

User Manual

Premium Tenancy Contract Registered Lessors

Land and Property Section

Contents:

1. INTRODUCTION:	3
2. LOGIN AND ACCESS TO THE PREMIUM TENANCY CONTRACT FOR REGISTERED LESSORS.	4
3. CREATE A PREMIUM TENANCY CONTRACT FOR REGISTERED LESSORS.....	7
4. REGISTER PREMIUM TENANCY CONTRACT FOR REGISTERED LESSORS FROM DRAFT.....	17
5. MY CASES.....	19
6. FEE PAYMENT.....	25
7. CUSTOMER ACTION	27

Introduction:

The land and property section in Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

This guide explains to customers (Real Estate developer companies and Property Owners) who wish to register, manage and lease their units through the e-government portal how to access the **Premium Tenancy Contract for Registered Lessors** service, it also guides them on how to create, send and track their requests electronically.

It enables the developers to register their company as a developer, and upload their units into the municipality system to be available for online lease.

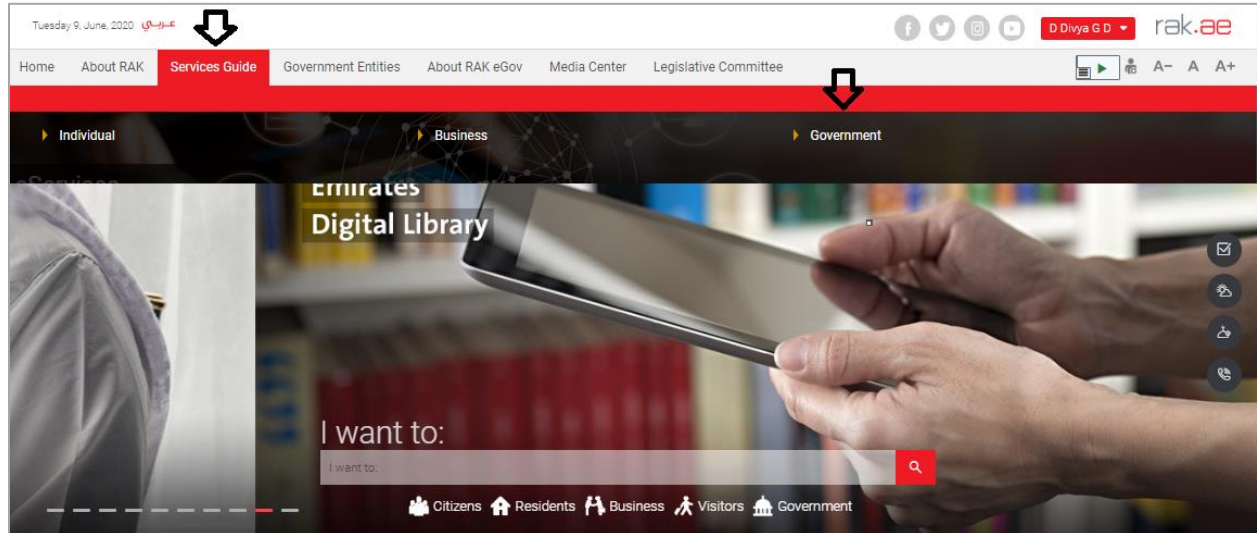
Developers can add a user to become an admin for the registered company units, and then he/she will be able to effectively manage and control all system users in a very fast and secure manner as follows:

- A. Add / remove other users as agents on the system, to lease company units
- B. Promote agent user to become an admin user
- C. Demote an admin user to become an agent user

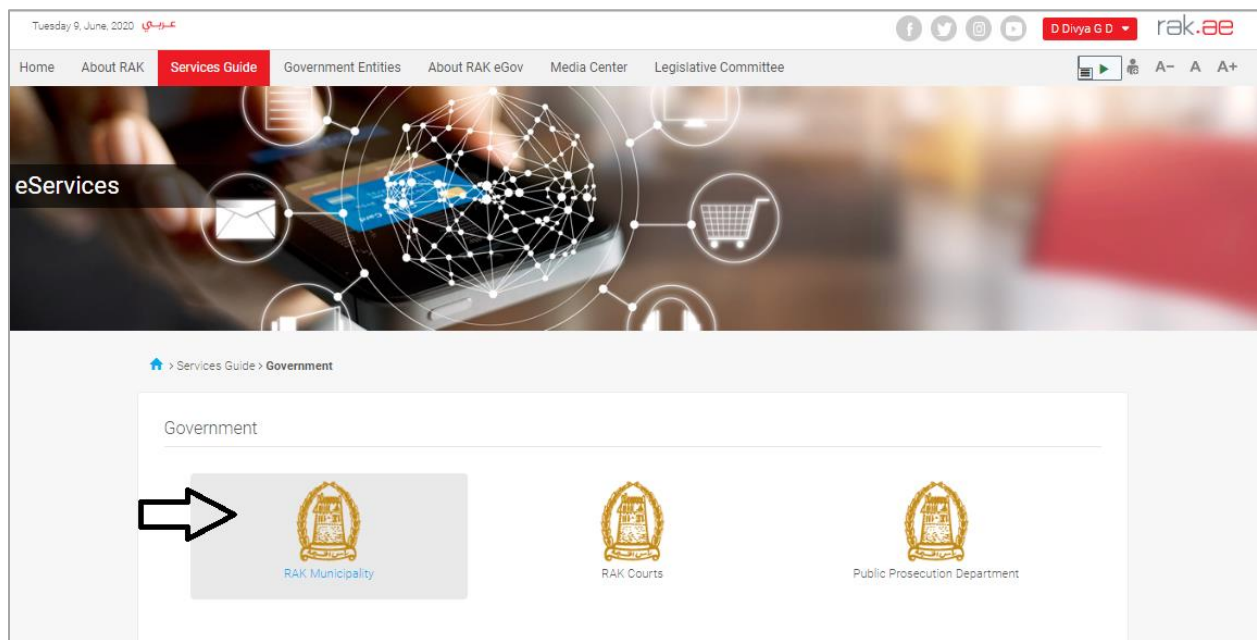
Company Users accordingly are able to lease their units and generate online tenancy contracts (after review and approval of Land Sector) and official signatures of leasing company and lessee.

Login and Access to the Premium Tenancy Contract for Registered Lessors

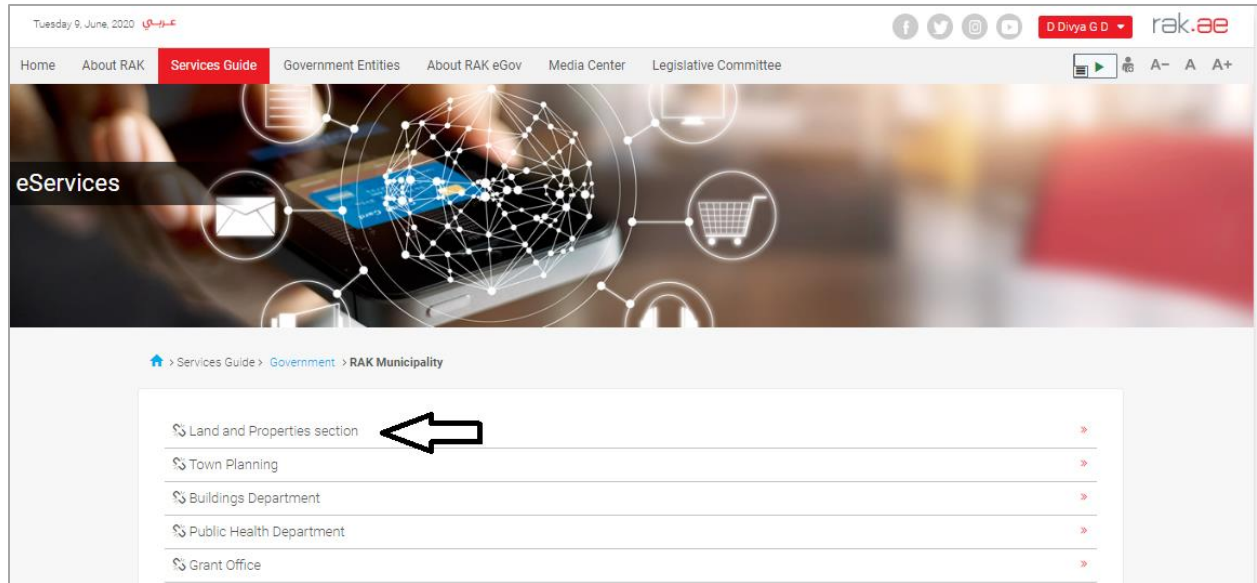
1. Access the RAK Government portal on <https://www.rak.ae/wps/portal>
2. Click on the **Service Guide** then click on **Government**:



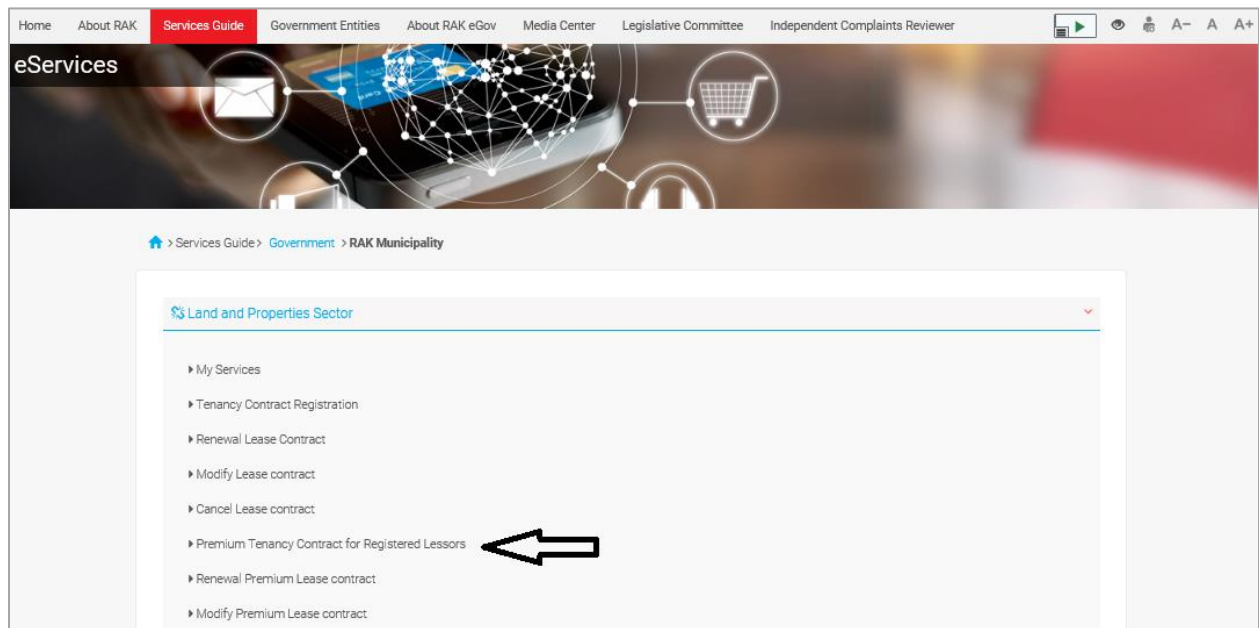
3. Next, select **RAK Municipality**



4. Next, select **Land and Properties Section**



5. Next, click on **Premium Tenancy Contract for Registered Lessors**



6. The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.

Home About RAK **Services Guide** Government Entities About RAK eGov Media Center Legislative Committee Independent Complaints Reviewer

eServices

Home > Services Guide > Government > RAK Municipality > Premium Tenancy Contract for Registered Lessors

Premium Tenancy Contract for Registered Lessors

1. This premium service is aimed at the Real Estate developer companies and Property Owners who want to register, manage and lease their units through the municipality online tenancy registration portal aimed at main developers
2. It enables the developers to register their company as a developer, and upload their units into the municipality system to be available for online lease
3. It assigns a user to become an admin on the company registered units, by this he's able to effectively manage and control all system users in a very fast and secure manner:
 - A. Add / remove other users as agents on the system, to lease company units
 - B. Promote agent user to become an admin user
 - C. Demote an admin user to become an agent user
4. Company Users accordingly are able to lease their units and generate online tenancy contracts (after review and approval of Land Sector) and official signatures of leasing company and lessee

7. To use the service, click on the **“Start Service”** button.

Sunday 24, October, 2021 عربي

Home About RAK **Services Guide** Government Entities About RAK eGov Media Center Legislative Committee Independent Complaints Reviewer

Sunday - Thursday from 8:30 AM till 17:30 PM.

Premium Tenancy Contract for Registered Lessors

Processing Time

1 working day to create the 1st admin account

Required Documents

- Tenancy contract
- Lessee ID

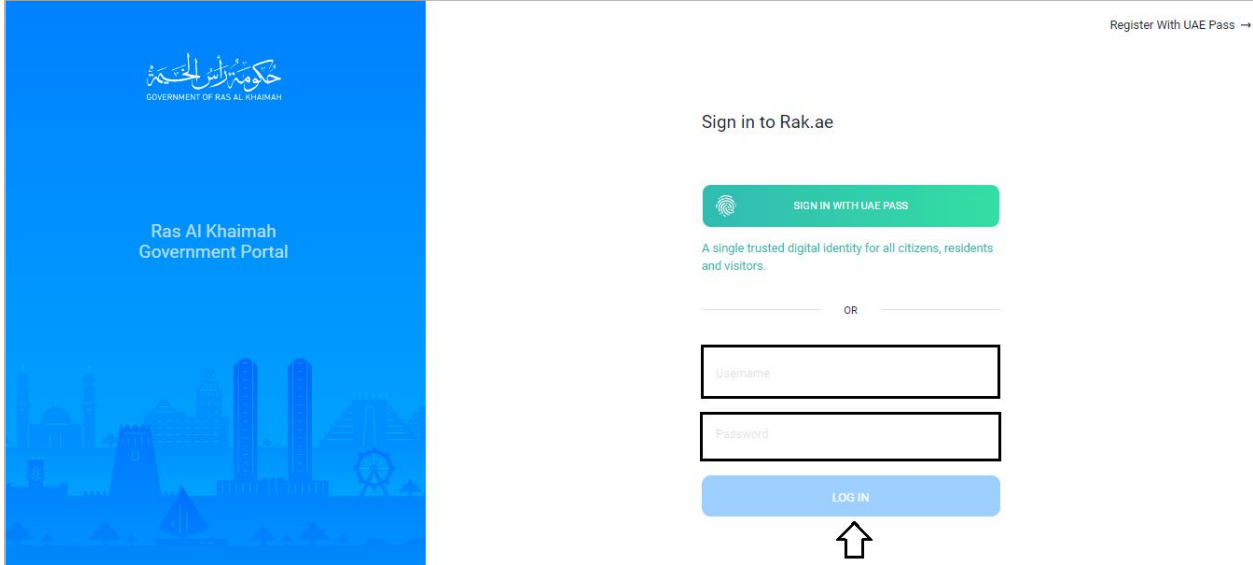
Downloadable Forms

- [Units Data Capturing](#)
- [Administrator application form](#)
- [eUser management module user guide](#)
- [Premium Online Tenancy service User guide](#)

Start Service

Create a Premium Tenancy Contract for Registered Lessors

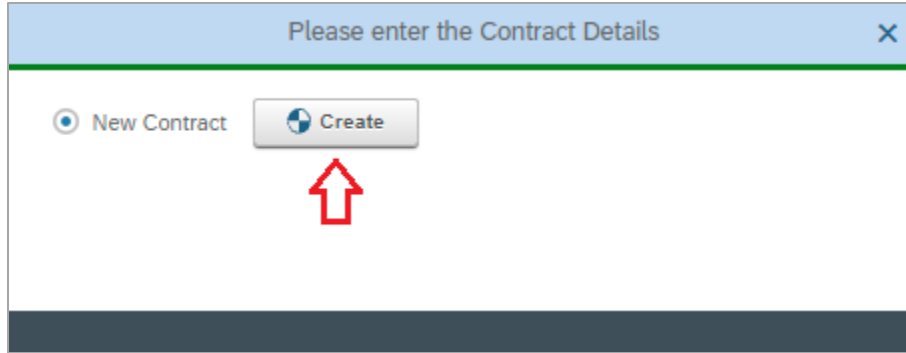
1. After you access the **Premium Tenancy Contract for Registered Lessors** service and click on the “**Start Service**” button, the login page will appear as follow:



2. Enter your RAK Government Portal username and password that you have previously created, and then press on the “**LOG IN**” button.
3. The **Premium Tenancy Contract for Registered Lessors** request form will be displayed letting you create the request:



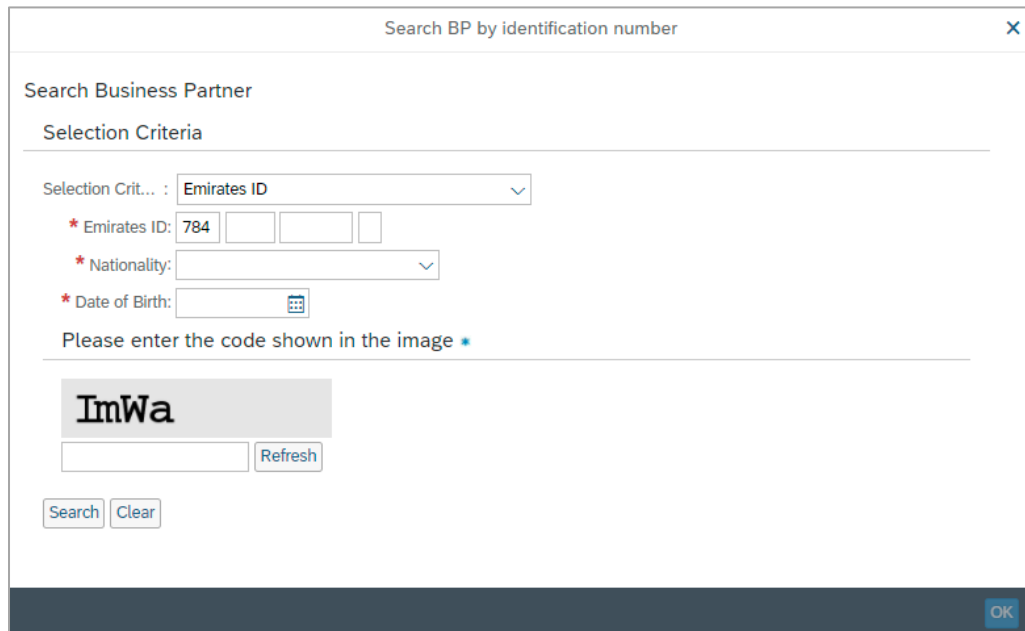
4. To register a new tenancy contract, select the “**New Contract**” and click the “**Create**” button:



Please enter the Contract Details

New Contract

The **Search Business Partner** screen appears enabling you to search for the lessee:



Search BP by identification number

Search Business Partner

Selection Criteria

Selection Crit... : Emirates ID

* Emirates ID: 784

* Nationality:

* Date of Birth:

Please enter the code shown in the image *

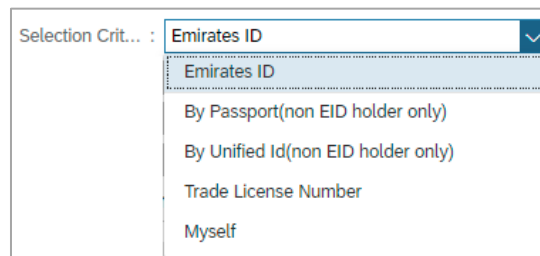
ImWa

Refresh

Search Clear

OK

5. Select the appropriate way of search from the **“Search Criteria”** dropdown menu, then enter the required inputs as follows:



Selection Crit... : Emirates ID

- Emirates ID
- By Passport(non EID holder only)
- By Unified Id(non EID holder only)
- Trade License Number
- Myself

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="Emirates ID"/></p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> Passport number Select the Passport type Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Passport(non EID holder only)"/></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <input type="text" value="ORDINARY PASSPORT"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> Unified number Select the nationality Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Unified Id(non EID holder only)"/></p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:</p> <ul style="list-style-type: none"> license number 	<p>Selection Criteria: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
<p>In case you are the lessor, select "Myself" and then click "OK" to be displayed in the field.</p>	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

6. Enter the code that appears in the figure, and then click "Search":

Please enter the code shown in the image *

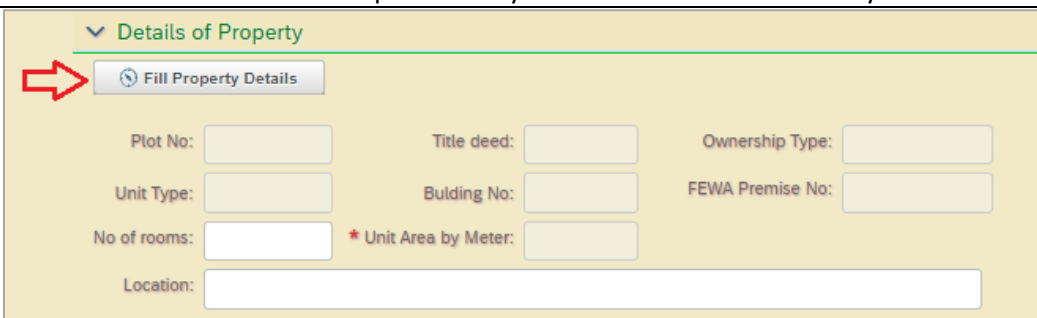
ImWa

Note: click “Refresh” to get a new clearer code, or click “Clear” to clear the input and re-write the code again.

7. Select the required lessee then click “Ok” to have the required lease contract form displayed letting you complete the request. The information of the lessee who you have selected appears in the “Details of Lessee” section, where you can modify only his/her phone number or email:



8. In the **Details of Property** section, you should enter the information of the leased unit as follows:

Field	Description
	Note: All fields that are preceded by an asterisk * are mandatory fields.
	
Fill Property Details	Click on the button to have the Search Property screen displayed as follows:

Search Property
✕

▼ Search Property A

Property Type: Unit Building No:

Property-Municipality ID: Floor No:

Property Name: Unit No:

Developer Name:

B ↓

▼ Result

C	Property Type	Property-Municipality ID	Property Name	Developer Name	Building No	Floor No	Unit No
⊙	30IU	BLD-14-0113100	MA04-STV-0024	1234	5	2	1
○	30IU	BLD-14-0679107	Golf Apartments - Building C - Floor G - Unit 008	GC008	Golf Apartments - C	G	8
○	30IU	BLD-14-0825229	Royal Breeze - Building 2 - Floor F6 - Unit 620	B2-0620	RB2	F6	620
○	30IU	BLD-14-0825299	Royal Breeze - Building 2 - Floor F10 - Unit 1002	B2-1002	RB2	F10	1002

D ↓

- A. Enter the search inputs by which you want to search, for example, the search by property type "unit".
- B. Click the "**Search**" button, to display the list of the available units in your account.
- C. Select the required unit that you want to rent from the results list.
- D. Click the "**OK**" button.
- E. The data of the selected unit will be displayed automatically in the **Details of Property** section:

▼ Details of Property

BLD-14-0113100
1234

Plot No: Title deed: 00102/2021 Ownership Type: Proof

Unit Type: Apartment * Building No: 5 * Floor No: 2 * Unit No: 1

No of rooms: 4 * Unit Area by Meter: FEWA Premise No:

Location: MA04-STV-0024

Note: You can only edit the number of rooms and the location.

- F. The **Details of Lessor** will then be displayed as follows:

Residential Tenancy Contract User Guide

Details of Lessee

[Click to Fill Lessee](#)

Name: مصطفى عبد الرزاق محمد احمد

P.O.Box:

Nationality: Egyptian

Emirates ID: 784-1979-2865863-84

Unified ID: 1161

Passport No.: 16138

* Tel. No: 0566092712

* Email ID: bagdadi@ega.rak.ae

Fax No.:

Profession:

Details of lessor

Name: شركة الحمرا للتطوير العقاري ع.ذ.م.م

P.O.Box:

Using trade license number: 205171

* Tel. No: 05079098

* Email ID: ba@ega.rak.ae

Fax No.: +97172434

Note: You can only edit the phone number and email of the lessor.

9. In the **Rental Details**, enter the following information:

Field	Description																																										
Note: All fields that are preceded by an asterisk * are mandatory fields.																																											
<p>Rental Details</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 30%;"> <p>* Contract Start Date: 12.09.2021 <input type="text"/></p> <p>Annual Rental Amount: 0.00 <input type="text"/></p> <p>* Method of Payment: <input type="text"/></p> </div> <div style="width: 30%;"> <p>* Contract End Date: <input type="text"/></p> <p>* Rental Amount: 0.00 <input type="text"/></p> <p>* Tenancy Purpose: Family Ac... <input type="text"/></p> </div> <div style="width: 30%;"> <p>No of years: 0.00 <input type="text"/></p> <p>Deposit Amount: 0.00 <input type="text"/></p> <p>Attesting Fees: 0 <input type="text"/></p> </div> </div>																																											
<p>Contract Start Date</p>	<p>This field will automatically show the current day's date. Enter the lease start date or click the calendar icon <input type="text"/> and choose it directly.</p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>* Contract Start Date: 12.09.2021 <input type="text"/></p> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <p style="text-align: center;">September 2021</p> <table style="width: 100%; text-align: center; border-collapse: collapse;"> <thead> <tr> <th>Mo</th> <th>Tu</th> <th>We</th> <th>Th</th> <th>Fr</th> <th>Sa</th> <th>Su</th> </tr> </thead> <tbody> <tr> <td>35</td> <td>30</td> <td>31</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>36</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td style="border: 2px solid red;">12</td> </tr> <tr> <td>37</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>38</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> <tr> <td>39</td> <td>27</td> <td>28</td> <td>29</td> <td>30</td> <td>1</td> <td>2</td> </tr> </tbody> </table> </div> </div>	Mo	Tu	We	Th	Fr	Sa	Su	35	30	31	1	2	3	4	36	6	7	8	9	10	12	37	13	14	15	16	17	18	38	20	21	22	23	24	25	39	27	28	29	30	1	2
Mo	Tu	We	Th	Fr	Sa	Su																																					
35	30	31	1	2	3	4																																					
36	6	7	8	9	10	12																																					
37	13	14	15	16	17	18																																					
38	20	21	22	23	24	25																																					
39	27	28	29	30	1	2																																					
<p>Contract End Date</p>	<p>Enter the lease end date or click the calendar icon <input type="text"/> and choose it directly.</p>																																										
<p>Rental Amount</p>	<p>Enter the agreed total amount of rent, in the numeric field.</p>																																										
<p>Method of Payment</p>	<p>Choose a payment method from the drop-down list:</p>																																										

* Method of Payment:

- One Installment
- Two Installment
- Three Installment
- Four Installment
- Monthly
- Other

When choosing the method as one, two, three or four installments, you must enter the dates of the payments in the fields that will appear below as follows:

* Method of Payment: Three Ins...

First installment to be paid on: 18.11.2021 Second installment to be paid on: 03.05.20...

Third installment to be paid on: 18.08.2022

Tenancy Purpose

Select the tenancy purpose from the drop-down list as follows:

* Tenancy Purpose:

- Family Accommodation
- Employee accommodation
- Investment lease contract
- Commercial lease contract

Notes:

- When choosing the purpose "Employee Accommodation", you need to attached one more document which is a "labor housing inspection report".
- When choosing an investment or commercial contract, the contract type and form color change according to the chosen type.

