

# Home Orientation



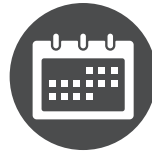
# Home Orientation

Orientation is a first tour of your property conducted once it is near completion.

During this visit, you will have an opportunity to familiarise yourself with your new property, surroundings and community.

Any observations that may require attention in your property would be noted during this time.

## Let's familiarise you with your new property



### Book an appointment for your Home Orientation



Once your property is certified for the orientation, you will be contacted to book an appointment to view your unit.



Appointments will be available in one hour time slots (between 0830 – 1630 hours, Sunday through Thursday).

### Attend the Home Orientation



Attend the Home Orientation along with the required documents<sup>1, 2</sup>.



All your observations will be recorded on an iPad and a copy of the checklist prepared will be sent to you by email.

### Please note

- Each property is eligible for one orientation prior to Handover.
- If you are unable to attend the Home Orientation, you may authorise a representative or Emaar to carry this out on your behalf through an authorisation letter.
- A maximum of three people can attend the orientation along with the purchaser or his/her representative.
- We recommend you wear comfortable clothes during the orientation and avoid bringing young children.
- Cosmetic surface damages caused during construction will be readily noticeable at the time of orientation. Please record your observations during the orientation, and we will be happy to fix them.

### Documents required

#### <sup>1</sup> For purchaser

- Any valid ID (Passport/ National ID/ Driving License etc.)

#### <sup>2</sup> For representatives

- Letter of Authorisation or email from the purchaser
- Copy of the purchaser's valid photo ID
- Representative's valid original photo ID





### Receive the Handover Notification Letter



Following the rectification works by the contractor and certification of your home for beneficial occupancy, we will email you the Handover Notification Letter.



This letter will outline the date for settling the payment formalities and will also outline the DEWA consumer number assigned to your home.



### Pay final installment and Community Service Fees



Pay the remaining installments and the Community Service Fees either by logging into **eservice.emaar.com**; or cash/ cheque at Emaar's Customer Happiness Centre.



A final Payment Completion Certificate will be issued by the Emaar cashier once all payments are completed and realised.

#### Please note

- Upon receipt of this letter, you may proceed to complete the payment formalities in order to take handover of your home.
- The time for obtaining the Payment Completion Certificate will vary depending upon the mode of payment. E.g. personal cheques require five business days to be cleared; while manager's cheques are cleared immediately.
- Please refer to our Finance factsheet for more information on settling your payments and obtaining your Payment Completion Certificate.
- It is mandatory to obtain the Payment Completion Certificate in order to complete handover of your home.







Should you have any questions, please feel free to  
call us on 800-EMAAR (800 36227) or +9714 366 1688.