

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.

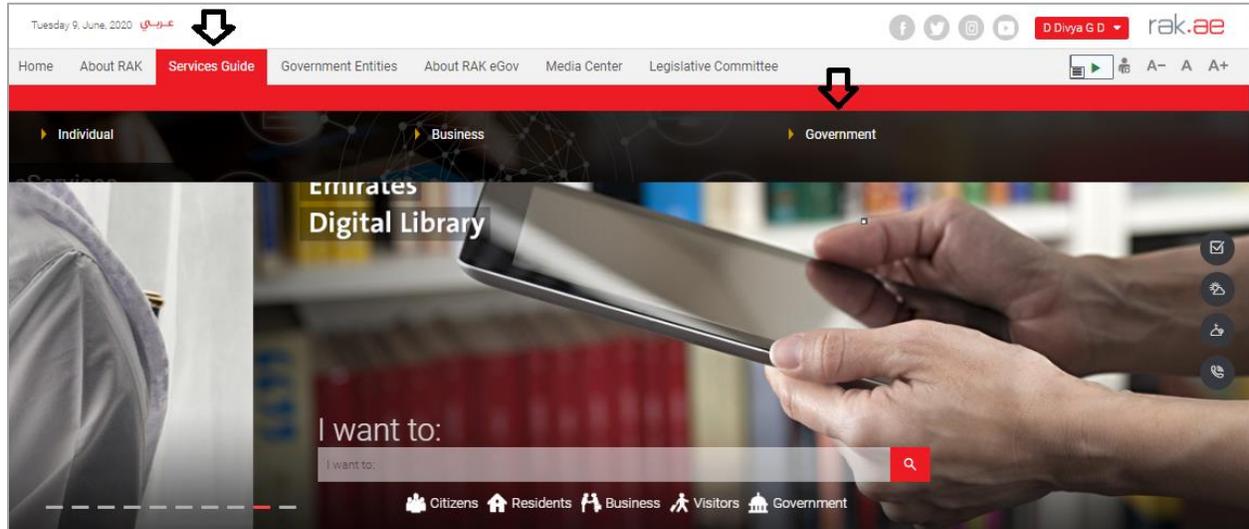
This guide explains to customers (lessor/lessee/third party “a rental company for example”) how to access the **Renewal Lease Contract** service. It also guides customers on how to create, send and track the request electronically without the need to buy a lease contract, or to go to a typing center 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.

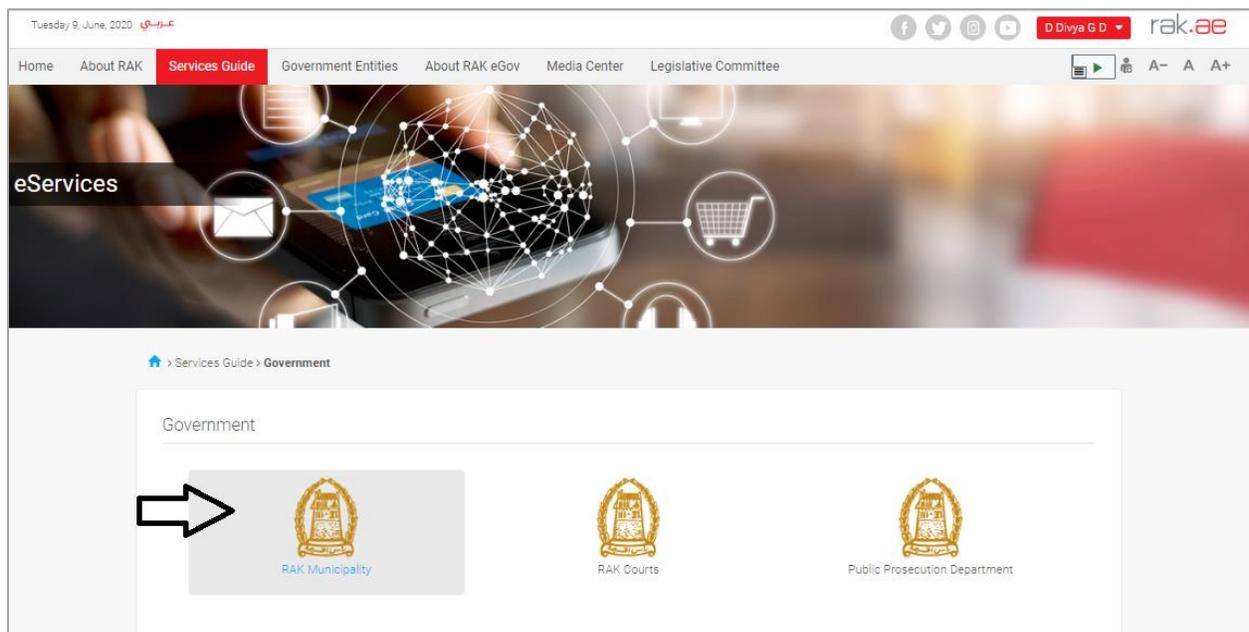
Customers will be able to log in to the electronic services of the section, submit requests, track requests, pay fees, modify requests (if necessary), re-submit the requests after applying the modifications, and finally obtain their renewed contracts electronically.

Login and Access to the Renewal Lease Contract Service

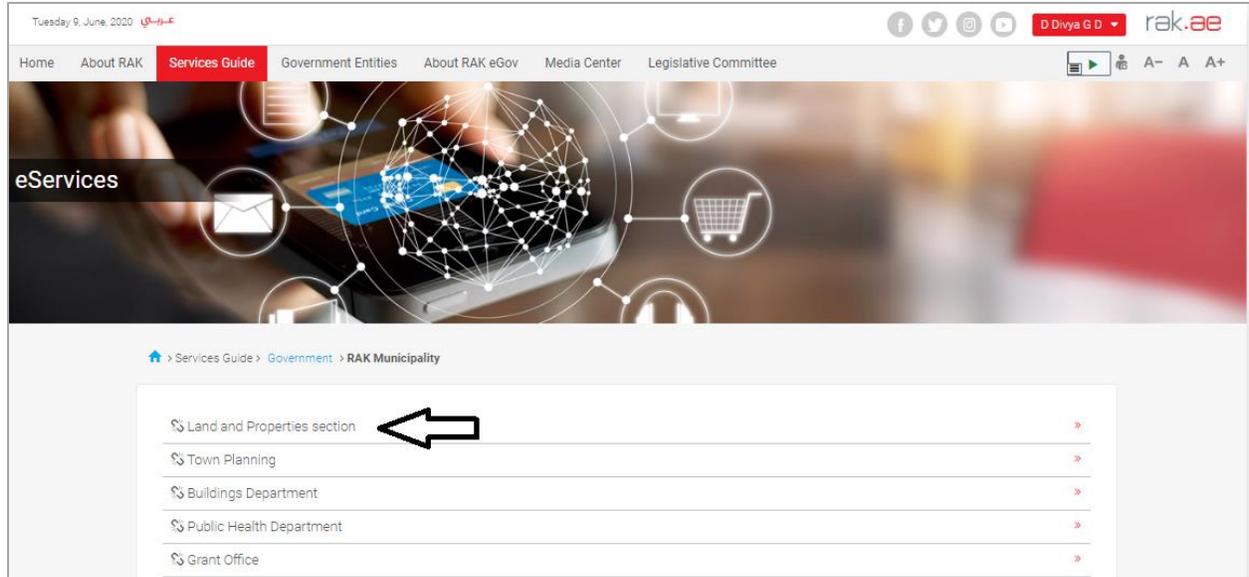
1. Access the RAK Government portal on <https://www.rak.ae/wps/portal>
2. Click on the **Service Guide** then click on **Government**:



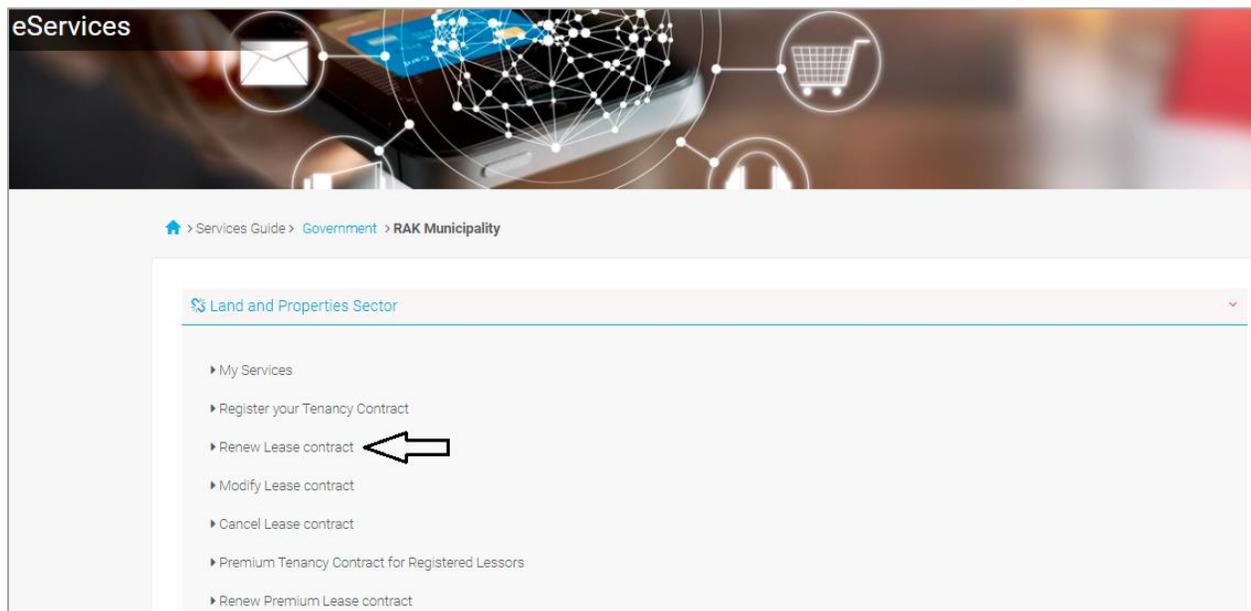
3. Next, select **RAK Municipality**



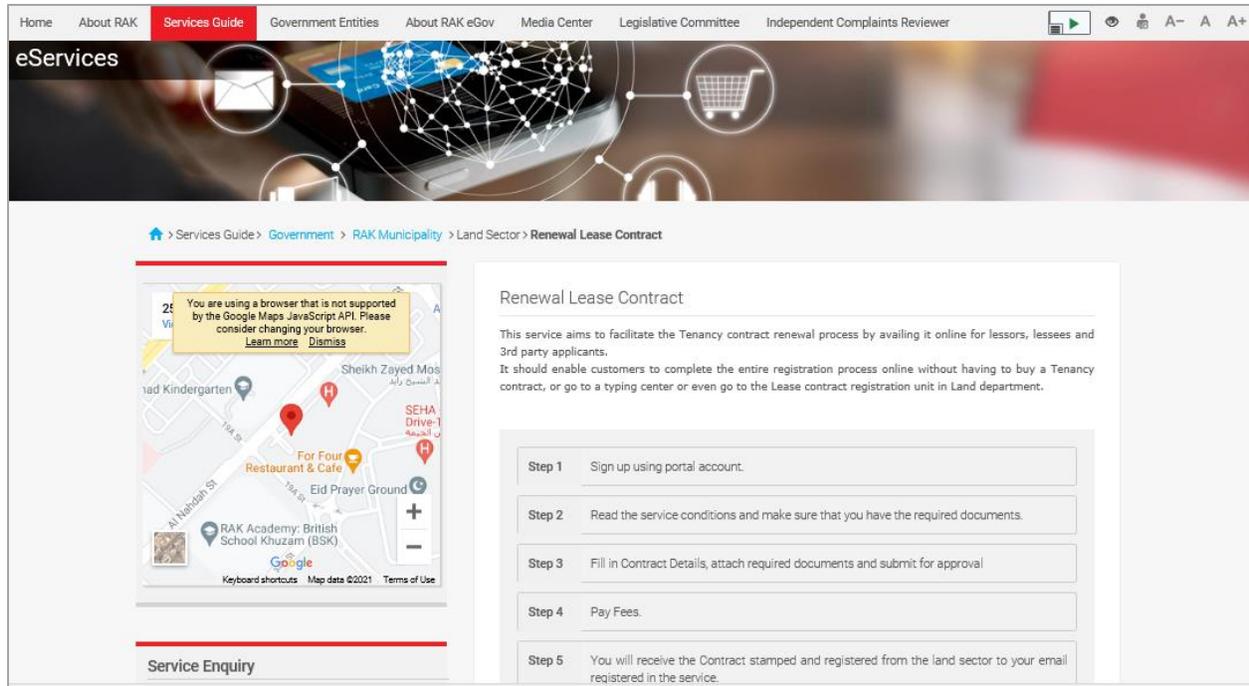
4. Next, select **Land and Properties Section**



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



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

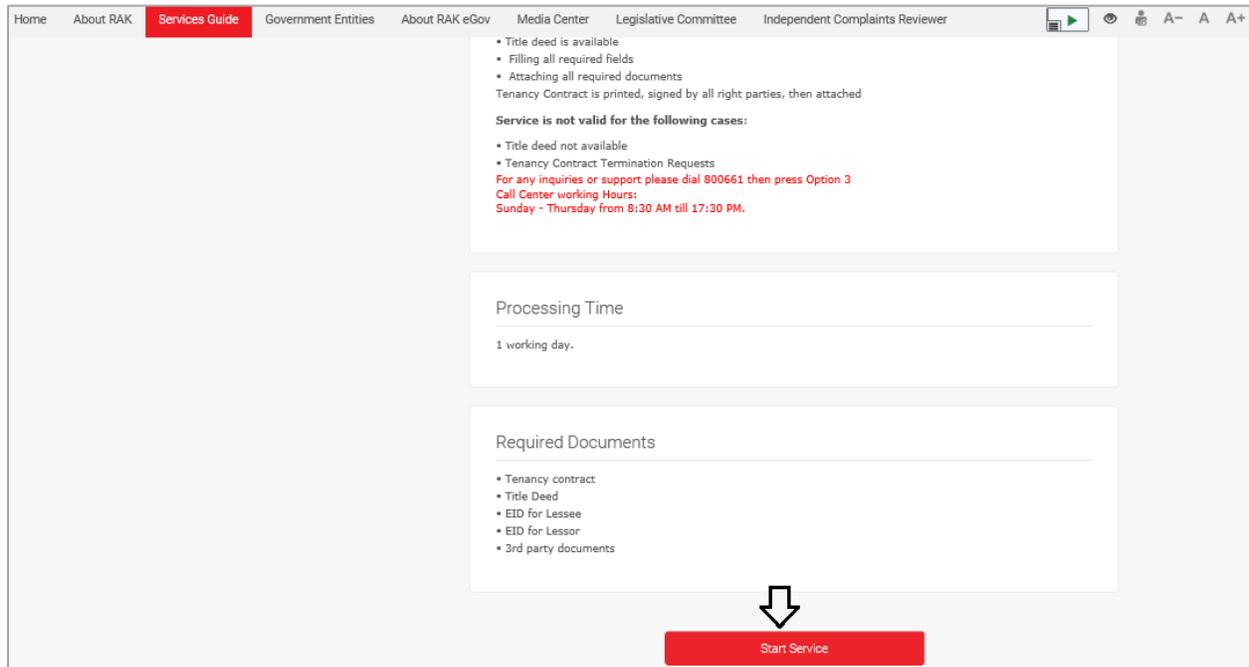


The screenshot shows the 'Renewal Lease Contract' service page. The breadcrumb trail is: Home > Services Guide > Government > RAK Municipality > Land Sector > Renewal Lease Contract. A Google Maps widget on the left shows a location in Ras Al Khaimah with a warning: 'You are using a browser that is not supported by the Google Maps JavaScript API. Please consider changing your browser.' The main content area is titled 'Renewal Lease Contract' and includes a description: 'This service aims to facilitate the Tenancy contract renewal process by availing it online for lessors, lessees and 3rd party applicants. It should enable customers to complete the entire registration process online without having to buy a Tenancy contract, or go to a typing center or even go to the Lease contract registration unit in Land department.' Below the description is a 5-step process:

- Step 1: Sign up using portal account.
- Step 2: Read the service conditions and make sure that you have the required documents.
- Step 3: Fill in Contract Details, attach required documents and submit for approval
- Step 4: Pay Fees.
- Step 5: You will receive the Contract stamped and registered from the land sector to your email registered in the service.

A 'Service Enquiry' button is located at the bottom left of the main content area.

