User Manual

Cancel Lease Contract Request
V1.0
Land and Property Section

Contents:

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 **Cancel 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 **Cancel Lease Contract** service allows customers to terminate the lease contracts of their leased properties, whether residential, investment or commercial, by attaching the required documents.

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.

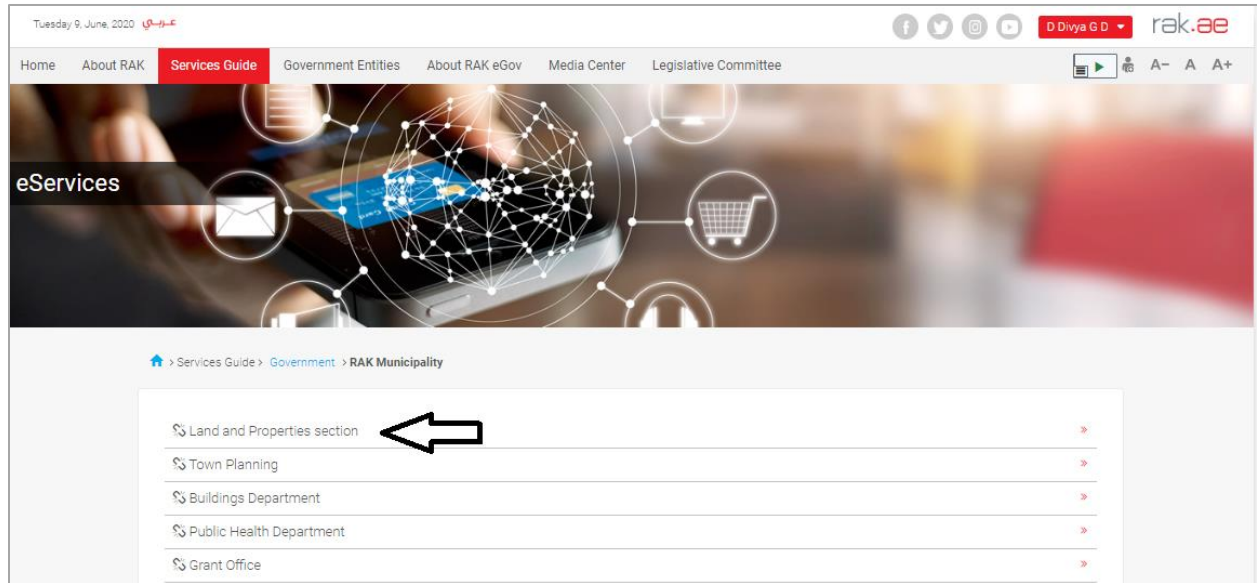# Login and Access to the Cancel Lease Contract Service

