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This Manual was prepared and entered into on this day of ...../...../20........ for RESIDENTIAL TENANCY in Barwa City.
MESSAGE FROM WASEEF PROPERTY MANAGEMENT DEPARTMENT

Dear Barwa City Resident,

On behalf of Barwa Real Estate Development Co, it is indeed a pleasure to welcome you to your new home.

The entire team at Waseef would like to extend a warm welcome to you as you enter your new home for the first time. We have put together a comprehensive guide to getting the most out of your residential unit and the surrounding community.

At Waseef, you are our priority, and the enclosed manual is an extensive guide that will hopefully be able to answer all of your queries as you take pleasant stay in the apartment.

From an extensive list of all the house rules that are at your disposal to information on the unparalleled services we’ve set up for you, in the form of maintenance, fit-out services and cleaning crew, the tenant’s manual will give you an overview of all the facets of your new home. It is intended to be your guide as you set yourself up in your new Barwa City home.

However, it is also just a first point of reference and should your query not be resolved by the information provided in the manual, we have a qualified team of customer call center executives on call to help you.

We look forward to serving you as you make this exciting move.

Yours sincerely,

Waseef Team
SECTION 1
GENERAL INFORMATION

1.1 Introduction

We are pleased to welcome you as a Tenant of Barwa City and we trust that you will have an enjoyable stay in your new home.

In behalf of Barwa Real Estate Development Co, Barwa City is being managed by Waseef Company and Waseef acts as the Owner’s representative in dealing with the residents, third party entities and other organizations operating inside the Property. Waseef governs all the mandated House Rules and Regulations stated herein and is responsible for providing the following services to Barwa City:

- **Property Management Services**
  - Tenancy & Lease Management
    - Lease Renewal & Termination
  - Asset Management
  - Financial Management
    - Rent Collection
  - Communication Management
    - Owner/Tenant Liaison

- **Facility Management Services**
  - Maintenance of Hard Services
    - MEP and HVAC
    - ELV Systems
    - Specialized systems like district cooling plants & sewage treatment plants
  - Upkeep of Soft Services
    - Cleaning
    - Manned Security
    - Waste Collection
    - Pest Control
    - Landscaping

- **Call Center Services**

Waseef Corporate Office is located in Al Owaina Tower (also known as QPM Bldg.), Museum Park Street, Doha Qatar. Please click this link to view our location map [http://www.waseef.qa/en/contact-us/](http://www.waseef.qa/en/contact-us/).

We value the feedback of our tenants. To help you keep in touch with us, you may visit our site office in Administration Building, West Utility Compound, Barwa City. Office hours are from 7:30AM to 3:30PM, Sunday to Thursday; for contact details, please refer to Section 10 of this Manual.
1.2 Scope of Tenant Manual

This Manual was created by Waseef Company in order to facilitate standard house rules, guidelines and procedures in relation to the activities of the Residents in each unit, in the buildings and on the entire Property under Management. This contains broad information of your rights and obligations to the community. This document also intends to provide a common understanding of details for both PM/FM Services available on site.

The Tenant shall be responsible for ensuring that all the clauses stated on this Manual has been fully understood and are well observed for strict compliance.

The provisions contained on this Manual form part of the Lease Agreement between Waseef and the Tenant. If any event and/or issue herein conflicting with any provision(s) on the Lease Agreement, unless otherwise agreed in writing, the Lease Agreement will take precedence.

This Manual shall develop over time following additional knowledge of the Tenant’s requirements, as well as the introduction of new services that would enhance Waseef’s service delivery in providing best quality of living in the Property. Hence, the Management reserves the right to change, amend, improve and alter any information stated on this Manual without prior notice to the Tenants. All updates of the Manual will be published and made available in the Community Portal and/or notice boards and/or posters etc. Tenant shall obtain such updates at his own convenience from the various publication options available.

1.3 Parties Involved

To understand how Waseef dedicates its full-Management strategy to ensure quality of service for Residents, this Manual shall support the responsibilities of all parties taking part in Barwa City.

This Manual shall also define the services to be delivered by the Management and its constituents and the level of service to be expected by the Tenant, thereby reducing the risk of misunderstanding.

The following parties who are involved in the Property and who shall work together as smoothly and effectively as possible are:

1.3.1 Resident / Tenant

Tenants are responsible for making sure all requirements under the lease terms are met in conjunction with the Property’s rules and regulations. This Manual will guide you to achieve these requirements in relation to your residency in the Property. You are also responsible for your co-habitants for their appropriate obedience as mandated in this Manual.

As part of the whole Property, you shall grant Waseef with full authority and control over the Property, asset, and facilities whenever necessary. Utmost support, cooperation and respect shall be given to all Waseef constituents operating therein.

1.3.2 Waseef (the Management)

As mentioned above, the overall Property and facilities management of Barwa City is being carried-out by Waseef. Waseef employs a team of experienced and fully-trained managers, administrative support staff, technicians, security workforce, and site-works personnel who are stationed within the Property to provide the residents quality services at all times.
1.4 Site Location Map

Barwa City is a large scale mixed used residential development. It is located to the south of Muntazah Street between Mesaimeer and the Industrial areas with a built-up area of 945,537 m².
Barwa city is a self-contained community composed of the following elements:

- Phase 1 contains 128 residential buildings offering tenants 5,968 apartment units with diversified interior layouts to satisfy differing demands and needs, to accommodate up to 25,000 residents. Different types of units such as Studios, 2-bedroom and 3-bedroom distributed in 128 residential buildings.
- Phase 1 contains commercial buildings and amenities as follows:
  - Health & Fitness Club
  - Shopping Centre & Commercial Shops
  - Medical Centre & Bank
  - Schools and Nursery
  - Multipurpose Hall
  - Tennis, basketball courts and swimming pool
  - Green landscapes & playgrounds
  - One Hypermarket with commercial trades of different sorts

