

# MR

مراسي رزیدنسز  
Marassi Residences

## PROPERTY HANDOVER STEPS FOR TAKING OVER YOUR NEW HOME

[MARASSIALBAHRAIN.COM](http://MARASSIALBAHRAIN.COM)



مراسي البحرين  
MARASSI AL BAHRAIN



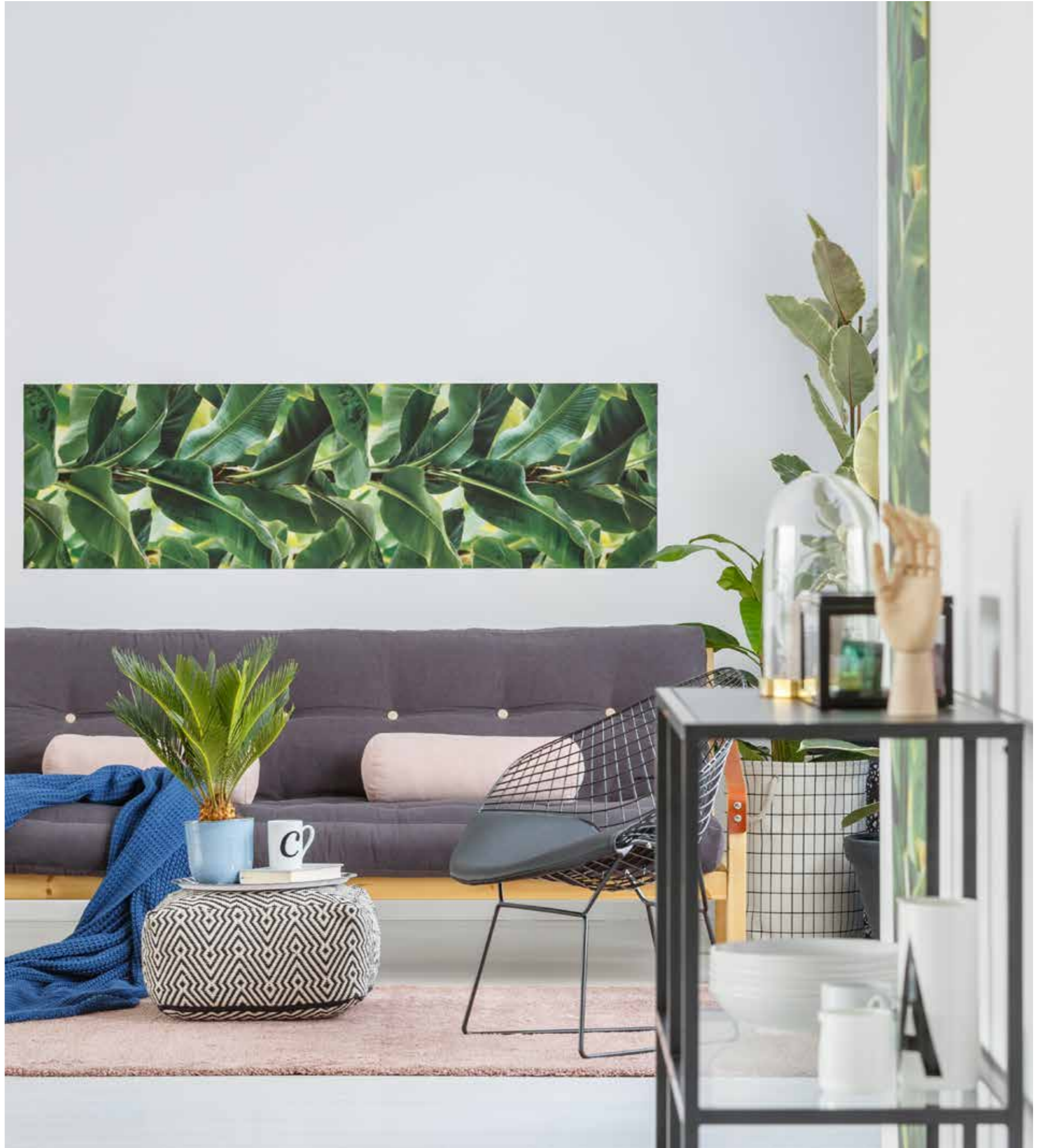
EAGLE  
HILLS

DIYAR



WELCOME TO YOUR NEW HOME

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- 02** HANDOVER NOTIFICATION
- 03** FINAL PAYMENT
- 04** SERVICE FEES
- 05** CERTIFICATE OF COMPLETION OF PAYMENT
- 06** ACTIVATE & TRANSFER EWA ACCOUNT
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Welcome to your new home. An Eagle Hills Diyar Customer Care Executive will be delighted to show you around your home and familiarise you with your new community. We will contact you to arrange an appointment at a convenient time.

