



EXCLUSIVELINKS

Real Estate Brokers

LEASING SERVICES



Sales | Leasing | Property Management | Vacation Homes

www.exclusive-links.com

OUR COMPANY

Exclusive Links Real Estate Brokers is one of the UAE's leading brokerage firms, offering a complete property experience. We continue to work in pursuit of service excellence and are committed in every area of the real estate industry. Offering a premium, professional and flexible service to customers, Exclusive Links Real Estate provides an extensive list of residential and commercial properties for sale and lease. This is complimented by a full property management list of services and a portfolio of short term rentals throughout Dubai.

Since it's establishment in 2005, the Company has grown in strength and reputation and has maximised business potential to the benefit of our valued local and international client base. Multi award-winning, Exclusive Links was structured as a boutique style company, harnessing professional and market expertise from all areas of the business. We are a western owned and run private firm which is home to some of the most experienced professionals in the field. Maintaining close ties with all our customers, we have maintained a respected reputation in the market.

The owners of Exclusive Links Real Estate, Louise Heatley and Zarah Evans are seasoned professionals with a combined 39 years of experience in real estate in Dubai. These ladies are respected members of the local business community and are well thought of as leaders in their own right.

They strive for and work with the highest business standards and practices. Exclusive Links Real Estate Brokers offer their customers transparency, understanding and commitment. They recognize and value the importance of demonstrating to customers and partners alike, an honest and reliable brokerage service.



The Complete Property Experience



OUR PEOPLE

Supporting the vision of the UAE Government, the team at Exclusive Links Real Estate are all trained and compliant in line with the Real Estate Regulatory Agency (RERA). This combined with a respect for business in general ensures high standards are always delivered. Exclusive Links balance its on-the-road sales force with an effective back-office administration that supports clients and a complete range of services.

Exclusive Links Real Estate boasts a highly motivated and experienced team of Client Managers made up of qualified professionals who operate with a professional code of business ethics. Our multinational team from varying backgrounds and cultures supports the diversity of our client base. Our combined team are from 18 countries and speaks over 20 different languages.

We have always focused on quality and customer service orientated individuals. The dynamics of our team are extremely important and taking on-board experience through word of mouth and referrals from existing customers is always our priority.



OUR LEASING

Our Complete Leasing Experience includes

- RERA compliant Managers designated to assist promptly
- Daily updated property listings of all sizes and budgets
- Extensive local and international marketing
- Friendly website to promote properties and search availability
- Advice to Tenants and Landlords of their responsibilities
- Qualifying both Landlords and Tenants documentation
- Negotiation and full disclosure of costs and conditions
- Collection and disbursements of rental funds when required
- Execution & registration of tenancy agreements
- Assistance with utility account connections and transfers

We believe excellent customer service is the key to satisfied clients. We offer a premium, professional and flexible service to Landlords and Tenants, ensuring all clients property needs are met. Our knowledgeable, friendly and efficient team keep our listings updated and advertised. We offer as many options possible when conducting a home search.

We also offer a wide selection of managed properties with maintenance contracts as part of our extensive database of apartments and villas throughout Dubai. Our team values the importance of looking after Landlords and Tenants.

