



## Health & Safety Department ( Environmental Health Section)

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| Document Title        | <b>Technical Guidelines for Health and Safety<br/>Requirements in Holiday Homes</b> |
| Document Code         | DM-HSD-GU129-HH   |
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| Issue Date            | 22 <sup>nd</sup> January 2025   |
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|  | <b>Document title:</b>    | Technical Guidelines for Health and Safety<br>Requirements in Holiday Homes | <b>اسم الوثيقة:</b>      |   |
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### Document Revision and Update Log

(Any changes to this document must be reviewed and approved according to the approved policies and procedures for document and record control.)

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## 1. Introduction

This guideline has been prepared by Dubai Municipality in accordance with governance practices followed in the Emirate of Dubai and based on Local Order No. (11) of 2003 regarding public health and community safety in Dubai.

The holiday home guidelines reflect the best practices in Dubai and provide a flexible approach to ensure public health, enhance compliance with consumer product safety, and improve indoor air quality and water quality in the built environment to achieve Dubai Municipality's mission in planning, managing and ensuring the sustainability of the city by providing pioneering municipal services for people's happiness and well-being in a way that supports the realization of Dubai Municipality's vision. (A pioneering municipality for a global city).

## 2. Objective



This guideline has been developed to ensure that holiday homes providing temporary accommodation are operated and maintained according to environmental health standards and to achieve the following objectives:

- Ensure compliance with environmental health requirements in holiday homes.
- Educate holiday home owners and workers about environmental health risks.
- Ensure the continuity of operations in line with applicable regulations.
- Raise public awareness of environmental health.
- Meet community expectations regarding environmental health standards in temporary accommodation to ensure a safe and healthy environmental health standard in temporary accommodation to ensure a safe and healthy environment, promoting the well-being of visitors and guests.

## 3. Scope of Work

This guideline applies to holiday homes in villas and farms that are used as holiday homes and have obtained a license from the Department of Economy and Tourism in the Emirate of Dubai.



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## 4. Definitions and Terms

| Term                        | Definition  |
|-----------------------------|---|
| <b>Emirate</b>              | The Emirate of Dubai  |
| <b>Municipality</b>         | Dubai Municipality  |
| <b>Legionella Bacteria</b>  | family that can grow and A genus of bacteria from the Legionellosis reproduce in water systems and cause diseases like Legionnaires' Disease.   |
| <b>Holiday Home</b>         | Furnished real estate units designated for the service of renting holiday homes or subleasing them to guests on a regular basis.  |
| <b>Holiday Home Permit</b>  | The document issued by the Department of Economy and Tourism granting approval for the use of a furnished real estate unit as a holiday home.   |
| <b>Water Quality</b>        | A measurable indicator of water quality, considering chemical, physical, and biological indicators.   |
| <b>Water Disinfection</b>   | The process of killing or inactivating disease-causing microorganisms or viruses or removing them.  |
| <b>Environmental Health</b> | Covers all physical, chemical, and biological factors around an individual that affect health, including the assessment and control of these environmental factors to prevent diseases and create healthy environments. |
| <b>Public Health</b>        | The science and art of preventing disease, promoting health, and improving life quality through organized community efforts.  |
| <b>Indoor Air Quality</b>   | Refers to air free from pollutants at concentrations harmful to health, as defined by authoritative agencies.   |
| <b>Consumer Products</b>    | Products intended for direct use or consumption, including cosmetics, cleaning agents, personal care products, and others, as defined by regulatory guidelines.   |

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## 5. Building Requirements for Holiday Homes

- holiday homes must have a building completion certificate from the Building Licensing Department of the Building Regulatory and Licensing Authority at Dubai Municipality.
- Holiday homes must be constructed using materials that comply with the Dubai Building Code issued by Dubai Municipality.

## 6. Documents and Records

The owner or representative of the holiday home must keep the following documents available for inspection by Dubai Municipality:



- Business license for the holiday home company from the Department of Economy and Tourism.
- Holiday home permit from the Department of Economy and Tourism.
- Cleaning and disinfection contract for water systems and tanks from a company approved by Dubai Municipality.
- Pest control records from the Public Health Pest Control Section, Public Health Services Department at Dubai Municipality.

## 7. General Safety Requirements

### 7-1 Fire Fighting Systems

- Provide emergency exits for holiday homes and directional signs that indicate directions to them.
- Provide assembly points in safe areas outside the holiday homes.
- Provide and distribute fire extinguishers in appropriate locations.
- Provide appropriate fire firefighting systems for the building.
- Train security personnel and holiday home management personnel on how to use fire extinguishers in dealing with minor fires.
- Provide evacuation plans and procedures for dealing with incidents and emergencies, and ensure they are trained on, reviewed, and updated regularly.
- Refer to the requirements and regulations of the General Directorate of Dubai Civil Defense regarding firefighting systems, fire prevention, and evacuation procedures.
- Maintain fire extinguishers and firefighting systems periodically.

