

KINGDOM OF BAHRAIN

Wathiq for Building Management & Maintenance

Capability Statement

BUILDING MAINTENANCE · PLANNED SERVICING · LANDSCAPING & GROUNDS

Prepared for property owners, landlords, property managers and
owners' associations.

ISSUE 01 · AUGUST 2026



Wathiq
واثق

www.wathiqpm.com
info@wathiqpm.com
+973 3636 3667

NAVIGATION

Contents

03 About Wathiq

Who we are, and what the company is built to do

05 Our Capabilities

Building, water systems and grounds — available now and roadmap

08 How a Job Runs

The six stages applied to every work order

10 Service Standards & Reporting

Response targets and the monthly report

12 Commercial Models

Four ways to engage us

14 Mobilising a Property

The thirty-day programme and your right to exit

04 Point of Difference & Value Add

Five differentiators, stated in operational terms

06 Service Delivery Model

From responsive repair to portfolio performance

07 The Wathiq Approach

People · Process · Platform · Performance

09 Inspection Discipline in Practice

Worked example: end-of-tenancy turnaround with hold points

11 Quality, Compliance, Health & Safety

Framework, certification position and controls

13 Sectors We Serve

Property types and geography

15 Contact

Company details

THE COMPANY

About Wathiq

“Wathiq” — the Arabic word for confident and assured — describes the property owner, not the company: you are confident because someone dependable attends, and because it is properly recorded.

Wathiq for Building Management & Maintenance is a Bahrain-based company providing building maintenance, planned servicing, landscaping and grounds maintenance, and maintenance coordination. We take requests from owners, tenants, agents and owners' associations, dispatch a verified technician, and close the job against photographic evidence and a sign-off held permanently on the unit's record.

We are built for residential and mixed-use portfolios where the real cost is not the repair but the administration around it: who reported it, who attended, what was replaced, what it cost, and whether the same thing has happened on that unit before.

WHAT WE ARE BUILT TO DO

- Maintain villas, apartments and shared facilities to a recorded standard
- Plant and maintain gardens, grounds and green areas at residential and institutional properties
- Service assets on a schedule instead of on failure
- Clean, disinfect and maintain stored and treated water systems to a logged schedule
- Coordinate accredited specialists for regulated plant and hold the record
- Scale trade capacity for peak periods without fixed headcount on your bill
- Report cost, response and recurrence monthly, per property

Our method is borrowed from construction quality assurance rather than from call-centre practice. Work is scoped with defined checkpoints, evidence is captured at each, and a job cannot be closed without it — the approach set out on page 09.

WHY WATHIQ

Our Point of Difference & Value Add

01 A system of record, not a service promise

Every request, attendance, photograph, part, sign-off and rating is timestamped against the specific unit. Your monthly report is generated from that record rather than written as a narrative afterwards. When a unit experiences repeated failures, the record makes the pattern visible.

02 Quality assurance imported from construction, not from FM software

Scopes are written with defined checkpoints, evidence requirements and hold points, the way an inspection and test plan is written, and close-out is conditional on that evidence. This is a deliberate transfer of discipline from a sector where an unverified sign-off carries contractual consequences.

03 Capacity that scales, verified before it reaches your door

Wathiq maintains a categorised trade resource across plumbing, electrical, air-conditioning, carpentry, finishes, grounds maintenance and planting. Right-to-work documentation, identification and relevant trade qualifications or permits are verified before a person becomes eligible for dispatch, and every technician carries a rating from previous work.

04 Clarity for the occupant, control for the owner

The occupant sees status and expected attendance and confirms completion. The owner or association sees cost, recurrence, approval thresholds and asset history per unit. One job, two views, no phone calls in between.

05 Self-delivered and coordinated work

We manage all the building systems in the properties under our care and self-deliver the general trades: plumbing, electrical, air-conditioning, joinery, painting and finishes. Regulated and specialist plant — lifts, fire systems, main switchboards, generators, building management systems and central cooling — is assigned to accredited specialists whose documentation we hold and whose close-out we manage to the same evidence standard.