### A FEW THINGS TO KEEP IN MIND:

- You are eligible for one unit inspection prior to handover. This is your opportunity to ensure you are completely satisfied with your new unit
- During unit inspection, any observation that requires attention will be recorded via a unit inspection checklist (via iPad)
- We will liaise with the contractor within a reasonable time frame to rectify the observation recorded during unit inspection (subject to acceptance by consultants)
- Upon rectification of the observation by the contractor, a property quality assurance team will do a final check and certify your home as ready for beneficial occupancy
- Observations that do not prevent the occupation of the home shall be made good by the contractor at a suitable time, within the 12-month warranty period. Such minor observations should not affect the beneficial occupancy of your home

### WHO CAN ATTEND?

- Only parties whose names are on the Sales and Purchase Agreement or their nominated representative(s) (up to two persons)
- Kindly do not bring children

### WHAT YOU NEED TO BRING?

- A photo ID (Bahrain ID, Passport, driving license)
- In the event of any construction taking place in the unit, it is recommended that visitors wear comfortable shoes or flats

IF YOU ARE UNABLE TO ATTEND, EAGLE HILLS DIYAR WILL CARRY OUT AN INSPECTION ON YOUR BEHALF.

ONCE UNIT INSPECTION IS COMPLETE, YOU WILL RECEIVE A HANDOVER NOTIFICATION.

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Following the rectification works by the contractor and the certification of your home, we will email you a Handover Notification Letter, outlining the date for settling your property's final instalment, the steps to be taken for complete handover, and the property's EWA consumer number.



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Prior to handover, you will be required to settle all outstanding instalments and/or service charges.

**IF YOU ARE PAYING BY CHEQUE:**

Make cheques payable to:  
**MARASSI RESIDENCES ESCROW ACCOUNT**  
 Kindly allow three business days for the payment or cheque to be processed.

**IF YOU ARE PAYING BY MANAGER'S CHEQUE:**

This is accepted as immediate clearance for handover  
**\*\*Please note that international cheques are not accepted**

**IF YOU ARE PAYING BY WIRE TRANSFER:**

Make sure that your name and property details (as per the Sales and Purchase Agreement) are clearly mentioned in the Remittance instructions.

Kindly email a copy of your bank transfer advice to the Collections Department: [ehd.collection@eaglehills.com](mailto:ehd.collection@eaglehills.com)

**FOR INSTALMENT PAYMENTS VIA BANK TRANSFERS**

Beneficiary Name: **Marassi Residences Escrow Account**

Building / Community Name: **Marassi Residences**

Bank: **Al Salam Bank**

Address: **Al Salam Bank Manama**

Account Number: **118493185000**

IBAN: **BH56ALSA00118493185000**

Swift: **ALSABHBM**

Email inquiries: **ehd.collection@eaglehills.com**

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### COMMUNITY SERVICE FEES

Community Service Fees (CSF) are charged to each unit owner and represent their share of the annual estimated CSF budget for the maintenance and operation of common community properties and assets. The CSF also includes a share towards the Master Community Levy and a provision to the Capital Reserve Fund that will cover the replacement of common assets when necessary.

The CSF consists of the following three main components:

- General Fund (operations, administrative, utilities and community improvement expenses)
- Capital Reserve Fund
- Master Community Levy

Community Service Fee is used for maintenance and upkeep of common areas, and to ensure uninterrupted supply of services such as EWA, Air Conditioning (Chilled Water), Garbage Collection, Security, Concierge etc to the community.

It is the duty of every homeowner to settle their dues on time to avoid the loss and denial of services. Therefore, One year Service Fees should be paid along with the final payment on receiving the handover notification.