Note: Upon filling the mandatory fields, the system calculates and shows the number of years, annual rental amount, and attesting fees as follows:

▼ Rental Details

* Contract Start Date: 01.10.2021 * Contract End Date: 01.10.2023 No of years: 2.00

Annual Rental Amount: 13,020.83 * Rental Amount: 26,041.66 Deposit Amount: 0.00

* Method of Payment: One Insta... * Tenancy Purpose: Family Ac... Attesting Fees: 1,302

First installment to be paid on: 01.12.2021

10. Enter the rental conditions (if any), in the **Special Conditions** textbox field:

Special Conditions

services should be provided before moving to the unit

11. Add the information of the unit's occupants in the **Occupant Details** section as follows:

a. Click the "Add New" button to insert a new occupant line:

Occupant Details

+ Add New - Delete

Full Name	Nationality	Contact No	Emirates ID	Unified ID
<input checked="" type="radio"/>				
<input type="radio"/>				

b. Enter the full name of the occupant, choose his nationality, and enter his contact number, ID number and unified ID in the relevant fields as follows:

Occupant Details

+ Add New - Delete

Full Name	Nationality	Contact No	Emirates ID	Unified ID
<input checked="" type="radio"/> Ali Ali	Afghanistan	559988432	784-1996-2374821-7	456743
<input type="radio"/>				

c. To delete an occupant, select the one you want to delete and then click the "Delete" button:

Occupant Details

+ Add New - Delete

Full Name	Nationality	Contact No	Emirates ID	Unified ID
<input checked="" type="radio"/> Ali Ali	Afghanistan	559988432	784-1996-2374821-7	456743
<input type="radio"/>				

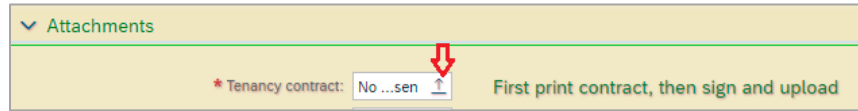
12. In the **Attachments** section, you must attach all the mandatory documents to complete the request, and you can modify all attachments (add a new attachment or replace the existing one).

To upload the attachments, do the following:


a. Click the "Print Contract" button at the bottom of the form, then sign the contract from lessor and the lessee then, attach the signed contract by both parties:

Submit Clear Save As Draft Print Contract Cancel

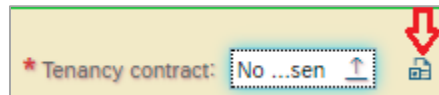
- b. Click the **Upload** icon  next to the required attachment.





Attachments

* Tenancy contract: No ...sen  First print contract, then sign and upload

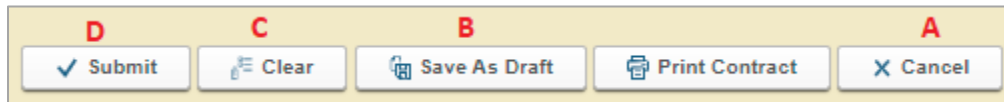
- c. Select the required document, and then click the **"Open"** button → to upload the document successfully.
- d. To preview the attached document, click the preview icon that will appear next to the required attachment:








* Tenancy contract: No ...sen  

- e. Repeat the previous steps from point (b) to upload the rest of the attachments.

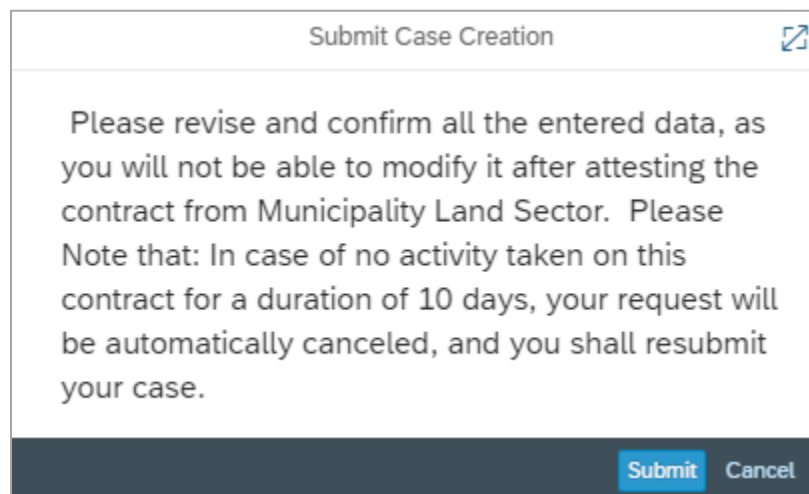
13. Upon filling in the required information, you can do one of the following:




D  Submit **C**  Clear **B**  Save As Draft  Print Contract **A**  Cancel

- A. **"Cancel"** to cancel the request.
- B. **"Save As Draft"** to save the request as a draft for later use.
- C. **"Clear"** to delete the inputs you have entered.
- D. **"Submit"** to complete the request.

14. Click the **"Submit"** button and confirm the submission in the message that will be displayed directly.



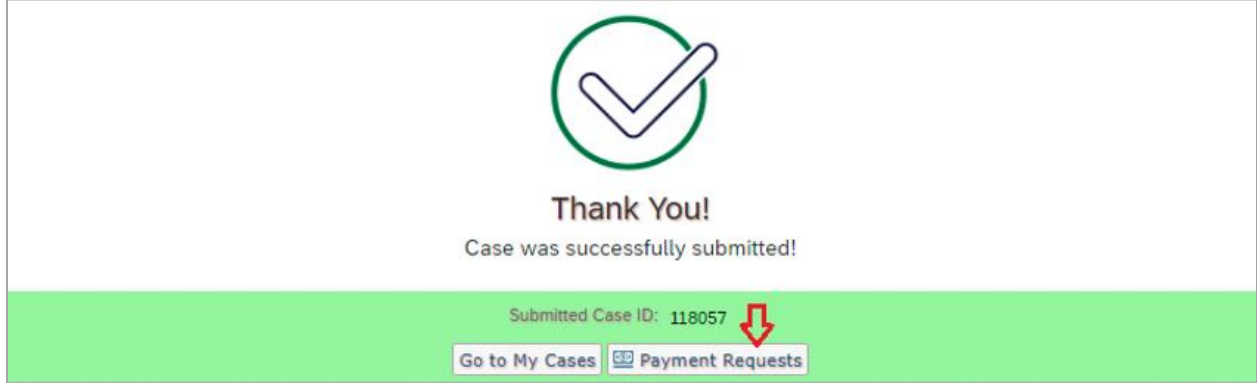
Submit Case Creation 

Please revise and confirm all the entered data, as you will not be able to modify it after attesting the contract from Municipality Land Sector. Please Note that: In case of no activity taken on this contract for a duration of 10 days, your request will be automatically canceled, and you shall resubmit your case.

Submit Cancel

Note: The system will automatically cancel all incomplete requests if you do not take any action on them within ten days of their creation.

A message will appear confirming that the request has been submitted successfully and displaying the transaction reference number.

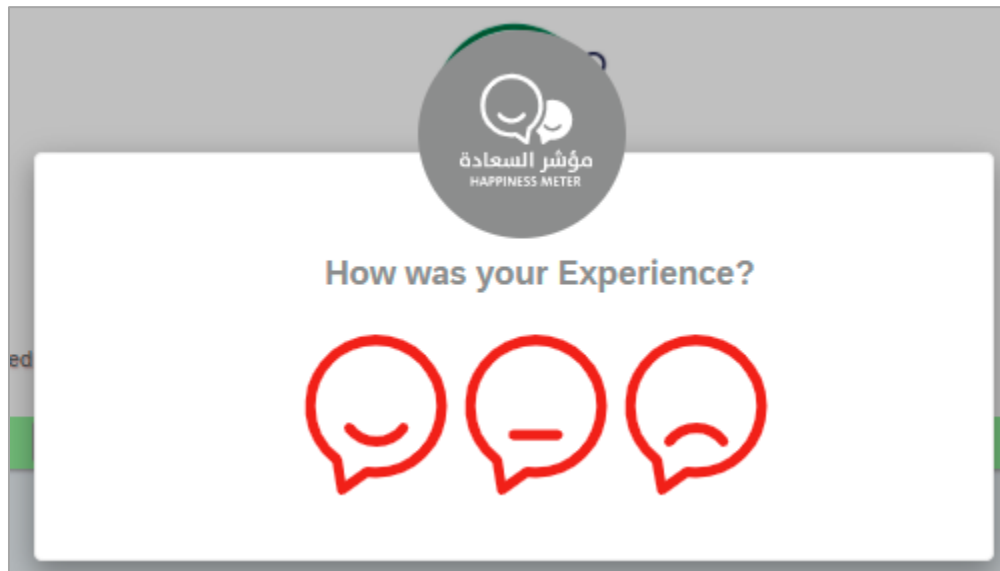


15. Click the **“Payment Requests”** button or click on the **“My Cases”** tab to pay the initial request fees [as will be explained in the Fees Payment section below](#).

After you submit your request and successfully pay the initial fee, the coordinator will review it and take the appropriate decision to reject, accept or return it to you for modification (if required).

You will then need to open your cases on the Ras Al Khaimah government portal www.rak.ae to track or amend your request or to pay the final fees, after which the final approval of your request will be issued and the attested tenancy contract is issued and sent to your email.

