Practical guide · free

Mollak + daily operations: 10 checks for Dubai community managers

For management companies and Owners Committee members in Dubai. Two checks for the official side on Mollak, the Dubai Land Department's system, and eight for daily operations inside the community.

Mollak — On Mollak: service charges and official records

- [ ] 1 **The building and its management company are registered on Mollak**
  Building details and the RERA-approved management company match reality today.
- [ ] 2 **The service-charge budget is approved and owners are billed through Mollak**
  An approved audit firm reviews the budget and DLD approves it; owner invoices and payments go through Mollak to the regulated bank account.

Daily — Inside the community: daily operations

- [ ] 3 **One place for resident requests, instead of WhatsApp groups**
  Every request has a number, a time, a photo and a location.
- [ ] 4 **Every request has a status and an owner**
  A priority, a named person and an expected date the resident can see.
- [ ] 5 **Residents confirm completion**
  The technician doesn't close a job alone; the resident signs off and rates the work.
- [ ] 6 **Response and completion times are measured**
  Time to first response and time to completion, for each request and each month.
- [ ] 7 **Visitor passes and a gate log**
  Passes issued in advance, and every entry logged with the time and the guard on shift.
- [ ] 8 **Announcements reach every resident**
  Water shut-off or fire drill: one message to all residents, without sharing phone numbers.
- [ ] 9 **Clear rules for amenity booking and move-in/out**
  Pool, gym and hall slots booked by rule; every move-in and move-out follows a checklist with photos.
- [ ] 10 **The Owners Committee sees the monthly service picture**
  Requests closed, average response and completion times, visible to the committee in the app.

General guidance, not legal advice. Check the official requirements with the Dubai Land Department.

Checks 3 to 10 in one app

BAB runs daily operations inside the community, next to Mollak. It is not connected to Mollak and does not collect service charges. Arabic and English, on iOS, Android and the web.

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Maintenance requests with photos, a status and an owner, resident sign-off, and response and completion times

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QR visitor passes, a gate log with the time and guard, and security shifts

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Announcements and messages by role, amenity booking, leases and move-in/out checklists

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Owners Committee service figures: requests closed, response and completion times

Free 90-day pilot

No contract. We set up your community with you, and your team can start on day one.

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