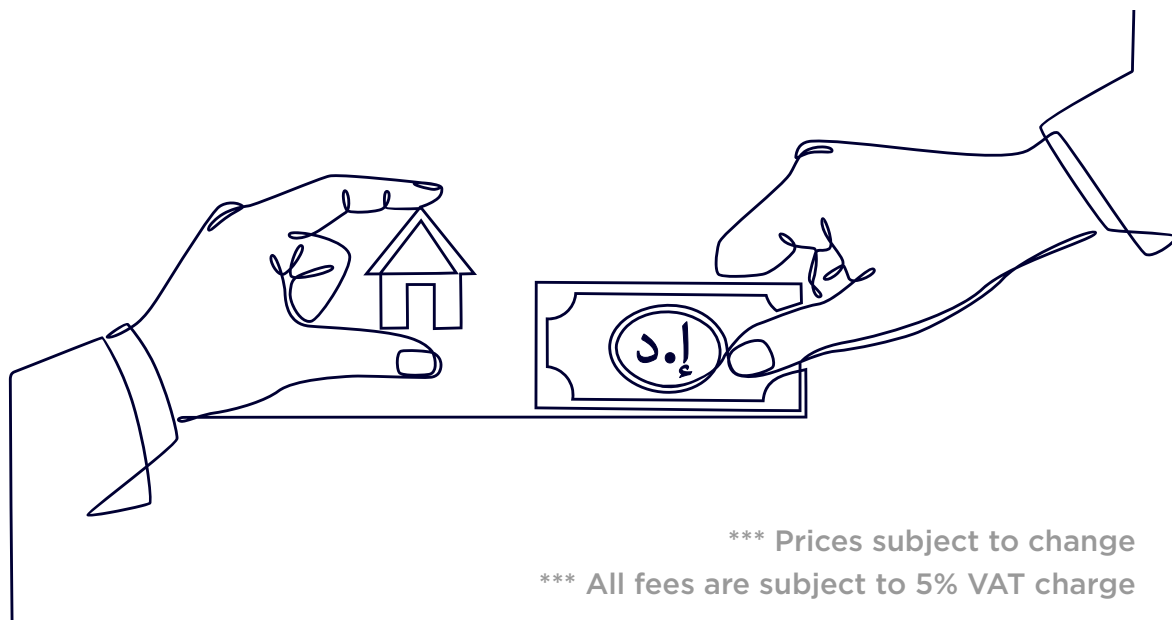
OUR FEES

RENTAL SERVICES

Requirements for registering for our rental services:

1. Copy of Title Deed
2. Copy of Owners Passport

SERVICE	FEES	PAYMENT
Rental & Tenancy process	No Charge to Owner (5% of annual rental amount payable by Tenant)	Not applicable to Owner
Tenant check in report	AED 1200	In advance of tenancy start date
Tenant check out report	AED 1200	In advance of tenancy end date
Furniture inventory report	AED 1500	On completion of inventory



*** Prices subject to change

*** All fees are subject to 5% VAT charge

OUR QUESTIONS & ANSWERS

LANDLORDS

How much will it cost me to rent my property?

Any agency fees are paid by the Tenant so listing your property for rent with Exclusive Links Real Estate will not cost you any commission as the Landlord. You must, however, prepare your property for occupancy which may include repainting or landscaping but one of our Leasing Client Managers can advise you on this when we appraise your property. All utility bills will need to be paid up-to-date before they can be transferred into a new Tenants name as Tenant may be denied occupancy if any outstanding service charges due on the property.

Do I have to pay for the marketing of my property?

Exclusive Links Real Estate do not charge to market your property for rent in both print and online media. As a leading real estate agency in Dubai prime positioning in newspapers and on online portals are assured.

To register my property for rent what documents are required?

Proof of ownership is required - a copy of Title Deed, passport and keys/ access to the property.

What happens when I accept an offer on my property?

Once you have accepted an offer from a prospective Tenant, an agreement known as a tenancy contract needs to be signed by both you and the Tenant. This agreement highlights the terms and conditions. The Tenant shall pay a security deposit of 5% of the value of the annual rental amount and should also provide post-dated cheques to you for the duration of the agreement.

Who sets the number of cheques that should be accepted to rent a property?

As a Landlord, you can decide on the number of cheques you wish to collect over the duration of the lease. Flexibility on multiple cheques is more attractive and competitive. While it can range from one cheque for full annual rent up to 12 monthly, the majority of tenancy contracts are agreed on 3 - 4 instalments for a one year period.

Do I have to be present at all viewings of my property?

