

User Manual

Cancel 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.

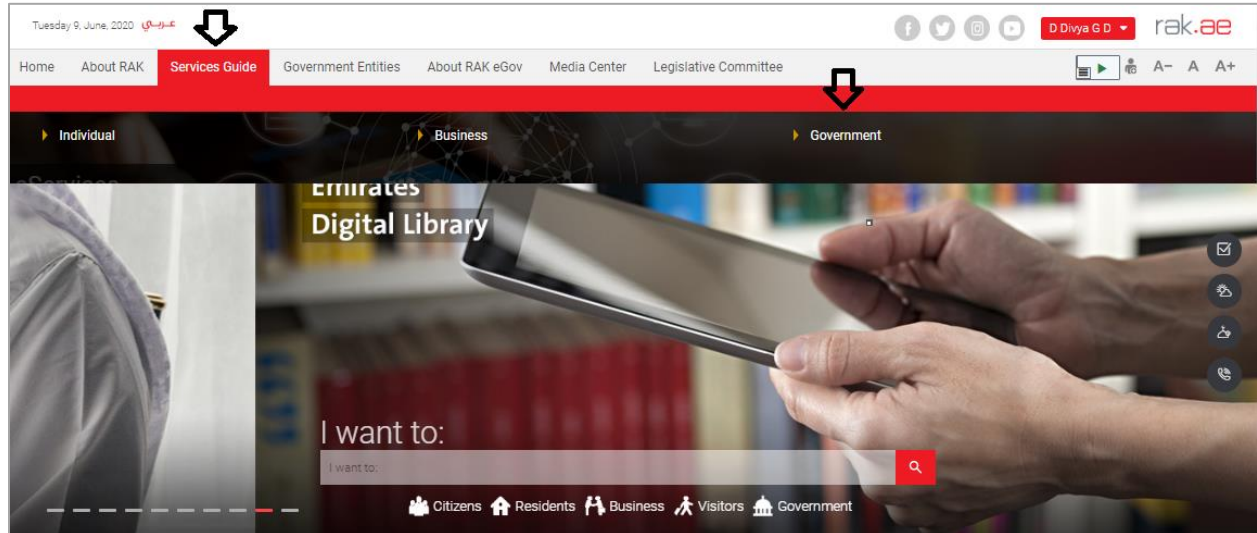
This guide explains to customers (lessor/lessee/third party “a rental company for example”) how to access the **Cancel Lease Contract** service. It also guides customers on how to create, send and track the request electronically without the need to buy a lease contract, or to go to a typing center or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

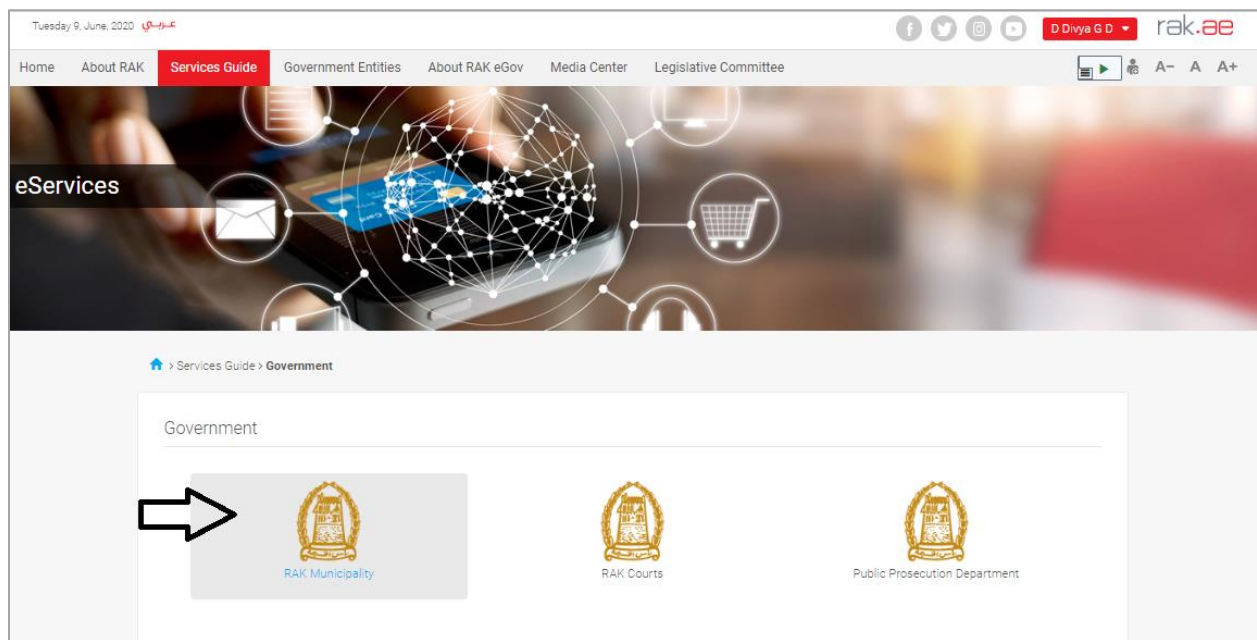
Customers will be able to log in to the electronic services of the section, submit requests, track requests, pay fees, modify requests (if necessary), re-submit the requests after applying the modifications, and finally obtain their renewed contracts electronically.