### 1.6 Residential Apartments Description

Barwa City apartment units are provided with the following features:

<table>
<thead>
<tr>
<th>Studio</th>
<th>2-Bed Room</th>
<th>3-Bed Room</th>
<th>3-Bed Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area: 29 m²</td>
<td>Area: 100 m²</td>
<td>Area: 121 m²</td>
<td>Area: 135 m²</td>
</tr>
<tr>
<td>Corridor</td>
<td>1 Hall</td>
<td>1 Hall</td>
<td>1 Hall</td>
</tr>
<tr>
<td>1 Toilet</td>
<td>2 Toilets</td>
<td>3 Toilets</td>
<td>3 Toilets</td>
</tr>
<tr>
<td>1 Kitchen</td>
<td>1 Kitchen</td>
<td>1 Kitchen</td>
<td>1 Kitchen</td>
</tr>
</tbody>
</table>

Please refer to the inspection form attached to your Contract for the features, conditions and details of the equipment available in your unit.

### 1.7 Lease Terms

The Tenant is permitted to use the leased unit to its full-term of one whole year subject to the terms and conditions stated on the Lease Agreement. The Lease Agreement is renewable only by mutual consent and as per performance of the Tenant during the contract period.

**SECTION 2**

**HAND-OVER AND MOVE-IN GUIDELINES**

### 2.1 Hand-Over

The newly leased premises will be properly handed over to the new Tenant by Waseef. The keys of the apartment, copy of signed documents, etc. will be handed over to you after completing all requirements for tenancy.
Waseef representatives will assist you on your first day to conduct a joint inspection exercise inside the leased unit. Everything you receive and/or being provided within the premises will be recorded with your knowledge by using **Leased Premises Handover Checklist.**

### 2.2 Moving In

Moving into Barwa City marks your residency commencement date. To facilitate moving to your new home, we would like you to observe the following guidelines:

2.2.1 Moving in to the apartment should be completed by the time and date stated on the tenancy contract, unless otherwise it has been coordinated through Waseef’s site office.

2.2.2 Upon moving into the apartment, the tenant is expected to carefully inspect the unit before moving-in for any damaged or missing items to be reported to the Management. The Management will follow up on all reported problems and take corrective action accordingly. If the tenant fails to advise the Management of any problem(s) before moving-in, the tenant will be taken to have been satisfied with the condition of the apartment and confirmed that it is in a good and undamaged condition at the Commencement Date.

2.2.3 Upon vacating the unit, the tenant will be billed for any missing or damaged items to the unit not reported to the Management within the mentioned 7 days allocation.

2.2.4 Unnecessary noise, obstructions and other annoyances should be minimized.

2.2.5 All interior facades and common areas’ facilities should be protected from damages.

2.2.6 The Tenant will be liable to the Management for replacement or repair of any damages incurred in the building/ Property while moving in/out.

2.2.7 Common areas (streets, sidewalks, hallways, elevator and other shared facilities) should be kept clean at all times from debris caused by Tenants moving in/out.

2.2.8 At the completion of each working day, all crates, cartons, wrappings and wastes should be stored within the Tenant’s premises or to properly dispose the waste to the garbage bins. The Tenant shall not place trash boxes or receptacles and any other materials which cannot be disposed in the ordinary and customary manner of trash disposal. All garbage and refuse shall be taken out from the Property.

2.2.9 Tenants should not burn any trash or garbage of any kind in or about the premises and should not dispose any open flame/ flammable material in the garbage chutes or bins in the property.

2.2.10 Toilets, wash bowls and other plumbing facilities shall not be used for any other purpose other than what those are designed for. Uncommon objects of any kind are strictly prohibited to be disposed on the mentioned plumbing facilities of the Property. The expense of any breakage, blockage or damage resulting from a violation of this provision...
shall be borne by the Tenant who himself, or whose employees, agents or invitees shall deemed to have caused it.

2.2.11 Tenants shall not mark, drive nails, screw, cut or drill into, paint, or any other way deface any walls, woodworks or other surfaces or part of the premises or building.

2.2.12 All entrance doors to the premises (and any other means of entry) shall be kept locked when the premises is not in use. The Tenant assumes all responsibility for protecting their premises and the contents within their unit.

2.2.13 No electrical materials/ wires shall be brought into the premises without the Landlord’s permission specifying the manner in which the same may be done.

2.2.14 All loading, unloading, receiving or delivering of goods/supplies, or disposal of garbage or refuse shall be made through entryways and service elevators, if available, provided for such purposes and indicated by the Management.

2.2.15 Tenant should be responsible for any damage of the building or the Property or its employees or others, and injuries sustained by any person whomsoever resulting from the use or moving of any articles in or out of the premises, and shall make all repairs and improvements required by Management or governmental authorities in connection with the use or moving of such articles.

2.2.16 Tenants are allowed to use the passenger elevators and use the service elevator for the process of transporting the Tenants’ objects and belongings (i.e. furniture, electrical appliances, etc.) to the apartments. You may contact Waseef Site Office to guide and/or assist you on your moving-in activity. It is our pleasure to help you!

SECTION 3
TENANT’S RESPONSIBILITIES & HOUSE RULES

General Information

The Rules are a supplement to the Lease Agreement which all Tenants agreed when they take up residence in the Property. It provides guidance and information about the standards and procedures which tenants are expected to meet and comply with during their residency in the Property. Throughout the year, updates of the Rules, Regulations and information about residency in the Property will be notified to tenants by emails, sms or thru the community web portal.

Any failure by the tenant to comply with these rules, and any update or variation of these which will be notified by the Management, will constitute a failure to comply with the provisions of the Lease Agreement and may lead to disciplinary action including termination of contract and eviction from the Property.

