



User Manual

New Lease / Renew Lease / Terminate Lease Request

Properties Section Services





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6.	E-PAYMENT SERVICE





Introduction:

The Properties 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.

The **New Lease/Renew Lease/Terminate Lease** Request allows the applicant to apply requests for new lease, renew lease, terminate lease contract of municipality's properties, after attach the required documents and pay the required service fee.

This guide shows customers how to access the **New Lease/Renew Lease/Terminate Lease** Request. It also guides them on how to create and send the request electronically.





Login and access to the New Lease/Renew Lease/Terminate Lease Request

- 1- Navigate to 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 "Properties Section Services"



Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Center	Legislative Committee	Independent Complaints Reviewer		- 100	A-	A A+
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		n 7 del vices duice.	Coveninent / NAK Mu	nicipanty							
		🐒 Land and P	roperties Sector					>			
		🖏 Town Plann	iing					>			
		🖏 Buildings D	epartment					>			
		% Public Heal	th Department					>			
		% Grant Office	2					>			
		% Properties \$	Section Services	<u> </u>	1			>			
		% General Ser	vices		- ^			>			
		🖏 Quick Pay									
		🖏 Others						>			

5- Next, click on New Lease/Renew Lease/Terminate Lease Request

eServices	Services Guide > Sevenment > RAK Municipality	
	% Land and Properties Sector >	
	%\$ Town Planning >>	
	% Buildings Department >>	
	\$\$ Public Health Department >>	
	\$3 Grant Office >>	
	1% Properties Section Services 👻	
	 ▶ Request New Lease / Renew Lease / Terminate Lease ▶ Quick Pay 	
	% General Services >>	

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





Home	About RAK	Services Guide	Government Entities	About RAK eGov	Media Cente	er Legislative Committee	Independent Complaints Reviewer		۲	-	A-	А	A+
eSer	vices							1					
		25 You are using a by the Google consider	browser that is not supporte Maps JavaScript API, Please changing your browser. am more Dismiss Sheikh Z	a pred Mos	Request Ne Online submissi New Leas Renew Le Terminate	w Lease / Renew Lease / Rein on and payment channels for the asse a Lease	er Clase / Terminate Lease						
		1.4	Drive باس الحيمة For Four O	مسح الوطني Inrough	Step 1	Sign up using UAE PASS							
		Anadana	erderne: British	+	Step 2	Submit a service request for a Contract number provided for	a New Lease / Renewal / Termination. Make a future reference	note of the					
		Keyboan	I Khuzam (BSK) Google dishortcuts Map data ©2021 Tr	erms of Use	Step 3	Properties Section get in touch	with the details of the assigned shop/land for \boldsymbol{y}	our request					
	-				Step 4	A copy of the payment request	will be sent to you via email						
		Service Enquiry			Step 5	Complete the payments on channel. Send a copy of the rei	the lease using Online/Cash/Cheque/Payme ceipt to Properties Section via email	ent machine					

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

Home	About RAK	Services Guide	Government Entities	About RAK eGo	v Media Center	Legislative Committee	Independent Complaints Reviewer	۲	10	A-	A /	A+
					Call Center Working Di Sunday - Thursday fro	ays and Hours : m 8:30 AM till 17:30 PM.						
					Processing Ti	me						
					Required Doci	uments						
					** New Lease Signed applic Emirates ID /	cation letter (available for do / Trade License	wnload on service page)					
					** Renew Lease Signed copy	of expired Lease Contract						
					** Terminate Lease Signed copy	e of Lease Contract	_					
							Start Service					





Important Note:

To be able to use the service, you should register the individuals as below:

• Create Account on E-Service Portal using UAE Pass (Must have a valid EID during registration).

Representative Registration is as the following:

- Apply on Update Business Partner Information Service.
- Attach ID, Representative Card and Authorization Letter.
 - 8- Enter your RAK Government Portal username and password which you have previously created, then press on the "Log in" button.

