



User Manual

Modify Premium Lease Contract Request

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 (Real Estate developer companies and Property Owners) how to access the **Modify Premium Lease Contract** service. It also guides customers on how to create, send and track the request electronically.

The **Modify Premium Lease Contract service** allows customers to open and modify their completed lease contract.

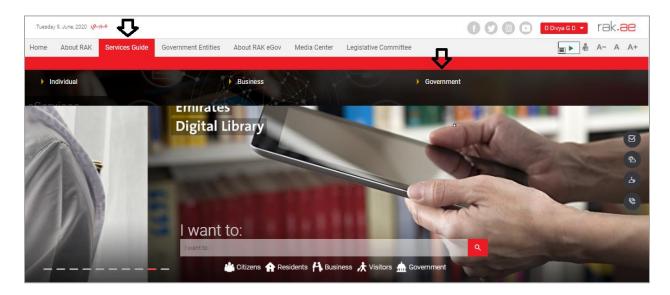
Customers will be able to log in to the electronic services of the section, submit requests, track requests, pay fees, modify requests (if necessary), re-submit the requests after applying the modifications, and finally obtain their attested contracts electronically.



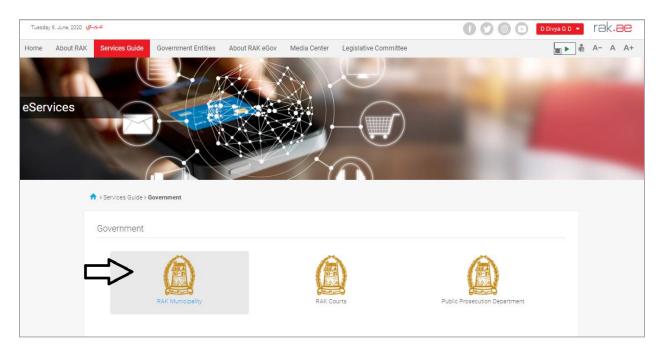


Login and Access to Modify Premium Lease Contract Service

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



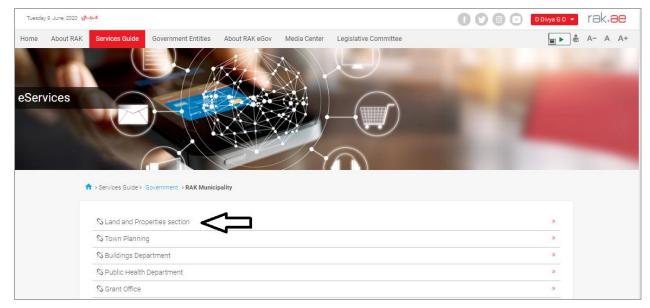
3. Next, select RAK Municipality



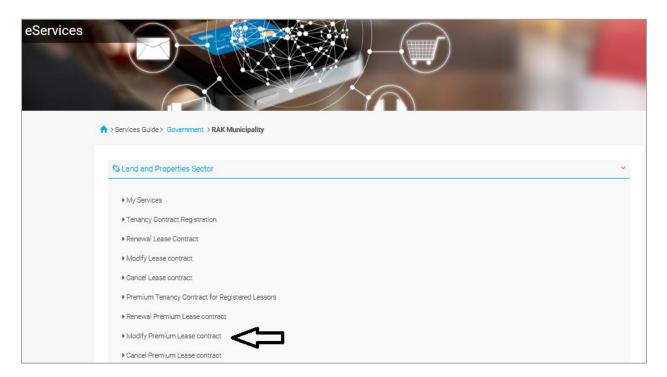
4. Next, select Land and Properties Section







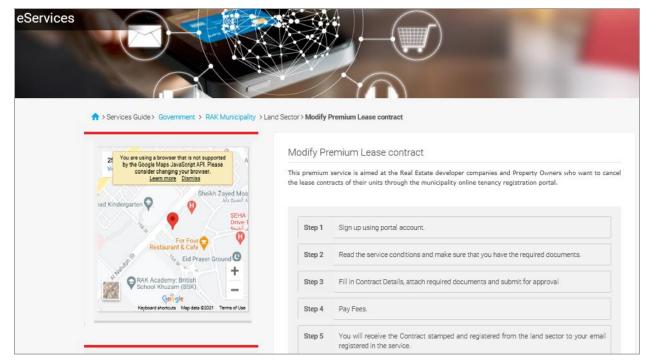
5. Next, click on Modify Premium Lease Contract



