



Imdaad



home<sup>pro</sup>

# Your On-Call **FIXERS**

800 8200 | [www.imdaad.ae](http://www.imdaad.ae)



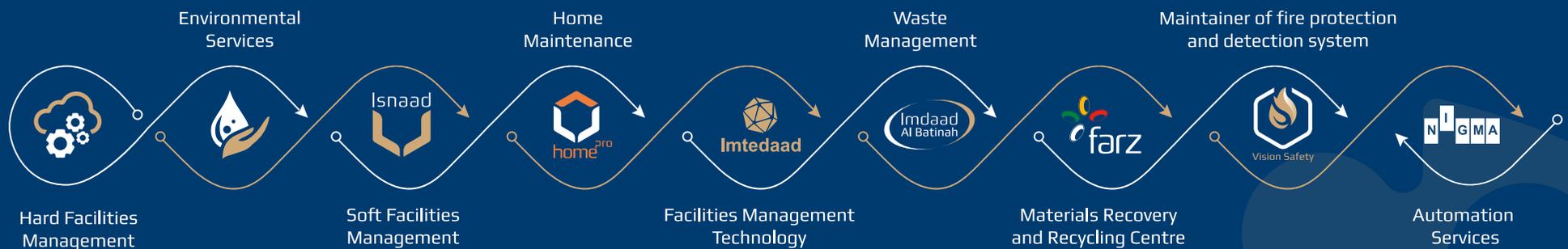
Imdaad

## SUBSIDIARIES/SERVICES

The Imdaad group of companies is owned by the Investment Corporation of Dubai (ICD). The Imdaad group provides integrated, sustainable facilities management services that enhance the operational efficiency of any physical asset.

As well as managing and supporting your physical facilities, we can also provide you with expert, highly trained manpower services and soft skills. We offer you a complete solution.

Established in 2007, Imdaad is headquartered in Dubai with site offices and branches across the UAE. Imdaad's suite of complete turnkey solutions includes:



Integrated Facilities Management



The core values of Imdaad are defined as:  
**'People, Service and Making a Difference'**

The business model adopted by Imdaad facilitates a more personalized touch in its provision of services – a feature that has attracted the loyalty of its many customers and clients. The services currently offered by Imdaad are:



A unique and ground breaking 24/7 home maintenance service providing customized and personalized services to homeowners through a network of skilled and highly capable workers.

To address the diverse needs of its clients across various industry verticals, Imdaad provides a wide range of services in general, electrical and plumbing maintenance (MEP), infrastructure maintenance, mechanical maintenance, HVAC systems maintenance and fire protection and detection systems maintenance. Imdaad also manages specialized services such as elevator maintenance, automated barrier and security systems maintenance as well as providing a range of other specialist facilities management services.

The environmental services offered by Imdaad include waste management and recycling services, pest control services, waste water treatment and management, infrastructure cleaning and maintenance and lake cleaning as well as a wide range of additional environmental services

Soft Facilities Management: Isnaad, the internationally qualified soft facilities management service provider by Imdaad, is responsible for approximately four million square meters of facilities. It is a specialist service provider in housekeeping and cleaning, water tank cleaning and disinfection, façade cleaning and manpower supply.

Imtedaad is the technology division of Imdaad. It is responsible for enhancing operations, facilitating service delivery and increasing customer experience in the context of leading trends in information technology.

Our specialist lift and automation business, NIGMA, has an experienced team of automation and specialist building and construction equipment experts. NIGMA can provide installation and maintenance services across a range of technologies from lifts and escalators to vehicle blockers and access control systems. All automated facilities technologies fall within the remit of NIGMA and as new technologies evolve, NIGMA will be there as the first provider of support for such services in the UAE market.

Acquired by Imdaad in 2016, Vision Safety is a leading fire detection and protection services company, able to reliably install and maintain a range of systems to combat the risk of fire and to mitigate its impact for both complete building installations and to meet the needs of individual offices, villas or apartments.

FARZ is Imdaad's state-of-the-art materials recovery and recycling centre. Located in National Industries Park, the facility has the most efficient recovery rate of any Materials Recovery Facility in the UAE and has two separate lines, one to deal with household waste and the other focusing on commercial and industrial waste. The FARZ mission is closely aligned with Dubai's Vision 2021 objective to recycle and reuse 75% of waste currently going to landfills.

Imdaad Al-Batinah provides municipal waste collection for Be'ah (Government of Oman). Working with local partners, Imdaad provides as door to door waste collection for over 800,



HomePro –  
Imdaad's one stop



Home Maintenance  
Solution



**7,000**  
employees  
More than



**96.5%**  
Customer satisfaction  
percentage



More than a  
**DECADE**  
of facilities management

With more than 7,000 employees working in five closely related business sectors, Imdaad is here to help.

