

REM

50

UAE

THE 50 TOP INFLUENTIAL REAL ESTATE
MANAGEMENT PROFESSIONALS 2023



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ease of navigation and should not be construed as indicative of any particular
order or hierarchy.

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Introduction



Megha S Anthony
Senior Editor, REM TIMES

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“The key to successful
leadership is influence,
not authority.”

~ **Kenneth H. Blanchard**
.....

Celebrating the Visionaries of Real Estate Management

The year 2022-2023 has been a remarkable period for the Real Estate industry in the United Arab Emirates. Despite several challenges, the sector has witnessed unprecedented growth, setting new records and keeping the management professionals on their toes. In light of these achievements, it is only fitting to honor and recognize the exceptional individuals who have played a pivotal role in shaping the industry and elevating it to greater heights.

Welcome to REM 50, a captivating coffee table book that goes beyond a mere compilation of influential figures in UAE’s real estate management sector. It is a journey into the very essence of what it takes to bring about real change in the built environment. As the saying goes, ‘Rome wasn’t built in a day’, and the UAE’s remarkable built environment stands as a testament to the countless unsung heroes who have worked tirelessly to shape the landscape we enjoy and live in today.

Within the pages of this book, you will encounter a remarkable group of individuals whose leadership and impact have left an indelible mark on the industry. These inspiring men and women have demonstrated unwavering dedication to the success of their companies, employing

their determination, creativity, and perseverance to exceed expectations and push boundaries in real estate management.

Having had the privilege of meeting the REM 50 nominees, I can attest to the honor and inspiration that their stories emanate. Each chapter unveils a unique journey, revealing the trials, triumphs, and defining moments that have shaped these exceptional leaders.

As you embark on this exploration of the REM 50, I invite you to delve deeper into the lives and leadership styles of these remarkable individuals. May their stories ignite your imagination, and motivate you to reach new heights in your own professional endeavors.

I extend my heartfelt gratitude to the visionary individuals featured in this book, as well as the dedicated teams who support them.

Together, let us celebrate the outstanding achievements and unwavering spirit of the REM 50. May their stories continue to inspire us and serve as a reminder that with vision, determination, and resilience, we can create a built environment that surpasses our wildest dreams.



Mohammed Khalifa Bin Hammad

Senior Director, Jointly Owned Properties Department, Real Estate Regulatory Agency, Dubai Land Department



Mohammed Khalifa bin Hammad is one of the highly respectable professionals in the real estate management sector, renowned for his extensive expertise and significant contributions to the industry.

As the Senior Director of the Jointly Owned Properties Department at the Real Estate Regulatory Agency (RERA) in Dubai since 2008, and a real estate valuation expert at the Dubai Land Department, he has played a pivotal role in shaping and revolutionizing the real estate landscape in Dubai.

Mohammed Khalifa bin Hammad's remarkable achievements include the establishment of the Jointly Owned Properties Department within RERA.

Under his leadership, this department has been instrumental in introducing essential electronic systems to enhance transparency

and efficiency in the management of Jointly Owned Properties.

Notably, he spearheaded the implementation of the Mollak system, which streamlines financial operations and manages Escrow accounts for Jointly Owned Properties. Additionally, he played a crucial role in the development and implementation of the Munaqasat system, a tender system that facilitates audits of service charges and billing services.

Recognizing the need for standardised practices, Mohammed Khalifa bin Hammad also played an important role in the creation of various systems and tools to regulate the relationship between real estate landlords and tenants. He established the Ejari system, a comprehensive platform for registering and documenting lease contracts, ensuring transparency and legal compliance. Furthermore,

he played a key role in establishing a rental index and rental calculator, enabling fair and accurate pricing for real estate transactions. His efforts have significantly contributed to the professionalization and stability of the real estate market in Dubai.

Prior to his role at RERA, Mohammed Khalifa bin Hammad worked at the Dubai Development Board, where he demonstrated exceptional leadership skills and co-founded the real estate finance and real estate studies sector. Mohammed Khalifa bin Hammad's educational background is equally impressive,

with a Master's degree in Islamic economics and wealth management from Zayed University, distinguished postgraduate studies in real estate management from the Royal

Institute of Government in Sweden (KTH), and expertise as an internal auditor for government excellence.

He is also an esteemed member of several specialized international and local bodies, contributing to the growth and development of the real estate management sector.

Mohammed Khalifa bin Hammad's exceptional contributions and commitment to excellence make him an important figure in the industry.

.....
Mohammed Khalifa bin Hammad and his passionate team have achieved many vital milestones for RERA, which have been very important in the evolution of the market and its recent turnaround

Ahmed Khalil Al Hamdani

Senior Auditing Specialist, Real Estate Regulatory Agency, Dubai Land Department

Ahmed Khalil Al Hamdani is an impressive and remarkable self-made individual. Ahmed's dedication and expertise have seen him excel in his fourteen years as Senior Auditing Specialist of JOP Management department in RERA, the Dubai Land Department. His warm demeanour and relaxed attitude towards problem-solving make him stand out from other professionals. Guided by the Government of Dubai, Ahmed's knowledge of both real estate and IT enabled the establishment of Dubai's very own Owners Association Regulatory - made possible by Real Estate Regulatory Agency (RERA). He Strongly believing that **'be a legacy, not a jealousy'**, Ahmed has used his passion for legislation to help guide this body through remarkable growth and success. We are proud to have such an exceptional professional lead RERA!

His mentor, The Director General of DLD, CEO of RERA and the Director of JOP Department has been extremely supportive when it comes to helping him reach and achieve the highest

standards that they envisioned together while setting up RERA. Thanks to their encouraging words and continuous motivation, Hamdani can now proudly point out what they have been able to establish with their hard work and dedication.

The CEO's confidence has served as a source of continual drive and motivation. His commitment is still strong, and his goal remains to provide people with healthy, safe living establishments they can call home.

Hamdani has reached several major goals in his career, including playing a crucial role in the establishment of Ejari and Mollak. Among many goals, his main goal is ensuring that all JOPs in Dubai earn their WELLNESS certification. To this end, he offers huge encouragement in establishing sustainable communities. He also advocates for global organizations to implement AI-backed property management solutions, which would greatly improve the current system. In recent years Ahmed's expertise has significantly advanced Mollak's offerings - what was once merely

a billing system is now much more sophisticated. Interestingly, when fully integrated with AI, Mollak will be the only of its kind worldwide.

When faced with a challenge, Hamdani is driven to find solutions. He values listening to people and believes that this attitude has helped his department grow and evolve. His technology background has been instrumental in spearheading RERA's digital transformation journey, making the real estate industry more

transparent. Additionally, we can look forward to more exciting initiatives from Hamdani in the upcoming journey. The aim is to increase the efficiency with which properties and assets are handled, thereby making cities more sustainable.

Hamdani is committed to enhancing collaboration and communication

between traditional built environment sectors by actively promoting transparency, fostering innovation, and enabling informed decision-making. In so doing, the goal is to make cities more sustainable through increased efficiency with which properties and assets are handled

and ensuring happy society.

Prophet Mohammed (PBUH&HP) and his parents have been a key source of inspiration throughout His life. In particular, he credits his mother's

unwavering support for helping him to reach the heights of success he has achieved today.

Hamdani dedicates everything that he achieves to the Almighty and keeps Allah at the forefront of his life always. Every aspect of his life is guided by Him. He keeps saying Alhamdulillah for each and every step he takes.

.....
Strongly believing that 'be a legacy, not a jealousy', Ahmed has used his passion for legislation to help guide this body through remarkable growth and success.
.....



Abdulaziz Al Gargawi

Chief Executive Officer, Dubai Community Management



Abdulaziz Al Gargawi is an esteemed figure in the real estate industry, and has made an extraordinary impact on Dubai's community management and real estate landscape. As the CEO of Dubai Community Management (DCM), the community management arm of Dubai Holding, Abdulaziz's expertise and unwavering dedication have propelled him to transform the organization into a beacon of excellence. With a visionary approach and leveraging his expertise of over 15 years, Abdulaziz has seamlessly led the management of residential, master communities & districts, making him a key figure in the region.

Very early on, he became a driving force in educating others about the importance of community feedback and establishing industry standards. This relentless pursuit culminated in

the creation of TECOM Community Management, under TECOM. Tasked with setting up this new venture from scratch, Abdulaziz embraced the challenge with unwavering determination.

Abdulaziz's approach is rooted in focusing on what he knows best and inspiring his team to do the same. He believes that when individuals are dedicated to their strengths, success naturally follows. This philosophy, combined with his unwavering dedication, has propelled Abdulaziz to achieve numerous industry benchmarks.

Driven by his passion for the city and aligned with the vision of Dubai's rulers, Abdulaziz constantly challenges himself to reach new heights. Managing various districts comes with immense responsibility, as they represent the very image of the city itself. Abdulaziz ensures

that each community under his care upholds the esteemed reputation of Dubai.

His vision for the communities and districts he manages goes beyond mere management. Abdulaziz strives to foster a deep sense of connection, engagement, and pride among the people within these vibrant spaces.

Furthermore, he aims to align his vision with that of the developers, ensuring a harmonious partnership that enhances the value of the assets.

Abdulaziz's ultimate goal is for

DCM to be a leading entity in the industry, setting new benchmarks in community management. By partnering with regulators and

leveraging the company's exceptional skill sets, he envisions a future where Dubai's communities continue to flourish and the city itself evolves into an even more extraordinary destination.

.....
Abdulaziz's approach is rooted in focusing on what he knows best and inspiring his team to do the same. He believes that when individuals are dedicated to their strengths, success naturally follows.

Abdulaziz, with his visionary approach, stands as a true architect of Dubai's vibrant communities, leaving an indelible mark on the landscape of the city he calls home.

Ahmed Al Suwaidi

Managing Director, Dubai Holding Asset Management – Residential Communities

For more than 15 years, Ahmed Al Suwaidi has been instrumental in enriching Dubai's housing landscape and enhancing its appeal as a global destination to live and work.

He is at the helm of Dubai Asset Management, the residential leasing arm of Dubai Holding Asset Management (DHAM), which manages a portfolio of 15 strategically located residential communities across 25,000 units that provide ideal solutions for individuals, families and corporate clients.

A commitment to tenant happiness and digital innovation best defines Ahmed's multifaceted experience in property management solutions. His vision to promote digital transformation in real estate and property management has transformed the customer journey at Dubai Asset Management.

Name:
Ahmed Al Suwaidi

Designation:
Managing Director, Dubai Holding Asset Management – Residential Communities

Favourite Leadership Quote:

"The race for excellence has no finish line."

– His Highness Sheikh Mohammed bin Rashid Al Maktoum

Prior to his current role, Ahmed held several leadership positions at Dubai Asset Management, Dubai Community Management, Deyaar Development PJSC and Deyaar Property Management LLC.

His multifaceted career trajectory has made Ahmed a resilient leader. Under his stewardship, Dubai

Asset Management's Residential Communities have maintained high occupancy and retention levels through global pandemics and economic challenges.

Along with esteemed board memberships and leadership roles, Ahmed is the published author of 'Properties in the UAE: Endless Investment Opportunities'. He is also classified as the owner of the Real-Estate Management Engineering, Property Inspection and Real-Estate Evaluation Services national project.

Education has been a driving force in Ahmed's career journey. Following a Bachelor's in Business

Administration and another one in Law, Ahmed pursued a Master's in Business Administration from Cardiff Metropolitan University. He also

has completed several Strategic Management and Real-Estate Development diplomas from Harvard University and the Chartered Management Institute.

As part of Dubai Asset Management, Ahmed remains firmly focused on enriching Dubai's residential landscape in line with the pillars

of the Dubai 2040 Urban Plan. His efforts to provide diverse and high-quality living communities through DHAM have reinforced the emirate as one of the world's most liveable and happy cities.

A commitment to tenant happiness and digital innovation best defines Ahmed's multifaceted experience in property management solutions. His vision to promote digital transformation in real estate and property management has transformed the customer journey at Dubai Asset Management.



Abdellatif Sfaxi

Chief Executive Officer, Khidmah



Abdellatif Sfaxi was appointed Chief Executive Officer of Khidmah in 2020 to drive the company's future organic and inorganic growth and expansion plans, enhance customer experience and journeys across all touchpoints, advance technological adoption and digital transformation efforts, and ensure that new and existing clients across the UAE and the wider GCC region continue to receive cost-competitive, best-in-class quality Facilities Management services.

Abdellatif brought over three decades of experience to Khidmah gained across finance management, mergers and acquisitions, strategic planning, and general management of multi-sectorial organisations where he held leadership and strategic growth roles. He is a result-driven strategic thinker who has supported organisations expand and diversify while steadily remaining within the principles of corporate governance.

In his role at Khidmah, he successfully introduced an ambitious 5-year business plan aimed at achieving triple-digit revenue growth and Net Operating

Name:
Abdellatif Sfaxi

Designation:
Chief Executive Officer,
Khidmah

Favourite Leadership Quote:

"It doesn't make sense to hire smart people and tell them what to do; we hire smart people so they can tell us what to do."

– Steve Jobs

Influential Mentor:
Steve Jobs

Words of Wisdom:
"Embrace failure as part of the success journey. Failure is not the opposite of success but a step towards it."

Income through a combination of organic and inorganic strategies. He played a key role reimagining the customer experience, and established digitisation as a key pillar of Khidmah's corporate and culture strategy with a strong emphasis on leveraging data analytics for decision making.

Through his strategic vision, Khidmah achieved notable growth and witnessed a remarkable 430% increase in contract value by 2022 and has established itself as a partner of choice for Integrated Facilities Management solutions for over 100 clients in the UAE and KSA.

Additionally, Abdellatif spearheaded the company's acquisition of Pactive Sustainable Solutions, a green building enabler, and

Mace Macro Technical Services, Mace Group's UAE-based Hard Facilities Management arm, further strengthening Khidmah's portfolio and offering. He achieved an 80% revenue growth for Khidmah in 2023 and 130% increase in Net

Operating Income (NOI) due to synergies and economies of scale resulting from the acquisitions.

Prior to joining Khidmah, Abdellatif was the Group Chief Executive Officer at Arkan Building Materials Company (Arkan).

Before that, Abdellatif was Chief Executive Officer at Emirates International Investment Company and worked as Chief Financial Officer and Chief Executive Officer in several reputable firms in Tunisia. He also serves as board member for several companies in the UAE.

.....
Through his strategic vision, Khidmah achieved notable growth and witnessed a remarkable 430% increase in contract value by 2022 and has established itself as a partner of choice for Integrated Facilities Management solutions for over 100 clients in the UAE and KSA.
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Abdulla Al Wahedi

Chief Executive Officer, Irtikaz Property Management

Abdulla Al Wahedi's passion for facilities management and property management has been the driving force behind his success in the industry. With over two decades of experience, Abdulla has become one of the most respected and influential figures in real estate management in the UAE.

As the founder and owner of Irtikaz Group, Abdulla has built a reputation for delivering high-quality property management and owners association management services in Dubai. Prior to starting his own venture, Abdulla held several high-profile roles, including Senior Director of Facilities Management at Emaar Properties, where he oversaw the operations of iconic projects such as the Burj Khalifa and the Dubai Mall.

Abdulla's expertise is not only limited to real estate but also extends to telecommunications and district cooling services. At the beginning of his career, he worked on the first commercial district

Name:
Abdulla Al Wahedi

Designation:
Chief Executive Officer,
Irtikaz Property
Management

Favourite Leadership Quote:

"The race for excellence has no finish line."

– His Highness Sheikh Mohammed bin Rashid Al Maktoum

Influential Mentor:
My parents

Words of Wisdom: I always tell my oldest daughter who is very anxious and wants things to happen now: 'Don't worry! Whatever is meant for you will come your way. Relax and maintain your focus and it will happen.'

cooling plant in the UAE with The National District Cooling Company 'Tabreed', and later managed various telecommunications and commercial buildings at Etisalat.

During his tenure with Etisalat, he was privileged to be part of the project team that set up the second mobile telecom operator in the Kingdom of Saudi Arabia 'Mobily', responsible for developing and operating its MEP services in the Eastern Province.

Abdulla's qualifications speak for themselves.

He holds a Bachelor's degree in Electrical Engineering from Seattle University, an MBA from the American University of Sharjah, and a Master's in International Law from

the University of Paris. In addition, he is a graduate of the Mohammed Bin Rashid Centre for Leadership Development (MBRCLD) and has won the Sheikh Rashid Award

for Academic Achievement.

But Abdulla is more than just a successful businessman - he is also a passionate advocate for education and professional development. Abdulla is a certified facilities management trainer for MEFMA and is a regular participant in regional property and facilities

management conferences. His commitment to delivering high-quality services to clients and his passion for the industry continue to drive him forward.

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Dubai real estate growing fastest in the world

Dubai leads the 25-city forecast for 2023 with price growth expected to reach 13.5%. Across the cities traced the price prices were expected to rise by 2% on average in 2023, according to a report by Knight Frank.

Cities of Miami and Los Angeles occupy the second and third spot after Dubai, however, the forecast rate has dropped in the past six months as recessionary fears get stronger. Fixed mortgage rates in the US has exceeded 7% and a mansion tax is being considered in Los Angeles for homes priced above \$5 million.

