



دانات المدينة
Danaat Al Madina

Welcome to
"Danaat Al Madina"
Community...



Home Owner's Manual

WELCOME TO YOUR NEW HOME

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A word from the General Manager of Eskan Bank



We are delighted and honored to present "Danaat Al Madina" as your new residence.

"Danaat Al Madina" is the largest residential real estate project invested by Eskan Bank since its inception. It launches a new concept in housing, incorporating a modern and integrated complex with spacious units and facilities that meet all your needs and provide your family with a comfortable and social housing environment.

The project is located in the heart of the vibrant city of Isa Town where shops, educational institutions, banks and other amenities are within your reach. We hope you and your family will enjoy a comfortable and inspiring lifestyle at "Danaat Al Madina".

Dr. Khalid Abdulla
General Manager of Eskan Bank

A word from the General Manager of Eskan Properties Company



We are pleased to welcome you to your new home in "Danaat Al Madina" and wish you happiness and wellbeing.

In this project, we have aimed to fulfill the dreams and aspirations of modern Bahraini families, making it an ideal residence in terms of capacity and the availability of different services and proximity to other lifestyle facilities.

We would like to present you with this manual that contains valuable information on the various facilities that will ensure your family a convenient and a comfortable residential environment.

This manual also contains all the essential phone numbers to communicate with the project management company should you require maintenance services or need to inquire about anything related to your stay in "Danaat Al Madina".

Eyad Obaid
General Manager of Eskan Properties Company

Delivering promises & enhancing lives.

Welcome to a new home experience!

Eskan Bank welcomes you to "Danaat Al Madina" and congratulates you on purchasing your new home! Our aim is to deliver excellent amenities and support to all the residents during your first 2 years of residency in your new home.

Towards this aim and to support Eskan Bank to ensure the capital investment growth of the home owner's property on an annual basis, we would appreciate mutual cooperation of the residents with us in managing the common areas of "Danaat Al Madina". We ask all residents to embrace the high standards that we will be implementing in order to appreciate your property value and to take pride in the project.

This home owner's manual has been designed to familiarize to you all the facilities and services available within "Danaat Al Madina". Likewise, we believe that you will find it informative and helpful in becoming acquainted with your new home and surroundings.



Facilities at your service

Here are some guidelines to help you utilize the facilities available at your residence and enjoy it for as long as possible:



INTERCOM DEVICE / SYSTEM



The intercom system is located next to the main entrance of the apartment and has three buttons; the top button is to open the door of the main building's gate on the ground floor, the middle button calls the security, and the bottom button is a reserve button. The device has two ringtones; one is to indicate the presence of someone at the door of the apartment, and the other refers to the presence of a visitor at the building's main door.

GAS CYLINDERS



The project is equipped with rooms available on the ground floor of each building to accommodate gas cylinders. Each Resident requires only one cylinder, which is already installed at the time they move in. The security will arrange for a replacement of empty cylinder within 20 minutes of the resident placing an order. Should there be a delay of more than 20 minutes in replacing the empty cylinder, a reserve cylinder will be provided. The resident has to simply call the security through the intercom device to get a replacement. The price paid by the resident to the guard at the time of request is two dinars and five hundred fils only.

GARBAGE DISPOSAL



There's a dedicated "Garbage Room" in each building that contains a number of bins. For the safety of residents and to ensure that they avoid the unpleasant odor, this is an isolated area. This room is locked to avoid environmental problems and also to prevent any intruder from tampering with its contents or causing any damage to the residents or their property. A key to this room will be provided to the residents.

PARKING



At the basement, a coloured line on the wall indicates the building's car park area. The apartment number printed on the ground indicates each individual resident's car parking space. Access to the car park is provided through 5 access cards (2 for use and 3 spare cards) that are provided along with the key to the apartment as well as a key to the mailbox. In the event of losing a card, residents will have to pay BD 10 to be provided with a new card.

ACCESS TO THE COMPLEX AND BUILDINGS



The apartment owner receives 5 cards (for both Parking & Building entrance) to enter the building from the ground floor entrance as well as the basement entrance. Abiding by the traffic signs at the basement and the ground floor is mandatory and to ensure your safety as well as the safety of others.