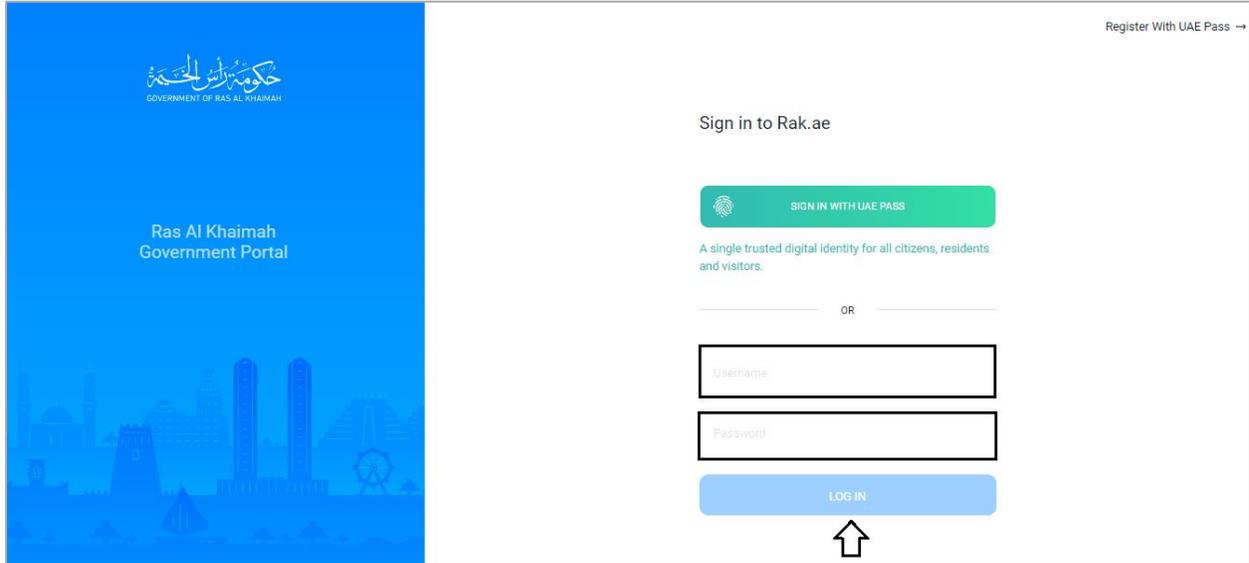
7. To use the service, click on the “**Start Service**” button.



This screenshot shows the bottom section of the 'Renewal Lease Contract' page. It includes a list of conditions for service availability: 'Title deed is available', 'Filling all required fields', and 'Attaching all required documents'. It also states: 'Tenancy Contract is printed, signed by all right parties, then attached'. Below this, it lists cases where the service is not valid: 'Title deed not available' and 'Tenancy Contract Termination Requests'. A red text box provides contact information: 'For any inquiries or support please dial 800661 then press Option 3', 'Call Center working Hours: Sunday - Thursday from 8:30 AM till 17:30 PM.' The 'Processing Time' is listed as '1 working day.' The 'Required Documents' section lists: 'Tenancy contract', 'Title Deed', 'EID for Lessee', 'EID for Lessor', and '3rd party documents'. At the bottom center, a red button labeled 'Start Service' is highlighted with a white arrow pointing down to it.

Create a Renewal Lease Contract Request

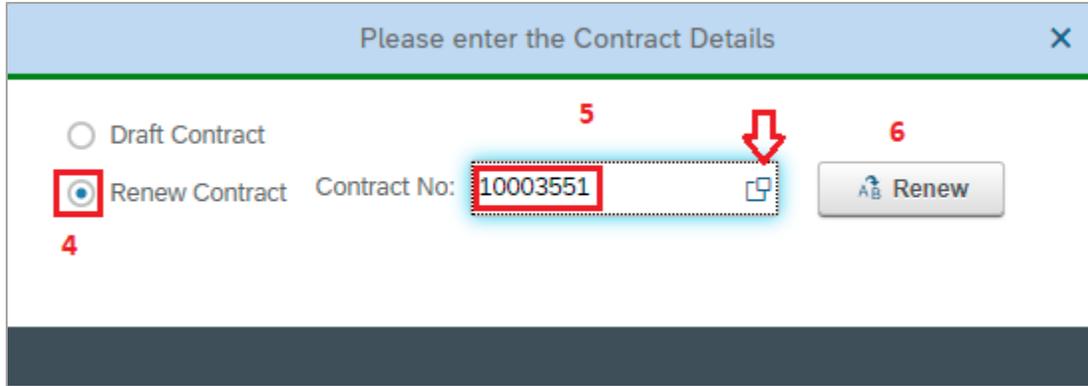
1. After you access the **Renewal Lease Contract** service and click on the “**Start Service**” button, the login page will appear as follow:



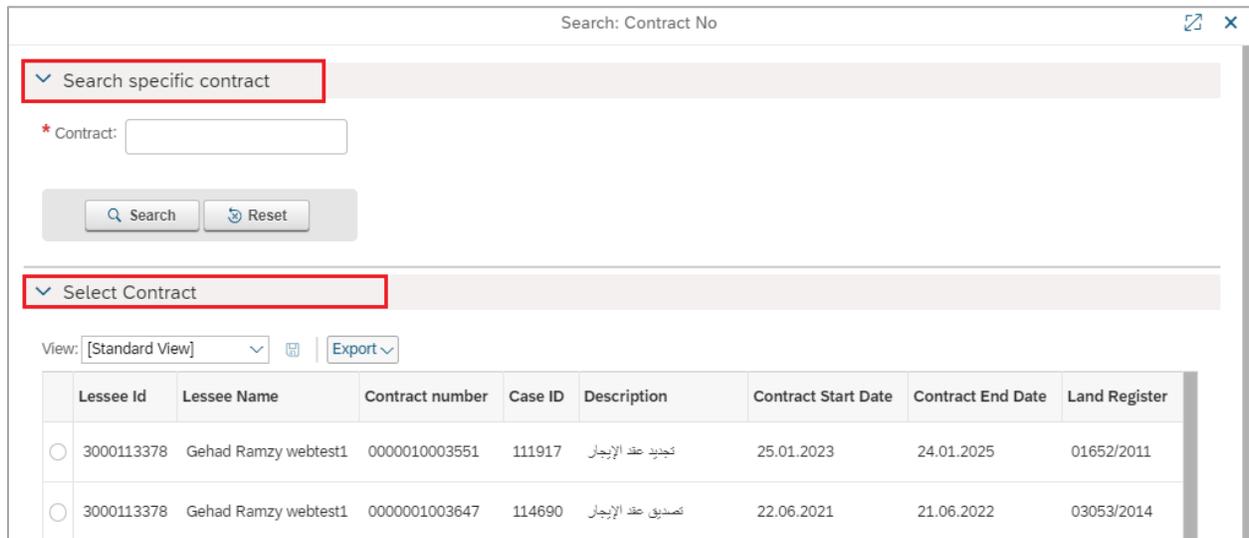
2. Enter your RAK Government Portal username and password that you have previously created, and then press on the “**LOG IN**” button.
3. The **Renewal Lease Contract** request form will be displayed letting you create the request:



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



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:



| Lessee Id | Lessee Name | Contract number | Case ID | Description | Contract Start Date | Contract End Date | Land Register |
|----------------------------------|----------------------|-----------------|---------|-------------------|---------------------|-------------------|---------------|
| <input type="radio"/> 3000113378 | Gehad Ramzy webtest1 | 0000010003551 | 111917 | تجديد عقد الإيجار | 25.01.2023 | 24.01.2025 | 01652/2011 |
| <input type="radio"/> 3000113378 | Gehad Ramzy webtest1 | 0000001003647 | 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

Renew Lease Contract



بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Case ID: **118630**

Residential Tenancy Contract FAQ User Guide

Details of Lessee

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

Details of lessor

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

Details of Property

Plot No: Title deed: Ownership Type:

* Unit Type: * Building No: * Floor No: * Unit No:

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

Location:

Rental Details

* Contract Start Date: * Contract End Date:

Annual Rental Amount: * Rental Amount: No of years: Deposit Amount:

* Method of Payment: Tenancy Purpose: Attesting Fees:

First installment to be paid on:

Special Conditions

Occupant Details

| Full Name | Nationality | Contact No | Emirates ID | Unified ID |
|-------------|-------------|------------|-------------|------------|
| GEHAD RAMZY | Anguilla | 10 | | |

Attachments

* Tenancy contract: First print contract, then sign and upload

* Title deed:

* Lessee ID:

* Lessor ID:

I approve that the details entered on my part are correct and am willing to take all responsibility for the same and I'm fully aware that I will not be able to regenerate the contract in case of wrong data from my side

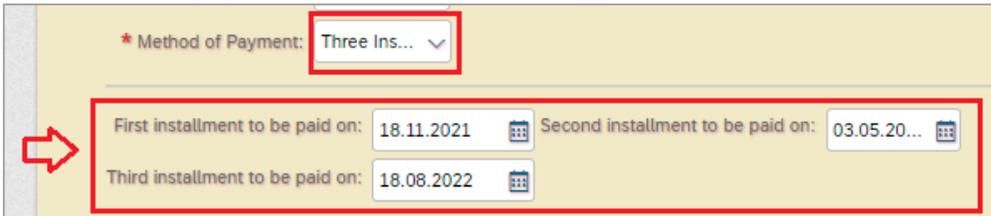
Note:

- 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.

