User Manual

Renewal Premium Lease Contract Request

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

The **Renewal Premium Lease Contract** service allows customers to renew the lease contracts of their leased properties, 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.

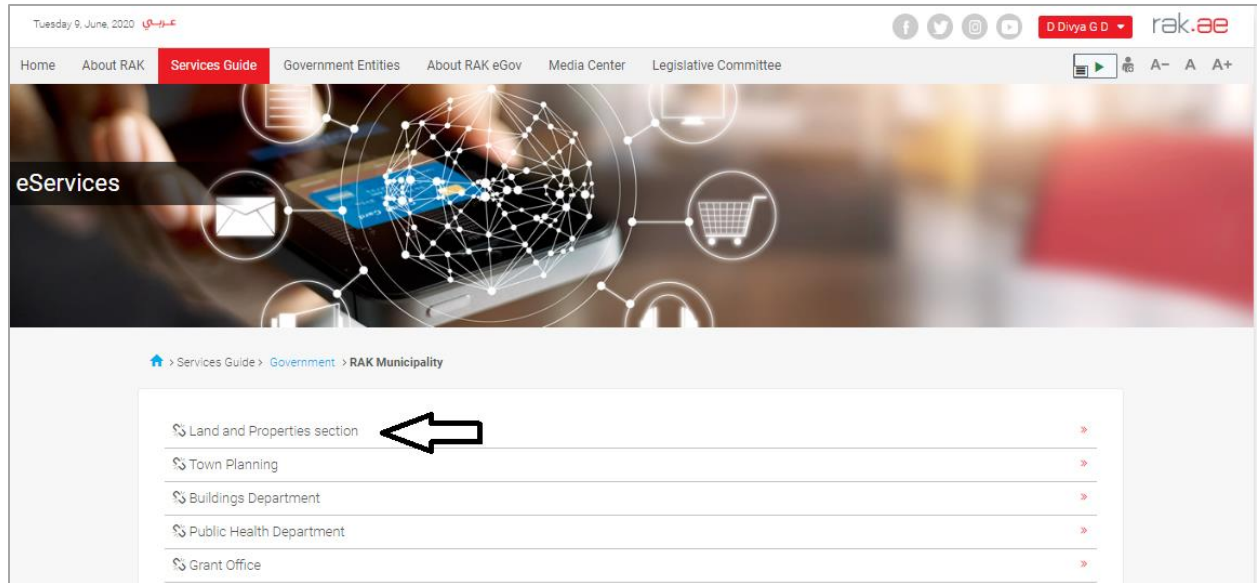## Login and Access to the Renewal Premium Lease Contract

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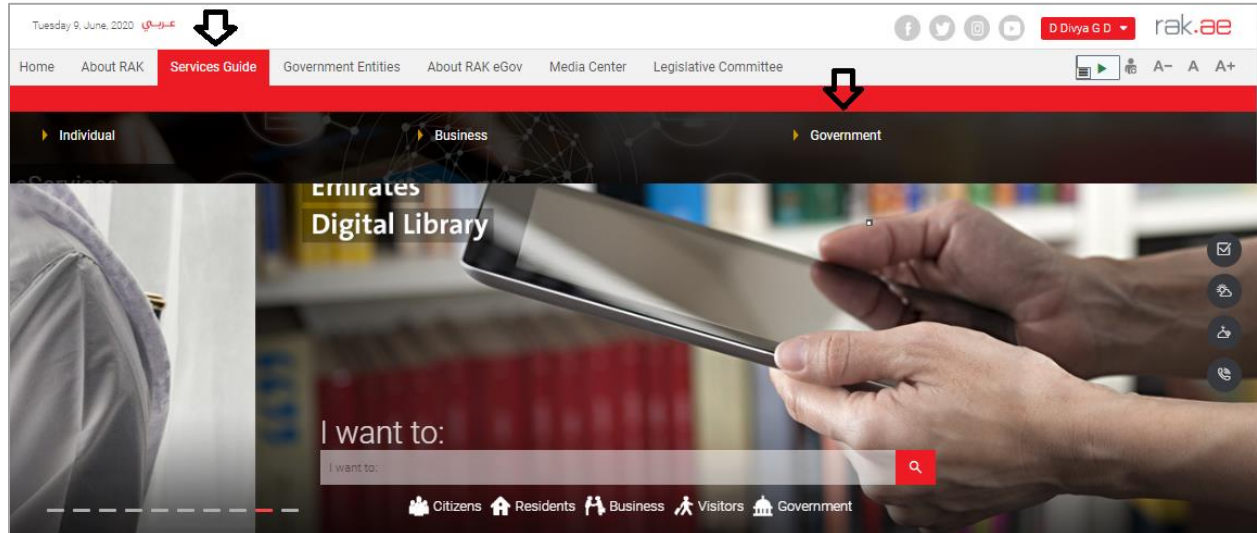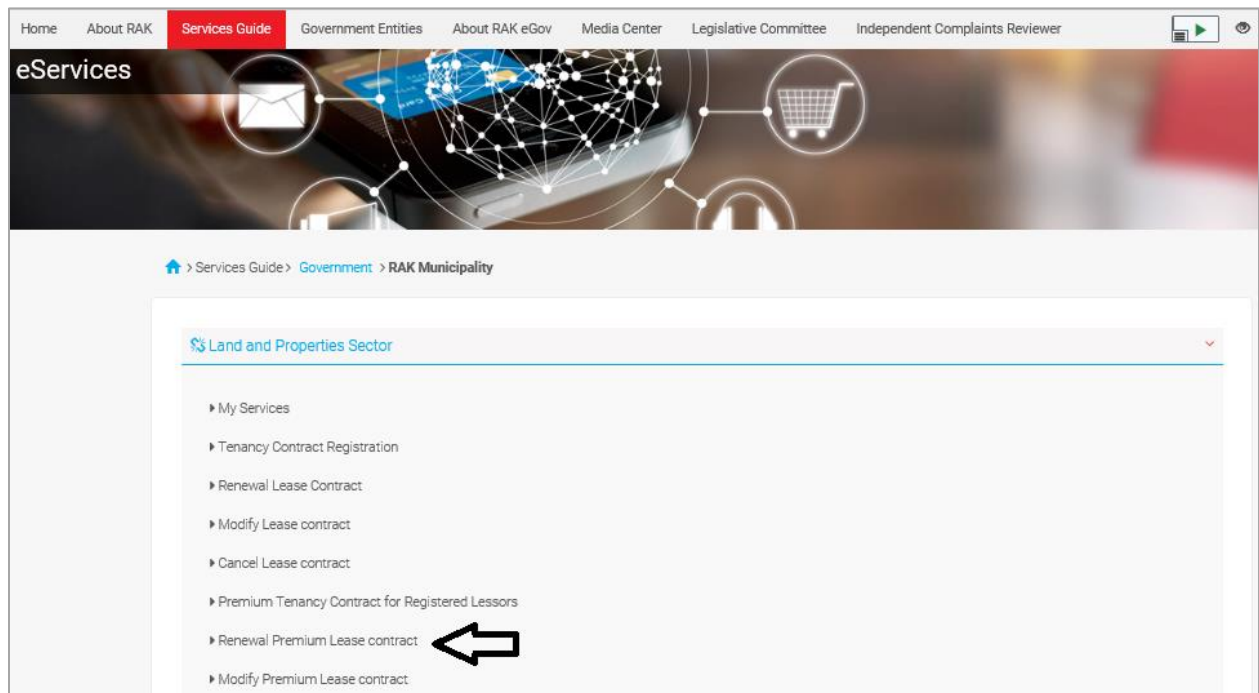