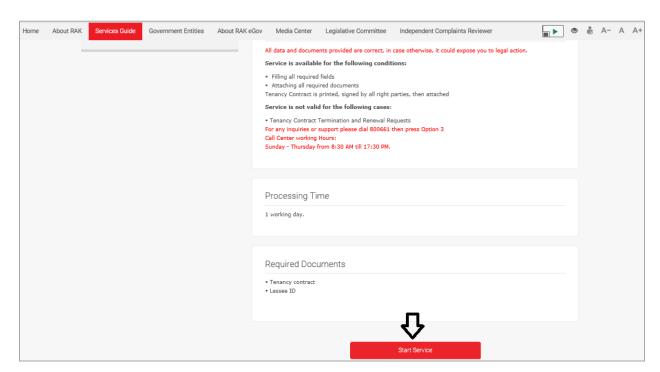
6. The service screen displays the service definition, procedure, conditions, fees, time, and the required documents.







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

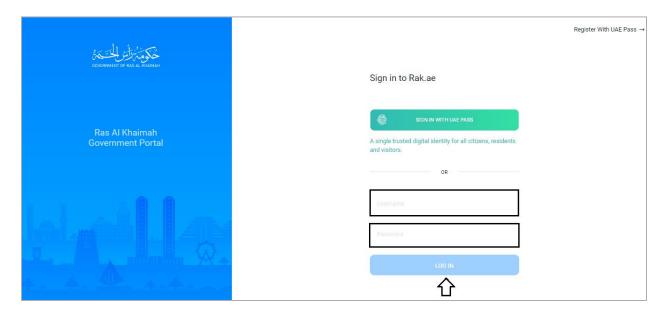




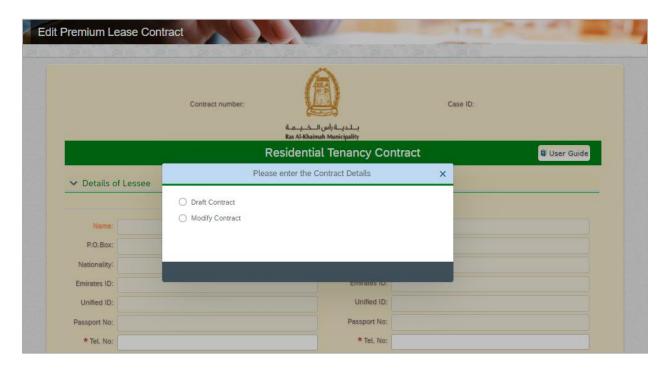


Modify Premium Lease Contract Request

1. After you access the **Modify Premium 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 **Modify Premium Lease Contract** request form will be displayed letting you modify the request:



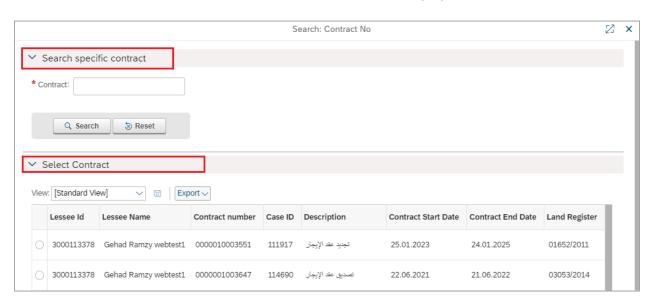
4. To modify a contract, select the "Modify Contract" button:







5. Enter the number of the required contract to be modified 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 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 "Modify", to have the request form displayed as follows, letting you complete it





