



**SIGMA HOMES**  
OWNERS ASSOCIATION MANAGEMENT SERVICES



## PLAZZO HEIGHT COMMUNITY RULES

We don't just manage properties with you  
we create *Memorable* experiences and  
build sustainable communities.

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## COMMUNITY RULES FOR PLAZZO HEIGHTS, JVC

### Table of Contents

- Introduction
- Definitions
- General Restrictions
- 2.1. Noise and Nuisance
- 2.2. Privacy
- 2.3. Abuse of Staff
- 2.4. Pets
- 2.5. Hazardous Activities
- 2.6. Dumping and Trash Management
- 2.7. Littering and Vandalism
- 2.8. Use Restrictions
- 2.9. Household Staff
- Use of Facilities and Access Regulations
- 3.1. Recreation Areas (Pool, Gym, BBQ Area) and Playgrounds
- 3.2. Sports Areas
- 3.3. Swimming Pools
- 3.4. Service Plant, Filtration, and Telephone Rooms
- Vehicles and Parking Restrictions
- 4.1. Access Control
- 4.2. Parking
- 4.3. Road Usage and Road Safety
- 4.4. Commercial Vehicles
- 4.5. Emergency and Maintenance Vehicles
- Maintenance and Aesthetics
- 5.1. Yards and Landscaping
- 5.2. Pest Control
- Home Appearance
- 6.1. Windows
- 6.2. Exterior Attachments
- 6.3. Laundry
- 6.4. Holiday/Celebration Decorative Lighting
- 6.5. Signage
- 6.6. Patios and Balconies

- 6.7. Home Improvement

7. Short-Term Rental (STR) Policy

8. Contact Information

## Introduction

These Community Rules are established for the benefit of all owners and residents of Plazzo Heights to foster a harmonious living environment. These rules aim to:

- Maximize the enjoyment of each home, the common areas, and the building facilities.
- Promote a serene, attractive, and safe environment for all residents, families, guests, and staff.
- Maintain, preserve, and enhance property values within the community.

Adherence to these rules is mandatory. Violations will be subject to enforcement, including written notices and penalties.

## 1. Definitions

1.1. **Apartment/Unit:** A residential unit within Plazzo Heights

1.2. **Building:** The entire G+4P+15+R structure known as Plazzo Heights.

1.3. **Common Areas:** All areas, facilities, and amenities within Plazzo Heights that are not designated as private units, including but not limited to lobbies, corridors, elevators, stairwells, shared recreational facilities, and parking areas.

1.4. **Community Manager:** The individual or entity appointed by the Owners Association to manage the day-to-day operations of Plazzo Heights.

1.5. **Plazzo Heights:** The specific B+P+5+R commercial and residential building located at JVC.

1.6. **Owner:** The legal owner of an apartment unit in Plazzo Heights, including those whose title registration is pending, and their heirs, successors, and assigns.

1.7. **Resident:** Any person occupying an apartment unit, including owners, tenants, and their family members, guests, and domestic staff.

1.8. **Tenant:** A person renting an apartment unit from the owner.

1.9. **Owners Association:** The association comprising all apartment owners in Plazzo Heights, responsible for the overall governance and management of the building.

1.10. **Service Charges:** Fees levied on owners to cover the costs of maintaining, managing, securing, repairing, and replacing the Common Areas and facilities of Plazzo Heights.

1.11. **Special Levy:** A one-time fee imposed on owners for significant, unbudgeted expenses, as approved by the Owners Association.

1.12. **Violation Penalty:** A sanction imposed for non-compliance with these Community Rules.

## 2. General Restrictions

### 2.1. Noise and Nuisance:

- No activities that cause nuisance, annoyance, or offense to other residents are permitted.
- This includes, but is not limited to, excessive noise from pets, audio-visual equipment, musical instruments, and vehicles.
- The use of garden equipment and power tools is restricted to 8:00 AM to 6:00 PM on weekdays only. No construction work is allowed on weekends or public holidays.

### 2.2. Privacy:

- Residents must respect the privacy of others.
  - Looking into neighboring units or windows is prohibited.
  - Residents are responsible for their own privacy through appropriate window coverings.
- ### 2.3. Abuse of Staff:
- Verbal or physical abuse of building staff is strictly prohibited.
  - Complaints regarding staff treatment should be submitted in writing to the Community Manager.



#### **2.4. Pets:**

- Only domestic household pets (dogs, cats, birds, fish, and reptiles) are allowed.
- Pets must be kept in a humane manner.
- Pets must not create noise or become a nuisance.
- Dogs must be leashed in Common Areas.
- Pet owners are responsible for cleaning up after their pets.
- Pet food should not be left in common areas.

#### **2.5. Hazardous Activities:**

- Hunting, trapping, and the discharge of firearms (including toy guns and air guns) are prohibited.
- Open fires are prohibited, except in designated barbecue units.
- Activities that endanger the health or safety of others are prohibited.
- Nothing shall be done that may increase the building's insurance rates or cause its cancellation.

