

HAMDA
REAL ESTATE L.L.C SP

HAMDA REAL ESTATE
TENANT HANDBOOK



I. WELCOME AND INTRODUCTION

Hamda Real Estate L.L.C SP welcomes you to our community! We are committed to fostering a positive and productive landlord-tenant relationship built on mutual respect, clear communication, and a shared commitment to maintaining a high-quality living environment.

Hamda Real Estate L.L.C SP is dedicated to providing safe, comfortable, and well-maintained homes for all our tenants. We believe in fostering a respectful and responsive relationship with our residents, with high-quality service, and holding high expectations for the care of our properties. This handbook is designed to outline key terms, conditions, and community guidelines to ensure a smooth and mutually beneficial tenancy. We believe that a clear understanding of these expectations is a two-way street, essential for creating a thriving and harmonious community.

For any questions or concerns, please don't hesitate to email us at **info@hamdarealestate.com** or **scan the QR code** to book an appointment.

We encourage you to read this handbook carefully and keep it for future reference. By working together, we can ensure a positive and successful tenancy for everyone.

II. LEASE AGREEMENT SUMMARY

Policy:

- All tenants are required to adhere strictly to the terms and conditions outlined in the signed Lease Agreement.

Procedure:

This document provides a clear summary of the key clauses within the lease agreement, presented in plain language for ease of understanding.

1. Lease Term and Renewal Process

- The lease contract is for a period of 12 months.

Residential Lease Renewal:

- Renewal fee is 4% of the municipality fee plus a **Tahsel fee.**

Commercial Lease Renewal:

- Renewal fee is 5% of the municipality fee plus a **Tahsel fee.**
- Renewal procedures must be followed as outlined in the lease agreement.

Attestation Service

- Hamda Real Estate Service: We will manage the entire attestation process on your behalf for a nominal Admin fee of 50 AED.

New contract:

- Regarding the attestation, if the tenant chooses to complete the attestation by themselves instead of paying the AED 50 service fee, we will not be able to release the key until the attested contract copy is provided to us.

Contract Renewals:

- Upon renewing a contract issued by Hamda Real Estate, the Tenant is required to return the fully attested contract within five (5) working days. A late submission penalty of 50 Dirhams per day will be applied until the attested contract is received by Hamda Real Estate .

2. Rent Amount, Payment Schedule, and Methods

- Rent amount is specified in the lease agreement.
- The rent should be paid via 4 to 6 cheques, depending on the agreed terms.

3. Late Payment Penalties

- Penalties for late payments are applied as per UAE law and details are specified within the lease document.
- Any changes to cheque dates will incur an administrative fee of 100 AED.
- The Tenant shall be liable to pay a daily penalty of 50 AED for each day they remain in possession of the property after the expiration of the lease term or any renewal period, until they vacate the premises or establish a new agreement

4. Security Deposit

- A security deposit cash required at the start of the lease.
- The deposit will be refunded upon settlement of all payments and upon receipt of SEWA clearance.
- Conditions for the security deposit return are detailed separately in the lease agreement.