Login and Access to the Cancel Lease Contract Service

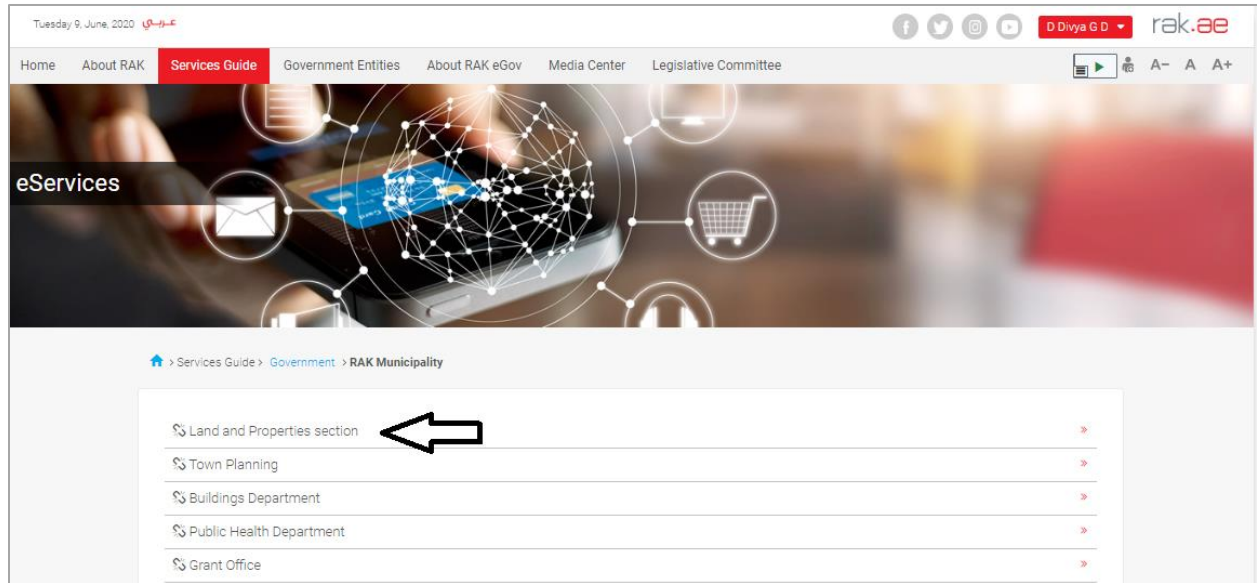
1. Access the RAK Government portal on <https://www.rak.ae/wps/portal>
2. Click on the **Service Guide** then click on **Government**:



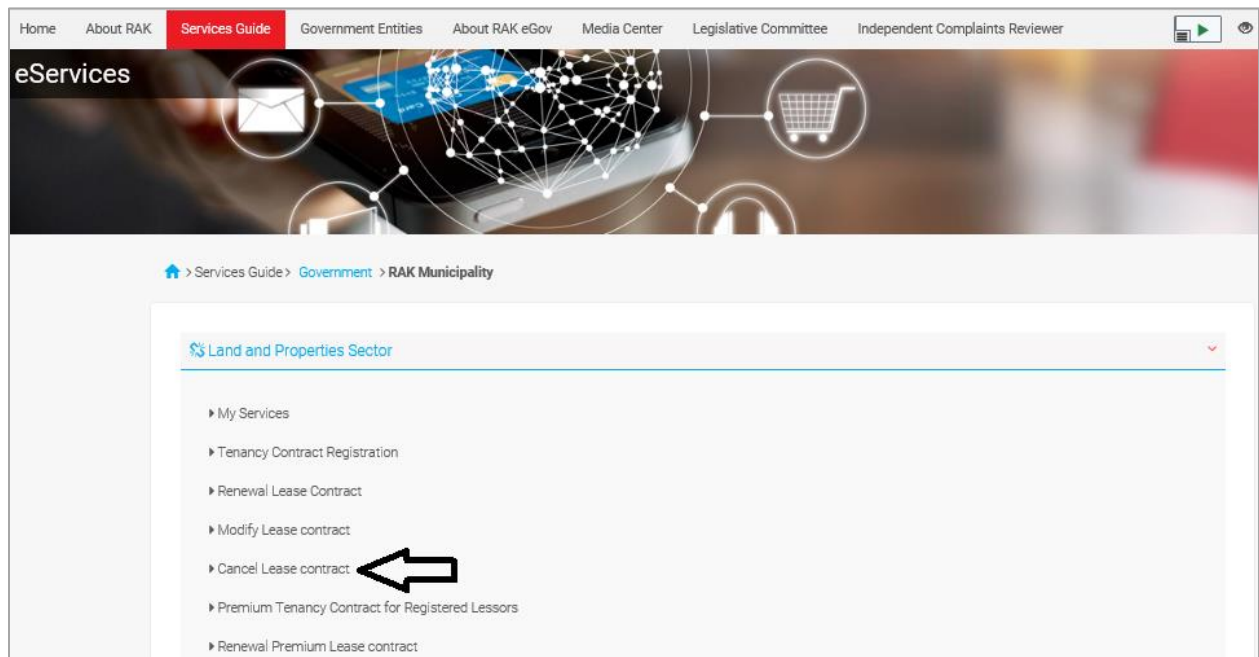
3. Next, select **RAK Municipality**



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.

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eServices

> Services Guide > Government > RAK Municipality > Land Sector > Cancel Lease contract

Cancel Lease contract

This service aims to facilitate the tenancy contract termination process by availing it online for lessors, lessees and 3rd party applicants.

- 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.

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

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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.

Processing Time

1 working day.

