



بلدية رأس الخيمة
Ras Al Khaimah Municipality



هيئة الحكومة الإلكترونية
Electronic Government Authority

User Guide

Premium Tenancy Contract for Registered Lessors



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1. Visit www.rak.ae

Visit the Services Guide > Government > RAK Municipality > Land and property sector > my service, then the system will show the cases dashboard where you can manage your cases and launch the services.

The screenshot shows the website's navigation menu with the following items: About RAK, Services Guide (highlighted in red), Government Entities, About RAK eGov, Media Center, and Legislative Committee. Below the menu is a breadcrumb trail: Home > Services Guide > Government > RAK Municipality. The main content area displays a list of services under the heading 'Building and Engineering Department'. The 'Land and Property Sector' is highlighted with a blue underline. Under this sector, there are three service options: 'My Services', 'Register your Tenancy Contract', and 'Premium Tenancy Contract for Registered Lessors'. At the bottom of the visible list, 'Town Planning' is also visible.

2. Login using Smart Pass

Wednesday 6, February, 2019 عربي

Home About RAK Services Guide Government Entities About RAK eGov Media Center

Login / Register

Please Log in

 Log in with SmartPass

SmartPass is your single credential to access UAE government services

Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to SmartPass.

OR

Log in to RAK.ae

Username

Password

Log in

Forgot Password

Not yet a member? Register With SmartPass

Enter username and Password to Login,

In case you do not have a Smart Pass yet, you have to create one, as it is a requirement to start the service, so choose “Don’t have an Account? Register” and follow the procedures.

Back to RAK Government

الدخول الذكي
SmartPass

Username, Mobile or Email

Password

Login

Or

Scan Using SmartPass
Mobile App

Forgot Password? Don't Have an Account? Register

Username and Password

Authentication Code

Emirates ID



You will be redirected to the “My cases” dashboard where you can manage your cases and launch the service

E-Land Department

My cases (ZL)
Register your Tenancy Contract
Premium Tenancy Contract for Registered Lessors
eUser Management

Case Registration

My Cases ? Help

My Cases

Print Version
Export

| Service ID | Service type description | Number | Year | Type | Applicant | Created On | Final Decision | Status |
|------------|--------------------------|--------|------|----------------------|----------------------------|---------------------|----------------|-------------------------|
| 101843 | Register Lease Contracts | | | خدمة تصديق عقد إيجار | مصطفى عبد الرازق محمد احمد | 27.06.2019 08:20:48 | | Open/New |
| 101836 | Register Lease Contracts | | | خدمة تصديق عقد إيجار | مصطفى عبد الرازق محمد احمد | 26.06.2019 16:59:00 | | Open/New |
| 101831 | Register Lease Contracts | | | خدمة تصديق عقد إيجار | مصطفى عبد الرازق محمد احمد | 26.06.2019 16:19:02 | | Open/New |
| 101830 | Register Lease Contracts | | | خدمة تصديق عقد إيجار | مصطفى عبد الرازق محمد احمد | 26.06.2019 16:15:17 | | Open/New |
| 101797 | Register Lease Contracts | | | خدمة تصديق عقد إيجار | مصطفى عبد الرازق محمد احمد | 26.06.2019 08:55:06 | | Open/New |
| 101551 | Register Lease Contracts | | | خدمة تصديق عقد إيجار | كي الفتى ش.د.م.م | 19.06.2019 09:43:09 | | Waiting Initial Payment |

Case Details
Case Documents
Payment Requests
Creation date frame: All
Case Status: Open Cases
Refresh

Total number of cases: 99

3. My Cases dashboard

Use this section to view all your cases along with their statuses:

- **Open/New:** Request is saved as draft.
- **In progress:** Request is under progress from land sector and you have to wait for their decision / feedback
- **Rejected:** means land sector reject the request for certain reasons, and you should check the case for rejection reasons
- **Waiting initial payment :** Case is under initial payment
- **Waiting final payment:** You need to pay the final payment, which is 5% of the contract amount in order to generate the contract.
- **Complete:** means that the whole process is completed and the system has generated the tenancy contract.