3. Next, select **RAK Municipality**
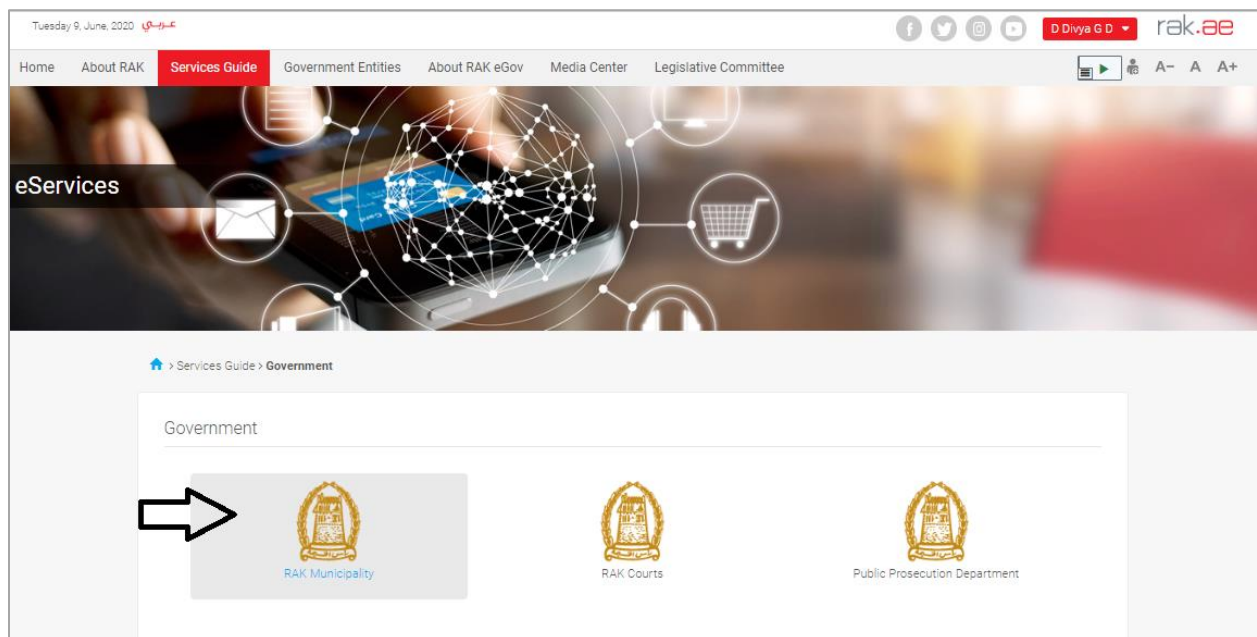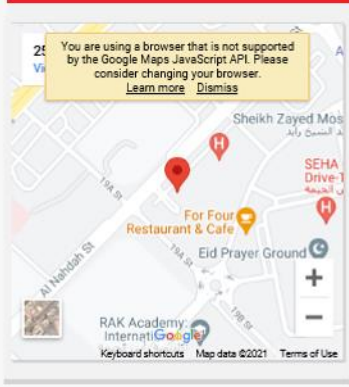

4. Next, select **Land and Properties Section**

5. Next, click **on Renewal Premium Lease Contract**

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

eServices

🏠 > Services Guide > Government > RAK Municipality > Land Sector > **Renewal Premium Lease contract**

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Learn more Dismiss

Renewal Premium Lease contract

This premium service is aimed at the Real Estate developer companies and Property Owners who want to renew the lease contracts of their units through the municipality online tenancy registration portal.

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.

| Home | About RAK | Services Guide | Government Entities | About RAK eGov | Media Center | Legislative Committee | Independent Complaints Reviewer | | | | A− A A+ |

• Title deed is available
• Filling all required fields
• Attaching all required documents
Tenancy Contract is printed, signed by all right parties, then attached

Service is not valid for the following cases:

• Title deed not available
• Tenancy Contract Termination and Renewal Requests
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.
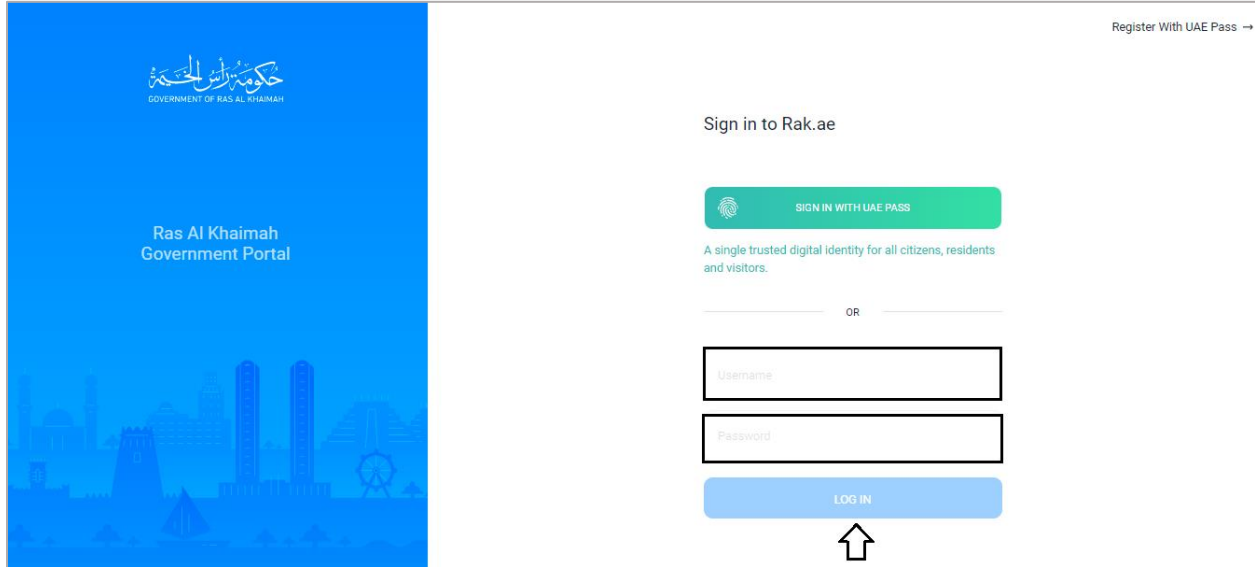
Processing Time