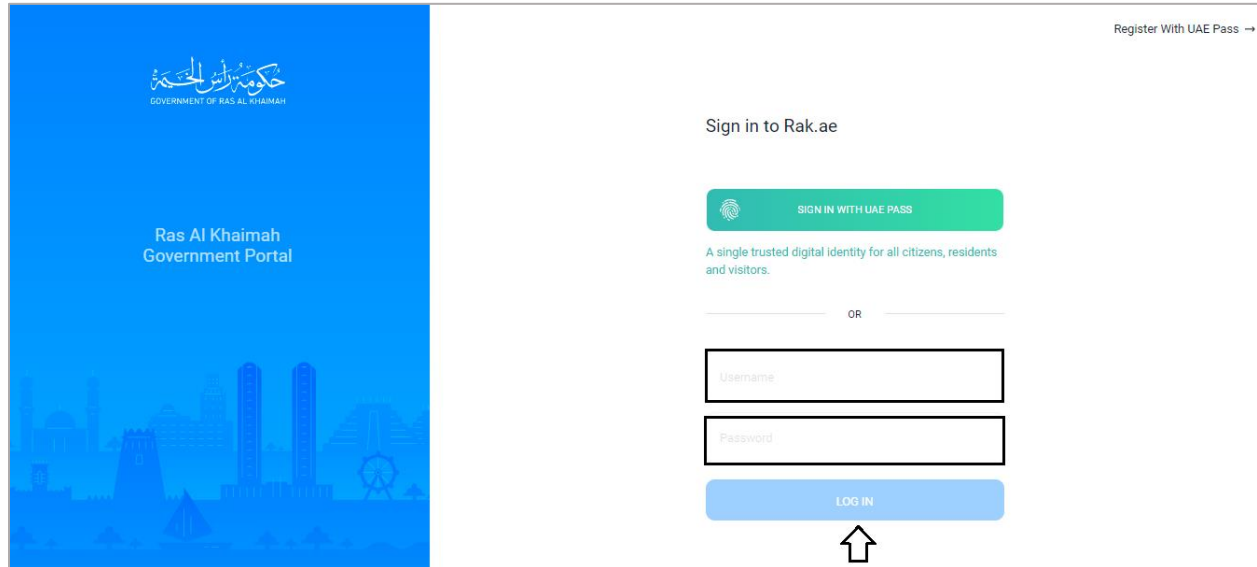
Required Documents

- Tenancy contract
- Title Deed (not able to be added again)
- EID for Lessee (not able to be added again)
- EID for Lessor(not able to be added again)
- 3rd party documents
- Clearance State Report


Start Service

Create a Cancel Lease Contract Request

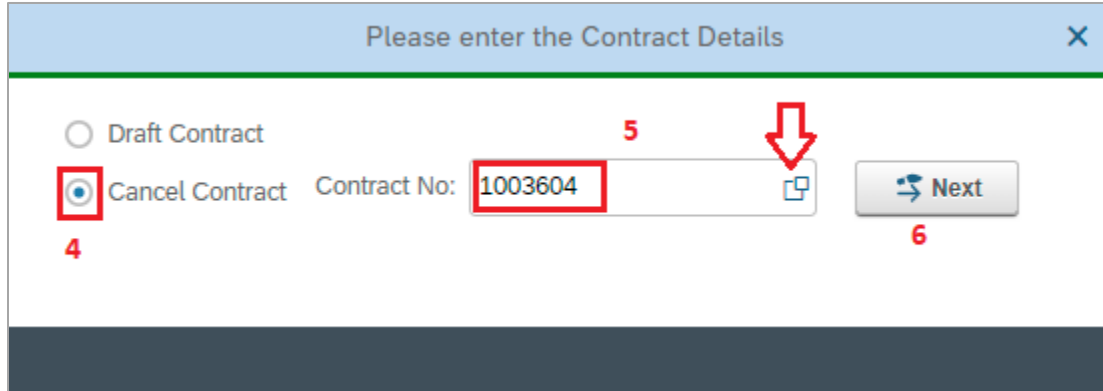
1. After you access the **Cancel Lease Contract** service and click on the **“Start Service”** button, the login page will appear as follow:




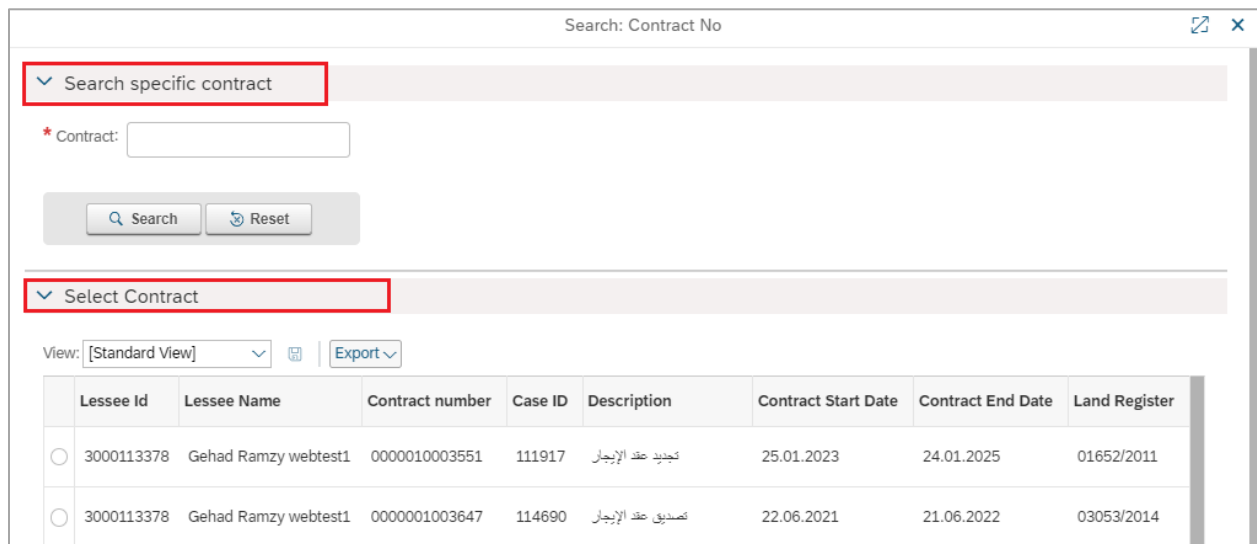
2. Enter your RAK Government Portal username and password that you have previously created, and then press on the **“LOG IN”** button.
3. The **Cancel Lease Contract** request form will be displayed letting you create the request:



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:



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 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:

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:

* Cancellation Note:

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:

Special Conditions

Occupant Details

Attachments

Cancelled Contract: [Download](#)

Title deed: [Download](#)

Lessee ID: [Download](#)

Lessor ID: [Download](#)

Clearance State Report: [Download](#) **In case of tenant is unavailable**

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

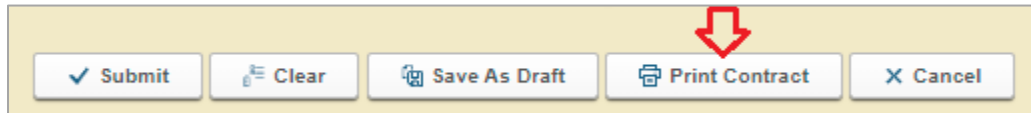
services should be provided before moving to the unit


10. In the **Attachments** section, all original documents are available except for the contract and the clearance state report that are required for cancellation.

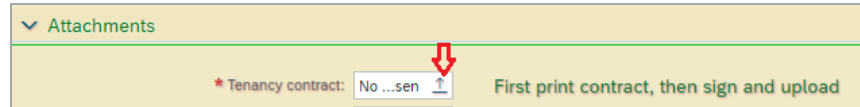
Note: You must attach all the mandatory documents to complete the request, and you can modify all attachments (add a new attachment or replace the existing one).

To upload the attachments, do the following:

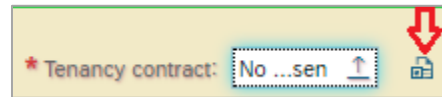
- a. Click the "**Print Contract**" button at the bottom of the form, then sign the contract from lessor and the lessee then, attach the signed contract by both parties:



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

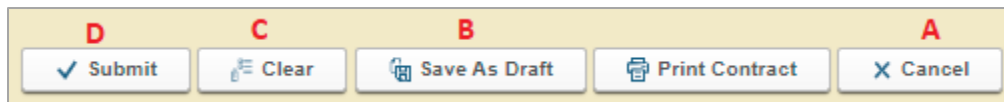


- c. Select the required document, and then click the "**Open**" button → to upload the document successfully.
d. To preview the attached document, click the preview icon that will appear next to the required attachment:



- 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.

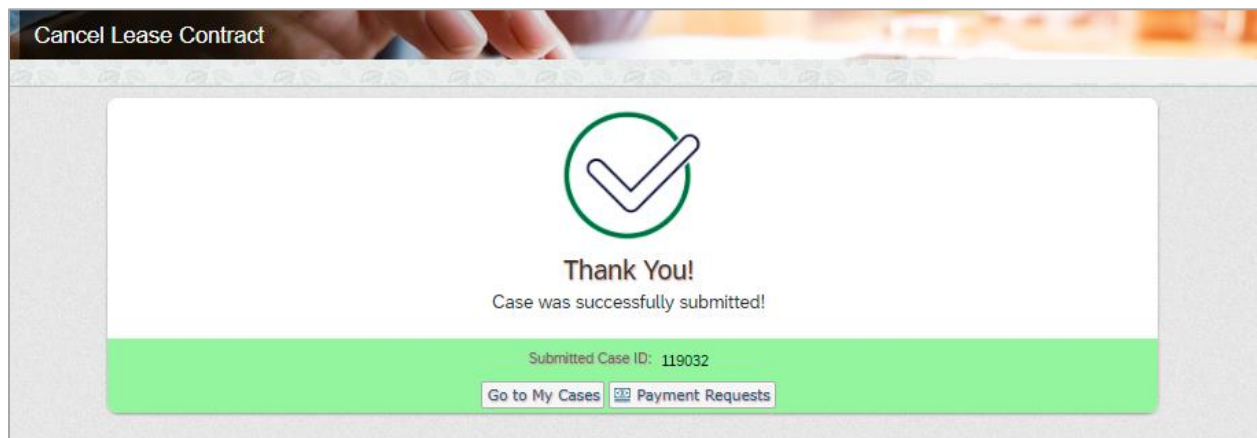
Submit Case Creation

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

Submit Cancel

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

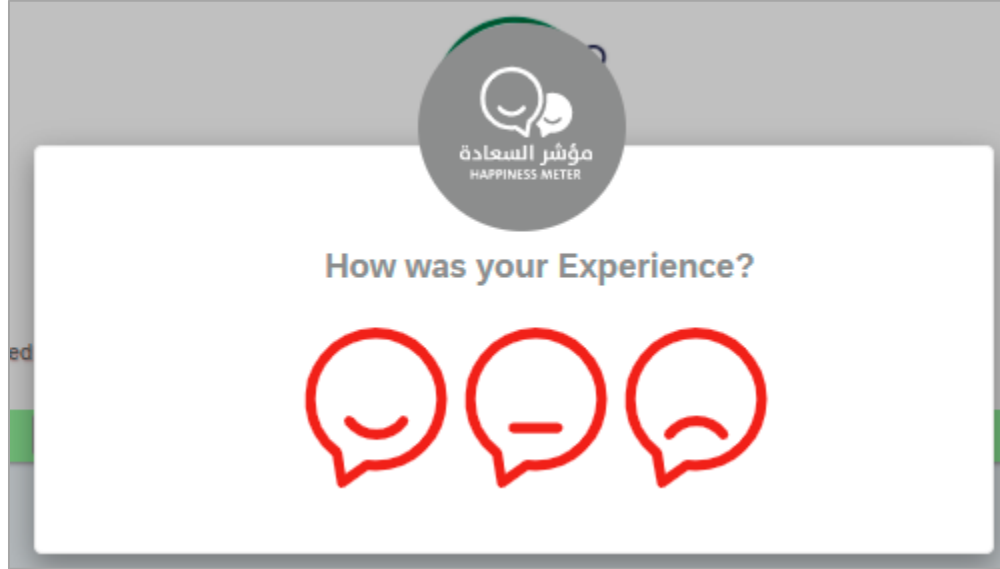
A message will appear confirming that the request has been submitted successfully and displaying the transaction reference number.