E-Land Department

My cases (ZL) | Register your Tenancy Contract | Premium Tenancy Contract for Registered Lessors | eUser Management

Case Registration

My Cases [? Help](#)

My Cases

Print Version | Export

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Case Details | Case Documents | Payment Requests

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

Total number of pages: 00

4. Launch the Service

By clicking on “Premium Tenancy Contract for Registered Lessors”

E-Land Department

My cases (ZL)
Register your Tenancy Contract
Premium Tenancy Contract for Registered Lessors
eUser Management

Case Registration

My Cases [? Help](#)

My Cases

Print Version Export

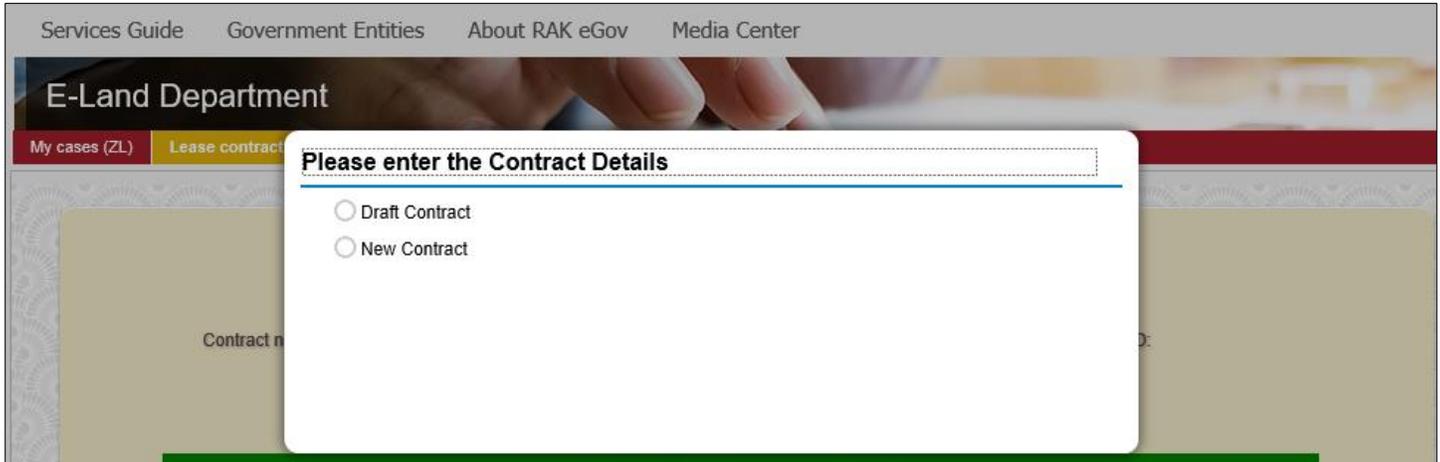
| Service ID | Service type description | Number | Year | Type | Applicant | Created On | Final Decision | Status |
|------------|--------------------------|--------|------|----------------------|----------------------------|---------------------|----------------|-------------------------|
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Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases Refresh

