

FREQUENTLY ASKED QUESTIONS(FAQ'S)

Contents

Contents

1. Where can I download the Fitout manual	2
2.What is the Fitout Process at Deyaar Communities?.....	2
3.How to Register the new tenant for FITOUT and chilled water connection?	2
4.How to Register the FITOUT Contractor for the FITOUT registration?	2
5.How the Fitout contractor can raise the New FITOUT request in portal?	2
6.Where the contractor/tenant deposit the security Deposit of AED 25,000?.....	3
7.How the contractor to pay the FITOUT review fees?	3
8.How to upload the Drawings for the Fitout review?.....	3
9.How to Re-Upload the drawings/Missing documents if Deyaar rejected the FITOUT request?	3
10. Where can i download the Building Drawings, Load schedule and DM approved drawings?.....	3
11. Where can I download the undertaking letter, acceptance letter, sprinkler letter?.....	3
12. Where to download the Deyaar NOC to DDA, DEWA and DCD from Portal ?.....	4
13. Where to download the Deyaar Work Permit from Portal?.....	4
14. How to apply for Access cards/Payment for access cards from Portal?.....	4
15. How to request for temporary power/ Sprinkler drainage request?	4
16.How to request for the final Inspection?.....	4
17.How to request for the Security Deposit Refund?.....	5
18. What will be Fitout Charges to do FITOUT at Deyaar?.....	5
19. What will be HSE regulation to do FITOUT works?.....	5
20.How to Get Noc for installing Signage on the shopfront?	5
21. For Communication, please follow the below.....	6

1. Where can I download the Fitout manual

Please Click Below Link

<http://www.nationwide.ae/announcements/downloadfitoutmanual/TheFitoutManualNMSRevised-2023.pdf>

2. What is the Fitout Process at Deyaar Communities?

Please download the Fitout Process and follow the steps.

Flow Diagram

<http://www.nationwide.ae/announcements/FitoutProcessAtDC/FitoutProcessFlowDiagram.pdf>

FAQ

<http://www.nationwide.ae/announcements/FitoutProcessAtDC/FrequentlyAskedQuestions.pdf>

General Process – Stepwise Explanation

<http://www.nationwide.ae/announcements/FitoutProcessAtDC/FitoutGeneralProcessStepwiseexplanation.pdf>

Deyaar Portal Guide

<http://www.nationwide.ae/announcements/FitoutProcessAtDC/DeyaarPortalGuide.pdf>

3. How to Register the new tenant for FITOUT and chilled water connection?

Tenant will have to visit the Burlington tower in the business bay- google map link (<https://goo.gl/maps/KPPnKYmFB26Xe51y9>) along with the below-mentioned documents to complete the Tenant Registration/Portal.

- Passport Copy, Emirates ID & Visa page (expats only)
- Valid Trade License Copy (for Company)
- Proof of ownership (copy of title deed or SPA for Owners) / Tenancy Agreement (for Tenants)
- VAT Certificate Copy
- Owners Consent Form
- Chiller Registration form

4. How to Register the FITOUT Contractor for the FITOUT registration?

Contract to send an email to contactus@deyaar.ae with the below details and Appointment letter download from below link

Fitout Contractor Appointment Letter

<http://www.nationwide.ae/announcements/RegisterFITOUTContractorforFITOUTregistration/FitoutContractorAppointmentletter.docx>

Fitout Contractor Registration – Deyaar Customer Portal

<http://www.nationwide.ae/announcements/RegisterFITOUTContractorforFITOUTregistration/FITOUTContractorRegistrationDeyaarCustomerPortalXXXXXXLLC.msg>

5. How the Fitout contractor can raise the New FITOUT request in portal?

Please Click Below Link

<http://www.nationwide.ae/announcements/FitoutcontractorraiseNewFITOUTrequest/HowtcreateNewFitoutRequestVideo.mp4>

6. Where the contractor/tenant deposit the security
Deposit of AED 25,000?

Visit the Burlington Deyaar office -google map link (<https://goo.gl/maps/KPPnKYmFB26Xe51y9>) and handover the security deposit to counter and get the receipt.

7. How the contractor to pay the FITOUT review fees?

Please Click Below Link

<http://www.nationwide.ae/announcements/payFITOUTreviewfees/HowthecontractortopaytheFITOUTreviewfees.mp4>

8. How to upload the Drawings for the Fitout review?

Please Click Below Link

<http://www.nationwide.ae/announcements/uploadtheDrawingsforFitoutreview/HowtouploadtheDrawingsfortheFitoutreview.mp4>

9. How to Re-Upload the drawings/Missing documents if Deyaar rejected the FITOUT request?

Please Click Below Link

<http://www.nationwide.ae/announcements/uploadRe-UploaddrawingsMissingdocumentsfitoutRejected/upload-Re-UploaddrawingsMissingdocumentsfitoutrejected.MP4>

10. Where can i download the Building Drawings, Load schedule and DM approved drawings?

Please Click Below Link

<http://www.nationwide.ae/announcements/downloadBuildingDrawingsLoadscheduleDMapproveddrawings/DrawingsLoadscheduleDMapproveddrawings.MP4>