A prospective Tenant may be more relaxed looking around a property if the Owner is not present. Exclusive Links Real Estate will conduct all accompanied viewings on your property. We encourage Landlords to trust us with the keys and access cards to maximise access and exposure of the property. We take responsibility of your keys very seriously and these are registered in and out of the office throughout the working day.

Is it necessary for me to register my tenancy agreement with the government?

It is compulsory to register your tenancy and obtain the Ejari certificate. Government departments including Dubai Courts and Rental Dispute Center will not assist with any tenancy related enquiries without producing this certificate.

What is EJARI?

Ejari stands for My Rent in Arabic and is the regulatory body for registration of lease contracts for property in Dubai. It is an initiative of RERA to regulate the rental market of Dubai and the relationship between the Landlords and Tenants and to make a tenancy contract legally binding. It is an online registration process but this can only be completed by Landlords and Management companies who have completed the Ejari training course. There is a cost of per tenancy contract registration. Alternatively, there are external Ejari offices (if online access is not available) that can also register the tenancy contracts. Exclusive Links provides this service for Landlords or Tenants at a total inclusive cost of AED 500 + 5% VAT.

Who shall I contact if a repair needs to be carried out on my property?

It is sometimes difficult to have maintenance issues dealt with on an ad-hoc basis as most maintenance companies prefer property Owners to have an annual maintenance contract. This is the advantage of enlisting to our management services where Exclusive Links Real Estate can provide efficient and cost effective maintenance solutions to help ensure your property is well maintained.

How much will it cost to have my property managed?

Exclusive Links Real Estate charges 8% of the annual rental price as an annual management fee. We provide effective and professional management services and solutions to protect your interests and your asset. Please see further details of our property management services on our website.

My property is fully furnished what is the expected security amount I can collect from the Tenant?

For furnished properties, the market expectation is the Tenant pays 10% of the annual rent or 1-months rent as the refundable security deposit. This deposit is held by the Landlord for the duration of the lease and refundable only at the time of vacating.

Who is responsible for drawing up and checking the inventory on my property?

Unless your property is managed by Exclusive Links Real Estate this is normally between the Landlord and Tenant. Consultation with your Leasing Client Manager can guide you on how best to manage this to ensure there is no disappointment at the end of a tenancy period.

TENANTS

How much should I expect to pay to rent a property?

A refundable security deposit of 5% of the annual rent will be expected to be paid on Landlords acceptance of Tenants offer to lease. This security deposit which is held by the Landlord and returned at the end of the term dependant on the condition of the property. You will need to pay your rent up front for the period of lease in the way of post-dated cheques depending on the terms of your agreement. Other costs will include 5% of the annual rent payable to the Agency for commission plus 5% VAT. You will also need to budget for the deposits required to be paid for connecting your utilities such as water, electricity, televisions etc. 5% VAT is payable on services provided and will be incurred on utility charges.

Is there a standard tenancy agreement?

Yes, there is a unified tenancy contract which is mandatory and additional terms and conditions can be included in an Addendum to the Tenancy Contract. Please be sure to read the small print and understand each clause.

As a tenant can I make any structural changes to a property?

You are not permitted to make any changes without written permission from the Landlord. This includes any painting, fixtures and fittings.



What happens if something in the property needs replacing/repairing?

The Landlord is responsible for general wear & tear of the property and any major replacements and repairs. The Tenant is responsible for any breakages and any minor replacements and repairs. Further terms may be outlined in the tenancy contract.

What happens if I do not have a residency visa; can I still rent?

No. A residency visa and Emirates ID is essential to rent in Dubai. If you are new to Dubai and your residence visa is under process then please speak to a Leasing Client Manager at Exclusive Links Real Estate and they can advise you.

Who is responsible for paying any service fees for a property?

The Landlord is responsible for paying any services fees relating to a property however as a tenant you are responsible to pay a municipality tax of 5% of the annual rent which is shown separately on your electricity bill (this is separate to the 5% VAT). You may be required to pay a contribution of the air conditioning fees if the property is not set up to meter each unit individually. In this case, the charges are normally made by the developer or Owners Association and not by a utility provider.

