

**WELCOME** *Home*

**M**  
PROPERTY  
MANAGEMENT

HOUSE RULES AND GUIDELINES





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# Building *Beautiful* Lives //

A very warm welcome to you and your family. You are now a member of the **Le Mirage** family. We are delighted to have you stay with us.

We always put you our residents in the center of all we do. Which is why we've put together a set of house rules for all to follow.

We trust you and your family will make the effort to familiarize yourself with these rules and follow them in our properties.





## HYGIENE//

Dumping of waste in parking lots, rooftops, balconies, corridors, walls and facades of houses and buildings, both public and private is strictly forbidden.

### TENANTS SHALL NOT

- Leave waste, trash bags, food waste or waste paper in front of houses, roads or public places.
- Wash vehicles and machinery in unacceptable places.
- Allow waste water to flow onto public roads.
- Throw tissue paper, waste, empty cans and garbage or spit on the sidewalks or public places.
- Clean or dry carpets, blankets or clothes outside the windows or on balconies overlooking the roads or public places.





- Throw or leave waste, rubbish, trash bags or empty cans on the front of public stores or shops or outside the waste bins.
- Occupy squares, roads, streets, lanes, alleys, sidewalks and public areas with abandoned vehicles or old equipment.
- Shall not cause, permit or make any loud noises which unduly disturb the reasonable comfort of other tenants in the rented premises.
- Install or permit to be installed over any windows or doors any flags, sheets, towels, metal, or other similar items which, in the sole opinion of the landlord are detrimental to the appearance of the building.

It is up to all of us to ensure that our surroundings are **clean** and **hygienic**.



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## CORRIDORS & COMMON AREAS//

We request that all tenants follow our guidelines for proper usage of the corridors and common areas.

- Corridors must be free at all times from any obstacles related to the tenant or his/her guest (including shoes, bicycle and other personal belongings.)
- Music volumes should respect the privacy of other residents.
- Only a momentary lack of supervision puts a child at risk. It is the tenant's responsibility to supervise their children or visitors at all times around the building compound and common areas to prevent unforeseen accidents. To protect our children, we strictly forbid them from playing or loitering around in the basement and parking areas, elevators and stairways.
- Tenants shall not place or do anything to impair the structural length of the building or any acts which change the exterior facade/appearance of the building.
- Tenants are not allowed to place waste materials outside apartment doors, in stairwells, and corridors. All waste should be placed in dedicated garbage containers.

# WALL DRILLING OF TELEVISIONS//

- Any request to wall drill televisions inside the apartment must be approved by the respective property manager.
- The task of wall drilling televisions is to be strictly carried out by the **Le Mirage** maintenance team.
- Upon non-renewal of the contract, we request that the TV be returned to its original place by our maintenance team.
- All costs related to the installation will be charged to the tenant. This includes the charge of covering up any damage to the walls and repainting of the same.







## PAINTING OF WALLS & APARTMENT INTERIORS//

- The altering or changing of original colors on walls in all our properties requires prior approval.
- Approval may be given on a case to case basis and all requests for changing wall colors need to be addressed to the respective property manager.
- If the request is granted, the wall will be painted at the tenant's expense.
- On vacating the premises, all wall colors and paints should be restored to their original color by our maintenance team at the tenant's expense.



## USE OF BALCONIES//

We ask that you please refrain from the following:

- Install fencing of any kind on your balconies or terraces.
- Drying of laundry on your balcony.
- Use of BBQ grills is strictly prohibited and tenants are advised to refrain from using any grills on their balconies.

*Request you to kindly follow the above decorum.  
Disregard of the above rules as a tenant of **Le Mirage**  
will lead to penalties.*





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- Pets should be kept within the confines of the owners unit and must not be allowed to roam freely around the property premises. They are not permitted in the common areas, open spaces and common facilities. Whenever taken-out of the unit, pets must be secured with a leash and should be properly supervised.
- The owner who walks pets is advised not to let their pets urinate or defecate in the common ground areas, elevators/lifts or garden as it will cause wilting of grasses and plants.
- The owner should be responsible for cleaning the dirt or spoilage caused by their pets in the common areas or open spaces. Pet droppings must be disposed of properly. It is the owners responsibility to remove the feces and dispose the same in a garbage bin. This must be done immediately.
- Owners are advised that undue disturbance of pet's barking without provocation is to be avoided. If pets continue barking without provocation or cause a disturbance to other residents, the pet will not be allowed to be kept on the property.



- Your safety and privacy is our primary concern. Kindly be informed that Le Mirage Property Management possess a spare key for all units.
- Rest assured that the spare key will be used only in the event of an emergency or an unpredictable circumstance arising out of the tenants absence or for housekeeping services (if applicable).





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## NON-SMOKING AREAS//

- Our goal is to ensure all our tenants enjoy a pleasant, healthy and hygienic environment. Although we greatly respect your privacy and have no wish to curtail your personal habits and preferences, we ask that certain common areas be respected as **“SMOKE-FREE”** zones.
- These public/ common areas include **elevators, the jogging track, hallways, and clubhouse.**
- Furthermore, we request that if you wish to smoke in your apartment, kindly refrain from doing so near or below the smoke detectors and have the balcony door open to ensure proper ventilation inside the apartment.