Note: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:

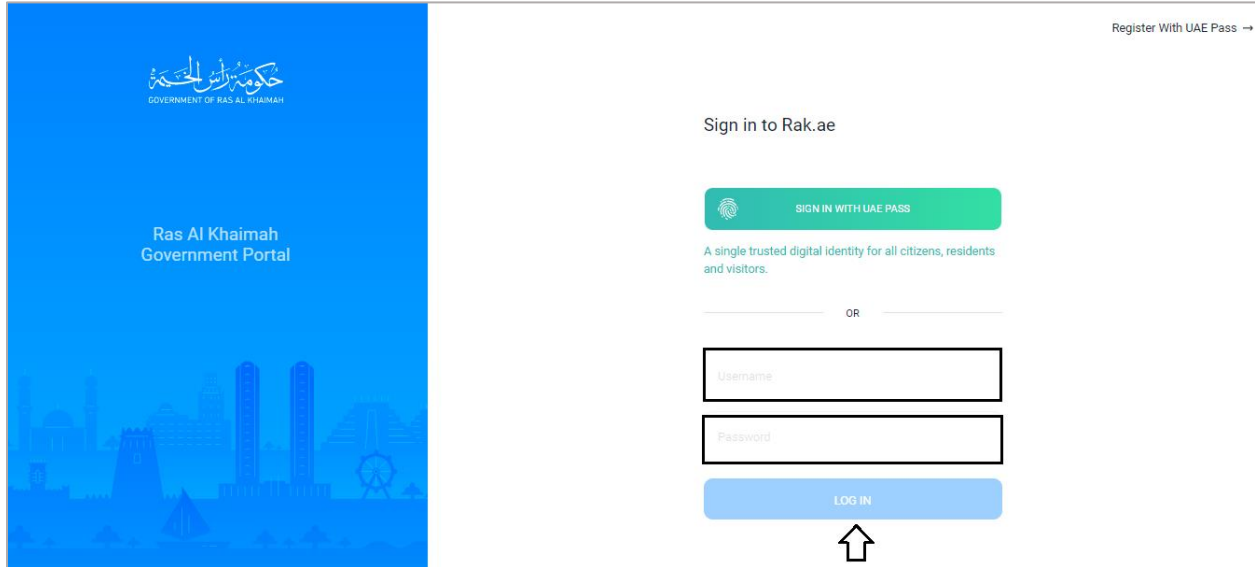


Select the required face and your evaluation will be submitted directly.

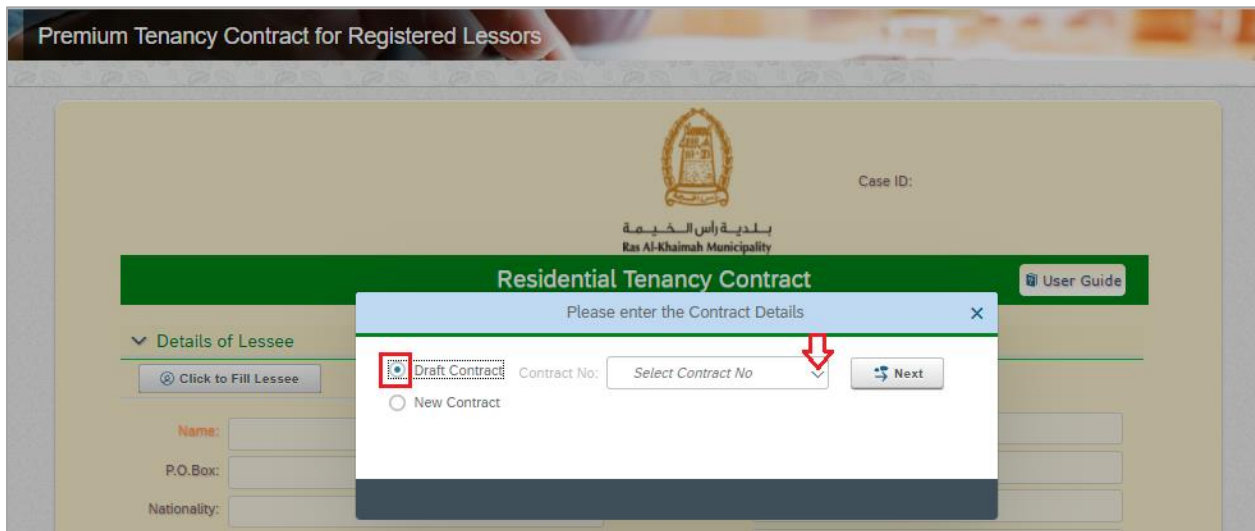
Register Premium Tenancy Contract for Registered Lessors from Draft

If you have previously created a premium tenancy contract registration request and saved it as a draft, you can open it and complete it within ten days instead of creating a new request as follows:

1. After accessing the **Premium Tenancy Contract for Registered Lessors** request and clicking on the **"Start Service"** button, the login page will appear as follows:



2. Enter the username and password for the Ras Al Khaimah Government Portal that you created earlier, then press the **"Login"** button.
3. The **Contract Details** screen will appear as follows:



4. Select the **"Draft Contract"** button.
5. Select the contract for which you want to complete the request, from the **"Contract Number"** drop-down list:

Please enter the Contract Details

Draft Contract Contract No:

New Contract

مصطفي عبد 000000120453

Note: Drafts appear in blue, while requests that have been returned to you for modification appear in red.

- Click “Next”, to have the request form displayed as follows, letting you complete it [as previously explained in the “Create a Premium Tenancy Contract for Registered Lessors” section](#)

Premium Tenancy Contract for Registered Lessors

Case ID: 120453

بلدية رأس الخيمة
Ras Al Khaimah Municipality

Residential Tenancy Contract

Details of Lessee

Name: مصطفي عبد

P.O.Box:

Nationality: Egyptian

Emirates ID: 784 1979 2865863 84

Unified ID: 1161

Passport No: 16138

* Tel. No: 0566092712

* Email ID: baqj@ega.rak.ae

Fax No.:

Profession:

Details of lessor

Name: شركة الحمرا للتطوير العقاري ش.م.م

P.O.Box:

Using trade license number: 205171

* Tel. No: 05079098

* Email ID: baqdad@ega

Fax No.: +97172434477

Details of Property

BLD-14-0113100

Plot No:

Title deed: 00102/2021

Ownership Type: Residential - Built

Unit Type: Apartment * Building No: 5 * Floor No: 2 * Unit No: 1

No of rooms: 4 * Unit Area by Meter:

FEWA Premise No:

Location: MA04-STV-0024

Rental Details

My Cases

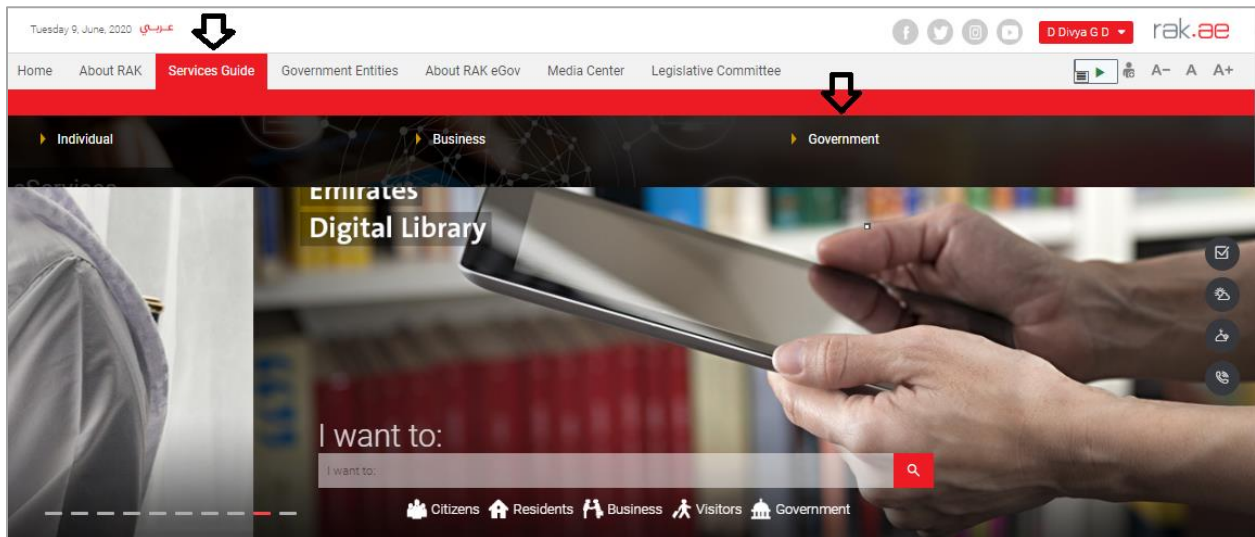
When you submit the **Premium Tenancy Contract for Registered Lessors** request and pay the initial fees, the coordinator in the Land and property section will review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the final fees.
- Reject the request stating the justifications.
- Return the request for modification after which you should modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action.

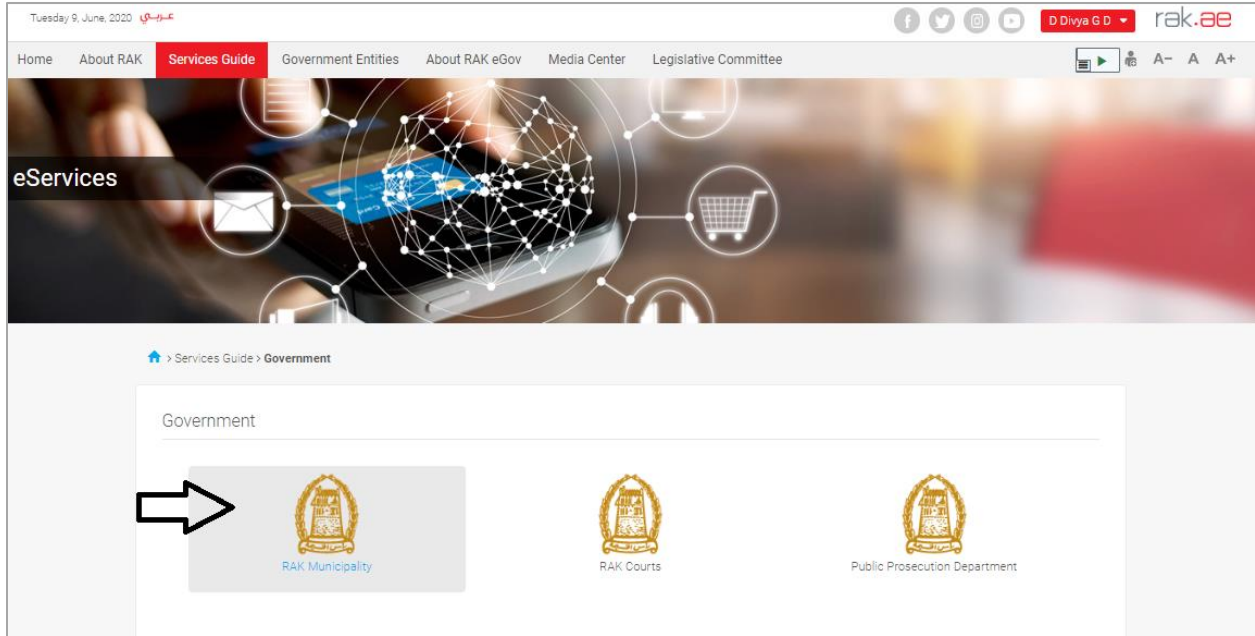
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

You can access the submitted requests through "**My Cases**" tab through visiting the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.