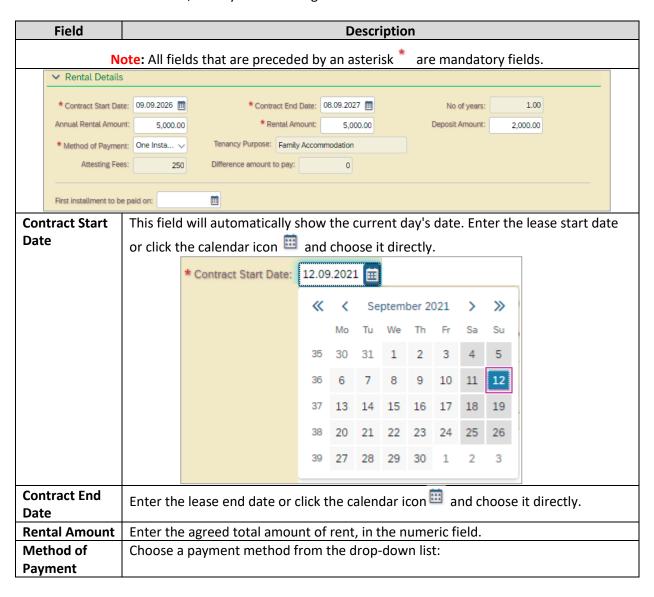
	Contract num	ber: 1003652		Case ID: 120476
		d.o. Ras /	يـــلـديــــة رأس الــــــــــــــــــــــــــــــــــــ	
		Resider	ntial Tenancy Contract	8 User Guide
✓ Details o	flessee		✓ Details of lessor	
- Details o			Details of fessor	
Name	مصطلی عبد		Name:	کي افست ش بذيرم
P.O.Box			P.O.Box:	
Nationality:	Egyptian		Using trade license number:	
	784-1979-2865863-84			05016138
Unified ID:				Mostafa.a@eg:
Passport No:			Fax No.:	
* Tel. No:	0566092712			
	bagdadi@ega			
Fax No.:				
Profession:				
✓ Details o	f Property			
BLD-18-100	052G010002			
Plot No:	313030024	Title deed: 00000/	Ownership Type:	
Unit Type:	Apartment	* Building No: بنية تفرم 2	* Floor No: G	* Unit No: 2
No of rooms:	1. * Unit A	Area by Meter: 495.0000	FEWA Premise No: 230310102662	2
Location:	AL Qurum - Building 2 - F	معرض loor G - Unit 2		
✓ Rental D	etails			
	art Date: 09.09.2026		nd Date: 08.09.2027	No of years: 1.00
Annual Rental				Deposit Amount: 2,000.00
	Payment: One Insta			
Alleso	ing Fees: 250	Difference amount to pay	6 0	
First installme	nt to be paid on:	#		
 Special (onditions			
✓ Occupan	at Dotails			
Occupan	L Details			
+ Add N	ew 🖯 Delete			
Full Nar			Contact No Emirates ID	Unified 1D
○ ③ The t	able does not contain any	data		
 Attachme 	ents			
- 110000		First print o	ontract, then sign and upload	
	tract: Nosen			
* Tenancy con		essee ID.pdf		





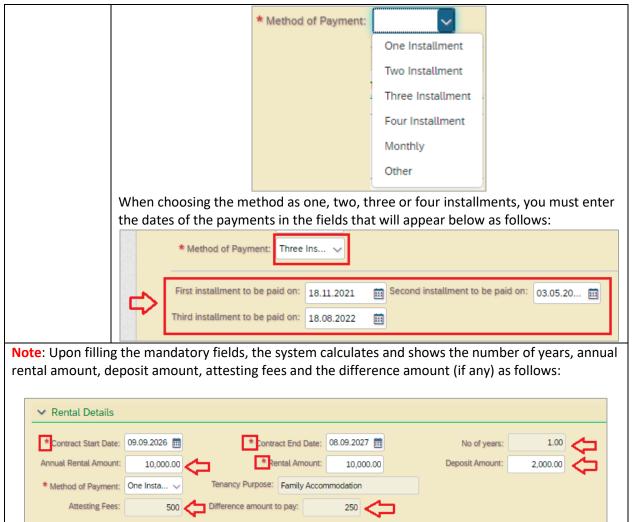
Note:

- 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 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 **Details of Property** section, the information of the selected Property are displayed, and you can modify the only the numbers of rooms and location.
- 8. In the **Rental Details**, modify the following information:

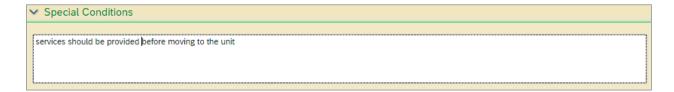




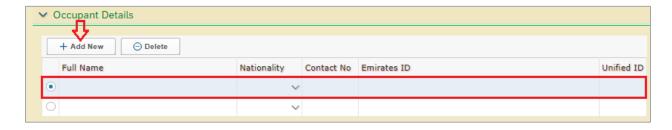




9. Enter the rental conditions (if any), in the Special Conditions textbox field:



- 10. Modify 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:







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:



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



11. In the **Attachments** section, the original attachments are displayed except for the contract, 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:

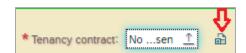
a. Click the "**Print Contract**" button at the bottom of the form, then sign the contract from lessor and the lessee then, attach the signed contract by both parties:



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:

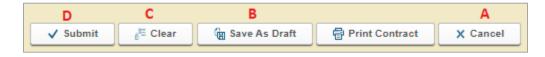


e. Repeat the previous steps from point (b) to replace the rest of the attachments.