5. Early Termination of Lease

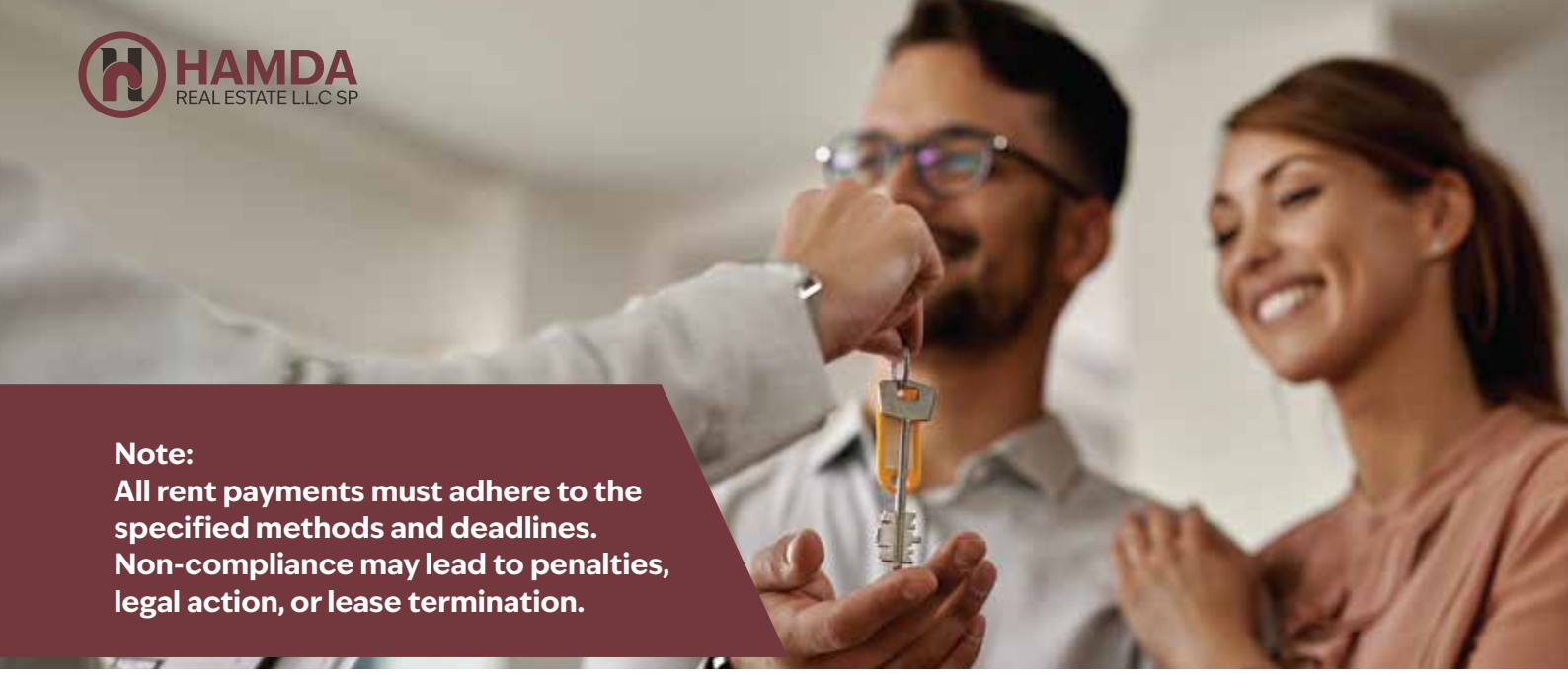
- Tenants wishing to terminate the lease early must provide two months' rent as a penalty.
- Emergency early termination requests may be considered subject to CEO approval.

6. Subleasing

- The tenant may not sublease the property under any circumstances.

7. Additional Fees and Conditions

- A 4% municipality fee applies for residential lease renewal
- A 5% municipality fee applies for commercial lease renewal
- A Tahsel fee is applicable to both residential and commercial lease renewals.
- A 100 AED administrative fee is charged for any change in cheque dates.



Note:
All rent payments must adhere to the specified methods and deadlines. Non-compliance may lead to penalties, legal action, or lease termination.

III. RENT PAYMENT

Policy:

- All rent payments must be made clearly and in a timely manner to ensure compliance with the lease agreement.

Procedure:

This section outlines the process for paying rent to facilitate smooth transactions and avoid penalties.

1. Acceptable Methods of Payment

- The only acceptable payment method is by post-dated cheque (PD cheque).
- Other methods such as bank transfers, online portals, or cash are not accepted unless explicitly approved by the landlord or property management.
- Bank transfers are not an accepted method of payment

2. Payment Instructions

- Cheques must be payable to the payee specified in your lease agreement.
- Rent should be paid via post-dated cheques according to the scheduled payment plan outlined in the lease agreement

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3. Due Date for Rent Payment

- The rent is due on or before the date specified in the lease agreement each month.
- Payment must be received by the Hamda Real Estate property management on or before the due date to avoid late fees.

4. Late Payment Policy

- A grace period of 7 days is allowed for late payments.
- If rent is unpaid after the grace period, late fees will be applied as per UAE law and the lease agreement.

5. Returned Check Policy and Fees

- In case a cheque bounces or is returned due to insufficient funds, the tenant will have 14 days to rectify the payment.
- Failure to rectify within this period will result in the following actions:
- The matter will be forwarded to the Municipality and Sharjah Court.
- The tenant will be responsible for all Municipality and court fees incurred due to the bounced cheque.

