

La Fontana Newsletter



November 2012

www.outlook.ae

Welcome to La Fontana – Owners Association Community.

The purpose of this Newsletter is to provide a useful insight and update on La Fontana to all Owners of the Association.

La Fontana is currently at a ‘Transition phase’, where all operations and facilities of the tower are being handed over in different stages from the Developer to Owners Association.

The Owners Association (OA) Board has met regularly over the past months and made good progress in enhancing the tower as well as monitoring the future registration of the OA and the associated difficulties to be overcome.

The OA Board is in discussions over many issues which will enhance the current environment of the tower and create a sense of community.

What’s New?

1.0 – Our aim for your community

2.0 –New Community features

3.0 – Service Charges

4.0 – Defect Notification Period

5.0 – Useful Contacts

1.0 OUR AIM FOR YOUR COMMUNITY

1.1 - Our mission

Our aim is to ‘add value’ to your community. We achieve this by establishing a technically and financially sound structure and foster a sense of community by building good relationships.

1.2 - Our objectives for your community

- To manage a smooth handover process from the Developer to the Owners Association as per Law 27 of 2007 and ensure all assets are transferred to the Owners Association.
- To ensure the building maintenance requirements are met by coordinating regularly with the service providers.
- To review service contractors’ performance against the service charge to ensure that the building receives the services that it requires at a price it can afford.
- To build harmony amongst all owners and foster a sense of community by building good relationships.

1.3 - Your Participation is welcomed

At Outlook Community Management (OCM), we are always happy to hear your constructive feedback and input regarding the operations of the tower and facilities provided. We will shortly invite all owners to take part in our survey to obtain valuable feedback on maintenance matters to integrate improvements in your community.

We have also designated a Support Team to support the Owners Association and provide professional advice on Owners Association matters.

If you want to provide a feedback on any matter or if your inquiry is of an Owners Association matter, then please e-mail our Support Team on support.fontana@outlook.ae

1.4 – Your dedicated Community Manager

We have assigned a dedicated Community Manager (CM) to support the Owners Association and facilitate the handover process at the transition stage. The CM is also responsible for the administrative, technical and operational functions of La Fontana Apartments.

Name of CM – Mr. Mohammed Iqbal

Contact – +97155 5550297

Email – iqbal@outlook.ae

2.0 NEW COMMUNITY FEATURES

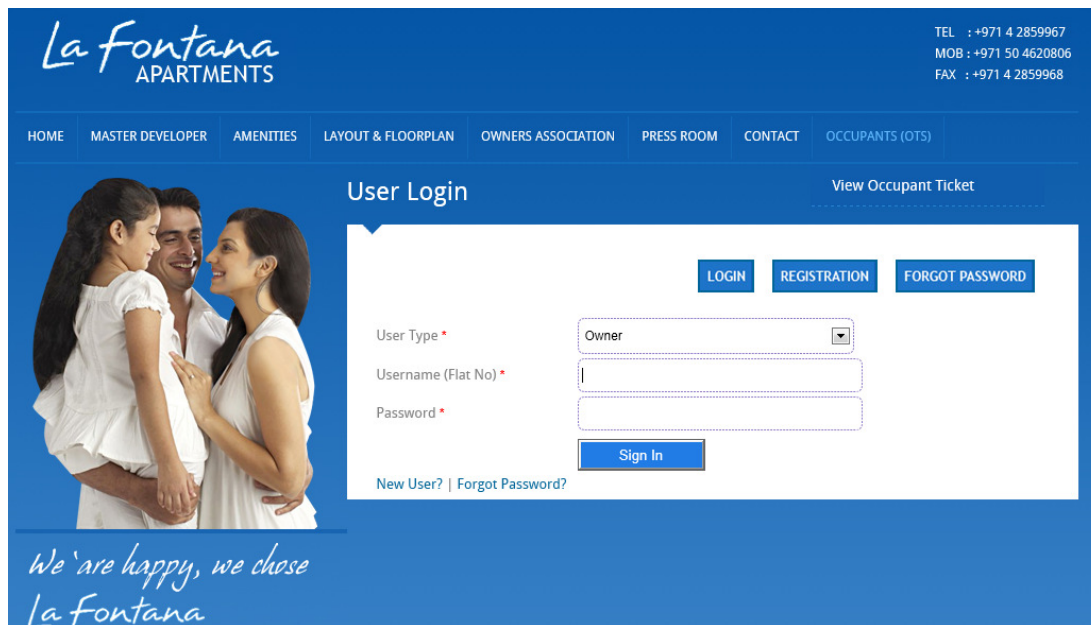
La Fontana Owners Association is committed to provide high quality services and support to all owners of La Fontana.