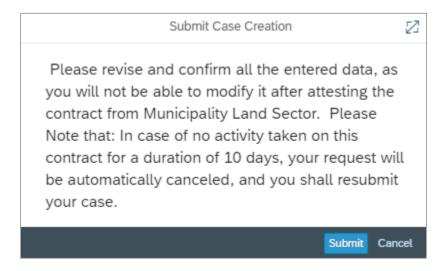




12. Upon filling in the required information, you can do one of the following:

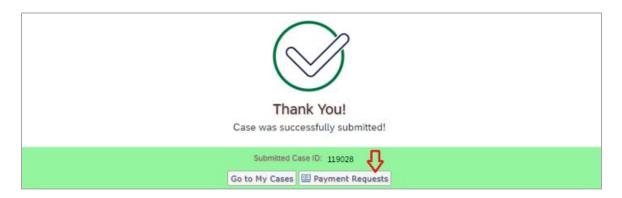


- A. "Cancel" to cancel the request.
- B. "Save As Draft" to save the modified request as a draft for later use.
- C. "Clear" to delete the inputs you have entered.
- D. "Submit" to complete the request.
- 13. Click the "**Submit**" button and confirm the submission in the message that will be displayed 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.





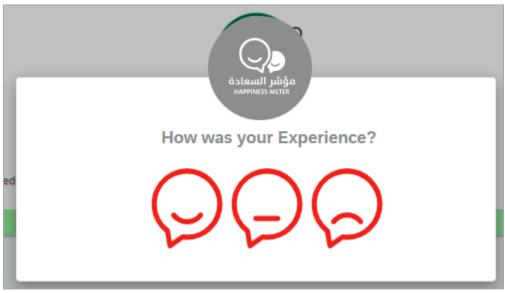


14. Click the "Payment Requests" button to pay the request fees (if any) as will be explained in the Fees Payment section below.

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 or to pay the final fees, after which the final approval of your request will be issued and the modified tenancy contract is issued and sent to your email.

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



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

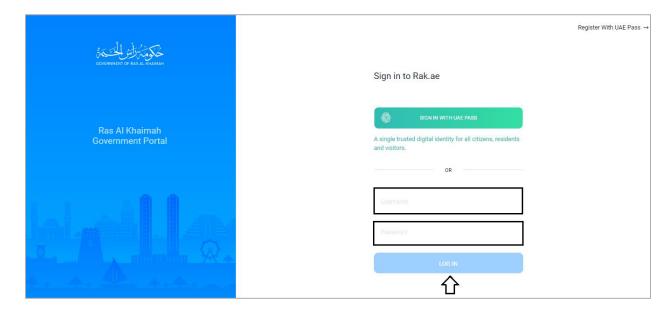




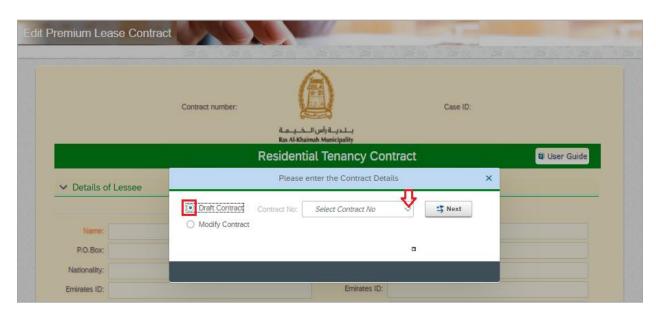
Modify Premium Lease Contract from Draft

If you have previously modified 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:

 After accessing the Modify Premium 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 for which you want to complete the request, 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 explained in the "Modify Premium Lease Contract" section</u>





