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Message from your Community Management

Dear Valued Residents,

We promise value to all our community members. What we do reflects what we value, and below are our 8 commitments to you and all the community members:

Team: I pledge to be a positive team player, with positive attitude and actions, and recognize every member that makes contributions to the community.

Offer: I pledge to offer my support, mentor and be mentored, and provide guidance with constructive feedback.

Govern: I pledge to commit to Ethical Practices and Good Governance as a Manager of the Association.

Empower: I pledge to empower, uphold and be kind to all my community members, colleagues, regardless of their race, ethnicity, age, gender, religion.

Take Action: I pledge to report violence including harassment and bullying.

Help: I pledge to treat all members of the community with dignity, respect and compassion; value and manner. And help build a great community environment for all.

Express: I pledge to acknowledge that each individual is free to express their opinions, ideas and be a good listener.

Respect: I pledge to amplify and respect the values of diversity, equity and inclusion across my professional life.

Sincerely,

Yas Acres Community Management

Thank You Past Board Members & Welcome to the New Members!

We would like to congratulate all the members of Yas Acres Interim owners' association Board and look forward to collaborating with them in improving the Yas Acres community.

The existing board members remain Anisha Batra, Amer Jaffar Mosa, Nevio Zaino, Mahmoud Joummaa, Jean El Tawil and we are excited to announce the two new added members Imad Taye and Faris Al Batish into Yas Acres Interim Owners' Association board for the year 2022.



Anisha Batra



Amer Jaffar
Mosa



Nevio Zaino



Mahmoud
Joummaa



Jean El Tawil



Imad Taye



Faris Al Batish

We would like to seize this opportunity to thank the community's owners for their active participation during the Annual General Assembly. We would also like to thank the outgoing board members for dedicating time and providing their expertise to meaningfully contribute to the improvement of the Yas Acres community.

We look forward to working with the interim board members to serve and enrich the community.

Sincerely,
Yas Acres Community Management

Community Events

We at Provis understand the importance of events as they help drive the entire community together. They bring people from all walks of life together, strengthening the bonds between them. It is also a known fact that events have direct and indirect impacts on the well-being of the communities.



Previous Events

11th February 2022

Polo For A Cause

Ghantoot Racing & Polo Club

Under the Patronage of H.H. Sheikh Falah Bin Zayed Al Nahyan. It was a fun-filled family day hosted by board of Directors at Ghantoot Racing & Polo Club.

5th March 2022

Tree Planting

Al Sader

Volunteers were called to plant a tree, plant hope in collaboration with Environment Friends Society in Helping Build a Sustainable Environment.

12th March 2022

Provis Community Football

Yas Acres Cedars Football Pitch

Building community team spirit by representing the community in the epic tournament.

26th March 2022

Earth Hour 2022

Yas Acres Community

Residents were called to be part of this initiative and take accountability for their ecological footprint.



Community Fitness & Lifestyle

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.

[Click here to check the classes available in your community.](#)



Exclusive Discounts & Offers

We work closely with a wide variety of brands to provide our residents 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 from the best brands.

[Click here to check the exclusive offers and discounts for you.](#)

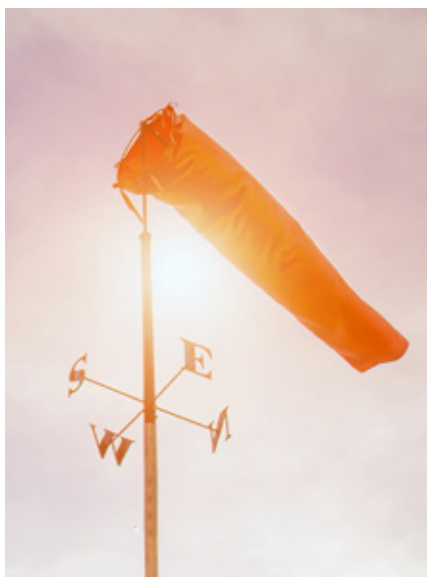
Community Updates

New working week schedule

Following the UAE government's decision to amend the working week, the community management office has adjusted its operation timings to Mondays through Fridays, 9am to 5pm.

Eid Al Fitr 2022

Eid al-Fitr is expected to start on 1st of May and we wish all residents a well-deserved break and safe travels over this period.



Yas Island Water Taxi

In coordination with Miral, a pilot for a water shuttle programme has been launched to service passengers across Yas Marina and the waterfront, from and to Al Bandar and Al Muneera on Al Raha Beach. This is to gauge the need for a water transport system as part of the Yas island's connectivity strategy. The water shuttle has four points from Yas Bay, Al Bandar, Al Muneera and Yas Marina.