One point of accountability. Not a contractor claiming competence it does not hold.

SERVICE ARCHITECTURE

Our Capabilities

One contractor across the building, its water systems and its grounds — with the same record and the same evidence standard applied to all of it.

Reactive maintenance AVAILABLE NOW

- Plumbing, electrical, air-conditioning, joinery, painting, general repairs
- Emergency call-out and response
- Request intake from owner, tenant, agent or association
- Technician dispatch, arrival confirmation and tracking
- Photographic evidence and occupant sign-off
- Defect rectification and snag close-out
- End-of-tenancy turnaround (page 09)
- Specialist contractor sourcing and coordination
- Additional trade resource for turnarounds and peak demand
- Monthly cost and activity reporting

Water storage & treatment AVAILABLE NOW

- Tank cleaning, disinfection and internal inspection — roof and ground tanks
- Lid, vent, overflow and insect screen checks against contamination
- Whole-house and point-of-use filtration — cartridge and media replacement to schedule
- Softener checks, salt replenishment and regeneration cycle verification
- Reverse osmosis — membrane and pre/post filter replacement at manufacturer intervals
- Ultraviolet steriliser lamp and quartz sleeve replacement
- Booster pump and pressure vessel checks
- Pressure, flow and dissolved-solids readings logged at every visit

We maintain the equipment to the manufacturer's schedule and record the readings. We do not certify that water is fit to drink: where confirmation of potability is required we arrange analysis by an accredited laboratory, and the certificate is issued in that laboratory's name.

Planned preventative maintenance

AVAILABLE NOW

- Asset registers and condition capture per property
- Split and package AC servicing programmes
- Plumbing, drainage and water heater servicing
- Electrical fittings and distribution board checks
- External paint, sealant and roof-level inspection
- Common-area and shared-plant registers for apartments and towers
- Pump, generator and central plant servicing with accredited specialists
- Statutory and compliance calendars with reminders
- Recurrence and failure-pattern analysis across units
- Quarterly condition reporting

Assets within our own inspection scope are surveyed during mobilisation. Specialist and regulated plant is surveyed by the appointed specialist, whose report we hold on the property record.

Grounds maintenance AVAILABLE NOW

- Mowing, edging, pruning and tree and palm care
- Weed, pest and disease control
- Fertilisation and soil conditioning
- Irrigation inspection, adjustment and minor repair
- Green waste removal and site presentation

Planting, lawns & building greenery

AVAILABLE NOW

- Gardens to private and public housing; grounds to schools, hospitals, administrative and community buildings; industrial and commercial premises
- Lawns, amenity turf and recreational grounds
- Seasonal planting, replacement and bed renewal
- Roof gardens, terrace planting, façade greening, indoor and atrium schemes

Roadmap FUTURE STAGE

- Lifecycle and replacement forecasting
- Annual maintenance budget modelling per portfolio
- Energy and consumption reporting

In development; not offered as current services.

MATURITY

Service Delivery Model

Wathiq works with owners to move a property from repair-on-failure toward planned upkeep and, eventually, informed spending decisions. The model is applied at the maturity your portfolio is actually at — not the one that reads best in a brochure.

01

Responsive Maintenance

ATTEND & RECORD

AVAILABLE NOW

Day-to-day repairs and emergency response, resolved quickly and closed against evidence so the property's history builds from the first job.

Request intake · dispatch · attendance tracking · photographic close-out · occupant sign-off · rating

02

Preventative Maintenance

PLAN & PROTECT

AVAILABLE NOW

Surveyed assets, scheduled servicing and quarterly condition reporting that reduce call-outs and extend equipment life.

