |             |       |
| Insurance—fire or damage to structure              | ✓     | ✓           |       |
| Insurance—owners' contents                         | ✓     |             |       |
| Common Area Landscape Problems                     |       | ✓           |       |
| Community pool maintenance                         |       | ✓           |       |
| Recreation facility maintenance                    |       | ✓           |       |

# Community Association Insurance and Personal Insurance Programs

In our continuous effort to enhance your living experience in the community, we would like to share important information related to the association insurance program as well as individual / personal insurance program as both are interconnected.

Insurance premium forms part of your service charges budget, and you need to be aware of what is covered under the community association insurance. Furthermore, you should know and decide about the right insurance coverage on a personal level too which may impact your family, property, tenant, neighbor, and the association.

## Community Association Insurance Program

The Community Association Insurance program covers assets located in the common areas. In high rise communities, the community insurance is extended to cover the unit fabric and as built structure such as the walls and common elements passing through the unit such as the vertical plumbing line.

The Community Association insurance excludes any insurable interest located within the individual units such as; personal property, paint, partitions, content, cabinets, alterations, or any other parts that pertain exclusively to the residence premises.

Below is a list of the Community Association Insurance coverages that protects the association against primary loss exposure:

- ✓ Property All Risk covers physical loss, destruction or damage to the insured property (common elements) which may occur during the policy's period and is subject to certain terms, conditions and exclusions. Your community association coverage is extended to include alternative accommodation
- ✓ Third Party Liability protects the Owners Association against legal claims for physical injury or damage to someone else's property
- ✓ Terrorism Liability Insurance

## Personal/Individual Insurance Program

The individual owners are encouraged to enroll in the right insurance program to protect their own property and any potential claims from others due to a peril related to their own property. Below are common insurance coverages available in the market:

- ✓ Personal property to include content coverages and applies to property owned or used by the individual owner or user.
- ✓ Loss of use or business interruption that may involve additional living expenses, fair rental value, and prohibited use.
- ✓ Personal liability to cover any legal liability arising from bodily injury and property damage liability claims.

To assist you in obtaining the personal insurance coverage, Provis have worked with several insurance providers who can be contacted through phone or email. Also, a representative from the insurance providers will be available in several properties to assist you in acquiring the right coverage for you. Please note that personal insurances are recommended but not mandatory as it will vary with each individual circumstance and risk appetite. Furthermore, Provis is just facilitating this process and cannot be held responsible for matters related to personal insurances as the same is to be agreed between the individual and the insurer.

# Frequently Asked Questions (FAQs)

## Google Maps to Gate and Arc community

<https://goo.gl/maps/4Cua1DdRFcyfT5Fn7>

## What is the move in/out process?

To ensure proper scheduling and availability of the move-in/move-out elevator designated for the move, each Owner/Occupier must schedule their move in/ out through the Provis Portal or Provis App at least five (5) business days in advance to reserve a time(s) for the move.

## What is the move in/out hours?

Move-in/move-out can only take place during permitted hours for a maximum of two (2) hours per elevator booking. Permitted hours are between 9:00 am - 1:00 pm, Monday to Friday and between 8:00 am to 8:00 pm on weekends depending on the availability of service elevators.

## How can I book the service elevator?

Please make sure you book the elevator before scheduling any goods delivery. The booking is via Provis Portal or Provis App.

## What are the rules and regulations for noisy work?

Noisy works are prohibited from 8:00pm until 8:30 am during working days and from 8:00 pm until 10:00 am during public holidays and weekends.

## Is smoking allowed?

Smoking is strictly prohibited in the community including its common areas, apartments, and balconies.

## Where do I park my car?

Each unit has a designated parking space. You may obtain your parking space information from the security office located in Arc B Building Ground Floor. Kindly familiarize yourself with your parking space number, entry point and location, always ensure to use the parking space designated to you.