For more information and trip schedules, please check page 17-18.

Weather Precautionary Measures

With cloudy and unstable weather predicted which includes winds repeatedly blowing at a speed exceeding 45km/h at times, residents are reminded to be alert and take precautionary measures.



Supply and Installation of resident and visitor signages



Installation of new entrance gate for football field

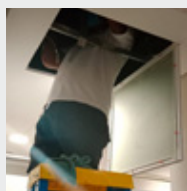


Installation of charity box in Yas Acres community

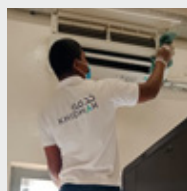
General Maintenance in the Community

As part of our ongoing community maintenance and enhancements works, we are pleased to share with you the completed refurbishment works across the communities.

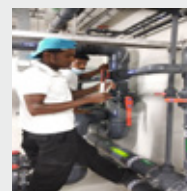
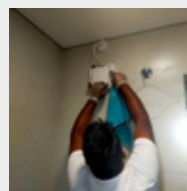
Monthly Hard Service Planned Preventative Maintenance



FCU



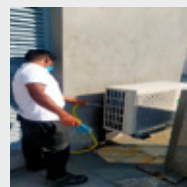
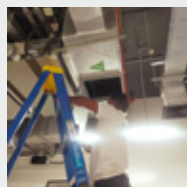
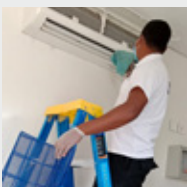
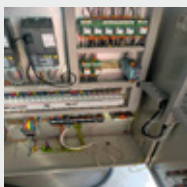
Exhaust Fan



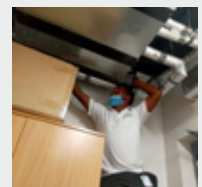
Plumbing



Panel Unit



AC Units



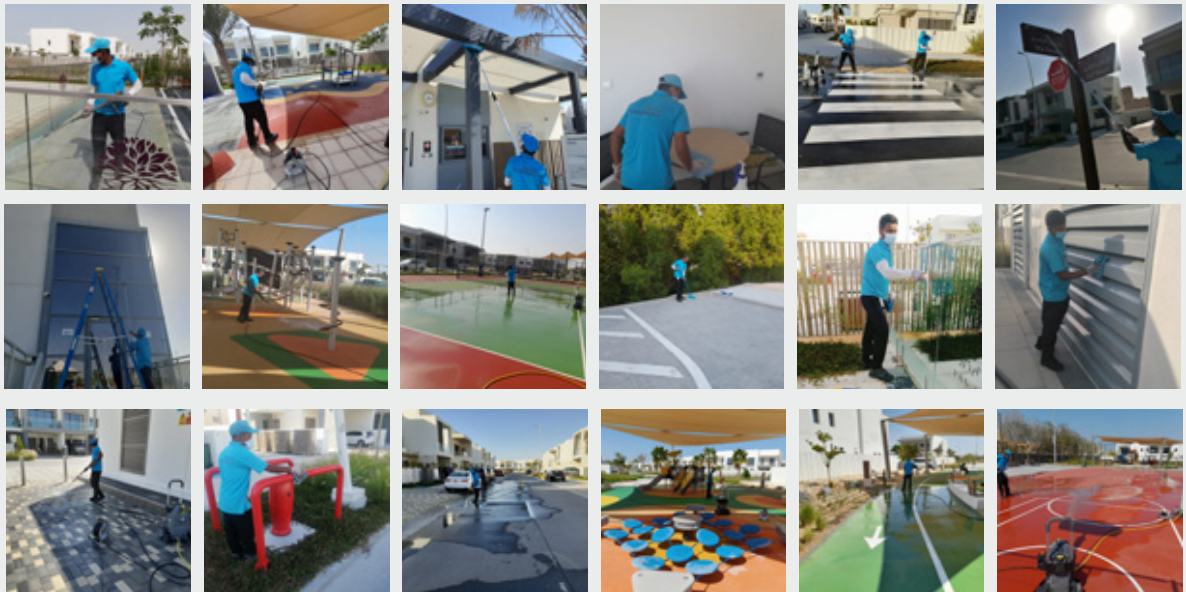
General Maintenance in the Community

Specialized Services Activities

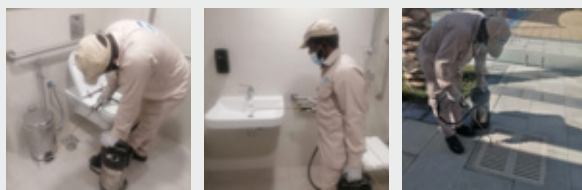


HV & LV systems monthly PPM service completed in Cluster H,G & D electrical substations.