	Contract num	ber: 1003652		Case ID: 120476
		d.o. Ras /	يـــلـديــــة رأس الــــــــــــــــــــــــــــــــــــ	
		Resider	ntial Tenancy Contract	8 User Guide
✓ Details o	flessee		✓ Details of lessor	
- Details o			Details of fessor	
Name	مصطلی عبد		Name:	کي افست ش بذيرم
P.O.Box			P.O.Box:	
Nationality:	Egyptian		Using trade license number:	
	784-1979-2865863-84			05016138
Unified ID:				Mostafa.a@eg:
Passport No:			Fax No.:	
* Tel. No:	0566092712			
	bagdadi@ega			
Fax No.:				
Profession:				
✓ Details o	f Property			
BLD-18-100	052G010002			
Plot No:	313030024	Title deed: 00000/	Ownership Type:	
Unit Type:	Apartment	* Building No: بنية تفرم 2	* Floor No: G	* Unit No: 2
No of rooms:	1. * Unit A	Area by Meter: 495.0000	FEWA Premise No: 230310102662	2
Location:	AL Qurum - Building 2 - F	معرض loor G - Unit 2		
✓ Rental D	etails			
	art Date: 09.09.2026		nd Date: 08.09.2027	No of years: 1.00
Annual Rental				Deposit Amount: 2,000.00
	Payment: One Insta			
Alleso	ing Fees: 250	Difference amount to pay	6 0	
First installme	nt to be paid on:	#		
 Special (onditions			
✓ Occupan	at Dotails			
Occupan	L Details			
+ Add N	ew 🖯 Delete			
Full Nar			Contact No Emirates ID	Unified 1D
○ ③ The t	able does not contain any	data		
 Attachme 	ents			
- 110000		First print o	ontract, then sign and upload	
	tract: Nosen			
* Tenancy con		essee ID.pdf		





My Cases

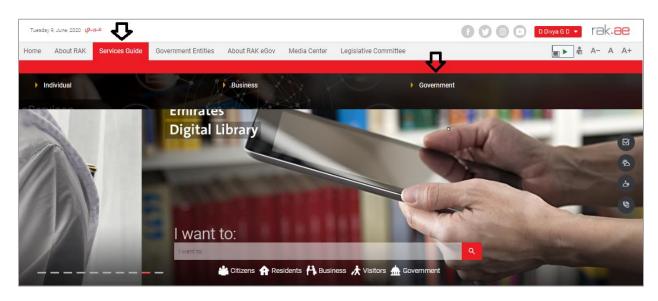
When you submit the **Modify Premium Lease Contract** request, the coordinator in the Land and property section will review it and accordingly the coordinator will do one of the following actions:

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

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

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

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



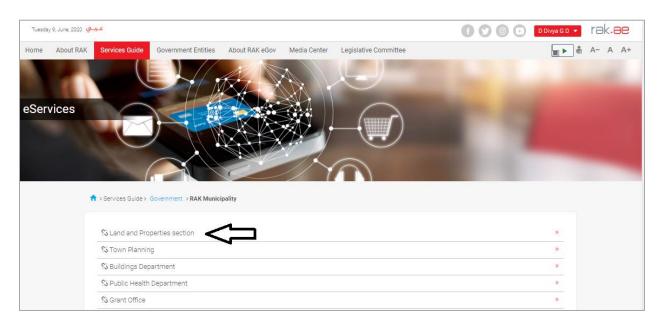
Next, select "RAK Municipality"







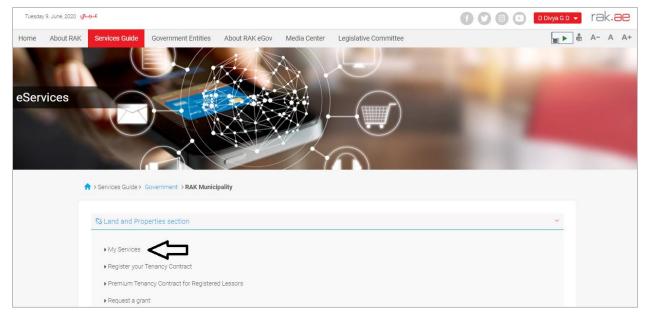
Next, Select the "Land and Properties Section"