These governing rules are intended to benefit all tenants. However, the expectations to the tenants outlined herein should not be seen as an exhaustive list. In becoming a resident of the Property, you become a member of the community and accept the
responsibilities and obligations associated with being a good neighbor and citizen:

3.1.1 Home Use

a. The unit shall be used exclusively as a private single family residence of the person who signed or is named on Lease Agreement.
b. It is prohibited to lease any unit or part thereof to external parties.
c. It is prohibited to run business of any description from the apartment and/or any part of the Property.
d. The apartments, utilities, equipment and facilities within the Property unit or of part thereof shall be maintained/upkeep by the Tenant and be used for its intended purpose only.
e. Abuse, misuse and or engaging to activities resulting to any damage to any part of the apartment or anything within the common area or part thereof (equipment, utilities, machines, etc) shall be the tenant’s liability and subject to appropriate fines and penalties.

3.1.2 House Keys

a. The Management will only issue house keys to the Tenants and not to any third parties. Tenants are not permitted to install their own door locks. If Tenant wishes to install their own door locks, the Tenant should obtain prior written permission from the same.
b. During emergency cases, the PM/FM staff with the presence of at least one security personnel has the right to enter the Tenant’s unit/building even when the Tenant is unavailable.
c. Any loss of keys should be reported to the Management Office along with a written explanatory statement. The door lock will be changed at the expense of the Tenant.
d. Tenants are not allowed to install additional door locks such as chain latches, deadbolts or any type other than originally installed.

3.1.3 Redesign and Modifications

a. It is prohibited to make any changes/renovation/improvements on the inside and/or outside of the apartment unit without prior written approval from the Management. Residents are not allowed to perform structural, electrical, plumbing alterations; modifications to the walls, interiors/exteriors of the unit, and/or interfere, cut, drive holes, replace original beams, doors, ceiling and floor; fix carpet or any floor covering materials with adhesives on the leased unit. Any damage to the Property/facilities caused by tenants in relation to these activities shall be subject to penalties and/or non-renewal of Tenancy Contract.
b. Installation of decorative and/or holiday lights for indoor and/or outdoor use is prohibited.
c. Tenants are not allowed to install, use or broadcast any media devices (e.g. radio/television antenna, satellite dish, etc.) outside the apartment unit.

3.1.4 Pets Keeping

a. Tenants are not allowed to keep animals as pets, with the exemption of fish and birds, within the Property.
b. For the safety of other residents, no bringing of pets to common areas at any time.

3.1.5 Excessive Noise

A noise is considered excessive when the sound heard causes disturbance or annoyance to the adjacent unit and/or neighborhood.

a. Residents must at all times show proper regard for others. You must not make any noise that will likely interfere unreasonably with the quiet enjoyment of others within the Property. This rule applies whether you are inside your premises or on common areas.

a. The noise beyond acceptable levels while partying causing disturbance or annoyance to other people and playing a variety of musical instruments causing disturbance to others are strictly prohibited.

b. Radios, televisions, stereos, and other audio equipment should be adjusted so as not to disturb others. Residents with hearing problems are encouraged to use headphones or other aids.

3.1.6 Deliveries and Removals

a. Tenants should only use areas designated by the Management for delivery, removal and movement of furniture/appliances.

b. Tenants should inform the Management’s office prior to the removal of any bulky furniture/appliances from the apartment unit.

c. Tenants should also obtain approval letter from the Management for the entry/access of home-movers (trucks and manpower) to the Property.

d. Permission from Waseef shall be obtained at least (7) days in advance of any bulk delivery and house removals. In the event, permission has not been sought; Waseef may deny entry by the Contractor for this purpose.

e. Bulk deliveries and house removals should be carried out during the hours set.

f. All bulk deliveries and house removals must be reported at the security prior to the work being carried out.

g. All Contractors shall ensure that adequate protection is provided to the lift wall and flooring when transporting furniture and fittings to and from the Unit.

h. Tenant must ensure that adequate measures are taken to protect the shared facilities during any bulk deliveries and house removals.

i. All Contractors carrying out bulk deliveries and house removals should use only designated lifts and staircases so as not to inconvenience other occupants.

j. Packing and crating materials must be removed and be disposed of from the Building by the respective Contractor on the same as they are being brought in. Lifts should not be held unnecessarily and not longer than ten (10) minutes at any one time.

k. Tenants and/or his Contractor are strictly not allowed to tap water and/or electricity supply from the common area.

l. Unwanted materials, debris, etc. should not be left in the corridors, lift lobbies, fire escape staircase or any other shared facilities in the building. Otherwise, they will be removed by the management and the cost of removal and cleaning up will be charged to the respective occupant concerned.

m. Tenant shall be responsible for the conduct and behavior of his Contractor. Any
damages to the building, other units and the shared facilities caused by the transportation of furniture and fittings or other effects shall be replaced or repaired at the expense of the occupant concerned.

3.1.7 Tidiness and Sanitation

a. Barwa City is a local community. You are required to maintain the apartment in a neat and clean state of condition and appearance. If in the opinion of the Management Team, any item adversely affects the appearance of the Property, the responsible resident shall be required to remove it immediately.
b. Drying of clothes, shoes, mattresses, blankets or any other personal belongings outside the apartment (e.g. corridor, windows, etc.) are prohibited.
c. Flooding resulting from negligence (e.g. leaving the faucet running for a long time) is subject to penalties and fines.
d. Cleaning of carpets in the balcony or window is not allowed.
e. Leaving furniture, bikes, appliances, shoes and shoe racks and other personal belonging outside the apartment is strictly prohibited.
f. Fixing A/Cs, furniture, fixtures, satellite dish, toys, appliances and other personal properties outside the apartment is not allowed.
g. Writing or vandalizing any surface within the Property (e.g. walls, floor, stairs, etc) is strictly prohibited and subject to appropriate fines and penalties.
h. Spitting at the common areas inside the building is strictly prohibited. Tenants and its visitor caught will be fined and penalized.
i. Although there is a cleaning service provided for public/common areas, tenants are encourage to help on maintaining the surroundings by disposing their trash properly.
j. Tenants are requested to be specifically courteous when expelling their everyday wastes/garbage/refuse, ensuring that the waste bags are properly contained, sealed and fastened before placing it to the assigned trash bin located near the Property gate entrance.
k. It is prohibited to leave behind in orderly waste trails or eyesores in hallways and elevators or in any other public areas causing inconvenience to other residents.
l. Unpleasant odor, dust or smoke causing harm and disturbance to others is prohibited.
m. It is prohibited to throw trash anywhere in the Property other than the designated garbage bins.