Please Log in			
Login With @ UAE PASS A single trusted digital identity for all citizens, residents and visitors.		Log in to RAK.ae Username Password	
Note: If you are already registered with RAK Government Portal, you can use the same login credentials to login to UaePass.	QR	Log in	
Not yet a member? Register With UsePass		ſ	
		Cancel	

9- The New Lease/Renew Lease/Terminate Lease Request form will be displayed enabling you to create the requests:





Covernment of Ras Al Khaimah Home About RAK Services Guide General Information Applicant Tenant Attachments Submit Clear 									
Home About RAK Services Guide Government Entities About RAK eGov Media Center Properties Section Services Request a New Lease Renew an Existing Lease Terminate an Ongoing Lease E-Payment Services	نیپتر Govern	رأس (لخ nment of Ra	وم تر م s Al Khai	ح لا imah					
Properties Section Services Request a New Lesse Renew an Existing Lease Terminate an Ongoing Lease Payment Services Submit Ciear	Home	About	RAK	Services Guide	Government Entities	About RAK eGov	Media Center		
Request a New Lease Renew an Existing Lease Terminate an Ongoing Lease E-Payment Services General Information Applicant Tenant Attachments Submit Clear 		Prope	erties	Section Ser	vices				
Image: Constraint of the second s		Request a Ne	w Lease	Renew an Existing Le	ease Terminate an Ongoing	Lease E-Payment Serv	ices		
 ● General Information ● Applicant ● Tenant ● Attachments Submit Clear 		Û		Û	Û	Û			
 Applicant Tenant Attachments Submit Clear 		∢	Gene	ral Informatior	ı				
Tenant Attachments Submit Clear		∢	Appli	cant					
Attachments Submit Clear		€	Tenar	nt					
Submit Clear		€	Attac	hments					
		Sub	omit Cl	ear					





Create a New Lease Request

To create a request to lease a municipality property, follow the steps below:

1. Click on the "Request a New Lease" tab, to have the request form displayed below:

Properties	Section Service	s	
Request a New Lease	Renew an Existing Lease	Terminate an Ongoing Lease	E-Payment Services
Û			
🕤 Gener	al Information		
* Contra	ct Type:	~	
* Requested st	art date:	1	
Applie	cant		
● Tenar	ıt		
Attack	nments		
Submit	ear		

2. In the **General Information** block, enter the information as below:

Field			Description	
Contract Type	Select the requ	ired contrac	t type from the dropdown me	enu:
	1	* Contract Type:	~	
			Commercial Lease	
			Residential Lease	
			Commercial Land lease	
			Residential Land Lease	
			Quarry Lease	
			Short Term Commercial Lease	
			Short-term Land Lease	
			Outdoor Advertising Location	
			Residential Lease - DoF	
			Commercial Lease - DoF	



	"Select Loca the previou Residential Lease, Outd	* Contract Type: Commercial Lease * Select location Al Nakheel Digdaga Masafi Fish Market - Ras Al Khaimah Vegetable Market Old Ras Al Khaimah Muaireed Felayyah Market Under Bridge cotation" field appears when you select the contract Type in pus field as one of the following types: Commercial Lease, al Lease, Short Term Commercial Lease, Short-term Land tdoor Advertising Location, Residential Lease – DoF,
	Commercia	ial Lease – DoF.
	Select Loca	Select the required location within which you want to lease a new municipality property from the above types.
	▼	Contract Type: Commercial Land lease
	The fields b the followir Quarry Leas	below will appear when you select the contract type one of ring: Commercial Land lease, Residential Land Lease, or ase.
	Sector	Select the required sector within which you want to lease a new municipality property from the type above.
	Area	Select the required area for lease within the sector that you have selected in the previous field.
	Block	Select the required block for lease within the sector and area that you have selected in the previous fields.
Requested Start Date	Enter or sel contract.	elect the date when you want to start the required lease



					Ŷ			
* Requested start date:	19.	11.20	021		1			
	«	<	No	vem	ber	2021	>	»
		Мо	Tu	We	Th	Fr	Sa	Su
	43	25	26	27	28	29	30	31
	44	1	2	3	4	5	6	7
	45	8	9	10	11	12	13	14
	46	15	16	17	18	19	20	21
	47	22	23	24	25	26	27	28
	48	29	30	1	2	3	4	5

Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- In the **Applicant** block, the system automatically displays the name, number, mobile number and email address of the applicant who logged in to the service.