Soft Services Activities - Deep Cleaning of Common Areas



Monthly Pest Control of Common Areas



Community Reminders

Help build a safer community together!

Park responsibly

Drive safe and slow

Use your turn signals when required

Avoid washing cars in the community

Do not block pedestrian and driveways



My Pet, My Responsibility

Pet owners are urged to register their pets with the Community Management as part of responsible pet care.

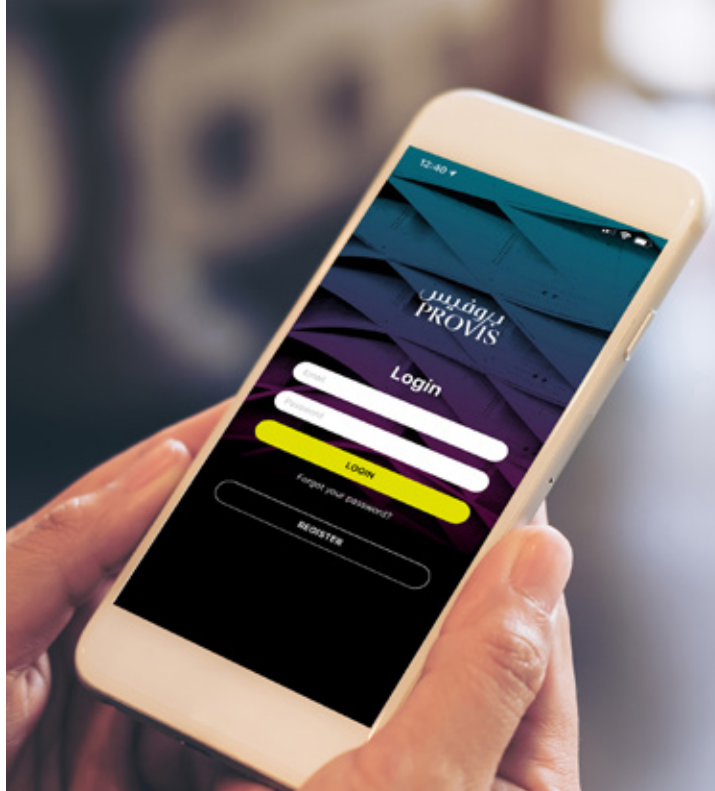
Register them now!

Pet Rules and Regulations

1. Owners and occupiers must not keep any animals except domestic dogs, cats, birds or fish (kept in a secured aquarium in the unit). Animals must not be kept, bred or raised for commercial purposes. Animals may be kept in reasonable quantities as determined by the Community Management.
2. All owners and occupiers must comply with municipality laws and regulations with regard to control and health of pets. All dogs and cats shall be microchipped and have an identification tag. Loose, unattended dogs, cats or other animals without a license or identification tag may be reported to Abu Dhabi Municipality.
3. Owners and occupiers must ensure that their animals do not make an unreasonable amount of noise, or become a nuisance.
4. Pets must be kept on a leash held by a person capable of controlling the animal within any part of the common areas at all times.
5. Pets are not allowed in the pool area, tennis court and at the clubhouse.
6. Pets shall not be tied to trees or any exterior building structure.
7. Fecal waste deposits made by pets on any common area, including landscaped areas, must be promptly removed and properly disposed of in a sanitary manner by the dog handler (including any resident domestic employees exercising the dog). Non-compliance to these rules may result in a Notice of Violation being issued to the owner or occupier. Any damage caused by a pet shall be repaired/replaced at the pet owner's expense.
8. Owners and occupiers are responsible for the conduct and behavior of any animal under the owners or occupiers care or control and owes a duty of care to all other owners and occupiers.
9. Pet food of any kind must not be left in common areas or on any balcony/terrace.
10. No animal shall be bathed, at any time, within any common areas.
11. Each person bringing or keeping a pet in the community shall be liable to other owners, occupiers and their guests for any damage to persons or property caused by any pet brought upon or kept within the community by such person or by members of his family or guests.
12. Structures for the housing or confinement of any bird or other animal must not be visible from neighboring units or the common area.
13. Service animals are exempt from rules that interfere with their duties. Notice of any exemption claimed by an owner or occupier shall be sent in writing to the Community Management within fourteen (14) days from occupying the unit.
14. The Community Management Director's opinion as to whether there has been a breach of these rules is final. The Community Management Director shall be empowered to take all measures to enforce this rule, including removing any animal.
15. Owners and occupiers must submit a pet registration form to the Community Management Director prior to keeping a pet in their unit.