Through HomePro, we leverage over 30 years of facilities management expertise to provide a comprehensive and always available on-call service to fix, repair, maintain and resolve any and all maintenance related issues around the home.

Your home is important to you – and therefore it is important to us. It is where you go to rest, relax and live your life with family and friends. No one is happy when things at home aren't working properly, break down or need to be sorted out. That's why we created HomePro. We take the stress and hassle out of your home life by taking care of your home.

Have you ever experienced your Air Conditioning Unit breaking down in the heat of summer? Or perhaps suffered through blocked drains? It can be infuriating when this happens and yet you can't seem to get a technician to come over and fix it promptly. Sometimes, you might reach a technician, but they don't know what the issue is, don't have the correct tools and may even make things worse!

We fix things that aren't working, we maintain your garden, pool or your building itself. We clean windows, facades or water tanks. We remove unwanted visitors through our pest control service. In short, we are the one-stop service provider to ensure that your home time stays as it should – a haven in which you can relax in a fully functional and secure environment.

In short, we are there for you in all your home projects, large or small. We give you your time back so that you can share it with your family and friends.

We will earn your trust as we have with hundreds of our existing clients. Let us take the burden and stress of home maintenance off your shoulders.

Your comfort,  
convenience  
and peace of  
mind are our  
highest  
priorities



## HomePro can support your home in two ways:

The economies of scale, operational benefits and access to specialist equipment offered through the use of an FMS provider such as Imdaad enable any facility to be managed on a level that is simply unachievable using in-house staff and facilities. However, our services can be integrated with your facilities staff to create a fully integrated and seamless service.

### Our on-call services:

We are always there to answer the phone and deal with whatever job may come up around your home, be it a malfunctioning system, a breakdown or some other maintenance task that needs work. We offer a swift, reliable and economic service to every customer who reaches out to us.



### Our Annual Maintenance Contract (AMC) services:

As with everything, prevention is better than cure, we therefore offer a contract service to provide preventative and routine maintenance, as well as a responsive maintenance service should anything go wrong. Our AMC services are offered at various levels, depending on your requirements.

They include inspections and checks to make sure that air conditioning and ventilation systems, electrical systems and your plumbing remain in good working condition. They also offer annual cleaning of sinks, drains and your all-important water tank. Perhaps most important of all, they include both emergency callouts for dealing with unforeseen breakages, leaks or failures and also routine callouts to help with all those little maintenance jobs that arise over time.

In addition, your AMC can include contents insurance, garage door maintenance checks, pest control visits and swimming pool cleaning. For complete peace of mind in your home, your façade can be cleaned, your windows cleaned, and your lawn maintained. In short, our AMCs offer the ultimate in contracted home care provision.



We currently have AMCs supporting satisfied customers in more than



**2,000**  
Villas



**1,500**  
apartments



**17**  
Commercial Building  
& Warehouse



## Why choose HomePro?



### Expertise -

Our team has the necessary skill sets and expertise necessary to gain your trust as the go-to people for the upkeep of your home.



### Trained and background - verified

**staff** - Our staff know what they are doing. Our technicians spend weeks being trained in our state-of-the-art training facilities before they visit your home. We check and double check our staff before they are deployed on tasks, both for their skills and for their trustworthiness. After all, they will be working in your home.



**Value for money** - we offer exemplary levels of service without letting you feel the pinch. Our service charges are transparent with no hidden extras. We constantly review our pricing to ensure a cost-effective and value driven pricing structure.





**Customized solutions for your changing needs** - We offer solutions that suit you and meet your specific needs effectively rather than following a fixed procedure for all our clients. For us, each home is unique, and we tailor our services to reflect that.



**On time** - Not only is our team highly responsive, but we recognize the time-critical nature of the services that we offer you. A service provided late is no service at all.



We therefore always provide a call-back during working hours within 30 minutes.



We guarantee an emergency response time of less than 60 minutes (and we strive for an emergency response time closer to 30 minutes).



We operate a 24/7 Customer Service Centre to better meet your needs.





**Satisfaction guaranteed** – Critical in all our work is to achieve 100% customer satisfaction. We have only finished a job once that has been achieved. After all, we work for you and for your peace of mind.

Having seen how we work and what we can do for you, our client, you may wish to know more about the many services that we offer within our scope of activities. These include:

**Maintenance, Electrical and Plumbing works, including:**



**Air Conditioning and ventilation systems**



**Electrical systems**



**Plumbing systems**

No matter how well designed and built a home may be, there will always come a time when, for some unknown reason, something stops working correctly. Air conditioning units can fail, pipes can leak, electrical connections can become unreliable. We can fix them all. Under our AMCs, we can inspect them and, if necessary, replace items just before they might fail, thereby ensuring a continuously functional home.