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:

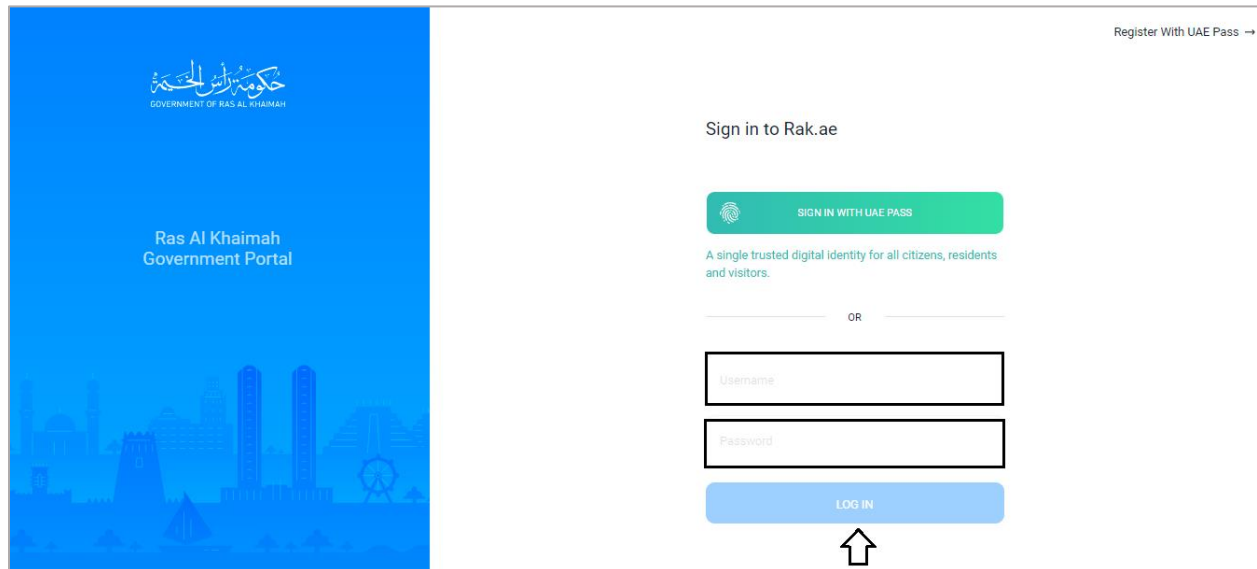


Select the required face and your evaluation will be submitted directly.


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:

Please enter the Contract Details ×

Draft Contract Contract No: Select Contract No ↩ Next

Cancel Contract  New --Gehad Ramzy webtest1 000000119030

6. Click **“Next”**, to have the request form displayed as follows, letting you complete it [as previously explained in the “Cancel Lease Contract” section](#)

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 webstest1
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@egpc.rak.ae
Fax No.:
Profession:

Details of lessor

Name: محمد علي محمد عبد الرحمن
P.O.Box:
Nationality: United Arab Emirates
Emirates ID: 784-1956-1303283-8
Unified ID:
Passport No:
* Tel. No: 0566092712
* Email ID: g.mokhtar@egpc.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
<input type="radio"/> 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

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

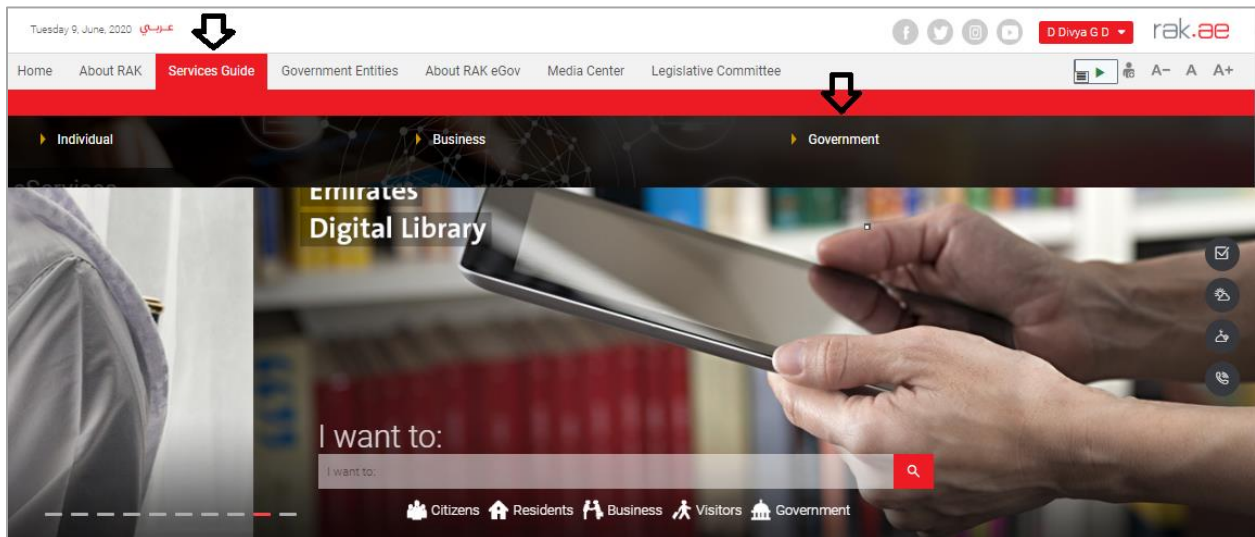
When you submit the **Cancel Lease Contract** request, the coordinator in the Land and property section will review it and accordingly the coordinator will take one of the following actions:

- 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.