1. Access the RAK Government portal on https://www.rak.ae/wps/portal
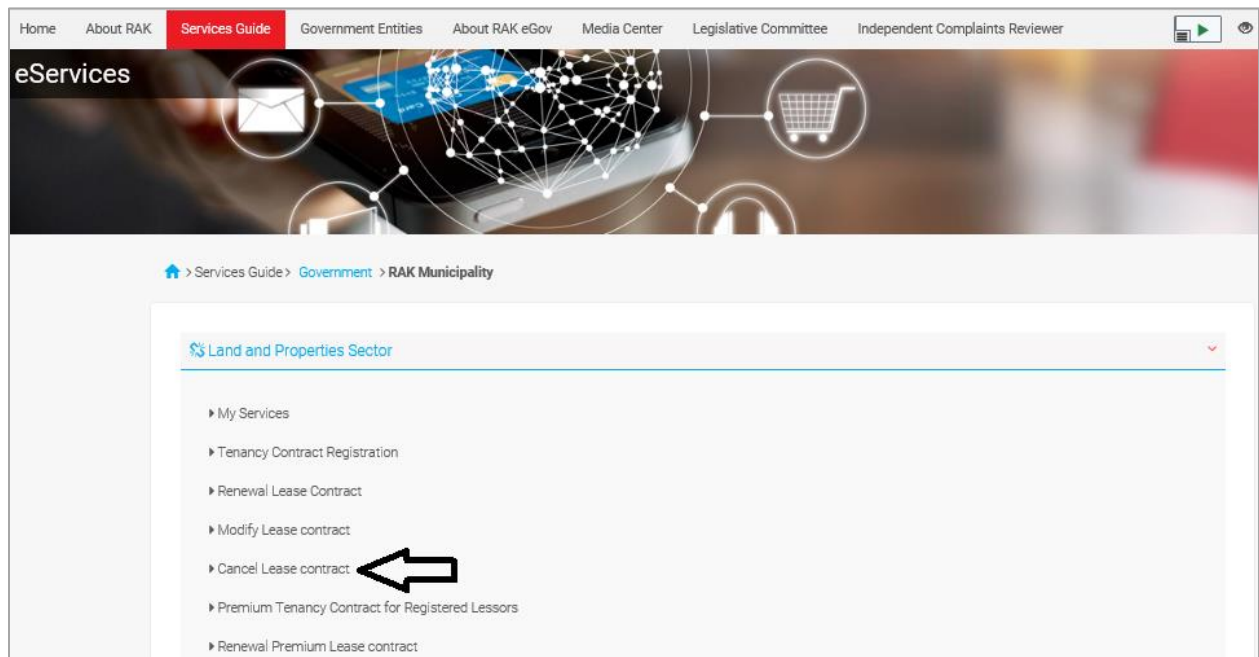2. Click on the **Service Guide** then click on **Government**:
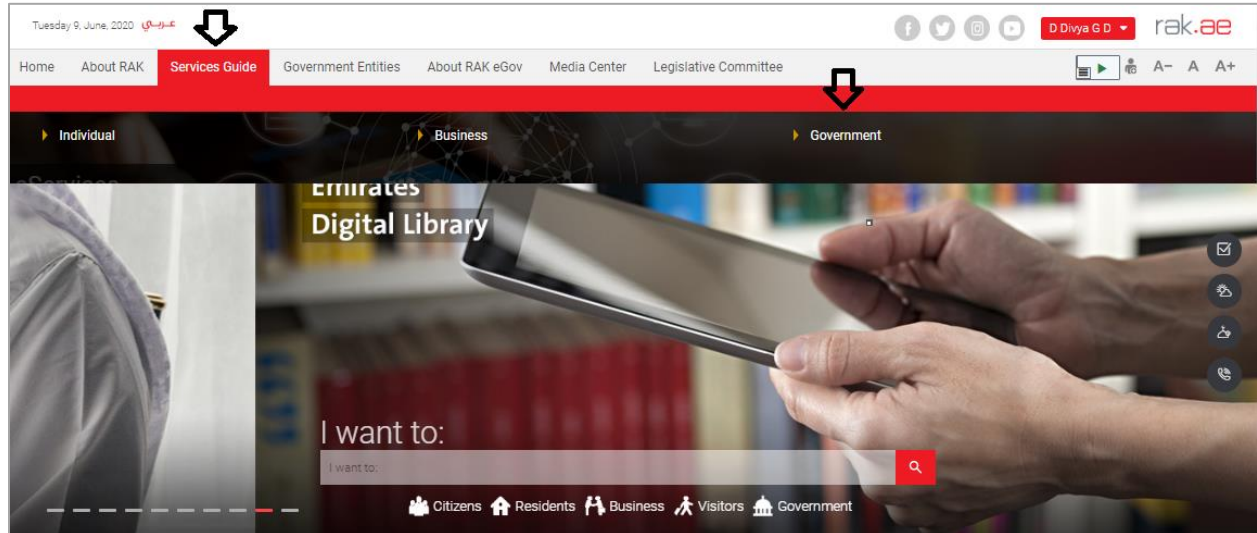
3. Next, select **RAK Municipality**
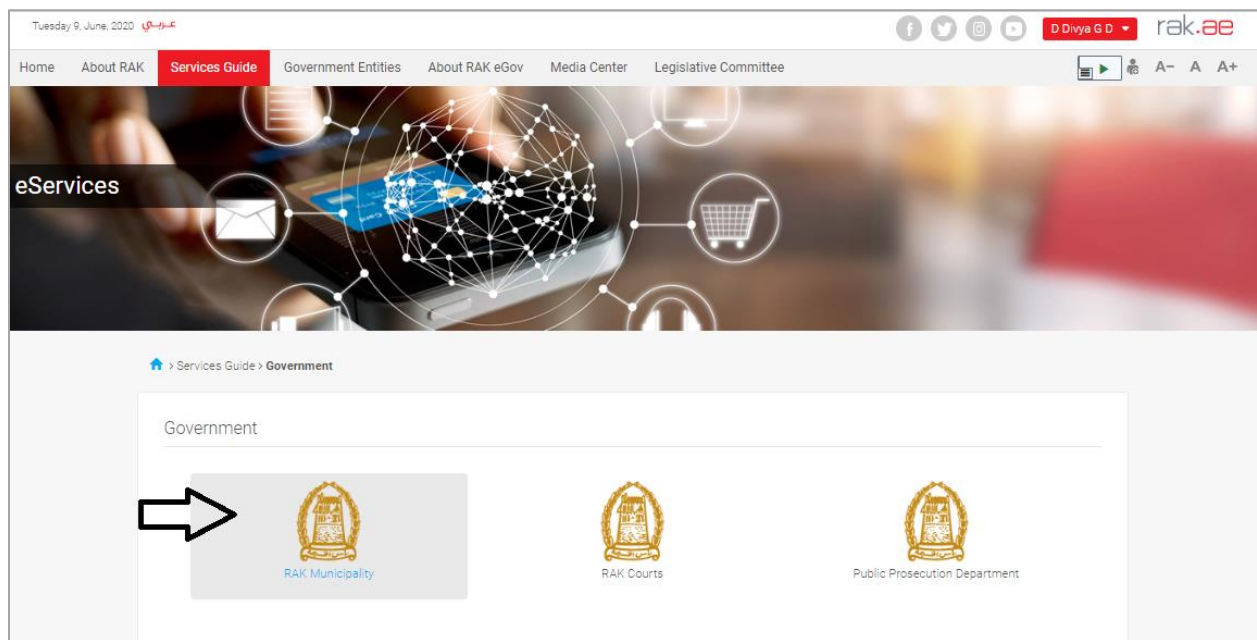
4. Next, select **Land and Properties Section**