For Service Fees enquiries please email

[ehd.communities@eaglehills.com](mailto:ehd.communities@eaglehills.com)

For Service Fees payment please email

[ehd.collection@eaglehills.com](mailto:ehd.collection@eaglehills.com)

### SERVICE FEE PAYMENTS VIA BANK TRANSFER

Beneficiary Name: **Eagle Hills Diyar Community Mngmt**

Bank: **Al Salam Bank**

Address: **Al Salam Bank Manama**

Account Number: **118493100110**

IBAN: **BH73ALSA00118493100110**

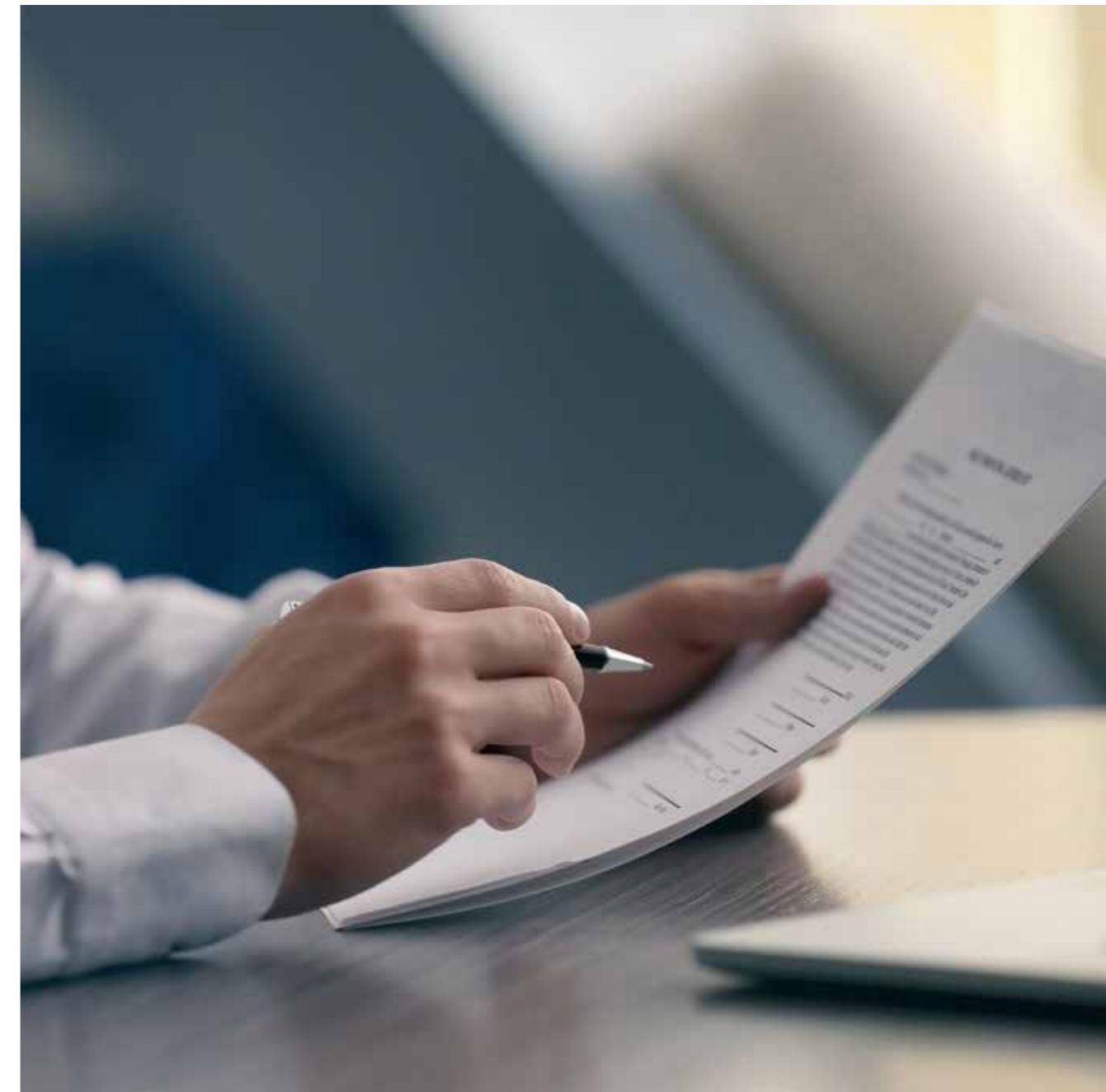
Swift Code: **ALSABHBM**

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A Certificate of Completion of Payment is issued by Eagle Hills Diyar's Collection Team to the owner or authorized representative (with original Power of Attorney) once all payments have been cleared.

**WHAT YOU NEED TO BRING:**

- Original signed Sales and Purchase Agreement (signed and stamped by a finance company in case of mortgaged properties)
- Passport copy (to include the residence visa page where applicable)
- Bahraini National ID





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You may activate and transfer your electricity and water connections by visiting the nearest EWA offices.