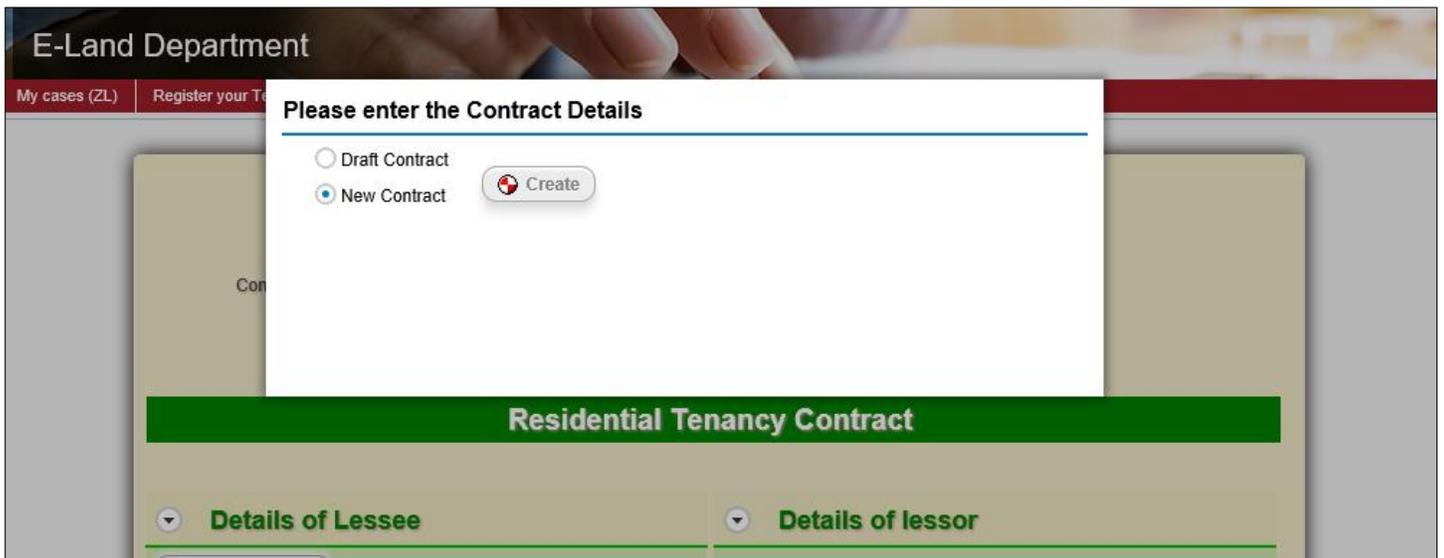
Total number of cases: 00

The system will redirect you to the service page with popup to select weather if new or draft contract.



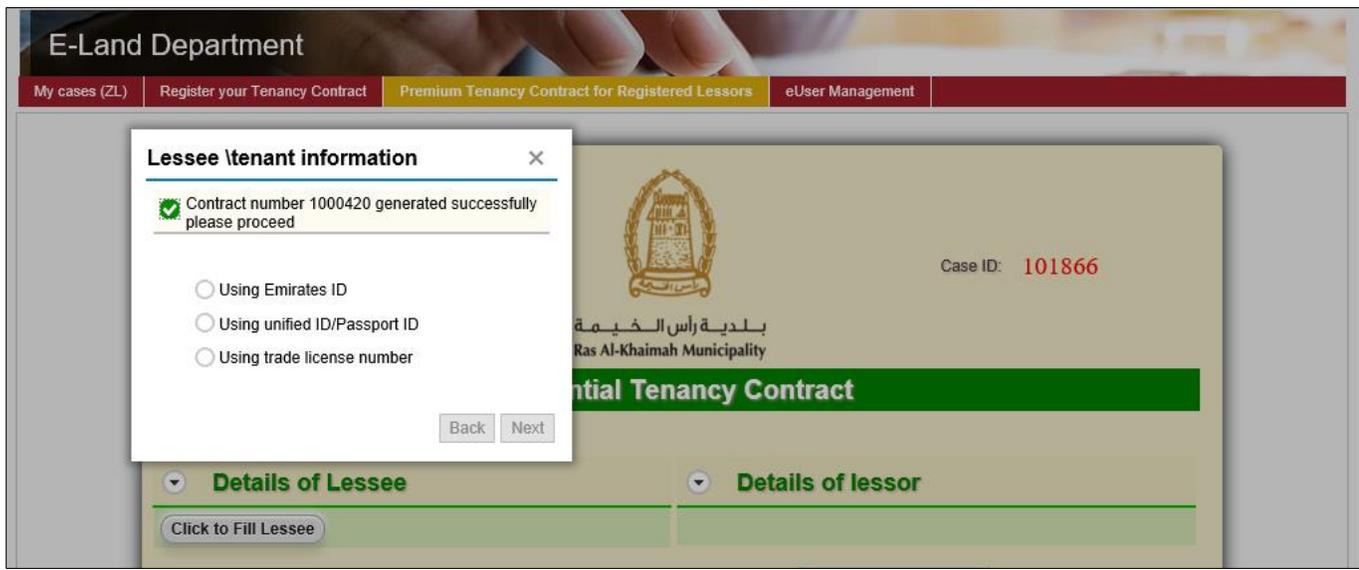
5. New Contract

In case you are creating a new Contract, select “New Contract”, then select the type of your contract either “Residential, Commercial or Investment”.