11. Where can I download the undertaking letter, acceptance letter, sprinkler letter?

Please Click Below Link

undertaking letter, acceptance letter ,sprinkler letter.MP4

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/downloadTheUndertakingLetterAcceptanceLetterSprinklerLetter.MP4>

NMS_INDEMNITY - In-unit maintenance & restoration.doc

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-S-2101-019-WaterproofingUndertakinglettertobeaddressedtoDeyaarCommunityManagement.pdf>

NMS-100-FRM-F-2008-015- Fitout Work Undertaking letter-Owner - Issue 01.pdf

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-F-2008-015-FitoutWorkUndertakinletterOwnerIssue01.pdf>

NMS-100-FRM-F-2008-022 - Fitout Work Undertaking letter- Tenant - Issue No.01.pdf

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-F-2008-022FitoutWorkUndertakingLetterTenantIssueNo.01.pdf>

NMS-100-FRM-F-2008-036-Undertaking Letter for Fit-out Contractor and Owner to ensure compliance -Issue No.01.pdf

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-F-2008-036-Undertaking%20Letter%20for%20Fit-out%20Contractor%20and%20Owner%20to%20ensure%20compliance%20-Issue%20No.01.pdf>

NMS-100-FRM-F-2008-038- Request for Sprinkler drainage Issue No.01.pdf

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-F-2008-038-RequestForSprinklerDrainageIssueNo01.pdf>

NMS-100-FRM-F-2008-038- Request for Sprinkler drainage Issue No.01.xlsx

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-F-2008-038-RequestforSprinklerdrainageIssueNo01.xlsx>

NMS-100-FRM-S-2101-019 - Waterproofing Undertaking letter to be addressed to Deyaar Community Management.pdf

<http://www.nationwide.ae/announcements/downloadUndertakingLetterAcceptanceLetterSprinklerletter/NMS-100-FRM-S-2101-019-WaterproofingUndertakinglettertobeaddressedtoDeyaarCommunityManagement.pdf>

12. Where to download the Deyaar NOC to DDA, DEWA and DCD from Portal ?

Please Click Below Link

<http://www.nationwide.ae/announcements/downloadDeyaar-NOC-DDA-DEWA-DCD/downloadtheDeyaarNOC-DDA-DEWA-DCDfromPortal.mp4>

13. Where to download the Deyaar Work Permit from Portal?

Please Click Below Link

<http://www.nationwide.ae/announcements/downloadDeyaarWorkPermit/downloadtheDeyaarWorkPermitfromPortal.mp4>

14. How to apply for Access cards/Payment for access cards from Portal?

Please Click Below Link

<http://www.nationwide.ae/announcements/applyForAccesscardsPaymentforAccessCards/HowtoapplyforAccesscardsPaymentforaccesscardsfromPortal.mp4>

Once the above request is requested, Deyaar will review and generate invoice within 24hrs and payment to be done by contractor.

15. How to request for temporary power/ Sprinkler drainage request?

Please Click Below Link

<http://www.nationwide.ae/announcements/requestTemporaryPowerSprinklerdrainage/requestfortemporarypowerSprinklerdrainagerequest.mp4>

Once the above request is requested, Deyaar will review and generate invoice within 24hrs and payment to be done by contractor.

16. How to request for the final Inspection?

Please click the below link

<http://www.nationwide.ae/announcements/RaiseFinalInspection/RaiseFinalInspection.mp4>

17. How to request for the Security Deposit Refund?

Please send an email to contactus@deyaar.ae to create service request and please specify the Fitout request Number and attach below documents.

1. Request letter from the authorized person on company letter head. (It should be from the same company and person who issued the original cheques)
2. DDA Completion certificate (if Area >1000sq.ft, otherwise not applicable)
3. DCD completion certificate.
4. FF & FA completion certificate from building service provider
5. Copy of the security cheques AED 25,000 (If Applicable)
6. Original Security deposit receipt
7. Clearance from Building management (Final Snag List signed form -If there is no damage) – Inspection to be scheduled with the building coordinator
8. Return all Workers ID and get clearance from Building Management

18. What will be Fitout Charges to do FITOUT at Deyaar?

Application	Application Charges	Security Cheque
Major	AED 5.00 / SQ. FT	25,000 Undated Cheque
Minor	AED 2,000	25,000 Undated Cheque
Maintenance	AED 750	NA

19. What will be HSE regulation to do FITOUT works?

Do/Don'ts for the contractor? Safety measures please click below link

<https://www.youtube.com/watch?v=K9IkEKEDIBk>

<https://www.youtube.com/watch?v=p9TeNLOfprk>

20. How to Get Noc for installing Signage on the shopfront?

Any retailer who wishes to install increase brand awareness of their shop through advertising outside their shop premises should obtain prior approval from Deyaar Development PJSC.

The retailer should submit soft copies of all required documents through portal to Deyaar Developments who will issue a NOC to the retailer



21. For Communication, please follow the below

Email: Fitout@nationwide.ae and contactus@deyaar.ae

Phone Calls: 800-Deyaar

WhatsApp chat only :**0569968963**(please specify with fitout request number before starting the chatting for easy reference)

Regards,

Fitout Engineer

Nationwide Management Services LLC

P.O.Box 113374, Dubai, United Arab Emirates

WhatsApp Contact:0569968963 (Please Mention Fitout request Number when you send request Through WhatsApp)

www.nationwide.ae