

RULE NO. 2 OF 2025

Violations Schedule Related to the Hygiene and Maintenance Standards for Properties and Public Areas

Effective: 2 May 2025

RUL-DHCA-02

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Failure to adhere to the provisions set forth herein may result in regulatory action, penalties, or other enforcement measures as determined by DHCA and in accordance with applicable laws and regulations.

In the event of any inconsistency between this version and the officially signed or published version, the officially signed version shall prevail.

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1. PURPOSE

This Rule is issued under the authority of Dubai Healthcare City Authority (DHCA) as granted by Law No. 16 of 2024, to establish and enforce hygiene, maintenance and engineering standards for Properties and Public Areas within Dubai Healthcare City (DHCC). This Rule aims to ensure public health, safety, environmental protection, and regulatory compliance within Dubai Healthcare City.

This Rule shall be read together with:

- DHCA Law No. 16 of 2024; and
- DHCA Rules and Regulations defined in this document.

2. REGULATIONS

Regulations set out the governance framework under which registered companies, Licensees, function in DHCC. All Licensees must comply with the relevant Regulations and applicable Rules, Policies, Standards and Guidelines.

DHCA Regulations are as promulgated and as may be amended from time to time.

- Governing Regulation No. 1 of 2013;
- Healthcare Professionals Regulation No. 2 of 2013;
- Complementary and Alternative Medicine Professionals Regulation No. 3 of 2013;
- Healthcare Operators Regulation No. 4 of 2013;
- Education Regulation No. 5 of 2013;
- Research Regulation No. 6 of 2013;
- Health Data Protection Regulation No. 7 of 2013;
- Company Regulation No. 8 of 2013; and
- Commercial Services Licensing Regulation No. 9 of 2013.

ARTICLE (1)

1.1 Definitions and Interpretations

Capitalized and abbreviated words in this Rule shall have the meaning indicated below:

Activity	means a business activity permitted to operate in DHCC
AED	means United Arab Emirates Dirhams
Authority	means Dubai Healthcare City Authority (DHCA)
DHCC	Dubai Healthcare City
DHCA	Dubai Healthcare City Authority
Free Zone	means Dubai Healthcare City Free Zone being regulated by the Dubai Healthcare City Authority
Licensing Regulations	means the Dubai Healthcare City Commercial Services Licensing Regulations No. 9 of 2013 as promulgated and as may be amended from time to time
Licensee	means the holder of the free zone limited liability company registered and licensed under Dubai Healthcare City Authority
UAE	means the United Arab Emirates
DM	The Dubai Municipality
DCD	Dubai Civil Defense
DP	Dubai Police
NFPA	The National Fire Protection Association
Property	includes facilities, buildings, structures or plots within the boundaries of the Free Zone owned by investors or forming part of the DHCC master community.
Public Areas	refers to areas, facilities or amenities beyond the boundaries of privately owned plots and areas that are open and accessible to people.
Hazardous Waste	means any waste material classified as hazardous under UAE Federal Law No. 12 of 2018 on Integrated Waste Management, including but not limited to medical waste, chemicals, biohazardous materials, radioactive substances, and electronic waste. This includes any material deemed hazardous due to its flammability, toxicity, corrosiveness, or reactivity as per the criteria outlined in the law
Facility Sanitation	means the required level of hygiene and maintenance as prescribed under DHCA regulations, including routine cleaning, pest control, waste disposal, and structural upkeep
Rule	This rule No. 2 of 2025
Engineering	Means the fit out and signage permits issued by DHCA in DHCC

1.2 Effective Date and Authority

This Rule shall take effect on the date of its issuance and supersedes all previous hygiene, maintenance and engineering standards for properties and public areas within DHCC.

1.3 Compliance Responsibility

1.3.1 Delegation of Responsibilities:

Wherever in this Rule an obligation or duty is placed on a Licensee, a Licensee is authorized to do any act to meet that obligation or duty unless otherwise provided. Such obligations, duty or act may be carried out by the Directors, Owners or Operators.

1.3.2 Adherence to DHCA Directives:

All Licensees shall adhere to DHCA directives, and compliance shall be the responsibility of Directors, Owners, and Operators.

1.3.3 Penalties for Non-Compliance:

Failure to comply shall result in penalties as outlined in Appendix 1.