Residential values in Dubai's prime markets which include the areas of Palm Jumeirah, Emirates Hills and Jumeirah Bay Island strengthen

with a growth rate of 29% in the third quarter of 2022.

According to the report, the price rises can be attributed to a shortage of new supply and string inflows of ultra-high-net-worth individuals (UHNWI) who are targeting second homes in Dubai.

Among the most popular cities to purchase a home, Dubai ranks in the top three and is most popular with HNWIs based in the Chinese mainland, placing just after London and New York.

Since the start of the pandemic, Palm Jumeriah has registered price prime growth in excess of 100 percent while prime residential prices across Dubai's other top areas increased by 89% in the last year. Prices start from a low base, according to the report,

Dubai is one of the top three cities when it comes to purchasing a home and is especially popular with HNWIs based in the Chinese mainland, coming just after London and New York.

which makes Dubai one of the most 'affordable' luxury residential markets in the world.

Ultra-prime properties, homes priced over \$10 million have seen a record year in 2022. 152 ultra-prime sales were agreed in the first nine months of 2022. Palm Jumeirah remains the most affordable in terms of average transacted price as compared to Emirates Hills and Jumeirah Bay Island.

Despite strong demand, developers are not delivering new projects at the fast rate that was observed previously.

The report reveals that the overriding challenge for the emirate is a shortage of waterfront homes as demand for waterfront properties is on the rise.

Dr. Ansari

Group Chief Executive Officer, Adeeb Group

Dr. Ansari entered the working space as an engineer in UAE over thirty years ago and worked his way up to being the Group Chief Executive Officer of Adeeb Group. Over the years he has served numerous clients in industries and verticals within construction and Facilities Management. These years of gaining knowledge have helped to attain the Fellow membership status in IWFM (Institute of Workplace and facilities management) too.

In his tenure as the Group CEO of Adeeb Group, he ensures the sustainable growth of the company and supports the Facilities Management market's enhancement in the region. Dr. Ansari says, "The industry as well as the customer expectations are constantly growing, and hence is demanding more swifter changes in technology, process, and upgradation of human

Name: Dr. Ansari

Designation:
Group Chief Executive
Officer, Adeeb Group

Favourite Leadership Quote:
"The real asset of any advanced nation is its people, especially the educated ones, and the prosperity and success of the people are measured by the standard of their education."

– His Highness Sheikh
Zayed Bin Sultan Al Nahyan

Words of Wisdom:
"Oh My Lord! Advance me in knowledge" (Quran [Surah Ta-Ha; 20:114]) is one of my favorite verses and supplication from the Holy Quran.

skills sets. Since the FM industry is heavily manpower intensive, ensuring the welfare of the staff and supporting their growth is part of my mission."

Having a strong insight into the current market trends, he strongly supports adopting

progressive change helping the advancement of the community and the industry. Dr. Ansari's current focus is on developing Adeeb Group to be a future-ready company, to take on the challenges of this growing and competitive market.

Apart from his day job, he has been serving the FM community by actively volunteering in professional organizations such as IWFM, MEFMA, EEG, etc. Moreover, he is currently the Chair of IWFM UAE from 2021.

Dr. Ansari remains very optimistic about the growth and strength of the region's real estate market. He remains confident in the progressive culture developed in the region which is constantly motivating more achievements and developments. He highlights the courage,

..... determination, and vision of the country leaders of the UAE and offers strong support to their development plans.

Dr. Ansari believes that since the FM industry is heavily manpower intensive, ensuring the welfare of the staff and supporting their growth is part of his mission.

.....

He also added, that "The leaders of the nation have announced strong targets to meet the sustainability goals

and we as the built environment & real estate professionals need to put in rigorous methods to meet those goals. For this, real estate professionals should devise rigorous methods, thereby becoming socially responsible citizens of the UAE and the world at large.



Andrew Cummings

Head of Prime Residential, Knight Frank



Andrew Cummings is a renowned Dubai-based luxury broker, serving as Head of Prime Residential at Knight Frank. With a string of impressive achievements under his belt, Andrew has established himself as a multi-award-winning broker, having sold some of the most remarkable properties in Dubai. Notably, in 2023, he recorded the sale of Dubai's most expensive land plot at \$34 million, and in 2020, he facilitated the sale of a villa worth over \$30 million, which followed another villa sale in 2019 at over \$18 million.

Andrew has also sold a variety of high-value penthouses and villas, earning him recognition as Dubai's Outstanding Agent of the Month by PropertyFinder, twice within a mere six months, the only person to achieve this in the same year. In the Annual PropertyFinder Awards of 2020, he was named the Best Quality Broker in Dubai.

Name:
Andrew Cummings

Designation:
Head of Prime Residential,
Knight Frank

**Favourite Leadership
Quote:**

*"It's not about money
or connections it's the
willingness to outwork
and outlearn everyone."*
- Mark Cuban

Influential Mentor:
Jeremy Heywood

Andrew specializes in exclusive and high-profile properties across Dubai, particularly in areas such as Emirates Hills, Palm Jumeirah, Downtown Dubai, Dubai Hills, and District One. He has a diverse clientele base, ranging from local business

magnates to international high net worth individuals.

Andrew prioritizes serving his clients as a trusted advisor and partner, ensuring to curate a complete

lifestyle experience that best suits their needs and preferences, be it a family home, investment property, or vacation getaway.

With a background in consulting, Andrew approaches his work with

a data-driven mindset, drawing insights from his in-depth study of local and international markets. Combining this knowledge with exclusive access to some of the finest properties on and off the market, Andrew provides tailored

services that address the unique needs and goals of each of his clients.

Before venturing into real estate, Andrew served as a senior government official and acted as an

advisor on the Middle East, North Africa, and North America to two UK Prime Ministers. After leaving the government, he built a successful career in providing government advisory services worldwide.

.....
With a background in consulting, Andrew approaches his work with a data-driven mindset, drawing insights from his in-depth study of local and international markets.
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Alexander Karabet

Founder & Managing Director, Mansions Owners Association Management

Alexander Karabet has been leading Mansions Owners Association Management, as a founder and managing director, for almost a decade transforming it from a 'one-contract' company to a leading player in Dubai's community management industry.

Alexander's industry expertise combined with his strong business acumen and leadership skills, has been instrumental in growing Mansions into one of the most respected and successful companies in the field. He has a deep understanding of the challenges faced by the industry and has worked tirelessly to develop innovative solutions to address them.

In his role at Mansions, Alexander is responsible for the overall strategic direction of the company, as well as for the development and implementation of its operational and financial plans. He works closely with the company's top management team to ensure that Mansions' services meet the highest standards of quality and efficiency and that the

Name: Alexander Karabet

Designation:
Founder & Managing
Director, Mansions Owners
Association Management

Favourite Leadership Quote:

"Twenty years from now you will be more disappointed by the things that you didn't do than the ones you did do. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore! Dream! Discover!"

– Mark Twain

Influential Mentor:
My father

Words of Wisdom:
Your real client is yourself. Listen to him, treat him right, spoil him, and make him happy. You will then understand what customer service is.

company remains at the forefront of the industry.

Mansions is known as a champion in resolution of complex issues related not only to technical aspects like equipment faults, construction defects, unfinished common areas, debt recovery, but also historical issues related to the management of the internal community affairs, management of conflicts between retail and residential components, development of main governing documents, recovery of financial debts, and others.

Mansions' outstanding performance in the past few years, as well as during the challenging year 2020 has resulted in major AED savings for their clients and paid back to Mansions OAM in the form of the 2020 award – Best Community Management Services ranked by

MEA Markets in the category MEA Business Awards.

Alexander holds multiple Master's degrees in engineering and business administration from the leading international universities, and is an active member of several industry

..... organizations, including the Community Associations Institute (CAI) and International Real Estate Community Management Summit (IRECMS). He is also a sought-after speaker on issues related to community management and real estate and has been featured in numerous publications and media outlets.

With his wealth of experience and his commitment to excellence, Alexander is well-positioned to lead Mansions into a bright future of continued growth and success.

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With his wealth of experience and his commitment to excellence, Alexander is well-positioned to lead Mansions into a bright future of continued growth and success.



Aureen Reddy

Director of Property Management, Provident Estate



Aureen Reddy, the Director of Property Management at Provident Estate, stands at the forefront of the real estate management sector, setting new standards of excellence and personalization in her field. With a remarkable career spanning over 17 years, Aureen has not only built an impressive portfolio of accomplishments but has also established herself as a highly dedicated professional who consistently delivers exceptional results and personalized service to every property owner she serves.

Aureen’s journey towards becoming a leader in real estate management began with her passion for customer care and impeccable service, which

Name: Aureen Reddy

Designation:
Director of Property Management, Provident Estate

Favourite Leadership Quote:
“Make a sale, make a living: build a relationship, you build fortunes.”
– Ayn Rand

Influential Mentor:
My family

Words of Wisdom:
All will be well in the end. Be strong, don’t give up and everything you are going through is to make you into who you are!

she cultivated while working in prestigious banking and real estate institutions. It was during this time that she realized her true calling lay in the realm of property management. Equipped with her extensive industry experience and a wealth of knowledge, Aureen made the

transition and has since dedicated over 12 years of her career to this dynamic field.

In an industry that is constantly evolving, Aureen remains at the forefront of innovation. She believes in leveraging technology to streamline processes and enhance efficiency, allowing her to stay ahead of the curve and adapt to the ever-changing landscape of real estate management. By embracing cutting-edge tools and collaborating with talented individuals, Aureen ensures that she consistently delivers outstanding results and remains a trusted advisor to her clients.

One of the key attributes that sets Aureen apart is her unwavering commitment to building strong relationships. She understands that genuine connections are the foundation of success in real estate management. By prioritizing open communication, trust, and mutual understanding, Aureen forges lasting partnerships with her clients, colleagues, and industry

professionals. Her ability to foster these connections has not only earned her a stellar reputation but has also played a pivotal role in her professional growth.

Aureen Reddy’s name is synonymous with excellence, professionalism, and personalized service in the real estate management sector. She approaches every project with meticulous attention to detail, ensuring that

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She approaches every project with meticulous attention to detail, ensuring that no stone is left unturned in the pursuit of success.
.....

no stone is left unturned in the pursuit of success. Her dedication to excellence, combined with her unparalleled expertise, has earned her the trust and loyalty of a diverse clientele.

When you engage Aureen Reddy’s services, you can expect not only a knowledgeable and experienced professional but also a genuine partner who is determined to help you achieve your property management goals. Aureen’s passion for the industry and her unwavering commitment to her clients’ success make her an invaluable asset in the real estate management sector.

Bart Holsters

Country Manager, ENGIE Solutions UAE



Bart Holsters is a dynamic leader in the real estate industry, with over 20 years of experience in project development, O&M operations, and general contracting across Europe, Middle East and Africa. He is known for his strategic vision, financial acumen, passion for sustainability, mission-critical, and efficiency. He is an expert in the Middle Eastern built environment, having successfully led several high-profile projects in the region.

After completing his masters in industrial engineering in Brussels, Bart began his career in 2003 as a data center manager at a Belgian building services & engineering company. He quickly rose through the ranks, taking on increasingly complex projects and expanding his expertise to include all aspects of real estate development, from deal origination, design and build to steady operations. In 2009, he moved to Dubai to lead the Technical FM on the Burj Khalifa, after which taking on various roles he was appointed as the General Manager of ENGIE Solutions UAE. He has since contributed to evolving the existing FM services business ENGIE Solutions into the leader in sustainable energy solutions in the UAE.

Name: Bart Holsters

Designation:
Country Manager, ENGIE Solutions UAE

Favourite Leadership Quote:
“He who has great power should use it lightly.”
– Seneca

Influential Mentor:
Jacques Tilquin, one of my first managers back in Belgium at the start of my professional journey.

Words of Wisdom:
Be a simplifier, cut through complexity and always strive to offer a solution everybody can understand.

During his tenure, he led the successful launch of several major energy projects, including a prestigious 10MW waste heat recovery project in the UAE. The

company has saved over \$38 million in utility consumption and avoided over 200,000 tCO₂e in carbon emissions for its clients by implementing innovative energy solutions across the GCC real estate and industrial sectors.

Under Bart’s leadership, ENGIE Solutions

successfully developed and integrated several digital platforms to improve performance across the organization, focusing on more efficient and reliable service delivery to multiple real estate projects the organization currently has under

its operational management. He also championed several sustainability initiatives and implemented energy-efficient operational practices, earning the company several prestigious awards for safety, sustainable development, and engineering implementations.

Since being in the role of UAE General Manager, Bart’s

achievements in the industry have been recognized with several accolades. He has been included in the Power 50 leaders list by both Facility Management Middle East and Construction Business News Middle East magazine and was awarded the prestigious fmME FM Manager of the Year award in 2012.

.....
He acknowledges that the industry must continue to innovate and adapt to meet the changing needs of customers and investors as connected, sustainable and eco-friendly developments continue to grow.
.....

Looking ahead, Bart sees a bright future for UAE’s real estate sector - he believes that the market will continue to attract global investors, thanks to the country’s stable political environment, robust infrastructure, and attractive investment

opportunities. He acknowledges that the industry must continue to innovate and adapt to meet the changing needs of customers and investors as connected, sustainable and eco-friendly developments continue to grow. As the industry continues to evolve, Bart remains committed to leading ENGIE Solutions to new heights of success in the UAE energy solutions market.

Beverley Theresa Goettling

Head of OA Department, Al Mujama under Dubai Investment Real Estate

M eet Beverley Theresa Goettling, one of the early entrants into the field of owner's association (OA) management. As the Head of OA Department at the Al Mujama under Dubai Investment Real Estate, Beverley has been at the forefront of transforming the way communities are managed and maintained in the dynamic city of Dubai.

With an illustrious career spanning over 20 years, Beverley has garnered extensive knowledge and experience in real estate, operations, and facilities management. Her expertise encompasses a diverse range of industries, including corporate commercial, residential, and hospitality. Throughout her journey, Beverley has embraced the challenges and opportunities presented by the ever-evolving landscape of OA management. Born and raised in South Africa, Beverley's passion for sales and marketing led her to intern at a prestigious golf resort, where she delved into the world of mix-use owners' associations. This

Name:
Beverley Theresa Goettling

Designation:
Head of OA Department,
Al Mujama under Dubai
Investment Real Estate

Favourite Leadership Quote:
*"Do the best you can until
you know better. Then when
you know better, do better."*
– Maya Angelou

Influential Mentor:
His Excellency Khalid
Bin Kalban with a, Vice
Chairman and CEO of Dubai
Investments. PJSC.

experience laid the foundation for her understanding of return on investment (ROI) in the context of timeshares and holiday homes, shaping her expertise in the field.

Relocating to a new country and immersing herself in a vibrant culture, Beverley embraced the new phase. From leasing and sales to project handovers and OA management, she has amassed a wealth of experience. The dynamic nature of the industry, shaped by regulatory bodies such as RERA, Dubai Land Department (DLD), Security Industry Regulatory Agency (SIRA), Dubai Municipality, and various civil and defense rules, keeps Beverley on her toes. Dealing with clients and staying up-to-date with evolving regulations has sharpened her knowledge and honed her skills.

In 2002, Beverley was headhunted for a pioneering role in property management in Dubai, at a time when RERA (Real Estate Regulatory Agency) did not yet exist. Joining Union Properties and Dubai Investment, she played a pivotal role

in establishing the first expat lease land sales. Throughout her tenure at Dubai Investment, she has been at the forefront of innovation and progress, creating the Al Mujama OA department in 2020.

She was awarded the Best Rental Real Estate Agent by Union Properties

.....
**Beverley's unwavering
dedication, wealth
of knowledge, and
commitment to excellence
have left an indelible mark
on the industry.**
.....

in 2002. In 2014, she was presented with the prestigious Outstanding Association Property Management Award by Dubai Investment and Union Properties,

a testament to her invaluable contributions to the industry.

Beverley's unwavering dedication, wealth of knowledge, and commitment to excellence have left an indelible mark on the industry. She has become a respected figure in the field, inspiring others and shaping the future of OA management in the UAE.



Dana Awad

Executive Director - Customer & Communities, Aldar Properties

Name:
Dana Awad

Designation:
Executive Director -
Customer & Communities;
Aldar Properties

**Favourite Leadership
Quote:**

*“Great leaders don’t
set out to be a leader,
they set out to make a
difference. It’s never
about the role, but
always about the goal!”*

With true passion for the industry, Dana Awad embarked on her real estate journey back in 2007 and has been a familiar name since. Her most recent role is the Executive Director of Customer and Communities at Aldar Properties. During the span of her career, she has worked for prestigious developers and held multiple leading roles across the real estate lifecycle, including estate management, sustainability strategies, IFM, community and district management, and other key touchpoints. Her main

call in this industry will always be the community management where she began and was among the first certified community managers in the region back in 2010.

She has managed major stakeholders in both public and private sector through strategic projects of record scales and led successful mergers

and acquisitions from medium to large scale entities with clear goals and post-merger integrations.