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

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

7. To use the service, click on the "**Start Service**" button.
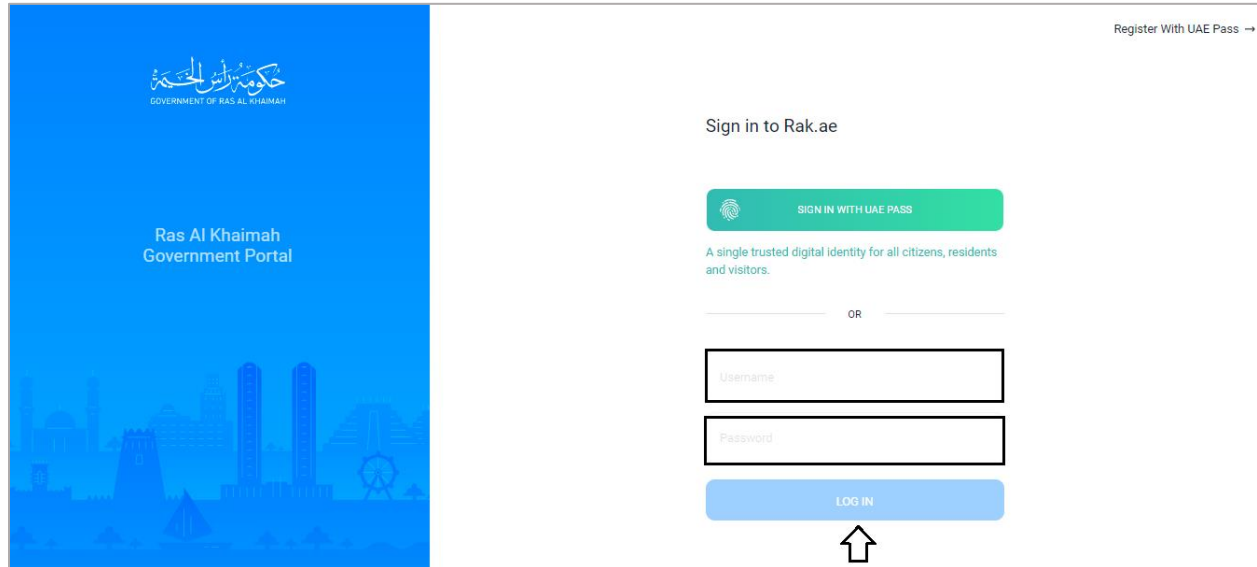
Create a Cancel Lease Contract Request
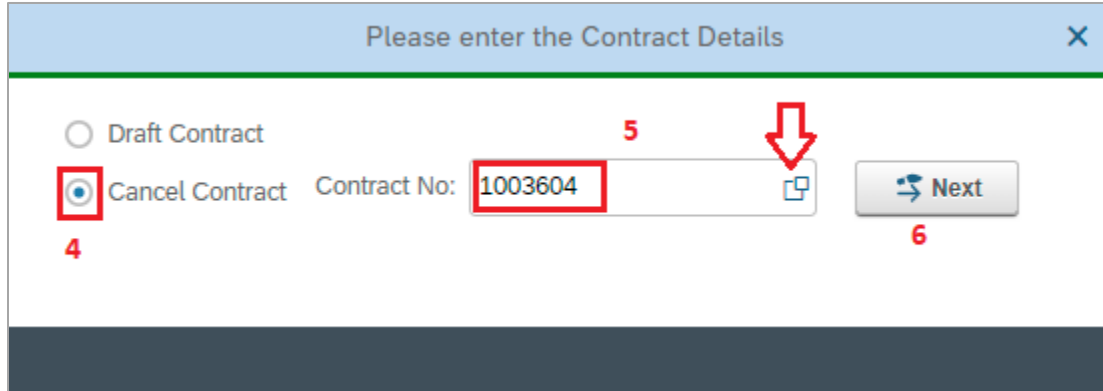
1. After you access the **Cancel Lease Contract** service and click on the "**Start Service**" button, the login page will appear as follow:

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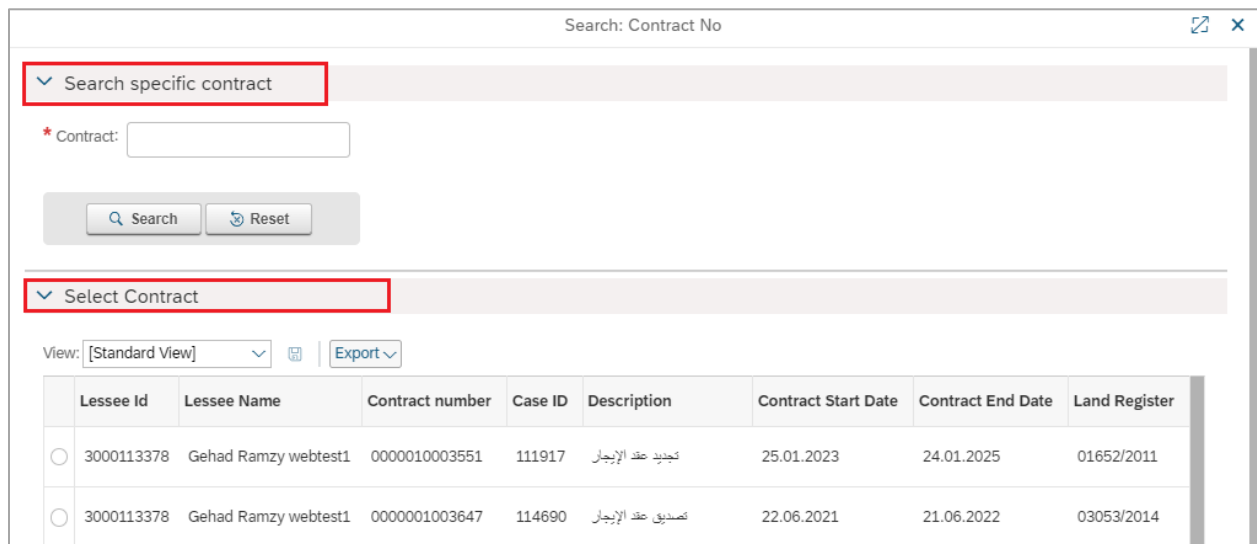3. The **Cancel Lease Contract** request form will be displayed letting you create the request:

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

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

The list shows all of your previously created contracts, where you can search by contract number or you can select from the list directly.

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

Cancel Lease Contract

Contract number: 10003551   Case ID: 119030

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Cancel Residential Tenancy Contract   ❓ FAQ   📘 User Guide

⌄ Details of Lessee

Name:	Gehad Ramzy webtest1
P.O.Box:	
Nationality:	United Arab Emirates
Emirates ID:	784-1990-1245414-1
Unified ID:	
Passport No:	IN56578788
* Tel. No:	0564041094
* Email ID:	g.mokhtar@egac.rak.ae
Fax No.:	
Profession:	

⌄ Details of lessor

Name:	حمد علي حمد عبيد الزعابي
P.O.Box:	
Nationality:	United Arab Emirates
Emirates ID:	784-1956-1303283-8
Unified ID:	
Passport No:	
* Tel. No:	0566092712
* Email ID:	g.mokhtar@egac.rak.ae
Fax No.:	
Profession:	