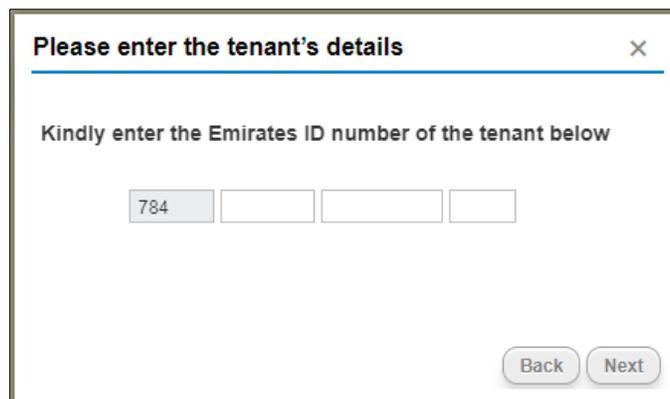
6. Lessee Information

Once you select the type of the contract, the system will re-direct you into the contract form, prompting you to enter lessee information.



The system provides you several option to add lessee information:

- **Search with Emirates ID:** Search on the lessee information using the Emirates ID.



- **Search with Unified No/Passport ID.:** in case you want to add the lessee by his/her unified number /passport ID

Please enter the tenant's details ×

We could not locate the tenant's EID number on our database

Please search using the

Unified ID:

Passport No:

- **Trade License No.:** In case the lessee is a company, you are required to add the information using the Trade License number.

Search for lessee ×

Kindly enter your trade license number below

7. Details of Property

After registering the unit in Municipality system, the system will be able to show the units under this section.



The system will identify the “interne user” connected with which lessor and show this lessor’s units as shown below in the snapshots.

Details of Property

Fill Property Details

Plot No: Title deed: Ownership Type:

Unit Type: Bulding No: FEWA ID:

No of rooms: * Unit Area by Meter:

Location:

Search Property

Search Property

Property Type: Building No:

Property-Municipality ID: Floor No:

Property Name: Unit No:

Developer Name:

Result

| Property Type | Property-Municipality ID | Property Name | Developer Name | Building No | Floor No | Unit No |
|---------------|--------------------------|---|----------------|-------------|----------|---------|
| Unit | BLD-14-0827283 | Royal Breeze - Building 3 - Floor F9 - Unit 908 | B3-0908 | RB3 | F9 | 908 |
| Unit | BLD-14-0827285 | Royal Breeze - Building 3 - Floor F9 - Unit 910 | B3-0910 | RB3 | F9 | 910 |
| Unit | BLD-14-0831105 | Royal Breeze - Building 5 - Floor F1 - Unit 106 | B5-0106 | RB5 | F1 | 106 |
| Unit | BLD-14-0831108 | Royal Breeze - Building 5 - Floor F1 - Unit 109 | B5-0109 | RB5 | F1 | 109 |
| Unit | BLD-14-0831109 | Royal Breeze - Building 5 - Floor F1 - Unit 110 | B5-0110 | RB5 | F1 | 110 |

8. Lessor Information

Once you pick up the unit, the system will identify the assigned lessor and retrieve his information automatically in lessor information section.

▼ **Details of lessor**

Name:

P.O.Box:

Nationality:

Emirates ID:

Unified ID:

Passport No:

Tel. No:

Email ID:

Fax No.:

Profession:

9. Rental Details

Enter contract start date and end date. Determine the rent amount along with payment methods if monthly or installments.

Tenancy purpose, which is mean residential or commercial...etc.

▼ **Rental Details**

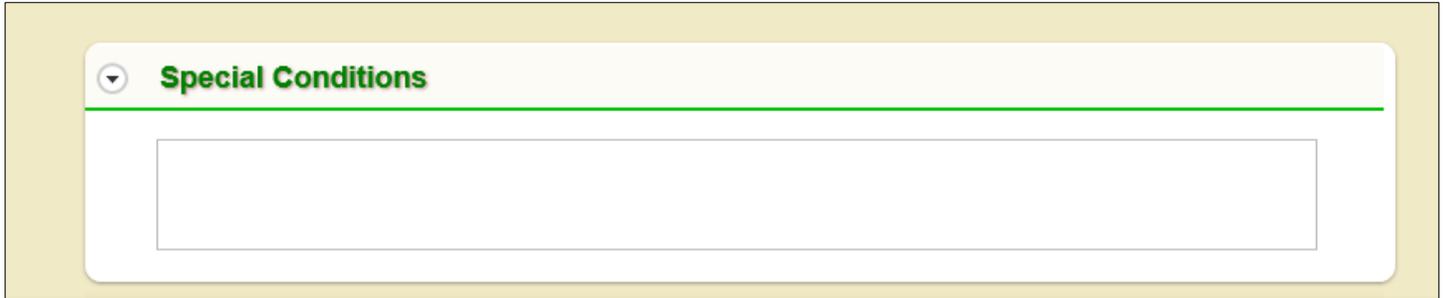
* Contract Start Date: * Contract End Date: No of years:

Annual Rental Amount: * Rental Amount: Deposit Amount:

* Method of Payment: * Tenancy Purpose:

10. Special Conditions

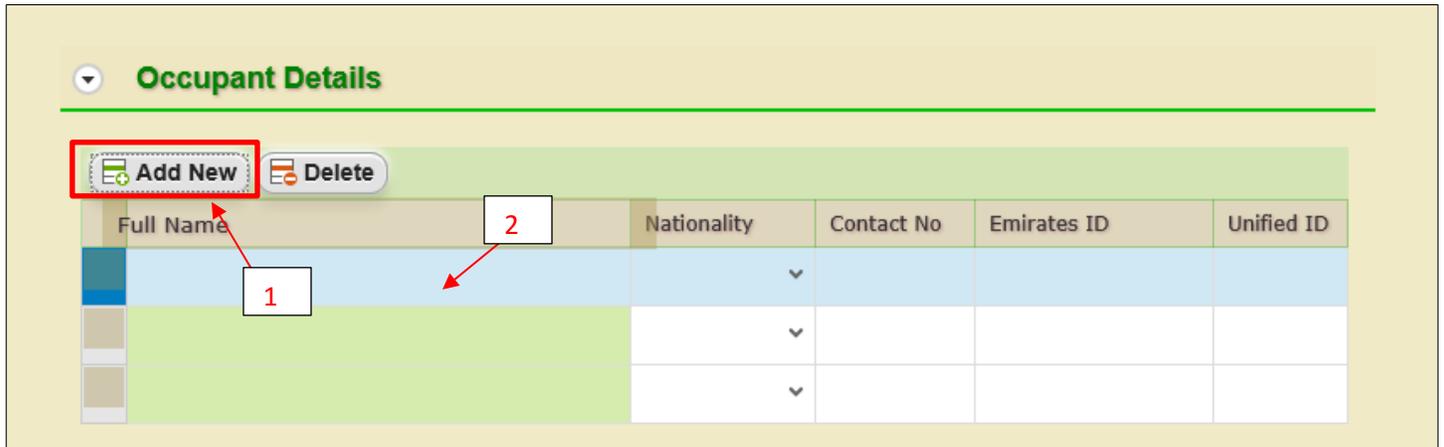
If there are any special conditions between lessee and the lessor, enter them all in here.



11. Occupant details

To mention the names of the Occupants; i.e. people who will live / reside – apart from the lessee- in the unit, list them one by one in “Occupants Details”.

Fill the table by clicking on “add new” button.



| Full Name | Nationality | Contact No | Emirates ID | Unified ID |
|-----------|-------------|------------|-------------|------------|
| | ▼ | | | |
| | ▼ | | | |
| | ▼ | | | |

12. Attachments

All required attachments should be uploaded from this section. The system will automatically change this section as per the contract type, lessee type, and lessor type.

For the contract, you need to print it, sign it then upload again.

For the remaining documents, you should scan and upload them as well.



Attachments

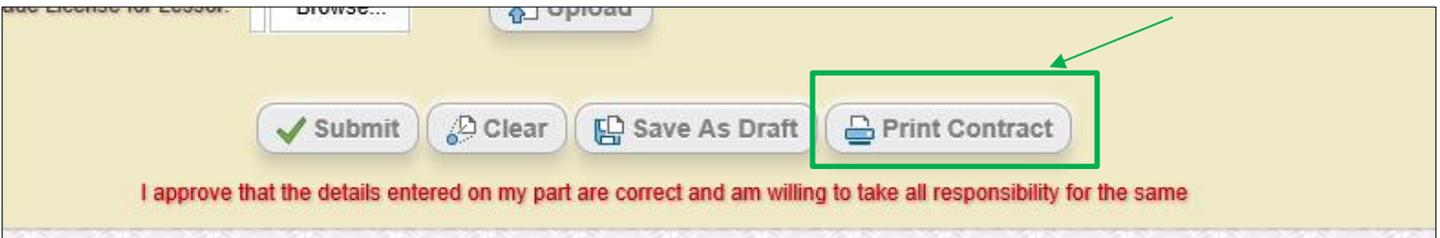
* Tenancy contract: Browse... Upload **First print contract, then sign and upload**