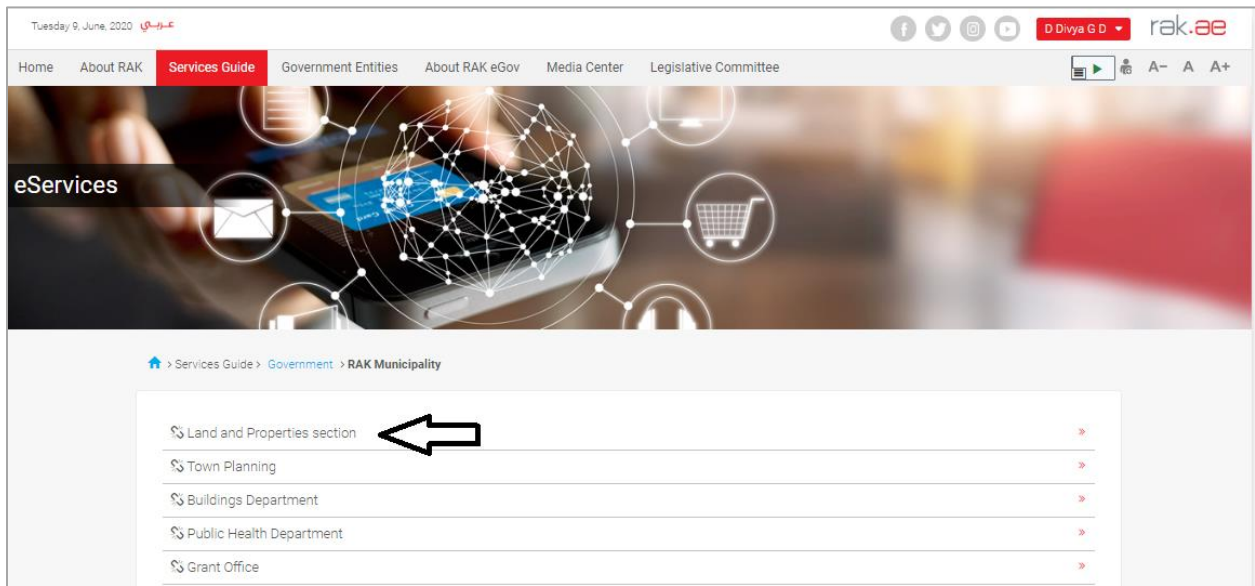
Then, Click the "**Service Guide**" then click "**Government**":



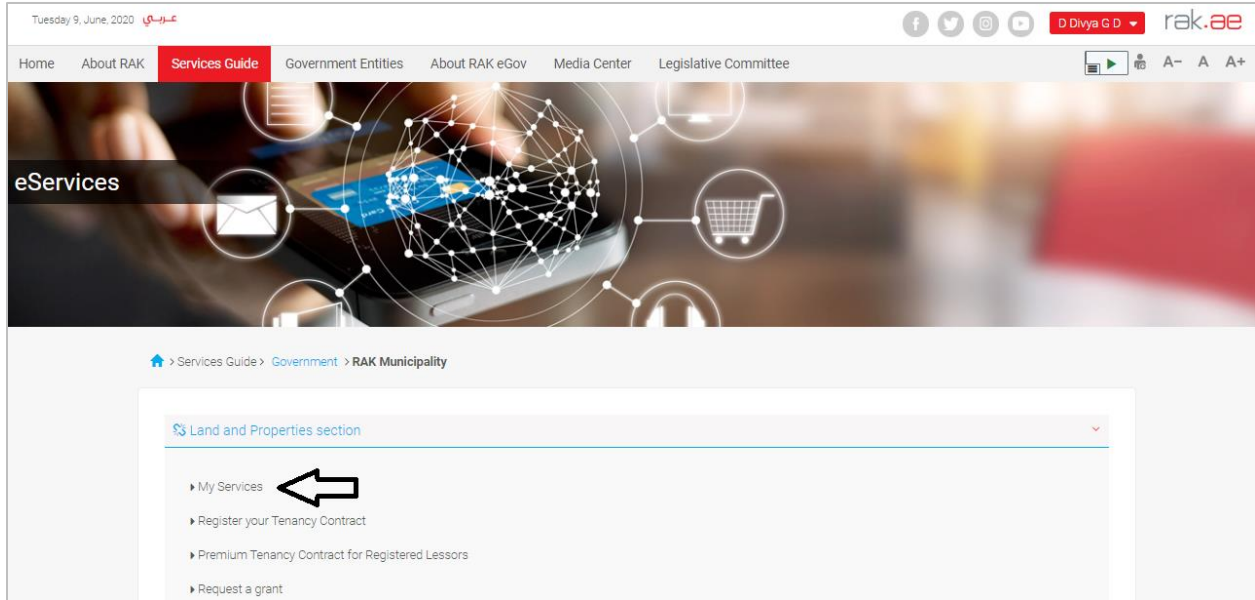
Next, select "**RAK Municipality**"



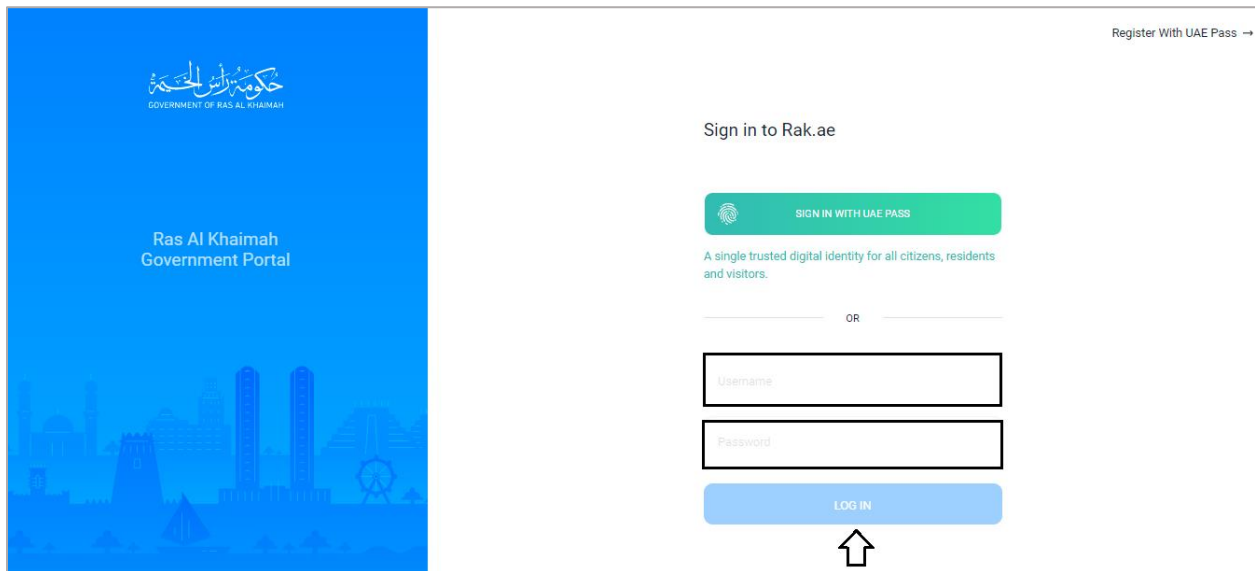
Next, Select the “Land and Properties Section”



Next, Select “My Services”



Next, Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.



My Cases tab shows all of your submitted requests to the Land and property section in the following statuses:

- **Open:** It means the contract is stored as a draft.
- **Coordinator Review:** It means the request is under implementation by the Land and property section.
- **Rejected:** It means the Land and property section rejected the request for reasons that is displayed in the rejection reasons.
- **Waiting for initial fee:** It means the request is pending for 25 dirhams payment.

- **Waiting for Final fees:** It means the Land and property section has approved the request and is pending for 5% payment of the contract value.
- **Waiting for Customer Action:** it means the request is returned to the customer for modification.
- **Complete:** It means the request has been completed and the contract is attested and sent to the customer's e-mail.

E-Land Department

My cases (ZL) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

	Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
<input type="radio"/>	117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
<input type="radio"/>	112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
<input type="radio"/>	112252	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
<input type="radio"/>	112128	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
<input type="radio"/>	118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
<input type="radio"/>	117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New

Case Details | Case Documents | Payment Requests

Creation date frame: All | Case Status: Open Cases | Refresh

Total number of cases: 170

My Cases tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

Note: you can do the following for each case/ request created:

- Print (As a Pdf) [Print Version](#)
- Export (As excel files) [Export](#)

When selecting the request, and perform any of Print version or export, the system will automatically generate/download the required case.