3.1.8 Security

a. Tenants are responsible for the security of their apartment units and belongings within their units at all times. All doors and other openings should be kept closed and locked when the apartment units are left unattended.
b. The Management is not liable to any loss occurring inside the apartment or any part in the Property.
c. In the event of any unusual or suspicious activity in the Property, Tenants should immediately report the matter to the Call Center or to the Management’s site office directly.
   o In any case the apartment will be left unattended for more than a week (e.g. tenants on vacation), the Management should be notified beforehand.
   o Should another resident report to the Management that you have not been
seen for 72 hours and you have not advised us of your intended absence, the Management reserves the right and has the authority to enter your apartment to check if you are in good condition. If you are reported as being absent for more than 72 hours, and we have no records of your whereabouts, the Management will report you as a missing person to the police.

3.1.9 Safety

a. Upon signing of the lease agreement, the tenant agreed to participate in fire drill and emergency exercise which will be conducted inside the complex.
b. Obstruction of any services within the Property such as conduits, pavements, entrances, exits and entrances, corridors, passages, roads, stairways, elevators, fire escape doors and manual call points and sprinklers is prohibited.
c. Staircases must not be used as storage and must be kept obstruction free at all times.
d. Unauthorized entry to Kahramaa Sub-stations and roof top of the buildings is strictly not permissible.
e. Fixing window grills is not allowed.
f. It is prohibited to bring in or store flammable fluids or explosive inside their units (e.g. gasoline, paints, lacquers, stove lighter refilling gas, etc.).
g. All appliances shall be turned off and unplugged except for the refrigerator whenever the apartment is left unattended.
h. Burning of candles, charcoal, incense, etc., is strictly prohibited inside the apartment and anywhere in the Property.
i. Barbeque activity in the corridor/hallways is not allowed
j. Children should always be accompanied by an adult whenever playing and/or wandering around the common areas.
k. Playing in the street sides, driveways and parking areas is strictly prohibited.
l. Misuse of fire alarm manual call points, fire hydrants, sprinklers, smoke detectors and other firefighting installations is prohibited and subject to penalties or even eviction from the Property.
m. Tenant must not place any object, such as a pot plant, on any ledge, sill or elevated surface on the exterior of your residential premises in a position from which it may fall.
n. Smoking in public areas in strictly prohibited.
o. Extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, it is recommended to use a brand new and fused 2 gang power outlet only. Frayed or damaged cords are prohibited.
p. If any faulty electrical equipment is discovered, please report to the Call Centre for assistance.

3.1.10 Temporary Decorative Lighting

Flashing decorative lights or lighting that creates glare visible from outside a property should not be installed.

3.1.11 Proper Conduct
a. Misbehavior is an action or series of actions that would breach your Residential Agreement.

b. Depending on the nature of a resident’s inappropriate conduct, the Management is entitled to take the disciplinary action detailed on the Residential Agreement and/or these Tenant’s Manual Rules and Regulations, and reserves the right to refer any occurrence of misconduct to the Police if in their absolute discretion they determined that the course of action is appropriate.

c. Profane, obscene, offensive attires, loud languages, gestures or misconduct that will annoy, embarrass or give inconvenience to others are absolutely prohibited.

d. The common areas are provided for the use and enjoyment of all residents. Signs posted on common areas form part of these rules and must be obeyed.

e. Residents and their guests are to show respect for order, morality, personal honor and rights of the other members of the community.

f. Residents are responsible for their guests and will be held morally and financially accountable for any breach of the Rules or misconduct by their guests.

3.1.12 Promotional Materials, Signage and Publicity

a. The distribution of any promotion material such as samples, leaflets, stickers, magazines, cards, signage, and/or soliciting of business by the tenants or third parties is prohibited anywhere within the Property.

b. No sign, door plaque, advertisement or notice shall be displayed, painted or affixed by the tenant in any part of the unit or in the Property.

c. Any chalking, selling of products on roads, footpaths, main entrances, parking areas or buildings will be removed immediately, and the persons responsible for such actions will be charged for cleaning the area.

3.1.13 Photography

Photography via the use of any photographic equipment (e.g. camera, mobile phone, and video camera) is prohibited at the following areas within the housing complex: control room, security room, plant room in the Property and other restricted security areas.

3.1.14 Vehicles, Streets, and Parking

a. All vehicles must strictly follow the traffic signs provided within the Property.

b. Keep right and drive carefully within the indicated speed limits; slow down and give way to pedestrians.

c. Unnecessary use of horns causing disturbance and annoyance to other drivers, pedestrians and neighborhood is prohibited.

d. Throwing of trash (e.g. cigarette, paper, wrapper, etc) in the street, sidewalks, landscape and other public areas is prohibited. Violators will be penalized.

e. The Management is not responsible for any loss or damage to the personal belongings in or of vehicles parked within the Property.
f. The Tenants and its guests are required to observe and obey all signs regarding fire lanes and no parking zones, when using the common parking facilities in and around the building.

g. When parking, Tenants should always park between the designated lines. All vehicles shall be parked at the sole risk of the car owner, and the Management assumes no responsibility for any damage to or loss of the vehicle.

h. Parking is prohibited on area other than the designated areas, whether sidewalks, streets, building entrances and/or handicapped spots. No parking in the interlocks and pavements.

i. Recreational vehicles such as ATV’s, golf carts and any unregistered motorized vehicles are prohibited to be used inside the common area.

j. Vehicle repairs other than for emergency purposes are strictly prohibited in the parking area and elsewhere in the common area.

k. The Management reserves the right to alter car parking regulations anytime or if deemed required.