1 working day

Required Documents

• Tenancy contract
• Title Deed
• EID for Lessee
• EID for Lessor
• 3rd party documents

⬇

Start Service

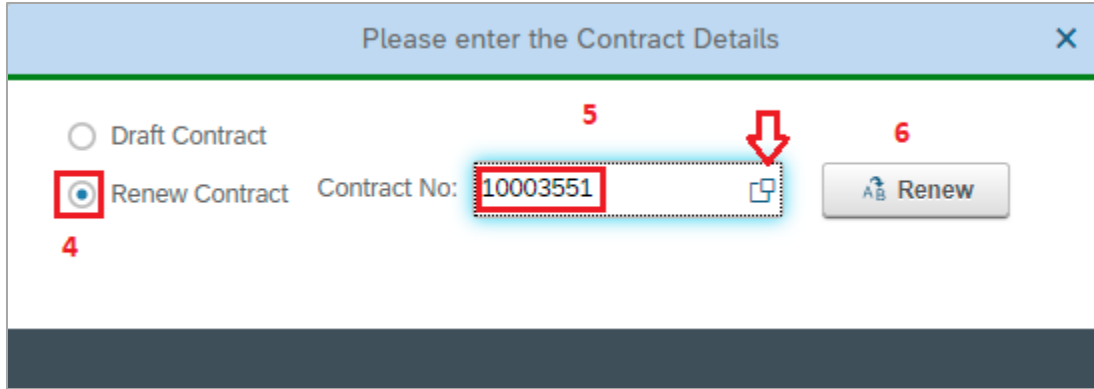## Create a Renewal Premium Lease Contract

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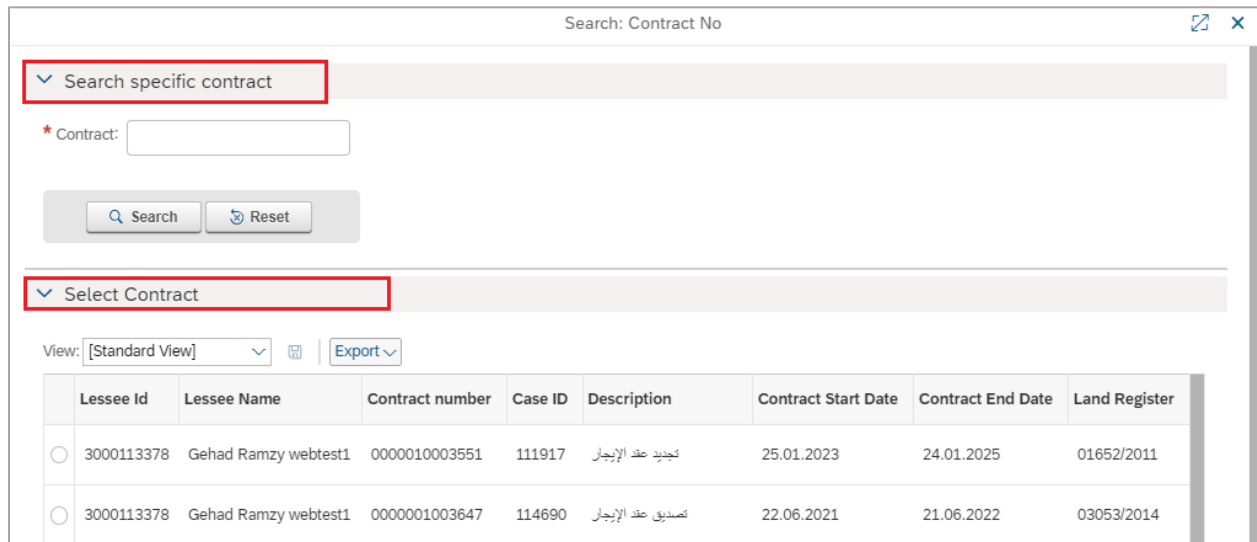

2. Enter your RAK Government Portal username and password that you have previously created, and then press on the "**LOG IN**" button.
3. The **Renewal Premium Lease Contract** request form will be displayed letting you create the request:

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

5. Enter the number of the required premium 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:

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 "**Renew**", to have the request form displayed as follows, letting you complete it

Case ID: **120474**

بـلـديـة رأس الـخـيـمـة
Ras Al-Khaimah Municipality

Residential Tenancy Contract

[i] User Guide

⌄ Details of Lessee

Name:	مصطفى عبد ل
P.O.Box:	
Nationality:	Egyptian
Emirates ID:	784-1979-2865863-84
Unified ID:	1161
Passport No:	16138
* Tel. No:	0566092712
* Email ID:	bagdadi@ega.
Fax No.:	
Profession:	

⌄ Details of lessor

Name:	كي اشمت ش.ذ.م.م
P.O.Box:	2186
Using trade license number:	43944
* Tel. No:	05016138
* Email ID:	Mostafa.a@ega.
Fax No.:	

⌄ Details of Property

BLD-18-10052G010002

Plot No:	313030024	Title deed:	00000/	Ownership Type:	
Unit Type:	Apartment	* Building No:	بناية القرم 2	* Floor No:	G	* Unit No:	2 ...
No of rooms:	1.	* Unit Area by Meter:	495.0000	FEWA Premise No:	230310102662
Location:	AL Qurum - Building 2 - Floor G - Unit 2 معرض

⌄ Rental Details

* Contract Start Date:	09.09.2027	* Contract End Date:		No of years:	1.00
Annual Rental Amount:	5,000.00	* Rental Amount:	5,000.00	Deposit Amount:	2,000.00
* Method of Payment:	One Insta...	Tenancy Purpose:	Family Ac...	Attesting Fees:	0

First installment to be paid on:

⌄ Special Conditions

⌄ Occupant Details

+ Add New	⊖ Delete

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

⌄ Attachments

* Tenancy contract:	No ...sen ⬆	First print contract, then sign and upload
* Lessee ID:	No ...sen ⬆	Lessee ID.pdf

✔ 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
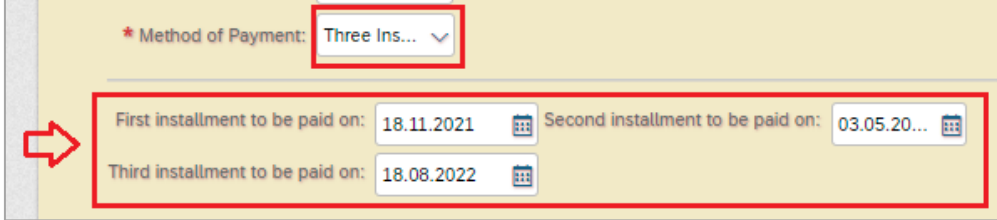
> **Note:**
> - The lease contract form appears in yellow for residential contracts, in pink for investment contracts, or in blue for commercial contracts.
> - The information of the lessor, the lessee, and the leased property are already displayed in their respective sections, where you can only modify the phone number and email of the lessor and the lessee.