 Applicant
Applicant number: 3000113130
Applicant Name: محمد احمد
Email ID lgibaly@egac.rak.ae
Mobile number: 0566092712

3. In the **Tenant** block, click on the "**Find Tenant**" button, to search for the tenant who wants to rent a municipality's property:



The "Create new Business partner" screen pops up to enable you to search in many ways:





Properties Secti	on E-Service	×
Search Busin	ess Partner	
Selection Criter	ia	
Selection Criteria:	Emirates ID v	
* Emirates ID:	784	
* Nationality:	~	
* Date of Birth:	1	
eKju		
	Refresh	
Search Clear		
		OK Cance

4. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:

Selection Criteria:	Emirates ID	~
	Emirates ID	
	By Passport(non EID holder only)	
	By Unified Id(non EID holder only)	
	Trade License Number	
	Myself	

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter:	Selection Criteria: Emirates ID 🗸
EID numberSelect the nationality	* Emirates ID: 784
Select the date of birth	* Nationality:
	* Date of Birth:





 Search by the passport number (for non-Emirates ID holders), then enter: Passport number Select the Passport type Select the nationality Select the date of birth 	Selection Criteria: By Passport(non EID holder only) * Passport Number: * Passport Type: ORDINARY PASSPORT * Nationality: * Date of Birth: 1
Search by the unified ID (for non- Emirates ID holders) then enter:	Selection Criteria: By Unified Id(non EID holder only)
Unified numberSelect the nationality	* Unified Number:
 Select the date of birth 	* Nationality:
	* Date of Birth:
Search with the Trade license number	October Oritation Strade Lineare Number
(issued by the Government of Ras Al	Selection Criteria: I rade License Number
license number	* License number:
In case you are the tenant, select " Myself " and then click the " OK " button to have your information displayed in the tenant fields.	Selection Criteria Selection Criteria: Myself
	Ok Cancel

5. Enter the code that appears in the figure, then click on "Search":

Please enter the	e code shown in the image 🔹
nbec	
nBEC	Refresh
Search Clear	

Note: Click "**Refresh**" button to get a new clearer code, or click on "**Clear**" button to clear the input and re-write the code again.

6. Click "**Ok**" to insert the selected person in the tenant fields.





Find Tenant
Tenant number: 3000113130
محمد احمد :
Email ID: lgibaly@egac.rak.ae
Mobile number: 0566092712

7. In the **Attachments** block, you have to attach all mandatory documents to complete the request, which include the signed application letter that you can download by clicking on the **Download Application Letter**:

◄	 Attachments 				
Dow	nload Application Letter				
List	t of Attachments				
	File Description	Document Type			

Download the application letter, fill it and attach it as in the steps below.

قسم الأسلاك لب استنجبار عنقبار	ط
	تاريخ تقديم الطلب
قسيمة لإقامة مسكن	محل تجاري
قسيمة غير مزقتة	
موقع مؤقت داخل البلدية	
موقع غير موقت داخل البلدية	ارض للدوابي
موقع ترضع عربية	قسيمة مزقتية
	عيرها
	اسم مقدم الطلب
	الموقع المطلوب
	المساحة المطلوية
	الغرض من الاستنجار
	رقم الهاتف الجوال
	، قد الفاتف الأضر.
	الديد الاكتروني
	البريد (بالشروعي
s	المرفقات
	1.3





- 8. To upload documents:
 - A. Click the "Add New" button:

(Attachments	
	Download Application Letter	
	List of Attachments	
	File Description	Document Type
\$	Add New Change Description Delete Entry	

B. A window pops up allowing you to choose the files as shown below:

Add Attachment				
Attachment De	tails			_
* Document Type:			~	
* Attachment:	Choose File	No file chosen		
Clear				
			Add (Cancel

C. Select the name of the document to be attached from the "**Document Type**" drop down list:



- D. Browse to the file and Click on Add \rightarrow the file will be uploaded successfully.
- E. Repeat the steps to attach the rest of the documents.