Can I sub-let a rented property?

Unless previously agreed with the Landlord in the tenancy agreement a Tenant is not permitted to sublet the property and should comply with the rules of the UAE.

Can the Landlord increase the rent next year?

Rental prices are governed by the Rental Index issued by RERA (Real Estate Regulatory Agency) as set out in Decree 43 of 2013. Increases are allowed depending on the market rates and the current rent being significantly under the average rates. Please speak to Exclusive Links Real Estate to confirm the current regulations.



What documents do I require to rent a property in Dubai?

If the tenancy agreement is being prepared in the name of an individual then you require your passport, residency visa and Emirates ID. If the tenancy agreement is being prepared in the name of a company then a company trade license, passport copy & visa of the company Owner, passport and residence visa of the occupant/s. A salary certificate may be a further requirement to show acceptable income to cover the rental amount.

How long is the tenancy agreement?

Typically a tenancy agreement is for a period of 12 months on a renewable basis.

How do I make payment if multiple cheques are agreed?

Advance payments are usually made through post-dated cheques which are handed to the Landlord, their authorised POA or their appointed management company on signing the tenancy agreement. Please ensure that you always have funds in your bank to clear post-dated cheques as bouncing cheques in Dubai is illegal.



How much notice do I need to give for early termination?

Unless there is a provision in your tenancy agreement for early termination it is subject to discussion and agreement between the Landlord and the Tenant. Otherwise, the term of the contract should be honoured by both parties.



OUR OFFICES

HEAD OFFICE

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Fax. + 971 4 399 4936
Email: enquiry@exclusive-links.com

Office 1203
Control Tower,
Motor City
Dubai, United Arab Emirates

Office Timing

Monday - Thursday 9AM - 6PM

Friday 9AM - 2PM
Saturday & Sunday - OFFICE CLOSED

DUBAI MARINA OFFICE

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Marina Gate 1
The Residences at Marina Gate,
Dubai Marina,
Dubai, United Arab Emirates

Office Timing

Monday - Thursday 9AM - 8PM
Friday 9AM - 2PM

Saturday 9AM - 6PM
Sunday - SHOP CLOSED



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OTHER SERVICES

EXCLUSIVE LINKS DELIVERS A COMPLETE
PROPERTY EXPERIENCE OFFERING A
PREMIUM, PROFESSIONAL AND FLEXIBLE
SERVICE TO OUR CUSTOMERS.



OUR PROPERTY MANAGEMENT

Our Complete Property Management Experience includes

- A designated Manager for immediate contact and care
- Immediate action to resolve maintenance issues
- Preventative maintenance and home care services
- Maximizing revenue potential through tenancy renewal
- Sourcing and screening of Tenant
- Property inspections and feedback throughout the term
- Updates and advice on the rental laws and procedures
- Prompt rent collection and disbursements
- Property preparation and smooth Tenant handover and handback
- Introduction and organization of value-added service providers
- Provision of handover and snagging services in new builds
- Assistance with legal requirements and notices

Our property management service is a convenient and cost-saving solution for property Owners. We act in a Landlord's best interest and take care of a property as if it is our own. A bond guarantee has been paid to the Government to provide customer security and Exclusive Links has a full property management trade license to allow acceptance of funds on Owners behalf.





