



MOVING HOME?

A WE WILL FIX IT MOVING MAINTENACE GUIDE



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HERE ARE THE MAINTENANCE ISSUES THAT YOU SHOULD LOOK INTO BEFORE COMMITTING TO YOUR NEW PROPERTY IN DUBAI.

Moving to a new place is always an exciting, albeit stressful experience. Whether you are moving to a new home within your current area, or you are setting off on an adventure to a whole new city or country, there are lots of things to think about. This is especially true when it comes to Dubai. This middle eastern country is an extremely popular choice for relocation, thanks to the great climate, abundance of employment opportunities and friendly ex-pat communities. These benefits see thousands of people from around the world choosing Dubai for their new home every single year. However, while plenty of new apartments and villas are being built to accommodate the influx of new residents, many are plagued with maintenance issues that are hidden beneath their fresh, appealing exterior. If there's one thing that you don't need when relocating to a new home,

it's property maintenance issues. Nevertheless, they are very common and often overlooked, particularly if you don't know what to look out for.

If you are moving to Dubai, you are probably already looking forward to the change in weather. What you may not realise is that the climate in Dubai has the potential to cause home maintenance issues. With more than a decade of property maintenance experience, we've quickly learnt that all too often, people are swept away by the overall appeal of the home that they are considering, while important elements like the quality and condition of the systems serving that home receive very little attention. If you don't perform a proper pre-homeownership property maintenance assessment, you could find that your home has secrets that you just hadn't bargained for.

“I was shocked by its condition at handover”

One of our loyal customers, Elan, is all too aware of the effects of hidden maintenance issues. When purchasing her first Dubai home, WWFI customer Elan soon discovered that the previous owners had styled the three year old villa to disguise a variety of property issues. Live wires, broken concrete flooring and flooding were just some of the issues she faced. “I was shocked by its condition at handover”, she recalled. Unsurprisingly, these issues can cause considerable distress, disruption and expense that you may not be prepared for.

The most common maintenance issues affecting Dubai properties including:



Air
Conditioning



Electrics



Plumbing



Water Tanks



General
Maintenance

We understand the frustration of dealing with unpredictable maintenance issues. To help, we've created this guide to show you what to look for when considering a new home in Dubai.

Air Conditioning

Obviously, air conditioning is pretty much essential in any Dubai property, especially during the summer months when the mercury can regularly hit 40 degrees or more. Most Dubai properties are fitted with a central AC unit and the necessary ducts to deliver cool air to your rooms. Over time, the AC unit itself, along with the ducts and coils attract dust, dirt and harmful bacteria. Unless they are cleaned regularly, this could affect the quality of your air, cause respiratory problems and affect your overall health. Regular maintenance is especially important for anyone with allergies, or conditions such as asthma.

Some of the questions you may want to ask the current owner/landlord include:

- How many AC Units are in the property? You can work this out by counting the number of thermostats you have. Maintenance costs are usually calculated based on this number.
- When were the units last serviced? We recommend units are serviced every three to four months.
- When were the ducts last cleaned? For optimal efficiency and customer health, we recommend ducts are cleaned annually at a minimum.
- When were the evaporator coils last cleaned? This should be done every two years.

Properties that don't meet the recommended standard of maintenance are more likely to have problems with the air conditioning system that could cost you time and money.





Water Tank Cleaning

Unlike many other countries who have water direct to their homes, most Dubai apartments and villas are fitted with external water tanks which then pump water into the property. In time, not only are water tanks affected by dirt and bacteria, but insects and even small mammals can become trapped inside, contaminating the water supply. Although you won't be drinking the water stored in your water tank, you will be using to cook, wash dishes, take a shower and more, so ensuring its cleanliness is crucial. For this reason, the Dubai Municipality recommends all water tanks are cleaned at least once every six months.

Although there are no restrictions as to who can perform a water tank cleaning, only a handful of Dubai maintenance companies have met the rigorous high standards needed to be fully certified and Dubai Municipality accredited for water tank cleaning and disinfection, including our team at We Will Fix It. We recommend that anyone moving into a new home in Dubai schedules a comprehensive water tank cleaning service immediately.

Some of the questions that you should ask the current owner/landlord include:

- Does the property have an external water tank?
- When was the water tank last cleaned? Ideally this should have been within the last six months.
- Where is the main water valve located? This is important should you experience a leak and need to turn the water off.
- Was the most recent water tank cleaning undertaken by an accredited professional approved by the Dubai Municipality?
- What is the water pressure like? Check it for yourself as low pressure could indicate a plumbing issue.



