

REMRAAM COMMUNITY REMEDICATION PROGRAMME

FREQUENTLY ASKED QUESTIONS

 **DUBAI HOLDING**
COMMUNITY MANAGEMENT



FAQs

What type of assessment was conducted to determine whether my unit was impacted or not and needs vacation or not?

Each cluster across the Remraam community is subject to routine maintenance and inspection by Dubai Holding Community Management. A detailed engineering assessment has been undertaken by independent qualified, authority-approved structural engineering specialists and validated by the relevant authorities. That assessment identified which units require remediation and the sequencing of the works.

What type of 'essential work' is required?

As part of the detailed engineering assessment that was undertaken by independent qualified, authority-approved structural engineering specialists, and validated by the relevant authorities, each unit will have a different remediation scope, which will be communicated directly to the impacted owners and tenants.

Will my building be safe to live in during the remediation process, and what measures are being taken to ensure resident safety?

We understand that safety is residents' primary concern and the utmost priority for Dubai Holding Community Management.

The works form part of a carefully planned remediation programme following routine inspections and technical assessments. These inspections help determine where precautionary or remediation works are required to protect the long term integrity and quality of the buildings.

During the remediation works, we will be putting in place measures to ensure the safety of owners/tenants still occupying the impacted buildings. We are committed to ensure work is performed in a controlled, responsible and safe manner.

My unit has been identified to be vacated, when should I vacate?

Exact vacancy date will vary by unit depending on the phasing of the remediation plan. The Rental Dispute Center (RDC) will communicate the specific vacancy timeline by unit, which we expect to start in July 2026 and progress in a phased manner.

What if I don't want to relocate?	The remediation programme is being undertaken in coordination with the relevant authorities to safeguard the quality and standards the community expects. Where temporary vacancy is required, we request residents' cooperation to enable the works to proceed safely and as quickly as planned.
How long will the repair works last?	Timelines vary depending on the scope of works and the cluster involved. Based on the technical assessment, remediation works for impacted units are expected to last 18 to 20 months. If your unit is impacted, the expected duration of the repair works will be communicated by the Rental Dispute Center (RDC).
What is the compensation on offer?	The compensation framework and methodology will be established by the Rental Dispute Center (RDC) in Dubai. Specific details will be communicated directly to each impacted owner and/or tenant by the RDC and the RDC will administer the payment of compensation.
Who will cover my utility bills during the repair works period?	DEWA services will be temporarily suspended for the duration of the repair works and reinstated upon completion thereof.
I am outside the country and don't have anybody who can manage my unit and belongings. How will that be handled?	Sufficient notice will be provided by RDC to residents and owners to vacate their units. You will remain responsible for making the necessary arrangements in relation to your unit and personal belongings. Residents and owners may choose to appoint third-party service providers to support with relocation and storage, as required, and use the compensation received from the RDC to cover the associated costs.
Will parking and storage access be affected, and if so, what will happen to my existing storage contract and parking permit?	Access to certain areas, including parking and storage located within impacted podiums, may be temporarily restricted during the repair works period. Residents will be informed accordingly.
Will the works in proximity to my unit impact my daily living conditions, such as noise levels, dust or access?	While some disruption may occur in areas close to active works, the remediation programme is being carefully phased to minimise impact on residents, if any. The exact schedule of work will be shared in due course in alignment with the appointed technical consultant.
How can I be sure that the repair works will be carried out efficiently and professionally?	All works will be carried out by experienced and qualified contractors following defined quality, safety, and inspection protocols. Where access inside a unit is required, measures will be taken to minimise disruption and protect the unit.