



User Manual

Renewal Lease Contract Request V1.0 Land and Property Section





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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 (lessor/lessee/third party "a rental company for example") how to access the **Renewal Lease Contract** service. It also guides customers on how to create, send and track the request electronically without the need to buy a lease contract, or to go to a typing center or even to visit the Land and property section.

The **Renewal Lease Contract** service allows customers to renew the lease contracts of their leased properties, whether residential, investment or commercial, by attaching the required documents and paying the service fees.

Customers will be able to log in to the electronic services of the section, submit requests, track requests, pay fees, modify requests (if necessary), re-submit the requests after applying the modifications, and finally obtain their renewed contracts electronically.





Login and Access to the Renewal Lease Contract Service

- 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





Tuesday	9, June, 2020 🥵	عـرب					000	0	D Divya G D 💌	rak <mark>.ae</mark>
Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee				A- A A+
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		S Grant Office							»	

5. Next, click on **Renew Lease Contract**

eServices	>>verves Gulde > Soverment > RK Municipality	1
	Si Land and Properties Sector	~
	► My Services	
	▶ Register your Tenancy Contract	
	Renew Lease contract	
	Modify Lease contract	
	Premium Tenancy Contract for Registered Lessors	
	► Renew Premium Lease contract	

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





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	18 T	For Four Restaurant & Cafe	ind (C)	Step 1 S	ign up using portal account.				
	A Hand	Academy: British	+	Step 2	lead the service conditions an	d make sure that you have the required docum	ients.		
	Keyba	oor Knuzam (BSK) Google and shortouts Map data @2021 Te	rms of Use	Step 3 F	ill in Contract Details, attach n	equired documents and submit for approval			
				Step 4	ay Fees.				
	Service Enquir	У		Step 5	'ou will receive the Contract s egistered in the service.	stamped and registered from the land sector	to your email		

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

Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center L • Title deed is available • Title gall required file Attaching all required Tenancy Contract is prin Service is not valid for • Title deed not availab • Tenancy Contract Ten For any inquiries or sup Call Center working Hou Sunday - Thursday from	Legislative Committee a dds dds ddocuments inted, signed by all right p or the following cases: ble mination Requests opport please dial 800661 t urs: m 8:30 AM till 17:30 PM.	Independent Complaints Review arties, then attached hen press Option 3	r 🔳	۲	3 1 1	A-	A	A+
					Processing Time	e							
					1 working day.								
					Required Docum	nents							
					Tenancy contract Trile Deed EID for Lessee EID for Lessor 3rd party documents		-						
							Start Service						





Create a Renewal Lease Contract Request

1. After you access the **Renewal Lease Contract** service and click on the "**Start Service**" button, the login page will appear as follow:

	Register With UAE Pass \rightarrow
DOVERNMENT OF RAS AL HHAMAH	Sign in to Rak.ae
Ras Al Khaimah Government Portal	A single trusted digital identity for all citizens, residents and visitors.
	Username Password LOG IN C

- 2. Enter your RAK Government Portal username and password that you have previously created, and then press on the "LOG IN" button.
- 3. The **Renewal Lease Contract** request form will be displayed letting you create the request:

Renew Lease Contract		Sea an an
	Case ID:	
	من م	
	Residential Tenancy Contract	FAQ I User Guide
✓ Details of Lessee	Please enter the Contract Details X	
	O Draft Contract	
Name:	Renew Contract	
P.O.Box:		
Nationality:		
Emirates ID:		
Unified ID:	Unified ID:	

4. To renew a lease contract, select the "**Renew Contract**" button:





Please enter the Contract Details								
 Draft Contract Renew Contract 4 	Contract No:	5 10003551	P	6				

5. Enter the number of the required contract to be renewed in the **"Contract No"** field, or Click on the **Search** Icon and select it form the list that will be displayed as followed:

	Search: Contract No												
✓ Search specific contract													
* Contract:													
Q Search S Reset													
\sim	Select Contra	act											
Vie	ew: [Standard Vie	ew] ~ 🗄 Exp	port 🗸										
	Lessee Id	Lessee Name	Contract number	Case ID	Description	Contract Start Date	Contract End Date	Land Register					
C	3000113378	Gehad Ramzy webtest1	0000010003551	111917	تجديد عقد الإيجان	25.01.2023	24.01.2025	01652/2011					
C	3000113378	Gehad Ramzy webtest1	000001003647	114690	تصديق عقد الإيجار	22.06.2021	21.06.2022	03053/2014					

The list shows all of your completed contracts which are previously created via your accounts on the RAK portal. You can search by contract number or you can select from the list directly.

