



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.

Wathiq maintains villas, apartments, shared facilities and grounds for property owners, landlords, property managers and owners' associations. Requests come from owners, occupants, agents or associations; a verified technician attends; the job is closed against photographic evidence and a sign-off held permanently on the unit's record.

WHAT WE DO

Reactive maintenance

- Plumbing, electrical, air-conditioning, joinery, painting, general repairs
- Emergency attendance
- Defect rectification and snag close-out
- End-of-tenancy turnaround

Water storage & treatment

- Tank cleaning, disinfection and inspection
- Filtration, softeners, reverse osmosis, UV sterilisers
- Pressure, flow and dissolved-solids readings logged every visit

Planned preventative maintenance

- Asset registers and condition capture
- AC, plumbing and electrical servicing programmes
- Compliance calendars and recurrence analysis
- Quarterly condition reporting

Grounds, planting & greenery

- Grounds maintenance contracts and irrigation checks
- Gardens, lawns and amenity planting
- Roof gardens, terraces and façade greening

What we coordinate rather than self-deliver. Lifts, fire systems, main switchboards, generators, building management systems and central cooling are appointed to qualified specialists, coordinated by us, with their documentation held on the property record. We maintain water treatment equipment to the manufacturer's schedule; we do not certify that water is fit to drink — laboratory analysis is arranged and the certificate issued in the laboratory's name.

HOW A JOB RUNS

1 Request logged against a specific unit · **2 Triage** by trade and priority, checked against your approval threshold · **3 Allocation** to the right trade on proximity and rating · **4 Attendance** confirmed with the occupant, arrival and departure recorded · **5 Evidence** before-and-after photographs, parts, labour time, cause of failure · **6 Record** filed to the unit's permanent history and rated.

No evidence, no close-out.

SERVICE STANDARDS

PRIORITY	TYPICAL SCOPE	ACKNOWLEDGE	ATTEND
Emergency	Active leak, total power loss, sewage backflow, unit not securable	30 minutes	4 hours
Urgent	No air-conditioning, no hot water, partial power loss, blocked drain	2 hours	Same day
Routine	Minor plumbing, fittings, joinery, touch-up painting	4 hours	3 working days
Scheduled	Servicing, tank cleaning, grounds visits, inspections, turnaround	4 hours	Booked window

Targets are contractual, measured against the record, and reported monthly with response performance, first-visit completion, recurrence, cost against your approval threshold, and occupant ratings.

COMMERCIAL MODELS

01 • Per job Each job quoted before execution and approved by you. No work carried out that you have not authorised.	03 • Managed portfolio Coordination fee for a building or association, with specialist works passed through at cost against documented quotations.
02 • Annual maintenance contract Fixed monthly fee per unit or site covering planned servicing and grounds, plus reactive call-outs to an agreed cap.	04 • Works package A defined scope priced as a package — turnarounds, snagging, refurbishment or repainting — quoted per unit.

We do not earn on the value of parts or the volume of call-outs. Where a unit generates repeated visits, the record shows the pattern and a planned remedy is quoted.

MOBILISATION AND YOUR RIGHT TO EXIT

The mobilisation programme runs over thirty days, with the asset-survey programme scaled to the size and complexity of the property: portfolio load, rules of engagement, asset and condition survey, then service commencement. At the thirty-day review you may terminate without a notice period or termination fee, subject to the agreement, and we export your records to you. The mobilisation and asset-survey charge is non-refundable, as that work is done and its output is yours.

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. 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.

NEXT STEP

Send us a unit schedule for one property. We will return a mobilisation proposal with the planned services calendar, the monthly fee and the response targets we are prepared to contract against. The full capability statement is available in English and Arabic.