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

Field	Description
	Note: All fields that are preceded by an asterisk * are mandatory fields.
	∨ Rental Details *Contract Start Date: 12.09.2021 *Contract End Date: [ ] No of years: 0.00 Annual Rental Amount: 0.00 *Rental Amount: 0.00 Deposit Amount: 0.00 *Method of Payment: [∨] *Tenancy Purpose: Family Ac... ∨ Attesting Fees: 0
Contract Start Date	This field will automatically show the current day's date. Enter the lease start date or click the calendar icon 📅 and choose it directly. * Contract Start Date: 12.09.2021 📅 « ‹ September 2021 › » Mo Tu We Th Fr Sa Su 35 30 31 1 2 3 4 5 36 6 7 8 9 10 11 12 37 13 14 15 16 17 18 19 38 20 21 22 23 24 25 26 39 27 28 29 30 1 2 3
Contract End 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	Choose a payment method from the drop-down list: * Method of Payment: [∨] One Installment Two Installment Three Installment Four Installment Monthly Other

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:
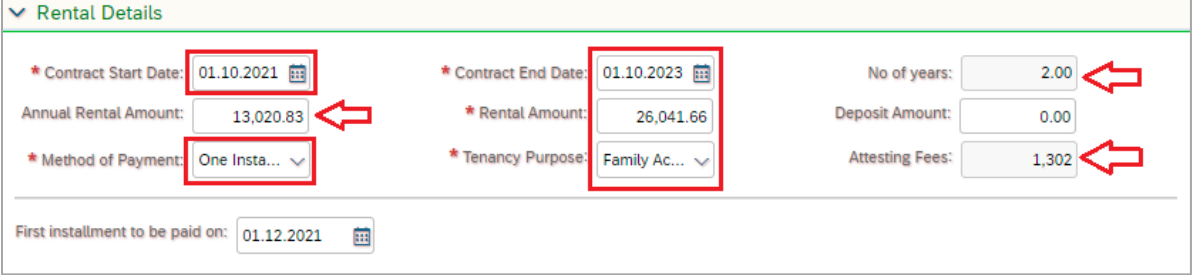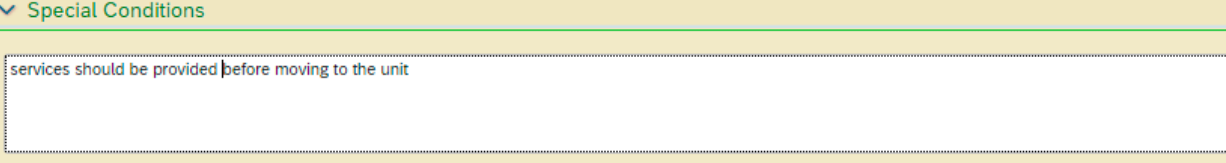

Note: Upon filling the mandatory fields, the system calculates and shows the number of years, annual rental amount, and attesting fees as follows:

8. Enter the rental conditions (if any), in the **Special Conditions** textbox field:
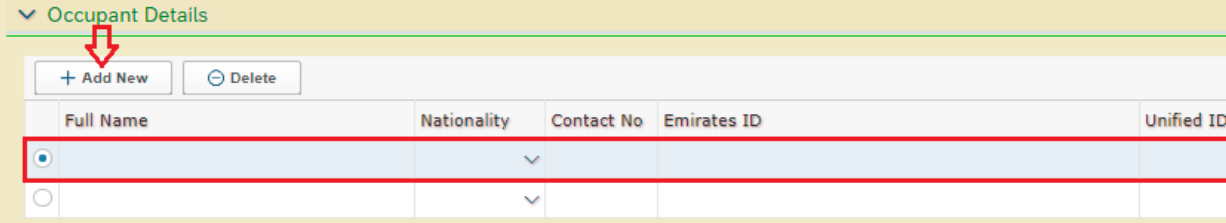
9. Add the information of the unit's occupants in the **Occupant Details** section as follows:
   a. Click the "**Add New**" button to insert a new occupant line:
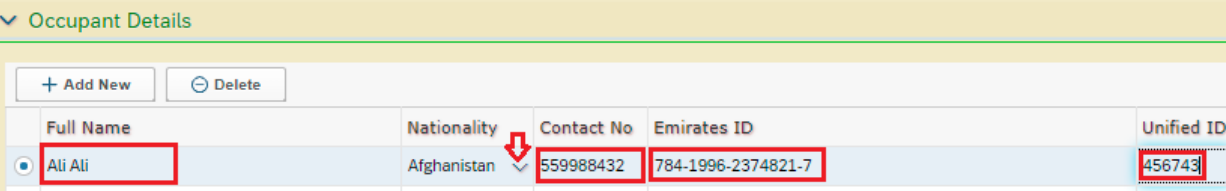
   b. Enter the full name of the occupant, choose his nationality, and enter his contact number, ID number and unified ID in the relevant fields as follows:
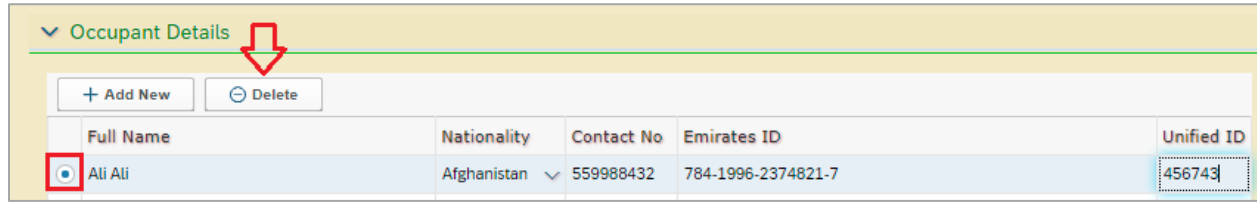
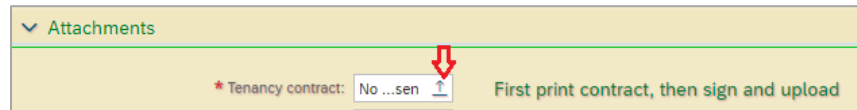c. To delete an occupant, select the one you want to delete and then click the "**Delete**" button:
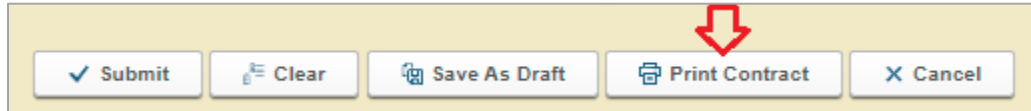
10. In the **Attachments** section, you must attach all the mandatory documents to complete the request, and you can modify all attachments (add a new attachment or replace the existing one).
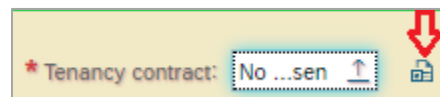   To upload the attachments, do the following:
    a. Click the "**Print Contract**" button at the bottom of the form, then sign the contract from lessor and the lessee then, attach the signed contract by both parties:

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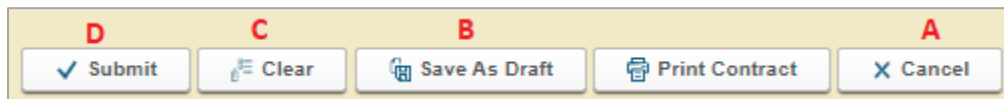
    c. Select the required document, and then click the "**Open**" button → to upload the document successfully.
    d. To preview the attached document, click the preview icon that will appear next to the required attachment:

    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.