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

| Field | Description | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|----|----|----|----|----|----|----|----|----|----|---|---|---|---|----|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|---|---|
| <p>Note: All fields that are preceded by an asterisk * are mandatory fields.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid black; padding: 5px;"> <p>▼ Rental Details</p> <p>* Contract Start Date: 12.09.2021  * Contract End Date: <input type="text"/>  No of years: <input type="text" value="0.00"/></p> <p>Annual Rental Amount: <input type="text" value="0.00"/> * Rental Amount: <input type="text" value="0.00"/> Deposit Amount: <input type="text" value="0.00"/></p> <p>* Method of Payment: <input type="text" value=""/> * Tenancy Purpose: Family Ac... <input type="text" value=""/> Attesting Fees: <input type="text" value="0"/></p> </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract Start Date | <p>This field will automatically show the current day's date. Enter the lease start date or click the calendar icon  and choose it directly.</p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>* Contract Start Date: 12.09.2021 </p> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> <p style="text-align: center;">September 2021</p> <table border="1" 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>11</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 | 11 | 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 | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 37 | 13 | 14 | 15 | 16 | 17 | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 38 | 20 | 21 | 22 | 23 | 24 | 25 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 39 | 27 | 28 | 29 | 30 | 1 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract End Date | Enter the lease end date or click the calendar icon  and choose it directly. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rental Amount | Enter the agreed total amount of rent, in the numeric field. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Method of Payment | <p>Choose a payment method from the drop-down list:</p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>* Method of Payment: <input type="text" value=""/> </p> <ul style="list-style-type: none"> One Installment Two Installment Three Installment Four Installment Monthly Other </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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:



Tenancy Purpose

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



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 |

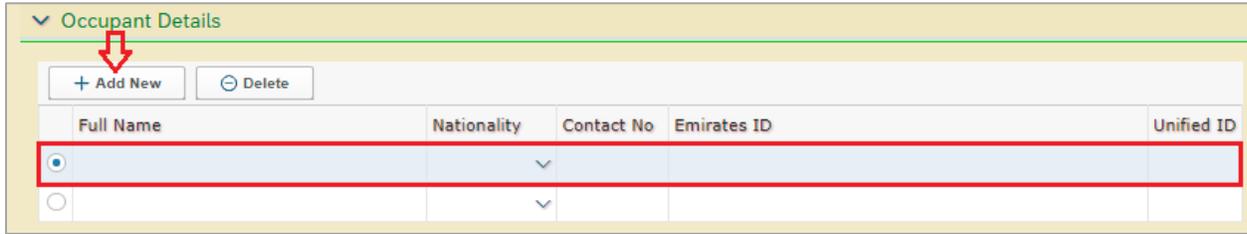
First installment to be paid on: 01.12.2021

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

▼ Special Conditions

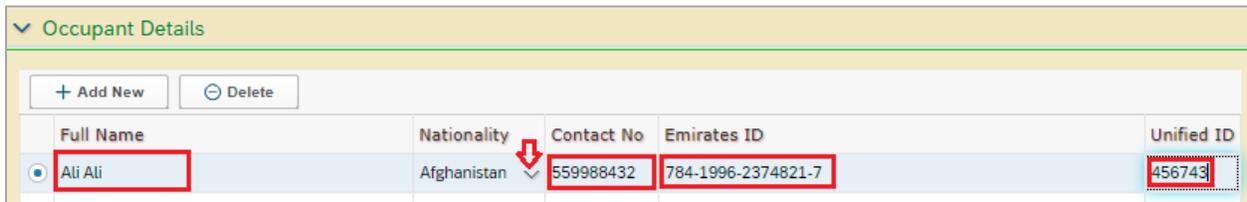
services should be provided before moving to the unit

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:



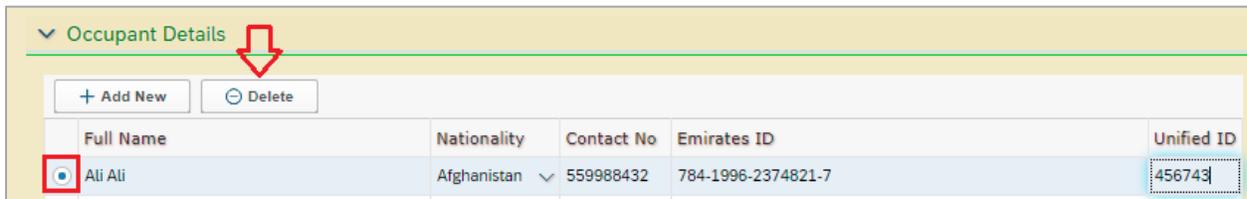
The screenshot shows the 'Occupant Details' section with a table containing two empty rows. The first row is highlighted with a red border. Above the table are buttons for '+ Add New' and '- Delete'. A red arrow points to the '+ Add New' button.

- 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:



The screenshot shows the 'Occupant Details' section with the table filled with data. The first row is highlighted with a red border. The data entered is: Full Name: Ali Ali, Nationality: Afghanistan, Contact No: 559988432, Emirates ID: 784-1996-2374821-7, Unified ID: 456743. A red arrow points to the Nationality dropdown menu.

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

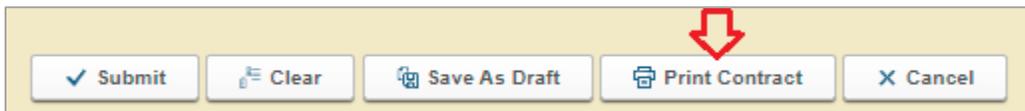


The screenshot shows the 'Occupant Details' section with the table filled with data. The first row is highlighted with a red border. A red arrow points to the '- Delete' button.

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:



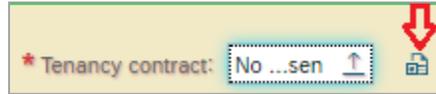
The screenshot shows the bottom of the form with five buttons: 'Submit', 'Clear', 'Save As Draft', 'Print Contract', and 'Cancel'. A red arrow points to the 'Print Contract' button.

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



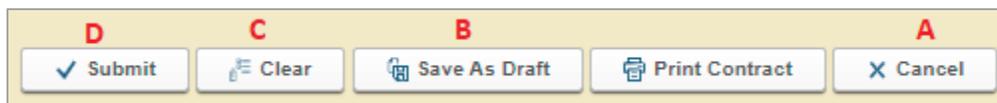
The screenshot shows the 'Attachments' section with a table. The first row is highlighted with a red border. The data entered is: * Tenancy contract: No ...sen, First print contract, then sign and upload. A red arrow points to the 'Upload' icon next to the text.

- 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:



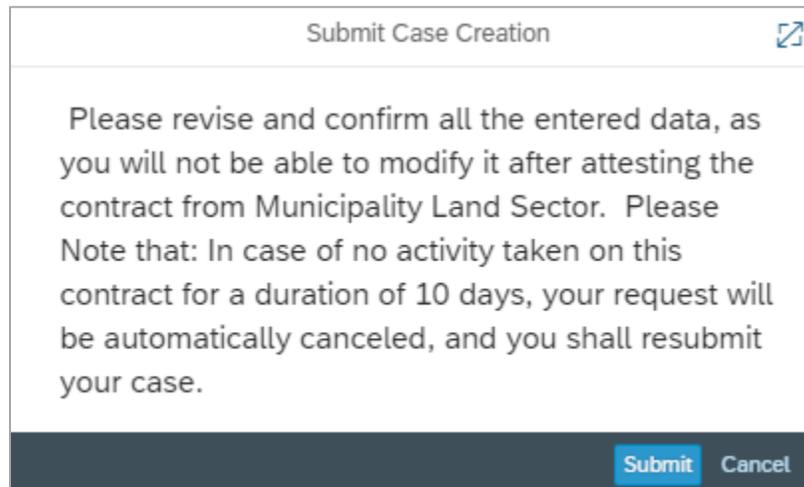
- e. Repeat the previous steps from point (b) to upload the rest of the attachments.