Dana has been as a speaker across key industry forums and events, delivering talks, panel sessions, seminars and interviews on various industry topics while promoting prop-tech, sustainability, and customer centricity. One of the key key highlights of her career is having been selected to moderate a few sessions on sustainable

construction at the Dubai Expo 2020 and Her effort to raise awareness in the industry established a name for her as a leader among the 50 influential females in the built environment in the UAE. She has always played an incremental role in motivating and supporting other females to grow in this industry.

As a leader, she lives by the words of wisdom, “To handle yourself, use your head; to handle others, use your heart.” She believes in leading with empathy and understanding while using her knowledge and experience to make strategic decisions.

..... She has managed major stakeholders in both public and private sector through strategic projects of record scales and led successful mergers and acquisitions from medium to large scale entities with clear goals and post-merger integrations.

Throughout her career, she has been grateful for the mentors and colleagues she has crossed paths with. She believes that the most influential person is every individual she has worked with and learned from as the valuable lessons have helped her

understand the industry better and become the leader she is today.

Her journey in real estate has been exciting, and driven by her fearless ambition, free spirit and passion, she looks forward to continuing to grow, lead and innovatively contribute to the industry in the years to come.





Dubai is moving fast towards achieving its metaverse goals.

Sheikh Hamdan bin Mohammed, Crown Prince of Dubai, approved the new phase of the Dubai Metaverse Strategy which intends to boost the digital economy and introduce measures to empower the use of the metaverse and future technology.

The new phase of the strategy was approved at the first meeting of the Higher Committee of Future Technology Development and Digital Economy, Dubai Government Media Office said.

Sheikh Hamdan said Dubai was set to become one of the world's top digital economies and a leading platform for innovations that can shape the future. The metaverse is the emerging space where people, represented by avatars or three-dimensional representations, can interact in virtual worlds. It is part of Web3, the next evolutionary step of the internet, with blockchain, decentralisation, openness and

greater user utility among its core components.

Dubai and other emirates have taken a number of steps to integrate the metaverse into the UAE's economy and society. In July, the emirate's government unveiled the Dubai Metaverse Strategy, which aims to create 40,000 virtual jobs and add \$4 billion to the emirate's economy over the next five years.

In May, Dubai's Virtual Assets Regulatory Authority established its Metaverse HQ, making it the first regulator to have a presence there.

Sheikh Hamdan approved four key strategies aimed at using metaverse technology to provide government services and a comprehensive study aimed at identifying the social benefits of introducing metaverse services that will be submitted to the executive council for approval.

The initiatives aim to build the skills of emiratis and create a large

The new Metaverse Strategy intends to boost the digital economy and introduce measures to use future technology

metaverse community in Dubai that includes metaverse companies, start-ups, investors and users. They also include strategic projects featuring partnerships with private sector players and events aimed at making the emirate a hub for regional and global metaverse-related events.

During the meeting, the committee also discussed plans to implement the Dubai Metaverse Strategy and the 100-day plan to co-ordinate the work of government entities and facilitate their contributions to the development of the digital economy.

Through the committee, the

government seeks to develop a new model for the development of technology and futuristic sciences with a special focus on digital technologies. It aims to keep metaverse as part of its broader strategy to promote digital growth and innovation, and achieve the goals of the Dubai Metaverse Strategy, Sheikh Hamdan said.

Dubai is moving fast towards achieving its metaverse goals. Earlier this month, the Dubai Chamber of Digital Economy — one of three chambers operating under the umbrella of Dubai Chambers — said it had received 153 applications from 27 countries for its newly launched 'Future of the digital economy: business in the metaverse' academy.

Announced last month in collaboration with Dubai-based SEE Institute, the specialised training programme is designed to equip digital start-ups with the practical knowledge and tools they need to build and thrive in the metaverse.

Fadi Nwilati

Chief Executive Officer, KAIZEN Asset Management

Meet Fadi Nwilati, a highly influential professional in Dubai's real estate and property management sector, with over 20 years of experience in investment and real estate within the Middle East. As a board member and advisor of several real estate developments and investment funds, Fadi has earned a reputation for being an inspirational figure in the industry and a thought leader on PropTech. Fadi is also a member of the United Nations Arise for Disaster Risk Recovery (UNDRR) and is the President of the PropTech Council of Fiabci Emirates.

Fadi's extensive experience in the commercial and residential sectors includes development management, asset management, and investment management within the property sector. Under Fadi's leadership, KAIZEN Asset Management Services has emerged as a competitive player within the UAE market, with an asset management portfolio valued at AED 22 billion.

As a Certified Public Accountant licensed in the state of Colorado

and certified by George Washington University in financial and Economical Feasibility Analysis and Real Estate Development Analysis, Fadi's commitment to quality and implementing international best

Name:

Fadi Nwilati

Designation:

Chief Executive Officer,
KAIZEN Asset Management

Favourite Leadership Quote:

"Gentlemen, we will chase perfection, and we will chase it relentlessly, knowing all the while we can never attain it. But along the way, we shall catch excellence."

~ Vince Lombardi Jr.

Influential Mentor:

Michael Porter

practice standards have made KAIZEN one of the first ISO 9001:2015 certified real estate companies in the UAE. KAIZEN is also a corporate member of the U.S. Green Building Council and is one of the few companies that have achieved the Well Health Safety Rating for its portfolio.

In 2022, Kaizen was the winner of various industry awards including 'Best Property Management Company of the Year', 'Most Customer-Centric Company of the Year', 'Best Digital Transformation of the Year', 'Partnership Award-PropTech'. Additionally, KAIZEN was also recognized for its initiatives in categories such as 'Best Crisis Management Initiative of the Year', 'Energy Smart Initiative of the Year' and the 'Adoption of Tech Award'.

Fadi's extensive knowledge of real estate investment trusts (REIT) has made him a go-to expert in managing

assets, with KAIZEN's key clients including Emirates REIT, Al Futtaim Real Estate, Sobha, Binghatti, and Select Group to name a few.

As an advocate for entrepreneurship, Fadi has publicly spoken at many events, showcasing his vision to

His vision and dedication have made him one of the most well-known figures in Dubai's real estate and community management sector.

transform the UAE real-estate sector by incorporating revolutionary technology trends. Fadi is now spearheading significant strategic shifts within KAIZEN that will change the asset management landscape in the UAE.

In conclusion, his vision, dedication, and agility in the marketplace have made him one of the most well-known figures in Dubai's real estate and community management sector. With his extensive knowledge and expertise in the industry, Fadi Nwilati is a highly influential professional in the field of real estate, property and community management.



Francis Alfred

Managing Director, Sobha Realty



Francis Alfred is the Managing Director of Sobha Realty, an international luxury real estate developer that specializes in premium residential apartments, townhouses, and villas. A forward-looking leader with vast experience in the field, Francis has played diverse roles and led the company's business operations across India and the UAE for two decades. Spearheading some of Sobha Realty's most outstanding achievements, he is responsible for overseeing the company's strategic global expansion and diversification while managing, monitoring, and master planning the design and delivery of several real estate projects.

His hands-on leadership style has been instrumental in ensuring the timely delivery of projects that meet the highest standards of quality and excellence. Under his watch, Sobha has witnessed achievements and milestones that have catapulted the company into the ranks of leading real estate developers in the UAE today. An expert in the contemporary and innovative construction style,

Name: Francis Alfred

Designation:
Managing Director,
Sobha Realty

Favourite Leadership Quote:
"Leader inspires his people to aspire beyond limits."

Influential Mentor:
PNC Menon

Words of Wisdom:
"Passion is your first step to excellence."

Francis pays keen attention on digitalization to propel Sobha and the real estate industry forward. Gravitating towards Contech and PropTech, Francis supports next-generation technologies such as robotics, artificial intelligence, and data analytics. He also advocates for lean manufacturing and business processes, as well as led the implementation of Sobha's backward integration model in the region. This has resulted in the vertical integrations of the company's manufacturing and services. An enthusiastic reader, Francis is self-reflective and informed and loves intellectual discussions. He encourages collaboration and critical thinking among team members to achieve shared goals.

His remarkable contributions have led to numerous accolades and honors for the Sobha Group. Under

his guidance, the company has received prestigious titles such as "Real Estate Company of the Year" at the Enterprise Agility Awards 2019. Francis himself has been acknowledged as one of the "Top Indian Leaders in the Arab World" by Forbes ME in 2015, and he was honored with the esteemed title of "World's Greatest CEO" for the years 2018-2019 by Asia One. The Sobha Group's commitment to excellence is further exemplified by awards such as the "Best Employer Brand Award" at the GCC Leadership Awards 2019 and the "GCC Best Employer Brand Award" in 2019. In addition, the group has been recognized as "The Developer of The Year" at the Construction Week Awards 2022, to name a few. These remarkable achievements and recognitions solidify Francis Alfred's status as an influential leader in the real estate industry.

His hands-on leadership style has been instrumental in ensuring the timely delivery of projects that meet the highest standards of quality and excellence.

HP Aengaar

Chief Executive Officer, Provis

HP Aengaar was appointed as the Chief Executive Officer of Provis in 2019 to elevate the real estate management industry. He played an integral role in the formation of the company and was tasked with driving an ambitious programme to digitally transform customer service, enhance operational productivity and expand market presence through strategic acquisitions.

HP brought with him a wealth of experience to Provis in the fields of performance transformation, strategic change management and finance & investments in both public and private sector organisations.

HP's leadership of Provis resulted in him delivering an aspiring digital transformation agenda covering all aspects of property technology including operations, maintenance, community management and transactions, embarking on a programme of strategic acquisitions and adding new capabilities in high value-added areas such as sustainability, energy management, technical and engineering consultancy,

Name:
HP Aengaar

Designation:
Chief Executive Officer,
Provis

Favourite Leadership Quote:

"Management is doing things right; leadership is doing the right things."

– Peter Drucker

Influential Mentor:
The two most important women in his life – his mother and his life partner

Words of Wisdom:
"Breadth of curiosity predicts depth of creativity"

community engagement and wellbeing.

Notable growth and acquisition initiatives included integrating Asteco Property Management and Pacific Owners Association into Provis and

successfully outperforming synergy realisation by 50%. HP also led the acquisition of SAGA International Owner Association Management Services (SAGA), which saw Provis establish itself as the UAE's largest independent Owners' Association (OA) Management firm in the UAE and growing its OA portfolio by 68% in 2022. He established and expanded new high value business segments such as FM managing agency, valuation and strategic advisory, investment advisory and community activation.

HP today leads one of the region's largest integrated real estate services companies with more than AED 25B in assets under management. Before being tasked with leading Provis, HP served as CEO of Khidmah where he successfully turned around, restructured, and transformed Abu

Dhabi's largest facilities and property management company from -4% to +10% EBITDA margin in 15 months.

Prior to that, HP worked for top-global power houses across multiple industries. He conceived, evaluated, operated and oversaw over \$25B

..... worth of investments, assets and entities across the Middle East, United States, Europe, Australia and India. He was involved in the corporate transformation and performance improvement programme at Farah Leisure on Yas Island and was the

HP brought with him a wealth of experience to Provis in the fields of performance transformation, strategic change management and finance & investments in both public and private sector organisations.

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Executive Director & Group Head of Strategy and Investments at Miral Asset Management. He also held various leadership roles at McKinsey and worked at Goldman Sachs, engaging with senior stakeholders in government and multinational organisations across the US, Middle East and India.



Humaid Almarzooqi

Deputy Chief Executive Officer – IFM, High Power Services



Humaid Almarzooqi is a distinguished figure in the world of facilities management, serving as the Deputy Chief Executive Officer of High Power Services LLC in Dubai. With a Bachelor's degree in Mechanical Engineering from the American University of Sharjah, and a Master's degree in Engineering Management from the University of Wollongong in Dubai, Almarzooqi boasts a wealth of knowledge and expertise in his field.

Almarzooqi's journey at High Power Services started in 2018 when he was appointed COO, following which he quickly climbed up the ranks to become the Deputy Chief Executive Officer in 2020. Under his leadership, the company has grown exponentially and is now among the top 20 leading FM companies in the UAE.

Name:
Humaid Almarzooqi

Designation:
Deputy Chief Executive Officer – IFM, High Power Services

Favourite Leadership Quote:

“Opportunities need decision makers.”

Influential Mentor:
His Highness Sheikh Mohammed bin Rashid Al Maktoum.

Words of Wisdom:
If one of you does a job, let him master it no matter the cost.

One of Almarzooqi's greatest achievements at High Power Services has been establishing specialized divisions, such as Data Centers Management, Signal

Stations Operation, residential and SME maintenance Services, Specialized Technical Cleaning Team, Kitchen and Laundry Management, and Hospitality Management. These divisions have allowed the company to expand its Integrated Facility Management (IFM) services across several sectors, including hospitality, retail, residential, commercial, infrastructure, and government.

Thanks to Almarzooqi's strategic leadership, High Power Services has been awarded several prestigious contracts over the years, including GDRFA Facilities in 2018, NEDAA Specialized Communication Facilities in 2019, Security Industry Regulatory Authority Facilities in 2020, Tadawi Hospital and Clinics in 2021, Dubai Court Facilities in 2022, and Dubai Public Prosecution Facilities in 2023. Additionally, the company has achieved an impressive average of 95% customer satisfaction.

Almarzooqi firmly believes that customer satisfaction, customer relationships, and high-quality service are the key drivers that will shape the future of the FM industry. He sees the increasing demand for IFM services in real estate development and building

management, with governments, investors, and consumers driving the demand. His unwavering commitment to excellence has earned him and High Power Services a plethora of appreciation awards from their prestige clients, such as Dubai Police,

Transportation Security Department, ESCD, and DESC.

With his remarkable achievements and innovative approach, Humaid Almarzooqi is undoubtedly a trailblazer in the world of facilities management, and his journey is truly an inspiration for the next generation of FM professionals.

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Humaid Almarzooqi firmly believes that customer satisfaction, customer relationships, and high-quality service are the key drivers that will shape the future of the FM industry.
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James Spencer

General Manager, Waseela Management and Supervision Services for Owners Associations



James Spencer, a seasoned professional with over 50 years of experience in the industry, has played a pivotal role in shaping the landscape of jointly owned properties in both Australia and Dubai. With a keen eye for detail and a passion for creating efficient systems, Spencer has become a trusted advisor to owners associations across Dubai and now the Kingdom of Saudi Arabia as well.

Spencer's journey in the industry began when he was just 17 years old, working in Brisbane, Australia. Over the years, he witnessed the evolution of legislation around strata subdivision and the emergence of volumetric subdivision.

There were three acts of parliament required to undertake the projects. Here, Spencer played a lead role in performing for development during this time. By the time he

left Queensland for Dubai in 2007 the legislation had developed and comprised some 1161 pages.

Upon arriving in Dubai, Spencer found the operation of owner associations to be of a fledgling status. The legislation, merely 25 pages, was very basic and open to interpretation. It was very basic and open to interpretation. Yet the buildings being constructed were some of the most complex in the world. The term "World Best Practice" became the catch cry.

In 2010, Spencer became the first property manager of Burj Khalifa and helped structure the building into a series of owners associations. This documentation was lodged with the RERA and given the serial number of 001, a significant achievement of which Spencer is humbly proud. He thanks the surveyors and lawyers and the guidance given by Ahmed K Al Hamdani, Senior Specialist,

RERA, for this achievement.

In 2012, he commenced private practice at Waseela Management and Supervision Services for Owners Associations. Spencer's experience managing buildings in both DIFC and RERA has given him a unique perspective on the industry. He finds the leadership of DIFC by RoRP Jaber AL Suwaidi reassuring and appreciates the equity owners with strong committees have in the system.

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James Spencer's experience managing buildings in both DIFC and RERA has given him a unique perspective on the industry. He finds the leadership of DIFC by RoRP Jaber AL Suwaidi reassuring and appreciates the equity owners with strong committees have in the system. Meanwhile, he notes that RERA's Mollak system is helping define how an owners' association should be.
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Meanwhile, he notes that RERA's Mollak system is helping define how an owners' association should be.

Looking to the future, Spencer is optimistic that the industry will become more prescriptive, equitable, and predictable for owners. He hopes that it will not take 1161 pages of legislation to define it. With his extensive experience

and commitment to the industry, James Spencer is sure to continue shaping the jointly owned property landscape for years to come.

Taking Care of Your Mental Health as a Leader

In today's organisational landscape, the well-being of employees is often the primary focus when it comes to mental health. However, it is equally crucial for leaders to prioritize their own mental well-being. After all, how can a leader effectively carry out their responsibilities if they are struggling mentally?

Recent data has shed light on the significant influence managers have on their team members' mental health, with nearly 70% of individuals citing their manager as the most impactful factor. This underscores the importance of senior leaders prioritizing their own mental health and well-being to be the best version of themselves for their teams.

A fundamental aspect of a leader's mental health lies in cultivating a proactive mindset in the face of challenges. With this in mind, here are some immediate steps senior leaders can take to enhance their mindset and ensure their long-term well-being.

Shift your thinking

When life veers off course and unfortunate events occur, they can

take a toll on your mental health. It may seem inevitable to spiral into a negative place, as your mindset and beliefs shape your reality. However, this is precisely when you need to change your thought process.

Rather than perceiving life as working against you, where everything goes wrong, start viewing life as happening for you. This shift in perspective allows you to gain a different vantage point and seek out the larger meaning behind challenges. By simply altering your way of thinking, you can learn from the obstacles and problems you face, recognizing the lessons they bring.