Notes:

• In case you want to change the attachment title, select the required document and click on the "Change Description":





List of	Attachments	
File	e Description	Document Type
٨	pdf.و	Trade License
	₹ }	
Add Nev	W Change Description De	elete Entry
	Attachment Fi	le Details
	Attachment Fi	le Details
	* File Description:	.paī
		Change Cancel
the nev yed in t e of inco nove it:	v description of the at he attachments list. orrect upload, you can tachments	Change Cancel ttachment, and click "Change" to have the n select the document and click the "Delet
the nev yed in t e of inco nove it:	v description of the at he attachments list. orrect upload, you can tachments	Change Cancel ttachment, and click "Change" to have the n select the document and click the "Delet
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the new ayed in t se of inco move it: Att Download List of J File	v description of the at he attachments list. orrect upload, you can tachments I Application Letter Attachments Description	Change Cancel ttachment, and click "Change" to have the n select the document and click the "Delet Document Type Trade License





9. You have the following options to do:

Submit	Clear

- "Submit" to complete the request.
- "Clear" to clear all fields.

10. Click "Submit" and confirm the submission in the following confirmation message.



A screen will appear stating that the case is submitted successfully including the case ID that you can use to follow up with the properties section later.

uest a New Lease	Renew an Existing Lease	Terminate an Ongoing Lease	E-Payment Services	
Contract Inf	ormation			

- 11. You can return to the main page of the service by clicking "Back".
- 12. You can start a new request by clicking on the "New Case" button.

After submitting your request successfully, your request will be received at the property section - municipality department, accordingly the responsible employee will contact you to set an appointment and complete the lease contract.











Create Lease Contract Renewal Request

To create a request to renew lease contract for the municipality property, follow the steps below:

1. Click on the "Renew an Existing Lease" tab, to have the request form displayed below:

st a New Lease	Renew an Existing Lease	Terminate an Ongoing Lease	E-Payment Services
	Û		
• Gene	ral Information		
Appli	cant		
• Tenar	nt		
• Attac	hments		
Submit Cl	ear		

2. In the General Information block, enter the information as below:

Field	Description
Contract Number	Enter the number of the required contract to be renewed in the field:
	 General Information
	* Contract Number:

All fields that are preceded by an asterisk * are mandatory fields. In the Applicant block, the system automatically displays the name, number, mobile number and email address of the applicant who logged in to the service.



 Applicant 	
Applicant number: 3000113130	
Applicant Name: محمد احمد	
Email ID lgibaly@egac.rak.ae)
Mobile number: 0566092712	

3. In the **Tenant** block, click on the "**Find Tenant**" button, to search for the tenant who wants to renew a lease contract for a municipality property:

◄	Tenant
Fin	d Tenant
	Tenant number:
	Tenant name:
	Email ID:
	Mobile number:

The "Create new Business partner" screen pops up to enable you to search in many ways:

Properties Sect	ion E-Service	×
Search Busin	ess Partner	
Selection Crite	ria	_
Selection Criteria:	Emirates ID v	
* Emirates ID:	784	
* Nationality:	~	
* Date of Birth:	1	
Please enter the clear	ne code shown in the image *	
	ОКС	ancel





4. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:

Selection Criteria:	Emirates ID	~
	Emirates ID	
	By Passport(non EID holder only)	
	By Unified Id(non EID holder only)	
	Trade License Number	
	Myself	

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
Search by the Emirates ID, then enter:	Selection Criteria: Emirates ID ~
EID numberSelect the nationality	* Emirates ID: 784
Select the date of birth	* Nationality:
	* Date of Birth:
Search by the passport number (for non-Emirates ID holders), then enter:	Selection Criteria: By Passport(non EID holder only)
Passport number	* Passport Number:
 Select the Passport type Select the nationality 	* Passport Type: ORDINARY PASSPORT V
 Select the date of birth 	* Nationality:
	* Date of Birth:
Search by the unified ID (for non- Emirates ID holders) then enter:	Selection Criteria: By Unified Id(non EID holder only)
Unified numberSelect the nationality	* Unified Number:
Select the date of birth	* Nationality:
	* Date of Birth:
Search with the Trade license number (issued by the Government of Ras Al	Selection Criteria: Trade License Number
Khaimah) and then enter:license number	* License number:





In case you are the tenant, select "Myself" and then click the "OK" button to have your information	Selection Criteria		
displayed in the tenant fields.	Selection Criteria: Myself 🗸 🗸		
	Ok Cancel		

5. Enter the code that appears in the figure, then click on "Search":

Please enter the code shown in the image *
nbec
nBEC Refresh
Search Clear

Note: Click "**Refresh**" button to get a new clearer code, or click on "**Clear**" button to clear the input and re-write the code again.

6. Click "**Ok**" to insert the selected person in the tenant fields.

Find Tenant
Tenant number: 3000113130
Tenant name: محمد احمد ,
Email ID: lgibaly@egac.rak.ae
Mobile number: 0566092712

7. In the **Attachments** block, you have to attach all mandatory documents to complete the request, which is only the signed application letter that you can download by clicking on the **Download Application Letter**:





◄	Attachments		
Down	load Application Letter	_	
List	of Attachments		
	File Description	Document Type	

Download the application letter, fill it and attach it as in the steps below.

بلدیه (اس الخیمیة مواس الخیمیة	
قسم الأمسلاك لما استنجار عاقبار	ط
	تاريخ تقديم الطلب
قسيمة لإقامة مسكن	محل تجاري
 	شبرة
موقع مؤقت داخل البلدية	حظيرة مواشىي
_موقع غير موقت داخل البلدية	ارض للدوايي
موقع لوضيع عريبة	فسیمه موفنیه
	میریا
	أسم مقدم الطلب
	الموقع المطلوب
	المساحة المطلوبة
	الغرض من الاستنجار
	رقم الهاتف الجوال
	رقم الهاتف الأرضى
	الب بد الالکت و تی

- 8. To upload documents:
 - A. Click the "Add New" button:





Dow	nload Application Letter	
List	t of Attachments	
	File Description	Document Type

B. A window pops up allowing you to choose the files as shown below:

Add Attachmen	t			
Attachment De	tails			
* Document Type:			~	
* Attachment:	Choose File	No file chosen		
Clear				
			Add	Cancel

C. Select the name of the document to be attached from the "**Document Type**" drop down list:



D. Browse to the file and Click on Add \rightarrow the file will be uploaded successfully.

Notes:

• In case you want to change the attachment title, select the required document and click on the "Change Description":





List of A	tachmonte	
LIST OT AT		Document Tune
File D	df	Contract
-93.P		omruur
	_	
	- ₹	
Add New	Change Description	Delete Entry
ge File D	escription" scre	een pops up:
-	•	
	Change File	e Description
	Attachmen	nt File Details
	* File Descript	tion: STA. ndf
	- File Descript	iion. 🤤spui
		Change Cancel
		Change Cancer
4 h	de en intiene ef t	
the new	description of t	he attachment, and click " Change " to have the ist.
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the new yed in the e of incor nove it: Attac ownload App st of Atta File Des	description of ti e attachments l rrect upload, yo hments blication Letter achments cription	he attachment, and click " Change " to have the list. ou can select the document and click the " Dele Document Type Contract
the new yed in the e of incor nove it: Attac www.load App st of Attac File Des	description of the attachments least upload, yo rrect upload, yo hments blication Letter achments cription	he attachment, and click " Change " to have the list. ou can select the document and click the " Dele " Document Type Contract





9. You have the following options to do:

Submit	Clear

- "Submit" to complete the request.
- "Clear" to clear all fields.

10. Click "Submit" and confirm the submission in the following confirmation message.

ancol

A screen will appear stating that the case is submitted successfully including the case ID that you can use to follow up with the properties section later.