Thank You!
Case was successfully submitted!

Submitted Case ID: 118631 ⬇

Go to My Cases   🖭 Payment Requests

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:
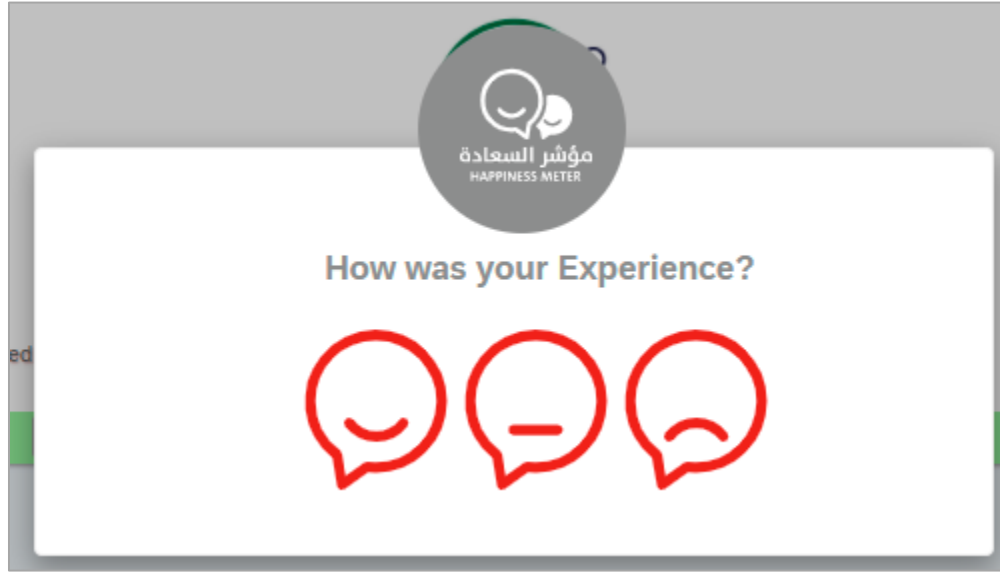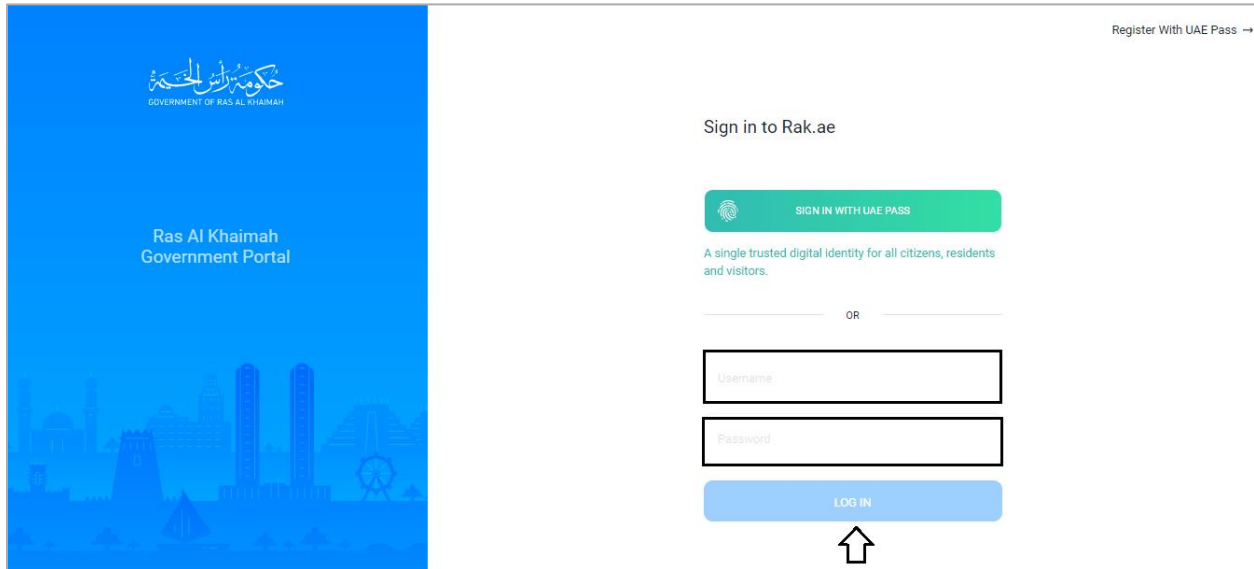

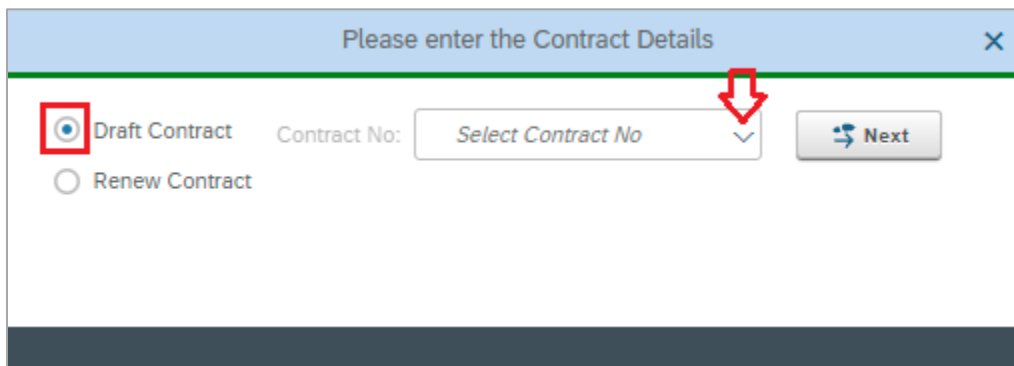Select the required face and your evaluation will be submitted directly.