THE GARDEN



The garden is a rejuvenating feature of the compound and therefore, all residents are encouraged to care and preserve it. The property management will undertake the cleaning, gardening and watering of the trees. Garden doors will always be closed but they can be accessed through the buildings by using the card to ensure safety and protection of all residents. Residents of Dana 1, Dana 2, Jiwan 1 & Jiwan 2 will receive a private door key to access the garden. This is intended for your personal use, so kindly do not lend this facility to others.

AMENDMENTS WITHIN THE BORDERS OF THE APARTMENT



For those residents who wish to make any amendments and changes within the limits of their apartment, they are welcome to do so by submitting their proposals in a simplified graphics to Eskan Bank provided that the amendments do not adversely affect any safety standards.

Life simplified!



Welcome to the neighbourhood!

"Danaat Al Madina" is blessed with many conveniences in close proximity, some of which are:



- Seef Mall Isa Town: For shopping, restaurants and recreation with a cultural vibe, you can choose to visit the Mall that is just few minutes away from the residence.



- Banking: There are several banks and ATMs spread around the locality such as Ahli United Bank, Bahrain Islamic Bank, Kuwait Finance House and BBK.



- Isa Town Public Library: Explore the world of knowledge in the tranquil settings of the Isa Town Public Library.

- Khalifa Sports City Stadium: Interested in sports? Cheer your favourite team in this modern stadium.

- Bahrain Polytechnic: Government-owned tertiary education institute located in close proximity.

- Isa Town Walkway.



"Danaat Al Madina" rules & regulations



- All residents and owners must provide access to the facility provider to maintain the smoke detectors and heat detectors at the time of the maintenance schedule. Eskan Bank will advise you when this will take place. Failure to do so will put all residents at risk of multiple fire alarm activations and disruptions to the lift operations.



- Residents must only park their vehicles in their assigned parking spaces, which are easily identified by 'colour' and flat 'number'. Please respect other owners and do not park in a space that has been allocated to others. Kindly park within the yellow lines and do not encroach into the adjoining parking spaces.



- Do not engage in unsafe driving, like speeding and driving in wrong directions.
- Do not park in the retail outlets parking which are exclusive for their customers.



- The use of gas cylinders in the apartments are strictly prohibited, as its highly fire hazardous. Residents are restricted from entering the "Gas Rooms". Please contact the security to assist you with connecting your gas cylinders.



- Smoking is prohibited in all internal common areas.
- Smoking of sheesha is prohibited in the common areas including the gardens.
- Noise levels in the apartments must be kept to a minimum level, so as not to disturb others. The noise generated from alterations / building works can be a nuisance to others. Kindly ensure that the hours for this type of work are restricted to the following:



Sunday to Thursday – 8am to 6pm,
Friday – No work is allowed,
Saturday – 9am to 5pm

Residents are advised to inform workers of these hours to avoid any inconvenience to others. Kindly ensure all the 'rubble' is disposed of in the correct manner and not left outside the apartment block.



- Storage of personal belongings such as sandals, shoes, bicycles, plants, furniture or any other item in the common areas including building corridors, stairwells and building entrance points is not permitted. Any items left unattended will be removed and disposed of.

- Littering is forbidden.

- Under no circumstances must garbage bags be left outside the apartment doors or in the corridors.

- Residents are not permitted to gather in the common corridors or stairwell for smoking.



- Under no circumstances should any resident perform indecent acts in public or within the common areas.

- Residents should not hire subcontractors to work in the common areas.

- Smoking is prohibited in all the Buildings.

- The common facilities are for everybody's enjoyment. Removing plants or picking flowers from the gardens and common areas is not permitted.



- Residents must not leave children unattended.

- The use of barbecue grills is not permitted in any of the common areas or balconies.

- Car washing in the underground car park is not permitted.

- Emergency exit doors must remain closed at all times.

- Painting is not allowed in any of the common areas.



- Plants are not allowed on the windowsills.

- The garden gates must remain closed at all times.

- No signs are allowed in the common areas.