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



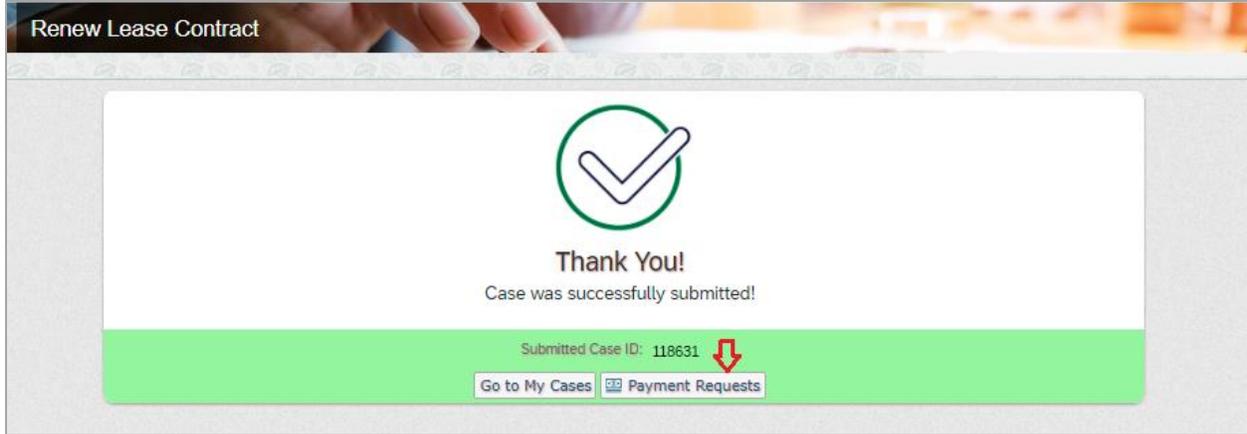
- A. "**Cancel**" to cancel the request.
- B. "**Save As Draft**" to save the request as a draft for later use.
- C. "**Clear**" to delete the inputs you have entered.
- D. "**Submit**" to complete the request.

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



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.

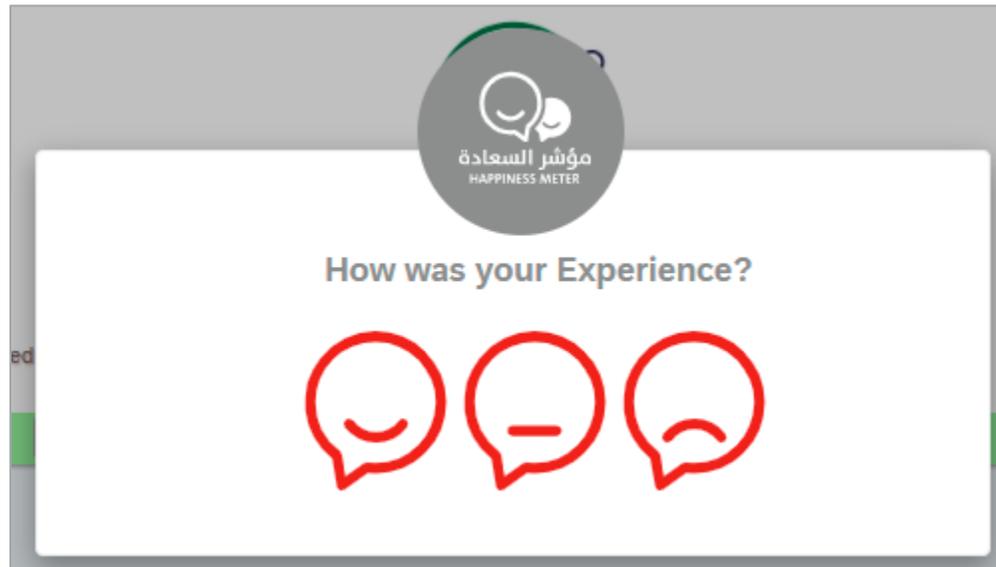


13. Click the “**Payment Requests**” button to pay the initial request fees [as will be explained in the Fees Payment section below](#).

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 renewed lease 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:

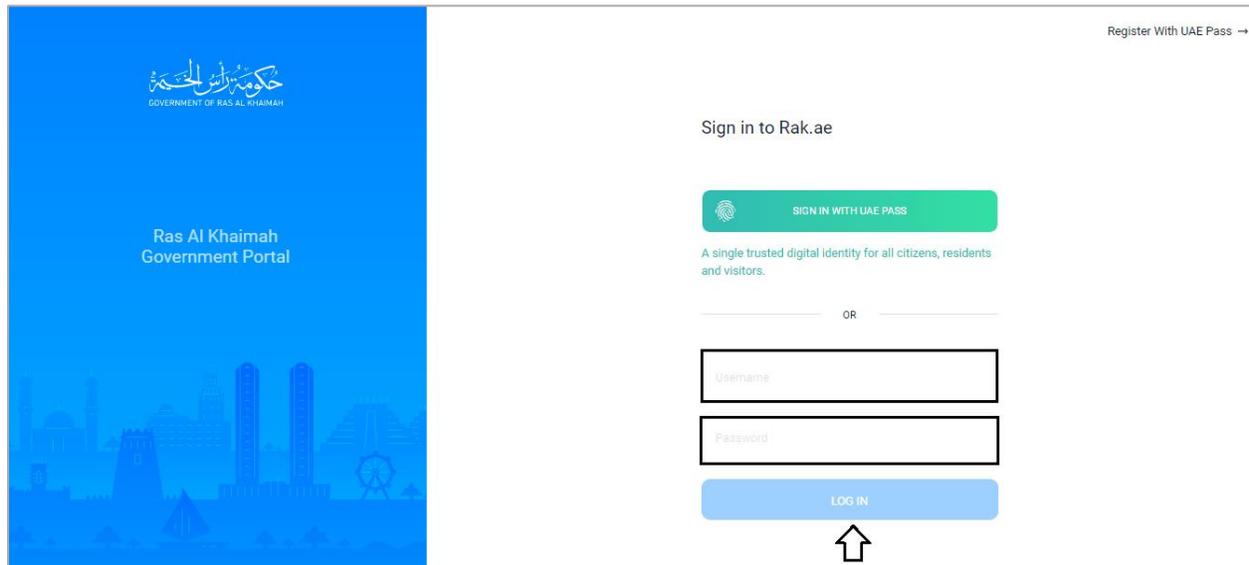


Select the required face and your evaluation will be submitted directly.

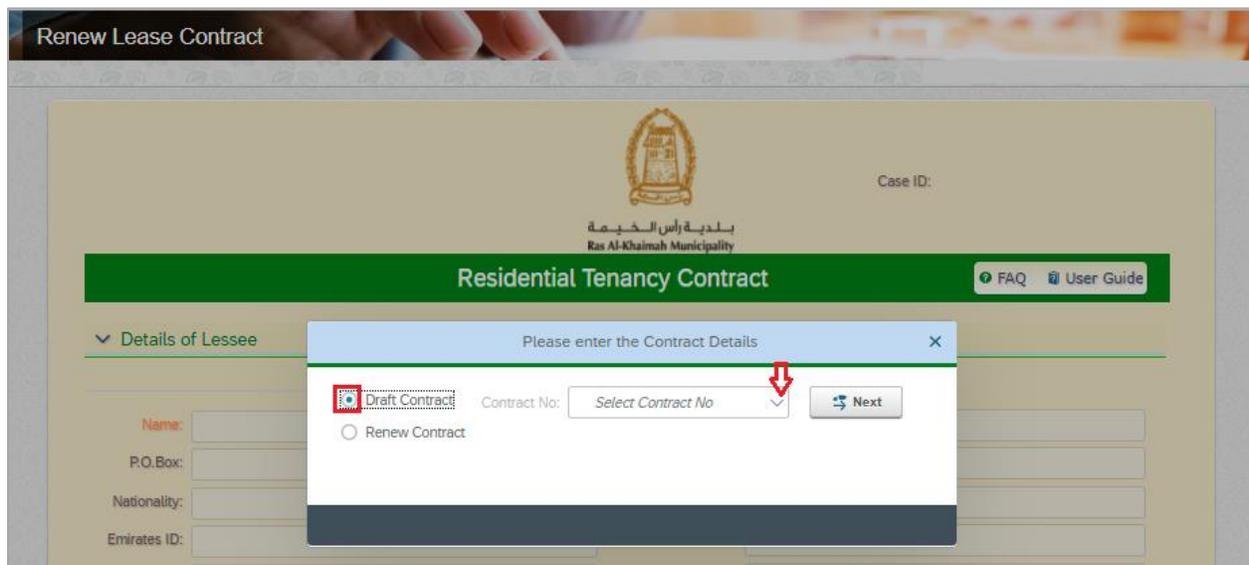
Renew Lease Contract from Draft

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:



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 which you want to renew, from the **"Contract Number"** drop-down list:

Please enter the Contract Details

Draft Contract Contract No:

Renew Contract

| | | |
|---|---------------------------------|--------------|
|  | Rejected --Gehad Ramzy webtest1 | 000000112252 |
|  | New --Gehad Ramzy webtest1 | 000000117753 |
|  | New --Gehad Ramzy webtest1 | 000000117768 |
|  | New --Gehad Ramzy webtest1 | 000000117769 |

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 [as previously explained in the “Creating a Renewal Lease Contract” section](#)

Renew Lease Contract

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Case ID: **117753**

Residential Tenancy Contract

[FAQ](#) [User Guide](#)

Details of Lessee

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

Details of lessor

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

* Tel. No:

* Email ID:

Fax No.:

Profession:

Details of Property

Plot No: Title deed: Ownership Type:

* Unit Type: * Building No: FEWA Premise No:

* No of rooms: * Unit Area by Meter:

Location:

Rental Details

* Contract Start Date: * Contract End Date: No of years:

Annual Rental Amount: * Rental Amount: Deposit Amount:

* Method of Payment: Tenancy Purpose: Attesting Fees:

Other installment to be paid on:

Special Conditions

Occupant Details

| Full Name | Nationality | Contact No | Emirates ID | Unified ID |
|--|-------------|------------|-------------|------------|
| <input type="checkbox"/> The table does not contain any data | | | | |

Attachments

* Tenancy contract: First print contract, then sign and upload

* Title deed:

* Lessee ID:

* Lessor ID:

I approve that the details entered on my part are correct and am willing to take all responsibility for the same and I'm fully aware that I will not be able to regenerate the contract in case of wrong data from my side

My Cases

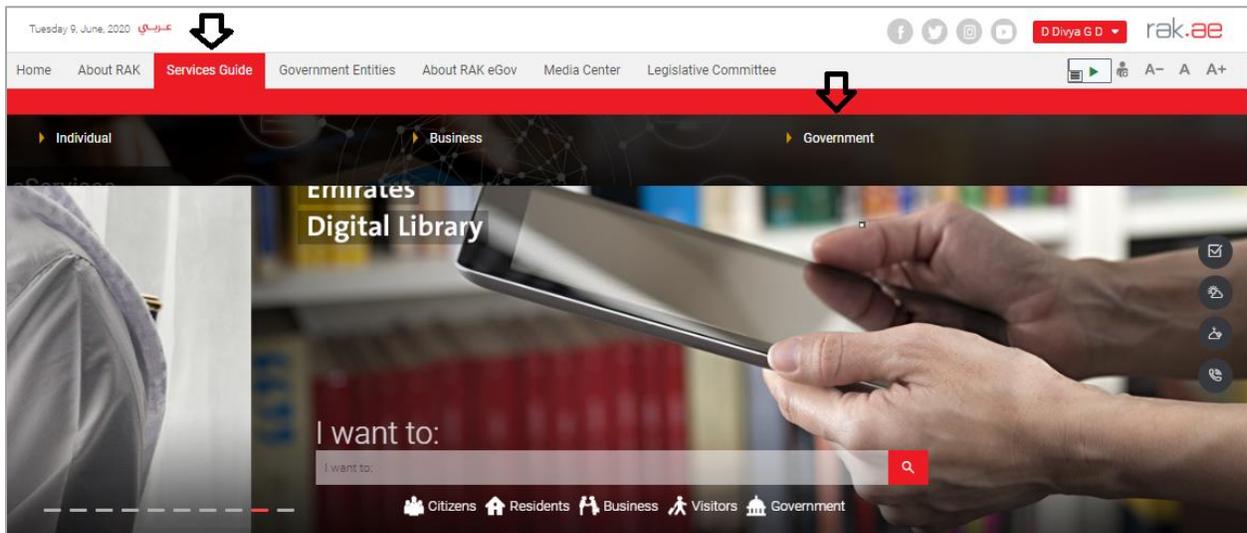
When you submit the **Renewal Lease Contract** request and pay the initial fees, the coordinator in the Land and property section will review it and accordingly the coordinator will take one of the following actions:

- 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.

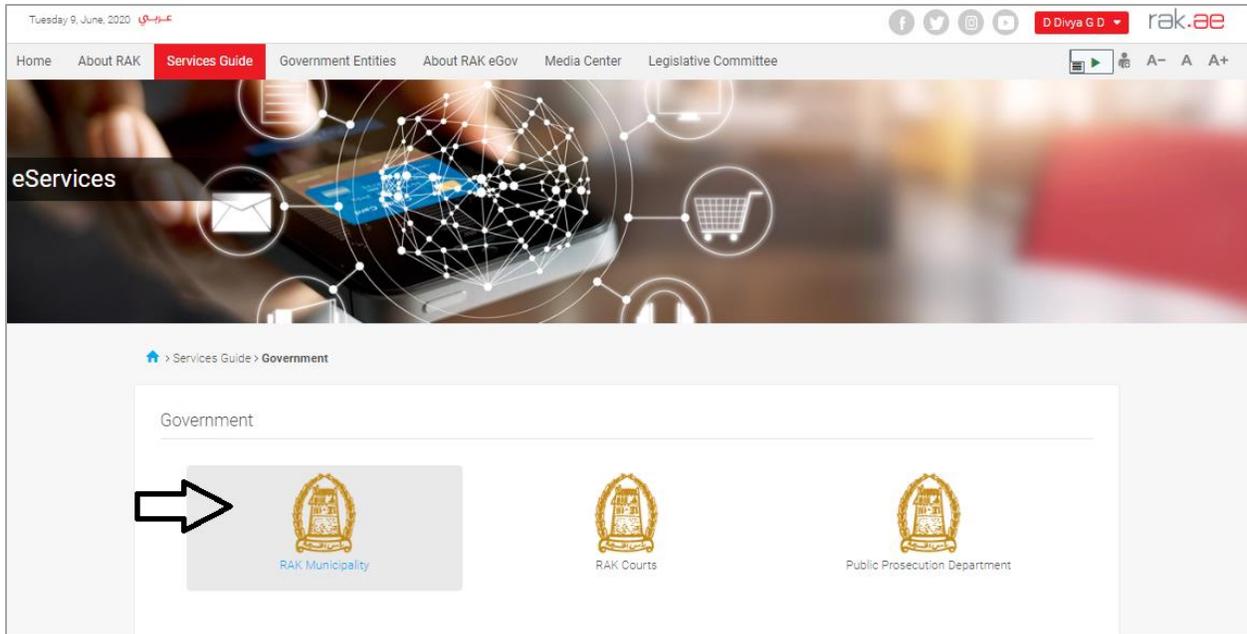
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