6. Legal and Municipality Case Fees

- Legal Fees: A fixed fee of AED 1,500 shall apply for each municipality case initiated.
- Additional Costs: All related expenses, including administrative and processing fees, shall be borne by the Tenant and charged separately.
- Applicable Situations: A municipality case will be initiated, and the above fees applied, in the following circumstances:
- Upon expiry of the tenancy contract where the Tenant fails to renew the agreement.
- During the tenancy period, where one or more rental cheques are returned unpaid and remain outstanding.



NOTE:
Compliance with the move-in/move-out inspection process is essential for the timely processing of the security deposit return. Any damages or unpaid dues will be deducted accordingly.

IV. Security Deposit

Policy:

- The handling of the security deposit complies strictly with UAE law, ensuring proper collection, holding, and refund procedures.

Procedure:

- This section outlines the steps for managing the security deposit from collection to return at the end of the lease

1. Amount of the Security Deposit

The security deposit amounts are as follows based on property type:

- Studio: 2,000 AED
- 1 Bedroom: 3,000 AED
- 2 Bedrooms: 5,000 AED
- 3 Bedrooms: 7,000 AED
- Shops: Between 10,000 AED and 20,000 AED (depending on size and location)
- All security deposits must be paid in cash.
- Payment via POS machine is also accepted method for security deposit
- For Villa and Shop security deposits, a combination of 50% cash and 50% Post-Dated (PDC)is accepted

2. Holding of the Security Deposit

- The security deposit will be held on file as per the lease agreement's specified handling process.

3. Permissible Deductions

Deductions from the security deposit may be made for:

- Damage to the property beyond normal wear and tear.
- Unpaid rent or other charges.
- Costs arising from necessary repairs or damages caused by the tenant.

4. Move-In/Move-Out Inspection Checklist

- A Move-in/Move-out Inspection Checklist will be completed to assess the condition of the property at the start and end of the lease.
- Any damages not deemed normal wear and tear will be documented and assessed for costs.

5. Return of the Security Deposit

- The security deposit will be released within 10 days after all vacating procedures are completed and SEWA clearance is provided.
- The refund process will include a final inspection and any applicable deductions.

6. Damages Beyond Wear and Tear

- Any damage caused to the property that does not fall under normal wear and tear will be assessed for costs by the maintenance manager.
- The tenant will be responsible for and must pay for any such damages as per the move-out policy.



NOTE:
Timely reporting of issues and adherence to maintenance protocols are essential for maintaining the property's condition and ensuring prompt repairs.

V. Property Maintenance and Repairs

- **Policy:**
- Responsibilities for property maintenance are divided between the landlord and the tenant, ensuring that the property remains functional, safe, and clean.

- **Procedure:**
  This section details how to report maintenance issues and the processes involved in handling repairs.

1. Routine Maintenance Requests

- Tenant Responsibility: Minor maintenance and repairs costing under 500 AED are the tenant's responsibility.
- Reporting Issues: All maintenance issues must be reported promptly to info@hamdarealestate.com. Please specify the nature of the issue and provide necessary details or supporting images.
- Minor Repair Service (Optional): Hamda Real Estate Maintenance can attend to minor tenant-responsible issues for a 50 AED service fee, plus the cost of materials.

2. Response Times for Repairs

- Emergency repairs will be addressed within 24 hours.
- Routine repairs will be responded to within 5 working days.
- Exact response times may vary based on the severity and nature of the issue.

3. Tenant Responsibilities

- The tenant is responsible for maintaining cleanliness and preventing damage to the property.
- Consumables such as light bulbs, batteries, and filters are tenant responsibilities and should be replaced as needed.
- Damage caused by negligent use or failure to maintain the property will be considered the tenant's responsibility.

4. Landlord Responsibilities

- The landlord is responsible for major repairs and structural maintenance that impact the usability of the property, such as air conditioning (A/C), water heater, shower mixers, and other essential fixtures, in accordance with UAE law.

5. Pest Control

- Pest control in common area & service areas (e.g car park, hallways, stairwells, etc) is the responsibility of the landlord, and regular pest control services will be scheduled as needed.
- The tenant should notify the landlord promptly if pests are detected.