“What is before me is for me.”

In certain situations, particularly in the business realm, it's tempting to attribute blame to others, circumstances, or the environment, excluding oneself. While this may be acceptable in the short term, it is crucial to realize that as long as you remain in a blame mentality and believe that life isn't favoring you, you relinquish your power.

As difficult as it may be, it's essential

to take control of your mindset and acknowledge that unexpected difficulties arise in life. Everything may be going smoothly, only to fall apart without warning, potentially engulfing you in anxiety. However, recognizing that you have a choice to confront challenges head-on will not only empower you but also enhance your resilience.

Eliminate limiting beliefs

Throughout life, everyone encounters limiting beliefs—those invisible barriers that impede progress between your current reality and the leader you could become.

The longer a limiting belief persists within you, the more power it gains. These beliefs operate on neural networks, becoming stronger with each firing. As limiting beliefs significantly impact mental health and impede reaching one's true potential, it is vital to eliminate them and replace them with empowering beliefs.

Freeing yourself from limiting beliefs is a liberating process, involving self-discovery and stepping beyond your comfort zone into the realm of your

unconscious mind.

This exercise will instantaneously boost your confidence and, consequently, improve your mental well-being.

Practising gratitude is also a remarkable way to connect with your unconscious mind, which stores your beliefs, while simultaneously promoting a sense of calmness and groundedness. Gratefulness has a place in everyone's life, and its benefits are truly remarkable. Simply taking a few minutes each day to reflect on the things you are grateful for will leave you feeling more content, fostering improved mental well-being.

Final thoughts

As a leader, aspire to be the protagonist of your own journey. Cultivate positive thinking, discard beliefs that no longer serve you, allocate time for activities that bring you joy, and seek the magic that surrounds you. By doing these things, you will prioritize your mental health, approach your role as a senior leader with a positive mindset, and unlock your full potential.



Jamal Abdulla Lootah

Group Chief Executive Officer, Imdaad

Jamal Abdulla Lootah is the Group Chief Executive Officer (CEO) of Imdaad, a Dubai-based group of companies established in 2007 that provides a range of integrated, sustainable Facilities Management (FM) solutions. With Lootah's presence as a pivotal senior executive, Imdaad has successfully widened its service offering, attracting, serving and retaining a number of prestigious clients including Nakheel, Emaar Properties, Dubai Municipality and Al Maktoum International Airport.

Lootah spent the early stages of his career growing within reputable organizations such as Dubai World and DP World before joining Imdaad in 2007. Following a decade of service within Imdaad, Lootah was appointed Group CEO in 2017, where he helped the company expand its operational scope, invest in innovative new technology and deliver industry leading customer service to a range of clientele representing numerous sectors.

Name:
Jamal Abdulla Lootah

Designation:
Group Chief Executive Officer, Imdaad

Favourite Leadership Quote:

"The Race For Excellence Has No Finish Line."

Influential Mentor:
His Highness Sheikh Mohammed Bin Rashid Al Maktoum

Words of Wisdom:
"Leadership that aspires for excellence is the driving force behind attaining greatness."

Lootah's commitment to quality has allowed the company to flourish and has resulted in remarkable accolades for the facilities management industry. With Lootah

at the head, the company has effectively cemented its position at the forefront of the regional facilities management industry whilst securing contracts for some of the most iconic real estate properties in the world such as the Burj Khalifa and Palm Jumeirah.

Lootah has earned a number of accolades in leading industry awards. Additionally, Facilities Management Middle East magazine has crowned Lootah as the most important person in the region's FM sector an unprecedented nine times.

Lootah is also the Co-Founder and President of the Middle East Facilities Management Association (MEFMA), a non-profit association that has helped to further unify the

Middle East's FM industry through its research, educational programs, and corporate outreach initiatives.

With years of experience servicing some of the largest property developers in the UAE through

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With experience servicing some of the largest property developers in the UAE through Imdaad, Lootah has an optimistic outlook for the country's real estate sector moving forward.
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Imdaad, Lootah has an optimistic outlook for the country's real estate sector moving forward. He has attributed his belief in the domestic real estate sector to the UAE's fair economic policies, state-of-the-

art infrastructure, the country's safety and its diverse spectrum of consumer demands. By maintaining high standards of services, Lootah forecasts a successful future for the residential, commercial and hospitality segments of UAE's real estate landscape.



Prof. Jeevan D'Mello

Chief Executive Officer, Zenesis Corp.



Met Prof Jeevan D’Mello, the Chief Executive Officer of Zenesis Corp and a renowned figure in the real estate management sector in the UAE. An architect by profession, he is famously known as the ‘Father of Community Management in the Middle East’ among his peers.

Prof Jeevan’s contributions to the community management industry in the region have been significant. He has played a pioneering role in introducing Community Association Management as a profession to the UAE and was the first accredited instructor for the subject. He spearheaded the formation of CAIME, the Middle East chapter of US-based Community Associations Institute (CAI), and served as its inaugural president. He is also the first non-American and non-resident board member of CAI in 50 years. In 2022, he was elected as the first International President of CAI for 2024.

Prior to that, he was appointed as a Commissioner on the Community Association Managers International Certificate Board (CAMICB) in the USA.

Prof Jeevan’s involvement in the setting up of the region’s biggest

Name:
Prof. Jeevan D’Mello

Designation:
Chief Executive Officer,
Zenesis Corp.

Favourite Leadership Quote:
*“If you fail to plan,
you plan to fail.”*
~ Benjamin Franklin

Influential Mentor:
Michael E Packard,
Senior Vice President,
Acquisitions, Associa

Words of Wisdom:
“Let your passion be
the fuel that ignites
your actions. When we
are passionate about
something, we are more
likely to invest time,
effort, and resources to
make it a reality.”

community management company for Emaar Properties is also noteworthy. The company currently manages around 170 towers and 14,000 homes, including the world’s tallest tower, Burj Khalifa. As an authorised consultant, he also contributed to the establishment of Nakheel Community Management, responsible for managing iconic master communities like the Palm Island, Jumeirah Islands, and the Gardens. He has also worked on several other iconic master plans in Bahrain and Saudi Arabia.

Prof Jeevan became the first certified Community Association Management professional in the region in 2008, earning the CMCA, AMS, LSM, and PCAM credentials. He earned qualifications as a Doctor of Advanced Studies (DAS) in Educational Management and a Doctor of Letters (D. Litt) from Azteca University, Mexico. He also serves as a visiting Professor of Real Estate at the same university. He is an Executive Fellow at

Woxsen University and serves on the Educational Excellence and Innovation Advisory Board. As an accredited lecturer he has taught in several institutions around the world, including those in India, USA, Italy, Mexico, Colombia, Spain and Bahrain and has co-authored four books.

Prof Jeevan’s contributions have earned him a multitude of international awards and accolades from USA, Spain, Italy, Colombia, Argentina, Uruguay, Chile, Mexico and India besides the UAE. He received the Community Association Institute’s ‘Rising Star Award’ in 2011 and the prestigious ‘President’s Award’ in the USA in 2014.

In conclusion, Prof Jeevan D’Mello has made significant contributions to the real estate management sector in the UAE and beyond. His work has created numerous opportunities for professionals to thrive in the industry, and his efforts have helped raise awareness of community association management in the Middle East.

.....
**Popularly known as the
Father of Community
Management, Jeevan
has been instrumental
in bringing Community
Management education
to the UAE.**
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Kanagaraj Gurusamy

Founding Member & Managing Director, Better Communities



Kanagaraj Gurusamy, also known as KG, is the Founding Member and Managing Director of Better Communities Owners' Association Management (Better Communities). Established in 2021, Better Communities aims to elevate the standards of Property/Community Association Management and transform communities for the better. Kanagaraj Gurusamy is responsible for strategizing the short and long-term plans of the organization, business development, stakeholder management, and ensuring the company's growth. He is a great leader who trains, motivates, and inspires the team to deliver the best services possible. Prior to starting Better Communities, Kanagaraj Gurusamy had headed two companies and managed all types of properties from major developers in Dubai. He has secured the Professional Community Association Manager (PCAM) and the Large Scale Manager (US-CAI) from the Middle East region. Additionally, he serves as a Board

Name:
Kanagaraj Gurusamy

Designation:
Founding Member &
Managing Director, Better
Communities

**Favourite Leadership
Quote:**
*"Great things in business
are never done by one
person; they're done by a
team of people."*
~ Steve Jobs

Words of Wisdom:
"Be happy with who you
are." Being happy doesn't
mean everything is
perfect but that you have
decided to look beyond the
imperfections.

of Director for CAIME Chapter and is the CAMICB-appointed Proctor to the Certified Community Association Manager (CMCA) exam in UAE, including assisting CAMICB for Exam Development Committee.

Thanks to Kanagaraj Gurusamy's leadership and the dedicated team of professionals at Better Communities, the company has achieved great heights in terms of gaining the confidence of stakeholders and improving brand recognition in 2022.

As of Q1 2023, the company proudly manages more than 2,000 units, a major accomplishment for a company that started small in Q3 2021.

Better Communities is determined to continuously improve its service delivery, double its current portfolio, expand its business operations, and recruit more dedicated

industry professionals in 2023. The company's approach to success is simple - to be known in the industry as the most trustworthy management company that offers transparent and honest management to communities managed. With an increased number

.....
**Kanagaraj is a great
leader who trains,
motivates, and inspires
the team to deliver the
best services possible**
.....

of upcoming projects in the UAE, Better Communities is positive about onboarding more projects as they are slowly being delivered.

To support this, Jennifer Andal, the Head of Operations for Better Communities, believes that with the consistent implementation of innovative solutions, strong leadership, and a customer-centered management approach, her team will continue to succeed at elevating standards of community management.

Kaarin Kalavus Collins

Director, Turner & Townsend International Limited

Kaarin Kalavus Collins is a specialist in digital construction and asset data management, with diverse experience in design, construction and consultancy services across the UK and Middle East.

Kaarin joined Turner & Townsend International in the United Arab Emirates eight years ago as a BIM Consultant to assist the business and its clients in the shift towards more digital ways of working and delivering projects. A testament to her work, Kaarin has been promoted multiple times since joining Turner & Townsend, successfully worked her way up the ranks and is now a Director within the firm where she leads its regional BIM delivery service across the real estate, infrastructure and natural resources segments.

A leading digital specialist, Kaarin helps clients develop and implement innovative technology solutions and digital data strategies on their projects and programmes. She introduced BIM technology as a new service offering to Turner & Townsend Middle East, which brought a new dimension to its regional

Name: Kaarin Kalavus Collins

Designation:
Director, Turner &
Townsend International
Limited

Favourite Leadership Quote:
*“Before you are a leader,
success is all about growing
yourself. When you become
a leader, success is all about
growing others.”*
– Jack Welch

business. She has since led the enhancement of Turner & Townsend’s digital cost management toolkit, which included the development and launch of several new tools and applications, alongside oversight of the change management process.

Over the years, she has helped clients realise the potential of digital data and BIM in their projects and programmes. She has played key roles in some of the Middle East’s highest profile

programmes, including Expo 2020 Dubai, FIFA World Cup Qatar 2022, and the expansion of Abu Dhabi Airport’s Midfield Terminal.

Education has always played an important role in Kaarin’s career, and she is always looking to further her technical, management and leadership skills. She has a degree in Architectural Technology, is a Chartered Construction Manager (MCIOB), holds IFMA’s Facilities Management Professional (FMP) certification and completed Turner & Townsend’s leadership programme, ‘the Chairman’s Group’.

Whilst on the Chairman’s Group, Turner & Townsend’s global initiative that provides bold, insightful and practical solutions to real issues within the business, Kaarin helped to establish, define and roll-out Turner & Townsend’s business purpose. The

The purpose and values are now part of the company’s business ethos.

Outside of Turner & Townsend, Kaarin has been an active member of the Chartered Institute of Building (CIOB) Dubai Hub committee since

2020. Considered a female leader in the digital construction space, Kaarin has been recognised by the wider Middle East BIM community for her advocacy of new technologies. In addition, she was awarded Women in Construction: Professional of the Year, at the 2019

Middle East Consulting Awards.

Kaarin has been identified as one of Turner & Townsend’s Future Leaders in recognition of her considerable impact and continues to advance Turner & Townsend’s digital transformation.

.....
**Kaarin has played key
roles in some of the
Middle East’s highest
profile programmes,
including Expo 2020
Dubai, FIFA World
Cup Qatar 2022, and
the expansion of
Abu Dhabi Airport’s
Midfield Terminal.**
.....



Kulvinder Singh

Director of Facility Management / Asset Management; New York University Abu Dhabi



M eet Kulvinder Singh, an esteemed professional with over two decades of experience in the realms of real estate and asset management, operations and facilities management, project management, fit-out and construction. Currently serving as the Director of Facility Management/Asset Management at New York University Abu Dhabi, Kulvinder brings a wealth of expertise to the table. In his current remit, Kulvinder is responsible for five service verticals that includes asset management, facilities management, asset lifecycle management, sustainability management, and transport service.

Throughout his career, Kulvinder has been involved in managing high-profile assets across various industries, including higher education, retail, corporate commercial, residential, and hospitality in the region. Kulvinder has worked in different capacities representing asset owners, designers and consultants, service providers and contractors. His diverse background has equipped him with a holistic perspective to manage the built-environment, enabling him to navigate the complex

Name: Kulvinder Singh

Designation: Director of Facility Management / Asset Management; New York University Abu Dhabi

Favourite Leadership Quote:
“You must be the change you wish to see in the world.”
 – Mahatma Gandhi

Influential Mentor:
 I do not have any one per say, and regard most of my supervisors as mentors! I have been fortunate to work with great leaders who have been instrumental in shaping my professional identity. I also look up to my father for his achievements. He inspires me the most as he never accepted failure as an obstacle!

Words of Wisdom:
 Challenge the status-quo, and problems don’t drive change but solutions do! There is always a solution, and the focus should remain on the solution and not the problem!

landscape of real estate and asset management with ease. Kulvinder takes pride in acknowledging the role of the organizations he has worked with, and the contribution of his supervisors and peers enabling his transformation.

Kulvinder’s approach centers around adopting a whole-life value mindset when it comes to real estate and asset management to optimize value by balancing performance, cost and risk objectives. He understands the importance of aligning the goals and objectives of asset owners, designers, consultants, contractors, and service providers.

By implementing output-based performance specifications with objective key performance indicators (KPIs), Kulvinder ensures that service agreements are structured adequately to deliver enhanced service levels, optimal performance and value for all stakeholders.

As a Certified Member of the Institute of Workplace and

Facilities Management (IWFM) and a Committee Member of the UAE Chapter of IWFM, Kulvinder actively contributes to the professional community. His enthusiasm to staying at the forefront of industry trends and best practices is evident in his commitment to ongoing professional development and raising the bar.

In addition to his IWFM association, Kulvinder holds an Associate Membership with the Institute of Asset Management. His academic accomplishments include a Master of Science degree in Facility Management, a Diploma in

Asset Management, as well as LEED and NEBOSH qualifications. This comprehensive educational foundation provides him with a deep understanding of the intricate facets of his field.

In the dynamic world of real estate, facilities and asset management, Kulvinder Singh’s presence and expertise are invaluable.

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Kulvinder’s dedication to enhancing service levels, optimizing asset performance, and creating value for stakeholders has cemented his position as a trusted expert in the field.

Loai Al Fakir

Chief Executive Officer, Provident Estate

Loai Al Fakir is the Chief Executive Officer of Provident Estate, a leading real estate brokerage in Dubai that he established in 2008. With over 16 years of experience in the industry, Loai has earned a reputation as a dynamic and successful entrepreneur, receiving numerous accolades from major developers in Dubai, including Emaar, Sobha Realty, Azizi Developers, and Dubai Properties. Additionally, he has received honors from property portals such as PropertyFinder and Dubizzle, which have persisted over the years.

Loai credits his academic experience with helping him to creatively expand his business mindset. After operating his family business in Cyprus, he relocated to Dubai in 2006 and began his real estate journey at PRV2, the real estate sales division of Abyaar Property Developers, where his passion for the industry ignited. He then established Provident Estate

Name:
Loai Al Fakir

Designation:
Chief Executive Officer,
Provident Estate

Favourite Leadership Quote:
“Time is your most valuable asset so use it wisely.”

Influential Mentor:
Somebody he has always looked up to in a business setting is Sir Richard Branson

Words of Wisdom:
Practice your way to success.

in early 2008, with a culture that allowed others to achieve their own success through hard work and discipline of the correct behaviors.

Under Loai’s leadership, Provident Estate has become a major player in the UAE real estate market, offering a one-stop-shop for clients to search online for properties and providing a wealth of additional information, including details on communities, areas, projects, and real estate laws and

regulations. Since then, Loai has established Provident Estate as one of the leading brands in the industry, and it was recognized as a top real estate brokerage during CityScape in 2014.

Loai’s entrepreneurial spirit continues to drive him, and he has now established several companies

related to the real estate industry. He remains a key stakeholder in many project developments and launches, assisting developers in creating the best product for the market while providing cutting-edge marketing tactics.