Renew Premium Lease Contract from Draft

If you have previously started to renew a premium 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 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 which you want renew, from the "**Contract Number**" drop-down list:

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

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

Case ID: 120474

بـلـديـة رأس الـخـيـمـة
Ras Al-Khaimah Municipality

Residential Tenancy Contract

📖 User Guide

⌄ Details of Lessee

Name:	مصطفى حداد
P.O.Box:	
Nationality:	Egyptian
Emirates ID:	784-1979-2865863-84
Unified ID:	1161
Passport No:	16138
* Tel. No:	0566092712
* Email ID:	bagdadi@ega.
Fax No.:	
Profession:	

⌄ Details of lessor

Name:	كى اقامت شريدريم
P.O.Box:	2186
Using trade license number:	43944
* Tel. No:	05016138
* Email ID:	Mostafa.a@ega.
Fax No.:	

⌄ Details of Property

BLD-18-10052G010002

Plot No:	313030024	Title deed:	00000/	Ownership Type:	
Unit Type:	Apartment	* Building No:	سنة الفرع 2	* Floor No:	G	* Unit No:	2 ...
No of rooms:	1.	* Unit Area by Meter:	495.0000	FEWA Premise No:	230310102662

Location: AL Qurum - Building 2 - Floor G - Unit 2 معرض

⌄ Rental Details

* Contract Start Date:	09.09.2027	* Contract End Date:		No of years:	1.00
Annual Rental Amount:	5,000.00	* Rental Amount:	5,000.00	Deposit Amount:	2,000.00
* Method of Payment:	One Insta...	Tenancy Purpose:	Family Ac...	Attesting Fees:	0

First installment to be paid on:

⌄ Special Conditions

⌄ Occupant Details

[+ Add New] [⊖ Delete]