Contract	Information
Contract N	umber 10403
Back	New Case

- 11. You can return to the main page of the service by clicking "Back".
- 12. You can start a new request by clicking on the "**New Case**" button.

After submitting your request successfully, your request will be received at the property section municipality department, accordingly the responsible employee will contact you to set an appointment and complete the renew lease contract











Create Lease Contract Termination Request

To create a request to terminate a lease contract for the municipality property, follow the steps below:

1. Click on the "Terminate an Ongoing Lease" tab, to have the request form displayed below:

quest a New Le	ase Renew an Existing Lease	Terminate an Ongoing Lease	E-Payment Services	
G	eneral Information	٢		
• A	pplicant			
• Te	enant			
• At	ttachments			

2. In the **General Information** block, enter the information as below:

Field	Description
Contract Number	Enter the number of the required contract to be terminated in the field:
	General Information
	* Contract Number:
Notice Type	Choose the type of notice to terminate the contract from the drop- down list:
	* Notice type:
	Immediate termination notice
	Notice for end of lease term
	Immediate termination notice: If you want to terminate the lease
	contract during its validity period.
	• Notice for end of lease term: when you want to terminate the
	contract since it is expired.





Notes:

- All fields that are preceded by an asterisk * are mandatory fields.
- In the **Applicant** block, the system automatically displays the name, number, mobile number and email address of the applicant who logged in to the service.

 Applicant 	t
Applicant number:	: 3000113130
Applicant Name:	محمد احمد
Email ID	lgibaly@egac.rak.ae
Mobile number:	0566092712

3. In the **Tenant** block, click on the "**Find Tenant**" button, to search for the tenant who wants to terminate a lease contract for a municipality property:

 Tenant 	
Find Tenant	
Tenant number:	
Tenant name:	
Email ID:	
Mobile number:	

The "Create new Business partner" screen pops up to enable you to search in many ways:





roperties Secti	on E-Service	×
Search Busin	ess Partner	
Selection Criteria		
Selection Criteria:	Emirates ID 🗸	
* Emirates ID:	784	
* Nationality:	v	
* Date of Birth:	1	
eKju	e code shown in the image *	
	Refresh	
Search Clear		
		OK Cance

4. Select the appropriate way of search from the dropdown menu of "**Search Criteria**", then enter the required inputs as follows:

Selection Criteria:	Emirates ID	~
	Emirates ID	
	By Passport(non EID holder only)	
	By Unified Id(non EID holder only)	
	Trade License Number	
	Myself	

The dropdown menu includes many search options and upon your selection, the required inputs will be changed as follows:

Search way	Required inputs
 Search by the Emirates ID, then enter: EID number Select the nationality Select the date of birth 	Selection Criteria: Emirates ID * Emirates ID: 784 * Nationality: ~ * Date of Birth: 1





 Search by the passport number (for non-Emirates ID holders), then enter: Passport number Select the Passport type Select the nationality Select the date of birth 	Selection Criteria: * Passport Number: * Passport Type: * Nationality: * Date of Birth:	By Passport(non EID holder only) ORDINARY PASSPORT	✓✓✓
Search by the unified ID (for non- Emirates ID holders) then enter:	Selection Criteria:	By Unified Id(non EID holder only)	~
Unified numberSelect the nationality	* Unified Number:		
Select the date of birth	* Nationality:		~
	* Date of Birth:	1	
Search with the Trade license number		Standard Street and	
(issued by the Government of Ras Al	Selection Criteria:	li rade License Number	~
license number	* License number:		
In case you are the tenant, select " Myself " and then click the " OK " button to have your information displayed in the tenant fields.	Selection Criteria:	ria Myself	~

5. Enter the code that appears in the figure, then click on "Search":

Please enter the	e code shown in the image 🔹
nbec	
nBEC	Refresh
Search Clear	

Note: Click "**Refresh**" button to get a new clearer code, or click on "**Clear**" button to clear the input and re-write the code again.