⌄ Details of Property

Plot No: 711020030	Title deed: 01652/2011	Ownership Type: Residential-Em...
* Unit Type: Studio	* Building No: 16	* Floor No: 16 * Unit No: 16
* No of rooms: 16	* Unit Area by Meter: 16.00	FEWA Premise No: 16

Location: RAK
* Cancellation Note:

⌄ Rental Details

* Contract Start Date: 25.01.2023	* Contract End Date: 04.01.2025	No of years: 1.00
Annual Rental Amount: 4,000.00	* Rental Amount: 4,000.00	Deposit Amount: 150.00
* Method of Payment: One Insta...	Tenancy Purpose: Family Ac...	Attesting Fees: 0

⌄ Special Conditions

no thing

⟩ Occupant Details
⌄ Attachments

Cancelled Contract: No ...sen ↥
Title deed: 📄
Lessee ID: 📄
Lessor ID: 📄
Clearance State Report: No ...sen ↥   In case of tenant is unavailable

✓ Submit   ⟲ Clear   📋 Save As Draft   🖨 Print Contract   ✕ Cancel

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, the leased property, rental details and occupants 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 **Property Details** section, enter the cancellation notes:

Details of Property

Plot No: 711020030	Title deed: 01652/2011	Ownership Type: Residential-Em...
* Unit Type: Studio	* Bulding No: 16	* Floor No: 16 · * Unit No: 16
* No of rooms: 16	* Unit Area by Meter: 16.00	FEWA Premise No: 16
Location: RAK		
* Cancellation Note: change residency location		

8. In the **Rental Details** section, enter the lease contract end date or click the calendar icon 📅 and choose it directly

Rental Details

* Contract Start Date: 25.01.2023	* Contract End Date: 04.01.2025 📅	No of years: 1.00
Annual Rental Amount: 4,000.00	* Rental Amount: 4,000.00	Deposit Amount: 150.00
* Method of Payment: One Insta...	Tenancy Purpose: Family Ac...	Attesting Fees: 0

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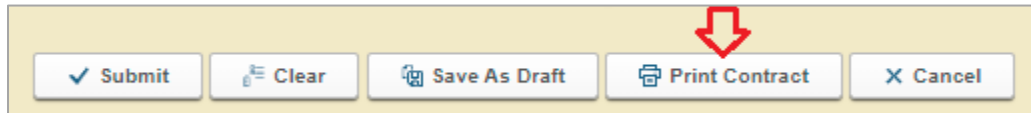
Special Conditions

services should be provided before moving to the unit

10. In the **Attachments** section, all original documents are available except for the contract and the clearance state report that are required for cancellation.
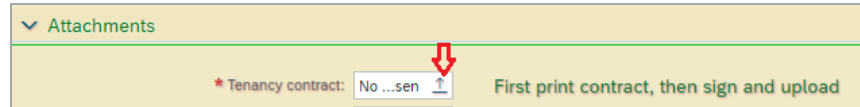
> **Note**: You must attach all the mandatory documents to complete the request, and you can modify all attachments (add a new attachment or replace the existing one).

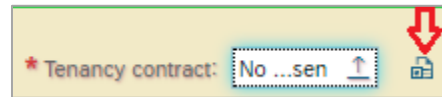To upload the attachments, do the following:
  a. Click the "**Print Contract**" button at the bottom of the form, then sign the contract from lessor and the lessee then, attach the signed contract by both parties:

✓ 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.

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

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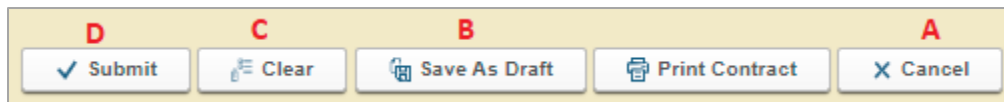
  A. **"Cancel"** to cancel the request.
  B. "**Save As Draft**" to save the request as a draft for later use.
  C. **"Clear"** to delete the inputs you have entered.
  D. "**Submit"** to complete the request.

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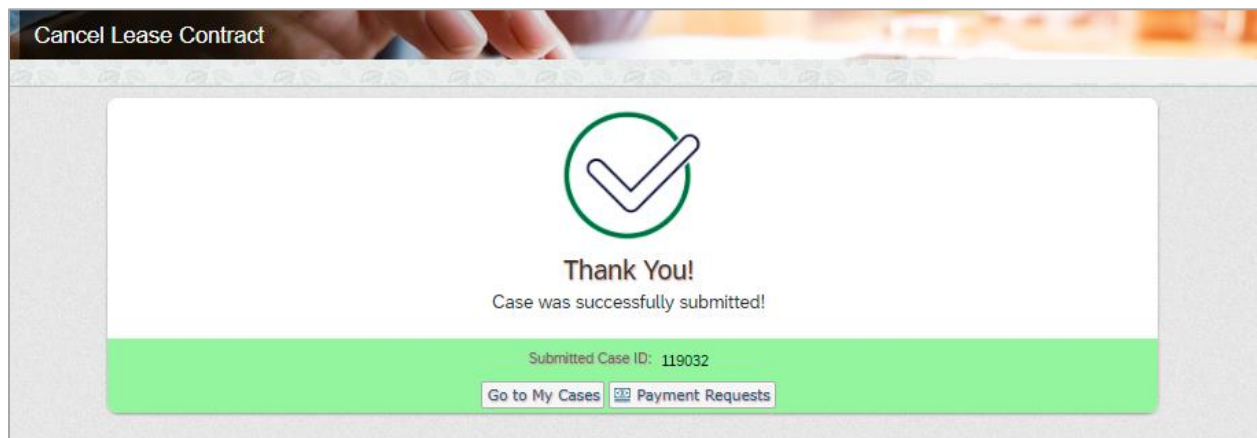
After you submit your request successfully, the coordinator will review it and take the appropriate decision to reject, accept or return it to you for modification (if required).