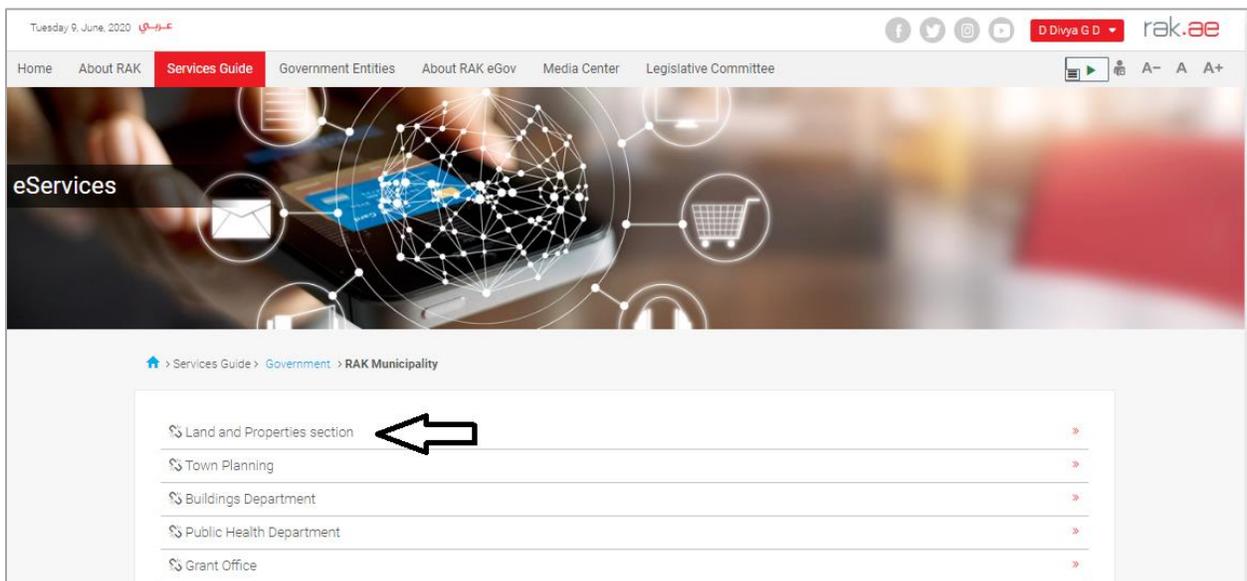
Then, Click the “**Service Guide**” then click “**Government**”:



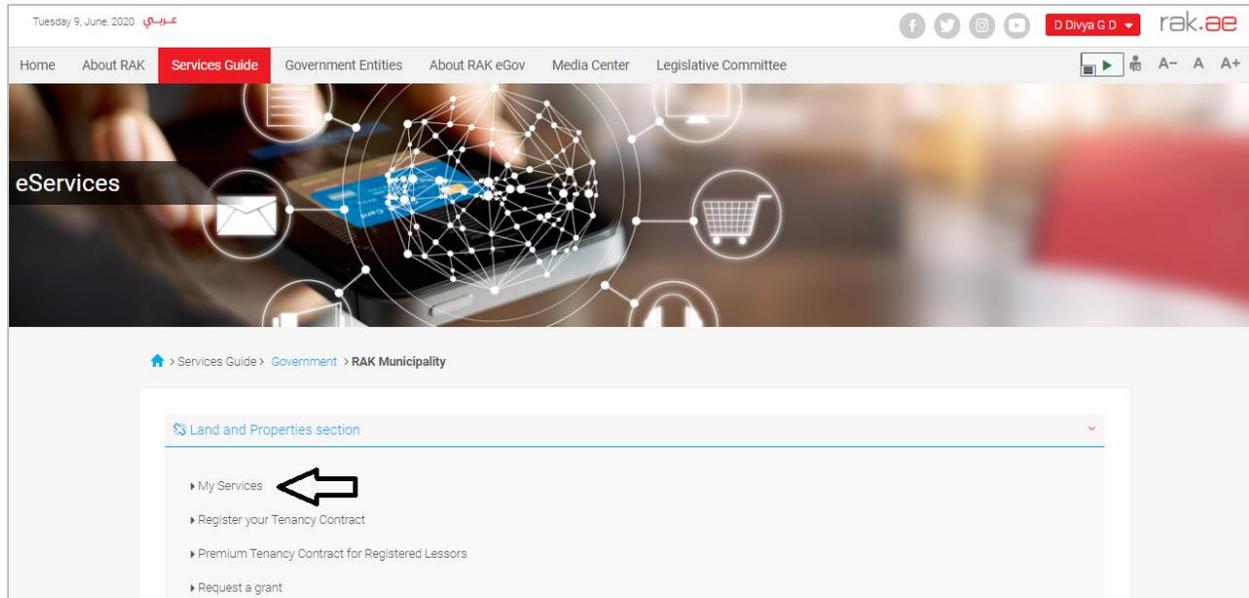
Next, select “**RAK Municipality**”



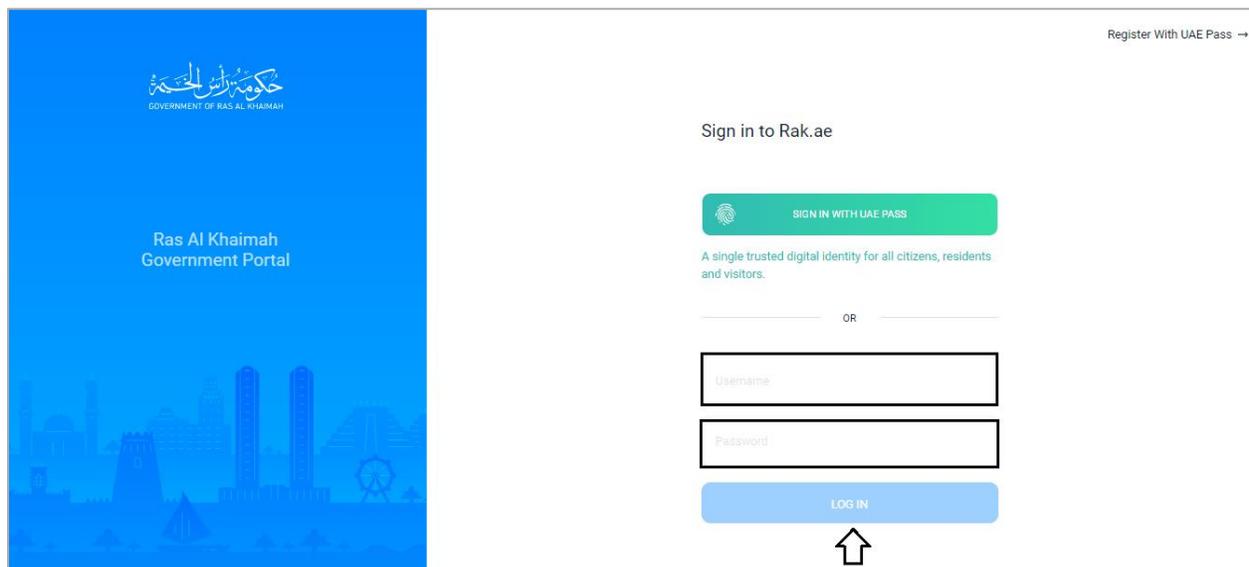
Next, Select the “Land and Properties Section”



Next, Select “My Services”



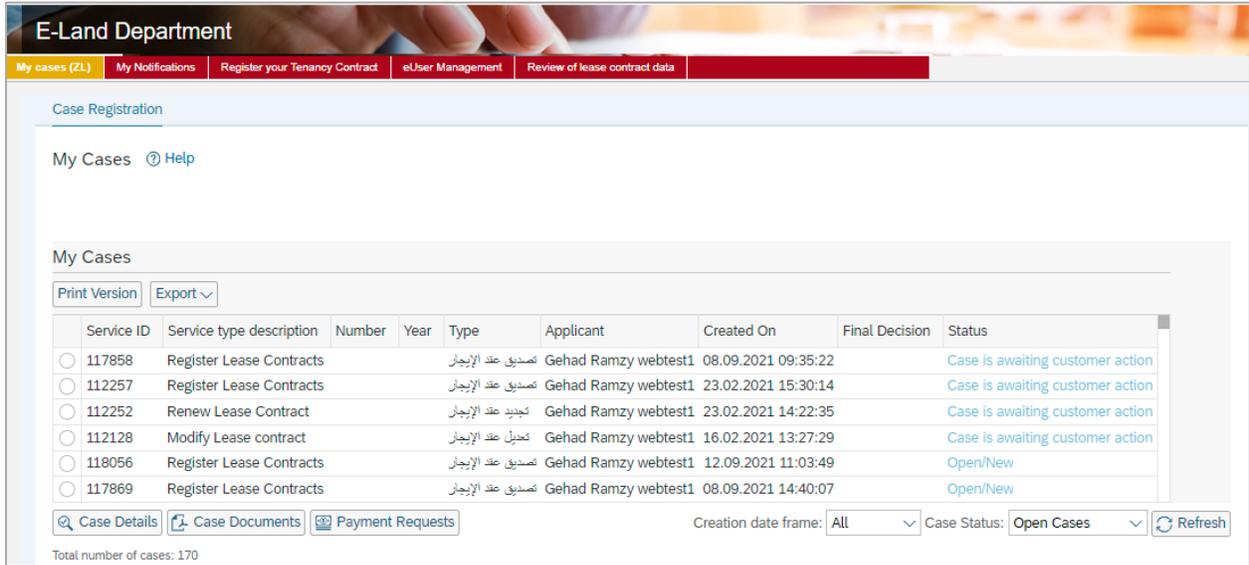
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.