1.4 Time Period Calculation

References in this Rule to time periods shall be construed in accordance with the Gregorian calendar. Whenever a period of time is referenced, it shall include every calendar day, except as provided below in Articles 1.5 and 1.6.

1.5 Weekend Consideration

When the last day of the period falls on a Saturday or Sunday, the period shall end instead on the following Monday.

1.6 Public Holiday Adjustment

When the last day of the period falls on a UAE or Dubai public holiday, the period shall end instead on the next working day.

1.7 Definition Of "Person"

Unless the context otherwise requires, any reference in this Rule to a "person" includes a reference to:

- A natural person.
- A corporate body, limited liability company, association or partnership.
- The legal or personal representatives, legal successors and lawful assigns of any such person.

1.8 Interpretation In Case of Conflicts

In the event of any inconsistency between this Rule and any other applicable law or regulation (whether issued by the Authority or otherwise), the Authority shall determine the correct interpretation, in alignment with prevailing UAE Federal and Emirate of Dubai legislations and each Licensee shall be bound accordingly.

1.9 Undefined Terms

Any word(s) used in this Rule but not defined within this document shall have the meaning as contemplated under the respective applicable Rules or Regulations.

ARTICLE (2)

HYGIENE, MAINTENANCE AND ENGINEERING STANDARDS IN DHCC

2.1 Compliance Requirements

All entities or persons (including but not limited to owners, contractors and operators) residing, working or operating within the Free Zone must comply with:

- Any health and safety policies, standards and guidelines issued by the master developer of DHCC and DHCA from time to time.
- DHCA Licensing & Compliance Regulations.
- Community hygiene and waste management rules issued by DHCA.

2.2 Facility Maintenance Responsibilities

- Property owners and/or operators are responsible for the maintenance and upkeep of the Property and shall ensure that all needed facilities management services are provided to Property by licensed and qualified service providers.
- Owners and operators shall ensure that all facilities are maintained in accordance with DHCA sanitation standards.
- Routine inspections must be conducted by Licensees to ensure ongoing compliance.

2.3 Waste Management Compliance

- All entities or persons (including but not limited to owners, contractors and operators) residing, working or operating within the Free Zone must comply with the DHCC community rules and the guidelines issued by DHCA or the master developer to regulate the use of the Public Areas in DHCC.
- Strict adherence to UAE Federal Waste Disposal Law for medical and hazardous waste is mandatory.
- Failure to dispose of hazardous waste properly shall be subject to immediate fines and possible license suspension.

2.4 Mandatory Reporting

- All incidents and accidents which occur at a Licensee's premises, and which result in a person needing medical attention, must be reported to the Authority within 24 hours of the date of the incident/ accident.
- Severe violations (e.g., fire hazards, contamination, medical waste breaches) must be reported promptly.

ARTICLE (3)

Inspection and Compliance

3.1 Inspection and Enforcement Authority

DHCA is authorized to conduct scheduled and unscheduled inspections within DHCC to ensure compliance with Free Zone Rules, Regulations, guidelines and requirements. DHCA reserves the right to enter any Property within DHCC at any time without prior notice. Licensees must fully cooperate with inspectors, failure of which shall result in administrative penalties.

3.2 Compliance Grading System

A compliance grading system shall be introduced to ensure adherence, incorporating:

- Warnings for first-time minor violations.
- Fines for major or repeated infractions.
- License suspension for serious or continued non-compliance.

3.3 Judicial Seizure and Closure

In case of serious violations or repeated incidents that pose a risk to public health and safety,

DHCA may:

- Issue immediate closure orders.
- Suspend licenses until corrective action is completed.
- Require mandatory retraining of facility management.
- Conduct further legal enforcement actions, if necessary.

ARTICLE (4)

Violations

4.1 Violations and Penalties General Violations

All entities or persons (including but not limited to owners, contractors and operators) residing, working or operating within the Free Zone committing any of the violations stipulated in Appendix 1, shall be subject to the penalties stated therein.

4.2 Unlisted Violations

Any violation concerning Hygiene, Maintenance and Engineering Standards in DHCC which is not explicitly listed in Appendix 1 shall be reviewed, and penalties may be imposed at the discretion of DHCA.