## Where do my visitors park?

Visitor's parking area is managed by Secure Parking Car Park Management and operated as a paid parking. Paid monthly and annual memberships are also offered. The visitor's parking is available in the Ground Floor level of the community as following:

- **Indoor car park:** The visitor parking is located on the Ground Floor of Arc Tower. Entrance is near Arc Tower C.
- **Outdoor car parks:** There are two outdoor visitor parking areas. The first is next to Pizza Express in Arc Towers side and the second is in front of the Gate Towers

For more information about the visitors parking you may contact Secure parking at :

### Email address:

Shams@secureparkinguae.ae

**Duty Mobile Number:** 056 410 1534

**Telephone Number:** 02 562 0736

## Are pets allowed?

All kind of pets and animals are strictly prohibited within the community, apartments, and the common areas. Owners or Occupiers must not keep any animal in the unit except fish (kept in a secure aquarium). This rule does not prohibit or restrict the keeping of a dog used as a guide or hearing dog provided that the dog is registered with the Owners Association and all documentation requested has been provided.

## Can I BBQ in my balcony?

As per the General Command of Civil Deference of UAE, Chapter 18 Table 18.20 Item 4, Barbequeing is not permitted on balconies, basement, indoor and on flammable surfaces.

## Can I hang laundry in my balcony?

To maintain a unified aesthetic and appearance of the community, laundry hanging is not permitted on balconies or any area that is visible to pedestrians.

## Where can I dispose of bulk waste?

Bulk waste skip/room is available in the following areas:

### Gate Towers:

Basement 1 (B1) in Gate Towers 1 and 2

### Arc Towers:

Near the loading area in Arc Tower B

Kindly do not dispose bulk waste or heavy items inside the garbage chute such as cartoon boxes, furniture, large water bottles, rods, iron boards, cloth racks, large bags etc. Disposal of large items clog the chute which prevents your neighbours using the chute until the blockage is cleared. Further clearance of blockages adds lot of burden on our housekeeping staff, consume a lot of manhours, lead to damages inside the chute and generate bad odour.

To arrange for the disposal of large items please call 600505056 or enquire your building concierge team.

## How do I better manage my waste?

You may securely wrap the garbage before disposing it in the garbage chute. Please do not dispose large bags into the garbage chutes.

Do not accumulate garbage in the common area corridors, garbage rooms or by the entry door.

We encourage you to recycle your waste. Please use the recycling bins provided in the community at Ground Floor and Podium Level 5.

## Can I install satellite dish or antenna?

Installation of satellite dish or antenna is not allowed in the emirate of Abu Dhabi.

## Can I use gas cylinder in my apartment?

Gas cylinder is not allowed in the community, thus you can use electrical oven or use central gas line.



### **How can I request for additional or replacement of damaged or lost access cards?**

You can request for additional or replacement of lost or damaged card/s, through the Provis Portal or Provis App.

The cost of building/parking access card is 262.50 AED inclusive of VAT.

Once your request is approved, kindly proceed to the Security Office located in Arc B Tower Ground Floor with a copy of valid tenancy agreement/title deed and valid identification card to receive your access cards.

### **For reporting a concern:**

- Video Link for app: <https://bit.ly/3jSedMk>
- Video Link for portal: <https://bit.ly/38emh7Q>

### **Community post:**

<https://bit.ly/3kSxX3K>

### **How to add family members to the portal and create login for them:**

<https://bit.ly/38diM1P>

### **How to book classes via App:**

Video Link for app: <https://bit.ly/34SXST>

We hope that you find the information above useful. We would like to hear from you if you have any comments or suggestions. Please email us at [GateandArcCM@provis.ae](mailto:GateandArcCM@provis.ae).