6. Consequences of Tenant-Caused Damage

- Any damages resulting from negligent use or misuse by the tenant will be assessed and the costs for repairs or replacements will be borne by the tenant.
- The landlord reserves the right to deduct repair costs from the security deposit or pursue legal action if necessary.



VI. Move-in/Move-out Procedures

Policy:

- Standardised procedures are established to ensure a smooth transition during move-in and move-out processes, maintaining clarity and accountability.

Procedure:

This section provides a step-by-step guide for both moving in and moving out.

1. Move-in Procedures

- Schedule a move-in inspection with the Maintenance Manager prior to occupying the property.
- Complete the Move-in Inspection Checklist, documenting the condition of walls, floors, ceilings, appliances, fixtures, and other property elements.
- Report any pre-existing damages or issues during the inspection to ensure they are noted and not attributed to the tenant at move-out.

2. Move-out Procedures

- Provide a notice of at least one (1) month before moving out, as required by the lease agreement and UAE law.
- Schedule a move-out inspection through the HRE office .
- Ensure the property is clean and free of damages beyond normal wear and tear, following the cleaning guidelines.
- Return all keys, access cards, and remotes to Hamda Real Estate office to receive the security cheque. .
- Ensure the property is clean and free of damages beyond normal wear and tear, following the cleaning guidelines.
- Return all keys, access cards, and remotes to Hamda Real Estate office to receive the security cheque.

3. Move-in/Move-out Inspection Checksheets

- Move-in Inspection Checklist:
- Includes detailed sections for walls, floors, ceilings, appliances, fixtures, etc.
- Space is provided for notes and photographs to document the property's condition at move-in.
- Move-out Inspection Checklist:
- Mirrors the move-in checklist to facilitate comparison and assessment of damages or damages beyond normal wear and tear.

NOTE:
The Maintenance Manager is responsible for conducting both move-in and move-out inspections to ensure consistency and thoroughness.



NOTE:
Adherence to these rules helps maintain a pleasant community environment for all residents. Failure to comply may result in warnings, penalties, or legal action as per the lease agreement.

VII. Community Rules and Regulations

Policy:
The community aims to maintain a safe, respectful, and quiet environment for all residents. Tenants are expected to adhere to the rules outlined herein to ensure a harmonious living experience.

1. Noise Restrictions

- Quiet hours are observed daily from 7:00 PM to 7:00 AM.
- Tenants are expected to keep noise levels to a minimum during these hours to avoid disturbing neighbors.

2. Pets

- Pets are not allowed in the community.

3. Parking Regulations

- Parking spaces are assigned by Hamda Real Estate and are at the tenant's own risk.
- Additional parking fees may apply.

4. Use of Common Areas (Hallways and Corridors)

- Hallways, corridors, and other shared spaces are for resident access and emergency use only.
- These areas must not be used for hanging laundry, storing items, or any other purpose that obstructs passage or creates hazards.
- Residents must behave responsibly and keep these areas clear and clean at all times.

5. Garbage Disposal and Recycling

- Garbage must be disposed of in the designated chutes only.
- Do not leave trash or waste in hallways, stairwells, or communal areas.
- Recycling procedures must be followed as per community instructions.

6. Balconies and Patios

- Balconies and patios must not be used for hanging laundry, hanging items, or storing objects outside.
- Only acceptable items are permitted on balconies, and modifications or decorations should be submitted for approval.

7. Property Alterations

- Any modifications, renovations, or additions to the property must be submitted to and approved by Hamda Real Estate for consideration.

8. Handling Complaints

- Any complaints about other tenants or community issues should be emailed to Hamda Real Estate at **info@hamdarealestate.com**
- Complaints will be reviewed and addressed according to community policies.



VIII. Safety and Security

Policy:

- The safety and security of all residents are of paramount importance. All tenants and residents are expected to follow safety guidelines and report concerns promptly.

1. Emergency Procedures

- In case of fire or medical emergencies, dial 999 immediately.
- Provide clear information about your location and the nature of the emergency.
- Follow instructions from emergency responders and evacuate the property if advised.