6. Click "**Ok**" to insert the selected person in the tenant fields.





Find Tenant
Tenant number: 3000113130
Tenant name: محمد احمد ,
Email ID: lgibaly@egac.rak.ae
Mobile number: 0566092712

7. In the **Attachments** block, you have to attach all mandatory documents to complete the request, which is only the signed application letter that you can download by clicking on the **Download Application Letter**:

╺	Attachments	
Dow	nload Application Letter	
List	t of Attachments	
	File Description	Document Type

Download the application letter, fill it and attach it as in the steps below.

مسلم الاسترك لما استنجار عقار	ط
	تاريخ تقديم الطلب
قسيمة لإقامة مسكن	محل تجاري
فسيمة غير مؤقتة	
موقع مؤقت داخل البلدية	حظيرة مواشىي
موقع غير مؤقت داخل البلدية	ارض للدوايي
موقع توضيع عربية	قسيمة مؤقتية
	غيرها
	اسم مقدم الطلب
	الموقع المطلبوب
	المساحة المطلوية
	الغرض من الاستنجار
	رقم الهاتف الجوال
	رقم الهاتف الأرضى
	البريد الإلكتروني
	المرفقات
	L 227





- 8. To upload documents:
 - A. Click the "Add New" button:

(Attachments 	
	Download Application Letter	
	List of Attachments	
	File Description	Document Type
>	Add New Change Description Delete Entry	

B. A window pops up allowing you to choose the files as shown below:

Add Attachmen	t			
Attachment De	tails			_
* Document Type:			~	
* Attachment:	Choose File	No file chosen		
Clear				
			Add	Cancel

C. Select the name of the document to be attached from the "**Document Type**" drop down list:

* Document Type:	~
	Contract

D. Browse for the file and Click on Add \rightarrow the file will be uploaded successfully.

Notes:

• In case you want to change the attachment title, select the required document and click on the "Change Description":





File D	escription	Document Type
p.وثيقة	df	Contract ~
Add Now	Change Description Del	
Addition	Change Description	co chuy
ange File I	Description" screen p	pops up:
	Change File De	escription 🗖
	Attachment Fi	ile Details
	* File Description	sia. ndf
	The Description.	
		Change Cancel
er the new:	v description of the a	Change Cancel ttachment, and click "Change" to have the new t
er the new played in the case of inco remove it: • Attac Download A	v description of the athe attachments list. prrect upload, you can chments	Change Cancel ttachment, and click "Change" to have the new t n select the document and click the "Delete Entr
er the new blayed in the ase of inco emove it: • Attac Download Applications	v description of the athe attachments list. brrect upload, you can chments pplication Letter tachments	Change Cancel ttachment, and click "Change" to have the new t n select the document and click the "Delete Entr
er the new played in the ase of inco emove it: • Attac Download App List of Attac File De	v description of the ar he attachments list. prrect upload, you can chments pplication Letter tachments escription	Change Cancel ttachment, and click "Change" to have the new t n select the document and click the "Delete Entr Document Type
er the new played in th ase of inco remove it: Attac Download Ap List of Att File De	v description of the at he attachments list. prrect upload, you can chments pplication Letter tachments escription	Change Cancel ttachment, and click "Change" to have the new t n select the document and click the "Delete Entr Document Type Contract





9. You have the following options to do:

Submit	Clear

- "Submit" to complete the request.
- "Clear" to clear all fields.

10. Click "Submit" and confirm the submission in the following confirmation message.

Submit Case Creation	
Do you want to subm	it the request ?
	Submit Cancel

A screen will appear stating that the case is submitted successfully including the case ID that you can use to follow up with the properties section later.

ontrac	Information
Contract I	Number 10403
A Pack	New Case

- 11. You can return to the main page of the service by clicking "Back".
- 12. You can start a new request by clicking on the "**New Case**" button.

After submitting your request successfully, your request will be received at the property section municipality department, accordingly the responsible employee will contact you to set an appointment and complete the lease contract termination.











E-Payment Service

After you submit your request, it is accepted from the property section in the municipality department, and the required service procedures are completed for a new lease contract, contract renewal or contract termination, you need to pay the fee at the municipality headquarters or pay electronically via the "**E- payment Service**" tab.