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### 7-2 Liquefied Cooking Gas Cylinders

- Store and handle liquefied gas cylinders in accordance with the technical guidelines for liquefied petroleum gas cylinders (DM-HSD-GU53-LPGC1) and according to the requirements of the General Directorate of Dubai Civil Defense.
- Place the cylinders in a metal container with ventilation holes and ensure it is locked to minimize tampering and reduce accidents if the cylinders are located outside the building.

### 7-3 Electrical Safety

- Safe installation and maintenance of electrical equipment and connections inside holiday homes.
- Periodically inspect the generator, if any, and ensure it is placed in a safe and visible location with an appropriate fire extinguisher provided.
- Transport fuel safely and ensure it is stored securely away from ignition sources.
- Verify the grounding of the electric generator.
- Secure electrical panels and electricity distribution points.
- Refer to the requirements and regulations of the General Directorate of Dubai Civil Defense regarding electrical safety.

### 7-4 Play Areas



- Comply with the requirements of the Dubai Municipality according to the technical guideline for safety in play areas and events (DM-HSD-GU02-SEAP1).
- Provide safety signage for the play area.
- Provide a fence around the play areas.
- Conduct daily inspections to verify the safety of the play equipment before allowing its use and document this in records.

### 7-5 First Aid

- Providing a box and first aid equipment to meet the needs of holiday home visitors.
- Ensure that a sufficient number of workers are trained in first aid.
- Provide a plate with ambulance and emergency numbers.

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## 7-6 Storage

- Provide suitable and separate locations for storing chemicals, in accordance with the Material Safety Data Sheet (MSDS).
- Ensure adequate and proper lighting in storage areas.
- Chemical storage areas should be well-ventilated and located away from food preparation or storage areas.
- The storage area must be locked and accessible only to authorized personnel.
- Store materials properly on shelves elevated at least 20 centimeters from the floor and at least 50 centimeters below the ceiling, ensuring a distance of 30 centimeters between the shelves and the walls.
- Maintain cleanliness in storage areas and ensure they are free from all types of waste.
- Do not use electrical rooms, elevators, pumps and fire-fighting system cabinets for storage.
- Do not store at entrances and exits.
- Provide sufficient storage space for textiles (blankets, pillows, towels, etc.).
- Store drinking water in locations with appropriate temperatures and away from sunlight.
- Ensure safe and adequate storage for guests' personal belongings.

## 8. Public Health Requirements



### 8-1 Public Services and Facilities

- Maintain overall cleanliness for all services and facilities.
- Provide necessary supplies for restrooms (such as soap, paper towels, etc.).
- Equip facilities with safe water sources that meet health standards.

### 8-2 Sanitation

- Wastewater and sewage must be disposed of in drains or connected to a sewage system that complies with public health and environmental standards.
- Avoid sewer overflow and promptly rectify the situation if it occurs.

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### 8-3 Waste Disposal

- Safely dispose of waste (can be used by an approved company).
- Providing suitable containers with a lid for the disposal of various types of waste.
- Keep waste collection containers clean and sanitized.
- Provide appropriate locations for waste collection and ensure regular removal to prevent accumulation on-site.
- Do not use waste collection areas for storing other materials, such as flammable substances.

### 8-4 Pest control

- The internal facilities of the building must be free from insects and pests.
- Holiday homes must have periodic pest control visits conducted by a company approved by the Public Health Pest Control Section, Public Health Services Department of the Dubai Municipality.



### 8-5 Guest Accommodation Rooms

- Ensure cleanliness inside the rooms.
- Rooms must be equipped with appropriate lighting.
- Change towels and bed linens after each use or periodically if not in use.

### 8-6 Health and Safety Requirements for Workers in Holiday Homes

- Maintain the personal hygiene of workers.
- Provide personal protective equipment and tools for workers .
- Hygiene standards must be adhered to inside the workers' rooms .
- Suitable furniture and beds must be provided for workers inside the rooms.
- Crowding in dormitory rooms should be avoided and an adequate space should be provided for each worker.

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## 9. Water Quality

- Perform regular maintenance, cleaning, and disinfection of water systems in holiday homes, and water treatment in accordance with the Technical Guidelines for Controlling Legionella Bacteria in Water Systems issued by Dubai Municipality (DM-HSD-GU44-LCWS2) and the Technical Guidelines for Unbottled Drinking Water (DM-HSD-GU17-DW1).
- Clean and disinfect water tanks/ water systems every six months by a company approved by Dubai Municipality.
- Holiday homes must have a continuous and sufficient supply of water for all uses.
- Clean shower heads and water faucet filters periodically and maintain a record of the regular cleaning.