6. Click "Renew", to have the request form displayed as follows, letting you complete it





						Case ID: 118630	
				الحياة رأس الــــحُــيــمـة Ras Al-Khaimah Municipali	بہ ۲		
			Residenti	al Tenancy C	ontra	ect Ø FAQ	User Guide
✓ Details o	f Lessee			~ De	etails o	of lessor	
Name:	Gehad Ramzy we	btest1			Name:	حد على حد عبد الزعاني	
P.O.Box				P	O.Box:		
Nationality:	United Arab Emira	tes		Nati	onality:	United Arab Emirates	
Emirates ID:	784-1990-124541	4-1		Emic	ates ID:	784-1956-1303283-8	
Unified ID:				Uni	fied ID:		
Passport No:	IN56578788			Passp	ort No:		
* Tel. No:	0564041094			*	Tel. No:	0566092712	
* Email ID:	g.mokhtar@egac.	rak.ae		* 8	mail ID:	g.mokhtar@egac.rak.ae	
Fax No.:				F	ax No.:		
Profession:				Pro	lession:		
✓ Details o	f Property						
* Unit Type * No of rooms	Studio 16	* Building * Unit Area by M	No: 16	Floor I FEWA Premise I	PR: Re: No: 16 No: 16	sidential-Em	
* Unit Type * No of rooms Location ~ Rental D	s Studio a Studio a RAK etails	* Building	No: 16 16.00	Ownership Ty ♣ Floer I FEWA. Premise I	pe: Re: No: 16	sidential-Em Unit No: 16	
* Unit Type * No of rooms Location Rental D * Contract 5	studio studio RAK etails start Date: 25.01.2	* Unit Area by M	* Contract	FEWA Pramise I	PR: Re: No: 16 No: 16	International Section 16	DQ
* Unit Type * No of rooms Location Rental D Contract 5 Annual Renta	R Studio R Studio R RAK etails Start Date: 25.01.2 A Amount: 4	* Building * Unit Area by M	Contract * Contract	End Date: (Amount: 4,00	PR: Re: No: 16 No: 16	No of years: 15 Deposit Amount: 15	00
* Unit Type * No of rooms Location Rental D Contract S Annual Renta * Method of	c Studio c Studio c RAK etails start Date: 25.01.2 al Amount: 4 Payment: One Inc	* Unit Area by M	No: 16 ter: 16.00 * Contract * Renta Tenancy	End Date: LAmount: Purpose: Family Ac.	PR: Re: No: 16 No: 16	No of years: 11 No of years: 12 Attesting Fees:	00
* Unit Type * No of rooms Location Contract 5 Annual Renta * Method of	Studio Studio A Anount: A Anount: A	* Buiding * Unit Area by M	No: 16 teer: 16.00 * Contract * Renta Tenancy	End Date: Purpos: Purpose: Purpose: Pur	PR: Re: 16	No of years: 11 Deposit Amount: 150 Attesting Fees:	00
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Note:

- The lease contract form appears in yellow for residential contracts, in pink for investment contracts, or in blue for commercial contracts.
- The information of the lessor, the lessee, and the leased property are already displayed in their respective sections, where you can only modify the phone number and email of the lessor and the lessee.
- Field Description **Note:** All fields that are preceded by an asterisk ^{*} are mandatory fields. Rental Details * Contract Start Date: 12.09.2021 🗰 * Contract End Date: 0.00 No of years: * Rental Amount: Annual Rental Amount: 0.00 Deposit Amount: 0.00 0.00 * Tenancy Purpose: Family Ac... 🗸 *Method of Payment: Attesting Fees: 0 \sim This field will automatically show the current day's date. Enter the lease start date **Contract Start** Date or click the calendar icon 💷 and choose it directly. * Contract Start Date: 12.09.2021 🗰 ~ < September 2021 > » Sa Su Mo Tu We Th Fr 5 31 2 3 4 35 30 1 12 36 6 7 8 9 10 11 37 13 14 15 16 17 18 19 38 20 21 22 23 24 25 26 39 27 28 29 30 1 2 3 **Contract End** Enter the lease end date or click the calendar icon \square and choose it directly. Date Enter the agreed total amount of rent, in the numeric field. **Rental Amount** Method of Choose a payment method from the drop-down list: Payment * Method of Payment: One Installment Two Installment Three Installment Four Installment Monthly Other
- 7. In the **Rental Details**, enter the following information:





	When cheesing 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 V
	First installment to be paid on: 18.11.2021 Becond installment to be paid on: 03.05.20
Tenancy	Select the lease purpose from the drop-down list as follows:
Purpose	* Tenancy Purpose: Family Accc
	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 fillin	g the mandatory fields, the system calculates and shows the number of years, annual
rental amount, a	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 C * Rental Amount: 26,041.66 Deposit Amount: 0.00
* Method of Payment:	One Insta V * Tenancy Purpose: Family Ac V Attesting Fees: 1,302
First installment to be pa	aid on: 01.12.2021

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







9. 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:

`	/ C	Occupant Details					
		+ Add New 🕞 Delete					
		Full Name	Nationality	Contact No	Emirates ID	Unified ID	
	۲		~				
	0		~				

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:

`	 0 	ccupant Details				
		+ Add New 🕞 Delete				
		Full Name	Nationality	Contact No	Emirates ID	Unified ID
	۲	Ali Ali	Afghanistan 💙	559988432	784-1996-2374821-7	456743

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
	Ali Ali	Afghanistan 🗸	559988432	784-1996-2374821-7	456743

10. 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:

			- C	
✓ Submit	⁸ ≡ Clear	ିଲ୍ଲ Save As Draft	Print Contract	X Cancel

b. Click the **Upload** icon ext to the required attachment.

✓ Attachments	
* Tenancy contract: Nosen 主	First print contract, then sign and upload





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



- e. Repeat the previous steps from point (b) to upload the rest of the attachments.
- 11. Upon filling in the required information, you can do one of the following:



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

Submit Case Creation	2
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 Cance	el

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.







13. Click the "**Payment Requests**" button to pay the initial request fees <u>as will be explained in the</u> <u>Fees Payment section below</u>.

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 <u>your cases</u> 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 renewed lease contract is issued and sent to your email.







Renew Lease Contract from Draft

If you have previously started to renew a lease contract 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 **Renewal Lease Contract** request and clicking on the "**Start Service**" button, the login page will appear as follows:

	Register With UAE Pass →
DOVERIMENT OF RAS ALL HIRMAN	
	Sign in to Rak.ae
Ras Al Khaimah	ign in with uae pass
Government Portal	A single trusted digital identity for all citizens, residents and visitors.
	OR
	Usemame
	Password
	LOGIN
	6

- 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:

ew Lease Contract		1. mm	
		Case ID:	
	بــلـديــة رأس الـــخــيــمـة Ras Al-Khaimah Municipality		
	Residential Tenancy Contract		● FAQ 🛍 User Guide
✓ Details of Lessee	Please enter the Contract Details	×	
	Draft Contract Contract No: Select Contract No 3 Nex	ct	
Name:	O Renew Contract		
P.O.Box:			
Nationality:			
Emirates ID:			

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







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

6. Click "**Next**", to have the request form displayed as follows, letting you complete it <u>as previously</u> <u>explained in the "**Creating a Renewal Lease Contract**" section</u>