OUR SHORT TERM PORTFOLIO



EXCLUSIVELINKS
Short Term Rentals
**VACATION
HOMES**

discover the difference

- 
- Full compliance, registration and payment of tourism Dirhams with the Department of Tourism and Commerce Marketing (DTCM)
 - Professional furnishing, styling and photography
 - Manage listings on various platforms such as Airbnb, Booking.com, HomeAway, Exclusive Links, Property Finder and more
 - Full 24/7 service Guest experience and operations team handling reservations, Guest communication, operations and Guest support
 - Hotel standard linen and amenities
 - Regular cleaning and maintenance of the property per Guest turnover
 - Revenue management and optimisation
 - Flexibility to use your own property

At Exclusive Links Vacation Homes, we manage Owner's properties by renting them out on a short-term basis. This is a very lucrative and exciting market in Dubai which has endless opportunities for maximizing revenue. We provide Owners with a bespoke service to build the best solution for their properties. Due to our already well-established property management division, we have multiple trusted resources and excellent knowledge of the market to assist Owners and Guests with all their needs. Our professional and well-experienced staff rely on award-winning CRM and revenue management systems to ensure that our clients are always taken care of. We are passionate about setting the new standard and doing things right.



OUR SALES

Our Complete Sales Experience includes

- RERA compliant Managers to represent Buyers and Sellers
- Property valuation & advice in line with market trends
- Extensive range of print and online network marketing
- Maximising exposure on properties and providing feedback
- Managing property circumstances and client expectations
- Qualifying Buyers and Sellers documentation and capabilities
- Negotiation in a client's best interest at all times
- Disclosure of costs and conditions including liabilities
- Working with developers on resales and off plan projects
- Processing sale and purchase documents in line with local laws
- Accompanying transfer of ownership at Land Department Office

Our team of Client Managers at Exclusive Links are known and respected in the industry for their transparency and honesty, representing property and clients expectations professionally. This trust is supported by the industry standard of RERA accreditation and the ability to adapt our sales approach to deliver results in all aspects of the process.


Whether registering your property for sale or discussing your purchase requirements, our team will deliver an impartial & qualified experience every time.



OUR LUXURY PORTFOLIO

The Elite Collection

- Properties valued at 15 million Dirhams and above
- Properties listed exclusively with Exclusive Links
- High end targeted advertising campaign
- Conveyancing services
- Dedicated property professional to manage all aspects of your requirements
- Personal service with the highest level of performance
- Discretion, privacy & confidentiality at all times
- Over 500 million dirhams worth of luxury homes already transacted in Dubai



The Elite Collection by Exclusive Links is a selection of luxury homes listed for sale priced at AED15M and above. This luxury selection of fine properties is not defined by expense alone - it is a lifestyle in sought after addresses with high-end finishings and elegant property design. These homes are in a class of their own where no detail has been overlooked and this is extended to the service we provide our affluent customers with utmost privacy, trust, respect, discretion and confidentiality.