He understands that to remain successful, one must constantly develop and respond to change. Loai’s vision for the future within the real estate industry is to ensure that Provident Estate

remains at the forefront of the market in the Middle East while creating a globally recognized agency. Loai’s passion for the industry remains as strong as ever, and he continues to live and breathe real estate, creating success stories for himself and his employees.



Lynne Akkawi

Founder & Chief Executive Officer, Prime Owners Association Management Services



Lynne Akkawi, a trailblazing entrepreneur, and the Founder & Chief Executive Officer (CEO) of Prime Owners Association Management Services LLC (PAM), believes that success is a deeply personal journey characterized by happiness, fulfillment, and making a positive impact. Her remarkable achievements in the real estate management industry are a testament to her unwavering dedication, boundless energy, and passion.

From a young age, Lynne drew inspiration from her father, who established and operated his own business. This upbringing instilled in her an entrepreneurial spirit and a willingness to step outside her comfort zone. When the Real Estate Regulatory Agency (RERA) in Dubai introduced guidelines for jointly

owned properties, Lynne recognized the opportunity to establish one of the pioneering companies in community management. However, building PAM was no easy task.

As an early entrant into the market, PAM faced numerous hurdles. Moreover, being a woman in a predominantly male-dominated industry made her feel like an outsider, leading her to work tirelessly to prove her worth. Nevertheless, through perseverance and the support of authorities like RERA, Lynne triumphed over these challenges and achieved remarkable success.

Lynne's professional journey began in the banking industry before her passion for real estate was ignited. Her diverse background, spanning banking, property development, and

management, equipped her with invaluable skills and experience. As the founder and CEO of PAM, she wears multiple hats, overseeing legal matters, business development, and operations management. Her adaptability and cross-industry learning have been instrumental in PAM's success.

While striving for professional accomplishments, Lynne recognizes the importance of maintaining a healthy work-life balance. Within PAM, she fosters an environment of open communication, encouraging her staff to share challenges, pursue personal growth, and achieve their

career aspirations.

Looking ahead, PAM aims to continue its growth in the Owners Association market in Dubai while exploring

new avenues for expansion. Lynne acknowledges that success is not a stationary goal but an ever-evolving aspiration. For aspiring business leaders, Lynne's advice is to persevere,

embrace challenges, and fearlessly confront failure. She firmly believes that failure often imparts invaluable lessons and insights that contribute to eventual success.

.....
Lynne's remarkable achievements in the real estate management industry are a testament to her unwavering dedication, boundless energy, and passion.

Markus Oberlin

Chief Executive Officer, Farnek Services

Swiss national Markus Oberlin is Chief Executive Officer (CEO) of Farnek Services LLC, an independent and leading provider of smart and green facilities management throughout the Middle East region.

Markus is a certified HVAC Engineer, with an MBA in Services Management, from the University of Lucerne. He was appointed General Manager of Farnek in 2006 and further promotions ensued before he was made CEO, in 2012.

Under his leadership, Farnek has now grown into one of the largest, most sustainable, and innovative technology driven FM companies in the region, with over 8,000 employees.

During his 17-year tenure, Markus has launched a number of specialist companies and divisions under the Farnek banner. These include Hitches & Glitches, a residential and SME maintenance specialist; HITEK, a smart FM technology solutions company; and Trendz, a hospitality management company as well as a dedicated sustainability consultancy, which helps organisations reduce their energy and

Name:
Markus Oberlin

Designation:
Chief Executive Officer,
Farnek Services

**Favourite Leadership
Quote:**

*“Luck is when preparation
meets opportunity.”*

Influential Mentor:
My father

Words of Wisdom:
“You create your own
opportunities. Success
does not just come and
find you – you have to go
out and get it.”

water consumption as well as their carbon emissions.

Farnek now delivers professional FM services across several sectors

including hospitality, banking, retail, residential, commercial, infrastructure, government, education, leisure and entertainment. Farnek’s portfolio of high-profile customers include the Burj Khalifa, Expo 2020, Yas Marina, and Dubai Airport, to name but a few.

In addition, in December 2020 Farnek opened its AED 200 million state-of-the-art and award-winning staff accommodation centre ‘Farnek Village’ in Dubai, which is home to 5,000 Farnek employees.

Furthermore, in January this year, Farnek unveiled its own roadmap to achieve net-zero emissions by 2050, supporting the UAE’s strategic initiative, announced in October 2021.

Over the past 15 years, the company has won more than two dozen prestigious industry and government awards. Farnek’s first award came in 2007, when it was recognized

with the Dubai Quality Award for its survey identifying energy and water consumption in Dubai’s five-star hotels. Since then, Farnek has been awarded Overall FM company of the Year, as well as prestigious awards for its HSE initiatives, hospitality leadership,

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**Markus believes that
Net Zero, digitalization
and acquiring and
developing tech-savvy
talent, will shape
the future of the FM
industry.**
.....

security services, sustainability initiatives, technology implementation, and CSR initiatives.

On a personal level, Markus is widely recognized as one of the most influential leaders in the FM industry.

Looking to ahead,

Markus believes that Net Zero, digitalization and acquiring and developing tech-savvy talent, will shape the future of the FM industry. This he believes will be particularly true for those involved in real estate development and building management, with governments, investors and consumers driving the demand.



Mehiar Kodeih

A Seasoned Expert in FM & Engineering



Mehiar Kodeih is an accomplished professional with more than 16 years of experience in facility management and engineering. He has made a significant impact on the UAE's real estate management sector through his commitment and leadership, becoming one of the most important figures in the field. Mehiar's contributions to the growth and expansion of Dussmann in the Middle East have been crucial, as he has held various positions that have enabled him to excel in the company's operations across KSA, UAE, and Bahrain.

Name: Mehiar Kodeih

Favourite Leadership Quote:

“Lead by example and from the forefront, embrace risks, but create contingency plans to protect your team above all else. Continuously impart knowledge to your team and support them through their mistakes.”

Influential Mentor:

Dr. Mansoor Turaif, an accomplished CEO and AI Professor since the 80s in the UK. Dr. Turaif has been a source of inspiration and encouragement for Mehiar's professional and personal growth.

Words of Wisdom:

Whether at the peak or at the base, maintain perspective; for each conquered mountain, a new challenge awaits.

Mehiar's expertise extends beyond his managerial capabilities. His experience in overseeing operations across different countries, adapting to the local market's dynamics, and building strong relationships with stakeholders has been invaluable. He is a technology advocate and innovator who has made significant contributions to the facility management industry. Mehiar had a substantial impact on the development

of the first blockchain for the FM industry, focusing on the incorporation of facility-related elements within the technology.

Mehiar's diverse skill set is a testament to

his talents as a leader. He is well-versed in leading valuation teams, applying financial analysis, and market evaluation to determine business values and inform strategic investment decisions. He is also experienced in talent development, risk management, and regulatory compliance, fostering collaboration among cross-functional teams and

ensuring that the organization excels in every aspect.

Mehiar's leadership and expertise have earned him the respect of his peers in the real estate management sector. He is passionate about creating a positive impact on the industry through innovation, collaboration, and sustainable practices. His vision is to use his skills and knowledge to continue pushing the boundaries of what is possible in facility

..... management and engineering, helping organizations achieve their goals while creating a better future for all.
As an accomplished professional, Mehiar believes in leading by example. He is dedicated to delivering excellence and fostering growth in every aspect of his work.

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As an accomplished professional, Mehiar believes in leading

by example. He is dedicated to delivering excellence and fostering growth in every aspect of his work. His talent for navigating complex business environments, building strong relationships with stakeholders, and adapting to changing market dynamics has enabled him to thrive in his career.

Elevating Health and Safety in Real Estate Management

As the real estate management industry continues to evolve, building owners and managers need to adapt to changing expectations and demands from tenants and customers. The growing demand for health and safety standards has only reinforced the need for the industry to prioritize health and safety in building design and operations. The WELL Health-Safety Rating provides a valuable tool for building owners and managers to achieve this goal.

By adopting the WELL Health-Safety Rating, building owners and managers can demonstrate their commitment to providing a healthy and safe environment for their occupants. This commitment can be especially important for industries such as healthcare and hospitality, where the health and safety of occupants are critical. The adoption of the WELL Health-Safety Rating can also provide a competitive advantage for building owners and managers by attracting

tenants who prioritize health and safety.

The WELL Health-Safety Rating is not only beneficial for building owners and managers but also for occupants. The rating system focuses on creating a healthy indoor environment, which can have a positive impact on occupant health and well-being. For example, the rating system includes criteria related to air quality, water quality, and lighting, all of which can affect occupant health and comfort. Additionally, the rating system encourages the use of materials and products that are less harmful to occupants and the environment, promoting sustainability and reducing the risk of exposure to toxins.

As the industry continues to evolve, new challenges and opportunities will emerge. The WELL Health-Safety Rating will continue to evolve with these changes, providing a valuable tool for building owners and

managers to stay ahead of the curve. For example, with the rise of smart building technology, the WELL Health-Safety Rating may include criteria related to the integration of technology solutions to support health and safety. Additionally, as the industry becomes more focused on sustainability and reducing energy consumption, the WELL Health-Safety Rating may include criteria related to the use of renewable energy sources and energy-efficient building systems.

In conclusion, the growing demand for health and safety standards has had a significant impact on the real estate management industry. The adoption of the WELL Health-Safety Rating provides a valuable tool for building owners and managers to prioritize health and safety in building design and operations. The rating system can help building owners and managers to differentiate themselves from competitors and attract tenants who prioritize health and safety.

The growing demand for health and safety standards has only reinforced the need for the industry to prioritize health and safety in building design and operations.

Additionally, the rating system can have a positive impact on occupant health and well-being by promoting a healthy indoor environment. As the industry continues to evolve, the WELL Health-Safety Rating will continue to evolve with it, providing a valuable tool for building owners and managers to stay ahead of the curve and meet changing expectations and demands.

By Tekha Tarek Selim
VP & Head of MENA Region,
International WELL Building Institute



Dr. Michael Waters

Associate Professor- Real Estate, Heriot-Watt University in Dubai



Name: Dr. Michael Waters

Designation:
Associate Professor-
Real Estate, Heriot-Watt
University in Dubai

Favourite Leadership

Quote:

“The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails.”

Influential Mentor:

My own university professors who shared their time and knowledge. The best professors create future leaders.

Words of Wisdom:

Embrace your own journey. Learn from others. With technology and innovation becoming an exponential part of our industry, make strides to give clients the best advice you can from an informed and impartial perspective.

information for his graduates. He is well-known for delivering high quality real estate education across the UAE, focusing on real estate management; property valuation; economics and sustainability. Michael demonstrates a strong record in teaching, research and industry engagement.

He holds BSc (Hons), MSc and PhD degrees from the University of Sheffield; University of Reading and Heriot-Watt University respectively and is a Chartered Surveyor and

a qualified member of the Royal Institution of Chartered Surveyors (MRICS). He also holds a senior board position with CoreNet Global Middle East Chapter in Dubai.

His most recent accolades include being winner of the IEREI Distinguished Award for Real Estate Education in 2023, that recognised Michael’s long-

standing contribution to real estate education in Dubai.

Michael’s new book – ‘The Essential Guide to the Dubai Real Estate Market’ – was published in March 2023 (Routledge), and his inaugural book has been praised for

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Dr. Michael’s personal thoughts on a vision for the future of the real estate sector is framed around sustainability; smart cities and digitalisation that would look to bring in new dynamic processes and efficiencies.
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highlighting the foundations of Dubai’s market and industry practices; concisely written and accessible to both new entrants and senior professionals. He is a prominent expert for real estate

media in Dubai, including regular contributions to Gulf News; The National; Construction Weekly; and Khaleej Times.

His thoughts on a vision for the future of the real estate sector is framed around sustainability; smart cities and digitalisation that would look to bring in new dynamic processes and efficiencies.

Dr. Michael Waters is Associate Professor in Real Estate at Heriot-Watt University in Dubai, where he launched the region’s first university-level real estate programme in 2009 (MSc in Real Estate). Since 2009, Michael has built up a highly regarded reputation on the programme, embedding a mix of both theoretical and practical

Mohamad Abou Laban

Seasoned FM Professional

Mohamad is a passionate advocate for facilities management with a strong dedication to promoting FM in the UAE, Saudi Arabia, and Egypt.

Mohamad's journey began at the age of eight when he started working summers in his father's small factory, continuing for 10 summers and gaining invaluable insights into the daily challenges faced by technicians. He pursued a degree in Mechanical Engineering and complemented it with a Master of Science in Management. He also continued seeking knowledge from his colleagues and peers, as he believes that continuous learning is essential.

With over 20 years of experience in the GCC, Mohamad has held senior leadership positions in prominent local and multinational organizations. He has served as General Manager in the UAE and Saudi Arabia, and most recently as CEO and board member of Deyaar Facilities Management. Renowned for his customer-centric approach and unwavering commitment

Name:
Mohamad Abou Laban

Favourite Leadership Quote:
"The best leaders are those most interested in the development of others."
– Warren Bennis

Influential Mentor:
Gerald Kerdachi,
he calls me his son.

Words of Wisdom:
Be passionate about what you do, otherwise do something else

to service quality, Mohamad has a proven track record of restructuring businesses, implementing international best practices, elevating safety standards, boosting profitability, and driving operational efficiency in the FM industry.

In recognition of his outstanding contributions, Mohamad has been ranked seventh in the Power FM list in 2022 and 10th in the "Power 50" for FM CEOs in the Middle East. He has also been honored with prestigious awards such as CEO of the Year 2021 and Visionary Leader of the Year 2022 in the Innovation FM Awards 2021, along with the title of FM Executive of the Year 2021 in the FM Middle East Awards.

Looking ahead, Mohamad envisions the FM industry undergoing a consolidation phase, characterized by increased reliance on technology and energy management. He anticipates longer contract

periods becoming the norm, with wider implementation of concession agreements and public-private

.....
Mohamad's passion for FM, coupled with his extensive experience and accolades in the industry, make him a visionary leader who has made significant contributions to the FM landscape in the GCC region. His unwavering commitment to customer service, adoption of innovative technologies, and focus on international best practices make him a true trailblazer in the field of facilities management.
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partnerships within the industry.

In conclusion, Mohamad's passion for FM, coupled with his extensive experience and accolades in the industry, make him a visionary leader who has made significant contributions to the FM landscape in the GCC region. His unwavering

commitment to customer service, adoption of innovative technologies, and focus on international best practices make him a true trailblazer in the field of facilities management.



Mohammad Kaiser Azad

Community Management Industry Expert



A recognized name and distinguished individual in community management, Kaiser was one of the founding members of the industry in the region. With nearly 20 years of experience in the real estate industry, Kaiser's strategic orientation has a successful track record of managing some of the world's most prestigious communities, including the world's tallest tower Burj Khalifa and mixed-use master communities such as Downtown Dubai.

Kaiser's expertise in master planning, community governance, service fee modeling, customer experience, digital intelligence, excellence in service delivery, and value chain management have won several industry accolades regionally and globally. With a technology, management, and

Name:
Mohammad Kaiser Azad

Favourite Leadership Quote:
"A leader creates pathways for his/her people to be successful."

Words of Wisdom:
Money is a bi-product of success. Achieve success and excellence, money will follow

operations background, Kaiser has managed and delivered bespoke methodologies that are widely applied in several aspects of community management best practices in the region. Kaiser, in conjunction with RERA (Real Estate Regulatory Agency) in Dubai, designed the first master community cost allocation methodology using weightage, footfall, occupancy, benefit, and burden ratios.

One of the first CMCA (Certified Manager of Community Associations) and PCAM (Professional Community Association Manager) in the region and outside of the United States of America, Kaiser has been a champion in continual education.

With continuing education in Data Science, Machine Learning, and Artificial Intelligence, Kaiser has leveraged on technology as a business enabler to curate and conceptualized

many first of its kind solutions using descriptive, predictive, and prescriptive analytics, bundled with robotic process automations to drive integrated community management stacks management, operations, finance, maintenance, energy, environment, sustainability, security, safety, and customer experience using a unified approach on service delivery.

Kaiser's focus and objectives have always been towards increasing efficiencies and being lean through digital intelligence. Whilst 'efficiencies' and 'lean' can be regarded as broad words in management, the ultimate desire remains to be in pursuit of

Kaiser's focus and objectives have always been towards increasing efficiencies and being lean through digital intelligence.

excellence. The real estate industry, and especially in community management, there are no limits as opportunities to disrupt encompasses financial management,

operations, customer experience, community engagement, digital transformation, and governance frameworks. In addition, as we move ahead, environment and sustainability in community management are becoming key foundation pillars to drive communities towards a model of circular economy and self-sustenance.

Mohammed Alsharaf

Divisional Chief Executive Officer, iFM Holdings

Mohammed Alsharaf is the Divisional Chief Executive Officer (CEO) of iFM Holdings, the facilities management arm of Eltizam Asset Management Group. A part of the industry since 1999, Alsharaf is a highly-accomplished executive with hands-on experience in asset and facilities management, having created a significant impact on the Group's different business entities through his extensive knowledge and exceptional leadership qualities.

