بلدية رأس الخيمة
Ras Al Khaimah Municipality

هـيـئـة الـحـكـومـة الإلـكـتـرونـيـة
Electronic Government Authority

User Guide

Premium Tenancy Contract for Registered Lessors

Table of Content

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.

2. Login using Smart Pass

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.

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 انفست ش.ذ.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: 90

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.

4. Launch the Service

By clicking on "Premium Tenancy Contract for Registered Lessors"

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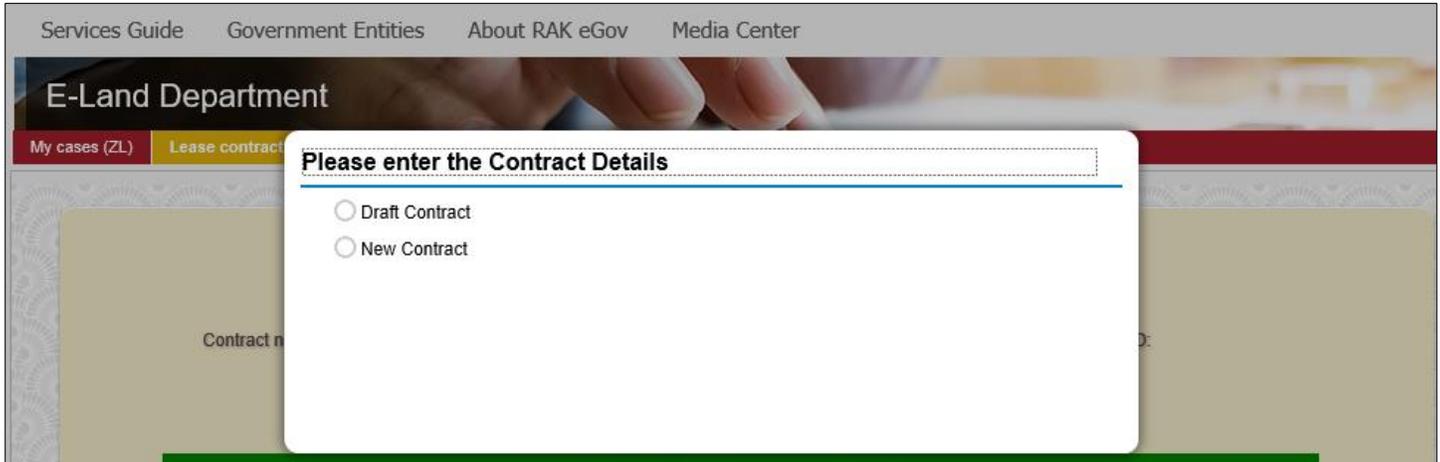
5. New Contract