**Again, and on behalf of the whole community, welcome home!**

## Useful Numbers:

| Emergency                           |             |
|-------------------------------------|-------------|
| Police/Ambulance                    | 999/998     |
| Fire                                | 997         |
| Abu Dhabi Police<br>(Non-Emergency) | 02 446 1461 |
| Al Ain Police (Non-Emergency)       | 03 763 8888 |
| Civil Defence                       | 997         |
| Coast Guard                         | 996         |
| Municipality                        | 993         |

| Directories                        |     |
|------------------------------------|-----|
| Directory Enquiries                | 199 |
| International Telephone Enquiries  | 151 |
| International Telephone Assistance | 100 |

| Business Contacts             |            |
|-------------------------------|------------|
| Abu Dhabi Chamber of Commerce | 02 6214000 |
| Abu Dhabi Tourism Authority   | 02 4440444 |

| Hospitals                      |             |
|--------------------------------|-------------|
| Ahlia Hospital                 | 02 626 2666 |
| Al Noor Hospital               | 02 626 5265 |
| Al Reef International Hospital | 02 632 8000 |
| Al Salama Hospital             | 02 671 1220 |
| Corniche Hospital              | 02 672 4900 |
| Dar Al Shifaa Hospital         | 02 443 5555 |
| Hospital Franco-Emirien        | 02 626 5722 |
| New Medical Centre Hospital    | 02 633 2255 |
| Sheikh Khalifa Hospital        | 02 610 2000 |

| Art Galleries                      |             |
|------------------------------------|-------------|
| Cultural Foundation                | 02 657 6348 |
| Folklore Gallery                   | 02 666 0361 |
| Ghaf Art Gallery                   | 02 665 5332 |
| Hemisphere Design Studio & Gallery | 02 676 8614 |
| Eclectic                           | 02 666 5158 |
| Manarat Al Saadiyat                | 02 657 5800 |
| Barakat Gallery                    | 02 690 8950 |

| Airports                        |             |
|---------------------------------|-------------|
| Abu Dhabi International Airport | 02 505 5555 |
| Al Ain International Airport    | 02 785 5555 |
| Dubai International Airport     | 04 216 2016 |
| Sharjah International Airport   | 06 558 1252 |

| Telecommunication |         |
|-------------------|---------|
| Etisalat          | 800 101 |
| Du                | 800 155 |

| Car Rentals     |             |
|-----------------|-------------|
| Avis            | 02 599 8826 |
| Budget          | 02 633 4200 |
| Diamondlease    | 02 622 2028 |
| Europcar        | 02 626 1441 |
| Fast Rent-a-Car | 02 632 4000 |
| Hertz           | 02 672 0060 |
| Thrifty         | 02 813 0271 |

## Useful Numbers:

| Airlines                    |             |
|-----------------------------|-------------|
| Air France                  | 02 621 5810 |
| Air India                   | 02 633 4766 |
| American Airlines           | 02 627 1111 |
| Biman (Bangladesh Airlines) | 02 634 2597 |
| British Airways             | 02 622 4540 |
| Cathay Pacific              | 02 622 4586 |
| China Airlines              | 02 621 5500 |
| Cyprus Airways              | 02 627 4424 |
| Czech Airlines              | 02 632 4178 |
| Egypt Air                   | 02 634 4777 |
| Ethiopian Airlines          | 02 627 3333 |
| Etihad Airways              | 02 505 8000 |
| Gulf Air                    | 02 633 1700 |
| Iran Air                    | 02 610 5217 |
| KLM                         | 02 632 3280 |
| Kuwait                      | 02 631 3200 |
| Lufthansa                   | 02 639 4602 |
| Malaysian                   | 02 645 4050 |
| PIA                         | 02 444 7800 |
| Royal Brunei Airlines       | 02 622 6100 |
| Royal Jordanian             | 02 622 5335 |
| Singapore Airlines          | 02 622 1110 |
| Sri Lankan Airlines         | 02 621 2057 |
| Sudan Airways               | 02 633 3967 |
| Swissair                    | 02 622 5500 |
| Syrian Arab Airlines        | 02 621 4004 |
| Thai Airways                | 02 621 2900 |
| Yemenia                     | 02 632 3675 |