You will then need to open your cases on the Ras Al Khaimah government portal www.rak.ae to track or amend your request, after which the final approval of your request will be issued and the cancelled 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:
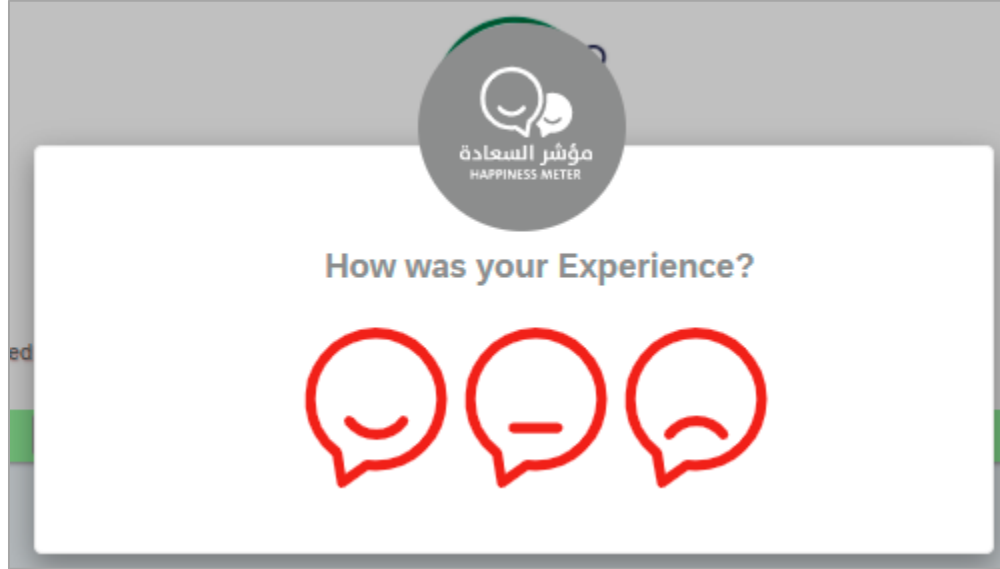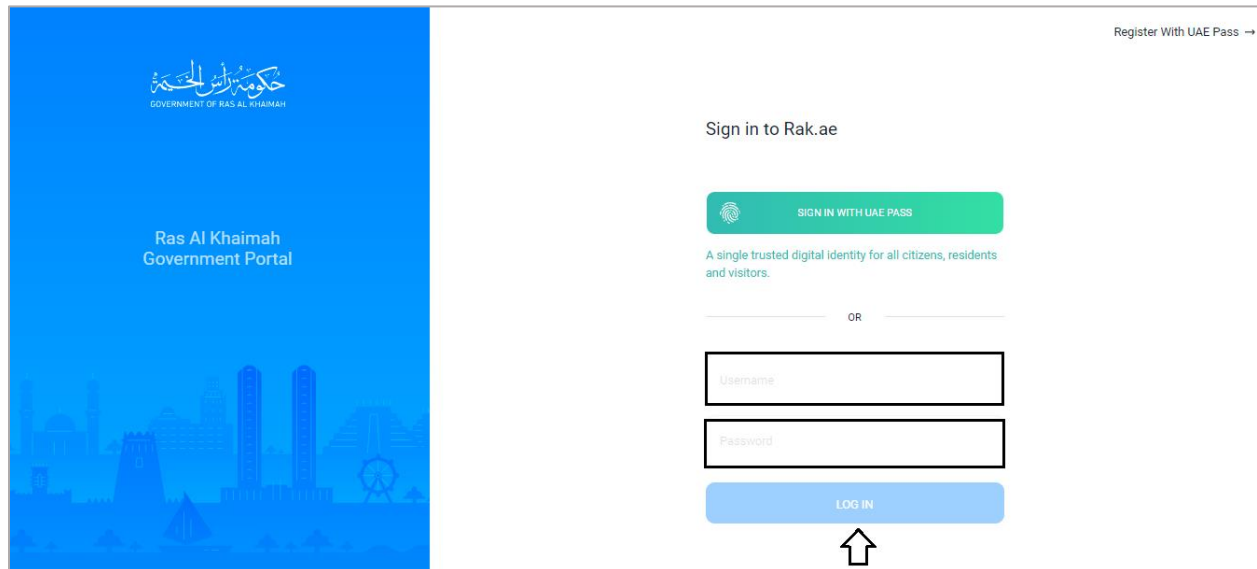
Select the required face and your evaluation will be submitted directly.

Cancel Lease Contract from Draft

If you have previously started to cancel 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 **Cancel 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 cancel, from the "**Contract Number**" drop-down list:

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

Contract number: **10003551**

Case ID: **119030**

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Cancel Residential Tenancy Contract

❓ FAQ   📘 User Guide

∨ Details of Lessee

Name:	Gehad Ramzy webtest1
P.O.Box:	
Nationality:	United Arab Emirates
Emirates ID:	784-1990-1245414-1
Unified ID:	
Passport No:	IN56578788
* Tel. No:	0564041094
* Email ID:	g.mokhtar@egac.rak.ae
Fax No.:	
Profession:	

∨ Details of lessor

Name:	حمد علي حمد عبيد الرحماني
P.O.Box:	
Nationality:	United Arab Emirates
Emirates ID:	784-1956-1303283-8
Unified ID:	
Passport No:	
* Tel. No:	0566092712
* Email ID:	g.mokhtar@egac.rak.ae
Fax No.:	
Profession:	

∨ Details of Property

Plot No: 711020030	Title deed: 01652/2011	Ownership Type: Residential-Em...
* Unit Type: Studio	* Building No: 16	* Floor No: 16	* Unit No: 16
* No of rooms: 16	* Unit Area by Meter: 16.00	FEWA Premise No: 16

Location: RAK

* Cancellation Note:

∨ Rental Details

* Contract Start Date: 25.01.2023	* Contract End Date: 24.01.2025	No of years: 1.00
Annual Rental Amount: 4,000.00	* Rental Amount: 4,000.00	Deposit Amount: 150.00
* Method of Payment: One Insta....	Tenancy Purpose: Family Ac...	Attesting Fees: 0

