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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,

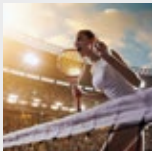
**Yas Acres Community Management**

# Community Events

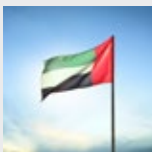
We at Provis understand the importance of events as they help drive the entire community together. They bring people from all walks of life together, strengthening the bonds between them. It is also a known fact that events have direct and indirect impacts on the well-being of the communities.



## Upcoming Events Calendar



29<sup>th</sup> October  
**Tennis Tournament**



Thursday, 3<sup>rd</sup> November  
**UAE Flag Day**



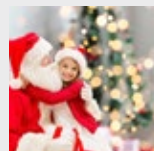
Thursday, 26<sup>th</sup> November  
**Football Tournament**



26<sup>th</sup> - 31<sup>st</sup> October  
**Halloween**



Thursday, 24<sup>th</sup> November  
**UAE National Day Celebration**



7<sup>th</sup> - 11<sup>th</sup> December  
**Winter Celebration**

Please note that the event dates are subject to change.





## 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



## Villa numbers changed to ADM numbers

As part of our efforts to ensure that the villas in your community can be easily identified, we have replaced the previous villa number signages with ADM numbers.



## Installation of table tennis and foosball in all three community clubs

Residents can now enjoy a game of ping pong and foosball in each of the community clubs. The ping pong ball and racquet can be collected from the receptionist and should be returned back after the game.

## Inspirational Quotes

Community common area seating areas are engraved with inspirational quoted to help spread positive vibes.



## Installation of slow down signages

New signages has been installed to remind drivers to slow down and adhere to the community speed limit. Speeding beyond the speed limit is a violation of the community rules.



## New Music System installed at all the gyms

To keep your workouts boosted up, we have now installed speakers at all our community gyms.

## New vending machines

Residents now have easy access to snacks and drinks through the new vending machines installed at the entrance of all the community clubs.

# Activation of Sikka Gates

We would like to inform you that Sikka gates, that allow resident pedestrians to access the Yas Acres community, have been activated. Please note that Sikka gates are fitted with magnetic locks and proximity card readers.

To request your Sikka gates access cards, please send an email to the following e-mail address: [yasacrescm@provis.ae](mailto:yasacrescm@provis.ae)

## **Important Note:**

Each villa will be given a total of 2 Sikka gate access cards.

We seize this opportunity to inform owners that it is important to collect all access cards from your tenants (whenever applicable) when they vacate your property.

## TNR Program (Trap - Neuter -Release) in Your Community

Most of the stray animals at Yas Acres community have been bred from abandoned pets. Therefore, we have opted for the Trap-Neuter-Release (TNR) method as it is the most appropriate one to control the cat population in your community.

TNR is recommended by the Abu Dhabi Municipality and it is the most effective way to contain and control stray/ feral cat populations and reduce disturbances to owners and residents as spayed/neutered cats will be quieter and non-aggressive.

We also urge residents to not place food out in the common areas for the cats as this negatively affects the aesthetics of the community and causes foul smells. The said practice is also associated with several other concerns. In fact, leftover food attracts pests such as rodents and crawling/flying insects, counteracting the various pest control efforts carried out.

Kindly note that when food is kept outside for a long time in hot weather conditions, it can get contaminated and can cause food poisoning to domestic pets as well.

Please note also that we are working on introducing cat feeding stations to centralise feeding the community cats. Once the stations are installed, residents can volunteer and place dry cat food within them.

If the cats near your property are not ear-tipped (both ears are pointed) and do not seem to be owned by any owner or resident, or would like to volunteer in the TNR program, please do not hesitate to call, or send a WhatsApp text message to our Customer Care Centre at 600505056 or send an email to: [YasAcresCm@provis.ae](mailto:YasAcresCm@provis.ae)



# Community Enhancements

As part of our ongoing community maintenance and enhancements works, we are pleased to share with you the planned refurbishment works across the communities. These proposed enhancements are subject to the board members' approval and availability of funds.



## Upgrade of gym equipments

Additional equipments like dumbbells, curl bars, rope handle, lat bar, free standing heavy punching bag, barbell rack with barbells will be added to the community gyms.



## Installation of Automatic number plate recognition system (ANPR)

To provide easy community access to residents.



## CCTV at the Cedars boundary wall

To enhance the safety and security in the community, additional CCTVs will be installed across the boundary wall of Cedars.



## Adding paddle courts in the community



## Enhancement of children's play area

Kids play area will get additional equipments such as trampoline, seesaw, and swings.



## Adding of splash parks in the community



## Enhancement of the basketball court

A retractable net will be installed in the existing basketball court in Cedars community to cater different games such as badminton and volleyball.