* Lessee ID: Browse... Upload

Submit 1 Clear Save As Draft 2 Print Contract

13. Print the contract

In order to print your contract, you need to click on print button that exist in bottom of the screen.

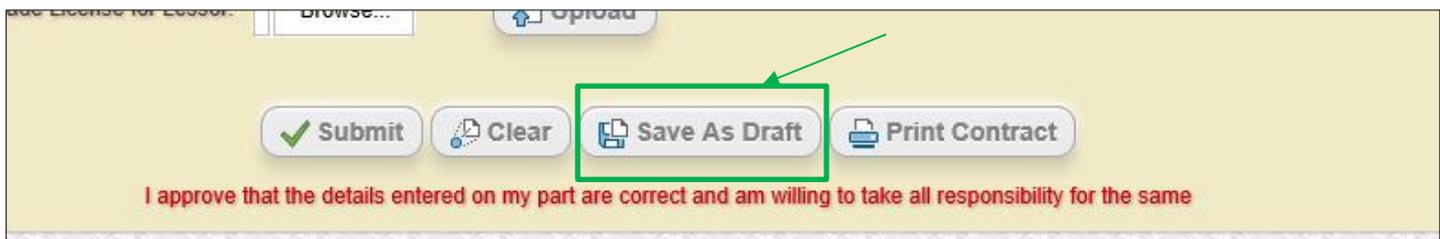


Submit Clear Save As Draft **Print Contract**

I approve that the details entered on my part are correct and am willing to take all responsibility for the same

14. Save as Draft

In case of you need to save your contract to continue it later, click on “Save as Draft” button at the bottom of the screen.



Submit Clear **Save As Draft** Print Contract

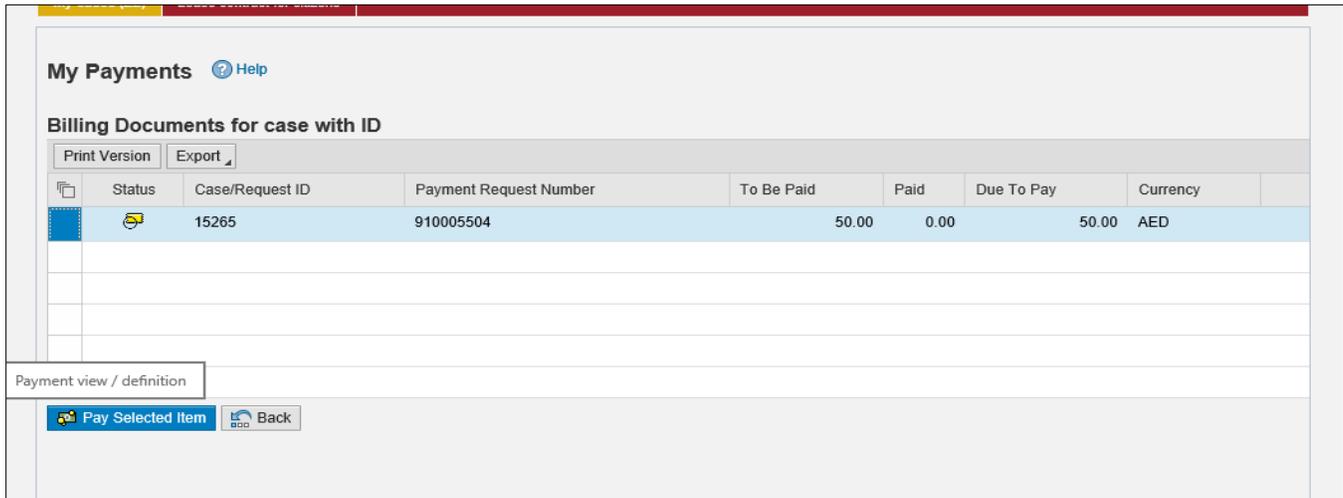
I approve that the details entered on my part are correct and am willing to take all responsibility for the same

15. Submit the request for approval

Click on “Submit” button at the bottom of the screen in order to send your request for approval by the land department.