3.1.15 Guests/Visitors

a. Tenants should be considerate and respect the privacy and convenience of the neighbors by keeping the noise level down at all times, especially in the event that you are hosting guests or parties within your apartment unit.

b. The tenant is responsible for the actions and activities of their visitors.

c. All visiting individuals should be advised by the hosting tenant to observe all Property rules and regulations indicated in this Manual. Any visitor/guest who seriously, or repeatedly, breaks the rules may be asked to leave the Property immediately and be banned to visit again.

3.1.16 Domestic Helpers and Drivers

a. Tenants who employ domestic helpers, child guardians and/or drivers are required to submit a photocopy of the residence permit and letter of no objection from the employer / sponsor to the Management Office.

3.1.17 Indoor Plants / Gardening

a. Residents must not water plants in the showers or sinks as this can create plumbing problems. All indoor plants must be placed on trays or other receptacles to avoid staining carpets/tiles.

b. The state of the ground is important to the overall appearance of the community; it is the Management’s responsibility to maintain all the lawns and gardens on common areas in a presentable condition. It is prohibited to prune or remove plants, cut a tree or shrubs, or take cuttings from the common area gardens.

c. You must not use any part of the common areas as your own garden without Management consent or written approval.

3.1.18 Alcohol and Illegal Substances
The following violations shall be reported to the Police Department for legal action and may lead to a direct non-renewal of Lease Contract:

a. Tenants/guests who are caught with the possession of illegal substance and other prohibited items.

b. Tenants/guests who are caught drunk/ carrying alcoholic beverages in common public areas (i.e. parks, playgrounds, hallways, walkways, and other shared facilities) inside the Property.

c. Performing alcoholic drinking games and parties that caused disturbance and/or annoyance to other residents of the Property.

3.1.19 Firearms and Dangerous Goods

a. Possession, promotion and display of firearms and weapons such as guns, hunting knives, samurai, pointed weapons or such equipment, by a resident or a guests inside the Property is strictly prohibited.

b. Explosives, hazardous chemicals and any other dangerous goods to be stored in the Unit or in any part of the Property are strictly prohibited.

c. If a resident is found to be in possession of firearms or dangerous goods, the Management will take disciplinary actions which may include termination of the Lease Agreement, and confiscation of the firearm/explosives/dangerous goods. The Management reserves the right to report the following incidents to the Police and/or Local Authorities.

3.1.20 Apartment Inspections

a. The Management reserves the right to enter any Apartment, subject to prior notification to the Residents, when.
   i. The Lessee is about to move in/out of the Apartment
   ii. Conducting random inspection to verify that the rightful Lessee is the ones occupying the Apartment
   iii. Requested by the Tenant for inspection, maintenance or repair
   iv. Requested for inspection by other resident
   v. There is a need during emergency cases

b. Inspections of Apartments are undertaken to identify maintenance needs, to ensure that health, safety and cleanliness standards are being maintained, and to enable evaluations and appraisals for the unit.

3.1.21 Tenancy Grievances

a. Tenants are encouraged to make personal contact initially with the offending party and make settlement for whatever situation that causes the grievance.

b. If the grievance is not resolved after initial discussion with the offending party, you may submit a formal complaint to the Management stating the reason/s of the grievance.

3.1.22 Residential Violations
Kindly refer to Appendix I & II of this Manual for the list of all violations that should be avoided by any resident/guest as much as possible to keep you from any penalty or legal implications being imposed by the Management and/or government authorities.

SECTION 4
AVAILABLE SERVICES ONSITE

Waseef combines reliable information technology with a depth of knowledge and experience in property management, adding value to its management portfolio with a comprehensive package of property management solutions.

We are committed to building long-lasting relationships with our Tenants by a thorough alignment of our business practices with the decisions and objectives of each resident. Our aim is to provide a professional, efficient and reliable service to each of the unit within our portfolio.

A comprehensive range of services is available to the tenants in order to provide a comfortable living environment inside the Property.

4.1 Call Centre Services (Toll Free: 800 4444)

Waseef provides a 24/7 Call Center service to help and assist the Tenants for emergencies, urgent assistance requirements inside Barwa City. This is in order to deliver a more convenient living all throughout your stay in the Property. For contact details, please refer to Section 10 on this Manual.

4.2 Security Services

In order to ensure the safety of the entire Property and overall well-being of the residents, we have deployed limited security personnel in strategic areas of the community. The Management is not responsible to secure all areas of the development. However, Security guards are may assist, monitor, patrol the perimeter and report any incident within his area of responsibility.

4.2.1 The Management provides basic security services onsite such:

a) Maintain peace-and-order condition to the Property at all times
b) Monitor operating parties and workers, if necessary
c) Conduct routine patrol checking
d) Report incidents/violations to the Management office
e) Provide assistance during emergency events and as the need arises

On the other hand, it is Tenant’s responsibility to ensure participation in keeping security measures more sufficient. Thus, all Tenants are encouraged to:
a) Not to fix with chains and bolts the doors of the unit or to change the master key and lock system provided therein because it could prevent/delay emergency help.
b) Help prevent theft by ensuring that all windows, doors and other openings to your premises are closed and securely fastened when outside of the unit.
c) Advice the Management Office when going away for long vacation.
d) Inform for any violation/incidents observed inside the Property for immediate and appropriate action.

4.3 Cleaning and Waste Collection Services

Waseef has hired cleaning staff to maintain the sanitation of the Property. The cleaning of the common/public areas is carried out on a regular basis during daytime only, including waste collection from residential buildings.

4.4 Landscaping Services

The beautiful greeneries inside the Property are maintained by professional landscapers hired by Waseef. All Residents are also encouraged to help protect the condition of the greeneries by avoiding stepping on the grass or cutting flowers or plants.