Appendix – 1: Violations Schedule Related to the Hygiene, Maintenance and Engineering Standards for Properties and Public Areas in Dubai Healthcare City

HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
Fire Safety					
H1	Tampering with fire detection & protection systems	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H2	Tampering or misuse of Life & Safety or MEP Equipment	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
H3	Noncompliance to isolation / de-isolation process	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H4	Usage of untested or unsafe tools/equipment during construction	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H5	Improper electrical connections & use of substandard electrical equipment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H6	Storing flammable material near ignition sources	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H7	Disposing hazardous waste in general waste	5,000.00*			
H8	Failure to secure fire detection and protection system (false alarm, leakage etc.)	Verbal / Improvement notice	500.00	1,000.00	2,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H9	Obstructing walkways and access to emergency equipment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H10	Failure to maintain the acceptable standards of housekeeping and trash management; building/facility maintenance	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H11	Placing the public and /or employees at risk due to failure to adhere to health, safety and environment (HSE) management requirement.	5,000.00*			
H12	Drainage system not connected / blocked /leaking	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H13	Failure to take the necessary procedures to prevent leakage or sewage water flow from buildings or prevent them from falling from sewage tankers on the roads.	10,000.00*			
H14	Disposal of sewage water by any means whatsoever in open areas or places not allocated therefore by DHCA or any other concerned authority.	100,000.00*			
H15	Failure to conduct periodic maintenance for lifts and other major machinery which causes safety issue.	5,000.00*			
H16	Failure to place safety signage or implement safety standards in hazardous areas or share swimming pools within the property.	-	1,000.00	2,000.00	4,000.00
H17	Cancel or change of using the waste room in the building, building complexes to any other activity that impedes the original use thereof in full or in part.	-	5,000.00	10,000.00	15,000.00
H18	Activities causing noise and nuisance to neighbors or adjacent properties (in exception to noise caused by permitted construction works between 7am and 8pm).	Verbal / Improvement notice	500.00	1,000.00	2,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H19	Stagnation of water from leakages and spillages	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H20	Storage of hazardous materials, containers in non-standard containments and undesignated areas	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H21	Disposal of clinical waste in sewer system	5,000.00*			
H22	Unsecured medical / hazardous waste containers / rooms	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H23	Disposing of general waste in places not designated for such purpose.	-	1,000.00	2,000.00	4,000.00
H24	Disposal of general waste or organic waste in public water	-	5,000.00	10,000.00	15,000.00
H25	Disposal of used oils in public sewage networks or septic tanks or by spilling it on pavements or roads or in places not designated for such purpose.	-	10,000.00	15,000.00	20,000.00
H26	Failure to report accidents which occur at the Licensee's premises, and which result in a person needing medical attention must be reported to the Authority within the required timeframe.	5,000.00*			
H27	Smoking inside the building and at non designated smoking areas	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H28	Failure to evacuate the building during an evacuation or obstructing occupants and creating safety risk during evacuation	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H29	Failure to inspect or maintain the fire alarm system, including inoperable strobes or horns, fire alarm control panel (FACP) troubles caused by tampering, poor maintenance, or the presence of fumes, dust, or combustion-related activities within the facility.	Verbal / Improvement notice	1000,00	2,000.00	4,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H30	Fire incident arising from unsafe acts, conditions within the premise	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
H31	Fire detection sensors deactivated or capped without permit	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H32	Hot work carried out without a permit	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
H33	Inappropriate storage of combustible material in undesignated areas with a potential of causing a fire.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H34	Activation of fire alarm due to horseplay	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H35	Storage of large quantities of flammable material (Solids, Liquids, gases) within the premise without DCD approval	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H36	Isolated / inoperable firefighting and suppression equipment	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H37	PPM for fire pumps not carried out as per DCD Code of Practice	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H38	Premise not adequately secured with Fire Detection Systems (FDS), Fire Protection Systems (FPS) and suppression systems	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H39	Non-compliance related to fire extinguishers includes failure to inspect and/or maintain them, missing units, obstructed access, use of improperly rated or depressurized extinguishers, or lack of labeling indicating extinguisher details and maintenance history.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H40	Over speeding / Parking in undesignated areas in building parking. Non-compliance with traffic rules and signs	Verbal / Improvement notice	500.00	1,000.00	2,000.00

HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H41	Inadequate illumination levels, both inside and outside the building premises, that do not comply with regulated standards.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H42	Failure to maintain records or obtain third-party certification, as required by regulated standards, for plant, equipment, and other high-risk activities.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H43	Non-compliance with sprinkler system requirements, including failure to inspect, test, or maintain the system, inadequate clearance below sprinkler heads, system deactivation, or absence of required Dubai Civil Defence (DCD) approval.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H44	Non-operational or obstructed standpipe and internal hydrant systems, lack of maintenance of external building fire hydrants, and failure to designate a clear emergency assembly	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H45	Hood system not inspected / maintained	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H46	Failure to comply with NFPA and DCD fire safety standards due to the unauthorized isolation of fire suppression valves without approved permits, lack of routine inspection and maintenance of fire suppression and detection systems, and the presence of inoperable or poorly maintained fire pumps and detectors.	Verbal / Improvement notice	1000,00	2,000.00	4,000.00
H47	Fire alarm horn / strobe device inadequate / in operable	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H48	Smoke Extract ventilation ducting system not inspected / maintained	Verbal / Improvement notice	500.00	1,000.00	2,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H49	LP gas cylinders unsecured, improperly located and stored	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H50	Protection / Detection system not provided for LP gas storage	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H51	Electrical switchboards, distribution panels, circuit breakers, capacitors banks not inspected & maintained	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H52	Lightning arrestors earth pit not inspected & maintained	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H53	Electrical rooms are not secured with fire protection and detection systems.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H54	Storage of combustible materials in electrical or mechanical rooms, poor storage/housekeeping, open electrical junction or distribution boxes, improper use of extension cords not rated for use, and unsafe or improper electrical connections are strictly prohibited.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H55	Inoperable elevator fireman service, failure to maintain elevator service records, absence or inaccessibility of elevator emergency keys, and lack of integration between elevators, escape stair ventilation fans, exit doors/barriers and the fire alarm control panel constitute serious violations.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H56	Presence of flammable / explosive atmosphere	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H57	Fire dept connection / dry riser inaccessible / obstructed	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H58	Building Internal fire hose discharge / Hose reels not maintained, leaking, no water when operated	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H59	Signage indicates the location of access routes, escape routes, location of firefighting equipment, storage rooms and other hazardous material, plant & equipment room not provided	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H60	Hazardous areas, plant and equipment room not secured with fire detection and protection systems	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H61	Emergency lights are not operable in emergency mode	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H62	Emergency generator not tested and maintained	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H63	Inadequate fire resistance construction for flammable storage areas and hazardous activities	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H64	Fire detection sensors deactivated / inoperable / missing or not replaced	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H65	Manual call point inoperable / missing	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H66	Obstruction of access, egress, escape routes, walkways, and access to emergency or firefighting equipment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H67	Scaring of emergency warning signs	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H68	Burning of naked flames, incense, inside building premises	Verbal / Improvement notice	500.00	1,000.00	2,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H69	Any discrepancies related to the fire alarm system, fire suppression, or fire detection systems; elevators and escalators; utilities; structural integrity; building services; HVAC systems; or construction site safety that are not in accordance with NFPA standards, DCD Code of Practice, or DM Building and Construction Codes	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
Occupational Health & Safety					
H70	Misuse of life and safety equipment	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H71	Carrying out High risk activities without approval from DHCA authority	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H72	Use of untested, uncertified or unsafe equipment	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H73	Any other activity that in the authorities' opinion violates HSE requirements	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H74	Obstructing walkways, Escape stairs and access to plants and equipment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H75	Operating equipment. machinery without license and approval / accessing undesignated areas of building without approval	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H76	Failure to comply with permit to work requirements	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H77	All major violations pertaining to the DCD / DM /DHCA HSE Code of Practice	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H78	Tampering of Life, Fire safety, Mechanical, Electrical and Plumbing systems	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H79	Non-compliance with Risk assessment checklists	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H80	Not reporting incidents (Accidents & Near miss related to People, Property and Environment). Failure to acknowledge HSE, security related communications within 24 hours	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H81	Unprotected vertical openings / shafts	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H82	Poor building / facility maintenance	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H83	Overflowing of sewage / wastewater in the open	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H84	Absence, poor condition, or failure to periodically change water cooler filters, as well as improper storage of drinking water bottles.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H85	Failure to clean water tanks, use of water tanks made from unapproved materials, or inadequate protection of tanks against contamination and pollution.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H86	Resting / Eating in undesignated areas	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H87	No record for water test results by DM approved lab	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H88	Poor ventilation and lighting	Verbal / Improvement notice	500.00	1,000.00	2,000.00

HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H89	Bad habits were observed by some employees while working. Smoking, not washing hands, low personal cleanliness, spitting, etc.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H90	Not notifying about Communicable / Zoonotic diseases	Verbal / Improvement notice	5,000.00	10,000.00	20,000.00
H91	Poor sanitation and waste management practices, including inadequate general cleanliness, unhygienic or poorly maintained housekeeping, absence or unsuitability of toilet facilities, and improper storage or disposal of medical waste	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H92	First Aid Box is not present / Insufficient supplies not as per DM guidelines	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H93	Cleanliness / sterilization of instruments and equipment do not take place / not suitable	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H94	Measuring instruments not calibrated / No instrument calibration records	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H95	Lack of hand washing facilities Soap / Paper towels /	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H96	Creating health nuisance	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H97	Un-authorized use of container / portacabin. (Poorly designed, congested, storage of hazardous material)	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H98	Improper / inadequate securing of excavations / trenches	Verbal / Improvement notice	500.00	1,000.00	2,000.00

HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H99	Improper / Incomplete erection of scaffold fixed and mobile work platforms without approved testing and inspection certification.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H100	Improper ventilation design as per applicable DCD life safety code	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H101	Using solvents/ detergents/ aerosols in poor ventilated places.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H102	Failure to maintain an efficient and suitable HVAC system capable of providing proper fresh air rates, non-implementation of indoor air quality requirements, use of unsuitable, unclean, missing, or improperly fixed air filters, unclean ducts or insulation promoting microbial growth, obstructed or improperly located fresh air inlets, and the use of non-compliant materials in A/C systems standards.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H103	Occupancy is higher than recommended to keep good Indoor Air Quality (IAQ).	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H104	Improper food storage and hygiene practices, including holding food at unsuitable temperatures, storing food in unclean or unauthorized areas, using open or dirty containers, improper separation of raw, cooked, and ready-to-eat items and eating areas, keeping food uncovered, and failing to properly clean and disinfect food contact surfaces, tools, and equipment.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H105	Activities creating a risk of cross contamination	Verbal / Improvement notice	500.00	1,000.00	2,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H106	Thermometers are missing / broken / inaccurate. Monitoring instruments not calibrated	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H107	No temperature recording for refrigerators or freezers	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H108	Presence of rodents & Insects / Signs of the same.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H109	Pest control not carried out / pest chemical not suitable hazardous to health & environment	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H110	Hindrance of DHCA authorized / HSE / Security personnel from performing their duties.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H111	Workers are not provided with written instructions on HSE procedures to be followed for their protection and safety from illness and accidents at the workplace	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H112	Corrective actions for maintenance request impacting occupants and business activities not timely carried out	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H113	Perimeter fencing and access not secured or damaged	Verbal / Improvement notice	500.00	1,000.00	2,000.00
Environment					
H114	Disposing hazardous waste in general waste containments	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
H115	Uncleared waste and spillages arising from the activity	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H116	Acts causing Environmental contamination of Air / soil / ground / sub-surface / waters	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00



HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H117	Un-authorized storage of dangerous goods	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
H118	Un-authorized dumping of waste inside DHCA areas	Verbal / Improvement notice	4,000.00	8,000.00	16,000.00
H119	Operations during unscheduled timings and creating nuisance to general public	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H120	Creating noise. Noise exceeding 55 Decibel between 7 AM to 8 PM and 45 Decibel from 8 PM to 7 AM	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H121	Indoor air pollutants in concentrations higher than acceptable DM limits.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H122	Not taking proper measures to reduce/eliminate pollution.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H123	Insufficient illumination as per DM limits	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H124	Disposal of wastewater, sludge without DM permit	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H125	Discharge of wastewater not conforming to effluent standard specified by DM	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H126	Burning waste in open air	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H127	Misuse / Wastage of electricity and water	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H128	Damage to landscaping	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00