In case you are creating a new Contract, select "New Contract", then select the type of your contract either "Residential, Commercial or Investment".
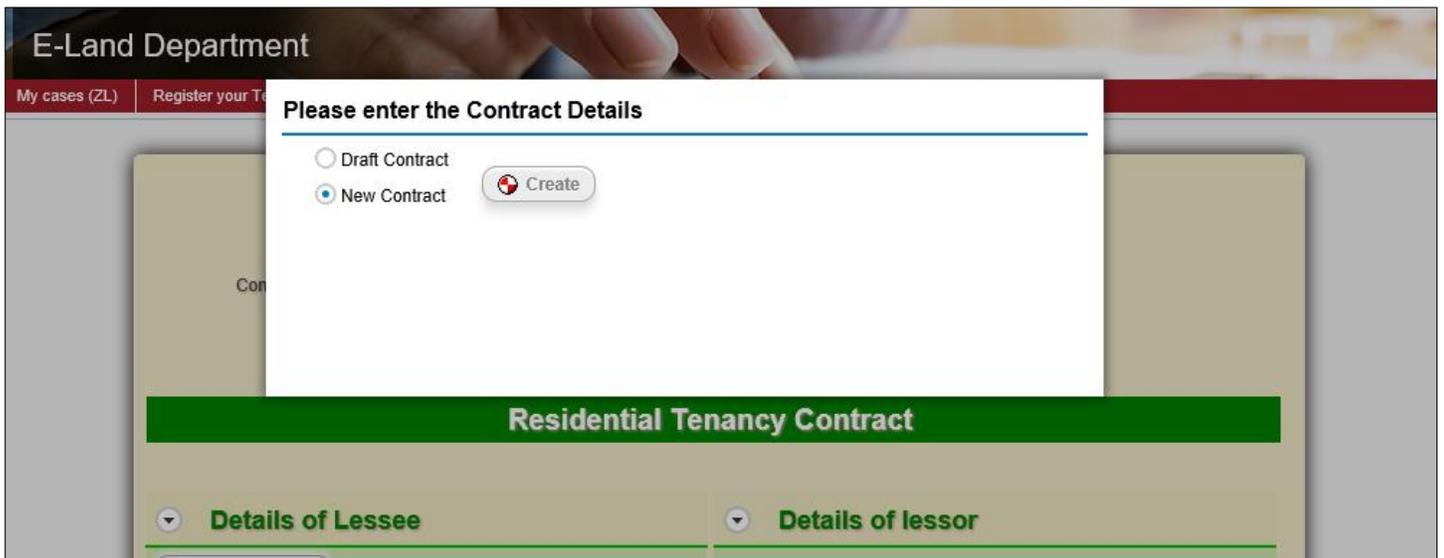
6. Lessee Information

Once you select the type of the contract, the system will re-direct you into the contract form, prompting you to enter lessee information.
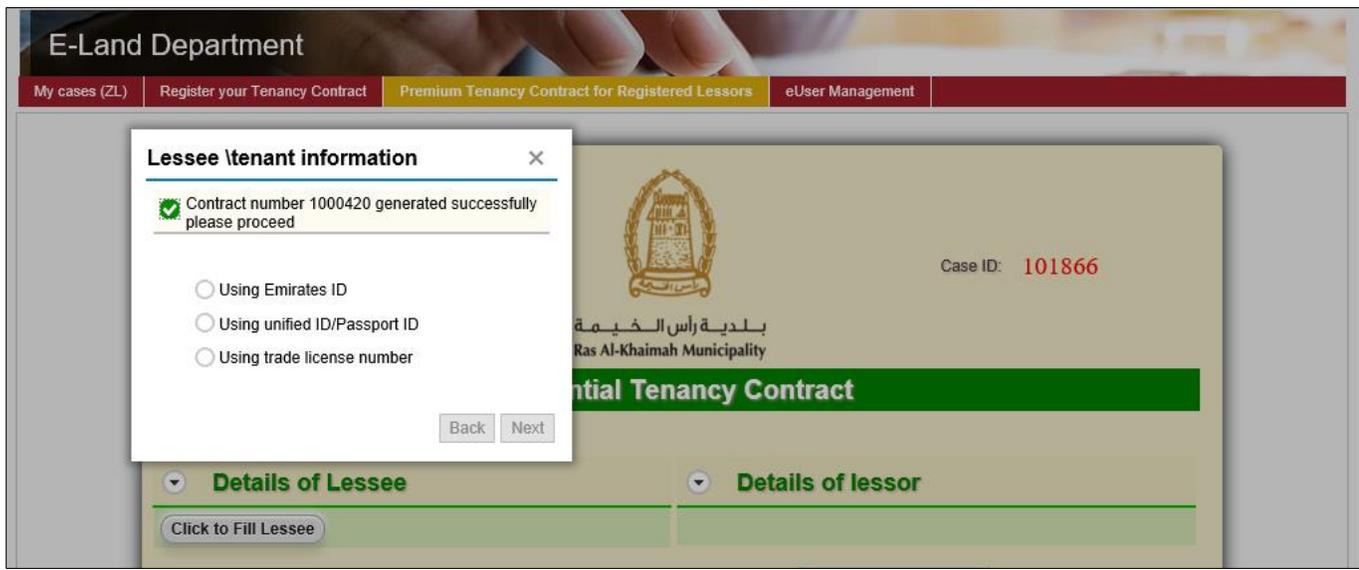
The system provides you several option to add lessee information:

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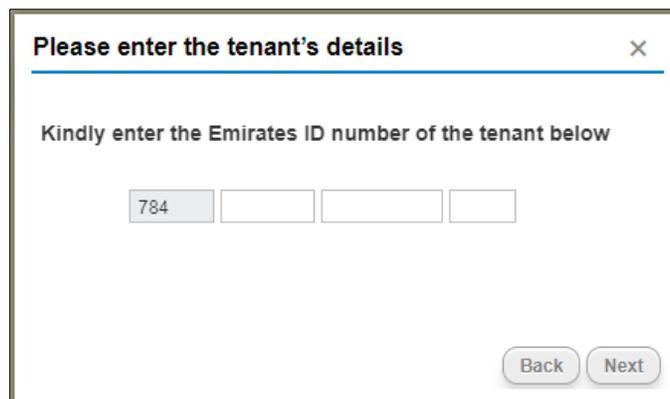
- **Search with Unified No/Passport ID.:** in case you want to add the lessee by his/her unified number /passport ID

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

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

Porperty Type:	Unit	Bulding No:	
Property-Municipality ID:		Floor No:	
Property Name:		Unit No:	
Developer Name:			

Search

Result

Porperty Type	Property-Municipality ID	Property Name	Developer Name	Bulding 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:	19.01.2019	* Contract End Date: 29.02.2020	No of years: 0,00
Annual Rental Amount:	0,00	* Rental Amount: 0,00	Deposit Amount: 0,00
* Method of Payment:		* Tenancy Purpose: Family Accommodation	

10. Special Conditions

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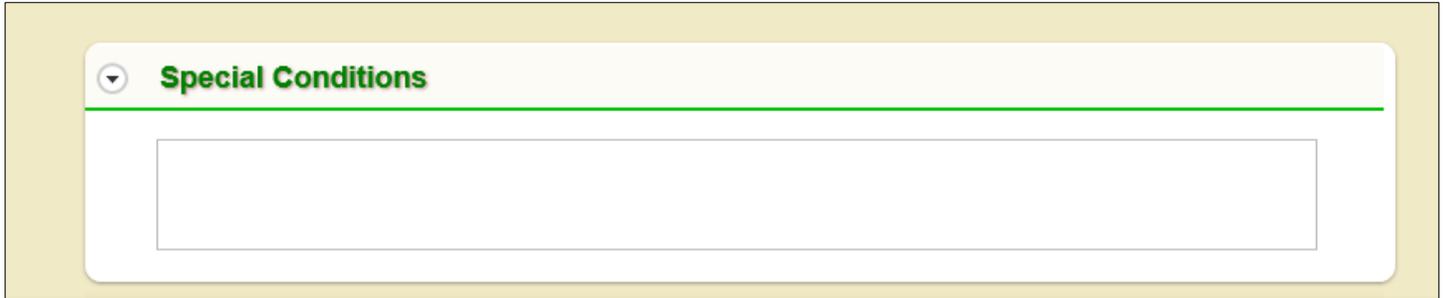
11. Occupant details