- No drilling of holes in the walls of the common areas is allowed.



- Do not break the glass on the fire alarm system unless there is a fire.

- When using the lifts, do not keep the doors open with force.

Fire evacuation procedure



1. If a fire is discovered:

- Activate the nearest manual alarm call point.
- Shout a warning to alert those close by.



2. Evacuate as per the guidelines below:

- Ensure you turn off your electrical appliances, close all windows if it is safe to do so and evacuate your premises via the Fire Escape Route (Stairs) to your Fire Assembly Point.



- Stay low to avoid smoke inhalation.

- Do not use the Lifts.

- Do not panic or push people in the emergency stairwells.



3. Call 999 and security.

4. Please ensure that the route for the fire department is not blocked and they have clear access to the building.



5. Never attempt to extinguish a fire when the flames are higher than desk height. Leave and close all doors behind you.



6. Do not re-enter the building for any reason.

7. Please advise the Management Office if you have a disabled family member so safety measures can be made to help them during an emergency evacuation.



8. Bahrain Civil Defence will conduct all rescue and medical duties.

9. Do not move an injured person. Keep him/her lying down, covered and warm.

You can be a great help!





You can assist in ensuring that the systems and equipment used to detect fire, fight fire and support evacuations are maintained in a good working order. If you notice any damage and /or signs of tampering with any of these equipments, blocked emergency exit paths, faulty detector or sprinkler head, please report it immediately to:

Common Areas – Cluttons – 17681176 (8am - 5pm, Sunday - Thursday)

Apartments – Eskan Bank Property Management Department – 17567890, 17567780, 17567892, 17567724 (8am - 3pm, Sunday - Thursday)


Email: danaatlamadina@eskanbank.com

Exit in case of fire

<p>Use EMERGENCY EXIT in case of fire</p>	
<p>Don't use ELEVATOR in case of fire</p>	

Assembly points in case of fire



 **ASSEMBLY POINT**

Air conditioning features



ROOM	CAPACITY IN TONS	PIPE SIZES
The Hall	2, 5	5/8 & 1/2 inches
Master Bedroom	2	5/8 & 1/4 inches
The Two Rooms	1, 5	1/2 & 1/2 inches
Kitchen	1, 5	1/2 & 1/2 inches
Maid's Room	1	3/8 & 1/4 inches

Specifications of fixtures



Item	Manufacturer	Local Supplier	Warranty Period
Tiles	Roman Ceramic, Malaysia Newzong, China David China	SARMAT WLL	1 year
Grills	Al Amin Wrought Iron Factory	Al Amin Wrought Iron Factory	10 yrs.
Accessories	Laidlaw	Kazerooni Building Products	5 yrs.
Handle	Forme	Kazerooni Building Products	3 yrs.
Stopper	Laidlaw	Kazerooni Building Products	2 yrs.
Sanitary ware	VitrA	Arepro	10, 5, 2 yrs.
Mixers	Grohe, Germany	AJM Kooheji Group BSC ©	10 yrs.
Light Fittings	Rasmi	Greentech	3 yrs.
Switches	Schneider	Greentech	1 1/2 year



Useful telephone numbers



SECURITY: **38819823**

EMERGENCY SERVICES: **999**

ISA TOWN POLICE STATION: **17787100**

ESKAN BANK: **17567890, 17567780, 17567892, 17567724**

CLUTTONS: **17681176**

EMAIL: danaatalmadina@eskanbank.com

Your information

To enable us to contact you in case of an emergency and support the evacuation of the disabled persons, please provide us with a complete Occupant Information Form, which is available with security or our property management team.



Protecting Your Home

Make sure that your home and property is protected against loss, damage or theft is of great importance. While the common areas of your community are already insured, we recommend you invest in a comprehensive insurance plan that provides protection for your personal property.



COMMUNITY INSURANCE

Eskan Bank maintains a minimum level of insurance for the entire community (common areas and common properties) that covers against:

Accidental, damage or destruction to building or common property natural disasters, fire, lightning, earthquake, aircraft damage, flood, storm, explosion, riot, strike, malicious damage, water leaks and theft Any injury to third party or loss of or damage to third party property (present in the property) by acts of nature.