Before joining Eltizam, Alsharaf held key roles across mega projects in Abu Dhabi and Dubai, showcasing his ability to lead and execute major FM operations. Upon joining Eltizam in 2016, he led vital expansions in the Group's FM services, focusing on operational service delivery and

Name:
Mohammed Alsharaf

Designation:
Divisional Chief Executive Officer, iFM Holdings

Favourite Leadership Quote:
“*Work smarter.*”

Influential Mentor:
My father. Thanks to him, I have learned to be self-reliant and work towards achieving my personal goals.

Words of Wisdom:
Maintaining honesty and transparency with clients is crucial for fostering positive and healthy relationships.

transferring outsourced functions in-house to further maximise profitability and efficiency.

As the Divisional CEO, Alsharaf oversees Inspire Integrated and 800TEK, inspiring the wider team as he continues to develop the business with a drive to thrive.

With integrity and respect running through the division, his leadership empowers all levels of the company.

As part of his remit, Alsharaf launched the digital

transformation for paperless FM operations, solidifying the Group's promise of delivering high customer satisfaction and increased employee happiness. Under his leadership, the company witnessed a reduction in employee turnover and a boost in workplace morale. With relentless

vigor he was able to lead the company's response to the pandemic and related stressful circumstances, showing great concern to the wider teams' safety, mental and physical health and work-life balance. He also continued leading the group's

.....
Alsharaf launched the digital transformation for paperless FM operations, solidifying the Group's promise of delivering high customer satisfaction and increased employee happiness.
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exemplary FM services internationally as part of the company's expansion strategy and growth vision. the real estate industry in the UAE is undergoing significant transformation.

As a result, it is essential to have a competent and skilled workforce equipped with the latest technology and machinery to handle the tasks effectively. Finally, with increasing customer expectations, there is more pressure to deliver better quality services and value adds to enhance the customer experience.



Eng. Mohammad Abdul Karim Khamis

General Manager, Emirates National Facilities Management



from the Middle East Facilities Management Association (MEFMA). With over 17 years of hands-on experience in managerial and operational levels, Mohammad is a visionary and energetic leader.

Successfully completed his Leadership Program, Emirates Youth Leadership. He has served in various senior positions and

as a General Manager for a well-reputed organization in the UAE. During his tenure, he established and set up a company with stringent policies that competes successfully with market players. Mohammad has worked with FM leaders, government departments, and top-notch clients such as the Federal Authority For Identity, Citizenship, Customs & Ports Security, Emirates Diplomatic Academy, and Dubai Health Authority.

In 2019, Mohammad took on the challenge of transforming Emirates National Facilities Management (EnFM) into a full-service operational entity. Through strategic planning, financial management, cultural fit, and business development and operational excellence, Mohammad successfully grew EnFM's financial and business expansion. The service coverage reached 950 locations, covering all emirates,

with the strength of the manpower reaching 3,800.

Mohammad has developed in-house capabilities and capacities to reduce subcontracting dependencies and institutionalized a new line of business. He is known for establishing FM companies

that benchmark with FM industry standards. Being awarded as the "Visionary leader of the year" in 2023. In 2022, Mohammad won 'CEO of the Year' in Facilities Management Awards and other associated

awards such as 'Best Service Provider of the Year in 2021 from Federal Authority for Identity and citizenship,' 'Technology and Innovation in FM in 2021,' and 'Engineering Service of the year in 2022.' Mohammad is embarking on his journey of FM Excellence, and more awards are sure to come in the coming years.

Name: Eng. Mohammad Abdul Karim Khamis

Designation:
General Manager,
Emirates National
Facilities Management

Favourite Leadership Quote:
"The race for excellence has no finish line."

Influential Mentor:
His Highness Sheikh Zayed bin Sultan Al Nahyan

Words of Wisdom:
We deliver what we promise

Eng. Mohammad Abdul Karim Khamis is a respected Facilities Management expert in the UAE marketplace. He holds a Bachelor's degree in Civil Engineering, a Master's degree in Strategic Management, and is a certified professional in Owner Association by the Real Estate Regulatory Agency (RERA). He is also a Sustainability Facility Professional (SFP) from the International Facilities Management Association (IFMA) and has completed Facilities Management Transformation

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With over 17 years of hands-on experience in managerial and operational levels, Mohammad is a visionary and energetic leader.
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Mohamed Tahaineh

General Manager & member of the Board of Directors, Damac Group

With over 25 years of exceptional experience in managing landmark projects across the UAE, Middle East, USA, Europe, and beyond, Mohamed Tahaineh has emerged as an influential figure in the real estate industry. As the General Manager and a member of the Board of Directors for various entities under the prestigious Damac Group and its affiliate companies, Tahaineh's contributions to the industry have been nothing short of extraordinary.

Mohamed Tahaineh's impressive portfolio includes the successful management of a number of high rise towers and master development projects for Damac Group, many of which have become iconic additions to Dubai's world famous skyline. His expertise extends beyond the UAE, with remarkable projects in the UK, US, Maldives, KSA, Qatar, Jordan and Lebanon among others.

One of his strengths lies in his ability to foster and manage relationships with international brand partners.

Name: Mohamed Tahaineh

Designation:
General Manager &
member of the Board of
Directors, Damac Group

Favourite Leadership

Quote:

"The greatest leader is not necessarily the one who does the greatest things. He is the one that gets the people to do the greatest things."

– President Ronald Reagan

Influential Mentor:
Mr. Hussain Sajwani

Words of Wisdom:

Listen, adapt, collaborate.
Stay ahead of the market.
Put your clients first.
Never stop learning.

Collaborations with esteemed entities such as Trump International, Mandarin Oriental, Fendi, Versace, Paramount, Roberto Cavalli, Radisson, and Rotana, have elevated the stature of Damac Group's projects and added a touch of luxury and exclusivity to the developments.

Mohamed Tahaineh has been a driving force in the adaptation of innovative and cutting edge technology in conventional construction practices with a view to improve the efficiency and sustainability. Under Mohamed Tahaineh's

visionary leadership, Damac's facility management arm has established itself as a leading service provider in the UAE. Additionally, he spearheaded the complete revamp of Damac Group's procurement strategies and business processes thereby enhancing

operational efficiency and cost-effectiveness. Mohamed Tahaineh's forward-thinking approach also led to the implementation of many customer happiness programmes, which prioritize customer satisfaction and engagement. Furthermore, his astute guidance has transformed Damac's

leasing department, contributing to the overall growth and success of the organization.

Mohamed Tahaineh's remarkable journey in the real estate industry showcases his unwavering commitment to excellence and his ability to transform

landscapes and drive innovation. Through his extensive experience, strategic vision, and strong industry relationships, Mohamed Tahaineh has played an important role in positioning Damac Group as a global leader in the real estate sector.

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Under Mohamed Tahaineh's visionary leadership, Damac's facility management arm has established itself as a leading service provider in the UAE.
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Dr. Mohanad Alwadiya

Chief Executive Officer, Harbor Real Estate



Dubbed ‘The Wolf of Real Estate’, Dr. Mohanad Alwadiya is the most celebrated real estate and investment multi-media thought-leader in the region. As the Chief Executive Officer (CEO) of Harbor Real Estate, an award-winning agency with a rich history spanning over 50 years and offices in multiple countries, he spearheads a comprehensive range of real estate services encompassing advisory, property management, development management, and brokerage. With a portfolio valued at over AED 15.8 billion, Dr. Mohanad expertly manages and cultivates mixed-use institutional real estate portfolios, showcasing his acumen in the field.

Name: Dr. Mohanad Alwadiya

Designation:

Chief Executive Officer,
Harbor Real Estate

Favourite Leadership Quote:

“The wolf charges ahead undeterred by those in front, for it draws strength from the loyal pack behind.”

Influential Mentor:

His Highness Sheikh Mohammed bin Rashid Al Maktoum

Words of Wisdom:

Those of us who have been around long since the tumultuous times that shook the real estate industry and the world over the past two decades, will recall that the initial objective during crisis times was pretty basic: to survive in an environment that nobody had witnessed before and, in order to survive, we needed to adapt, innovate and develop as individuals and organizations. Those that didn’t fall by the wayside, for after all, that is what downturns are all about... survival of the fittest... and it is the fittest that will thrive.

Dr. Mohanad hosts highly acclaimed property radio shows on renowned channels and has gained acclaim for his award-winning property reality-TV shows aired on Dubai TV and MBC1. An accomplished author, Dr. Mohanad penned the best-selling real estate book in the MENA region, titled ‘Landlording – from renting to financial freedom’. This influential publication sold over 90,000 copies in 2021, solidifying his status as the most influential real estate thought leader in the region. Moreover, he authored the official textbook ‘A to Z of Property Management’, which is used to certify property managers in the UAE. As a senior instructor and advisor at RERA and Dubai Land Department’s official training arm, he has mentored and certified thousands of real estate professionals across the region since 2009 up to date.

In 2018, Dr. Mohanad was listed among the top 100 most influential

personalities in the UAE, and in 2019, he was honored as the best social media influencer of the year at the Distinctive International Arab Festivals Awards (DIAFA). He has served as the chairman of the judging panel at the Gulf Real Estate Awards, International Business Excellence Awards, and the UK Financial Services Experience Awards.

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As a senior instructor and advisor at RERA and Dubai Land Department’s official training arm, he has mentored and certified thousands of real estate professionals across the region since 2009 up to date.
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Dr. Mohanad is currently the highest ranked real estate consultant on the Dubai Land Department REST application. He is licensed by the National Media Council and a member of the Dubai Press Club part of the Dubai Media Office, Dr. Mohanad’s

academic achievements include master’s degrees in construction material management and property management from the University of Salford. In 2023, he earned a doctorate degree in crowd investment in real estate from the International Business Academy of Switzerland.

Monika Jackute

Asset Management Consultant, ADNOC – Abu Dhabi National Oil Company



Monika Jackute is no newcomer to the UAE real estate industry. In fact, she has spent over 16 years working in Abu Dhabi and has witnessed the incredible transformation of the city and the real estate industry since 2007. She started her career in the private sector in the real estate brokerage field but quickly transitioned into property management and real estate consultancy after earning a Master's Degree in Real Estate Management and Development at Heriot-Watt

Name: Monika Jackute

Designation:
Asset Management
Consultant, ADNOC – Abu
Dhabi National Oil Company

Favourite Leadership Quote:
“Don’t underestimate the power of vision and direction. These are irresistible forces, able to transform what might appear to be unconquerable obstacles into traversible pathways and expanding opportunities.”
– Jordan Peterson

Influential Mentor:
Jose Mujica, Former
President of Uruguay often
called the Nelson Mandela of
South America.

Words of Wisdom:
You must be clear where
you want to go in life,
because without knowing the
destination you will never
reach it.

University, Dubai. Over the years, she has worked as a hands-on property manager of some of the most prestigious mixed-use developments in Abu Dhabi with clients including companies such as ALDAR, TDIC, and ADUH.

Currently, Monika works as an Asset Management Consultant in the Asset Management and Financial Planning Division at Abu Dhabi National Oil Company (ADNOC). This has been both a challenging and very rewarding role, providing a unique exposure to the diverse corporate portfolio of non-industrial properties, including but not limited to lands, commercial, residential, educational, and hospitality assets.

During her career with ADNOC, she has been part of several strategic projects such as asset portfolio consolidation, commercialization, and monetization. In 2019-2020, Monika played a vital role in the Project Universe transaction, which secured the first-of-its-kind international private

placement investment (Apollo Global Management/Abu Dhabi Pension Fund) of USD 3.5 B in ADNOC’s real estate portfolio and was the largest real estate transaction in the region at the time. Moreover, she was involved in the asset sale and leaseback and PPP transaction (BOOT) for the provision and operation of residential facilities across multiple onshore and offshore locations.

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**Looking ahead,
Monica’s key focus is
to lead by example in
sustainable real estate
management practices
and decarbonization of
the built assets**
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Monika has also been involved in the revision and implementation of corporate leasing strategies, managed strategic lease negotiations and contracts execution with major institutional stakeholders.

She is currently focusing on asset management framework and operational improvements. Monika feels extremely grateful for the opportunity to contribute to shaping ADNOC’s corporate real estate strategy. Looking key focus is to lead by example in sustainable real estate management practices and decarbonization of the built assets.

Naser Barhoum

Divisional Chief Executive Officer, iREC Holdings

Naser Barhoum is a highly esteemed real estate executive in the UAE with over 21 years of industry experience. Currently serving as Divisional Chief Executive Officer of iREC Holdings, the real estate management division under Eltizam Asset Management Group, Barhoum oversees community and property management business lines while leading advisory services. Prior to this, he held senior positions in top real estate firms including Aldar Properties, DAMAC Properties, and Arada Developments.

Barhoum's leadership has been instrumental in iREC's growth and expansion in the region. He has led the company through numerous accomplishments, renewing and implementing several contracts for major national projects in Saudi Arabia and the UAE. Barhoum's main focus upon joining the company was to nurture and elevate the business to new heights, leading the teams through expansions to new territories and providing

Name: Naser Barhoum

Designation:
Divisional Chief Executive Officer, iREC Holdings

Favourite Leadership Quote:
"It all seems impossible until it's done."
– Nelson Mandela

Influential Mentor:
Chris Roberts, Group CEO, Eltizam, Asset Management Group

Words of Wisdom:
Turn weaknesses into strengths – By acknowledging the principle that every action elicits a reaction, we can explore how to transform weaknesses into strengths and negatives into positives.

additional specialized services to clients, investors, and developers across the region and beyond.

As a corporate leader, Barhoum places great emphasis on employee engagement and empowerment, citing it as a key factor in the company's success. He believes that employees will only thrive when they feel a part of a community that shares a greater purpose built on values of trust, transparency, and employee empowerment.

Barhoum and his team are committed to playing their part in achieving the UAE's ambitious Vision 2050. By adopting innovative design practices, leveraging cutting-edge technology, and implementing sustainable solutions in older properties and communities, assets in the UAE can be enhanced while also promoting environmental

sustainability. The team believes that AI will play a crucial role in this transformation by enabling more efficient transportation systems, reducing energy consumption, and improving public safety.

The future of the industry looks promising, with a surge in high-tech and innovative solutions transforming the way people

live and work.

With a focus on urbanization to achieve net-zero emissions, the real estate industry will continue to be a key driver of growth and prosperity in

the country. The company is dedicated to investing in the latest technologies, exploring new strategies, and innovating solutions to address future challenges. It is confident that the industry will rise to the occasion and play a crucial role in shaping a brighter and more sustainable future for the UAE.

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Barhoum's leadership has been instrumental in iREC's growth and expansion in the region.
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Omar El Hoss

Assistant Vice President - Commercial Management Real Estate, Dubai World Trade Centre



Meet Omar El Hoss, the Assistant Vice President of Commercial Management Real Estate at Dubai World Trade Centre, whose journey in the real estate industry began in October 2002. At that time, Dubai was experiencing a construction boom after the completion of the iconic Burj Al Arab, Emirates Tower, and Concourse 1 of Dubai Airport. Omar's first experience was with Al Habtoor Murray & Roberts in building the luxurious Al Qasr Hotel in Madinat Jumeirah, which comprised 294 rooms and Al Masyaf villas with 30 villas. Following the completion of the project, Omar joined a team from Al Habtoor Murray & Roberts responsible for the expansions in Concourse 1, including the Terminal 1 expansion, Bus Terminal, and the full construction of Dubai Flower Centre in Dubai airport.

Name: Omar El Hoss

Designation:
Assistant Vice President –
Commercial Management
Real Estate at Dubai World
Trade Centre

Favourite Leadership Quotes:
*His Highness Sheikh
Mohammed Bin Rashid Al
Maktoum: “Why not?” & His
Excellency Helal Almarri:
“We are results oriented”*

Influential Mentor:
His Excellency Helal Almarri

Words of Wisdom:
Being humble, wise, and
patient is the key to success.

In 2005, Omar embarked on another journey with Dubai World Trade Centre (DWTC), a company that was primarily known as a convention center. DWTC decided to lead the growth in the exhibition industry and create a supporting ecosystem. Therefore, DWTC started two mega master plans in Jebel Ali and their existing campus in Zabeel.

Omar played a significant role in appointing world-class architects such as Hopkins, Woods Bagot, Gmbh and engineers such as WSP & Dar Al Handasah. Omar is currently leading the structuring of a joint venture with international investors to develop the luxury strip of One Central, which includes Uber
Luxury Branded
Residential,
Hospitality
offerings,
Commercial
Offices, Retail &
Members club.

The other development Omar worked on became a worldwide famous development as it hosted the Expo 2020 in 2021. DWTC's role began in developing the concept masterplan for the bid document and ended with developing the Dubai Exhibition Centre (DEC), 2200 residential offerings (Expo Village), and Dubai Expo Mall (800 sq. ft of retail offerings in a JV with Emaar).

Following the pandemic, Omar decided to enhance his acquired skills in commercial management, which is mainly responsible for contract administration and real estate operations/governance. He gained experience of the business requirement by interacting with

customers
looking for
licensing from
DWTC Free zone
authority. His
experience in
the free zone
was limited to
six months but
has enlightened
Omar's views of
how to develop
business and real
estate mixes to
cater for niche
requirements

such as Digital Economy, Financial technology, and arts.

Overall, it is challenging to separate Omar's biography from DWTC's real estate arm biography. His achievements are identical to DWTC's success stories, which are the result of his vision, expertise, and dedication to excellence.

