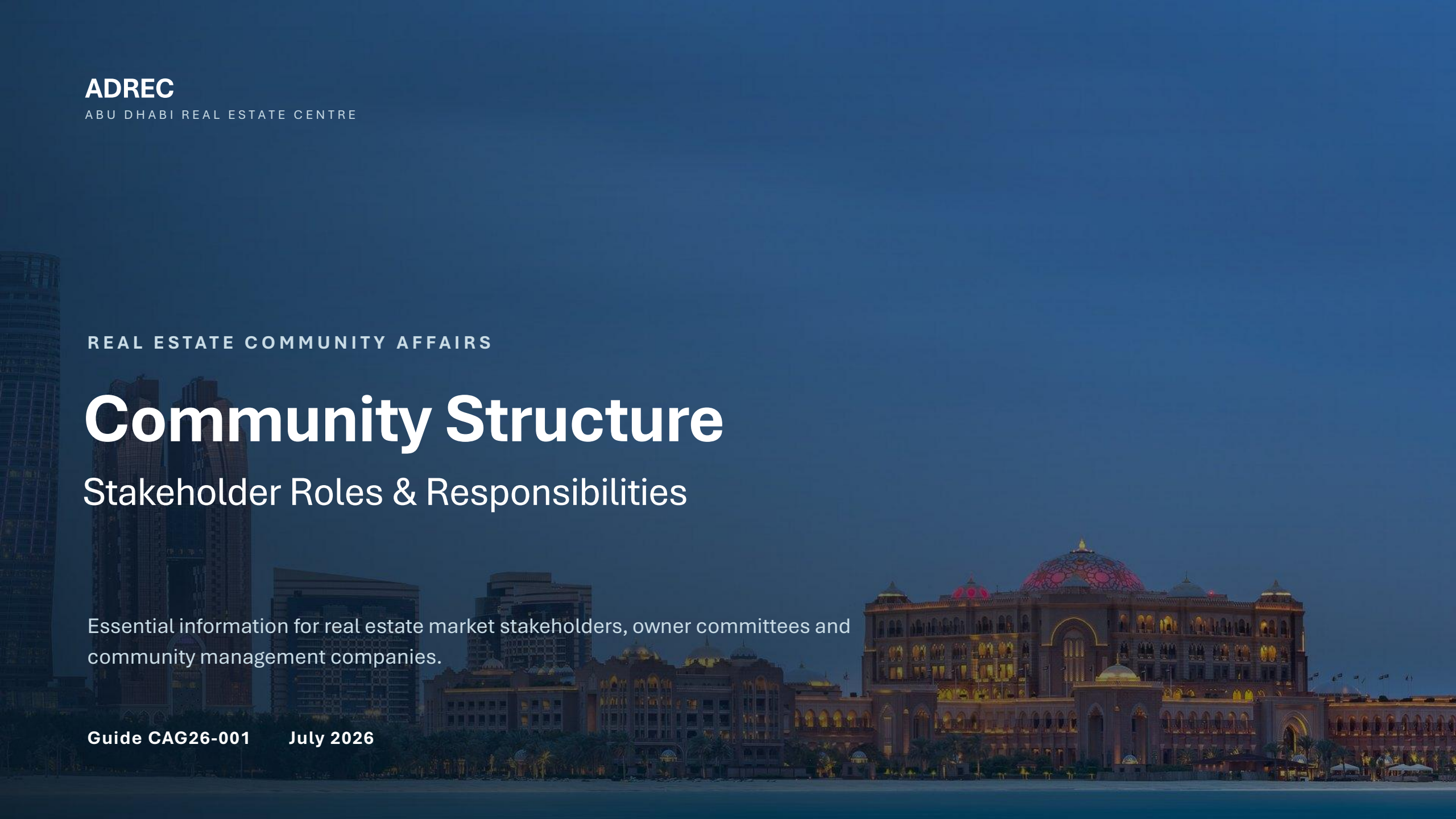




ADREC

ABU DHABI REAL ESTATE CENTRE

REAL ESTATE COMMUNITY AFFAIRS

Community Structure

Stakeholder Roles & Responsibilities

Essential information for real estate market stakeholders, owner committees and community management companies.

Guide CAG26-001

July 2026

What this guide covers

01

High-level Stakeholder Roles & Responsibilities

Who does what across the community — and how owners, committees and managers connect.

02

Community Management Structure

How a community is organized and staffed.

03

Regulatory Expectations: Communication & Accountabilities

The specific accountabilities of the Community Manager and the Owner Committee Manager, and ADREC's Role.

High-level Stakeholder Roles & Responsibilities



The CMC delivers three specific functions

Owner Committee Management

- Reports to the **OC**.
- Oversees the proper execution of the **CMP** and Community Fiscal Management.
- Safeguards positive free cash flow.