Asset registers · PPM schedules · condition capture · compliance calendars · recurrence analysis

03

Portfolio Performance

FORECAST & IMPROVE

FUTURE STAGE

Spending decisions informed by the record: what fails, what it costs, what should be replaced rather than repaired again.

Lifecycle forecasting · budget modelling · replace-or-repair analysis · consumption reporting

INCREASING CERTAINTY OF COST & CONDITION

Stages one and two are available now — responsive maintenance across all property types, and planned preventative maintenance for villas, apartments and towers, including quarterly condition reporting. Stage three — lifecycle forecasting, budget modelling and consumption reporting — is a future stage of our development and is not offered as a current service.

OPERATING DISCIPLINES

The Wathiq Approach

Four disciplines designed to reinforce one another: people who can do the work, process that controls it, a platform that preserves the record, and performance measures that expose the outcome.

01

People

Verified tradespeople, rated on completed work, dispatched by coordinators who carry construction QA experience rather than call-centre scripts.

02

Process

Classification, approval thresholds, evidence requirements and escalation defined before mobilisation — and applied identically to every job.

03

Platform

One record per unit. Requests, attendance, evidence, cost and ratings in a single system the owner can see without asking us for it.

04

Performance

Measured on response time, first-visit completion, recurrence rate and occupant rating — reported monthly whether the numbers flatter us or not.

Our commitment at launch is that these four measures are reported to you from the first month of service, under the reporting schedule agreed at mobilisation.

PROCESS

How a Job Runs

In place of a project list, this is the process you would be buying — the same six stages on a leaking tap and on a full apartment turnaround.

01

REQUEST

Logged by tenant, owner, agent or association against a specific unit. Description, photographs, access details and contact captured at source.

02

TRIAGE & CLASSIFY

Categorised by trade and priority — immediate or scheduled — and checked against the approval threshold agreed with the owner. Anything above it waits for your consent.

03

RESOURCE

Allocated to the right trade — a named Wathiq technician or the verified trade resource for that discipline — selected on proximity and rating, and visible on the work order.

04

ATTEND

The appointment is confirmed with the occupant and an expected arrival window issued. Arrival and departure are recorded on the work order as they happen.

05

EVIDENCE & CLOSE

Before-and-after photographs, parts used, labour time and cause of failure captured on site. The occupant confirms completion.

06

RECORD & RATE

Job filed to the unit's permanent history. The occupant rates the visit, and the rating follows the technician into future allocation decisions.

NO EVIDENCE, NO CLOSE-OUT

Same record. Same evidence standard. Every time.

WORKED EXAMPLE

Inspection Discipline in Practice

An end-of-tenancy turnaround, run as an inspection and test plan rather than a punch list. Three stages are

HOLD points that cannot be passed without your approval or a full function test.

STAGE	CHECKPOINT	EVIDENCE RECORDED
01 Vacating inspection HOLD	Condition captured room by room against the move-in record; meters read; keys and access devices counted.	Dated photo set per room, meter readings, key schedule
02 Scope & classification HOLD	Defects separated into fair wear and tear and tenant-recoverable damage. No works released until the owner or agent approves the split and the cost.	Itemised schedule, cost per line, written owner approval
03 First-fix trades	Plumbing, electrical, AC service and carpentry executed against the approved schedule, item by item.	Photo and trade sign-off per completed item, parts list
04 Surfaces	Patching, painting, sealant and grout. Paint reference recorded so future touch-ups match.	Before and after per area, paint and material references
05 Deep clean & filters	Cleaning to checklist by room; AC filters and drain trays cleaned or replaced.	Room checklist signed, filters photographed removed and refitted
06 Pre-let function test HOLD	Every tap, drain, socket, switch, light, AC unit, door, lock and window operated and confirmed. The unit is not released for re-let until every line passes.	Signed function-test checklist at unit level, with failures and re-tests shown
07 Handover pack	Closed record issued to the owner and retained on the unit's permanent history.	Scope, cost, full evidence set, warranty on works carried out