					Â		Case ID: 11775	3	
				à.a.⊥ Ras Al-K	بــلـديـــة رأس الـــخ haimah Municipality				
			Reside	ntial Te	enancy Contra	act		O FAQ	User Guide
 Details o 	of Lessee				✓ Details	of lessor			
Name:	Gehad Ramzy webte	stl			Name	مد عبد الزعابي ا	حد على		
RO.Box					P.O.Box				
Nationality:	United Arab Emirate				Nationality	United Arab I	Emirates		
Emirates ID:	784-1990-1245414-	L			Emirates ID:	784-1956-13	03283-8		
Unified ID:					Unified ID:				
Passport No:	IN56578788				Passport No:				
* TeL No:	0564041094				* Tel. No:	0566092712			
* Email ID:	g.mokhtar@egac.rai	Lae			* Email ID:	g.mokhtar@e	egac.rak.ae		
Fax No.:					Fax No.:				
Profession:					Profession				
* No of rooms	E Building	* Buidin Unit Area by N	g No: 26 Notor: 26		FEWA Premise No: 24	esidential-Em			
 One type No of rooms Location Rental D 	E Building E 26 1 SHEBIN ELKOM	* Buldin • Unit Area by N	g No: 26 Neter: 26	.00	Ownership type: R	esidential-Em			
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No of rooms Location Rental D Contract 5 Annual Renta Method of	E Building 26 1 5 SHEBIN ELKOM Actails Start Date: 10.02.20: al Amount: 4.5 Payment: Other	* Buildin * Unit Area by N 22 10 00.00	g No: 26 Reter: 26 * Cont * R Ten	act End Da ental Amou	Ownership Type: R FEWA Premise No: 21 Int: 09.02.2023 Int: 4,500.00 Sec: Family Ac	esidential-Em	No of years: Deposit Amount: Attesting Fees:	1.00 0.00 0	
Contract 1	E: Building E: 26 1 E: SHEBIN ELKOM Actails Start Date: 10.02.20 at Amount: 4,5 Payment: Other ent to be paid on: 02	* Buildin * Unit Area by M 22	g No: 26 Inter: 26 * Cont * R Ten	act End Da ental Amou	Ownership Type: R FEWA Premise No: 21 Ine: 09.02.2023 Ini: 4,500.00 Se: Family Ac	ssidential Em	No of years: Deposit Amount: Attesting Fees:	1.00 0.00 0	
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Contract 3 Contract 3 Contract 3 Contract 3 Annual Renta Method of Other Installm Special (Contract 3	E: Building E: 26 1 E: SHEBIN ELKOM Actails Start Date: 10.02.202 al Amount: 4.5 Payment: Other ent to be paid on: 02 Conditions	* Buidin * Unit Area by M 22	g No: 26 heter: 26 * Conti * R Ten	act End Da	Connership Type: R FEWA Premise No: 21 09.02.2023	s sidential Em	No of years: Deposit Amount: Attesting Fees:	1.00 0.00 0	
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	E Building E 26 Actails Conditions Conditions E Details E De	* Buidin * Unit Area by M 22 (20) 2000 	g No: 26 heter: 26 * Conti * R Ten	act End Da ental Amou ancy Purpe	Conhership Type: R FEWA Premise No: 2 09.02.2023	sidential Em	No of years: Deposit Amount: Attesting Fees:	1.00 0.00 0	Unified ID
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My Cases

When you submit the **Renewal Lease Contract** request and pay the initial fees, the coordinator in the Land and property section will review it and accordingly the coordinator will take 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 find the submitted requests in "**My Cases**" tab, to access it please visit 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"





Tuesday 9, June, 20	عربي 20					0	000	D Divya G D 🔻	rak. <mark>ae</mark>
Home About	RAK Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee				A- A A+
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	↑ > Services Guide >	Government							
	Government								
		RAK Municipality		RAK Co	urts	Public Prosecu	tion Department		

Next, Select the "Land and Properties Section"

Tuesday 9, June, 2020 ومجاربة	🗊 🕥 💿 🕞 📴 Divya GD 🔹 rak.ae
Home About RAK Services Guide Government Entities About RAK eGov Media Center Legislative Committee	≣ ▶ ੈ ੈ A- A A+
	the second
eServices	
Si Land and Properties section	>
S Town Planning	3
S Buildings Department	>
SS Public Health Department	»
No Grant Office	>

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.

	Register With UAE Pass →
COVERIMENT OF RAS AL MAMAAH	
	Sign in to Rak.ae
	ign in with use pass
Ras Al Khaimah Government Portal	A single trusted digital identity for all citizens, residents and visitors.
	OR
	Usemame
	Password
	LOG IN
<u> </u>	企

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

- **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 are 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 renewed and sent to the customer's e-mail.

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1v (Cases ⑦	Help								
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Print	Version E Service ID	Export Service type description	Number	Year	Туре	Applicant	Created On	Final Decision	Status	
Print	Version E Service ID 117858	Export Service type description Register Lease Contracts	Number	Year	Type تصديق عقد الإيجار	Applicant Gehad Ramzy webtest1	Created On 08.09.2021 09:35:22	Final Decision	Status Case is awaiting customer actio	Dn
Print	Version E Service ID 117858 112257	Export ~ Service type description Register Lease Contracts Register Lease Contracts	Number	Year	Type تصديق عقد الإيجار تصديق عقد الإيجار	Applicant Gehad Ramzy webtest1 Gehad Ramzy webtest1	Created On 08.09.2021 09:35:22 23.02.2021 15:30:14	Final Decision	Status Case is awaiting customer actio Case is awaiting customer actio	on on
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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