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.
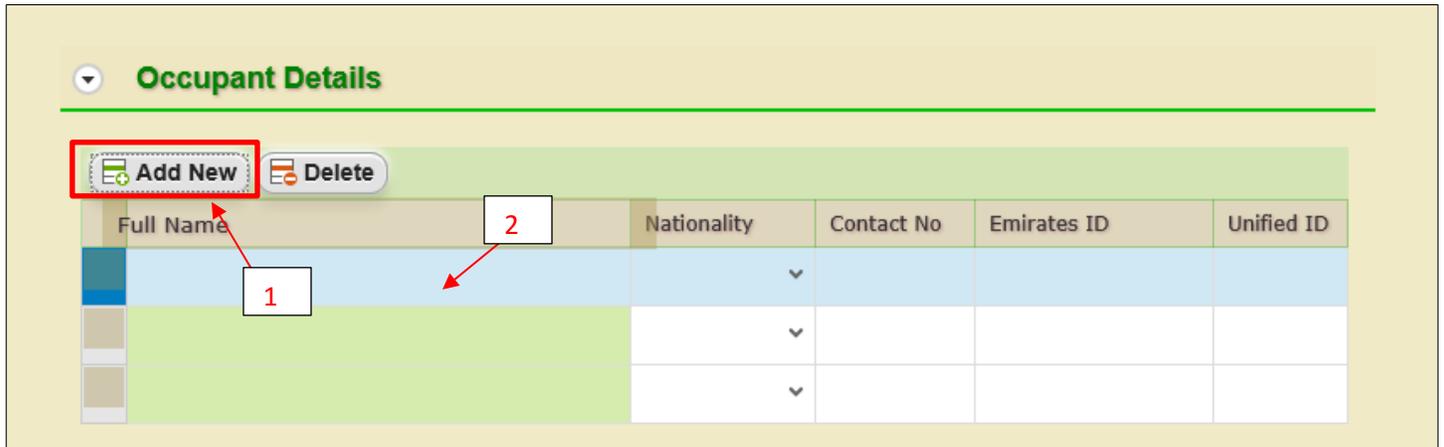
12. Attachments

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.

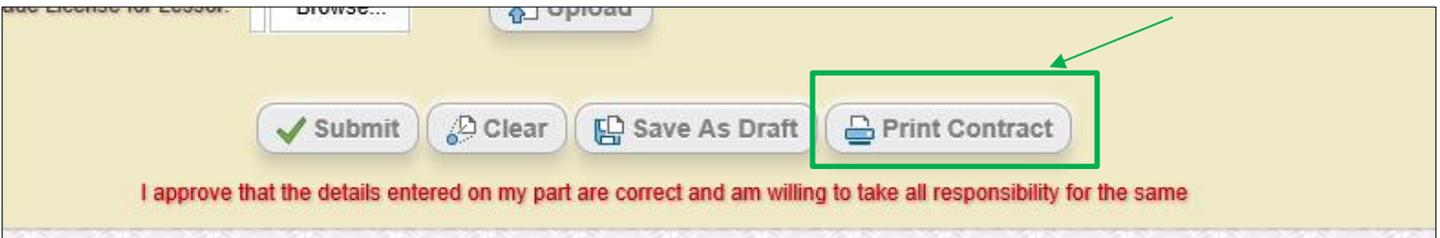For the remaining documents, you should scan and upload them as well.

13. Print the contract

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

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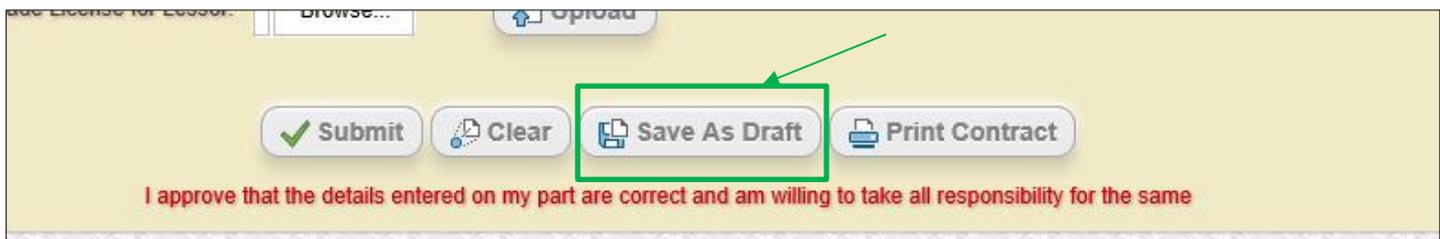
In case of you need to save your contract to continue it later, click on "Save as Draft" button at the bottom of the screen.

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.