4.5 Pest Control Services

Pest control treatment inside the apartment unit is sole responsibility of the Tenant. Please ensure to keep the apartment unit clean at all times and duty of care to prevent any pest infestation.

4.6 Emergency Response Services

The Security team is trained to handle any emergency situation that may arise in the Property. The emergency procedures are listed in Section 5.0 of this Manual.

4.7 Utilities-Ready

Each apartment unit is equipped with an individual telephone line. For assistance on the installation of the landline in your unit, please contact the telecom service provider near you. Each apartment unit also comes with a metering system to measure water and electricity consumption. For assistance on the activation of the metering system in your apartment unit, please contact Kahrama Service Center.

Tenants shall also pay monthly applicable charges for the utility services of chilled water, hot water and gas. Barwa City has a utility metering system to determine the AC, gas and hot water
consumption per unit. Utility meters are provided and monthly billing is issued subject to the Client/Billing operator’s applicable fees and charges. Hence, Tenant is responsible for the settlement and/or payments of the utility services rendered, and any related security deposit, connection, capacity, consumption and administrative charges thereto.

4.8 Information Dissemination

The Management shall implement Announcements to be posted on the Community Portal. Tenant should expect to be informed and be aware of any changes or amendments within the rules, schedule of events, proclamations, and other residency related concerns in the Property through the Community Portal.

On the other hand, Lease Renewal Notices will be sent by the Management through Qpost and/or through door-to-door delivery. For other details regarding Lease Renewal, please refer to Section 8 of this Manual.

4.9 Maintenance Services

Except as specifically provided in your Lease Agreement, the Tenant is responsible for the maintenance and repair works inside the unit. In the event the tenants damage any property for whatever reason, Waseef will repair the damage and the tenants will be charged for the cost of labor and materials. Tenant must keep at all times the unit in good condition.

Tenants are encouraged to report any damage or defects on their apartment units or adjoining areas to the call center immediately to acquire appropriate action.

SECTION 5
FIRE EVACUATION AND EMERGENCY PROCEDURES

Residents are advised to comply with the following procedures to ensure safety during times of emergencies.

5.1 Fire Incidents

In the event that a fire has occurred, please follow these steps accordingly:

- Stay calm.
• Break the nearest fire alarm glass and push the button to activate the fire alarm.
• Call Qatar emergency number 999, then advise our Call Center hotline 800 4444.
• Inform all persons in the immediate area of danger.
• Switch off all electrical appliances and its main switch.
• Close the main valve of the gas pipe.
• If it is a small fire, try putting the fire off by using fire extinguishers.
• Do not remove your motor vehicle.
• Proceed to the nearest staircases for evacuation; do not use lifts.
• Do not return to the premises unless advised to do so by the Senior Fire Warden.

5.2 Emergency Evacuation

Evacuation maps are posted in various places inside the Property indicating your location in relation to the nearest exits, with what-to-do steps to vacate the premises during emergencies. Evacuation maps are part of the fire equipment of the Property and must not be tampered with any stickers.

From day one, you must familiarize yourself with the location of all exits from your Room/Apartment and of the building in which your Room/Apartment is situated. Attend fire awareness programs and participate in fire and evacuation drills when required by the Management.

In the event of emergency evacuation from the Property, please follow these steps accordingly:
• Stay calm.
• Follow the instructions of the Security Staff or Management Representative.
• Direct to the nearest assembly zone to your building or in the Property.
• Use the nearest staircases for evacuation; do not use lifts.
• Do not return to the building unless advised to do so by the Security Staff or Management Representative.

5.3 Use of Lifts

• There are service lift available in the building
• The building has passenger lifts bearing 630 kg or 8 people capacity with dimensions 123cm (L) x 456cm (W) x 789cm (H).
• Smoking in the lifts is prohibited.
• Children have to be under adult supervision when using the lifts at all times.
• Lifts have sensitive mechanisms and as such, please do not wedge or force the lift door to open longer than it should.
• it is the responsibility of the resident to ensure that movement of goods and equipment will not damage the interior of the lift.
• In case of fire, please DO NOT use the lifts.

5.4 Lift Traps

In the event of a lift trap, please follow these steps accordingly:
• Stay calm.
• Do not attempt to open the doors or get out of the lift.
• When mobile phone is present, advice a family member of your situation and location and/or call our call center hotline at 800 4444.
• Strictly follow the instructions given by responding Management Representative.

5.5 Usage garbage chutes & safety guidelines

• Carefully pack garbage using disposable bags adequately.
• Keep hands off the garbage chute tube while disposing.
• Maintain cleanliness at the Garbage Chute and surroundings.
• Open garbage chute door only when green light is “on”.
• Throw garbage to bins in case of chute is not working condition.
• Report defects and damages to 800 4444.
• Don’t throw burning cigarette, charcoal open flames into the garbage chute.
• Don’t throw pressurized containers, flammable/ combustible materials and other hazardous/toxic chemicals.
• Don’t throw any form of liquid into the chutes.
• Don’t open the chute door when red light is “on”.
• Don’t play with garbage chute doors and controls.
• Don’t throw garbage bigger than the chute door opening.
• Don’t leave the garbage in front of the chute.
• Children are not allowed to the premises of garbage chutes.

SECTION 6
INSURANCE

Tenants are recommended to possess and secure personal insurance, car insurance, personal belongings insurances, as well as third party liability coverage for protection against loss, damage to and/or theft of personal properties.

The Management assumes no responsibility for the personal properties of residents and/or their guests. Use of and presence on the common facilities is entirely at the risk of each and every Tenant. Neither Lessor nor Waseef is responsible for any loss, damage, theft or injury to persons or property (including but not limited to loss of life), which may arise from use of or presence on the common facilities by Tenant.