Prope	erties Section	Services	ate an Ongoing Lease	E-Payment Services				-	
	Quick Pay 🔛 Pa	ayment History		仓					
User Name And									
Tota	l Due Amount 1	45519.00 AED							
Sele	ected amount to	pay 0.00 AED							
Print	Version Export ~	Select All	Beselect All						
	Case ID	Created On	Payment Req	Due to pay	Payee	Document Number	Section	Department	
	120492	25.10.2021	0910034883	50.00	محمد احمد	12000048275	Land Department [Depa	Municipality	
	118906	19.09.2021	0910034620	30.00	محمد احمد	12000047793	Health Department	Municipality	
	118055	12.09.2021	0910034604	100.00	محمد احمد	12000047747	Health Department	Municipality	
- P	118055 ay Selected Items	12.09.2021	0910034604	100.00	محمد احمد	12000047747	Health Department	Municipality	

Notes:

All the transactions that you submitted to the municipality department are listed in the "Quick Pay" tab, where you can choose one, many, or all requests to pay directly. You can also print requests records or export them in an excel sheet through the buttons at the top of the requests list.



• You can search for paid requests through the "**Payment History**" tab, using various search criteria:





🐼 Quick I	Pay Payment History						
Guick	Lix raymone history						
User	mostafa.raze	⊡ Pa	ayment Request Numb	er:		То	₫
Date	: 🛅 То		Mode of Payme	ent:		CP	₫
Service ID	то	⊐	Stat	us:	\sim		
Case Type	: C						
@ Get Pa	wment Details						
Print Version	Export ~						

Select the required request for which you want to pay the fees, then click the "**Pay selected Item**" button:

t a New L	ties Section	N Services	nate an Ongoing Lease	E-Payment Services			100.00	-
@ Q)uick Pay 🛃	Payment History						
User	ld 3000113130	User Name -	محمد أحم					
		145540.00 450						
Total	Due Amount	145519.00 AFD						
Total	Due Amount	145519.00 AED						
Total Selec	Due Amount ted amount	to pay 0.00 AED						
Total Selec Print Ve	ted amount	to pay 0.00 AED	Deselect All					
Total Selec Print Ve	Due Amount ted amount ersion Export ~	to pay 0.00 AED	器 Deselect All Payment Req	Due to pay	Payee	Document Number	Section	Department
Total Selec Print Ve	Due Amount ted amount ersion Export ~ Case ID 120492	to pay 0.00 AED	Deselect All Payment Req 0910034883	Due to pay 50.00	Payee	Document Number 12000048275	Section Land Department [Depa	Department Municipality
Total Selec Print Ve C	Due Amount ted amount ersion Export ~ Case ID 120492 118906	to pay 0.00 AED	Deselect All Payment Req 0910034883 0910034620	Due to pay 50.00 30.00	Payee محمد احمد محمد احمد	Document Number 12000048275 12000047793	Section Land Department [Depa Health Department	Department Municipality Municipality

The Payment Channels screen appears which enables you to pay the fees using the desired payment channel, either by e-dirham or by bankcard:





Please review the payable items	Ø	×
Total Payment 50.00		
e-Dirham Payment Gateway	_	
Applicable Fees using eDirham payment gateway		
* If you want to pay by eDirham Card, a flat rate of 3 AED shall apply.		
* If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 3 AED + (2%) of total debited amount.		
* If you want to pay by direct eDebit from bank Account, a flat rate of 10 AED shall apply.		
 Credit cards (Etisalat Payment Gateway) Applicable Fees using Etisalat Payment Gateway If you want to pay by credit cards (Visa Card or Master Card), a flat rate of 0.50 AED + 1.40% of the transaction amount shall apply 		
✓ 1/ We acknowledge and accept the Terms & Conditions applicable and available on the site		
Pay VISA August Contained and		
	Clo	ose

Select the required payment channel and confirm that you have read the terms and conditions, then click the "**Pay**" button to proceed with the payment process as usual.