2. Emergency Contact Numbers (UAE)

- **Fire Department: 997**
- **Police: 999**
- **Medical Emergencies / Ambulance: 998**
- **Traffic Accidents / Road Assistance: 991**

3. Fire Safety Guidelines

- Ensure smoke detectors are operational at all times.
- Do not disable or tamper with fire safety devices.
- Keep fire extinguishers accessible and know how to use them.
- Avoid blocking escape routes and stairwells.

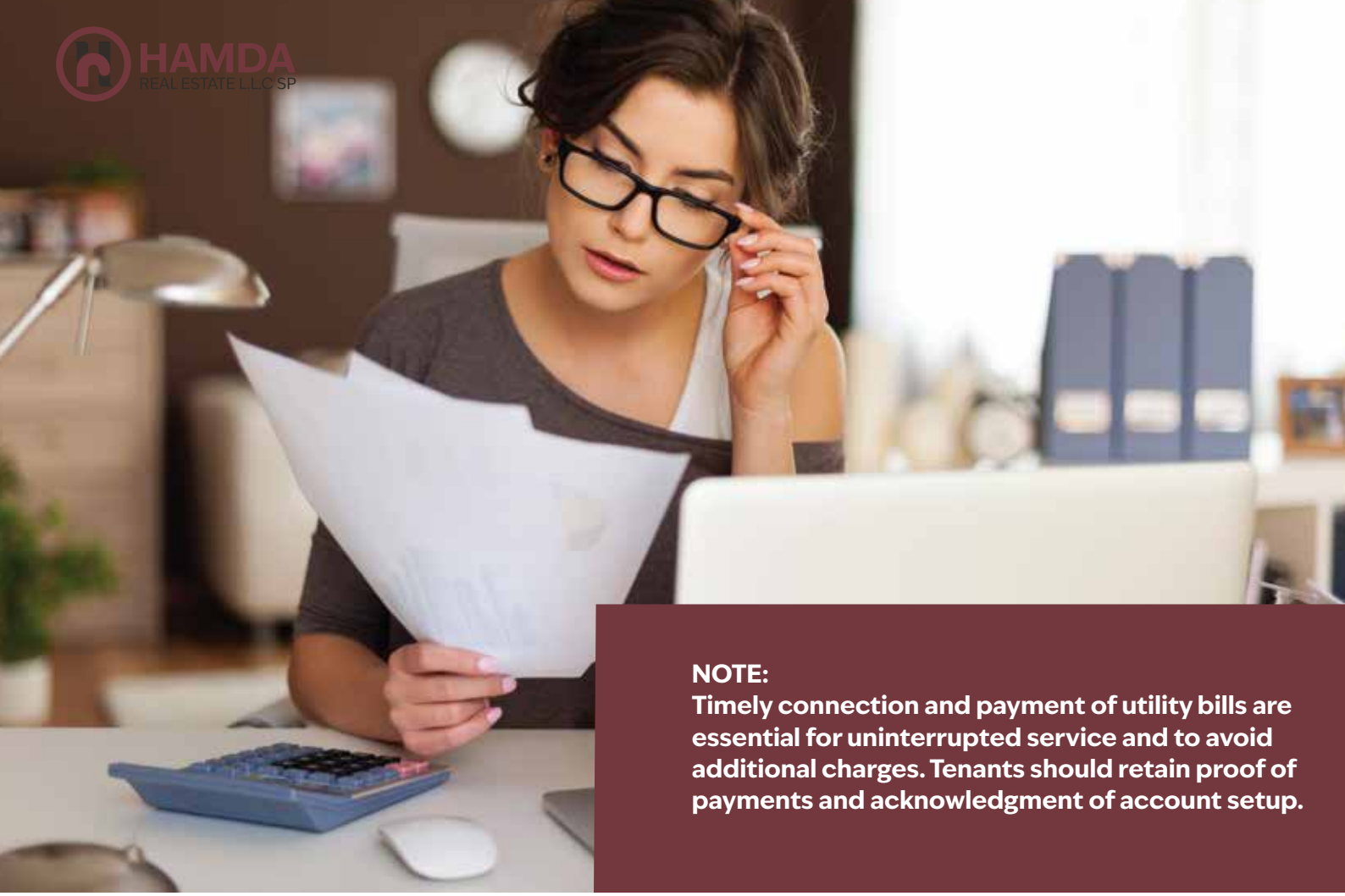
4. Security Measures

- The building is equipped with access control systems and surveillance cameras (CCTV).
- Residents are encouraged to contact the building watchman or security personnel if suspicious activities are observed.
- In case of suspicious behavior, residents are authorised to call the police for immediate assistance.