B. Select the item to be paid

Select the item should be paid and click on pay selected item.



My Payments [Help](#)

Billing Documents for case with ID

Print Version Export

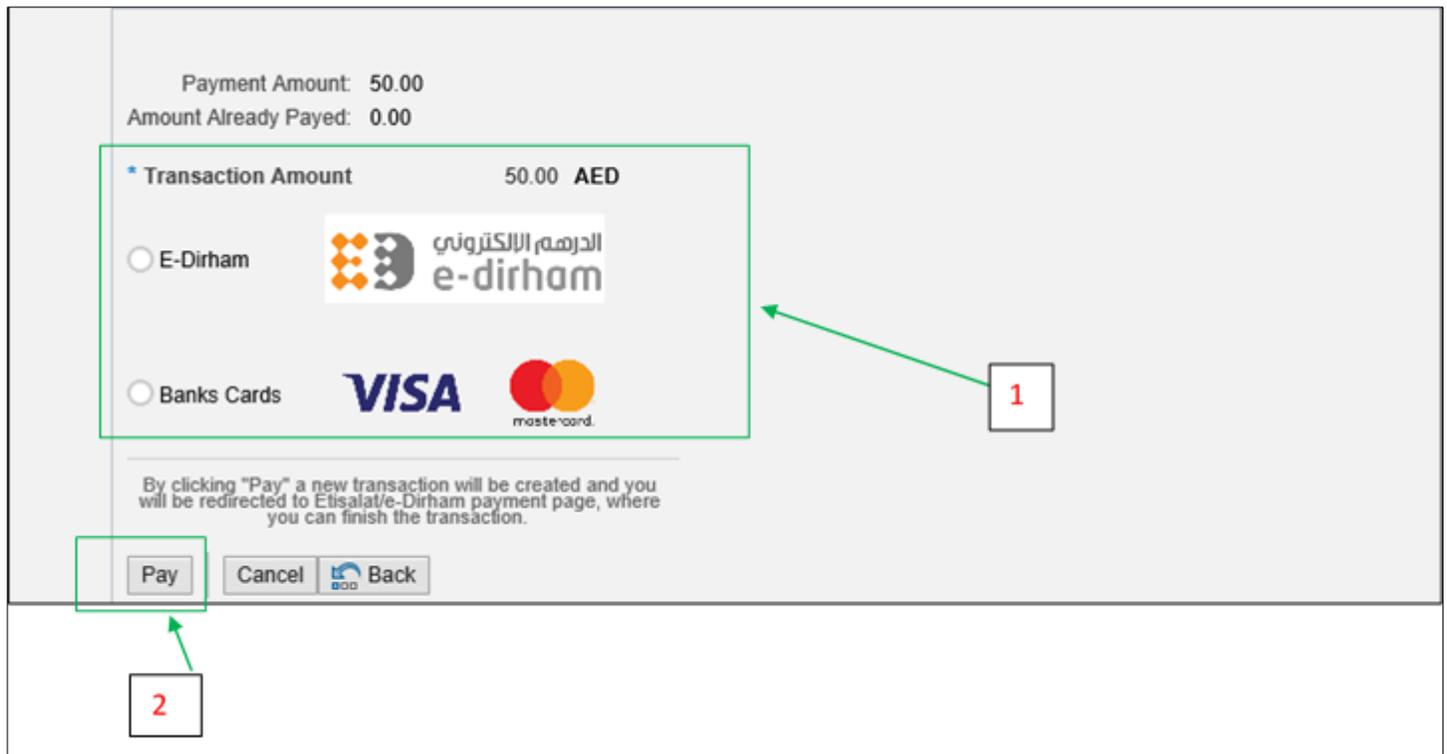
| Status | Case/Request ID | Payment Request Number | To Be Paid | Paid | Due To Pay | Currency |
|---|-----------------|------------------------|------------|------|------------|----------|
|  | 15265 | 910005504 | 50.00 | 0.00 | 50.00 | AED |

Payment view / definition

[Pay Selected Item](#) [Back](#)

C. Select Payment gateway and enter payment details.

Select the payment gateway then click on Pay button.



