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FACT SHEET

THE BRAND

Idama Facilities Management knows that the development of quality assets is the first vital step towards sustainable operations. Idama provides total solutions in facilities management to ensure the preserving of assets throughout their life cycle.

Idama is one of the pioneering facilities management companies in Dubai, starting its business before the surge in the real estate market. Derived from the Arabic meaning of 'perpetual and everlasting', Idama is built on an integrated service delivery model that underpins the view that facilities management is continuous and benefits the integrity and potential of a real estate investment.

HISTORY

Dubai's property boom has been a phenomenal success story as landmark developments continue to rise from the sand. From these early days of development, Idama was conceived to take on its mammoth task, ensuring Dubai's landmark developments remained as impressive in the future as they were when first launched. In 2004 Idama was conceived as an integrated facilities management provider as part of the Dubai Technology and Media Free Zone (TECOM).

Since 2004, Idama has gone through various business model reviews which resulted in the addition of new products and services. These reviews resulted in the formation of Ejadah Asset Management Group in 2010 with the vision of being a world-class community services provider. Idama became an entity under Ejadah Asset Management Group offering integrated facilities management solutions.

COMMUNITIES

Dubai Internet City	19,272,996	sq ft	Commercial
Dubai Media City	6,971,345	sq ft	Commercial
Knowledge Village	8,950,310	sq ft	Residential
Dubai International Financial Center	659,659	sq ft	Commercial
IMPZ	1,434,666	sq ft	Commercial
Academic City	1,173,066	sq ft	Commercial
Shorooq Mirdiff	4,184,528	sq ft	Residential
Ghoroob Mirdiff	6,061,009	sq ft	Residential
Layan	1,708,637	sq ft	Residential
Jumeirah Beach Residence	19,272,996	sq ft	Mixed Use
Business Bay Executive Towers	6,971,345	sq ft	Mixed Use
The Villa	8,950,310	sq ft	Residential
Al Waha	659,659	sq ft	Residential
Remraam	2,969,568	sq ft	Residential

SOLUTIONS

Community Maintenance

- Infrastructure Maintenance
- Road Sweeping and Common Area cleaning
- Water Feature maintenance, water treatment, hygiene and quality testing
- Swimming Pools
- Landscaping
- Pest Control
- Waste Management

Building management

- Heating, Ventilation and Air Condition Maintenance
- Engineering Maintenance Services
- Specialized system maintenance
- Emergency lighting
- Fire alarm and suppression systems
- Gas Boilers
- Lifts and lifting equipment
- Stand-by power generators & uninterrupted power suppliers (UPS)
- Water treatment, water hygiene and water quality testing
- Building facade/window cleaning
- Building fabric maintenance
- Waste Management

Corporate and Retail Services

- Engineering Maintenance Activities (preventive and reactive)
- Value Added Services
- Office Assistance services
- Space Management and Fit Out Services
- Maintenance (preventive and reactive)
- Cleaning (office/retail and residential)
- Pest Control
- Pool Maintenance

- Home modification and improvement services

Residential Services

- AC, Electrical and Plumbing
- Housekeeping
- Maids Service
- Pool Cleaning
- Car Cleaning
- Pest Control
- Gardening

COMMUNITY PORTAL

Idama deploys systems and processes that ensure that built environment is managed and maintained wholly, including its health and safety aspects. We are committed to embedding quality and excellence across our services through an advanced operational delivery model. Our operations adopt approved international standards of service delivery and are based on global best practices in the management of facilities.

Jumeirah Beach Residence is the first community in Dubai to enjoy an online community portal dedicated exclusively for the community. Since its launch in 2011, the community portal has been rolled out to more residential communities. Designed to familiarize residents (both tenants and homeowners) with their community and facilitating their everyday lives.

THE LINK

A 24/7 call center providing all Idama customers with the communication platform to not only place but have the ability to follow up on requests and inquiries, to enable timely and satisfactory closure. The call center is linked directly with the community portal that stores all information on each customer easing the communication process and operations, hence improving relationships.

WORKFORCE

Proactive and resourceful are just two attributes that describe the friendly, solution driven service you will receive from Idama. Idama has more than 457 employees of which 64% are all technical experts in facilities management. Idama's entire workforce goes through regular technical job training to ensure that operations are performed by highly skilled technicians guaranteeing consistently reliable services, value for money, and minimised maintenance costs.

AWARDS AND ACCOLADES

Accreditations

ISO (9001:2008) in Quality Management

CONTACT

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