#### **2.6. Dumping and Trash Management:**

- Dumping of any waste materials is strictly prohibited.
- Residents are responsible for the proper disposal of household waste and garden refuse, using designated trash containers and bags.
- Arrangements for the disposal of large or heavy items are the responsibility of the resident.
- Weeds, rubbish, and unsightly materials must not accumulate on units.
- Service areas and stored materials must be appropriately screened.
- Incinerators are prohibited.

#### **2.7. Littering and Vandalism:**

- Littering, graffiti, and vandalism are strictly prohibited.
- Residents are liable for the cost of cleaning, repair, or replacement resulting from such activities.
- Serious vandalism will be reported to the police.

#### **2.8. Use Restrictions:**

- Apartments are designated for single-family residential use only, unless otherwise stated.
- Companies may not accommodate bachelor employees if the premises are being shared with other bachelors.



- Commercial activities are prohibited in residential units without prior written permission from the Owners Association.
- All leases must include an undertaking by the tenant to adhere to these rules. The owner remains ultimately liable.
- Short-term rentals (less than twelve months) and room rentals are prohibited.
- Owners are responsible for ensuring that all occupants comply with these rules.
- Residents must comply with all applicable laws and regulations.
- Owners must adhere to easements and restrictions.
- Owners must carry property insurance.

### 2.9. Household Staff:

- Household staff (maids, drivers, etc.) must hold valid UAE residence visas.
- Owners and tenants are responsible for ensuring their directly sponsored staff are the only staff accommodated.

## 3. Use of Facilities and Access Regulations

### 3.1. Recreation Areas (Pool, Gym, BBQ Area) and Playgrounds:

- Facilities are for the exclusive use of owners, residents, their families, and guests.
- Residents are responsible for ensuring their guests do not impede access for other residents.
- Users of facilities do so at their own risk and must adhere to posted rules.
- Children under 14 years old must be supervised by an adult (18 years or older).
- Pets are prohibited in sports areas, gyms, pools, and playgrounds.
- Individuals are responsible for any damage they cause to common areas.

### 3.2. Sports Areas:

- Skates, skateboards, and bicycles are prohibited.
- Stereo equipment (unless with headphones) is prohibited.
- Appropriate attire is required.
- Table tennis tables are not allowed in sitting areas or playgrounds.
- Football and noise-generating activities are prohibited in sitting areas and playgrounds.
- Lights and equipment must be turned off after use.
- The Owners Association may close facilities for maintenance or special events.



### 3.3. Swimming Pools:

- Running, jumping, and pushing are prohibited.
- Diving and acrobatics are prohibited.
- Activities that disturb other residents are prohibited.
- Children under 14 must be supervised by an adult.
- Showering before using the pool is required.
- All posted pool rules must be followed.
- Lifeguard/pool supervisor decisions are final.
- 3.4. Service Plant, Filtration, and Telephone Rooms:
- These areas are strictly off-limits to unauthorized persons.

## 4. Vehicles and Parking Restrictions

### 4.1. Access Control:

- Only bona fide owners, residents, their families, domestic employees, and guests are allowed in the building.
- Delivery personnel, taxi drivers, and school bus drivers are allowed for drop-off/pick-up purposes but must report to security.
- Service providers and contractors must have approved permits from the Community Manager.

### 4.2. Parking:

- Residents and guests must use designated parking spaces.
- Parking on pavements, gardens, or lawn areas is prohibited.
- Unauthorized overnight parking is prohibited.
- Oversized vehicles are restricted.
- Specific vehicles are restricted (dune buggies, watercraft, RVs, etc.).
- Inoperative vehicles must not be visible.
- Vehicle repairs in common areas are restricted.
- Residents are responsible for their guests' parking.
- Parking in handicapped spaces without authorization is prohibited.
- Storage in parking bays is prohibited.
- Parking must not obstruct entrances or exits.
- Street parking is not assigned.
- Dismantled or wrecked vehicles are prohibited.
- Trailers, trucks, boats, and recreational vehicles cannot be used as living areas.
- Violations may be reported to authorities or result in a Notice of Violation.



#### 4.3. Road Usage and Road Safety:

- The maximum speed limit is as posted.
- Dangerous or noisy vehicle operation is prohibited.
- Dirt bikes and similar vehicles are prohibited.
- Vehicles leaking fluids must be removed or repaired.
- Car stickers/access cards must be used only by owners and tenants and returned upon vacating.
- Pedestrians have the right-of-way.
- Storage on walkways and footpaths is prohibited.

#### 4.4. Commercial Vehicles

\* Commercial vehicles may not be visibly parked for more than four hours, except when providing delivery or service.