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

⌄ Attachments

* Tenancy contract: No ....sen ⬆   First print contract, then sign and upload

* Lessee ID: No ....sen ⬆   Lessee ID.pdf

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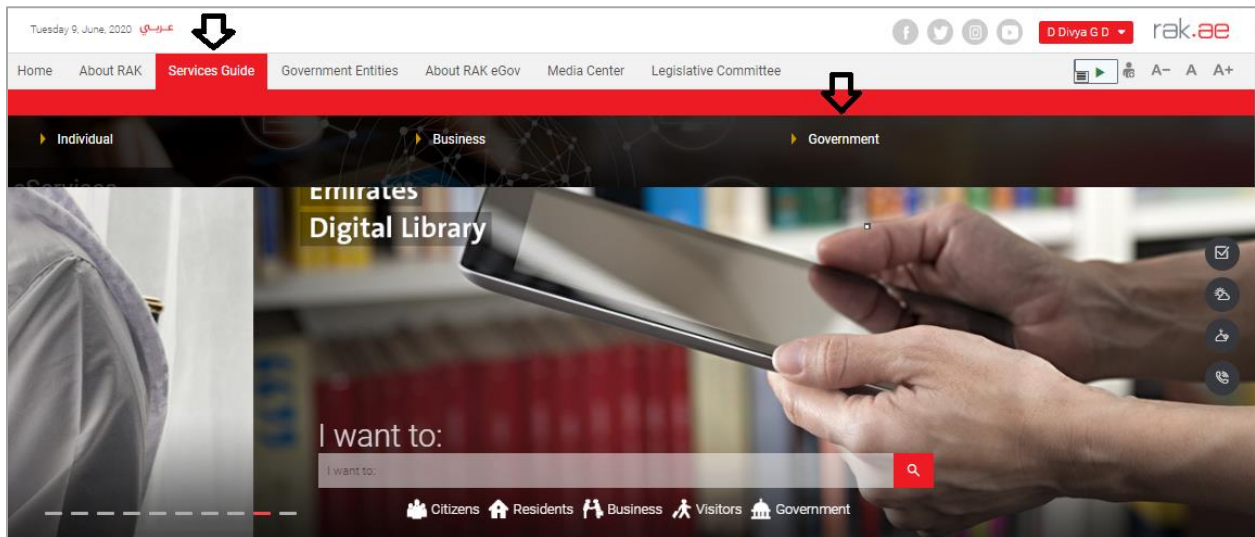
Next, select "**RAK Municipality**"
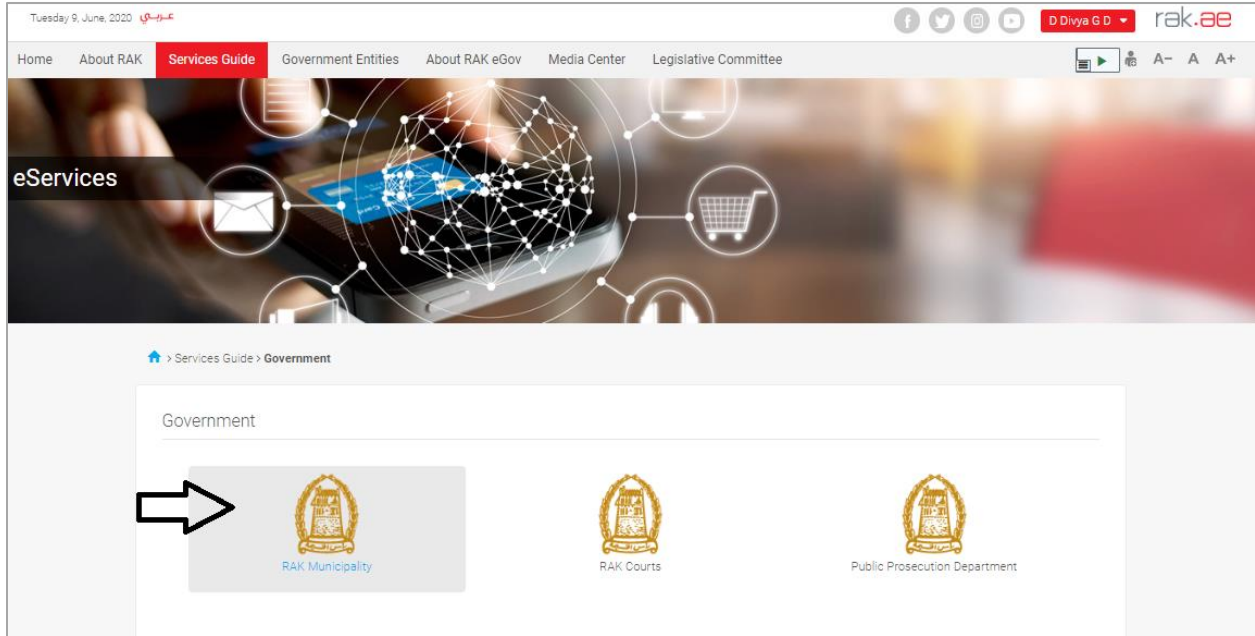
Next, Select the "**Land and Properties Section**"
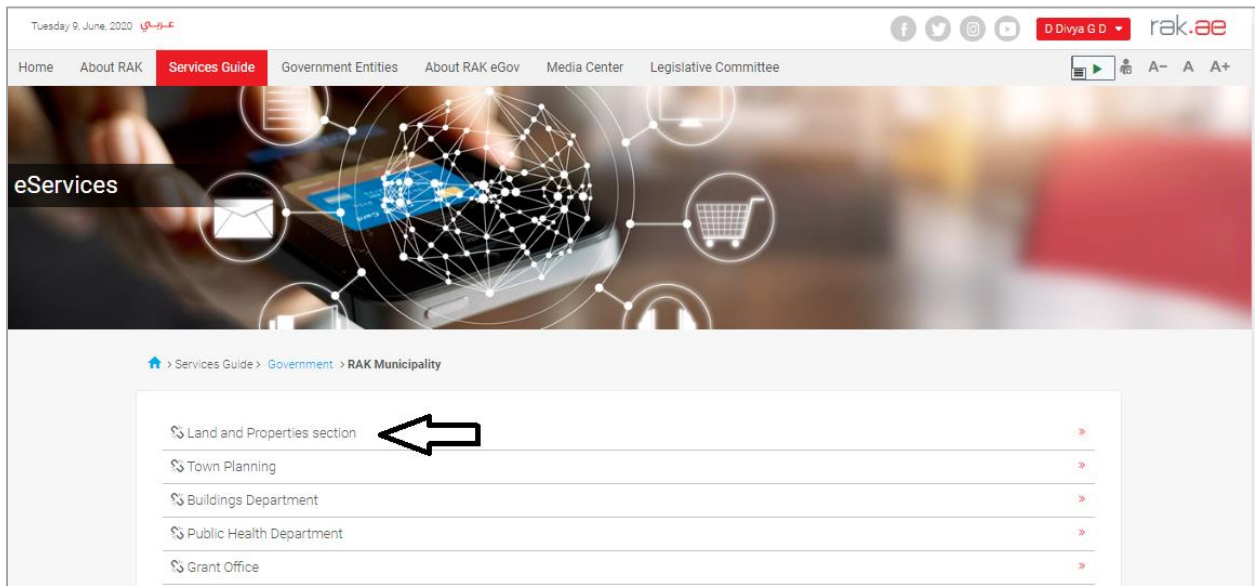
Next, Select "**My Services"**
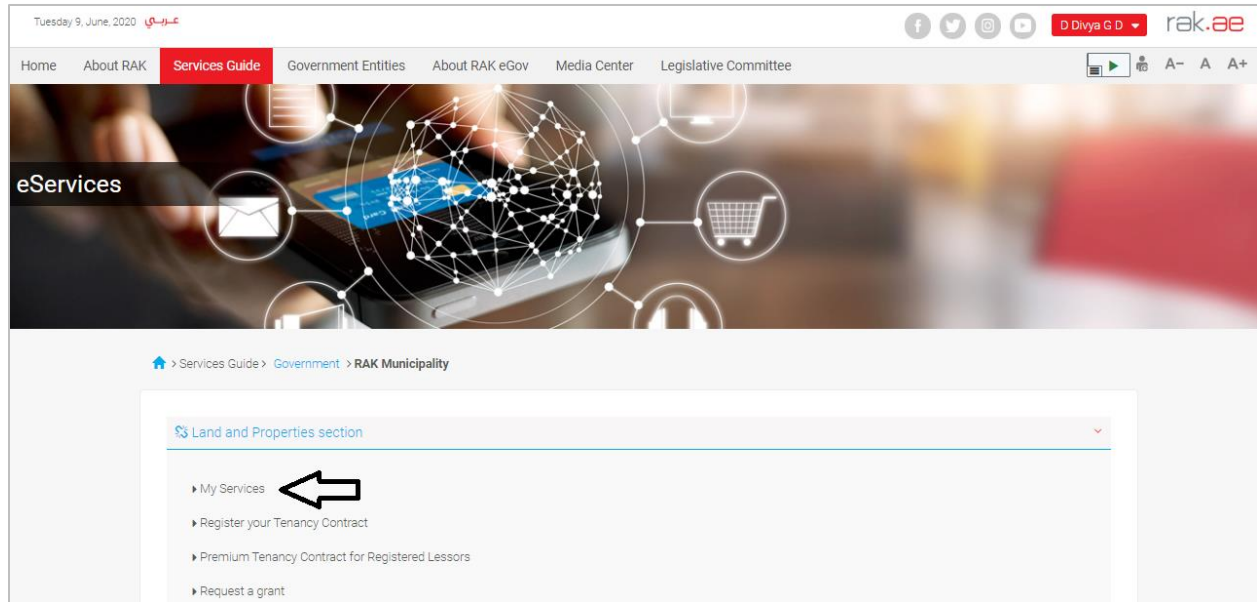
Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.
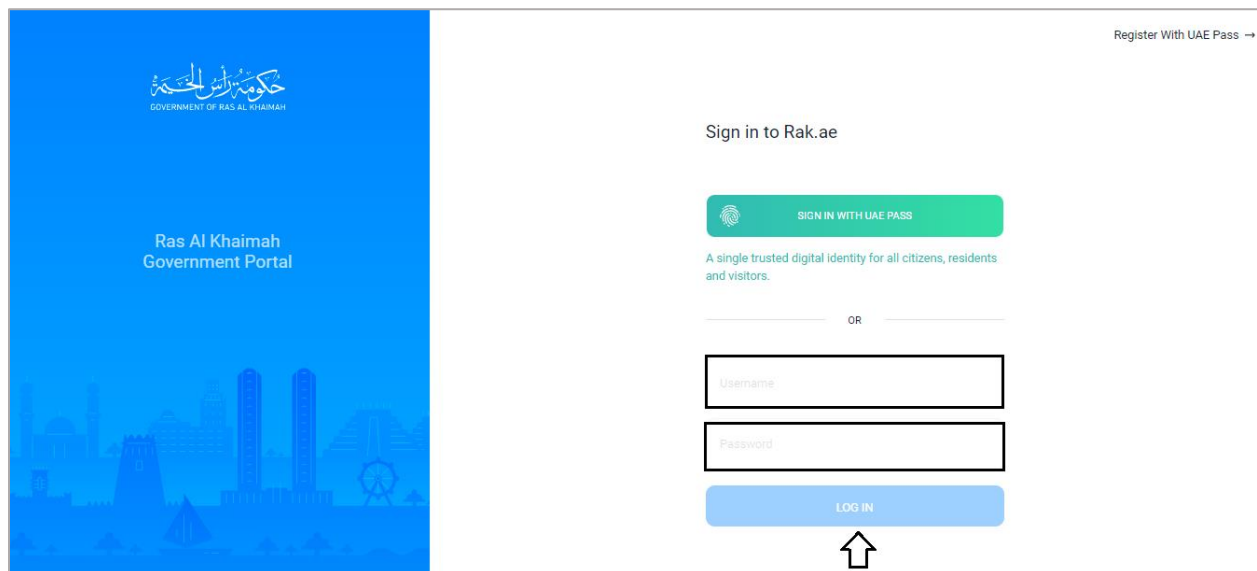
My Cases tab shows all of your submitted requests to the Land and property section in the following statues:

- **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 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.
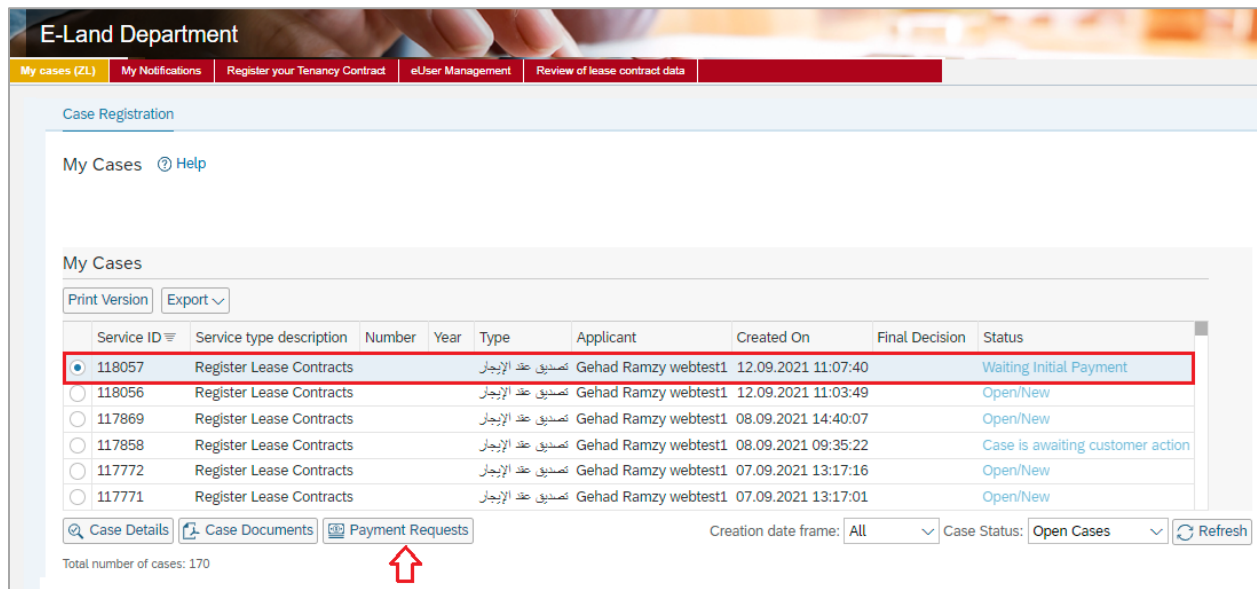
Fee Payment

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:

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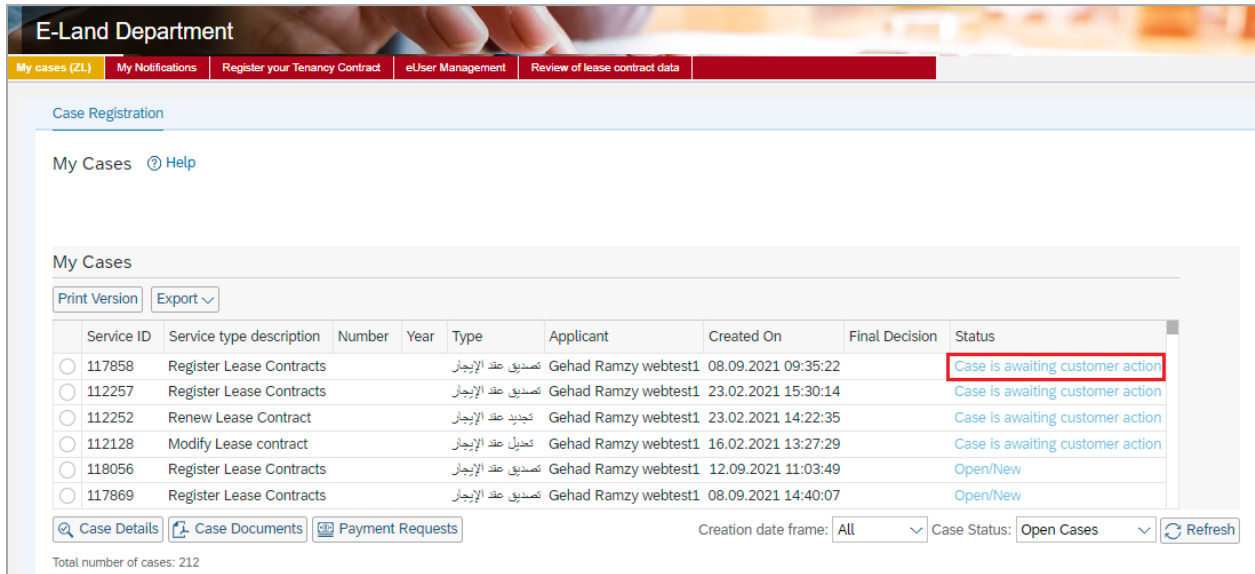
The system allows you to pay the required amount of money through different channels like the bank cards or the electronic dirham.

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**":

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:

Renew Premium Lease Contract

Case ID: 120474

بلدية رأس الخيمة
Ras Al-Khaimah Municipality

Residential Tenancy Contract

⊞ User Guide

⌄ Details of Lessee

Name:	مصطفى عدا د
P.O.Box:	
Nationality:	Egyptian
Emirates ID:	784-1979-2865863-84
Unified ID:	1161
Passport No:	16138
* Tel. No:	0566092712
* Email ID:	bagdadi@ega.
Fax No.:	
Profession:	

⌄ Details of lessor

Name:	كى اطست ش.ذ.م.م
P.O.Box:	2186
Using trade license number:	43944
* Tel. No:	05016138
* Email ID:	Mostafa.a@ega.
Fax No.:	

⌄ Details of Property

BLD-18-10052G010002

Plot No:	313030024	Title deed:	00000/	Ownership Type:	
Unit Type:	Apartment	* Building No:	سنة القرم 2	* Floor No: G	* Unit No: 2 ...
No of rooms:	1.	* Unit Area by Meter:	495.0000	FEWA Premise No:	230310102662
Location:	AL Qurum - Building 2 - Floor G - Unit 2 معرض				

⌄ Rental Details

* Contract Start Date:	09.09.2027	* Contract End Date:		No of years:	1.00
Annual Rental Amount:	5,000.00	* Rental Amount:	5,000.00	Deposit Amount:	2,000.00
* Method of Payment:	One Insta... ⌄	Tenancy Purpose:	Family Ac...	Attesting Fees:	0

First installment to be paid on:

⌄ Special Conditions

⌄ Occupant Details

+ Add New	⊖ Delete				
Full Name		Nationality	Contact No	Emirates ID	Unified ID
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⌄ Attachments

* Tenancy contract:	No ...sen ⬆	First print contract, then sign and upload
* Lessee ID:	No ...sen ⬆	Lessee ID.pdf

✓ 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

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.