5. Insurance

- It is the tenant's responsibility to secure renters' insurance covering personal property and liability.
- The landlord or property management is not liable for tenant belongings or damages resulting from unexpected incidents.

NOTE:
All residents should familiarise themselves with safety procedures and report any hazards or concerns to property management promptly to maintain a secure living environment.



NOTE:
Timely connection and payment of utility bills are essential for uninterrupted service and to avoid additional charges. Tenants should retain proof of payments and acknowledgment of account setup.

IX. Utilities

Policy:

- Tenants are responsible for establishing and paying for utility services required during their tenancy.

1. Tenant Responsibilities for Utility Connections and Payments

- It is the tenant's responsibility to connect and settle all utility accounts, including SEWA (Sharjah Electricity and Water Authority) and other relevant service providers, as applicable.
- All utility bills must be paid on time to avoid disconnection or penalties.

2. Setting Up Utility Accounts

- Tenants should contact SEWA prior to move-in to establish new accounts.
- Required documentation typically includes a copy of the lease agreement, ID proof, and tenancy details.
- Ensure that the account is in the tenant's name and confirm the billing process and payment methods.

X. Lease Renewal and Termination

Policy:

- Procedures for renewing or terminating the lease are to be followed in accordance with UAE law and the terms outlined in the lease agreement.

1. Lease Renewal Procedure

- The lease can be renewed upon mutual agreement between the landlord and tenant before the expiry date.
- The tenant will be responsible for paying a municipality fee of 4% for residential units and 5% for commercial units, along with a Tahsel renewal fee.
- The rent will remain unchanged for the first 3 years from the start of the lease with HRE. Thereafter, rent adjustments may be made every 2 years, in alignment with municipality regulations.
- After 3 years, the management will analyse the current market rates, and the rent may increase accordingly to align with market value.
- The landlord will provide at least 90 days' notice to the tenant prior to any rent increase after 3 years.
- The tenant will also be given 30 days' notice to renew their lease documents before the lease expiry.
- Upon renewal, the landlord will conduct a maintenance inspection to ensure accurate records and address any necessary repairs

2. Notice Period for Non-Renewal

- The Tenant shall be liable to pay a daily penalty of 50 AED for each day they remain in possession of the property after the expiration of the lease term or any renewal period, until they vacate the premises or establish a new agreement
- The tenant is required to provide at least 30 day's written notice prior to the lease expiry if they do not wish to renew or continue the tenancy.
- Notices should be submitted in accordance with the terms specified in the lease agreement.

3. Early Termination Conditions

- Either party may terminate the lease before the scheduled end date under certain conditions, such as breach of contract or mutual agreement.
- The party initiating early termination must provide written notice as per lease terms and UAE law.
- An early termination fee of 2 months' rent is applicable to the tenant and must be paid upon termination.

4. Penalties for Early Termination

- In addition to the early termination fee, the tenant is responsible for settling all outstanding utility and service charges up to the move-out date.
- The security deposit will be refunded after deducting any applicable costs for damages or unpaid dues, following the move-out inspection and processes.

NOTE:
All procedures must be documented in writing. Both landlord and tenant are encouraged to communicate and follow the lease agreement terms closely to avoid disputes.



XII. Tenant Acknowledgment Form

I, _____ (Tenant Name), acknowledge that I have received, read, and understood the Tenant Handbook provided by Hamda Real Estate. I agree to comply with all policies, rules, and regulations outlined in the handbook, including but not limited to property maintenance, community rules, safety procedures, utility responsibilities, and lease terms.

I understand that it is my responsibility to stay informed of any updates or changes communicated by the property management. I also agree that this acknowledgment will be kept on file for record-keeping purposes.

Tenant Signature: _____ **Date:** _____
Property Address: _____

Property Management (Hamda Real Estate):
Signature: _____ **Date:** _____