HEALTH & SAFETY, HYGIENE AND MAINTENANCE					
SI NO	Violations	1st Warning	Fine 1 (AED)	Fine 2 (D)	Fine 3 (D)
H129	Operations resulting in offensive odor to neighborhood	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H130	Any activity deemed to impact the environment as listed in UAE environment laws	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H131	Leakages not immediately checked and maintained	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H132	Operating of heavy transport vehicles during unscheduled timings within DHCA	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H133	Clogging of building drainage system due to improper disposal of liquid waste / solid waste and poor maintenance of grease traps	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
General					
H134	Not wearing appropriate Personal Protective Equipment (PPE)	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H135	Any incident or complaint due to dust, noise, Odor etc.	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H136	Poor housekeeping & failure to clear away waste arising from the activity	Verbal / Improvement notice	500.00	1,000.00	2,000.00
H137	Working unsafely. Creating unsafe conditions for self and others	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
H138	Failure to secure an annual maintenance contract for specialized systems, including but not limited to medical gas and medical waste systems.	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00

ENGINEERING (FIT-OUT & SIGNAGES)					
S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
E1	Working without a valid or incomplete fit out permit- Clinical	5,000.00*			
E2	Working without a valid or incomplete fit out permit- non-clinical	2,000.00*			
E3	Failure to adhere with Fit Out Permit / Checklist requirements	Verbal / Improvement notice	500.00	1,000.00	2,000.00
E4	Poorly maintained or damaged signage (rust, peeling, broken lighting)	Verbal / Improvement notice	500.00	1,000.00	2,000.00
E5	Non-removal of old signage after business closure	Verbal / Improvement notice	500.00	1,000.00	2,000.00
E6	Advertising third-party services on hoarding without permit	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
E7	Violation of signage rules and approvals	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00

MASTER COMMUNITY

S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
M1	Damage/misuse of recreational facilities, shared and public areas within DHCC	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
M2	Damage/misuse of shared amenities and infrastructure components within DHCC	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
M3	Damage/misuse of landscaping, plants, pavements and sidewalks within DHCC	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
M4	Vandalism/Causing damage to DHCC infrastructure and assets (In addition to liability of repairs)	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
M5	Visual impact (Inappropriate Storage, Dish antennas, hanging of linen, unauthorized external Installation, Poor facade condition, Design of temporary structures), and violation to DHCC master community rules	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
M6	Poor maintenance of garden and landscaping or overall aesthetics of the Property.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
M7	Leaving, storing, putting or hanging any goods, materials or any other things in public places or balconies in a way deforming the general appearance in the city and its brilliant features, buildings facades and balconies.	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
M8	Damage to building property	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
M9	Misuse of existing utilities of DHCA utilities and other authorities	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00

MASTER COMMUNITY

S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
M10	Causing damage to DHCA infrastructure and assets (In addition to liability of repairs)	Verbal / Improvement notice	2,000.00	4,000.00	8,000.00
M11	Misuse of utilities / balconies and common areas by occupants, visitors and contractors	Verbal / Improvement notice	500.00	1,000.00	2,000.00
M12	The presence of pets / birds without prior approval	Verbal / Improvement notice	500.00	1,000.00	2,000.00
M13	Trespassing into building premises. Un-authorize areas	Verbal / Improvement notice	500.00	1,000.00	2,000.00
M14	Dust emission, spillage of construction material and tire marks on roadways resulting from transport vehicles	Verbal / Improvement notice	1,000.00	2,000.00	4,000.00
M15	Permitting a Nuisance (examples include dogs and loud music), clutter (including unsightly articles) which obstruct or interfere with the rights of other residents or results in an unaesthetic appearance.	Warning	AED 500 Fine (to be doubled with repeat / continuation)	1,000.00	2,000.00
M16	Unauthorized or illegal use of a dwelling Unit, including conducting a business from a residence.	Warning	AED 2,000 Fine (to be doubled monthly with continuation)	4,000.00	8,000.00
M17	Distribution of advertising and/or door to door solicitation, without approval from the DHCC Management Organisation.	Warning	AED 2,000 Fine (to be doubled with continuation)	4,000.00	8,000.00