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My c	ases (ZL) My Notificatio	ns Register your Tenancy C	ontract	eUser Mana	gement Revi	ew of lease contract data				
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	۲	118057	Register Lease Contracts	;		سديق عقد الإيجار	ಷ Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment	
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		117869	Register Lease Contracts			سديق عقد الإيجان	✓ Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New	
		117858	Register Lease Contracts			سديق عقد الإيجان	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting custome	r action
		117772	Register Lease Contracts			مديق عقد الإيجان	≤ Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New	
		117771	Register Lease Contracts			سديق عقد الإيجار	🖬 Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New	
4	>@	Case Details	Case Documents	Payment I	Requests]	Cre	eation 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:	تصنوق عقد الإرجان
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:	

• 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-La	nd Depart	ment						1.000		
My c	ases (Zl	.) My Notificatio	ns Register your Tena	ancy Contract	eUser Manager	nent Review	w of lease contract data				
	Cas	e Registration									
	My	Cases ⑦ H	elp								
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		Service ID ≡	Service type descrip	otion Numbe	r Year T	/pe	Applicant	Created On	Final Decision	Status	
	۲	118057	Register Lease Con	tracts	ان	تصديق عقد الإيج	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment	
	0	118056	Register Lease Con	tracts	ان	تصديق عقد الإيج	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New	
		117869	Register Lease Con	tracts	ال	تصديق عقد الإيج	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New	
		117858	Register Lease Con	tracts	ان	تصديق عقد الإيج	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer	action
		117772	Register Lease Con	tracts	ال	تصديق عقد الإيج	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New	
		117771	Register Lease Con	tracts	ان	تصديق عقد الإيج	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New	
	Q	Case Details	Case Documents	Payment	Requests		Cre	eation 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		
Cas	e Documents		
	File Description		
0	pdf.عقد الإيجان	<u> </u>	
0	pdf.وشِيَّة الملكية	<u> </u>	
0	pdf.مستندات طرف اخر (عقد استثمار أو وكالة)	<u>+</u>	
0	pdf.هوية المستأجر	<u> </u>	
\bigcirc	pdf.هوية المؤجر	<u> </u>	
U	Download all	<u></u>	ents
			Clos





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:

es (ZL) Case Reg My Cas My Cas Print Ver	My Notifications egistration ases ⑦ Help ases ersion Expor	Register your Tenancy of the second s	Contract eU	/ser Mana	gement Review	w of lease contract data				
Case Reg My Cas My Cas Print Ver	egistration ases ③ Help ases ersion Expor									
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Sen	ervice ID = S	ervice type description	Number	Year	Туре	Applicant	Created On	Final Decision	Status	
• 118	.8057 R	egister Lease Contract	s		تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:07:40		Waiting Initial Payment	
0 118	.8056 R	egister Lease Contract	s		تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New	
0 117	.7869 R	egister Lease Contract	s		تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New	
0 117	.7858 R	egister Lease Contract	s		تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action	
0 117	.7772 R	egister Lease Contract	s		تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:16		Open/New	
0 117	.7771 R	egister Lease Contract	s		تصديق عقد الإيجار	Gehad Ramzy webtest1	07.09.2021 13:17:01		Open/New	
@ Case	se Details	Case Documents	Payment Re	eruests		Cre	ation date frame: All	Case	Status: Open Cases	Rofros
eq case				quests	J	Cit	auon date name. Au	✓ Case	open cases V	Relies

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

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My F	aymen	ts ⑦ Help											
Print	Version		case with ID										
~	Status	Case/Rec	quest ID Payr	ment Request Numb	ber	To Be Paid		Paid	Due To Pay		Currency	Payn	nent Reques
~	ð	118057	9100	034607			50.00	0.00		50.00	AED		<u>+</u>
D P	ay Select	ed Item 📎 B	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 (ZL) My Notifications Register your Tenancy Contract eUser Management Review of lease contract data
Payment Details
Payment Amount: 50.00
Amount Already Payed: 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.
O 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
Pay Cancel S Back
VISA Auto Company

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 by <u>following the same steps</u> that you followed to access **My Cases** tab on the Ras Al Khaimah Government portal, where the request appears with the status of "**Waiting for Customer Action**":