#### 4.5. Emergency and Maintenance Vehicles:

\* These rules do not apply to emergency vehicle repairs or operation.

\* Temporary use of construction vehicles and facilities is permitted for approved construction.

\* Major vehicle repairs in carports or common areas are prohibited, except for emergency repairs to move the vehicle.

\* Changing vehicle oil or other fluids in common areas is prohibited.

### 5. Maintenance and Aesthetics

#### 5.1. Yards and Landscaping:

- Owners are responsible for maintaining their landscaping in a neat and tidy condition.
- The Community Manager will determine acceptable maintenance standards.
- Major landscape improvements require prior approval.
- Sinking water wells or desalination plants is prohibited.
- Discharge of pool water or wastewater into the sewer network and dumping rubbish is prohibited.
- Discharge of wastewater or dumping of rubbish onto adjacent plots, roads, streets or common area is prohibited.

#### 5.2. Pest Control:

- Units should be treated for pests before occupancy.
- Residents are responsible for pest control within their units.
- The Owners Association is responsible for pest control in common areas.



## 6. Home Appearance

- 6.1. Windows:
  - Windows must not be covered with paper, paint, tinfoil, or sheets.
  - Window screens must be maintained.
  - Safety screen installation requires prior approval.
- 6.2. Exterior Attachments:
  - Exterior antennae require approval and must not be visible.
  - Attachments to the building exterior require approval.

### 6.3. Laundry:

- Hanging laundry outside is prohibited.
- 6.4. Holiday/Celebration Decorative Lighting:
  - Temporary holiday lighting is permitted during Eid and other holidays.
  - Flashing lights or lighting that creates a glare are prohibited. White string lights are preferred.
  - Permitted lighting may be installed 10 days before and must be removed 10 days after the holiday.
  - Lighting causing complaints must be turned off or removed.
  - Private parties/get-togethers in common areas require prior approval.

### 6.5. Signage:

- "For Sale," "Lease," or "Rent" signs are prohibited.
- Commercial signage during construction is allowed for the duration of the work permit.
- Signs in common areas require approval.
- Signs, banners, and flags on balconies, roofs, and windows are prohibited.
- Non-compliant signs will be removed at the owner's/resident's expense.

### 6.6. Patios and Balconies:

- Patios and balconies must not be used for storage.
- Items must not be hung from balcony railings or windows.
- Items on balconies must not exceed the balcony wall, except for approved items.
- Storage of combustible items is prohibited.
- Items must not be placed on top of walls or railings, and water from potted plants must be contained.
- Improvements to balconies, entries, or patios require prior approval.

### 6.7. Home Improvement:

- Alterations or improvements must comply with the community's Architectural Guidelines.



Alterations or improvements require prior approval from the Owners Association.

- Approved projects must display the No-Objection Certificate (NOC) or approval documents prominently at the site during the work and be kept on file.

## 7. Short-Term Rental (STR) Policy

To ensure a secure, well-managed, and regulation-compliant environment, the following guidelines and administrative fee structure apply to all units operating as Short-Term Rentals (STRs), including but not limited to Airbnb, Booking.com, or other holiday home platforms:

### 7.1 Purpose of the Administrative Fee

This fee supports the Association's operational efforts in managing STR activities, including:

- Guest movement tracking and access facilitation
- Regulatory and DTCM compliance coordination
- Recordkeeping and system updates
- Security coordination and gate pass issuance
- Enforcement of community rules and protocols

### 7.2 STR Administrative Fee Structure

Effective 1st May 2025, the following fee structure will apply:

- **Option 1: Annual STR Admin Fee**
  - AED 1,500 per unit/year
  - Payable in advance at the start of STR operations or annually thereafter
  - Covers unlimited bookings during the valid period
- **Option 2: Per Guest Stay Admin Fee**
  - AED 100 per guest stay
  - To be settled monthly or within 7 days after each guest check-in
  - Hosts must register each stay with the Association portal Iskaan or Management Office

### 7.3 STR Registration Requirements

All unit owners operating STRs must submit the following:

- Valid DTCM Holiday Home Permit
- Owner/Operator Emirates ID copy
- Guest Pre-arrival Registration Form (for each booking)
- Acknowledgment of Community Rules
- Payment of STR Admin Fee (based on selected model)

### 7.4 Non-Compliance

Failure to register STR operations or pay the administrative fee may result in the following:

- Suspension of guest access
- Formal notices or penalties in line with community by-laws
- Escalation to local authorities if persistent

### 7.5 Action Required

If you are operating or planning to operate your unit as a holiday home, kindly:

- Register your unit with the OA Office
- Choose your preferred admin fee model
- Ensure compliance with the above requirements

### 8. Contact Information

- Dubai Police: 999
- DEWA: 991
- Dubai Civil Defence: 997
- Sigma Homes OAMS: 045545670
- Al-Ameen Services: 971 54 800 4444