∨ Special Conditions

no thing

∨ Occupant Details

	Full Name	Nationality	Contact No	Emirates ID	Unified ID
○	ⓘ The table does not contain any data				

∨ Attachments

Cancelled Contract: No ...sen ⬍

Title deed: 🔖

Lessee ID: 🔖

Lessor ID: 🔖

Clearance State Report: No ...sen ⬍   In case of tenant is unavailable

| ✓ Submit | ⌁ Clear | 🖫 Save As Draft | 🖶 Print Contract | ✕ Cancel |

My Cases

When you submit the **Cancel Lease Contract** request, 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**":
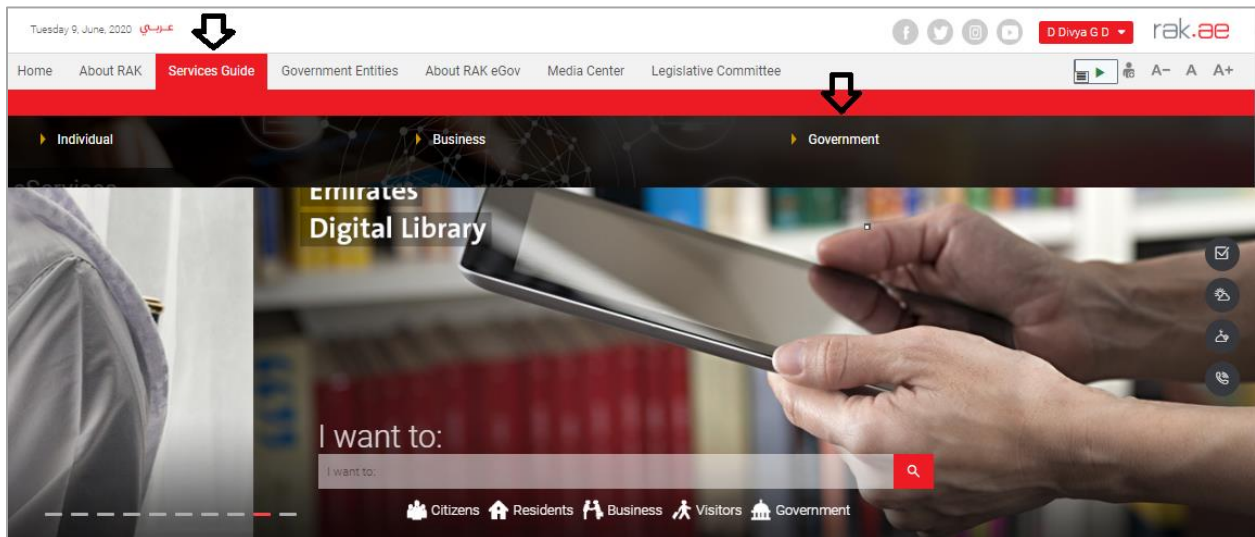
Next, select "**RAK Municipality**"
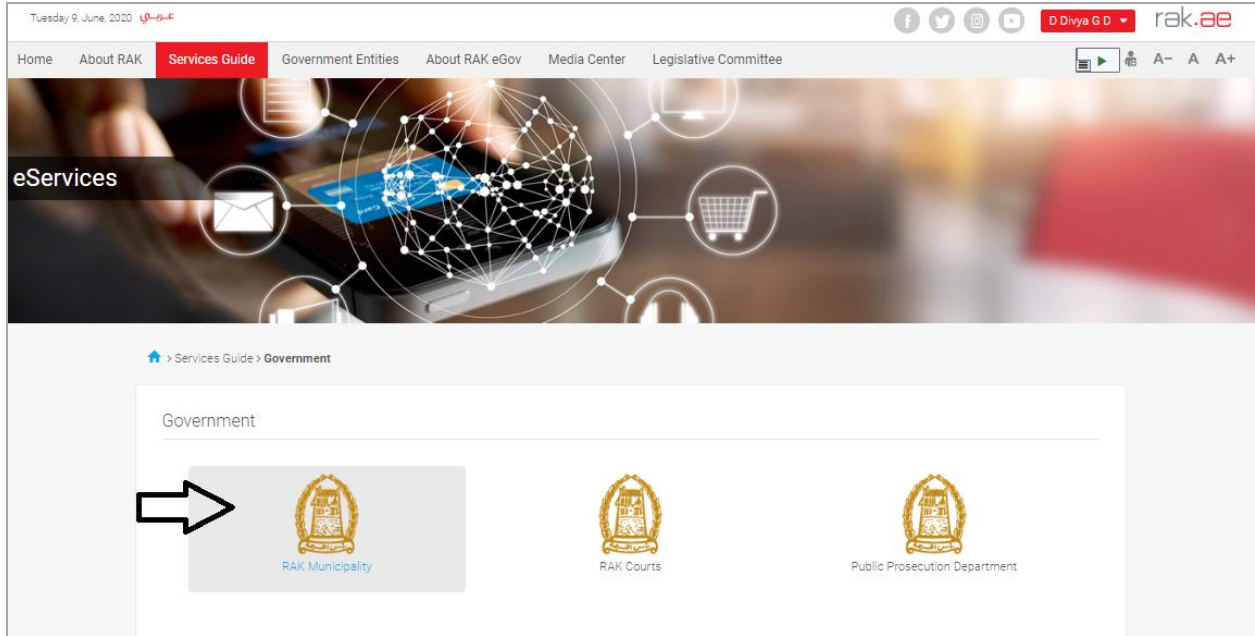
Next, Select the "**Land and Properties Section**"
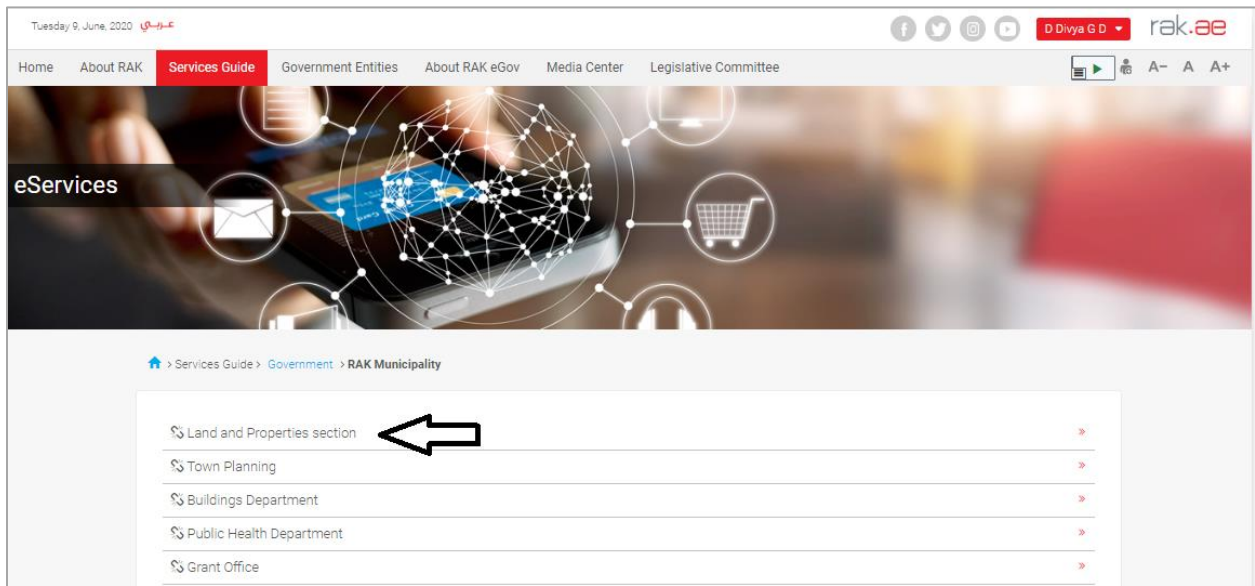
Next, Select "**My Services"**
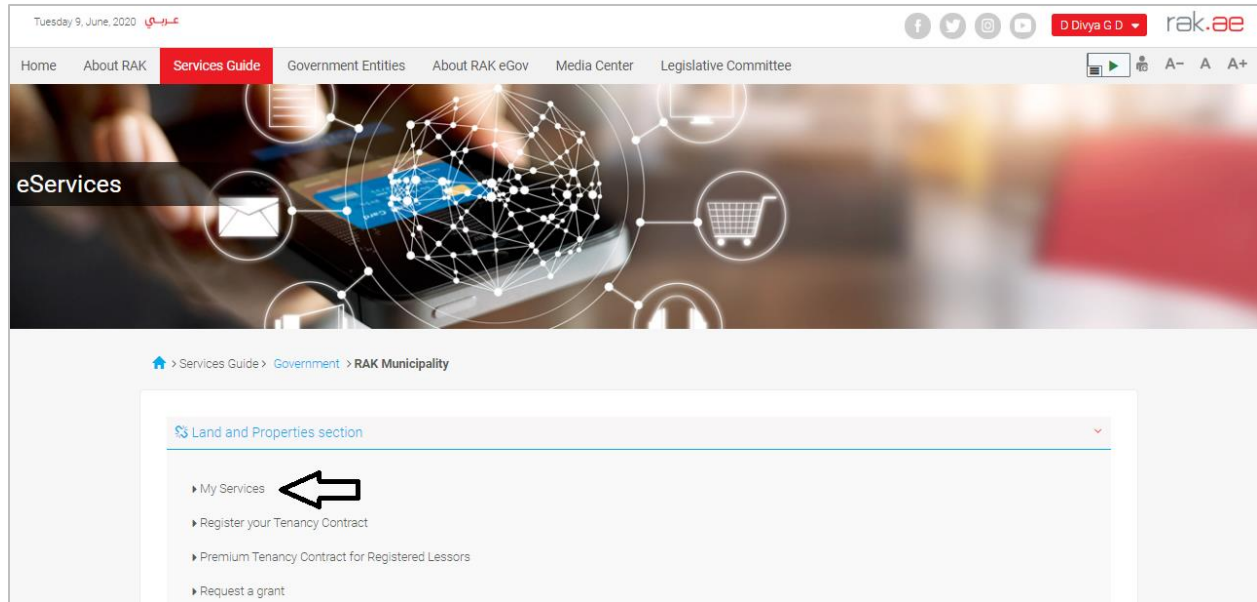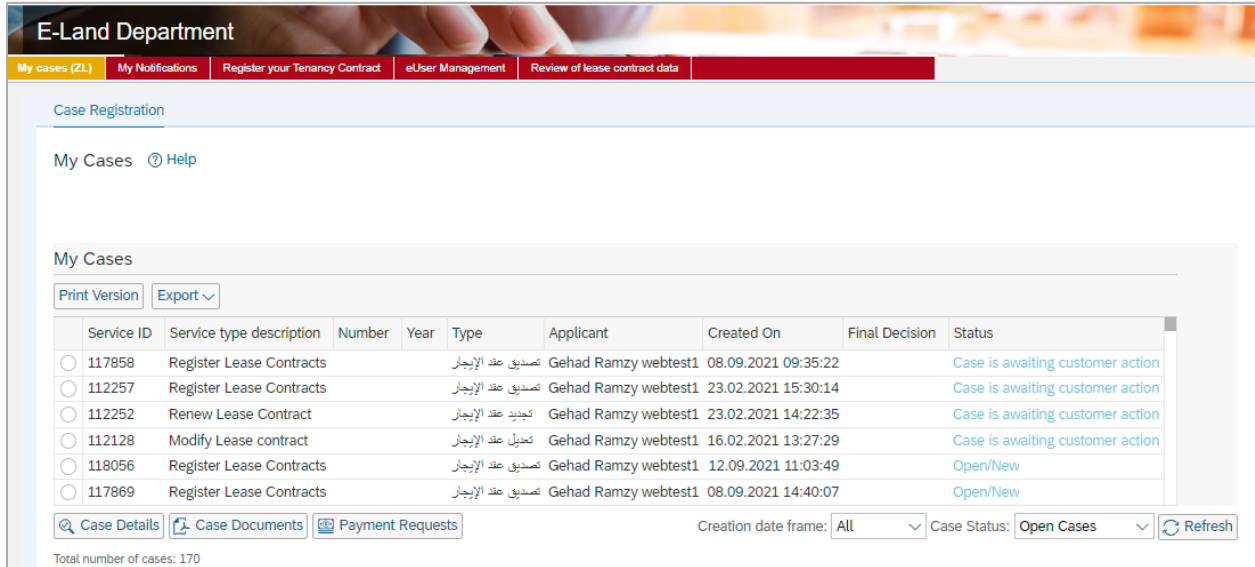
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.
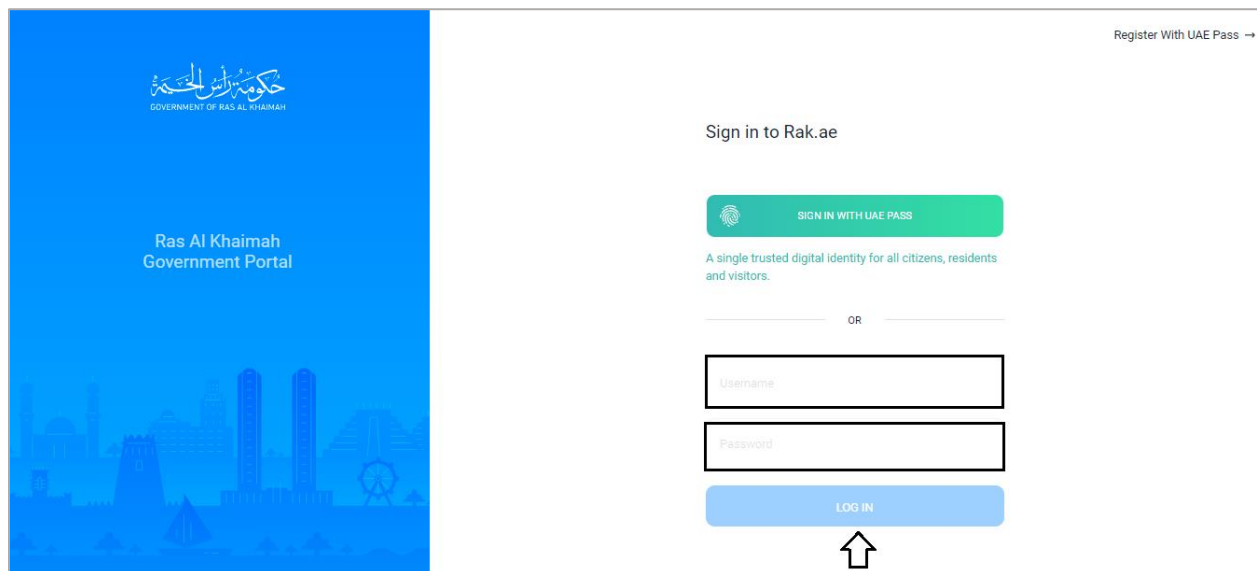
My Cases tab shows all of your submitted requests to the Land and property section in the following statues:

- **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.

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

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

- 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

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.
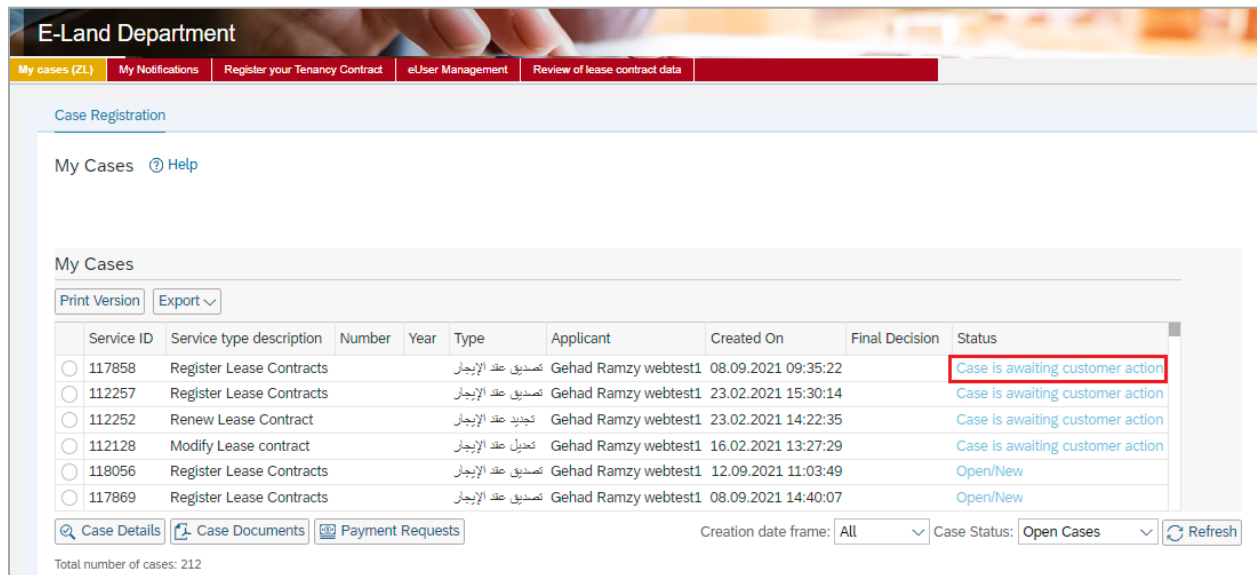
Fee Payment

Cancel Lease Contract service is free of charge

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**":

To modify a request, follow these steps:

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

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

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.