SECTION 7
BOUNCED CHECKS

All Tenants are required by the Management to provide postdated bank checks as security deposits and payment for the monthly rental in accordance to the amount required for the leased unit. In any case the check is dishonored or returned unpaid by the bank upon presentation due to insufficient funds, signature problem or inactive account, the Management shall inform the Tenant to immediately settle the same within 5 working days from the receipt of the notice; otherwise he shall face legal implications.
SECTION 8
LEASE RENEWAL & NON-RENEWAL PROCEDURES

The Management has set the following procedures for the renewal and non-renewal of leased units, with an objective to impart/improve Tenant’s understanding on the same in accordance to the terms and conditions stated on the Lease Agreement Contract.

The Management has full authority to declare whatever is rightful for the protection of its interest and business without any construed conflicts with the State Law of Qatar in regards to these procedures, and reserves the right to perform either approval/disapproval/negation of Contract Lease Renewal under the following terms and conditions stipulated in the lease contract.

SECTION 9
MOVE OUT PROCEDURES

In case a Tenant intends to move out from the apartment/Property, the following procedures should be strictly observed upon leaving the leased apartment, for any reason including the clearing of all obligations from the rent and to execute immediate release of Security Fund and other deposits. (Please refer to the Lease Contract for all applicable penalties.)

- The Tenant should give a notice period of at least 2 months from the date intended to vacate the apartment unit.

- The intention to vacate from the apartment/Property should be confirmed in writing. The Tenant should request the Lease Termination Form from the Management Office, fill-up and give back the same to the Management staff. Tenants are advised to keep a copy of this letter for future use and reference. Verbal notices will not be honored.

- 2 weeks prior to the intended move-out, the Tenant shall receive from the Management a Notice to Vacate through Q-post, personal visit or a call from Call Center.

- The period between 14 days before the date the Tenant intends to vacate the unit shall be arranged as a mutual date to fully inspect the Apartment for any defect. If defects were
found clearly in the premises, the Management Representative shall accomplish an **Assessment Report** which includes the **Cost of Repairs** to be signed and mutually consented by the Tenant. The **Assessment Report** will be forwarded to the Management’s office for review/approval of the cost for the necessary repairs, demolition and construction works as part of the reinstatement of the premises to its standard state. The cost of repair will be deducted to the Tenant’s Security Deposit. The remaining amount of the Security Deposit, if there’s any, will be given back to the Tenant after the successful completion of this period upon issuance of Clearance Certificate and finding a replacement Tenant. The Tenant is liable to pay the full amount of the cost of repair. In any case that the cost of repair is more than the amount of the Tenant’s Security Deposit, the Tenant shall provide the additional amount required. Prior to vacating an Apartment, all fees and charges payable by the Tenant under the Residential Agreement must be paid in full. This includes providing clearances from Kahramaa & QTel/Vodafone, if applicable.

- Moving out of the apartment should be completed by the time and date stated on the letter provided by the Management, unless otherwise it has been coordinated through the Managements office.

- The Tenant should also obtain approval letter from the Management for the entry/access of home-movers (trucks and manpower) to the Property.

- All personal belongings must be removed from Rooms/Apartments by 10:00 AM on the move-out date. Tenants should ensure that the apartment unit is left in a clean and tidy condition with all garbage properly disposed out. Should there be personal belongings left for more than 7 days in an unoccupied unit, it will be regarded as “abandoned goods” and may be sold by the Management office without any liability to any person/tenant.

- House keys are to be returned to the Management office before finally leaving the Property by completing the Unit Hand-over Form. **Your rent will continue to be charged until house keys are RETURNED.**

- Tenants can claim the remaining rental cheques, deposits, refunds, etc. from the Management after 45 days from the date of leaving the Property.

- Any other rules mentioned in Section 2.2 still apply.

- Should you require further assistance on this regard, please contact the Management Office directly.

**Note:** Head Lease-Corporate Tenant complies with the specific clauses stipulated in the signed lease agreement.

**SECTION 10**

**MANAGEMENT CONTACT DETAILS**

**WASEEF BUSINESS CALL CENTER**

<table>
<thead>
<tr>
<th>Hotline</th>
<th>800 4444</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>+974 4408 8511</td>
</tr>
<tr>
<td>Fax</td>
<td>+974 4408 8500</td>
</tr>
</tbody>
</table>
SECTION 11
ESSENTIAL CONTACTS

Qatar has a crime rate of virtually zero. The Qatar Police has highly efficient law enforcement and emergency procedures in place. However, in the event that you do need to report an emergency to the authorities, the numbers are listed below.

EMERGENCY TELEPHONE NUMBERS

- Police: 999
- Ambulance: 999
- Fire: 999

NEAREST HOSPITAL:

1. Hamad General Hospital  Tel.: +974 4439 4444
2. Al Ahli Hospital  Tel.: +974 4489 8888
3. Doha Clinic Hospital  Tel.: +974 4438 4333
4. Al Emadi Hospital  Tel.: +974 4466 6009
5. American Hospital  Tel.: +974 4442 1999
6. Qatar Medical Center  Tel.: +974 4444 0606
7. Family Medical Clinics  Tel.: +974 4451 4558
8. Al-Jazeera Medical Center  Tel.: +974 4435 1155
9. Apollo Clinic Tel.: +974 4441 8441
10. Al-Shefa Polyclinic Tel.: +974 4466 0330
11. Al-Rafa Polyclinic Tel.: +974 4444 0499
12. Euro Clinic Tel.: +974 4444 0156
13. Elaj Medical Center Tel.: +974 4443 0055
14. Al Mansour Medical Center Tel.: +974 4488 3377
15. Wajba Medical Center Tel.: +974 4482 3211

DIRECTORY ENQUIRY SERVICES
Qtel 180
Vodafone 111

SECTION 12
EXCLUSIONS AND OTHER PROVISONS
- Waseef will reserve the rights to alter, modify or add part or full of the Tenants Manual at the Management’s discretion without any prior notice
- Nothing herein contained shall prevent Waseef from taking such other lawful action as is necessary to prevent or remedy any violation
- All updates of the Tenants Manual will be published and made available in the Community Portal (http://www.waseef.qa/en/projects/barwa-city/)
- Tenants shall obtain such updates at his own convenience from the Community Web Portal.