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separate Omar's biography
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Raja Alameddine

Chief Executive Officer, Colliers MENA

Recently appointed as the CEO of Colliers MENA, Raja Alameddine is an industry veteran, having previously worked with large developers, contractors, and design companies in the region. With a background in real estate development and investment banking, Alameddine packs an array of expertise in managing different asset classes, including master-planned cities and large-scale communities. Before joining Colliers, Alameddine's extensive involvement in the real estate industry gave him access to instrumental leadership positions with key players in the industry, where he led teams of different firms through major activities, including building sustainable landmark projects, developing mega mixed-use communities and cities, reshaping

Name: Raja Alameddine

Designation:
Chief Executive Officer,
Colliers MENA

Favourite Leadership Quote:
"Effective leadership is not about making speeches or being liked; leadership is defined by results, not attributes."

– Peter Drucker

Influential Mentor:
Throughout my career, I have learned from numerous mentors rather than just one. Each of them influenced me in their own way

Words of Wisdom:
You create your opportunities. Success doesn't just come and find you—you have to go out and get it.

comprehensive investment strategies and managing the acquisition and development of prominent properties in the region.

Embarking on his journey with Colliers, Alameddine looks forward to utilising his new team's strengths and talents

to capitalise on the many opportunities ahead, leading the company to more success and further strengthening the brand's position in the region. As an outstanding leader, his support and guidance will take the company to new heights and inspire the team to build on the brand's history and deliver exceptional value to all stakeholders.

With the recent initiatives and regulations, including investment & residency laws and the Dubai Land Department's constant drive to improve transparency in the

sector, real estate is proving to be an attractive investment option. Demand has remained strong from both foreign and local investors with transaction volume nearly doubling in 2022 compared to 2021. With changing demographics and consumer

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Alameddine's extensive involvement in the real estate industry gave him access to instrumental leadership positions with key players in the industry
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preferences evolving both locally and globally, it is becoming imperative for new launches to focus on community and lifestyle developments that create a complete destination.

Location and catchment area-linked price positioning' will remain the

primary drivers to ensure successful absorption. Colliers continues to work with key developers across the MENA region to develop assets, destinations and complete cities that not just bridge a forthcoming market demand but are also financially attractive investments.



Richard Waind

Group Managing Director, Betterhomes



Meet Richard Waind, the current Group Managing Director at Betterhomes. He began his real estate career at Foxtons in London in 2003. Despite studying law and criminology, Waind felt that he was better suited for a sales environment.

He vividly remembers walking into the Foxtons head office in Chiswick as a 22-year-old straight out of university and being struck immediately by the energy, attitude, and opportunity that he was confronted with. He was hooked.

After spending ten years at Foxtons, Waind joined LSL Property Services in the UK and held various roles, including Operations Director, National Acquisitions Director, and the youngest Regional Managing Director in the company, overseeing 39 offices across London and the home counties.

In 2017, Betterhomes approached Waind to join their senior team and help lead one of Dubai's oldest

Name: Richard Waind

Designation:
Group Managing
Director, Betterhomes

Favourite Leadership Quote:
“Discipline is choosing between what you want now and what you want most.”
– Abraham Lincoln

Influential Mentor:
John Waind (father)

Words of Wisdom:
They say of money, “look after the pennies and the pounds look after themselves.” Our careers are the same; look after the days and the weeks, and then the months and the years look after themselves. Give every day the focus it deserves and you will reach your long-term.

family firms. Over the last six years, Waind has led Betterhomes in its continued growth across Dubai and Abu Dhabi, receiving several industry awards during that time, including Dubai's Best Brokerage, voted for by the public for two years in a row.

Since 2018, the Betterhomes Group, and latterly CENCORP, has grown into the largest brokerage and real estate services group in the UAE.

In 2018, Waind initiated the acquisition of Ascot and Co Real Estate, and in 2019, they launched CRC, which today is Dubai's largest commercial real estate team. In 2020, at the peak of the pandemic, they launched Linda's Real Estate, named after their founder Linda Mahoney, which focuses on

community brokerage and giving mothers a pathway back into work. In 2022, they launched their fifth brand, Prime by Betterhomes, which focuses on the prime and

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Waind expects to witness a new era of big data and AI-led interactions over the coming years, but the human element will remain central and pivotal.
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super prime market, offering exceptional concierge service to clients.

Over the last 20 years, Waind feels he has been fortunate to have worked

with many wonderful people and learned from several mentors.

The industry has changed a tremendous amount, but at its core, customers still desire to work with individuals they trust and find value in their knowledge and advice. Waind expects to witness a new era of big data and AI-led interactions over the coming years, but the human element will remain central and pivotal.

Saeed Al Muhairy

Managing Director - District Management, Dubai Community Management

Saeed Al Muhairy, the Managing Director - District Management, at Dubai Community Management is a visionary leader with a passion for shaping the built environment and creating exceptional living spaces. His journey has been marked by his involvement in the development and management of some of the most iconic districts in the UAE, including Business Bay, Dubai Media City, Dubai Water Canal, Jaddaf Waterfront, and Dubai Harbour, to name a few. For Saeed, it has always been about looking beyond the immediate and embracing the bigger picture, driven by the joy he sees in the eyes of satisfied customers.

Saeed’s foray into the world of real estate began in 2013 when he initially focused on support sales for

a prominent developer. Through this experience, he gained invaluable insights into the needs of buildings and developments. However, his aspirations led him to expand his horizons and collaborate with government authorities to raise the standard of real estate maintenance in Dubai. This endeavor exposed him to cutting-edge technology and innovative practices that could enhance the city and bring it in line with international standards. Inspired by countries like Singapore, the United States, and South Africa, which have excelled in managing properties and districts, Saeed was committed to establishing new benchmarks and improving standards in Dubai as well. Today, the impact of his work is evident in the iconic districts that define the city.

Saeed’s transition from sales to

prioritizing customer happiness was a natural progression. His solid background and experience in the backend operations equipped him with the skills to deliver exceptional results while engaging with customers. He firmly believes that

the ultimate measure of success lies in customer satisfaction. Whether it is ensuring safety, convenience, or fostering a balanced family

atmosphere, Saeed’s focus remains on adding value to communities and creating enhanced living spaces.

Standardizing services and contributing to the development of iconic districts stand out as

notable milestones in Saeed’s career. However, his true sense of accomplishment stems from witnessing the happiness of satisfied customers. Looking ahead, he aims to be part of even more initiatives that enhance the residents’ and investors’

experiences at the district level.

Saeed’s focus remains on adding value to communities and creating enhanced living spaces

Saeed Al Muhairy’s commitment to excellence and his unwavering dedication to community well-being have

made him a trailblazer in the field of community management. Through his remarkable achievements, he continues to shape the landscape of Dubai, creating environments where happiness and fulfillment thrive.



Saood Al Mutaiwwee

Leading Real Estate Management Professional



Saood Al Mutaiwee may be new and one of the few Emiratis in the UAE to enter the community and property management sector. But his journey has been nothing short of an inspiring one. His story began in 2002 when he started his professional career as a customer service supervisor in the banking sector from where he moved and had a successful career path in different fields. He then moved industries and had a successful career in different fields like project management, conventions and events, maritime and airline industry.

However, Saaod soon realized that his true passion lay in real estate, prompting him to switch to project management in 2004. He quickly became responsible for managing multiple projects in various areas.

Over the years, Saaod continued to gain valuable experience and took on various roles. He excelled in every position and was recognized for his outstanding work. His dedication, passion, and hard work

Name: Saaod Al Mutaiwee

Favourite Leadership

Quote:

‘If your point of view is positive, you will see the challenges in the future as opportunities.’

– His Highness Sheikh Mohamed bin Zayed Al Nahyan

Influential Mentor:

His Highness Sheikh Mohamed bin Zayed Al Nahyan, the President of UAE and Ruler of Abu Dhabi

Words of Wisdom:

“Winners are not people who never fail, they are people who never quit”

made him stand out in the real estate management sector.

Today, Saaod is a well-known figure in the UAE community and property management industry. He has led and successfully managed numerous

mixed-use developments, playing a crucial role in handling restructuring, implementation, forming new companies, and managing day-to-day operations. He is known for his exceptional growth in

his career, and his immense contributions have had a tremendous impact on the organization and the industry at large. Saaod’s achievements have been recognized with several accolades. His accomplishments speak volumes about his dedication to his profession, and his passion for

real estate continues to drive him forward.

Saaod has implemented numerous innovative ideas in projects keeping in mind sustainability and eco-friendly, which is in line with the

vision of UAE government. He is known to take on challenges head-on and to tackle them with innovative solutions.

He is a role model for many young professionals within the real estate management industry. He believes as a leader it is his duty to

encourage them to raise their own standards and to be of service to this evolving country and its vision of its great leaders. His hard work, dedication, integrity, and passion have earned him a well-respected reputation, and his contributions have helped shape the industry’s future.

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Saaod’s achievements have been recognized with several accolades. His accomplishments speak volumes about his dedication to his profession, and his passion for real estate continues to drive him forward.

Sameer Kulkarni

Chief Community Officer, ARADA Developments, UAE

Sameer Kulkarni is a highly experienced Chief Community Officer at ARADA Developments, UAE, with over 22 years of experience in community and master development management across UAE, KSA and Canada. His passion for delivering exceptional customer experiences and his commitment to improving operations has made him a renowned leader in the real estate management industry.

Sameer’s hospitality background has been instrumental in his strategic planning for a 28-hotel resort and wellness destination for Red Sea Global and Amaala along the Red Sea coast in KSA. He firmly believes in fighting for the customers and not with them, and has always ensured that his customers receive the best service and support.

Before joining ARADA Developments, Sameer served as a leader at Emaar Properties for 16 years and with Dubai Holdings. He has managed homeowner

Name: Sameer Kulkarni

Designation:
Chief Community Officer,
ARADA Developments, UAE

Favourite Leadership Quote:
“Keep it Simple.”

Words of Wisdom:
Community managers
should always remember
“we manage homes ...not
houses.” And that is the
winning difference.

relations, property management, service provider management, and service fee modeling. During his tenure, Sameer strategically resolved several challenges related to property maintenance, budgets, and communication for some of the most renowned developments in

the UAE, including Downtown Dubai, Arabian Ranches, Emirates Living, The Greens, and JBR.

Sameer’s leadership has been fundamental in creating successful communities that offer a high quality of life for residents and tenants alike. His extensive experience, strategic thinking, and commitment to customer satisfaction have made him a valued leader in the industry.

Sameer holds an MBA from the Sydney Graduate School of Management, Australia, and a Digital Marketing degree from Cornell University, USA. He was also one of the first to attain the Certified Manager of Community Associations

(CMCA®) certification from the Community Associations Institute, USA, outside of the United States.

In his current role at ARADA Developments, Sameer is focused

on delivering the customer experience vision for the fastest-growing developer in the UAE. He is passionate about delivering excellence in community and master development management and is always exploring new ways to enhance customer experience.

Sameer is an inspiring leader who prioritizes customer satisfaction and is committed to fighting for his customers, not with them.



Sarah Aoun

Regional Head of Corporate Services, HSBC, Middle East North Africa & Turkiye

Meet Sarah Aoun, an esteemed professional with over 16 years of experience in the international corporate real estate sector. With a passionate agenda to make workspace core to employee experience, she has made significant contributions to the industry across the Middle East, North Africa, Turkiye, and Asia Pacific.

Sarah’s journey began in 2007 when she joined HSBC in the UAE. Over the years, she held multiple roles in corporate real estate, both at country and regional levels. Her early years at HSBC focused on real estate data, cost management, governance, operational risk management, and sustainability. In 2013, she embarked on a three-year international assignment in Hong Kong, where she led operational management and intelligence for the corporate real estate portfolio of 20 million sq ft across 20+ markets in Asia Pacific. Sarah’s exceptional leadership skills were further highlighted during a short-term assignment in Vietnam, where

Name: Sarah Aoun

Designation:
Regional Head of Corporate Services, HSBC, Middle East North Africa & Turkiye

Favourite Leadership Quote:
“The World’s most prominent women leaders show the importance of honesty, courage, impact and decisive action in leadership.”
– Oprah Winfrey

Words of Wisdom:
If you know what you want, you will no doubt get there.

she served as the Country Head of Corporate Real Estate overseeing transactions, design, health & safety and construction. In 2016, she returned to Dubai to lead portfolio management driving strategic workspace planning & transactions

across the region.

Today Sarah is the Regional Head of Corporate Services for the Middle East, North Africa & Turkiye Region (MENAT) providing safe, sustainable, cost effective, flexible and tech-enabled workspaces and retail environments for approximately 10,000 colleagues and HSBC’s customers across two million sq ft of property in nine markets. Notably, she has been instrumental in driving the transformation towards hybrid working and the transition to carbon net zero in operations, supporting HSBC’s employee value proposition and strategic priorities.

Sarah’s commitment to advancing the profession extends beyond her role at HSBC. She currently serves as the Chair of the Board of CoreNet Global (Middle Chapter),

an international association for corporate real estate professionals. Sarah is also a member of “LIFE” (Lebanese International Finance Executives), an organization connecting Lebanese professionals in the diaspora. Additionally, she served as a board member in the

Emirates Green Building Council, contributing to the sustainability agenda for the built environment in the UAE.

Her Australian Lebanese heritage has instilled in her a passion for championing

women’s empowerment and support in both the corporate and personal realms. Sarah’s commitment to advancing the profession and promoting the strategic importance of real estate in the corporate world has made her an inspiration to aspiring professionals and a catalyst for positive change.



Said El Haouasli

Executive Director Community Management, Dubai Community Management



Said El Haousali is a versatile and accomplished senior executive management professional with over 18 years of experience in facilities management and community association management. Currently serving as the Executive Director Community Management in Dubai Community Management, Said has made significant contributions to the real estate industry.

While his background lies in engineering, Said's entry into the industry was a serendipitous occurrence. Always flexible and open to new experiences, he quickly developed a profound passion for the built environment. Said aspires to leave behind a legacy of best practices and inspire young minds to make their mark in the industry.

Throughout his career, Said has been recognized for his hands-on experience in developing and directing operational policies that align with organizational objectives.

Name: Said El Haouasli

Designation:
Executive Director
Community Management
in Dubai Community
Management

**Favourite Leadership
Quote:**
"Together we can."

Influential Mentor:
Roger Cherubini,
Christophe Ploux, Jamal
Lootah, Ziad El Chaar,
Mohammed Tahaineih,
Hussein Sajwani

Words of Wisdom:
We have two ears and
one mouth, so we should
listen more than we say

His strategic insights, combined with his engineering skills and sharp planning abilities, have enabled him to effectively manage business operations and foster a winning culture within his teams.

Said has gained extensive experience by working on numerous projects developed by industry leaders in the UAE. In his current role at Dubai Community Management, he aims to apply his knowledge and expertise to enhance the management of iconic projects within the Dubai Community and to share and transfer his experience with the leaders of tomorrow.

What sets Said apart and makes him truly influential in the industry is his unwavering commitment to nurturing upcoming talent. He actively encourages and inspires young professionals, serving as a mentor and trainer within his team. Many individuals in the industry look up to him in awe, acknowledging his instrumental role in their professional development.

Beyond his team, Said has played a vital role in raising awareness of the community management profession in the region. His participation in leading discussions and conferences

has shaped the understanding of the growing market, leaving a lasting impact.

Said's remarkable achievements have been acknowledged through numerous prestigious awards, both for his company and personal accomplishments. An excellent

communicator fluent in Arabic and French, he is also an expert in English and Spanish. Furthermore, Said holds certifications in Association Management from RERA since 2011 and in Occupational Health and Safety from NEBOSH since 2013. He

maintains close interactions with professionals from MEFMA, IRECMS, and RERA, further enriching his knowledge and network.

Said El Haousali embodies excellence in real estate management, combining his extensive expertise, leadership skills, and passion for the industry to shape a brighter future for the built environment.

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Sharon Withe

Regional Head of Property – Africa & Middle East (AME) Standard Chartered Bank

Sharon Withe is an accomplished senior executive with a demonstrated track record of success within the corporate real estate industry. Sharon has 20+ years of experience and knowledge in leading and delivering market leading property strategies. Sharon’s expertise and core skills are in leadership, management and negotiation. Her knowledge and experience reach across project management, facilities management, safety & security, asset & lease transaction management and ESG.

Sharon has held senior executive roles across the Middle East based in Dubai, Asia Pacific based in Singapore and the UK based in London. Sharon was the Regional Managing Director Asia Pacific for CBRE responsible for leading and delivering Global Fintech accounts including Goldman Sachs, Deutsche Bank, Cisco and IBM. She moved with CBRE to Dubai

Name: Sharon Withe

Designation:
Regional Head of Property – Africa & Middle East (AME) Standard Chartered Bank

Favourite Leadership Quote:
“You only live once, but if you do it right, once is enough.”

Influential Mentor:
My English Teacher in junior school

Words of Wisdom:
Accept what is, let go of what was, have faith in what will be!

to take the position of Regional Managing Director Middle East and Africa. During this time, she was responsible for CBRE Global accounts GE, Ericsson, Firminech, Uber and Cisco to name a few. Sharon currently holds the role of Managing Director, Regional Head of Property Africa and Middle East with Standard Chartered Bank based out of Dubai in the UAE. She is accountable for managing a portfolio of 497 properties housed across 2.3m sq ft branch and office space, providing real estate support to approximately 10,000 SCB staff across 25 countries in the Africa and Middle East Region. In addition to

this, she is the executive sponsor for property risk management across the AME portfolio.