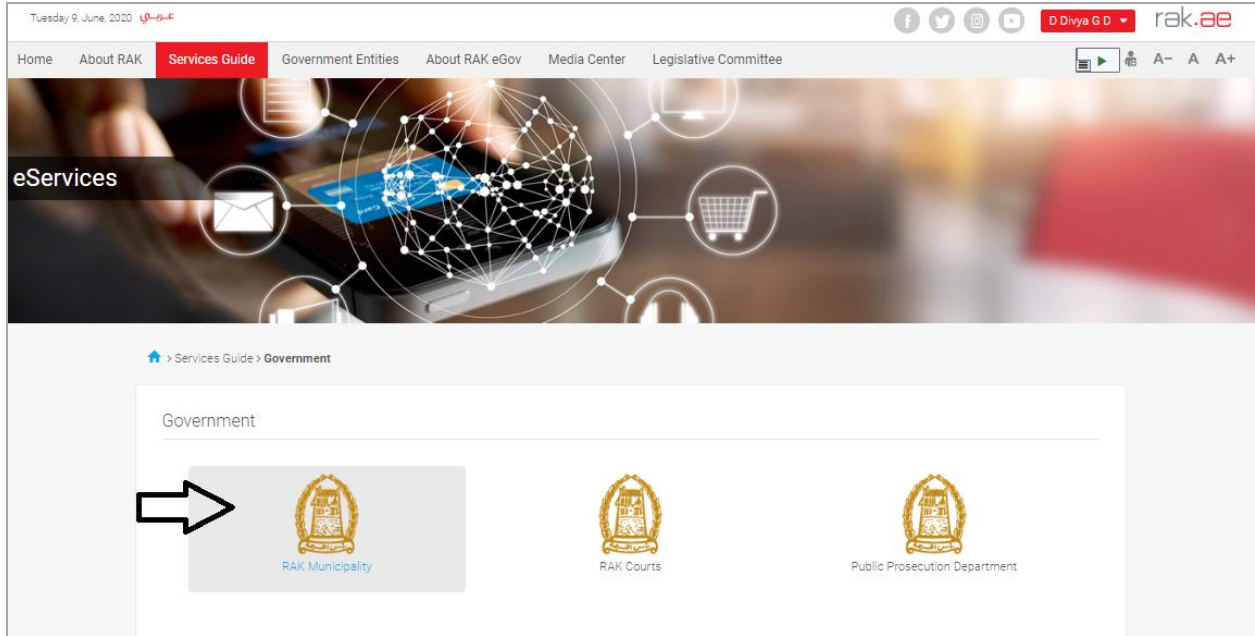
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

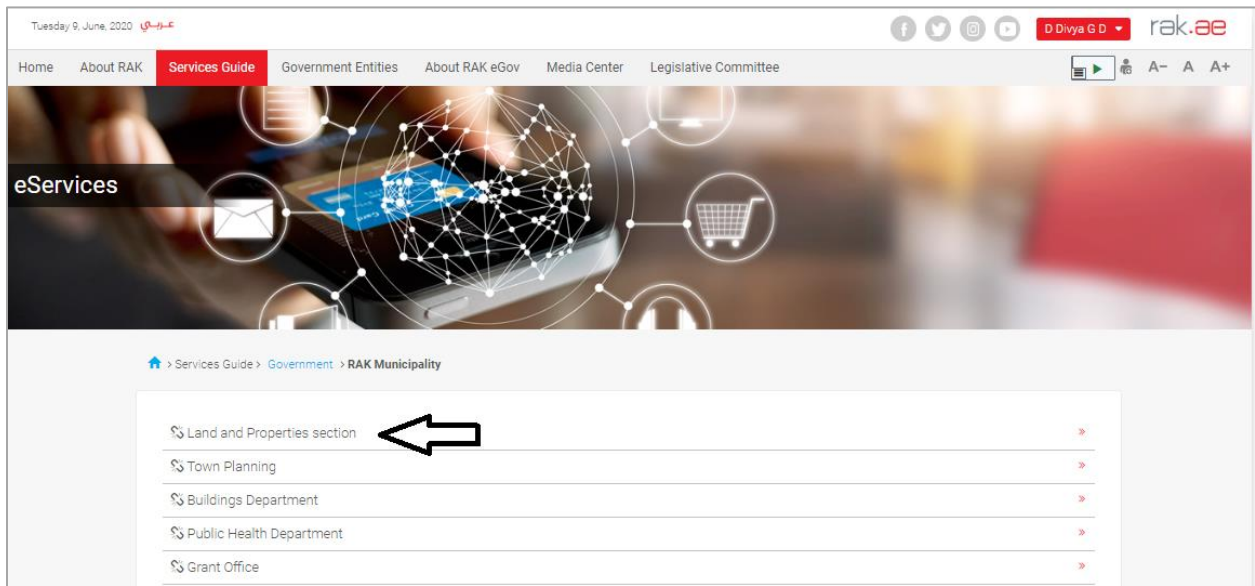
Then, Click the **“Service Guide”** then click **“Government”**:



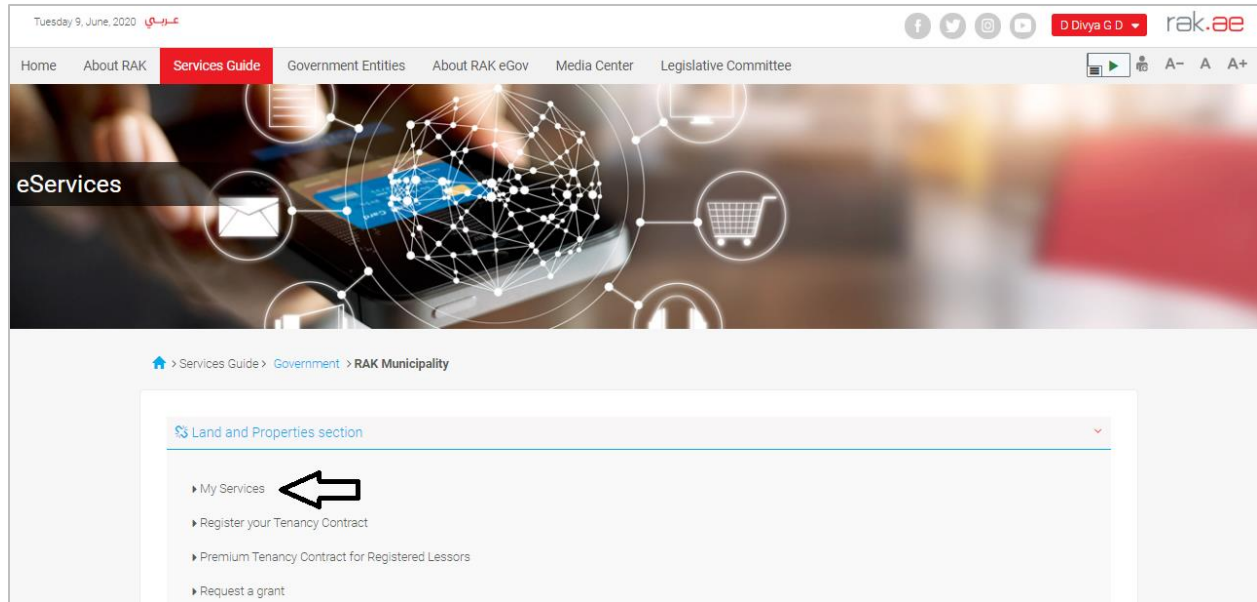
Next, select **“RAK Municipality”**



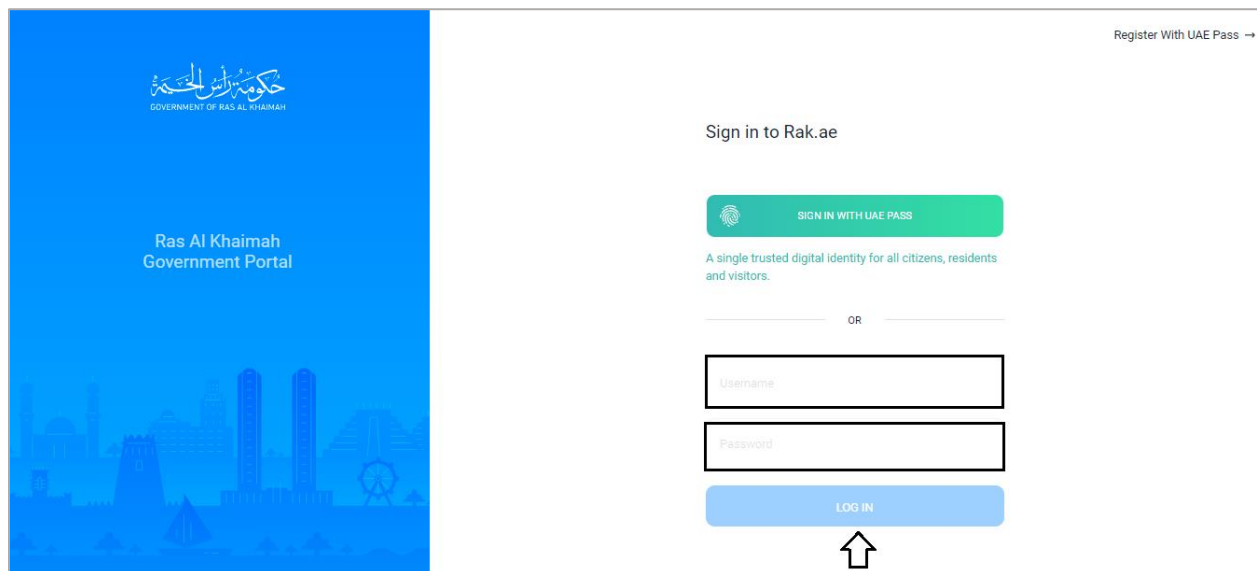
Next, Select the “Land and Properties Section”



Next, Select “My Services”