Provis App & Portal

At Provis, we strive to create a more streamlined and efficient service for our clients, and our decision to launch the Provis Portal represents our innovative approach to realizing our vision. Our focus will remain to be the introduction and integration of new technologies that can make the customer experience seamless, convenient and enriching across various customer engagement touch-points, and we still have several initiatives in the pipeline to diversify our offerings and expand them across the region.

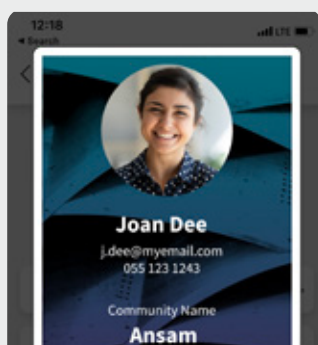


THE PROVIS APP. Living Made Easier.



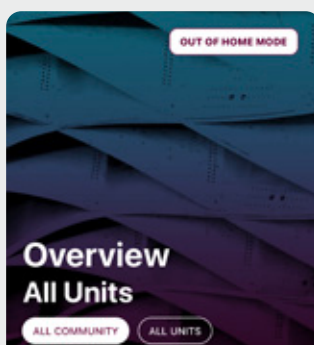
What's New?

Here are the new features available in the latest version of the Provis app and portal.



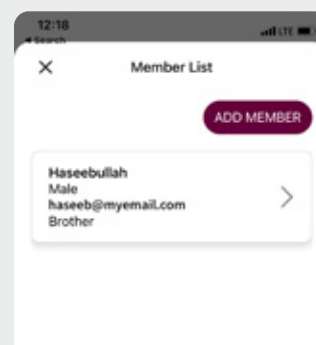
Digital ID

Your digital ID can be used as a form of identification to access amenities and facilities in your community. You can also present it to our partner retailers to avail promotions and discounts.



Out of Home Mode

Enjoy your holiday with peace of mind with the new "Out of Home" mode on the Provis app and portal. Once enabled, your community manager will be notified to keep a close eye on your property in case of any emergency until your return.



Adding of Family Members

Registering your family members on Provis app and portal will enable them to book facilities and amenities and receive community notifications.

Energy Saving Updates

On-going measurements are being implemented to reduce the community's carbon footprint.



Sustainability Corner

In 2015, World leaders agreed 17 Global Goals (officially known as the Sustainable Development Goals or SDGs). By connecting minds, these goals have the power to create a better world by 2030, by ending poverty, fighting inequality, and addressing the urgency of climate change.

Firstly, what does sustainability mean?

The Collins dictionary defines 'Sustainability' as 'Avoidance of the depletion of natural resources in order to maintain an ecological balance.'

In other words, not using more natural resources than the planet can naturally replace, and not producing anything that the planet can't naturally reabsorb.

The linear model currently employed by the fashion industry of 'take, make, dispose', is at odds with this concept of sustainably.

What is 'Sustainable' fashion?

'Sustainable' fashion refers to garments that have been made in a way that is mindful of the many environmental issues the fashion industry touches upon.

The main four issues to consider when it comes to sustainability and fashion:

- Water consumption and contamination (high levels are not only consumed in the production of clothing, but also when we wash our clothes)

- Energy emissions (high use of energy in the production of synthetic fabrics, for example, and in the washing, drying, and ironing of our clothes)
- Chemical usage (fertilizers and pesticides used in the production of raw materials like cotton)
- Waste creation (the levels of textiles that are incinerated or sent to landfill are enormous).

Why is fashion key to the discussion around sustainability?

The word 'Sustainability' in the context of fashion most prominently refers to the environmental impacts of making (raw material creation, processing, and manufacture), wearing, and caring for (use) and the disposal of clothing (end of use).

We take resources and use water and chemicals along the way, to create a garment. You buy and wear the garment and then throw it away (or donate it) when you're done.... But then what happens? Generally, it goes to landfill or is incinerated.

Today, only 20% of all clothing is recycled.

In order for the fashion industry to really become more sustainable, brands need to work towards developing circular systems whereby garments become fully recyclable after use, reducing the need to create virgin fibers.

And while big industry players are pursuing this, it will take time.

In the meantime, addressing our individual consumption rates, by reducing the volume of clothing we buy, as well as dispose of, can help.