WHY THIS MATTERS COMMERCIALY

- Recoverable damage is documented with dated evidence that can support the owner's or agent's assessment of the deposit
- The readiness of the unit is documented by a dated, itemised function-test record
- A complaint six months later is answered from the same record
- Recurring failures become visible across successive turnarounds on the same unit

WHERE THE DISCIPLINE COMES FROM

Hold points, witness stages and mandatory evidence are standard practice on large residential construction packages, where a stage cannot proceed until the preceding one is signed. This is the discipline we have chosen to apply to occupied-property maintenance, and it costs you nothing extra — it is simply how our work orders are built.

MEASURABLE COMMITMENTS

Service Standards & Reporting

Target standards, offered as contractual commitments and measured against the record. Priorities are agreed per portfolio at mobilisation.

PRIORITY	TYPICAL SCOPE	ACKNOWLEDGE	ATTEND
Emergency	Active water leak, total power loss, sewage backflow, security of the unit compromised	30 minutes	4 hours
Urgent	No air-conditioning, no hot water, partial power loss, blocked single drain	2 hours	Same day
Routine	Minor plumbing, fittings, joinery, touch-up painting, general repairs	4 hours	3 working days
Scheduled & planned	Servicing programmes, tank cleaning, grounds maintenance visits, inspections, turnaround and snagging works	4 hours	Booked window

REPORTED MONTHLY

Work orders raised, completed and open, by property and by trade	Response and attendance against target	First-visit completion rate
Recurrence — repeat failures on the same unit or asset	Grounds maintenance visits against the seasonal schedule	Cost by property, by trade and against approval thresholds
Occupant ratings and any complaint escalations	Quarterly condition report for villa portfolios, against the asset register	Escalations raised and how they were resolved

Escalation A missed target triggers escalation to the coordinator, then to the account owner. Complaints are logged against the job, not handled in a side conversation, and their resolution appears in the same monthly report.	On the targets themselves These are deliberately achievable targets rather than headline ones. We would rather publish a standard we beat every month than one we explain every month, and we are willing to tighten them contractually once the record supports it.
--	---

GOVERNANCE

Quality, Compliance, Health & Safety

Quality

Our quality framework is documented as procedures with defined checkpoints and hold points, drawn from inspection-and-test practice on large residential construction: a scope, the evidence required at each stage, and a close-out that cannot be completed without it. Page 09 shows it applied to a live scenario.

Compliance

- Right-to-work and permit verification for every worker before dispatch
- Qualified and appropriately licensed specialist subcontractors are used where the nature of the work requires it, with documents held on file
- Job records retained per unit and available to the owner on request

CERTIFICATION — STATED PLAINLY

Our management system is being developed in alignment with the principles and structure of ISO 9001. **Wathiq does not currently hold ISO 9001 or ISO 14001 certification**, and we will not imply otherwise. Certification is a future objective. What we offer from day one is a documented and auditable record of every job — scope, attendance, evidence, cost and close-out — which you can inspect at any time.

Health & safety

Maintenance work in occupied residential property carries risk to occupants, not only to workers. A job that cannot be done safely in an occupied unit is rescheduled, not rushed.

- Task-based risk assessment for work at height, hot works, electrical isolation, and tank entry, disinfection and other confined-space work
- Mandatory PPE and tool condition checks
- Isolation and make-safe before any intervention on live services
- Occupant protection — coverings, containment and clear reinstatement of the work area
- Incident and near-miss reporting logged against the job record
- Works outside our competence referred to accredited specialists, without exception

Sustainability

Our contribution is unglamorous and real: repair before replacement where the asset supports it, correct servicing to extend equipment life, and recurrence data that stops the same failure being paid for four times. We make no claim to green accreditation.

ENGAGEMENT

Commercial Models

Four ways to engage us. Owners' associations and multi-unit landlords may begin with model one before moving to an annual maintenance contract.