- You will be able to view the details of the service request by selecting the required request and then clicking on the **“Case Details”** button

E-Land Department

My cases (2L) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
118057	Register Lease Contracts			تسجيل عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment
118056	Register Lease Contracts			تسجيل عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تسجيل عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New
117858	Register Lease Contracts			تسجيل عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
117772	Register Lease Contracts			تسجيل عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New
117771	Register Lease Contracts			تسجيل عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New

Case Details | Case Documents | Payment Requests

Creation date frame: All | Case Status: Open Cases | Refresh

Total number of cases: 170

The details screen of the selected request pops up to show all of its details as below:

Details for case with ID 118057

Case Attributes

Title: تسجيل عقد الإيجار

Case Type: Register Lease contracts

Last Changed by: System

Changed On: 12.09.2021 08:14:23

Created By: PORTAL1

Created On: 12.09.2021 07:07:40

Case ID: 118057

Final Decision:

Lessee Email ID: EERR@gmail.com

Lessee Mobile Number: 0567854321

Lessor Email ID: g.mokhtar@egac.rak.ae

Lessor Mobile Number: 0564041094

Addition Information:

Building No.: 123

Contract No.: _

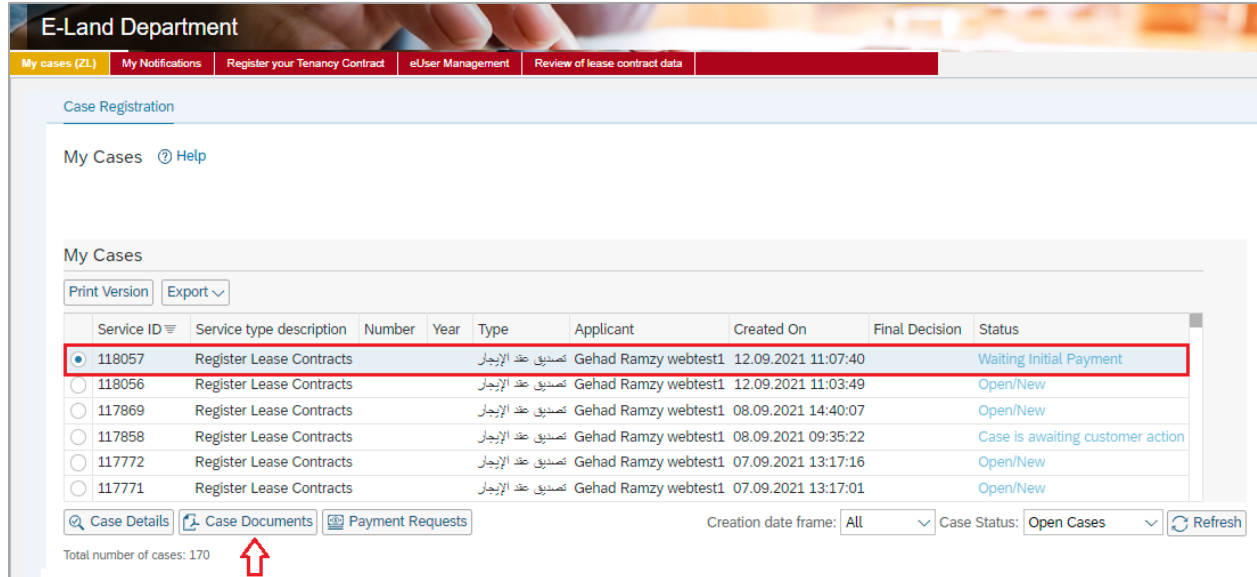
FEWA Account No.:

Floor No.: 1

Lease Date:

Close

- You will be able to view the attachments of the service request by selecting the required request and then clicking on the “Case Documents” button



E-Land Department

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
118057	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment
118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
117772	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New
117771	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New

Case Details | **Case Documents** | Payment Requests

Creation date frame: All | Case Status: Open Cases | Refresh

Total number of cases: 170

A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can download any file or all of the files.



Documents for case with ID 118057

Case Documents

File Description	
عقد الإيجار.pdf	↓
وثيقة الملكية.pdf	↓
مستندات طرف اخر (عقد استثمار أو وكالة).pdf	↓
هوية المستأجر.pdf	↓
هوية المؤجر.pdf	↓

Download all attachments

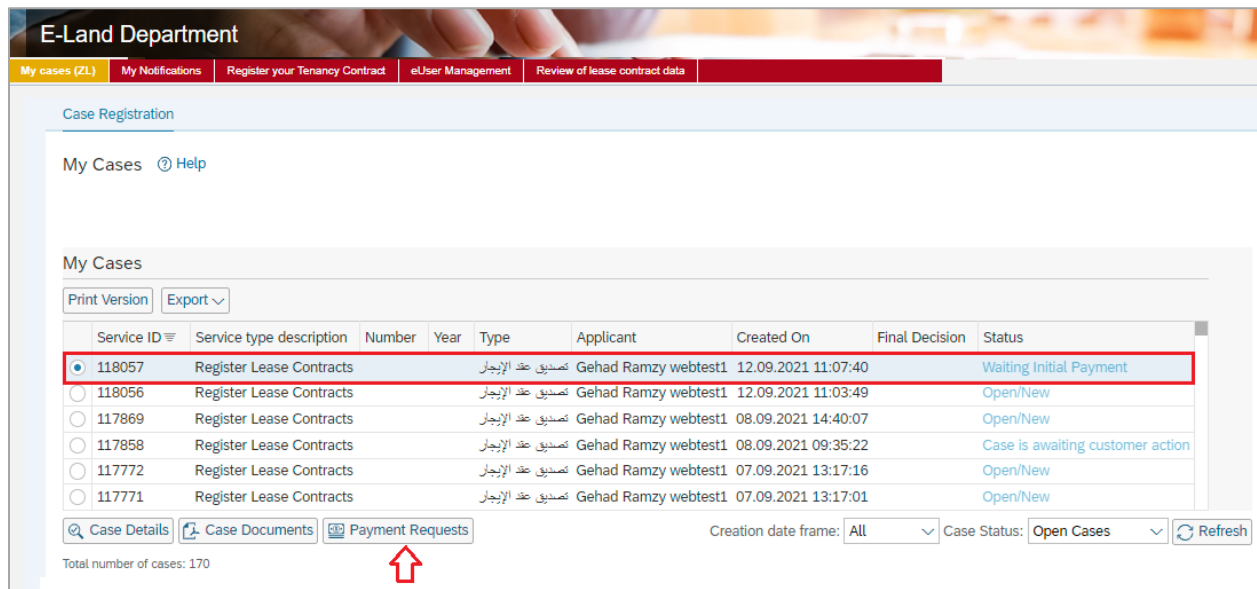
Close

Fee Payment

Upon the request submission, you should pay the initial fees, and upon the request approval, you should pay the final fees.

You can pay the initial and final fees of your request as follows:

1. Select the request for which you would like to pay fees, then click the **"Payment Request"** button:



E-Land Department

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Case Registration

My Cases [Help](#)

My Cases

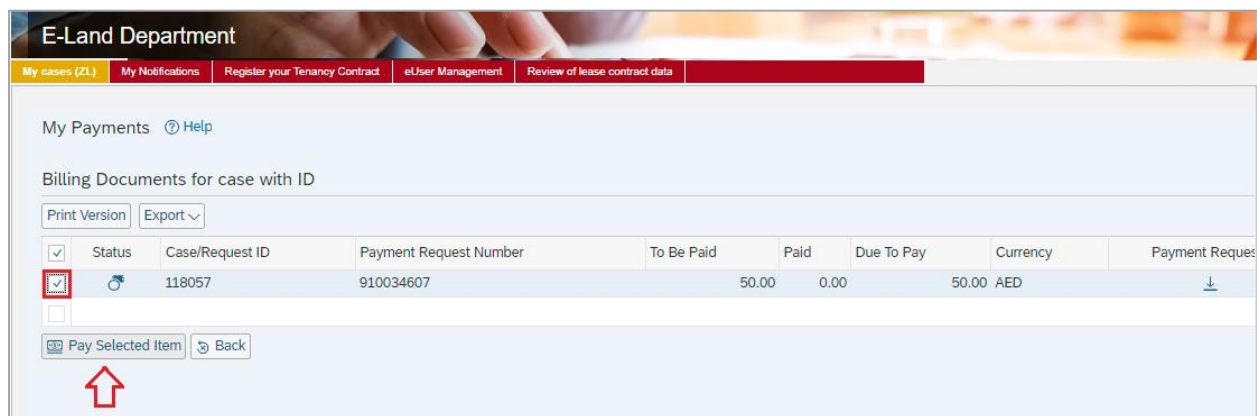
Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
118057	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment
118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
117772	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New
117771	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New

Case Details | Case Documents | **Payment Requests** | Creation date frame: All | Case Status: Open Cases | Refresh

Total number of cases: 170

The following screen will be displayed to show the required amount to be paid for the selected request.



E-Land Department

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

My Payments [Help](#)

Billing Documents for case with ID

Print Version | Export

✓	Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency	Payment Request
✓		118057	910034607	50.00	0.00	50.00	AED	↓

Pay Selected Item | Back

2. Select the required payment item and then click on the **"Pay Selected Item"** button to move to the payments channels screen:

E-Land Department

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Payment Details

Payment Amount: 50.00
Amount Already Paid: 0.00

Transaction Amount 50.00




e-Dirham Payment Gateway
Applicable Fees using eDirham payment gateway

- * If you want to pay by eDirham Card, a flat rate of 3 AED shall apply.
- * If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 3 AED + (2%) of total debited amount.
- * If you want to pay by direct eDebit from bank Account, a flat rate of 10 AED shall apply.