	E-La	nd Depa	artment		1				1.00	Sea and	
Му	cases (Zl) My Notifi	ations Register your Ter	nancy Contract	eUser M	lanagement R	leview of lease contract data				
	Case	Registration									
	My My Prin	Cases ⑦ Cases t Version E	Help Export ~								
		Service ID	Service type description	on Number	Year	Туре	Applicant	Created On	Final Decision	Status	
		117858	Register Lease Contra	cts		سديق عند الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer act	tion
		112257	Register Lease Contra	cts		صديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer act	tion
		112252	Renew Lease Contrac	t		تجديد عقد الإيجان	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer act	tion
		112128	Modify Lease contract			تحديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer act	tion
		118056	Register Lease Contra	cts		صديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New	
		117869	Register Lease Contra	cts		صديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New	
	ात्त्र (Case Details	Case Documents	Payment	t Reques	ts		Creation date frame: A	All 🗸 Ca	se Status: Open Cases	✓ C Refresh

To modify a request, follow these steps:

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

	.) My Noti	fications Register your Tenand	ey Contract e	eUser Management R	eview of lease contract data				
Case	Registratior	1							
My (Cases 🕐	Help							
My (Cases								
Print	Version	Export 🗸							
	Service ID	Service type description	Number Y	/ear 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	
۲				1. 21	Gehad Ramzy webtest1	23 02 2021 15:30:14		Case is awaiting customer action	
•	112257	Register Lease Contracts		تصديق طد الإيجال	denda Ramzy Weblest	20.02.2021 10.00.14			
0	112257 112252	Register Lease Contracts Renew Lease Contract		نصنديق عقد الإيجار. تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 13:30:14		Case is awaiting customer action	
000	112257 112252 112128	Register Lease Contracts Renew Lease Contract Modify Lease contract		تصديق عقد الإيجار تجديد عقد الإيجار تحديل عقد الإيجار	Gehad Ramzy webtest1 Gehad Ramzy webtest1	23.02.2021 13:30:14 23.02.2021 14:22:35 16.02.2021 13:27:29		Case is awaiting customer action Case is awaiting customer action	
00000	112257 112252 112128 118056	Register Lease Contracts Renew Lease Contract Modify Lease contract Register Lease Contracts		نصديق عقد الإيجار تجديد عقد الإيجار تحديل عقد الإيجار تصديق عقد الإيجار	Gehad Ramzy webtest1 Gehad Ramzy webtest1 Gehad Ramzy webtest1 Gehad Ramzy webtest1	23.02.2021 13:33:14 23.02.2021 14:22:35 16.02.2021 13:27:29 12.09.2021 11:03:49		Case is awaiting customer action Case is awaiting customer action Open/New	
000000000000000000000000000000000000000	112257 112252 112128 118056 117869	Register Lease Contracts Renew Lease Contract Modify Lease contract Register Lease Contracts Register Lease Contracts		تصديق عند الإيجان تجديد عقد الإيجان تحديل عقد الإيجان تصديق عقد الإيجان	Gehad Ramzy webtesti Gehad Ramzy webtesti Gehad Ramzy webtesti Gehad Ramzy webtesti	23.02.2021 14:22:35 16.02.2021 13:27:29 12.09.2021 11:03:49 08.09.2021 14:40:07		Case is awaiting customer action Case is awaiting customer action Open/New Open/New	

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





	ä	بندید وارس الدید.	Case (D: 117858	
		Residential	Tenancy Contract	ser Guide
✓ Details c	fLessee	✓ Details (of lessor	
@ Click to	FIII Laccae	En Click t	o Fill Lessor	
-			i i i i i i i i i i i i i i i i i i i	
P.O.D.	cupit (2)	BO Per	uenad	
Nationality	U	Nationality	United Arab Emirates	
Emirates ID	784-2002-3062659-8	Emirates ID:	784-1990-1245414-1	
Unified ID:		Unified ID:		
Passport No:	G2107506	Passport No:	IN56578788	
* TEL NO:	05555667789	* Tel. No:	0564041094	
* Email (D:	re@gmail.com	* Email ID:	g.mokhtar@egac.rak.ae	
Fax No.:		Fax No.;		
Protession:		Profession:		
✓ Details of the second se	f Property			
Plot No	101025022 Title deed: 00020/2021	Ownership Type:	esidential - Villa	
* Unit Type	: Villa . V Building No: 5	FEWA Promise No:		
* No of rooms	C 500.00			
Location	6			
∽ Rental D	etails			
* Contract	itan Date: 01 10.2021	nd Date: 01.10.2023	No of years: 2.00	
Annual Renta	Amount: 25.000.00 * Rental	Amount: 50,000.00	Deposit Amount: 0.00	

- 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 copy of the new lease contract will be sent to the customer's e-mail.