Provis managed residential communities and retail destinations marked Earth Hour 2022

Provis announced conserving over 8,800 kWh of electricity, equivalent to reducing nearly 4,000 kg of CO₂ during Earth Hour 2022. Non-essential lights were switched off for one hour on March 26, 2022, between 08:30 and 09:30 PM in 65 Provis-managed residential communities and five retail destinations.

In addition to the various energy savings techniques deployed across Provis communities, the company also hosted a variety of activities in collaboration with Environment Friends Society (EFS), including electricity-free musical nights, complimentary candle-lit yoga classes, storytelling, and night photography.

70

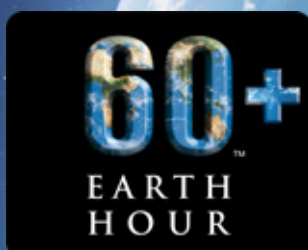
PROVIS COMMUNITIES & RETAIL
DESTINATIONS

8,800 kWh

CONSERVED ELECTRICITY

~4,000 kg

CO₂ REDUCED



1 Billion Meals Initiative

Be part of the social movement.
Your support matters.

In this holy month of Ramadan, Provis has joined the largest humanitarian initiative in the region, 1 Billion Meals.

This campaign aims to donate one billion meals to the poor and hungry around the world and supports the efforts to achieve the United Nations' Sustainable Development Goal to end hunger by 2030.

Be part of the movement today! Donate a meal to the vulnerable and underprivileged across the globe.

Thank you in advance for your generosity.

Thank you.

Provis Community Management

1 AED = 1 Meal



[Click here to donate a meal](#)



Tips for a Pest-Free Home

Lock Their Entry to Your Home

Your first line of defence is to make it difficult for pests to find any entry to your home. Check around your doors and windows for gaps, and replace window stripping when needed.

Crevices and holes, when connected to the outside, provide entry points for pests. Even if unconnected, they still serve as perfect spots for undisturbed breeding. Even the tiniest of cracks can create possible entries for these pests that are capable of squeezing through. Ants, cockroaches, bed bugs, and even rats that just need 1 cm to enter! Therefore, seal all cracks and crevice that you can find. You can do this by fixing home proofing tools under the door, use a caulk to seal up any joints or plaster and patch holes on walls and concrete.

Clean Your Kitchen

A pile of crumbs on your counter or floor is like a treasure box to ants and

other insects. You can keep pests away from your home by making sure you offer no treasure to be found in your own kitchen. Wipe-up your counters, sweep your floors, put food away immediately, and take out the trash regularly.

De-clutter

When you don't clear clutter inside and outside your home, you are providing a breeding and habitable place for pests to thrive. Plastic bags, newspapers, boxes, and cardboards are ideal places for pests to thrive. If it is a must for these things to be kept, make sure they are away from the house. If possible, keep them away from the house entirely.

Sweep and Mop Regularly

Sweeping rids the house of dirt, food debris and dead skin cells that have fallen onto the floor. While seemingly unappetising, this is a delicious mixture for pests. As a matter of fact, cockroaches even feed on human toe nails! Sometimes, leftover residue or stubborn spill stain has to be removed with water and detergent - which is why mopping is important too.

Keep The House Dry

Just as food is important to the survival of pests, so is water. A cockroach has the ability to survive on water for a month without food. Install gutter in the exterior of your home appropriately. Always



drain water from the sink and mop any puddles that may be around your home. Fix all leaking appliances ASAP.

Store Your Food Properly

Similar to a trash bin, food containers - well - contain food, which is extremely attractive to pests. This is why it's so important to invest in durable, air-tight containers, even if these containers are eventually placed in the refrigerator. In particular, for foods like cereals, oats, fruits or sugary stuff that attracts ants, cockroaches, be sure to keep them out of reach. Even for good quality containers, rodents have been

Dispose of Waste Correctly

Besides the food that you want to eat, pests can also feast on waste and leftovers. To avert this, put a tight lid on all bins and empty them regularly. Store bins away from entrances to keep off pests from your home. Take care of any litter around your compound immediately. If you are into recycling, wash the containers first.

When it comes to pests, trash should never be taken lightly. Invest in a durable bin with a tight lid so that smell of rubbish is effectively contained. A good bin also minimises

If you do, the fruit flies will invite themselves in for a spell and eliminating fruit flies is a headache you don't want.

Get Rid of Standing Water

Getting rid of standing water is the first step to control mosquitoes. Standing water is a breeding ground for mosquitoes, and a generous invitation for mosquitoes to start a family. It's easy to miss standing water sometimes, so regularly walk your property to check for it. Most importantly, check for leaks near your air conditioning unit.



known to gnaw through plastic and even aluminium! Thus, do opt for quality storage tools.