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

16. Payment

A. Click on the case and click on payment request

B. Select the item to be paid

Select the item should be paid and click on pay selected item.
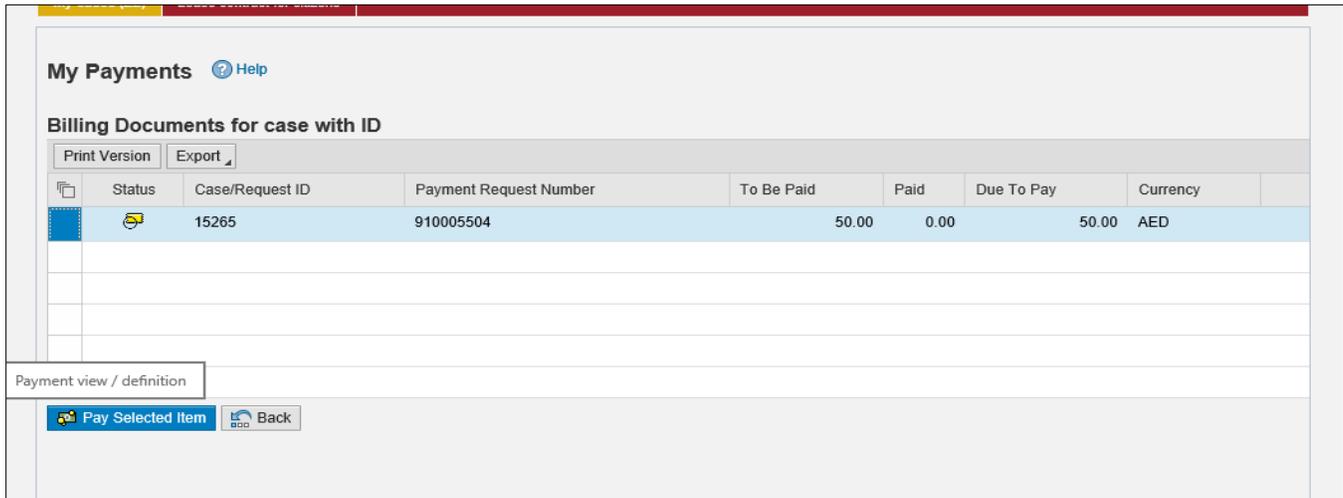
My Payments ⑦ Help