Electrical Work

Electrical issues aren't just inconvenient; they can also be extremely dangerous. Electrocutation and fire are just two of the major hazards of undetected electrical hazards, which can be easily missed if you aren't looking for them. We know your new home needs to be perfectly safe for your family from the moment you move in, and we strongly advise that you undertake a comprehensive evaluation of the electrics before you commit. Some of the checks are things that you can perform yourself, but if you want further peace of mind, you can hire a qualified electrician to carry out an inspection on your behalf.

Some of the things that you should look out for include:

- Are all the switches working? If not, you should ask your landlord/the previous owner to repair them. Similarly, any cracked casings should be replaced. Count how many plug sockets you have so you can buy outlet covers ahead of moving in.
- Is there any discoloration around the switches? This can be an indicator of a build-up of heat and means that they should be checked by a professional.
- Do the electrics make a noise? Any crackling, fizzing or popping could be a sign of faulty wiring and should be assessed by a professional electrician immediately.
- Have previous electrical issues been handled by professionals? Interference from unqualified trades can cause further damage and leave your home safe.
- When was the last time the electrics in the property were checked? An annual check is the safest practice.
- Where is the fuse box located?





General Maintenance & Repair

The condition of a property tells you a great deal about how well it's been looked after, and whether there are likely to be any other issues lurking beneath the surface. Even if any wear and tear is superficial, they are likely to be things that you want to address either before you move in or shortly afterwards. It's important to get on top of repairs quickly, as failing to do so could potentially lead to more serious, inconvenient and expensive issues in the future.

Here are a few of the general condition/maintenance issues to be aware of:

- Are there any broken tiles? These aren't just cosmetic. Broken tiles can have sharp edges which can be dangerous and so should be repaired as soon as possible.
- Are there any signs of mold on the walls? Is the paint discolored or faded and requires refreshing?
- Can you see any visible cracks or holes in the walls or doors?
- Are there any stains on the ceilings which could suggest that the property has had a leak/suffered flooding at some point?
- Are the taps dripping or leaking?
- Are the drains operating efficiently or is water slow to drain away?
- Have you checked the smoke detectors to make sure they are working?

Most maintenance issues are simple and affordable to fix, but if there is anything you aren't sure about, speak to the landlord/current owner or our property maintenance team.



Long Term Maintenance Support

Once you've moved into your property, you'll be responsible for keeping on top of regular maintenance, as well as dealing with any issues that may arise. Regular maintenance is important, not only for keeping your home running smoothly, but also to keep your home systems working efficiently and cost-effectively. One of the best ways to protect you from unexpected breakdowns and ensure your home is properly maintained is to enter into a dedicated annual maintenance contract (AMC). These provide both regular maintenance visits on a set schedule and emergency call outs should you experience a home system disaster, like a flooded bathroom or AC breakdown.

Annual Maintenance Contracts provide Dubai residents with peace of mind because:



They are cost effective.

Unsurprisingly, it is much more cost-effective to carry out regular maintenance on home systems, than to repair or replace them, meaning a maintenance contract could save you money. You know that all of your regular maintenance services are covered, as well as having breakdown cover, all incorporated into one, affordable cost.

You have professionals on call when you need them most

Home emergencies often happen when you are least prepared for them. Having an Annual Maintenance Contract means that you have a trusted team that you can call on right away, rather than trying to call round different trades trying to find someone, anyone, who is available to come and help.

Fast Response.

When you have an Annual Maintenance Contract that includes breakdown cover, you can rest assured knowing that you will be seen as a priority. At We Will Fix It, we have a 90 minute emergency response time, and just 4 hours for non-emergency calls. Better still, we are available 24hrs a day, 365 days a year.