Payment Amount: 50.00
Amount Already Paid: 0.00

* Transaction Amount 50.00 AED

E-Dirham 

Banks Cards  

By clicking "Pay" a new transaction will be created and you will be redirected to Etisalat/e-Dirham payment page, where you can finish the transaction.

[Pay](#) [Cancel](#) [Back](#)

1

2

Then select payment method and enter payment details.

3



الدهرم الإلكتروني e-dirham

Payment Methods Types

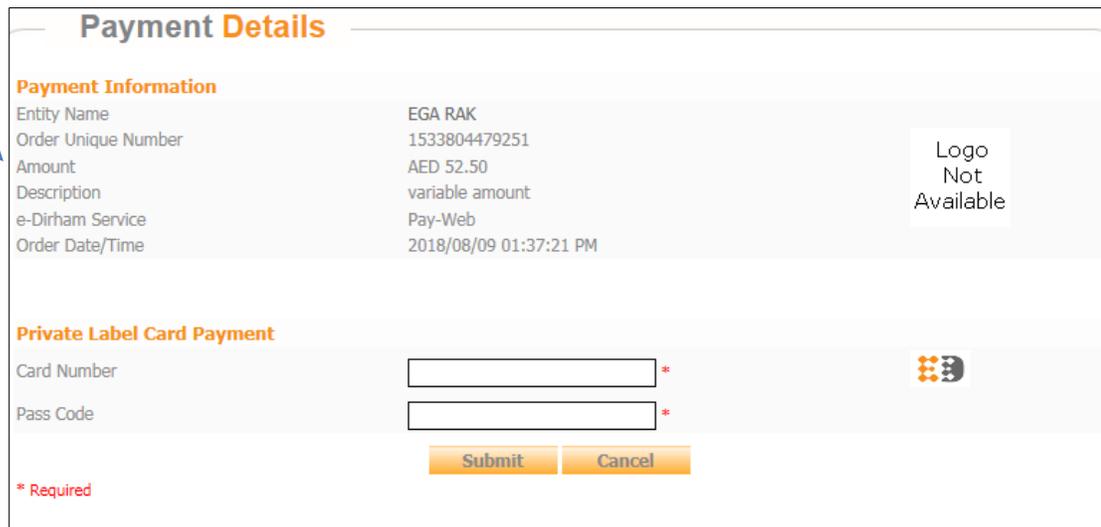
Please select one of the payment methods

- + eDirham G2 Cards
- + Non-eDirham Cards
- + eD-Wallet

Confirm Cancel

Verified by **VISA** learn more
MasterCard. SecureCode. learn more
Trustwave Trusted Commerce Click to Validate

4



Payment Details

Payment Information

| | | |
|---------------------|------------------------|--------------------|
| Entity Name | EGA RAK | Logo Not Available |
| Order Unique Number | 1533804479251 | |
| Amount | AED 52.50 | |
| Description | variable amount | |
| e-Dirham Service | Pay-Web | |
| Order Date/Time | 2018/08/09 01:37:21 PM | |

Private Label Card Payment

Card Number *

Pass Code *

Submit Cancel

* Required

17. Draft contract

If you already have a contract saved as draft, please select “Draft” and select your contract number.

Otherwise, select new contract.

The screenshot shows the E-Land Department website interface. At the top, there are navigation links: Services Guide, Government Entities, About RAK eGov, and Media Center. Below this is a banner for the E-Land Department. A modal dialog box titled "Please enter the Contract Details" is displayed in the center. It contains two radio button options: "Draft Contract" (which is selected) and "New Contract". A green arrow points to the "Draft Contract" option.

The screenshot shows the E-Land Department website interface. At the top, there are navigation links: RAK, Services Guide, Government Entities, About RAK eGov, and Media Center. Below this is a banner for the E-Land Department. A modal dialog box titled "Please enter the Contract Details" is displayed in the center. It contains two radio button options: "Draft Contract" (which is selected) and "New Contract". To the right of the radio buttons is a "Contract No:" label followed by a dropdown menu. A "Next" button is located to the right of the dropdown menu. A green arrow points to the dropdown menu.