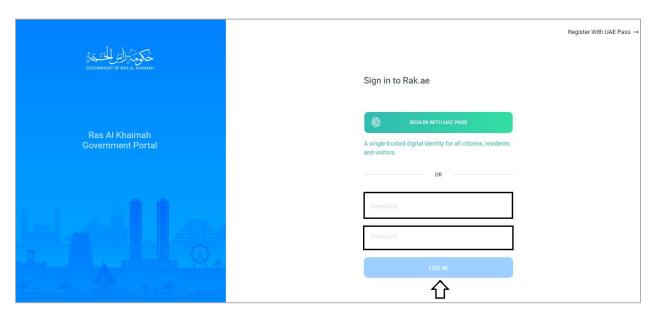
Next, Select "My Services"







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



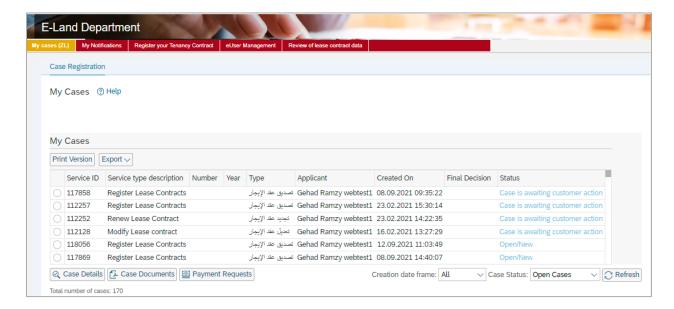
My Cases tab shows all of your submitted requests to the Land and property section in the following statues:

- 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 is displayed in the rejection reasons.
- Waiting for initial fee: It means the request is pending for 25 dirhams payment.





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



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:

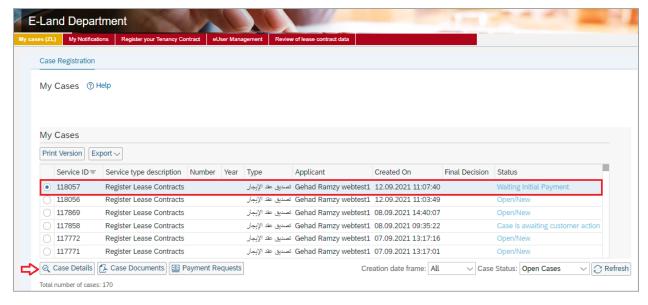
- Print (As a Pdf) Print Version
- Export (As excel files)

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

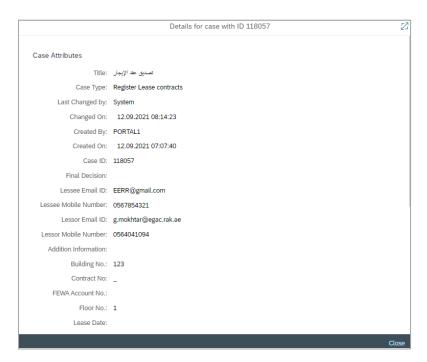
• You will be able to view the details of the service request by selecting the required request and then clicking on the "Case Details" button







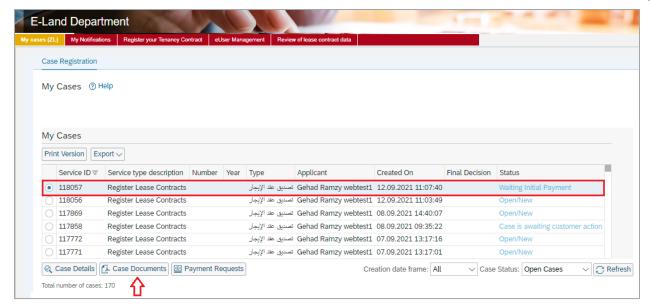
The details screen of the selected request pops up to show all of its details as below:



 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.



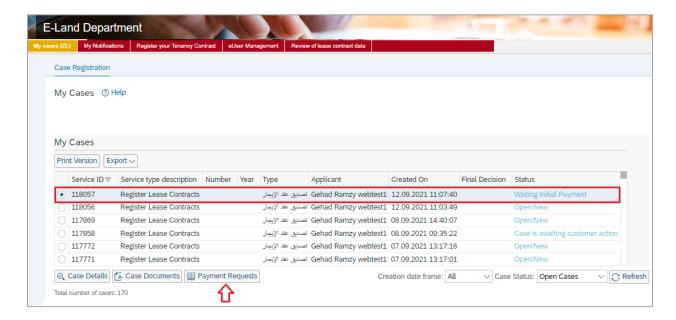




Fee Payment

Modify Premium Lease Contract is a free of charge service, but if your modifications requires fees then you can pay the fees as follows:

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



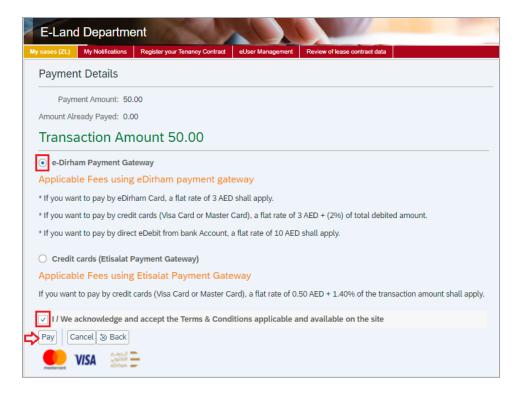
The following screen will be displayed to show the required amount to be paid for the selected request.



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







The system allows you to pay the required amount of money through different channels like the bankcards 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.

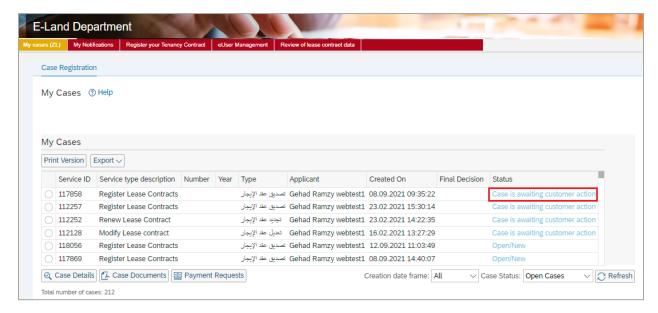




Customer Action

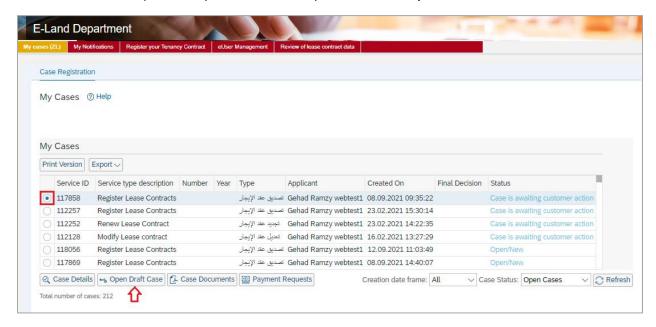
Upon successful submission, the request will be displayed for the land and properties coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back again for review.

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



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:





	Contract number: 1003652	بادید اس الدید بادید اس الدید Al-Khairah Manicipality	Case ID: 120476
		ntial Tenancy Contract	(i) User Guide
✓ Details of	f Lessee	→ Details of lessor	
	مصطلی عبد		کی افست کان ڈیرم
P.O.Box:		P.O.Box:	
Nationality:		Using trade license number:	
	784-1979-2865863-84		05016138
Unified ID:			Mostafa.a@eg:
Passport No:		Fax No.:	
	0566092712		
	bagdadi@ega		
Fax No.:			
Profession:			
✓ Details of	f Property		
BLD-18-10	052G010002		
	313030024 Title deed: 00000/	Ownership Type:	
	Apartment * Building No: 2 بنتية فقر م	* Floor No: G	* Unit No: 2
No of rooms:		FEWA Premise No: 230310102662	
Location:	معرض AL Qurum - Building 2 - Floor G - Unit 2		
✓ Rental D	etails		
* Contract Si	tart Date: 09.09.2026 🛅 * Contract En	nd Date: 08.09.2027 📰	No of years: 1.00
Annual Rental	Amount: 5,000.00 * Rental A	Amount: 5,000.00	Deposit Amount: 2,000.00
* Method of I	Payment: One Insta Tenancy Purpose: Fam	nily Accommodation	
Attest	ing Fees: 250 Difference amount to pay	0	
First installme	nt to be paid on:		
✓ Special (Conditions		
✓ Occupar	t Details		
+ Add N	low 🕒 Delete		
Full Na	me Nationality C	Contact No Emirates ID	Unified 1D
O (2) That	able does not contain any data		
O Q me t	ents		
✓ Attachm			
✓ Attachm	tract: No sen 1 First print or	ontract, then sign and unload	
* Tenancy cor	ntract: No…sen ↑ First print co	ontract, then sign and upload	

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