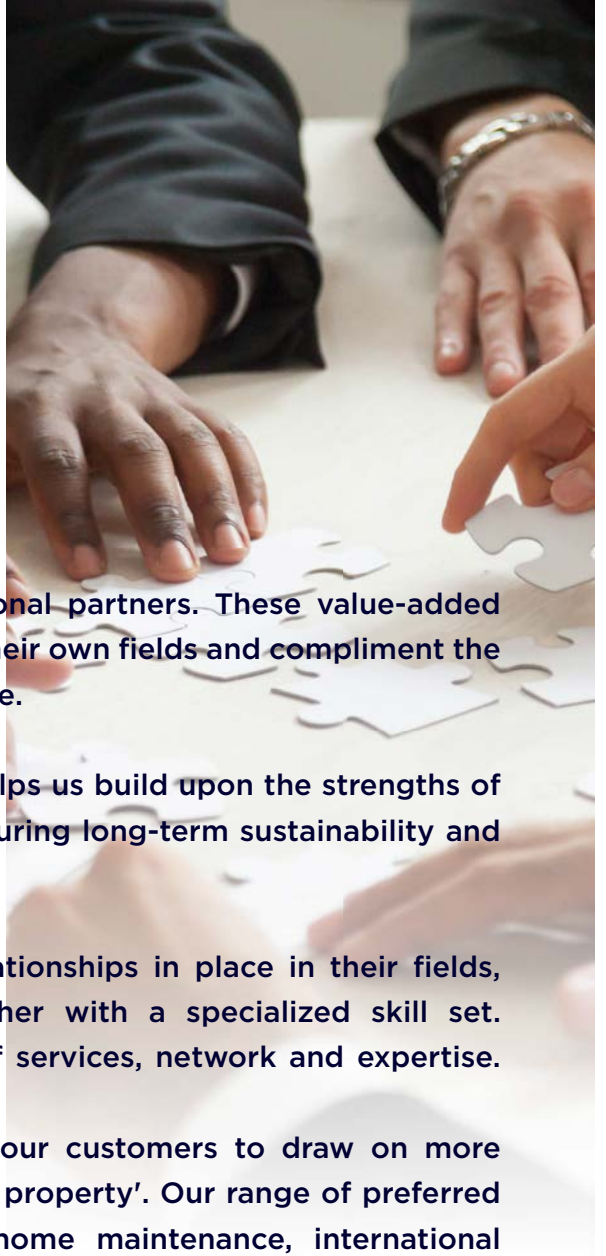
OUR PARTNERS

Exclusive Links is supported by preferred professional partners. These value-added service providers are regulated and licensed within their own fields and compliment the professionalism offered by Exclusive Links Real Estate.

Working in collaboration with other professionals helps us build upon the strengths of our existing brand and profile of services whilst ensuring long-term sustainability and extensive complimentary expertise in the industry.

Our external partners already have established relationships in place in their fields, which offers advantages to our customers together with a specialized skill set. It enables Exclusive Links to widen their breadth of services, network and expertise.

The advantage of this blended approach enables our customers to draw on more knowledge of services to assist them with 'anything property'. Our range of preferred partners offering interior design or decorating, home maintenance, international currency exchange, mortgage and legal services are all available to customers of Exclusive Links Real Estate as a complete property experience.



Legal and Business Services
UAE, GCC, Europe, USA, Canada and India



OUR ACCOLADES



GOVERNMENT OF DUBAI



للسياحة Tourism



Property
Finder

REAL ESTATE AWARDS 2021

BEST QUALITY BROKERAGE

DUBAI BOUTIQUE CATEGORY
WINNER 2021



Property
Finder

REAL ESTATE AWARDS 2021

MOST LEADS GENERATED

DUBAI BOUTIQUE CATEGORY
WINNER 2021



**WINNER
2022**

BEST LUXURY INDEPENDENT
REAL ESTATE BROKERAGE
DUBAI, UAE



CorporateLiveWire
**THE MIDDLE EAST
PRESTIGE AWARDS 2021/22**

Congratulations



Real Estate Brokers

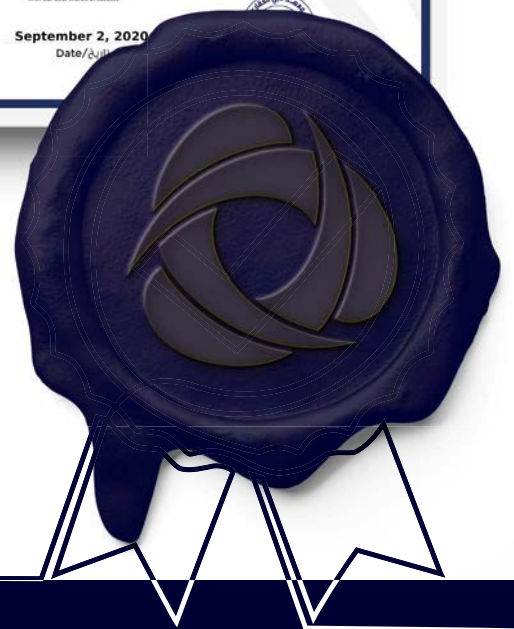
Exclusive Links Real Estate Brokers

Real Estate Brokers of the Year | Dubai, UAE

James Drakeford
Editor in Chief



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The Complete Property Experience

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PROPERTY TALK
FROM Louise & Lounge