You wouldn't want to host a dinner party with some pests on the table as unwanted guests. Therefore, make sure that you store food in lockable containers, and then put them in cupboards with fasteners. Pests have it easy when it comes to entering cardboard boxes, so keep open food in sealed boxes or plastic bags. Store fruits in the refrigerator to prevent ants and fruit flies from accessing the food.

any leakages, especially when accidentally toppled over and more importantly, to prevent pests from entering the bin to scavenge for their food source. Garbage and waste are attractants to cockroaches. But a good bin is only Step 1; Step 2 involves regularly taking out the rubbish. By clearing it frequently, the bin becomes a less attractive place for pests to congregate.

Eat Your Fruits and Veggies

Don't let fruits and veggies get overly ripe on your counter.

Wash Your Bedding Regularly

Bed bugs are known to survive for extensive periods of time, sometimes even up to 2 years, without a blood meal. Since they spend most of their time hiding nearby (usually human) hosts, it pays to regularly clean your bed sheets, blankets, and pillow cases. Doing so will thus disrupt any chance of a bed bug infestation.

Don't Bring the Outside In

Keep outdoor toys outside and indoor toys inside. If you have to bring in a toy, chair, or table, thoroughly wipe it down first..

Don't Throw Meat Outside Too Soon

Try not to throw meat scraps in your outside garbage unless the garbage will be picked up in the next 48 hours or so. The combination of rotting meat and summer heat and sun could bring unwanted pests to your yard alarmingly fast.

Inspect Swings and Outdoor Furniture

Regularly check the chains and corners of your swing sets and outdoor furniture for spider webs and egg sacks. Remove them when you see them.

Get the Air Duct Cleaning

Numerous pests grow in unhygienic conditions. If you let your air ducts uncleansed, then smelly humid air will remain inside your home. This moisture and temperature will favor the growth of pests like cockroaches. On the flip side, if you keep your air ducts clean then fresh air will properly ventilate through your place and bring healthy effects for you and your family. You can avoid pests and molds at the same time following this simple tip. Clean air ducts discourage the production of molds and fungus. Therefore, providing you dual benefits.

Store Food in Sealed Containers

Some pests, such as rodents, have an excellent sense of smell. And if there's an open food container somewhere in your home, odds are they will zero in on it. Always store

pantry foods, such as cereal and crackers, in reusable containers or resalable bags if the original packaging can't be fully sealed. And aim to clean out your pantry on a regular basis to get rid of spoiled food or other items you don't plan to eat. This will help to minimize the attraction for any "pantry pests."