Credit cards (Etisalat Payment Gateway)
Applicable Fees using Etisalat Payment Gateway

If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 0.50 AED + 1.40% of the transaction amount shall apply.

I / We acknowledge and accept the Terms & Conditions applicable and available on the site

The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

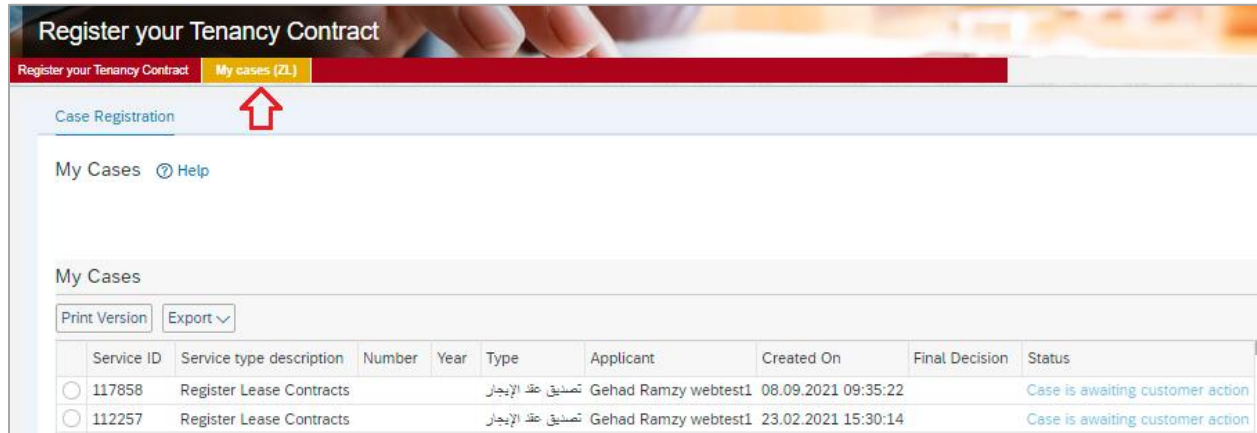
3. Select the appropriate payment channel and check the box to accept the terms and conditions, then click the "**Pay**" button, to proceed with the electronic payment process as usual.

Customer Action

Upon successful submission, the request will be displayed for the land and properties coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back again for review.

You can access the requests that have been returned for modification in the **My Cases** tab in two ways:

- Through the **My Cases** tab at the top of the **Tenancy Contract Registration** request screen:



Register your Tenancy Contract

Register your Tenancy Contract My cases (21)

Case Registration

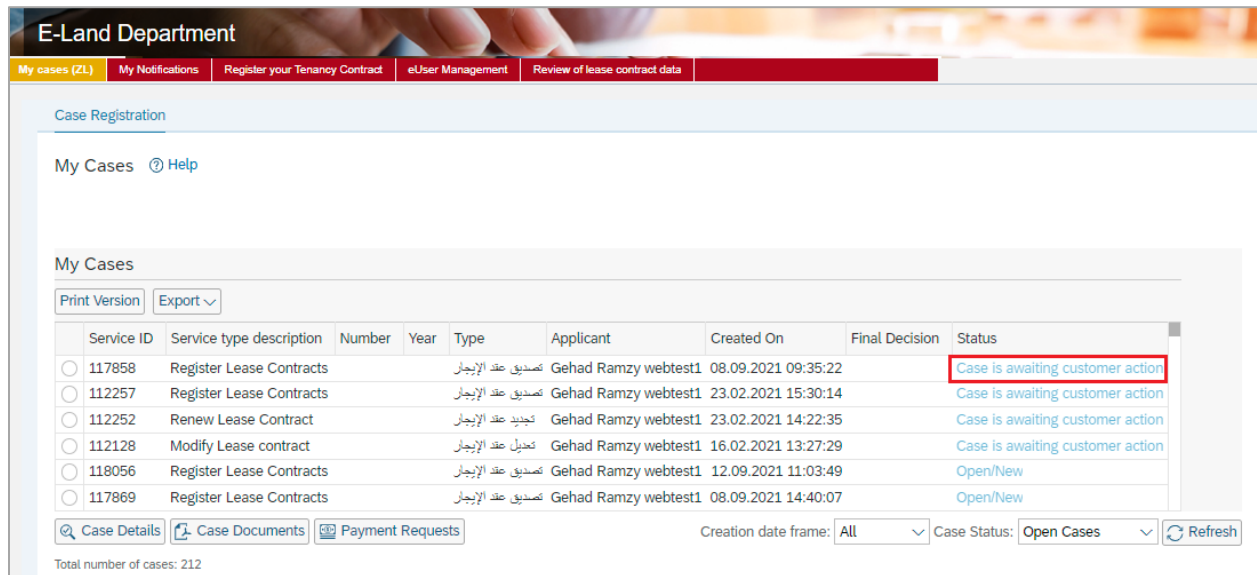
My Cases Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action

- Or by [following the same steps](#) that you did to access the **My Cases** tab on the Ras Al Khaimah Government portal, where the request appears with the status of **“Waiting for Customer Action”**:



E-Land Department

My cases (21) My Notifications Register your Tenancy Contract eUser Management Review of lease contract data

Case Registration

My Cases Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
112252	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
112128	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New

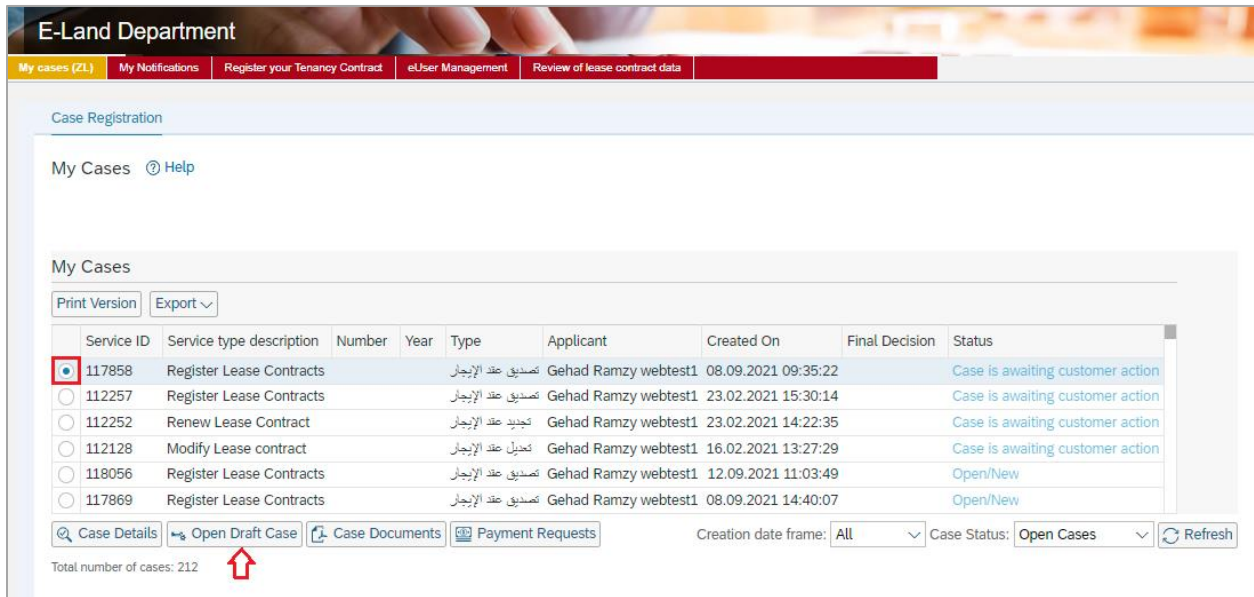
Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases Refresh

Total number of cases: 212

To modify a request, follow these steps:

1. Select the request that you want to modify and click the "Open Draft Case" button:



E-Land Department

My cases (21) | My Notifications | Register your Tenancy Contract | eUser Management | Review of lease contract data

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
<input checked="" type="radio"/> 117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
<input type="radio"/> 112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
<input type="radio"/> 112252	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
<input type="radio"/> 112128	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
<input type="radio"/> 118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
<input type="radio"/> 117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New

Case Details | **Open Draft Case** | Case Documents | Payment Requests

Creation date frame: All | Case Status: Open Cases | Refresh

Total number of cases: 212

The request form will appear for you to modify as follows:



Premium Tenancy Contract for Registered Lessors

Case ID: 120453

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Residential Tenancy Contract [User Guide](#)

Details of Lessee [Click to Fill Lessee](#)

Name: P.O.Box: Nationality: Egyptian Emirates ID: 784-1979-2865863-84 Unified ID: 1161 Passport No.: 16138 * Tel. No.: 0566092712 * Email ID: baqi@ega.rak.ae Fax No.: Profession:

Details of lessor

Name: P.O.Box: Using trade license number: 205171 * Tel. No.: 05079098 * Email ID: baqdad@ega Fax No.: +97172434477

Details of Property [Fill Property Details](#) BLD-14-0113100

Plot No.: Title deed: 00102/2021 Ownership Type: Residential - Built Unit Type: Apartment * Building No.: 5 * Floor No.: 2 * Unit No.: 1 No of rooms: 4 * Unit Area by Meter: FEWA Premise No.: Location: MA04-STV-0024

Rental Details

2. Modify the request and then click the “**Submit**” button to resubmit the request.
3. Upon the final approval and paying the final fees, the certified copy of the tenancy contract will be sent to the customer's e-mail.