HOME INSURANCE

As a homeowner, your home and everything you treasure deserve proper protection from unexpected events and accidental loss or damage. A typical home insurance will cover you and your property against:

- Fire, explosion, lightning, earthquake, storm, flood and much more
- Leakage of water from water tanks, pipes, fixed apparatus
- Theft, or attempted theft will also be covered
- Damage to paint finishes on your walls and ceilings
- Personal possessions, carpets, furniture, appliances, electronics, money and credit cards
- Domestic helpers
- Cost of alternative accomodation

You could also consider protecting what's in your home with contents insurance.



CONTENTS INSURANCE

You may protect your belongings through Content Insurance by identifying:

- Your personal possessions and valuables
- Carpets, furniture, appliances and electronics
- Emergency accommodation

In fact, some Content Insurance policies even cover the contents of your fridge and freezer!

لجميع احتياجاتكم التأمينية For all your insurance needs



t'azur Islamic Insurance Company, in collaboration with Eskan Bank, is pleased to offer you a special rate to insure your apartment.

Home Insurance Coverage:

- Property and content damage due to fire, water flooding, natural disasters, special perils and theft.
- Third party liability
- Personal accident for domestic servants
- Personal accident for the Insured & spouse

يسر شركة تأزر للتأمين الإسلامي بالتعاون مع بنك الإسكان بتقديم عرض خاص لتأمين ممتلكاتكم.

تغطي وثيقة التأمين الآتي:

- أضرار الممتلكات و المحتويات بسبب الحرائق والفيضانات والكوارث الطبيعية والأخطار الخاصة والسرقة.
- مسؤولية الطرف الثالث.
- الحوادث الشخصية لعاملات المنازل.
- الحوادث الشخصية للمؤمن عليهم والأزواج.

لمزيد من المعلومات، يرجى الإتصال على **17561661**

لجميع إحتياجاتكم التأمينية For all your insurance needs



Future planning is essential and we at t'azur aim at making your future plans easy and achievable. t'azur offers a wide range of Shari'a compliant products such as Educational, Retirement and Savings Plans.

التخطيط للمستقبل أمر ضروري ونحن في تأزر نسعى لجعل خططك المستقبلية سهلة وقابلة للتحقيق. تقدم شركة تأزر مجموعة واسعة من البرامج المتوافقة مع الشريعة الإسلامية مثل خطط التعليم والتقاعد والإدخار.

For a free consultation session, please call 17561661

لجلسة إستشارة مجانية، يرجى الاتصال على ١٧٥٦١٦٦١

Main Office: Jeera 2 (Le President Tower)
12th Floor, Building 2347
Road 2830, Block 428
Al Seef District
Kingdom of Bahrain

BFC Manama Branch
Building 150 Road 1507 Block 315 Manama
Near Bab Al Bahrain

BFC Arad Branch
Shop 9, Building 143, Road 44, Block 243, Arad
Near Midway Supermarket

BFC Riffa Branch
Building 125, Road 82, Block 905
Sh. Ali bin Khalifa Ave
East Riffa

Khaleeji Commercial Bank
Budaiya Branch
Shop 1771, Budaiya Road, Block 509
Muqaba

جيرة ٢ (برج لو برزيدنت)
الطابق الثاني عشر مبنى ٢٣٤٧
الشارع ٢٨٣٠ مجمع ٤٢٨
منطقة السيف
مملكة البحرين

شركة البحرين المالية فرع المنامة
مبنى ١٥٠ طريق ١٥٠٧ مجمع ٣١٥ المنامة
بجانب باب البحرين

شركة البحرين المالية فرع عراد
محل ٩ مبنى ١٤٣ طريق ٤٤ مجمع ٢٤٣ عراد
بجانب أسواق ميدواي

شركة البحرين المالية فرع الرفاع
مبنى ١٢٥ طريق ٨٢ مجمع ٩٠٥
شارع الشيخ علي بن خليفة
الرفاع الشرقي

المصرف الخليجي التجاري
فرع البديع
محل ١٧٧١ شارع البديع مجمع ٥٠٩
مقابة