01

Per job

Each job quoted before execution — scope, labour and materials set out and approved by you, so no work is carried out that you have not authorised.

Suits: single properties, first engagements.

02

Annual maintenance contract

Fixed monthly fee per unit or per site, covering the planned servicing and grounds maintenance scope plus reactive call-outs to an agreed cap. Works beyond the cap are quoted and approved before execution.

Suits: villa and apartment portfolios.

03

Managed portfolio

Coordination fee for running maintenance across a building or association, with specialist works passed through at cost against documented quotations.

Suits: owners' associations, shared facilities.

04

Works package

A defined scope priced as a package — end-of-tenancy turnarounds, handover snagging, refurbishment or repainting — quoted per unit and delivered to the inspection regime on page 09.

Suits: turnarounds, snagging, peak demand.

Our commercial position. We do not earn on the value of parts or on the volume of call-outs. A model that pays us more when your property fails more often is the wrong model, and we have not adopted one. Pricing and fee schedules are issued separately and agreed per portfolio.

WHERE WE WORK

Sectors We Serve

RESIDENTIAL VILLAS

Single and portfolio villa maintenance with full planned servicing, including developer handover snagging and end-of-tenancy turnaround.

RETAIL & OFFICE UNITS

Small-unit maintenance with out-of-hours attendance to avoid disruption to trading.

APARTMENTS & TOWERS

In-unit maintenance coordinated with building management, with tenant-side visibility for the landlord.

AGENTS & PROPERTY MANAGERS

A maintenance service that can operate within your property-management relationship, with a record you can show your own landlords.

OWNERS' ASSOCIATIONS

Shared facilities and common areas, with cost and recurrence reporting that stands up at a committee meeting.

INSTITUTIONAL GROUNDS

Landscaped grounds and green areas at schools, hospitals, administrative and community buildings.

MIXED-USE

Residential above retail, where trades, access windows and tenant types differ floor by floor.

SPORTS & RECREATION

Pitches, playgrounds, amenity lawns and recreational grounds.

Geography. Kingdom of Bahrain, across all governorates.

ONBOARDING

Mobilising a Property

The mobilisation programme is structured over thirty days, with the detailed asset-survey programme scaled to the size and complexity of the property — so the first month of service is not also the month we work out how your portfolio operates.

Week 1

Portfolio load

Unit schedule, contacts, access arrangements and any existing warranties or maintenance contracts loaded to the platform.

Week 2

Rules of engagement

Priority definitions, response targets, approval thresholds, escalation contacts and reporting format agreed and recorded in the contract.

Week 3

Asset & condition survey

Villa assets registered and condition captured, which is what allows planned servicing to start in month one. Shared plant is surveyed with the appointed specialist.

Week 4

Live, with review

Service commences against the agreed schedule. First performance review at thirty days, with a written report.

What we need from you

- Unit or property schedule with addresses
- Occupant contacts, or permission to obtain them
- Spend approval threshold and approver
- Existing AMCs, warranties and known defects
- Asset list, if one exists — we will build it if not

What you can expect in the first month

- Every job in one record, visible to you
- Performance measured against agreed targets, published in full
- A written thirty-day review, including what did not go well
- A right to terminate at the thirty-day review, with your records exported to you

Thirty-day exit. At the thirty-day review, the customer may terminate the engagement without a notice period or termination fee, subject to the terms of the agreement, and we export your records to you. The mobilisation and asset-survey charge is non-refundable, as that work is done and the output is yours to keep.

CONTACT

Wathiq for Building Management & Maintenance

A maintenance service built around evidence, accountability and the long-term condition of the property.

COMPANY Wathiq for Building Management & Maintenance
واثق لإدارة وصيانة المباني

CR NUMBER 90198-6

MOBILE +973 3636 3667

EMAIL info@wathiqpm.com

WEB www.wathiqpm.com

ADDRESS Manama, Kingdom of Bahrain



Wathiq
واثق