## 10. Indoor Air Quality

- Perform regular maintenance on air conditioning units to ensure their cleanliness and efficient operation.

## 11. People of Determination

- Appropriate facilities for people of determination must be provided, such as restrooms and access points, with clear signs and markers indicating these areas.
- Easy access and mobility for entering, exiting, and moving within the holiday homes must be taken into consideration.



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## 12. Swimming Pools

- A permit from Dubai Municipality must be obtained for the swimming pool, and no modifications to the pool should be made without prior approval from the municipality.
- The pool area must be secured when not in use with a fence or barrier of at least 1.2 meters high, along with a self-closing door or gate to prevent unauthorized access to the pool when it is closed.
- Appropriate barriers must be placed to separate the children's pool from the adult pool.
- The pool area must be kept clean.
- Lifesaving equipment must be available in a nearby and easily accessible location.
- A general set of instructions must be provided in both Arabic and English, outlining the rules that must be followed during the use of the pool.
- Provide "No Diving or Jumping" signs around the swimming pool.
- Depth markers should be provided to indicate the pool's depth (especially in shallow and deep areas).
- Provide a first aid kit in the pool area.
- Ensure all pool facilities, including flooring and water channels, are properly maintained.
- Ensure the flooring is well-maintained and non-slip to prevent accidents.
- Provide a personal protective equipment (PPE) kit for workers near the pump room (face masks – gloves).
- Proper ventilation must be provided in pump rooms (both natural and mechanical.)
- Ensure that the pump rooms are closed when not in use.
- Install automatic disinfectant (chlorine/bromine) dosing devices.
- Holiday homes must comply with the Technical Guidelines for the Approval of Swimming Pool Plans (DM-HSD-GU34-ASPP1).
- Holiday homes must comply with the Technical Guidelines for Swimming Pool Safety
- Chlorine levels must be maintained within permissible limits in pool water, and records must be kept according to Table 1 below:

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**Table No. (1): Permissible Limits for Disinfectants:**

| Water System Type | Free Bromine Residual | Free Chlorine Residual | pH level  |
|-------------------|-----------------------|------------------------|-----------|
| Swimming pool     | 2-4 ppm               | 1-2 ppm                | 7.4 – 7.6 |



### 13. Consumer Products

- Use of consumer products (cleaners, disinfectants, personal care products) that are registered in Dubai Municipality.
- Store consumer products properly according to the Technical Guidelines for the Storage of Consumer Products (DM-HSD-GU107-CPS1).

### 14. General Guidelines

- Provide clear and appropriate warning signs in both Arabic and English outlining the general safety rules to be followed in holiday homes.
- Ensure compliance with noise limits as per the Technical Guidelines Controlling Noise from Entertainment Activities (DM-HSD-GU55-RCEN1).
- Notify the relevant authorities and Dubai Municipality about any accidents or injuries that occur in holiday homes and maintain incident records on-site.
- Owners and operators of holiday homes must provide appropriate training for workers.
- Comply with regular maintenance of holiday homes.
- Ensure that all equipment, machinery, and electrical tools with moving parts are equipped with adequate safety barriers and protective equipment.
- Ensure that all machines and equipment are regularly inspected and maintained in good working condition and keep inspection records.

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## 15. References

- Local Order No. (11) of 2003 regarding public health and community safety in the Emirate of Dubai.
- Administrative Decision No. (30) of 2007 issuing the executive regulation of Local Order No. (11) of 2003 regarding public health and community safety in the Emirate of Dubai.
- Technical Guidelines for controlling Legionella bacteria in water systems (DM-HSD-GU44-LCWS2).
- Technical Guide for Unbottled Drinking Water (DM-HSD-GU17-DW1).
- Technical Guidelines for Approval of Swimming Pool Plans (DM-HSD-GU34-ASPP1).
- Technical Guidelines for Consumer Product Storage Requirements (DM-HSD-GU107-CPS1).
- Technical Guide for Safety in Play Areas and Events (DM-HSD-GU02-SEAP1).

| For (suggestions, comments, and complaints)   | For further information   |
|---|---|
| <ul style="list-style-type: none"> <li>▪ Unified interactive platform that connects Dubai Government and its customers: The 04 Platform <a href="https://04.gov.ae/">https://04.gov.ae/</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul> | <ul style="list-style-type: none"> <li>▪ ✉ <a href="mailto:ehcinspection@dm.gov.ae">ehcinspection@dm.gov.ae</a></li> <li>▪ ☎ Dubai Municipality - Call Center (24/7): 800900</li> </ul> |

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