**Le Mirage Property Management** will issue all new tenants of the properties access cards as per the matrix below:

- If the access card is lost or damaged, the tenant will be charged a sum of **QR 125** to replace the same.

PROPERTY	ACCESS CARDS
Le Mirage Icon	2
Le Mirage Village	3
Le Mirage Elite	3
Le Mirage Corniche	2
Le Mirage Executive 2-BR	2
Le Mirage Executive 3-BR	3
Le Mirage Downtown 1-BR	2
Le Mirage Downtown 2-BR	2
Le Mirage Downtown 3-BR	3
Le Mirage City Walk 1-BR	2
Le Mirage City Walk 2-BR	2
Le Mirage City Walk 2-BR Duplex	4
Le Mirage City Walk 3-BR Duplex	6





## CAR WASHING//

Some of our tenants are getting their cars washed using chemicals and continuous running water which is damaging the interlock in the compound. This practice not only affects the aesthetics of the property but also creates issues with other tenants.

To avoid this, we encourage our tenants to take advantage of our car wash service through our car wash partners – *Details available with receptionists.*

We believe their **professional** and **eco-friendly service** will make your stay with us more convenient.





**NO GIFTS,  
PLEASE.**



This “**NO GIFT POLICY**” strictly prohibits all LMPM employees from receiving gifts from tenants regardless of the value or the reason.

This policy is in place to avoid situations which may influence the employee’s judgement in the decision-making process or put the employees in a position of conflict or obligation.

Any staff who receives gifts insisted by the tenant must **hand them over to the Property Manager** with proper documentation.



# CLUBHOUSES//

Our clubhouses provide you and your family with some of the best recreational facilities in Doha. We ask that you may please be mindful of the below rules when using our beautiful facilities:

- Clubhouses will remain open from 8:00 AM to 10:00 PM daily.
- Children below the age of 14 years must be supervised by their parents or guardians at all times.
- Visitors are not allowed to use the facilities in the absence of the tenants.
- Management permission is needed in case a guest has more than three visitors (additional charges may apply).
- All visitors need to register with the security.
- Smoking is not allowed in the clubhouse.
- Children are not allowed to bring toys to the clubhouse.
- To safeguard the privacy of other tenants, management permission is needed for filming and taking photographs in the clubhouse.



ساراب  
Sarab  
Club

Celebrate life

Welcome

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# USE OF THE SWIMMING POOLS//

We request you to please abide by our rules and regulations when using our pools.

- All swimmers are required to shower before entering the pool.
- Towels are available at the reception. Please dry yourself before leaving the pool side.
- Children below the age of 14 years must be accompanied by and observed by an adult.
- Please keep away from the pool inlets and drains.





- No glassware is allowed in and around the pool areas.
- Please ensure that trash is disposed of in the trash bins and washrooms are kept clean.
- Please be mindful of the pool depth at all times.
- Please do not use the gym if your body is still wet from a swim.
- Please report any unsafe conditions to the management immediately.
- Kindly note, the management is not responsible for incidents or accidents resulting from the misuse of the pool.
- Both ladies and gents are advised to wear proper swimming attires in the pool at all times.

# USE OF CLUBHOUSE FACILITIES BY VISITOR OF TENANTS//

We take pride in our clubhouse and always **go the extra mile** to ensure that our tenants have access to some of the **best facilities in Qatar.**





To ensure, our tenants enjoy these facilities and to keep access restricted, we request that you please follow the guidelines below:

- All visitors / non-tenants must register at the Guard House. The respective security personnel should always hand over a gate pass.
- Any visitor / non-tenants that wishes to use the clubhouse facilities & services will be allowed only if the guest / resident is present within the compound.
- Kids are allowed to use the facilities in the club house only with adult/ parental supervision.



## KIDS PLAY AREA

This play area is under CCTV surveillance. Kids playing in this kids play areas must abide by the following rules:

- All kids must be supervised by an adult - parents, guardians or caretakers.
- Dropping off kids without adult supervision will not be permitted.
- Shoes must be removed and placed in the shoe rack before entering the kids play area.
- Food and drink are not allowed inside the play area.
- Care must be taken of the play area in consideration of other kids who are using the play area.
- Items belonging to the kids play area must be returned after use.
- Management will not be responsible for any personal valuables left unattended and will not be liable for any loss or damages.







## OUTDOOR

### GENERAL PLAY AREA

- Kids should always be supervised by an adult when using the play area facility.
- Never push or pull one other while playing near playground equipment.
- Wear proper clothing. Make sure shoe laces are tied and avoid clothes that could get tangled.
- No standing on or jumping off the benches.
- Sit properly on equipment and do not overcrowd. If a piece of equipment has a handrail, make sure you hold it at all times.