## Installation of chain link fence with green mesh around the sports facility

Chain link fence and green mesh to be installed on the boundary wall of Cedars sports court for privacy and security of residents using the court.



## Installation of vitex agnus for privacy around the swimming pool area

The fence around the community swimming pools will turn green with addition of new plants around the boundaries which will also serve as a privacy screen for pool users.

Above pictures are only for illustrative purposes



# Community Enhancements



## Installation of porta cabin for receptionist at the sports facility

Adding a porta cabin with receptionist in Cedars football grounds to assist residents and to control the access around the facility.



## Community Notice Board

Installation of community notice boards to keep residents updated with latest information, announcements and communication.



## Litter bins for common area

Aiming to make the community litter free, additional bins will be installed in the common areas of the community soon.



## Pet signage with bins

Pet wastes may contain bacteria that can threaten the health of animals and people, especially children. For better and healthy living experience, dog bins will be installed in the community common areas soon.



## Feeding station for cats

A dedicated feeding station will be installed to feed the cats living in the community. Location of the feeding stations will be communicated to residents once implemented.



## Speed humps for pedestrian safety

Speed humps will be installed across the main junctions within the community to make sure that vehicles slow down next to pedestrian crossings.



## Pool lift for the people of determination

A pool lift will be added to the community swimming pools for people of determination. It will provide them the assistance to easily access and utilise the pool.

Above pictures are only for illustrative purposes

# Community Reminders

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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 pedestrians and driveways**





# My Pet, My Responsibility

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

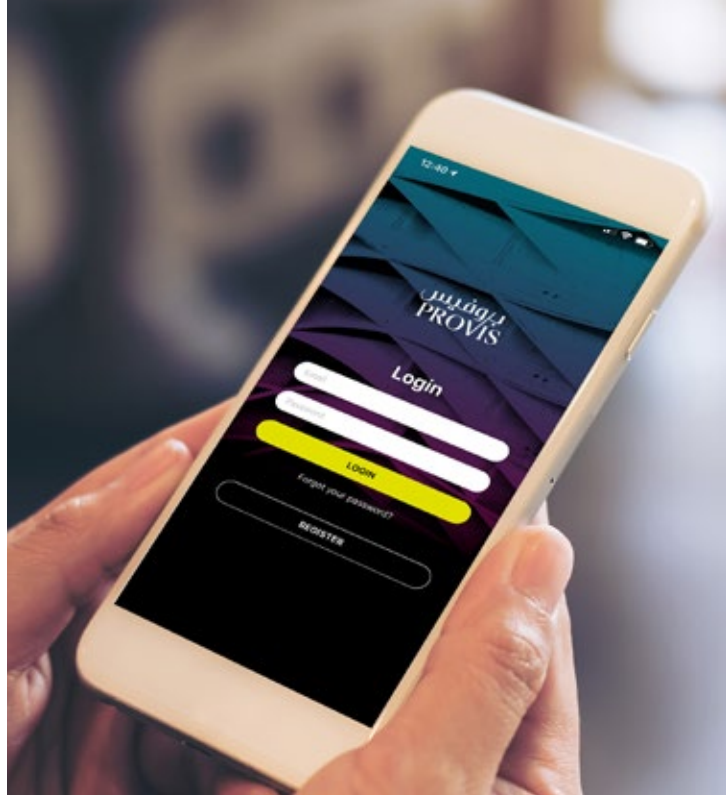
**Register them now!**

## 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.

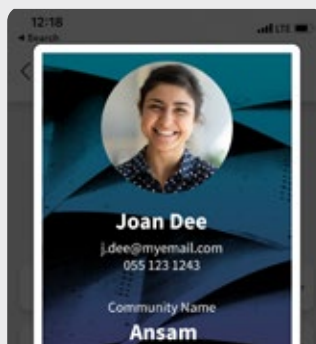


**THE PROVIS APP.** Living Made Easier.



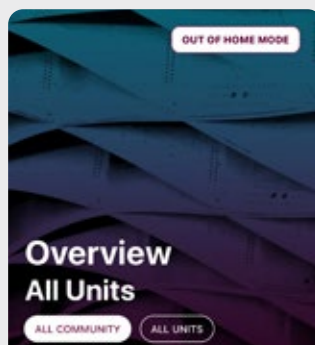
## What's New?

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



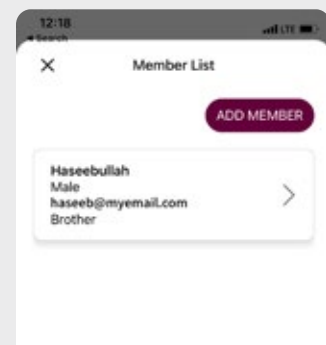
### Digital ID

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

### 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)

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.

- 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.

# 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	Redwood 02 565 0056  Cedars 02 565 0990  Aspens 02 565 0074	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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