### Painting, inside and out

A fresh coat of paint can breathe a new lease of life into your home. Whether you have an indoor or outdoor paint job, our experienced team of home improvement professionals can help. We know what makes a great paint job. It's our mission to deliver the level of detail and professionalism that you expect and deserve.



### Renovation Work and Remodelling

Our trusted staff can help with any part of your renovation or remodelling project. Whether you need a new floor, or a new window installed, our HomePro professionals have the knowledge and expertise. You can depend on us. Just one call to HomePro will get you that much closer to your ideal home.



### Garden Services

We offer the most comprehensive services in garden maintenance, beautification and cleaning. We know how to make your garden stand out with our unrivalled expertise in the full range of garden services. All our gardening staff are fully trained and are regularly updated with the latest techniques and technologies associated with anything to do with gardens and gardening. With our garden service, you can choose to have your lawns mowed to keep them in impeccable shape or your garden cleaned and tidied as a one-off service. We also offer regular garden cleaning and maintenance service at a time that's most convenient for you. We have the capacity to handle your garden projects of any nature or size.



### Swimming Pool Services

We are committed to providing our customers with a full range of professional services for swimming pools. Our experienced team can assist with seasonal pool openings and closures, as well as weekly pool maintenance and cleaning services. Our weekly swimming pool visits include on-site water testing, chemical treatments, vacuuming and general pool cleaning services.





### Water Tank Cleaning

Often overlooked, water tank cleaning is crucial for home hygiene and health. Our expert water tank cleaners provide the best long-lasting solutions for both underground and above ground tanks, so that the water you use is free from algae, dirt, contamination and sludge. In the UAE weather and overall environment, this is an essential service, provided expertly by our specialists.



### Pest Control

However well-kept and clean a home may be, there is always the chance that pests of various kinds may appear through no fault of the occupiers. To combat this, our pest control measures are guaranteed to be effective against all types of pest. When you choose HomePro, you can be sure of quick and comprehensive protection. Our experienced pest control technicians provide guaranteed pest control solutions that are designed to harm only pests; not humans, plants or even pets.



### Garage Door Maintenance

Garage doors are the usually the largest and heaviest moving objects in your home. It is therefore essential that these door systems are properly maintained and serviced to function safely. HomePro offers residential garage door maintenance services for the safe and proper operation of your home's garage doors. An annual garage door tune-up helps ensure reliable, quiet operation and safety.



### Window and Façade Cleaning

The external appearance of your home is all that the outside world sees. Your façade therefore should be a reflection of your home for all to see. Our track record in this area is second to none because we have specialized in façade and glass cleaning services for many years. We have a trained and experienced glass cleaning team with many decades of experience between them. They are capable of tackling façades of all types, regardless of difficulty, height of the building or other challenges. Attention to detail is one of the key aspects of our façade and window cleaning service. We do not cut corners and make sure that every hard-to-reach hidden corner is accessed and cleaned using our array of specialist cleaning tools. When we leave, you will have a sparkling clean façade that will look good as new. We make sure that your home exteriors look just as impressive as your interiors.

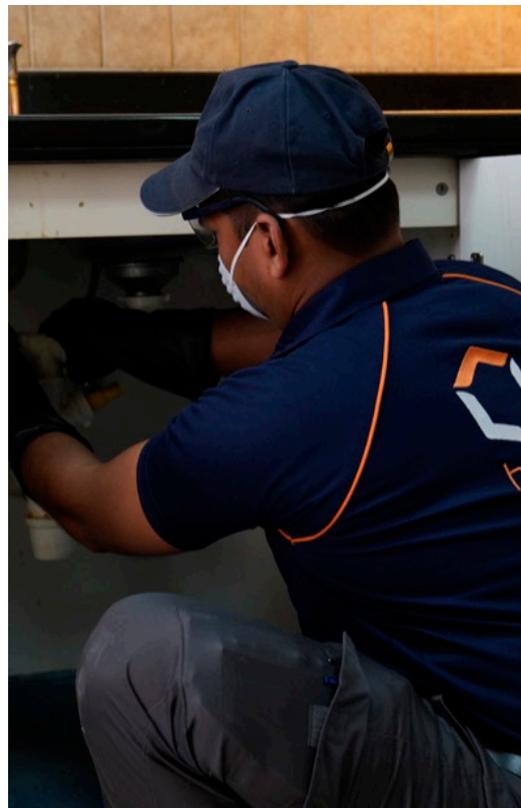


### Area of Coverage

Although Imdaad is present across the UAE, our HomePro service is focused on delivering excellence in Dubai.

# CLIENT HIGHLIGHTS





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