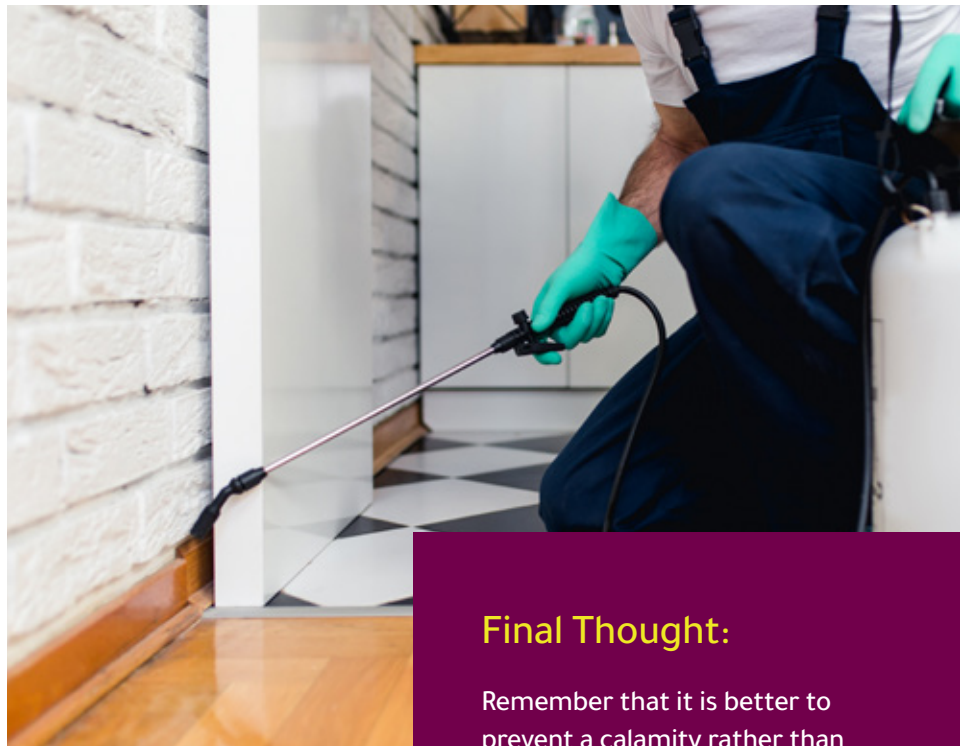
Get Ants Out Naturally

In the old days, you would have just grabbed the can of Raid, but now we're all about natural prevention. Luckily, you have plenty of options. Ants in particular hate certain smells. Try cleaning your cupboards with vinegar: Not only does it disinfect, but ants can't stand it.

Another pesticide-free trick for repelling ants:
Leave fresh cucumber peels in high ant-traffic areas.

Use a Professional Pest Control Service

Even after taking all of these pest control tips for Summer you might find pests have made their way into your home. Once they have taken up residence, the best solution is to hire local pest control experts to remove the unwanted guests and keep them from coming back. Sometimes it's just easier to call the pros so you can focus on enjoying the sunshine!



Final Thought:

Remember that it is better to prevent a calamity rather than handle it when it hits. Ensure you follow the above tips for a pest-free home. If you don't have the necessary skills to DIY, don't shy off from asking an expert to help out.



RESIDENTS OF THE AL HADEEL, AL BANDAR, AL MUNEERA & AL ZEINA

ADULTS: AED5*
CHILDREN BELOW 5: FREE

*COMMUNITY ACCESS PASSES MUST BE PRESENTED TO AVAIL AED5 TICKET PRICE. IN A GROUP SETTING, ONLY 1 MEMBER NEEDS TO PRESENT THE COMMUNITY ACCESS PASS. GROUPS SHOULD NOT CONSIST OF MORE THAN 8 MEMBERS INCLUDING CHILDREN.

MEMBERS OF PUBLIC

ADULTS: AED40
CHILDREN BELOW 5: FREE

THE YAS ISLAND – AL RAHA WATER SHUTTLE SERVICE WILL OPERATE ON A FIRST COME FIRST SERVE BASIS. THIS SERVICE IS NOT A BOAT TOUR. AS SUCH, PASSENGERS ARE REQUESTED TO PLAN THEIR STOPS AND ALIGHT BEFORE THE BOAT RETURNS TO THE PASSENGER'S ORIGINAL BOARDING POINT. THE YELLOW BOATS LLC RESERVES THE RIGHT TO REFUSE TO CARRY ANY PASSENGER OR REQUEST A PASSENGER TO DISEMBARK FOR ANY REASON

THE YELLOW BOATS OFFERS A WIDER ISLAND TOUR AT AED199 PER ADULT AND AED149 FOR CHILDREN BETWEEN 5 – 12 YEARS. FOR MORE INFORMATION, [CLICK HERE](#).

CUSTOMERS OF YAS BAY AND YAS MARINA

ADULTS: AED5*
CHILDREN BELOW 5: FREE

*PROOF OF SPEND MUST BE PRESENTED TO AVAIL THE AED5 TICKET PRICE. MINIMUM SPEND OF AED50 PER ADULT TICKET. E.G. A GROUP OF 5 ADULTS NEED TO PRESENT A SINGLE OR COMBINATION OF RECEIPTS WORTH AED250 AND ABOVE.

TERMS AND CONDITIONS

PASSENGERS SHOULD READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE DISCLAIMER.

PASSENGERS SHOULD FOLLOW ALL INSTRUCTIONS OF THE CREW AT ALL TIMES.

PASSENGERS ARE SOLELY RESPONSIBLE FOR THEIR PERSONAL BELONGINGS.

THE YELLOW BOATS LLC RESERVES THE RIGHT TO REFUSE TO CARRY ANY PASSENGER OR REQUEST A PASSENGER TO DISEMBARK FOR ANY REASON.

THE DECISION TO SAIL AND THE CONSEQUENCES OF DOING SO ARE ENTIRELY AT THE PASSENGER'S OWN RISK.