1.1 Online Community Portal

Your community now has a professional website and online 'Occupant Ticket System' web portal enabling owners to access information and function such as:

- Important documents and reports
- Press Room
- Photo Gallery
- Details on Owners Association
- Maintenance and service requests
- Communication tools (talk to your fellow owners)

You can register online at www.lafontanaarjan.com to create your username and password to be part of La Fontana online community.



The screenshot displays the La Fontana Apartments website interface. At the top left, the logo reads "La Fontana APARTMENTS". On the top right, contact details are listed: TEL : +971 4 2859967, MOB : +971 50 4620806, and FAX : +971 4 2859968. A navigation menu includes links for HOME, MASTER DEVELOPER, AMENITIES, LAYOUT & FLOORPLAN, OWNERS ASSOCIATION, PRESS ROOM, CONTACT, and OCCUPANTS (OTS). The main content area is titled "User Login" and includes a "View Occupant Ticket" link. Below the title are three buttons: LOGIN, REGISTRATION, and FORGOT PASSWORD. The login form contains three input fields: "User Type" (a dropdown menu set to "Owner"), "Username (Flat No)", and "Password". A "Sign In" button is positioned below the password field. At the bottom of the form, there are links for "New User?" and "Forgot Password?". On the left side of the login area, there is a photograph of a smiling family (a man, a woman, and a child) and the slogan "We're happy, we chose La Fontana".

1.2 Outlook Support

If you have any queries regarding home owners association, then please do not hesitate to contact us at support.fontana@outlook.ae

3.0 SERVICE CHARGE

2.1 What are Service Charges?

The Service charge fee is the annual amount levied against each owner for the operation and maintenance of the common areas and payment of utility service providers and master community charges.

The service charge fee is approved by Real Estate Regulatory Agency (RERA) and it is compulsory for all owners to pay their share of the Service Charge, without exception as required by the Law.

Service charges are separated into two separate funds:

General Fund

This fund is used to pay the day to day operational costs of the community including utilities, insurance, maintenance, security, cleaning etc.

Reserve Fund

Think of this as a savings account. Money in the reserve fund is put aside for the replacement of capital items in the future.

2.2 What if I don't pay my service charges?

The annual service charge budget is calculated to be as cost effective as possible, as such is there is no provision for "profit".

If the service charges are not paid in a timely manner, important invoices, such as those for provision of utilities and security will go unpaid and your community risks losing essential services.

This in turn can result in a **health hazard** (No electricity, water, power) and lead to potential accidents for which the **service charge defaulters will be held legally responsible**.

In addition to the financial risk to the community, a **penalty of 12% per annum** will be applied to your account if the service charge is not paid by the 'Due date'.

As per RERA Regulations, failure to pay the Service Charge on time is a violation of the Law and may result in civil penalties including a lien being imposed over the Unit.

We therefore, kindly request you to make prompt payments of your service charges to benefit the community and to avoid service disruptions, such as disconnection utility services.

4.0 DEFECT NOTIFICATION PERIOD

La Fontana Apartments is under warranty from the main contractor for the period of one (1) year: all systems and equipment are included in this warranty.

During the hand over process, you would have the opportunity to “snag” your unit and report any defects to the Developer. Any defects that relate to the finishes or fixtures should be reported during the hand over process.

Once the hand over process is complete and you have accepted settlement of your unit, then no additional defects with relation to fixtures and fittings will be accepted. The Developer is required to rectify defects that relate to equipment and systems, such as electrical, plumbing or cooling within your unit during the first 12 months from hand over.

The defect notification period does not cover:

- Planned preventive maintenance inside your unit.
- Plumbing blockages other than those caused by construction debris
- Damage of plumbing fixtures due to abrasive cleaning materials or careless use
- Replacement of consumables such as light bulbs, tap washers, ‘o’ rings, flexible hoses, hand spray (Shattafs) sets, etc
- Defects arising due to neglect or inadequate maintenance
- Damage from insects and rodents (follow up pest control is the responsibility of the owner)
- Defects arising due to normal wear and tear.

You can contact onsite facilities manager Thomas Engr@lafontanaarjan.com to report any defects inside your unit during the defects liability period.

The Defect Liability Period expires on 20th February 2013.

5.0 USEFUL CONTACTS

Police: 999

Ambulance: 998

Fire: 997

Telephone Directory Enquiries: 181

Emergency Services (Dubai): +971 (4) 2232323

Flight Enquiry: +971 (4) 2245555

MasterCard (lost or stolen): +971 (4) 3322956

VISA (lost or stolen): +971 (4) 3319690



**Al Barsha Business Centre,
P.O.BOX 119130
T +971 4 395 8787
F: +971 4 395 8700
Dubai, U.A.E**

www.outlook.ae