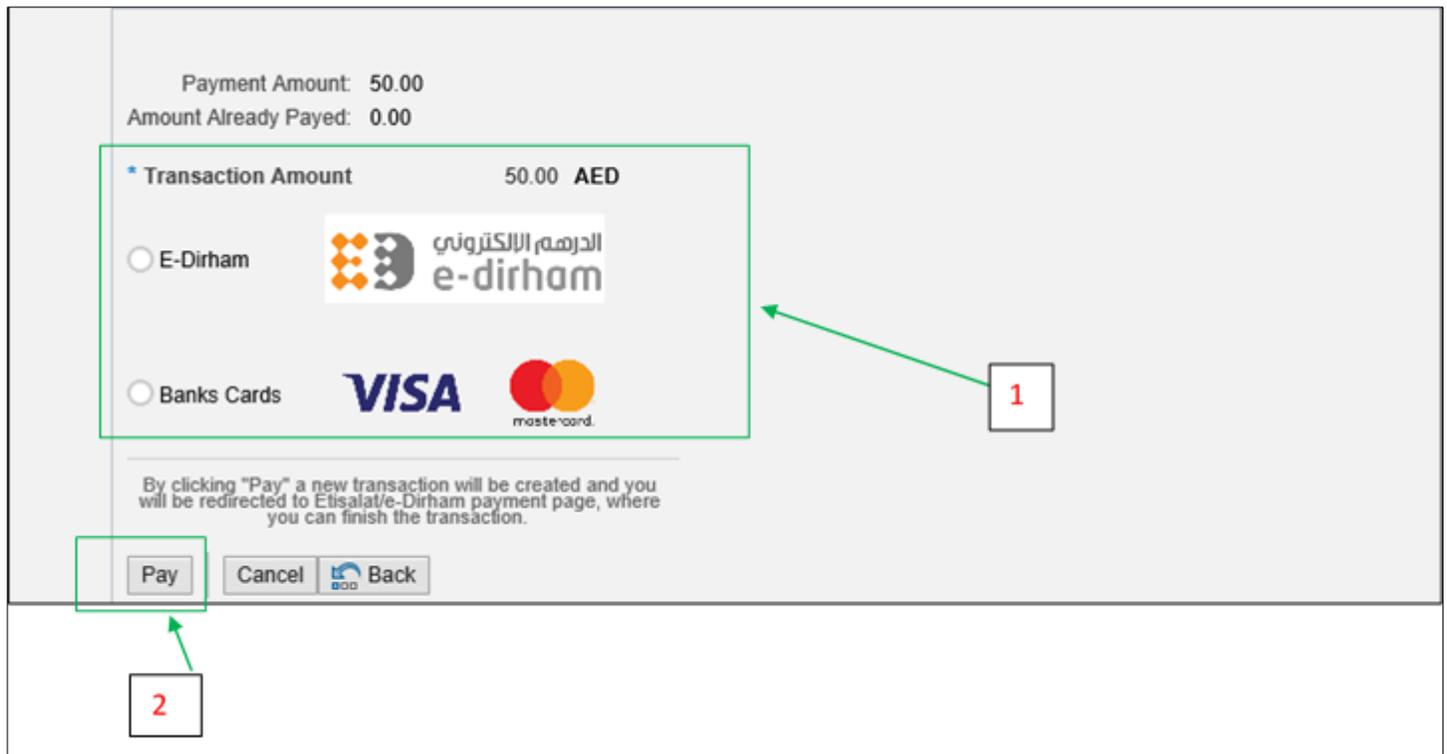**Billing Documents for case with ID**

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 Payed: 0.00

* Transaction Amount   50.00 **AED**

◯ E-Dirham   الدرهم الإلكتروني e-dirham

1

◯ Banks Cards   **VISA** mastercard

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

2

Then select payment method and enter payment details.

3

Payment Methods Types

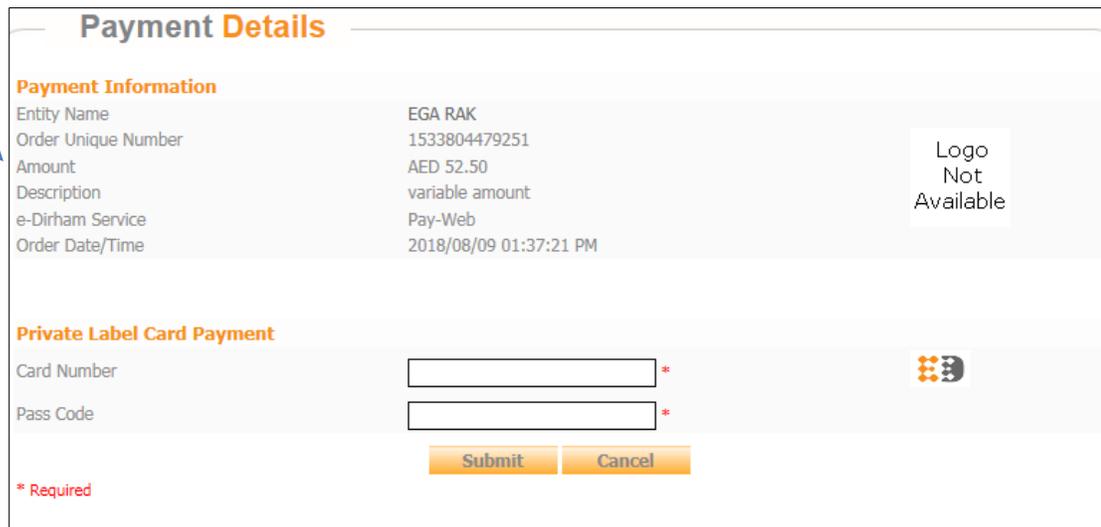Please select one of the payment methods

+ eDirham G2 Cards

+ Non-eDirham Cards

+ eD-Wallet

Confirm   Cancel

4

Payment Details

Payment Information

Entity Name	EGA RAK
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

Logo
Not
Available

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.