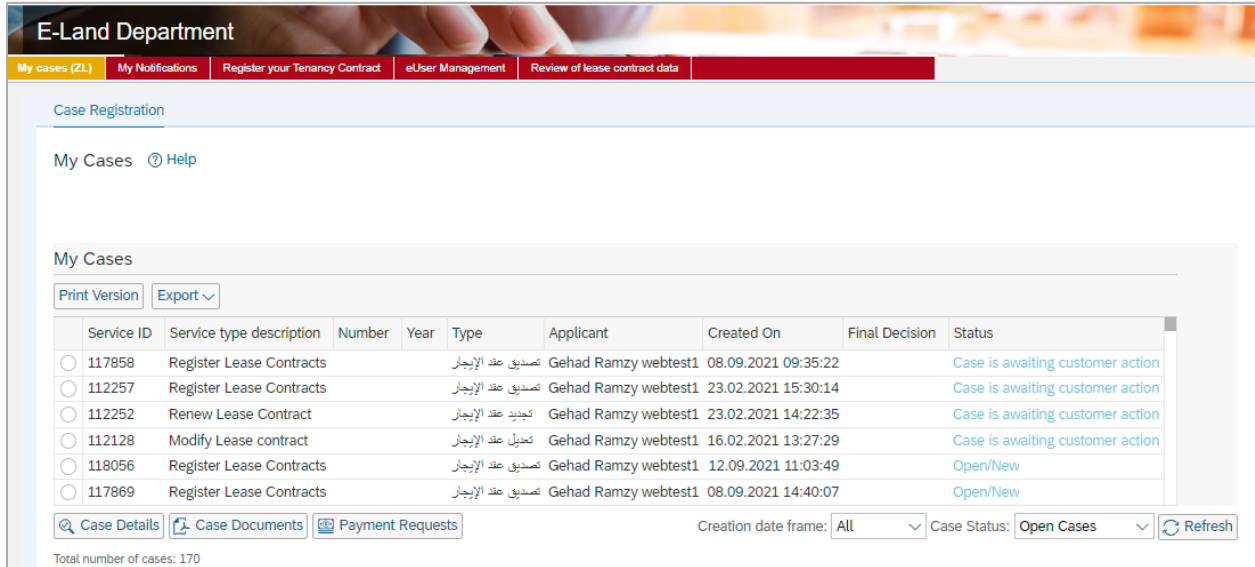
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the “Log in” button.



My Cases tab shows all of your submitted requests to the Land and property section in the following 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
117858	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 09:35:22		Case is awaiting customer action
112257	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 15:30:14		Case is awaiting customer action
112252	Renew Lease Contract			تجديد عقد الإيجار	Gehad Ramzy webtest1	23.02.2021 14:22:35		Case is awaiting customer action
112128	Modify Lease contract			تعديل عقد الإيجار	Gehad Ramzy webtest1	16.02.2021 13:27:29		Case is awaiting customer action
118056	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	12.09.2021 11:03:49		Open/New
117869	Register Lease Contracts			تصديق عقد الإيجار	Gehad Ramzy webtest1	08.09.2021 14:40:07		Open/New

Case Details | Case Documents | Payment Requests

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

Total number of cases: 170

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

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

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

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

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

E-Land Department

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

Case Registration

My Cases [Help](#)

My Cases

Print Version | Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
118057	Register Lease Contracts	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

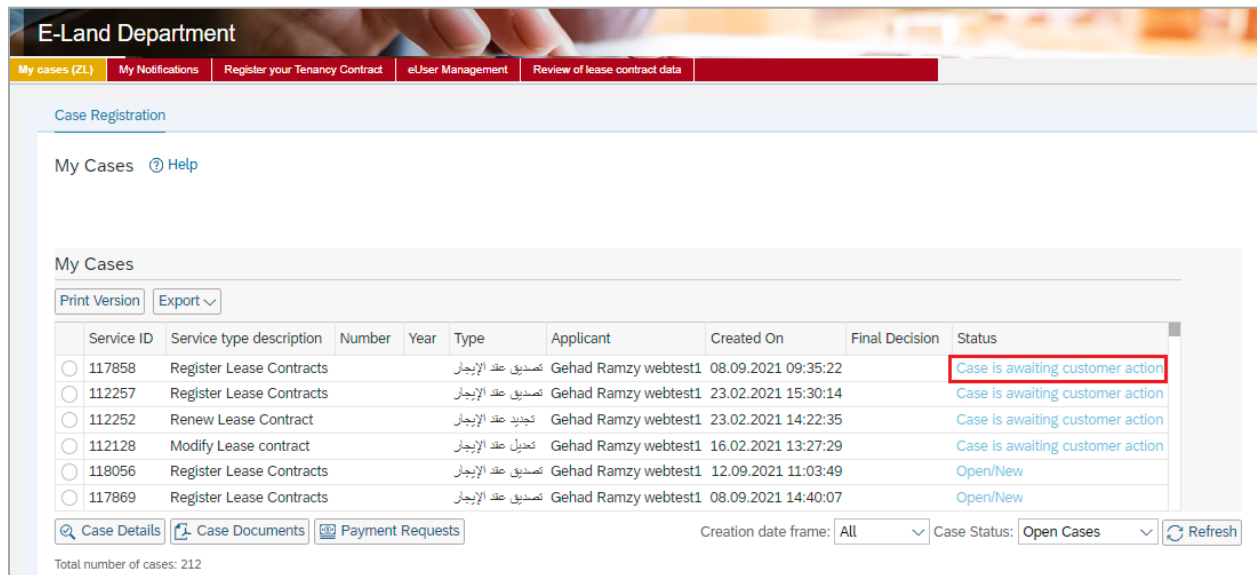
Fee Payment

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”**:



The screenshot shows the 'E-Land Department' portal interface. At the top, there are navigation tabs: 'My cases (21)', 'My Notifications', 'Register your Tenancy Contract', 'eUser Management', and 'Review of lease contract data'. Below this is a 'Case Registration' section with 'My Cases' and a 'Help' link. A 'My Cases' table is displayed with columns for Service ID, Service type description, Number, Year, Type, Applicant, Created On, Final Decision, and Status. The first row is highlighted with a red box, showing a status of 'Case is awaiting customer action'. Below the table are buttons for 'Print Version', 'Export', 'Case Details', 'Case Documents', and 'Payment Requests'. At the bottom, there are filters for 'Creation date frame' (set to 'All') and 'Case Status' (set to 'Open Cases'), along with a 'Refresh' button. The total number of cases is 212.

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

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 Inst... * Tenancy Purpose: Emplo... Attesting Fees: 0
First installment 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.