Community Management

- Manages day-to-day operations.
- Resident point of contact.
- Service Charge Budgeting & Collections.
- Facility & Service Provider Management.

Facility Management

- Oversees the delivery of day-to-day community technical services.
- Ensuring quality and standards are met.

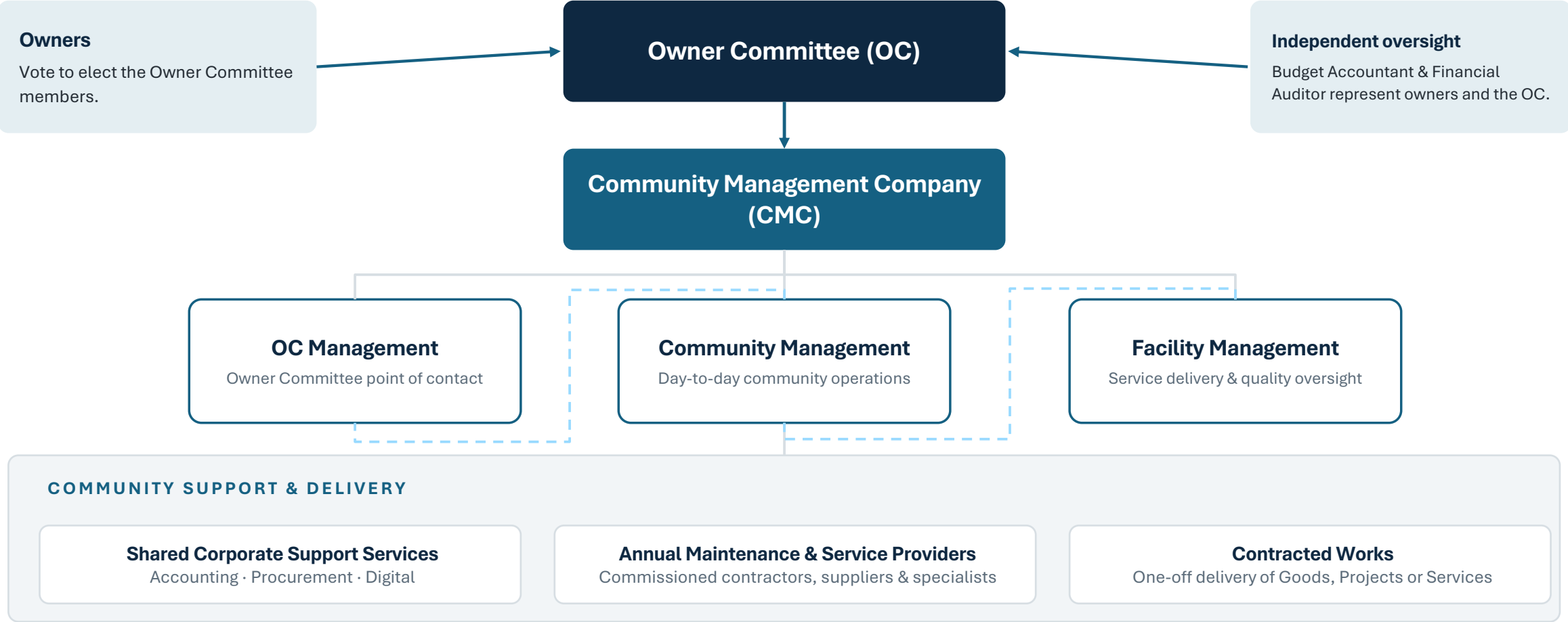
Independent oversight

- **Budget Reviewer** examines and endorses the annual service charge budget on behalf of the **OC** and Owners.
- **Auditor** reports on discrepancies between actuals and approved budgets.

Non-exhaustive list of Service providers & Contractors

- Security · Landscaping · General Maintenance & Upkeep · Cleaning
- Speciality Suppliers, Contractors and Consultants (Furniture, Fixtures & Equipment (FF&E), acoustic, fire, life & safety, vertical transportation, smart systems, security & CCTV, Building Management System (BMS),...)

Community Management Structure



Staffing is community-specific — one manager may hold multiple roles, combining OC and Community Management, and at times all three functions. This is based on each community’s requirements. For larger Communities certain functions may require different levels of seniority and staffing.

Regulatory Expectations: Communication & Accountabilities

ADREC communicates with Community Management Companies and Owner Committees.

- Owners to bring forward issues to their elected Owner Committee.
- Owner Committees then segregate Owner and Community matters to be discussed with the CMC.
 - Community topics may include but are not limited to: asset deterioration, service gaps or failures in accountabilities, expected level of service or community improvement projects.
- CMCs need to prepare and present to the OC a full remedial plan or proposals, along with any financial and time implications.
- Where conflict resolution is needed, OCs and CMCs may reach out to ADREC. A review of the case is conducted prior to approving for a meeting.