SECTION 13
VIOLATION
- For any violation stated herein the Tenant’s Manual, Occupant shall pay a fine and/or penalty in accordance to Appendix 2. All costs and expenses involved shall be borne by the Tenant who has breached the Lease Agreement and/or contravened the rules stated in this Manual.
APPENDIX I

List of violations which include but not limited to:

<table>
<thead>
<tr>
<th>Environmental:</th>
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<tbody>
<tr>
<td>1 Cleaning carpet in balcony / window</td>
</tr>
<tr>
<td>2 Washing vehicles on street side/parking area</td>
</tr>
<tr>
<td>3 Drying clothes outside (windows/balcony)</td>
</tr>
<tr>
<td>4 Putting garbage outside/in corridor</td>
</tr>
<tr>
<td>5 Carelessly disposing garbage that are flammable / hazardous to health</td>
</tr>
<tr>
<td>6 Passengers/drivers/pedestrians throwing any garbage on the street</td>
</tr>
<tr>
<td>7 Leaving or throwing cars/furniture on road/pavement</td>
</tr>
<tr>
<td>8 Fixing ACs, satellites or other fixtures on the streets that can be harmful/annoyance to pedestrians</td>
</tr>
<tr>
<td>9 Barbeque activity in corridor</td>
</tr>
<tr>
<td>10 Odorous smell/smoke causing disturbance to others</td>
</tr>
<tr>
<td>11 Extremely loud volume of music/TV</td>
</tr>
<tr>
<td>12 Leaving shoes/putting shoe racks in corridor</td>
</tr>
<tr>
<td>13 Fixing/Leaving furniture fixtures/bicycles/toys in the common area</td>
</tr>
<tr>
<td>14 Picking/breaking stems of shrubs/plants</td>
</tr>
<tr>
<td>15 Waste or permit to be wasted any water in the apartment.</td>
</tr>
<tr>
<td>16 Cause or permit to be inserted or place or left in the sinks, lavatories, cisterns or any pipe any rags, dirt, rubbish, refuse or other substance likely to cause any obstruction or blockage therein.</td>
</tr>
<tr>
<td>17 Keeping and bringing dog or other farm animals or unauthorized pet into the apartment</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Parking Violations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Parking on the roadside</td>
</tr>
<tr>
<td>2 Parking on the pavement</td>
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<tr>
<td>3 Parking on the two parking spaces</td>
</tr>
<tr>
<td>4 Parking in &quot;No parking &quot; areas</td>
</tr>
<tr>
<td>5 Parking that can hamper the flow of traffic</td>
</tr>
<tr>
<td>6 Parking that can cause damage to property</td>
</tr>
</tbody>
</table>
8. Parking in front of the lobby or driveway
9. Accidents that can cause damage to property
10. Using parking area as for recreation, storage or repair works
11. Driving in “No Entry” area
12. Over speeding
13. Driving in opposite direction
14. Unacceptable behavior (i.e. any disturbance or disrespect to other motorist)
15. Depositing bicycles or other vehicles, goods, parcels, cases, refuse litter or any other thing in or upon the common passages, staircases, lifts or any other common area
16. Cause any obstruction in or on the approaches private roads or passage ways by leaving or parking or permitting to be left or parked any motorcar, motorcycles or other vehicles belonging to or owned by the house guest shall also observe all regulations made by the Waseef relating to the parking of such vehicles

**Damage to Property:**
1. Vehicle spilling any greasy fluid/oil on the road/pavement that may cause accident or damage to property
2. Parking that can cause damage to property
3. Breaking locks of corridor area
4. Breaking door locks
5. Breaking light fixtures
6. Flood due to negligence
7. Causing any damage to property (internally or externally)
8. Causing damage to landscaping area (plants, greenery, signage, etc.)
9. Fixing window grills
10. Misuse of facilities and utilities
11. Holes caused by satellite antenna installation
12. Made holes inside the apartment without prior approval
13. Erect or permit to project outside apartment any wireless or television aerial or other obstruction nor do o permit to be done anything to the external walls
14. Erect or place or permit to be erected or placed on the any erected walls of the apartment or in any part of the common areas of the Building any sign advertisement or any notice of any nature whatsoever
15. Drive nails or screws into or otherwise cut, maim, damage, injure or in any way damage or deface any floors, ceilings, wall partitions, timbers, or any part of the apartment
16. Install any air-conditioning unit or any other electrical systems or apparatus in the apartment without prior written consent of the management.

**General Violations:**
1. Children activating fire alarm
2. Children playing fire hydrant
3. Children playing in restricted areas
4. Children playing on cars
5. Children throwing gravel in the street / on cars
6. Children playing in fire exit / emergency staircases
7. Allowing his/her/their children (if any) or their employees’ or visitors’ children to loiter or play in or about any entrances, landings, passages, stairways, lifts, public halls or any other common area
8. Disrespectful clothing when using the common area
9. Home based businesses
10. Guests who stay overnight without prior approval from the Management office
11. Tenants/Guests caught with alcohol and other illegal substance in the common areas
12. Unauthorized entry to Kahramaa Substations
13. Unauthorized entry to the roof top of the buildings
14. Alter or install any lock on any doors of the apartment
15. Breaking any of the government regulation

**APPENDIX II**
**(FINES AND PENALTIES)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Fine per occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Breaking Light Fixtures</td>
<td>QAR 300</td>
</tr>
<tr>
<td>2</td>
<td>Penalty for Unauthorized Disposal of Bulk Waste</td>
<td>QAR 500</td>
</tr>
<tr>
<td>3</td>
<td>Maximum Penalty for all other violations</td>
<td>QAR 5,000</td>
</tr>
</tbody>
</table>