MASTER COMMUNITY

S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
M18	Training or coaching classes in or on the Common Use Facilities without prior approval from the DHCC Management Organisation.	Warning	AED 2,000 Fine (to be doubled with repeat)	4,000.00	8,000.00
M19	Use of DHCC Management Organisation or Master Developer employees for any business or private purposes or verbal or physical abuse of DHCC Management Organisation or Master Developer employees or on-site contractors within the Master Community.	Warning	AED 500 Fine (to be doubled with repeat)	1,000.00	2,000.00
Pets					
M20	Failure to obtain approval required for the keeping of a pet when on Common Use Facilities	Warning	500.00	1,000.00	2,000.00
M21	Animals are bred, raised or kept on premises for commercial purposes.	AED 1,000 Fine	AED 1,000 Fine (to be doubled monthly with continuation)	2,000.00	4,000.00
M22	Structure for housing of any animal or pet, visible from neighboring properties or from the Common Use Facilities	Warning	500.00	1,000.00	2,000.00
M23	Animals left unattended on Common Use Facilities	Warning	500.00	1,000.00	2,000.00

MASTER COMMUNITY

S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
M24	Strolling with Pets in or on restricted areas within the Common Use Facilities.	Warning + Request to leave area	500.00	1,000.00	2,000.00
M25	Failure to keep animals on a leash or otherwise restrained.	Warning + Request to remove pet	AED 250 (to be doubled with repeat)	500.00	1,000.00
M26	Failure to clean up after pet on Common Use Facilities	Warning + Request to clean area.	AED 250 Fine (to be doubled with repeat)	500.00	1,000.00
M27	Injury to any person while in or on the Common Use Facilities and any damage to the Common Use Facilities caused by animals.	Notifying authorities; Withdrawal of permission to keep pet; AED3,000 Fine			
Accessing Common Use Facilities					
M28	Service providers, building contractors and handymen entering community without approved entry permits and documents.	Warning	AED 1,000 Fine (to be doubled with continuation)	2,000.00	4,000.00
M29	Service providers, building contractors and handymen damaging Common Use Facilities. Release of cement or dirt from trucks	AED 5,000 Fine + Cost of repairs*			

MASTER COMMUNITY

S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
M30	Packing and crating materials not removed by service providers, building contractors and handymen from the Common Use Facilities	Warning	AED 1,000 Fine (to be doubled with continuation / repeat)	2,000.00	4,000.00
M31	Management Companies, Owners, Occupiers, service providers, building contractors and handymen utilizing water or electricity from Common Use Facilities.	Warning	AED 1,000 Fine (to be doubled with continuation)	2,000.00	4,000.00
M32	Releasing, dumping or throwing of waste or anything else whatsoever into any water feature or waterways (including Dubai Creek) within or near the Master Community.	AED 5,000 Fine + Rectification costs+ Fines/penalties/costs imposed by Relevant Authorities*			
Vehicles, Parking and Road Usage					
M33	Changing of vehicle oil or other vehicle maintenance on Common Use Facilities.	Warning	AED 1,000 Fine (to be doubled with repeat / continuation)	2,000.00	4,000.00
M34	Parking of commercial vehicle overnight on Common Use Facilities	Warning + Request to Remove Vehicle	AED 500 Fine To remove Wheel Lock + AED 500 Fine	1,000.00	2,000.00



MASTER COMMUNITY

S.I NO	VIOLATIONS	1st Warning	Fine 1 (₹)	Fine 2 (₹)	Fine 3 (₹)
M35	<ul style="list-style-type: none"> - <u>Parking:</u> <ul style="list-style-type: none"> · on pavements, gardens, lawns, landscaping areas; · within 3 meters of any fire hydrants; or · on any prohibited or restricted areas within the Common Use Facilities 	Warning + Request to Remove Vehicle	AED 500 Fine To remove Wheel Lock or have vehicle removed by Authorities + AED 500 Fine	1,000.00	2,000.00
M36	Vehicles dripping oil on the Common Use Facilities.	Warning + AED 500 Fine	AED 1,000 Fine (to be doubled with continuation)	2,000.00	4,000.00
M37	Allowing for excessive noise from vehicle engines or music equipment.	Warning + Request to stop nuisance / noise	AED 500 Fine (to be doubled with repeat)	1,000.00	2,000.00
Health and Environment					
M38	Vandalism	AED1,000 Fine + cost of Repairs + Report Activity to Relevant Authority*			
M39	Littering and disposal of cigarette butts on Common Use Facilities.	Warning + Request to rectify failure	AED 500 Fine per offence	1,000.00	2,000.00

*Fines are immediately enforceable without prior warning.