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 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.



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 (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 | | تصديق عقد الإيجار | Gehad Ramzy webtest1 | 12.09.2021 11:07:40 | | Waiting Initial Payment |
| 118056 | Register Lease Contracts | تصديق عقد الإيجار | | تصديق عقد الإيجار | Gehad Ramzy webtest1 | 12.09.2021 11:03:49 | | Open/New |
| 117869 | Register Lease Contracts | تصديق عقد الإيجار | | تصديق عقد الإيجار | Gehad Ramzy webtest1 | 08.09.2021 14:40:07 | | Open/New |
| 117858 | Register Lease Contracts | تصديق عقد الإيجار | | تصديق عقد الإيجار | Gehad Ramzy webtest1 | 08.09.2021 09:35:22 | | Case is awaiting customer action |
| 117772 | Register Lease Contracts | تصديق عقد الإيجار | | تصديق عقد الإيجار | Gehad Ramzy webtest1 | 07.09.2021 13:17:16 | | Open/New |
| 117771 | Register Lease Contracts | تصديق عقد الإيجار | | 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 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: تصديق 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 آخر (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 |
|-------------------------------------|-----------------|------------------------|------------|------|------------|----------|-------------------|
| <input checked="" type="checkbox"/> | 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



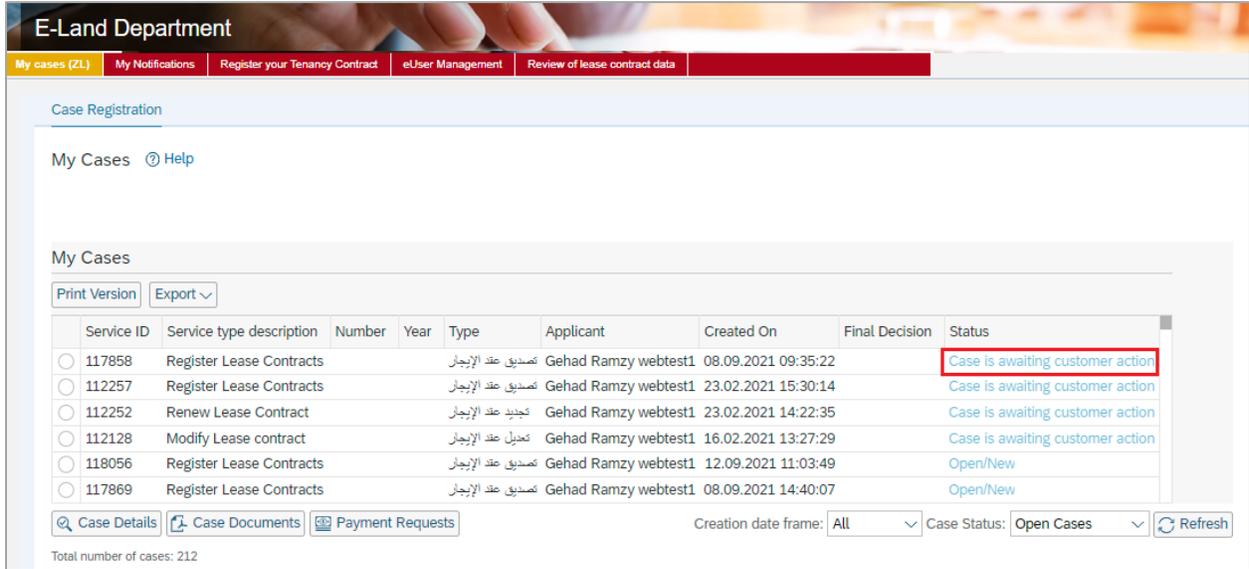
The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

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 by [following the same steps](#) 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-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 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 |

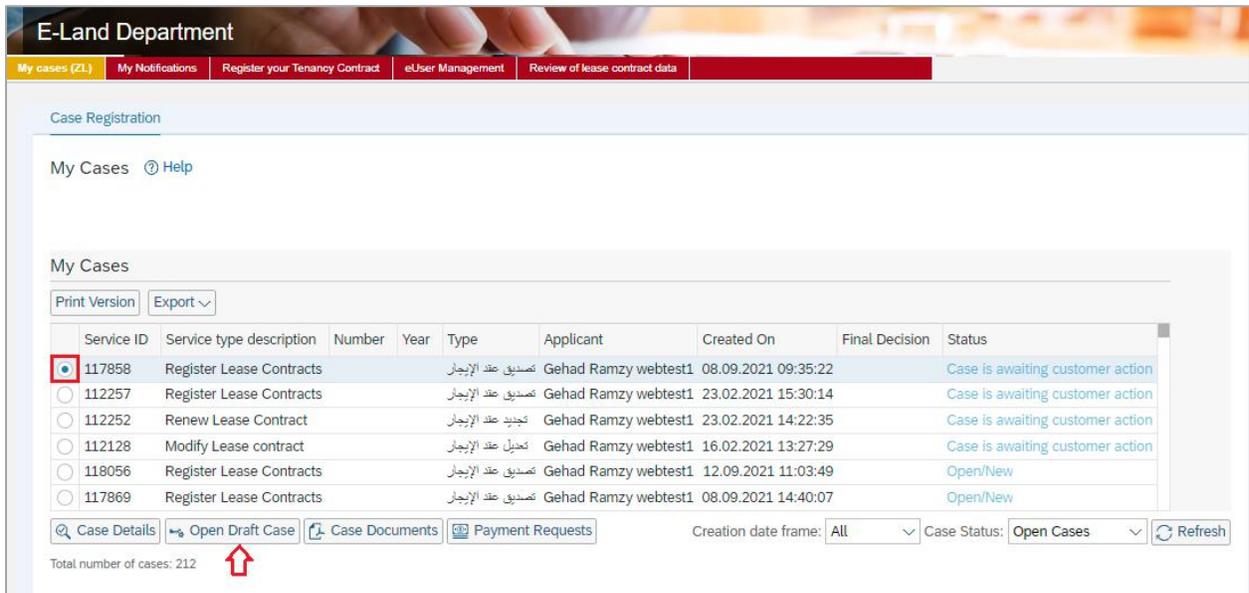
Case Details | Case Documents | Payment Requests

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

Total number of cases: 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:

E-Land Department

My cases (2) | My notifications | Register your tenancy contract | eLease Management | Renewal of lease contract data

Case ID: 117858

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Residential Tenancy Contract

FAQ | User Guide

Details of Lessee

Click to Fill Lessee

Name: رشيد مكيمة

P.O.Box: 0

Nationality: Iraqi

Emirates ID: 784-2002-3062659-8

Unified ID:

Passport No: G2107506

* Tel. No: 05555667789

* Email ID: re@gmail.com

Fax No.:

Profession:

Details of Lessor

Click to Fill Lessor

Name: Gehad

P.O.Box:

Nationality: United Arab Emirates

Emirates ID: 784-1990-1245414-1

Unified ID:

Passport No: JN56578788

* Tel. No: 0564041094

* Email ID: g.mokhtar@egpc.rak.ae

Fax No.:

Profession:

Details of Property

Plot No: 101025022

Title deed: 00020/2021

Ownership Type: Residential - Villa

* Unit Type: Villa

* Building No: 5

FEWA Premise No:

* No of rooms: 5

* Unit Area by Meter: 500.00

Location:

Rental Details

* Contract Start Date: 01.10.2021

* Contract End Date: 01.10.2023

No of years: 2.00

Annual Rental Amount: 25,000.00

* Rental Amount: 50,000.00

Deposit Amount: 0.00

* Method of Payment: One Instal...

* Tenancy Purpose: Emplo...

Attesting Fees: 0

First instalment to be paid on: 01.10.2021

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.