| Cinemas                          |             |
|----------------------------------|-------------|
| Al Mariah Cinema                 | 02 678 5000 |
| CineStar Cinema (Central Mall)   | 02 627 5999 |
| Eldorado Cinema                  | 02 676 3555 |
| Grand Abu Dhabi (Abu Dhabi Mall) | 02 645 8988 |
| Grand Hamdan (Maria Mall)        | 02 678 5000 |
| National Cinema (Hindi)(Baniyas) | 02 671 1700 |

| Courier Services                    |                           |
|-------------------------------------|---------------------------|
| Aramex                              | 600 544000<br>02 555 1911 |
| DHL                                 | 800 4004                  |
| Emirates Post                       | 02 621 3536               |
| First Flight Couriers (Middle East) | 600 5454 56               |
| KRT Kanoo Rapid Transport           | 02 672 7898               |
| Overseas Courier Services           | 02 634 8358               |
| TNT                                 | 800 4333                  |

| Free Zones                      |             |
|---------------------------------|-------------|
| Ajman Free Zone                 | 06 742 5444 |
| Hamriyah Free Zone              | 06 526 3333 |
| Jebel Ali Free Zone             | 04 881 2222 |
| Ras Al Khaimah Free Trade Zone  | 07 204 1111 |
| Sharjah Airport Int'l Free Zone | 06 557 0000 |

| Cruises                                    |              |
|--------------------------------------------|--------------|
| Al Dhafra                                  | 02 673 2200  |
| Arabian Divers<br>& Sport Fishing Charters | 050 614 6931 |
| Blue Dolphin Company                       | 02 666 9392  |
| Shuja Yacht                                | 056 116 4128 |

## Useful Numbers:

| Embassies & Consulates |              |               |             |              |             |
|------------------------|--------------|---------------|-------------|--------------|-------------|
| Afghanistan            | 02 447 2666  | India         | 02 449 2700 | Spain        | 02 626 9544 |
| Algeria                | 02 444 8943  | Sri Lanka     | 02 631 6444 | Sri Lanka    | 02 631 6444 |
| Argentina              | 02 443 6838  | Iraq          | 02 665 5152 | Sudan        | 02 411 4000 |
| Armenia                | 02 444 4196  | Italy         | 02 443 5622 | Sweden       | 02 417 8800 |
| Azerbaijan             | 02 666 2848  | Japan         | 02 443 5696 | Switzerland  | 02 627 4636 |
| Australia              | 02 401 7500  | Jordan        | 02 444 8588 | Syria        | 02 444 8768 |
| Austria                | 02 694 4999  | Kenya         | 02 666 6300 | Tanzania     | 02 631 3088 |
| Bahrain                | 02 665 7500  | Kuwait        | 02 447 7146 | Thailand     | 02 557 6551 |
| Bangladesh             | 02 446 5100  | Lebanon       | 02 449 2100 | Tunisia      | 02 681 1331 |
| Belarus                | 02 445 3399  | Libya         | 02 445 0030 | Turkey       | 02 410 9999 |
| Belgium                | 02 631 9449  | Malaysia      | 02 448 2775 | Turkmenistan | 02 449 1088 |
| Belize                 | 02 633 3554  | Muritania     | 02 446 2724 | UK           | 02 610 1100 |
| Benin                  | 02 639 4665  | Morocco       | 02 443 3973 | Ukraine      | 02 632 7586 |
| Bosnia & Herzegovina   | 02 644 4164  | Nepal         | 02 634 4385 | USA          | 02 414 2200 |
| Brazil                 | 02 632 0606  | Netherlands   | 02 695 8000 | Venezuela    | 02 445 2240 |
| Brunei                 | 02 448 6999  | Norway        | 02 621 1221 | Yemen        | 02 444 8457 |
| Canada                 | 02 694 0300  | Oman          | 02 446 3333 |              |             |
| China                  | 02 443 4276  | Pakistan      | 02 444 7800 |              |             |
| Czech Republic         | 02 678 2800  | Phillippines  | 02 639 0006 |              |             |
| Djibouti               | 02 633 0160  | Poland        | 02 446 5200 |              |             |
| Denmark                | 0 2 441 0104 | Romania       | 02 445 9919 |              |             |
| Egypt                  | 02 444 5566  | Qatar         | 02 449 3300 |              |             |
| Eritrea                | 02 633 1838  | Russia        | 02 672 1797 |              |             |
| Finland                | 02 632 8927  | Saudia Arabia | 02 444 5700 |              |             |
| France                 | 02 813 1000  | Senegal       | 02 633 6929 |              |             |
| Gambia                 | 02 666 8585  | Slovakia      | 02 681 7705 |              |             |
| Germany                | 02 596 7700  | Somalia       | 02 666 9700 |              |             |
| Greece                 | 02 449 2550  | South Africa  | 02 447 3446 |              |             |
| Guinea                 | 02 673 5551  | South Korea   | 02 441 1520 |              |             |
| Hungary                | 02 676 6190  | Spain         | 02 626 9544 |              |             |