TYB DOES NOT ACCEPT ANY LIABILITY FOR PERSONAL INJURY, OR INJURY TO OTHERS AND/OR LOSS OR DAMAGE. WITHOUT EXCEPTION, EXPECTANT MOTHERS ARE NOT PERMITTED ONBOARD AT ANY STAGE OF THEIR PREGNANCY. TYB ADVISES YOU NOT TO TRAVEL IF YOU HAVE ANY HISTORICAL OR CURRENT BACKBONE CONDITIONS OR COMPLAINTS. BE ADVISED THE SEA IS AN EVER CHANGING ENVIRONMENT AND THE VESSEL MAY BE SUBJECT TO UNPREDICTABLE MOVEMENTS. WE ARE NOT MEDICAL EXPERTS SO ARE UNABLE TO ASSESS EVERY SITUATION INDIVIDUALLY; WE SIMPLY ADVISE YOU DO NOT TRAVEL WITH US.

ALL BOATS CAN EXPERIENCE UNPREDICTABLE MOVEMENTS THAT COULD AGGRAVATE EXISTING MEDICAL CONDITIONS. YOU MUST INFORM US OF ANY MATERIAL FACT, INCLUDING MEDICAL CONDITIONS OR DISABILITIES, WHICH MAY AFFECT THE SKIPPER'S DECISION TO CARRY YOU AS A PASSENGER, ESPECIALLY EPILEPSY, DIZZY SPELLS, DIABETES, ANGINA OR ANY OTHER HEART CONDITIONS, BACK/BONE CONDITIONS AND PREGNANCY (THIS IS NOT AN EXHAUSTIVE LIST).

BY PURCHASING A TICKET FOR THE SERVICE, YOU AGREE TO THE FOLLOWING DISCLAIMER:

I/WE, UNDERSTAND AND AGREE THAT I AM FULLY AWARE OF THE RISK INVOLVED IN UNDERTAKING THIS SERVICE WITH THE YELLOW BOATS AND CONFIRM THAT I/WE ARE MEDICALLY FIT AND DO NOT SUFFER FROM ANY AILMENTS, ALLERGIES, DISABILITIES OR USE MEDICATIONS THAT MAY ENDANGER MY/OURSELVES OR ANY OTHER PASSENGERS.

I/WE FURTHER AGREE TO ASSUME ALL RISK OF DEATH, INJURY, LOSS OF OR DAMAGE TO MY/OURSELVES AS A CONSEQUENCE OF MY/OUR PARTICIPATION WITH THE YELLOW BOATS.

I/WE AGREE TO HOLD HARMLESS THE YELLOW BOATS LLC AND/OR THE YELLOW BOATS (CHARTER) LLC AND ITS OFFICERS AND EMPLOYEES FROM ANY AND ALL LIABILITIES, CLAIMS, DEMANDS OR ACTIONS COSTS RESULTING FROM OR AS A RESULT OF MY/OUR INVOLVEMENT WITH THE YELLOW BOATS.

I/WE CONFIRM THAT I/WE ARE FULLY CAPABLE AND FIT TO PARTICIPATE IN THE YELLOW BOATS ACTIVITIES.

Community Contacts

Office	Number	Email	Working Hours	Responsibility
Community Management Office	600 505056	yasacrescm@provis.ae	9:00 am - 5:00 pm, Monday to Friday	Inquiries related to community living, the common areas, service charges or for feedbacks, complaints, and suggestions
Property Management Office	02 408 0728	services@provis.ae	24/7	Inquiries related to property rental, tenancy agreements and Tawtheeq Issuance
Provis Estate Management	600 505056	services@provis.ae	24/7	Scheduling services, or if you need to get in touch with other departments of Provis
Khidmah Facilities Management	600 505052	services@khidmah.com	24/7	To report common area related issues
Onsite Security	056 522 1007	yasacressecurity@provis.ae	24/7	Security concerns and conflict resolution
Clubhouse		yasacreshealthclub@provis.ae	9:00 am - 5:00 pm, Monday to Friday	Inquiries related to use of clubhouse facilities

Our Pledge

Provis is committed to:



Safe Community

By following the recommendations of the health authorities and following a rigorous cleaning protocols and sanitization. Training our security guards and all members of staff to respond efficiently to emergency scenarios based on approved protocols.



Happy Community

Through community building activities and building connections with external community members that share our health, environmental, and social values. Employing and selecting team members that take pride in service and with positive attitude towards creating a difference and change. Developing technologies and applications to allow us respond efficiently to comments.



Measure and Adapt

Continuous assessment through readily available QR codes across the community to capture feedback related to community amenities and on-site management members of staff. In addition to targeted surveys, mystery shoppers, and audit. Feedback translates into adjustments and improvements as required.



Community Upkeep

Daily monitoring of service providers by utilising technologies such as Provis Connect, inspections, and audit.



Sustainable Community

Energy consumption monitoring by a specialized and qualified technical team.

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