For more information or to download and print the application form, please visit their website: [www.ewa.bh](http://www.ewa.bh)

**PLEASE NOTE THAT THE TRANSFER OF THE EWA ACCOUNT FROM EAGLE HILLS DIYAR TO YOUR NAME IS MANDATORY PRIOR TO HANDOVER.**

**WHAT YOU WILL NEED FOR THE TRANSFER:**

- No Objection Certificate from Eagle Hills Diyar to authorize the transfer (NOC issued along with Certificate of Completion of Payment)
- Title Deed/SPA (any proof of ownership of the unit)
- Valid passport and Bahrain National ID
- IBAN number details for monthly bill deduction
- Security deposit of BD 100 for non-Bahraini citizens

**NOTE: THERE MAY BE A MINIMAL ADMINISTRATIVE FEE CHARGED BY EWA TO PROCESS THE FORMS AND TRANSFER**



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This is the moment you've been waiting for – receiving your keys from the Marassi Al Bahrain Sales Center.

#### WHAT YOU NEED TO DO:

Visit Marassi Al Bahrain Sales Center after booking an appointment with Customer Care.

For appointments , please email: [customercare.bahrain@eaglehills.com](mailto:customercare.bahrain@eaglehills.com)

#### WHAT YOU WILL NEED TO SHOW:

- Original certificate of Completion of Payment
- Original EWA transfer / deposit form
- Original passport or Bahraini National ID
- Original Power of Attorney, in case you are representing the owner(s)

#### IN THE CASE OF COMPANY OWNERSHIP:

- Original Certificate of Completion of Payment
- Original EWA transfer / deposit form
- Copy of the Commercial Registration and Original Power of Attorney or notarised letter of authority on company letterhead signed by authorised signatory
- Passports or ID card copies of authorised representatives and all signatories

**\*\* Please note: Multiple ownership with a spouse will also require a notarised letter in the absence of the other owner.**

**\*\* Please note: All notarised letters of authority must be attested by Bahrain Courts or, if you are living abroad, by the Embassy of Bahrain in the country of origin and by the Ministry of Foreign Affairs.**

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A Title Deed is an important document that defines proof of ownership and the details of a property.

IN ORDER TO RECEIVE YOUR TITLE DEED, YOU WILL NEED TO:

- Arrange an appointment with an Eagle Hills Diyar representative to be present with you at the Notary Public office at the Survey and Land Registration Bureau
- Unit owners must present their original passports and IDs
- After the transfer agreement has been completed at the Notary Public, unit owners will be required to submit it to the Survey and Land Registration Bureau and settle the applicable fees

**\*\*Payment of the transfer fee is the responsibility of the unit owner.**

**Disclaimer:** Should the Survey and Land Registration Bureau issue the Title Deed relating to your property by the designated date of handover, we may require the transfer of the title application, and the attendance at the Notary Public to be undertaken prior to the issuance of the keys. Please refer to your Sale Agreement for further details.



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A move in permit (MIP) is an essential document that will be required prior to your move in, and without which your access to the property may be restricted or denied.

#### WHAT YOU NEED TO DO:

Complete the move in form (provided during handover) and email it to **[ehd.communities@eaglehills.com](mailto:ehd.communities@eaglehills.com)**

Once you have submitted the Property Move In and Occupant Information forms, your Community Manager will process and sign off your MIP, which will be valid for a period of 45 days from the date of issue.

#### Move In Inspection

Before you move in, an inspection will be conducted by the Community Manager to assess the condition of the common areas that will be used when moving in. This assessment ensures that you are not held liable for any damages you are not responsible for and repairs, if required, can be tended to immediately.

#### Telecommunication Services:

Your home has already been pre-wired for telephone, broadband internet and cable television services, provided by Batelco.

For enquiries, kindly contact Batelco :  
24/7 Call Center: 196 (International Dialing : **+97339611196**)  
Email: **[mobile.helpdesk@btc.com.bh](mailto:mobile.helpdesk@btc.com.bh)**  
Website: **[www.batelco.com](http://www.batelco.com)**

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Your new home is covered under Builder's Defect Warranty against materials and workmanship defects for the period of one year following completion of construction.

The Eagle Hills Diyar Team will respond to warranty service requests during the Defect Liability Period (DLP) of one year. To raise any matter that requires attention after handover, please contact us:

- Tollfree: **800 98888**
- International: **+973 7 7890 020**
- Email: **info@marassialbahrain.com**
- Seven days a week from 8:00am to 8:00pm

Shortly after receiving and acknowledging your Service Request, our personnel will contact you to set an appointment to carry out the remedial works. If the works require further attention or procurement of the material to complete, a suitable appointment will be scheduled accordingly.

**All information provided in this guide is in line with present policies and procedures, and is subject to change at any time.**



Welcome home



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