Owner Committee Management

ACCOUNTABLE FOR

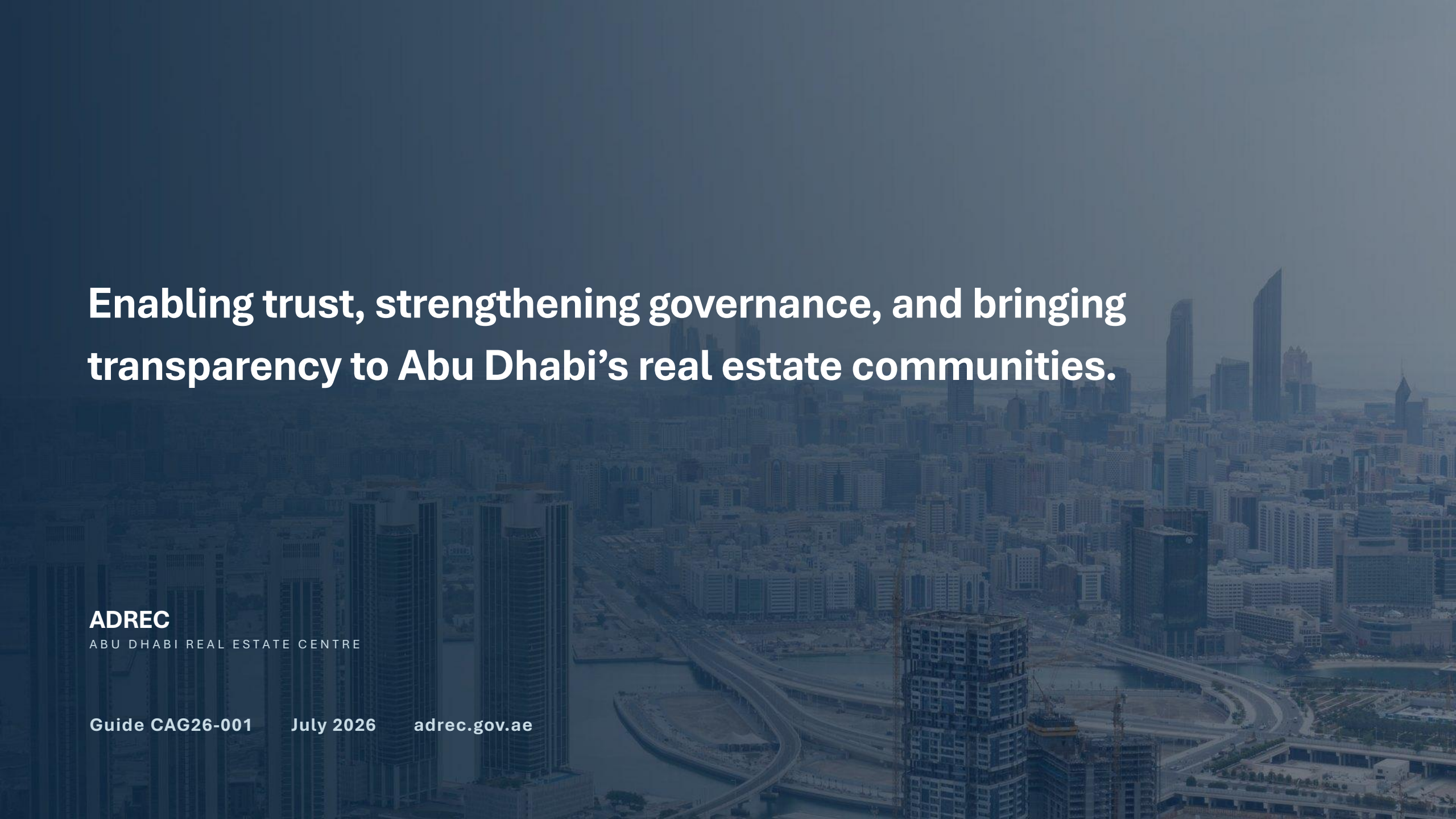
- Point of contact with the Owner Committee.
- Selection of the Community Manager.
- Chairing the AGA meetings.
- Community Bank Account Management.
 - General Fund & Reserve Fund.
- Caretaker of the Community Management Plan; ensuring long term financial stability.
- Cashflow management; approving the annual payment plan to service providers.



Community & Facility Management

ACCOUNTABLE FOR

- Community upkeep and operational continuity.
- Quality of life, day-to-day operations, safety and security.
- Ensuring quality and standards are met.
- Tendering the annual service contracts that keep the community in top form.
- Preparing the annual service-charge budgets and ensuring collections.
- Endorsing service-provider payments.



Enabling trust, strengthening governance, and bringing transparency to Abu Dhabi's real estate communities.

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