**OPEN  
HOURS**

**8:00AM  
TO  
9:30PM**

### SLIDES

- Make sure shoe laces are tied and don't wear any clothing with loose strings on the slide.
- Be patient and wait for your turn in line before getting on the climbing ladder.
- Slide down feet first and sitting up, never head first or on your back, knees or stomach. Go down one at a time with no fancy tricks.
- Check the bottom of the slide to see if it is clear before sliding down. When you reach the bottom, get off and move away from the end of the slide.

### SEESAW

- Choose to pair up with a kid about the same size as you and only one child should sit on a single seat.
- Sit facing each other, not facing outside. Keep a straight back and grip the handles with both hands, so you balance yourself before you start playing.
- Coordinate with your partner and keep your feet to the sides, away from underneath the seat.
- Don't try to climb on to the middle of the see-saw, especially a moving one.



**ONE FAMILY,  
MANY CULTURES//**

You are now a member of the **Le Mirage** family. This family prides itself on living happily and respecting the many cultures residing in the **Le Mirage** community.

Our young ones are very special and we ask that you show special consideration, tolerance and patience in dealing with the kids in our community. In sensitive confrontations and altercations of any kind with kids, we ask that you please approach the parents so that situations can be handled with maturity.





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## USE OF MULTIPURPOSE ROOM//

OPEN  
HOURS

9:00AM  
TO  
10:00PM

We are delighted to offer our multi-purpose rooms to our residents for discussions, events, parties, conferences, etc. Kindly take note of the following protocol, rules and regulations to be followed:

- Tenants must visit the front office to pay a non-refundable booking fee towards the use of the room.
  - Reservations must be made at least 48 hours prior in advance.
  - Upon confirmation of the booking, residents will be required to pay a refundable security deposit.
  - It is the responsibility of the tenant booking the room to clean the room after the event and hand over the same in good condition back to the **Le Mirage** team.
- Should the tenant fail to do so, a sum of **QR 800/-** will be deducted from the security deposit. Should there be any damages to property, an estimation of the damage will be conducted. Following which the tenant will be notified and charged accordingly.

- **Le Mirage Property Management** team must be informed about any arrangements for the use of personal furniture or equipment. Arrangements to bring in the furniture or equipment should be made at a designated time. The individual making the reservation will be held responsible for any and all damages that may occur during the use of the facility.



Celebrate life

Share Together  
شراكة  
SHARAKA  
التكاتف

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## ACCESS TO CLUBHOUSE & FACILITIES//

Le Mirage **Elite** and **CityWalk** facilities are strictly accessible by its in-house tenants.

The rest of all properties welcome all tenants by booking and making reservations 48 hours before the visit date through the Reception or Front Desk.

We ask that Le Mirage residents please follow the below procedure for access to clubhouse/ facilities:

Access cards will be available in the property Reception.

- You are required to fill in a form and leave your QID at the Reception.
- After using the facilities, please return the access card to the Reception and collect your QID.

*Kindly note lost or damaged cards will incur a charge of QR 125/-*







## WHEN YOU TRAVEL//

We highly recommend you follow some “good practices” in order to avoid any untoward incidents in your home.

- Switch off all electricity connections other than the power supply to your refrigerator and keep the refrigerator thermostat in the minimal position.
- Either keep all air-conditioning units switched ON at a standard of 24 degrees C or switch them off.
- Inform maintenance to switch off the main water supply in the apartment. (To close all shutoff angle valves to prevent any major flooding if a pipe fails).
- Unplug all electric-operated appliances and equipments from its electrical socket.







- All doors, windows e.g. main door, bedroom, balcony must be securely closed and locked. (Draw curtains to keep excessive heat out (this will help any A/C left on), it will also help to minimise dust).
- Run the washing machine and dishwasher on maximum temperature settings to prevent them smelling. (The high temperature can kill any bacteria present, especially in washing machines. Cleaning the detergent drawer will also be beneficial).
- Keep toilet lids down and ensure that floor drain covers are fitted properly, put plugs in sinks to prevent pests entering the property when sanitary ware isn't used for any length of time.
- Kindly inform the Reception of your updated contact details including phone number and email address whenever you will leave for vacation for their kind information in case of any emergency.

*Kindly be advised the above are intended to be used as guidelines. The management will not be held responsible for any damages caused by the adherence or non-adherence to the above.*





## HOUSEKEEPING AND MAINTENANCE REQUESTS IN YOUR ABSENCE//

In the event, you request for housekeeping or maintenance services to be carried out in your absence, we follow the below procedures:

Before you leave, we ask you to kindly fill in a form allowing our staff to enter your premises.

- If for any reason you are unable to fill out the form in person, please send us an email confirming your permission to grant access to our staff.





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In **Le Mirage**, we are **family**.  
We are **friendly neighbours**.



We **greet** each other with a **smile**, always **courteous**, **helpful** and **respectful**.





We have **fun** and **seize** the **moment**.



We **make memories** as we **celebrate life** and **make a difference** to the **world we live in**.







@lemirageqatar

P.O. Box 22000 Doha Qatar  
24/7 Call Center: +974 4419 0044  
[www.lemirage.qa](http://www.lemirage.qa)

proud member  [sharakaholdings.com](http://sharakaholdings.com)