## Aldar Assets:



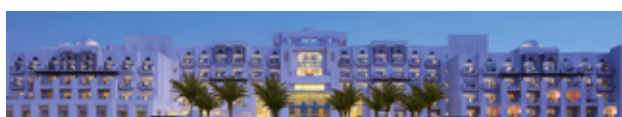
### Academies

|                    |             |
|--------------------|-------------|
| Al Ain Academy     | 03 715 1000 |
| Al Bateen Academy  | 02 813 2000 |
| Al Mamoura Academy | 02 885 7100 |
| Al Muna Academy    | 02 501 4777 |
| Al Yasmina Academy | 02 501 4888 |
| The Pearl Academy  | 02 641 8887 |
| West Yas Academy   | 02 885 7000 |



### Schools & Nurseries

|                             |             |
|-----------------------------|-------------|
| ADNOC School, Ghayathi      | 03 715 1000 |
| ADNOC School, Madinat Zayed | 02 813 2000 |
| ADNOC School, Ruwais        | 02 885 7100 |
| ADNOC School, Sas Al Nakhl  | 02 501 4777 |
| Al Forsan Nursery           | 02 501 4888 |



### Marinas

|                          |             |
|--------------------------|-------------|
| Al Bandar Marina         | 02 810 7650 |
| Eastern Mangroves Marina | 02 635 4974 |
| Marsa Al Bateen          |             |



### Malls & Shopping Centres

|              |              |
|--------------|--------------|
| Yas Mall     | 800 927 6255 |
| WTC Mall     | 02 508 2400  |
| Al Jimi Mall | 03 762 3859  |



### Hotels

|                              |             |
|------------------------------|-------------|
| Anantara Eastern Mangroves   | 02 656 1000 |
| W Abu Dhabi                  | 02 656 0000 |
| Crowne Plaza                 | 02 656 3000 |
| Radisson Blu                 | 02 656 2000 |
| Yas Island Rotana            | 02 656 4000 |
| Tilal Liwa                   | 02 894 6111 |
| Park Inn by Radisson         | 02 656 2222 |
| Centro Yas Island            | 02 656 4444 |
| Staybridge Suites Yas Island | 02 656 3333 |
| Hala Arjaan by Rotana        | 02 418 0000 |



### Golf Courses & Beach Clubs

|                          |             |
|--------------------------|-------------|
| Saadiyat Beach Golf Club | 02 499 8100 |
| Yas Links Abu Dhabi      | 02 404 3000 |
| Saadiyat Beach Club      | 02 656 3500 |
| Yas Beach Club           | 02 565 1100 |



## Provis Corporate Head Office

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