Sharon holds a Post-Graduate Management and Leadership Degree from Warwick Business school, a Chartered Director with the International Institute of Directors, NEBOSH and IOSH certified and is a Board member of CoreNet Global Middle East Chapter and is currently pursuing a Masters Degree in Real Estate.

In her free time, Sharon enjoys playing golf and spending time active outdoors.



Stuart Harrison

Chief Executive Officer, Emrill



Stuart Harrison has extensive experience spanning over 31 years in technical, operational, and executive roles in the UAE and the UK. Stuart's expertise covers a diverse range of projects in construction, engineering, and facilities management, including managing essential services in critical environments, such as international airports, healthcare facilities, and hospitals.

Stuart joined Emrill as Solutions Director in 2014 and, after five successful years, was appointed as the Chief Executive Officer of the leading facilities management service provider in 2019. With Stuart at the organisation's helm, Emrill delivers world-class facilities management solutions to multiple sectors, exceeding clients' expectations through innovative, sustainable, and industry-leading strategies.

In 2022, Emrill celebrated the major milestone of 20 years of operations in the UAE and was also named Overall FM Company of the Year for a sixth time at one of the industry's longest-running award ceremonies. Stuart's accolades have included being named CEO of the

Name: Stuart Harrison
Designation: Chief Executive Officer, Emrill

Favourite Leadership Quote:
"Leadership is a combination of strategy and character. If you must be without one, be without strategy."

– U.S. Gen. H. Norman Schwarzkopf

Influential Mentor: Winston Churchill

Words of Wisdom:
 Never forget your childhood ambitions and dreams. Write them down, frame them, and then go after them.

Year and being featured in numerous regional power lists, which is a testament to his strong leadership capabilities and implementation of successful strategies to improve operational productivity. Employee welfare, team engagement, and health and safety initiatives are integral to Stuart's leadership focuses, and he has implemented activities including the 'CEO challenge', 'Lunch with the CEO', and 'CEO for a Day' to empower employees through an inclusive environment.

Stuart efficiently leads Emrill's 9,000-plus-strong workforce and is adept at leading Emrill to fulfill commercial and financial objectives, and its clients' evolving needs.

Emrill services several prominent real estate developments across the Emirates. The UAE's real estate sector witnessed strong momentum

in the last quarter of 2022 and is expected to continue on its growth trajectory in 2023. The continuous expansion of the industry will provide vast opportunities for Emrill to accelerate its growth strategies and will be a key future focus for the organisation.

Emrill will continue to aid the sector's growth by developing and implementing technological solutions to meet dynamic market requirements while focusing on employee skill-building programmes

to strengthen its reputation as a world-class facilities management services provider. Emrill ensures its employees are trained to an international standard, empowering them to deliver service excellence across all sectors, including residential and commercial properties.

.....
 With Stuart at the organisation's helm, Emrill delivers world-class facilities management solutions to multiple sectors exceeding clients' expectations through innovative, sustainable, and industry-leading strategies.

Stuart McGregor

Managing Director, BKA Facilities Management

Meet Stuart McGregor, the Managing Director of the rebranded BKA Facilities Management Business (BKA FM), formerly known as BK Gulf Facilities Management. The rebranded business will be supported by 2 Emarati Power Houses: Dutco and Al Ali Properties, both huge influencers in the UAE property development market. Stuart has over 37 years of experience in the construction and facilities management industry, including 13 years in the GCC and 20 years at board level of Major Construction Plc in the UK, Stuart’s expertise and leadership have been instrumental in driving proactive change and unprecedented growth for BKA FM.

Since his appointment five years ago, Stuart has implemented a strategy of utilising the strength of the Dutco Group in-house companies to achieve market growth by presenting a truly integrated solution to the market.

Name: Stuart McGregor

Designation:
Managing Director, BKA Facilities Management

Favourite Leadership Quote:
“If you always do what you always did, you’ll always get what you always got.”

This approach has resulted in sustained growth, with revenue increasing by over 50% and staffing by 42%. Stuart’s focus on qualitative, output-based solutions to client requirements has also led to a wider portfolio of mixed-use facilities and the

ability to manage client expectations under one umbrella.

Stuart’s achievements have not gone unnoticed, with BKA FM securing several new high-profile clients across a varied and diversified portfolio. His leadership and forward-thinking approach have also led to the recognition of BKA FM’s activities by clients and external agencies.

Looking at the future, Stuart has led the formation of a new joint

venture business, Dutco Over Technologies, within the Dutco group in 2022, focused on energy measurement, data collection, and energy reduction management of existing buildings through informed decision-making making. This

.....
Stuart’s leadership and forward-thinking approach have also led to the recognition of BKA FM’s activities by clients and external agencies.
.....

exciting new business brings to market a solution not seen locally before and will undoubtedly be a differentiator for BKA FM’s clients.

Stuart McGregor’s tenure at BKA FM has been

one of unprecedented growth and proactive change on all fronts for the company. With his extensive experience and leadership, Stuart continues to make a significant impact in the real estate management sector in the UAE.





Shaping Sustainable Real Estate: The Urgent Need for Innovative Solutions

Food, clothing, and shelter are among the most basic human needs, and housing is a pressing issue, particularly with the global population expected to reach 8.6 billion by 2030 and 9.8 billion by 2050. This growth creates a surging demand for housing and commercial properties, with 3 billion people in need of new housing by 2030 and 300 million new homes required. This demand translates to increased construction and material consumption, which contributes to greenhouse gas emissions, energy demand, and the depletion of scarce resources such as freshwater and soil.

Buildings are responsible for over one-third of energy use and energy-related greenhouse gas emissions, including 39% of global energy-related carbon emissions, highlighting the urgent need for sustainable real estate practices. The Middle East and North Africa

(MENA), the world's most water-scarce region, and home to some of the planet's hottest areas, need to adopt more robust regulations and rethink construction materials to ensure minimal negative impacts on the environment throughout the real estate industry's life cycle.

One platform addressing this pressing need was the World Government Summit 2023, hosted by Dubai, bringing together presidents, ministers, government officials, global experts, and prominent business leaders. One of the summit's key themes focused on global city design and sustainability, highlighting how governments can create better sustainable cities, promote clean energy, and engage communities to embrace sustainability-driven infrastructures.

The UAE has taken proactive steps in promoting sustainable living,

such as the National Net Zero by 2050 Pathway, a plan to introduce new sustainability standards for buildings, roads, and homes, and the declaration of 2023 as the Year of Sustainability. It aims to cut building and home energy requirements by 25% and reduce water consumption by 16%. The UAE ranks high in the number of Leadership in Energy and Environmental Design (LEED) accredited buildings, promoting green investments and constructing eco-friendly buildings and sustainable cities in different emirates.

While the concept of sustainable cities is gaining momentum, particularly in countries like the UAE, there is still a long way to go, particularly in the MENA region. The construction sector remains crucial for economic growth and should be a priority to ensure minimal negative environmental impacts. However, with visionary leadership

and innovative solutions, realizing a sustainable world is within reach.

In conclusion, the world faces an urgent need to address the surging demand for housing and commercial properties with innovative, sustainable solutions. The real estate industry's life cycle, from conception to waste disposal, must minimize negative environmental impacts, particularly in water-scarce regions like MENA.

While the concept of sustainable cities is gaining momentum, particularly in countries like the UAE, there is still a long way to go, particularly in the MENA region.

Tarek Nizameddin

Chief Executive Officer, AG Facilities Solutions (AGFS)

An advocate of new technologies in FM, Tarek Nizameddin is an instrumental figure in the industry. In January 2022, he assumed the role of Chief Executive Officer (CEO) at AG Facilities Solutions (AGFS).

With extensive experience as a Senior Asset Management professional, he has an exceptional track record in leadership positions with global entities in both the public and private sectors. With over 27 years of experience, he brings a wealth of knowledge to navigate and embed change. In his new role, he is responsible for providing strategic direction and leadership to drive transformation at AGFS, bringing about exciting changes across the company's structure and operations.

Tarek possesses expertise in asset management, real estate development, facilities services, and business development. He has enhanced operations in the companies he has led, tracking continuous growth and creating

Name:
Tarek Nizameddin

Designation:
Chief Executive Officer, AG Facilities Solutions (AGFS)

Favourite Leadership Quote:
Every challenge is an opportunity in disguise (as long as we maintain a mindset that nurtures optimism, agility, and resilience.)

Influential Mentors:
His Highness Sheikh Mohamed bin Zayed Al Nahyan and His Highness Sheikh Mohammed bin Rashid Al Maktoum

platforms for upskilling the blue-collar workforce.

His focus lies in optimizing new opportunities and building competences in facilities management, spanning both hard and soft services, to unlock value and drive customer engagement.

Under his leadership, AGFS has proactively supported UAE initiatives and goals while embracing technology and innovation. Tarek is a people-first CEO with an open-door policy, actively engaging with the blue-collar workforce to ensure employee satisfaction, encourage self-actualization, and foster personal growth beyond the job.

Additionally, he has spearheaded numerous initiatives for employee engagement and education, fostering

internal career advancement. Since entering the industry, Tarek has been committed to improving and advancing the facilities management sector in the MENA region.

Tarek actively participates in multiple industry bodies, serving as a keynote speaker in various industry events, and contributing articles and bulletins on facilities management standards and challenges.

Prior to joining AGFS, he held the position of Senior Executive

Director at Ejadah Asset Management Group, overseeing operations and commercial divisions. Previously, he held senior roles within renowned regional organizations such as Damac, Dubai Properties, Musanada, and CornerStone Property Management.



Tariq Chauhan

Group Chief Executive Officer, EFS Facilities Services Group



Tariq Chauhan, Group Chief Executive Officer (CEO) of EFS Facilities Services Group, is a true powerhouse in the world of global facilities and infrastructure management. With a career spanning over 30 years, Tariq has established himself as a seasoned professional entrepreneur and a driving force behind EFS's remarkable success. Under his leadership, the company has become a premium FM brand, setting new standards of excellence across the Middle East, Africa, South Asia, and Europe.

Since taking the helm in 2009, Tariq has propelled EFS to achieve sustained double-digit growth year after year. His unwavering commitment has led to securing contracts worth an impressive \$1.2 billion, while maintaining an extraordinary staff retention rate of over 90% and an impressive client retention rate of 97%.

Beyond his role as a dynamic CEO, Tariq is also a Board Member of the UAE – Indian Business Council (UIBC) and the FutureLearn Workforce Development Edtech Advisory.

Name: Tariq Chauhan

Designation:
Group Chief Executive Officer, EFS Facilities Services Group

Favourite Leadership Quote:
"I stand at the end of no tradition. I may, perhaps, stand at the beginning of one."
– Ayn Rand

Influential Mentor:
Learning from experience, and from highs and lows.

Words of Wisdom:
"Always rise above, not rise against and look beyond to overcome negativity."

Furthermore, he is a respected columnist and contributor to prestigious leading publications. His thought-provoking articles delve into various topics, including the challenges faced by the global FM industry, the well-being of frontline workers, and the importance of nurturing leadership skills in the youth.

Tariq's influence extends far beyond the corporate world. He firmly believes in making a positive impact on society and actively engages in corporate social responsibility initiatives. From

supporting organizations like the Indian Amnesty Support and the Al Jalila Foundation to providing aid during natural calamities and sponsoring underprivileged workforce families, Tariq embodies the principles of social, economic, and environmental good.

Driven by his passion for the welfare of the expatriate labor force, Tariq founded the Abhaaar Initiative, a non-

governmental organization dedicated to supporting frontline workers in the Middle East. This personal commitment reflects his unwavering dedication to empowering those who often go unnoticed.

Tariq's exceptional contributions have garnered numerous awards and recognitions throughout his

.....	illustrous career.
Tariq's influence extends far beyond the corporate world. He firmly believes in making a positive impact on society and actively engages in corporate social responsibility initiatives.	His achievements also include the prestigious 'Sheikh Khalifa Excellence Award' and the 'Taqdeer Award' for business excellence and worker welfare.
.....	

This journey is a testament to his visionary leadership, unwavering dedication to employee welfare, and commitment to social responsibility. Through his remarkable achievements and tireless efforts, he continues to leave an indelible mark on the global facilities and infrastructure management landscape.

The Power of Leadership in the Real Estate Industry

In the wake of Covid-19, the real estate market underwent significant upheaval. What was once a time of effortless listings and sales has now transformed into a different landscape. As we find ourselves in 2023, the market has settled into a “new normal”, challenging professionals to adapt. In these changing times, leaders play a pivotal role as coaches and guides for their teams. So, how can leaders rise to the occasion?

Transformational leadership is key. Instead of imposing a one-size-fits-all approach, focus on understanding each team member’s personality and needs. Are they driven by success? Offer them guidelines and let them take charge. Do they rely on facts and data? Provide the information they need to feel confident. Tailor your support to maximize their potential.

Assessing skill levels is crucial. Conduct a skills assessment to identify strengths and areas for

growth. By aligning employee and manager assessments, you can pinpoint skill gaps and provide the necessary resources to bridge them.

Empower employees to set their own goals. Engage in meaningful conversations about what achieving these goals means to them personally. The more you understand their aspirations, the more relevant the goals become. Focus on stretch goals that challenge individuals to exceed their potential, yielding exceptional performance.

Open communication is paramount. Let employees define how they want to be held accountable and supported. By aligning with their preferences, you create a sense of ownership and commitment to their goals.

In this ever-changing market, leadership evolves from managing to coaching. As volatility increases, your team needs guidance and support. Believe in their abilities, and work

collaboratively to help them achieve success.

Leaders who embrace these principles thrive. By investing in your employees’ success, you create a culture of growth and achievement. As we navigate this dynamic industry, effective leadership becomes the cornerstone of progress.

During Covid-19, the real estate market experienced an unprecedented shift. Now, in 2023, the market has stabilized, but professionals are still grappling with the transition. As a leader in this changing landscape, you have a vital role to play. You must become the voice of reason and a coach on the sidelines, guiding your team towards success.

To be an effective leader, embrace transformational leadership. This means understanding each team member’s unique personality and needs. Some may be driven by

success and thrive with autonomy, while others may rely on facts and data to feel confident. Tailor your support accordingly, allowing individuals to maximize their potential.

Don’t overlook the importance of assessing skill levels. Conduct a thorough skills assessment to identify strengths and areas for improvement. Align your assessment with that of your employees, and together, identify any skill gaps. Provide the necessary resources and support to bridge those gaps, empowering your team members to develop their expertise.

Encourage employees to set their own goals. Engage in meaningful conversations to understand their personal aspirations and what achieving these goals means to them. By involving them in the goal-setting process, you create a sense of ownership and relevance. Challenge them with stretch goals that push their limits and inspire exceptional performance.



Tony Martin

Chief Executive Officer, Al Bonian FM

Tony Martin is a seasoned FM professional with 25 years of experience in the industry. As the Chief Executive Officer (CEO) of Al Bonian FM, he is responsible for delivering holistic, award-winning, and efficient FM solutions while ensuring the operational and financial performance of the business. Tony has worked with major developers and led integrated FM teams in delivering high-quality FM solutions to iconic properties.

Tony is currently a Fellow of the Institute of Workplace and Facilities Management and UAE Committee Member. Winning four separate awards in 2022 alone, Tony has been recognized by the FM Industry and his peers as FM Executive of the Year, Industry Personality of the Year,

Name: Tony Martin

Designation:
Chief Executive Officer, Al Bonian FM

Favourite Leadership Quote:
“Leaders are those who go out of their way to boost the self-esteem of those who follow them. If people believe in themselves, it’s amazing what they can accomplish.”

Influential Mentor:
My mother.

Words of Wisdom:
The test of our progress is not whether we add more to the abundance of those who have much; It is whether we provide enough for those who have too little.

and CEO of the Year. Tony counts milestones and achievements not only in the success of the companies where he has been the leader but mainly in the people who have shared their journey with him.

Tony believes that FM companies must come together, collaborate and represent their concerns with a government body that is responsible for FM Regulation. Guidelines must be agreed upon and implemented, parameters for

operating FM companies must be consistent throughout the industry, and all must be compliant with basic principles of service delivery. While he agrees that the financial factor for winning tenders is always a factor, he asks if it is that important. It is time to drive change. Longevity and sustainability will come at a

cost, though Tony suggests that it is one that can no longer be paid lip service. Yes, it’s only fair that customers receive best value for money, but tender submissions must be evaluated thoroughly and considered long-term arrangements

Tony believes that FM companies must come together, collaborate and represent their concerns with a government body that is responsible for FM regulation.

to be honoured and delivered. This, Tony says, will only enhance the region, FM services to be delivered to their full capability.

Tony’s experience in the FM industry has given him a deep understanding of the challenges

faced by the industry, particularly in the Middle East region. Through his leadership, he has successfully navigated many difficult situations and has emerged victorious. He believes that success is also about creating a sustainable and healthy industry that benefits all stakeholders.









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