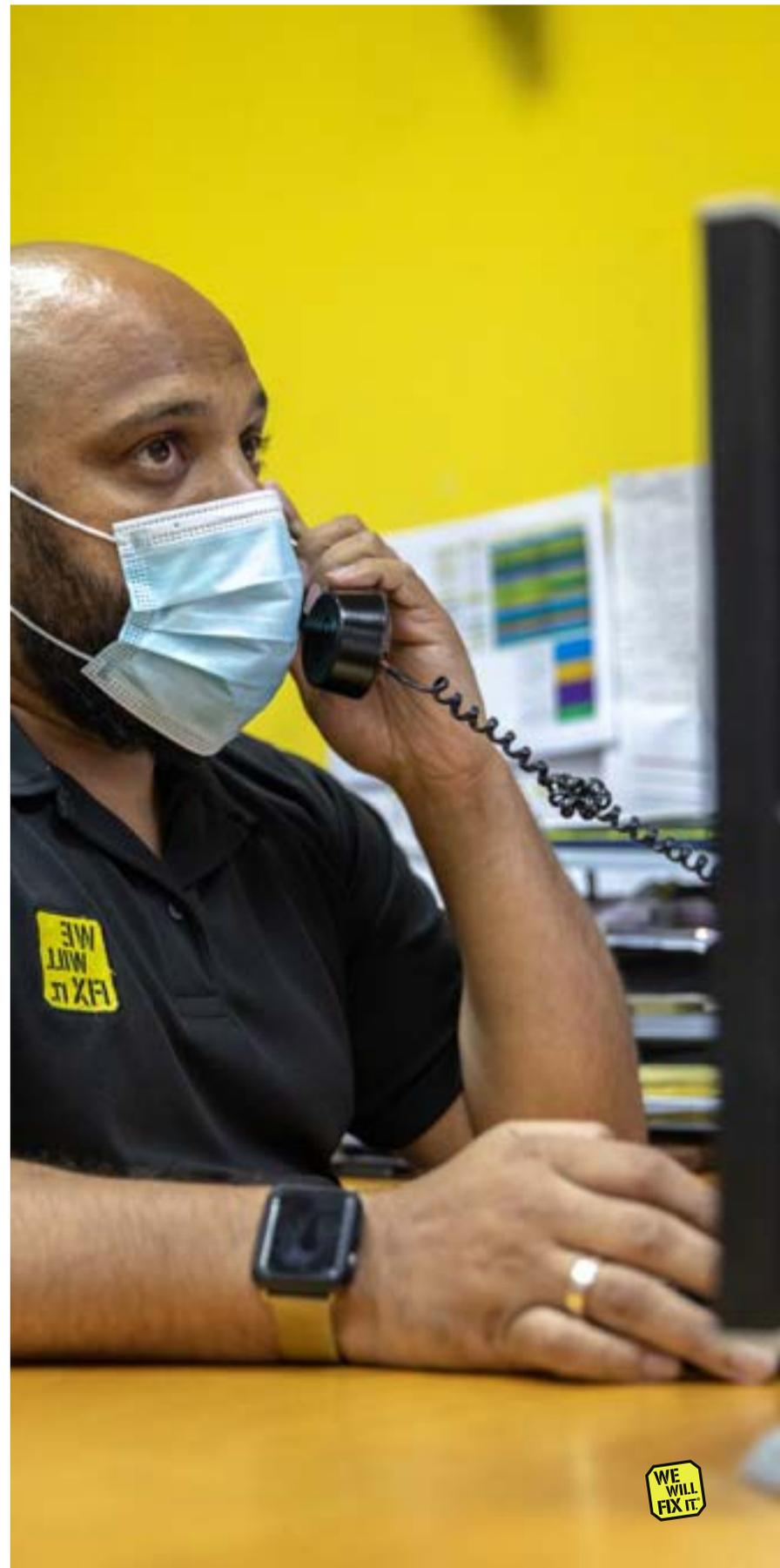
Keep your home running smoothly.

Breakdowns are disruptions to normal life that everyone would like to avoid. Regular maintenance and having a team on hand who can respond to your crisis quickly can ensure that your home continues to run as smoothly as possible.

If your landlord already has an Annual Maintenance Contract with a home maintenance company in Dubai, you may want to find out a little more about what's included. Some of the questions you could ask include:

- Who is the current Annual Maintenance Contract with and how long is it for?
- How many AC services are covered by the current contract?
- Is an annual water tank clean included in the cover?
- Is emergency support included in the contract? Are there any limitations?

Remember to check your individual policy to see exactly what is included in your Annual Maintenance Contract.





Wishing you many happy memories in your new home!

We hope that you now feel more confident in knowing what maintenance issues to look for when moving to a property in Dubai. If you have any questions, if you would like to speak to a team of British maintenance experts or if you would like to find out more about Annual Maintenance Contracts, the We Will Fix It team would be happy to help.