

User Manual

New Lease / Renew Lease / Terminate Lease Request

Properties Section Services

Contents:

1. INTRODUCTION:	3
2. LOGIN AND ACCESS TO THE NEW LEASE/RENEW LEASE/TERMINATE LEASE REQUEST	4
3. CREATE A NEW LEASE REQUEST	9
4. CREATE LEASE CONTRACT RENEWAL REQUEST	19
5. CREATE LEASE CONTRACT TERMINATION REQUEST	28
6. E-PAYMENT SERVICE.....	37

Introduction:

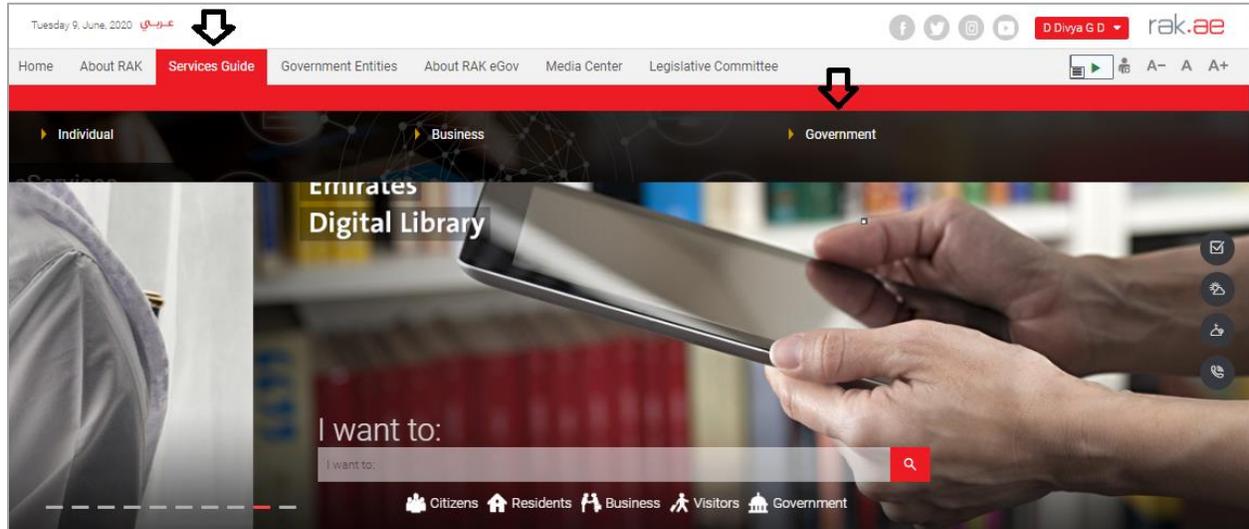
The Properties Section in Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.

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.

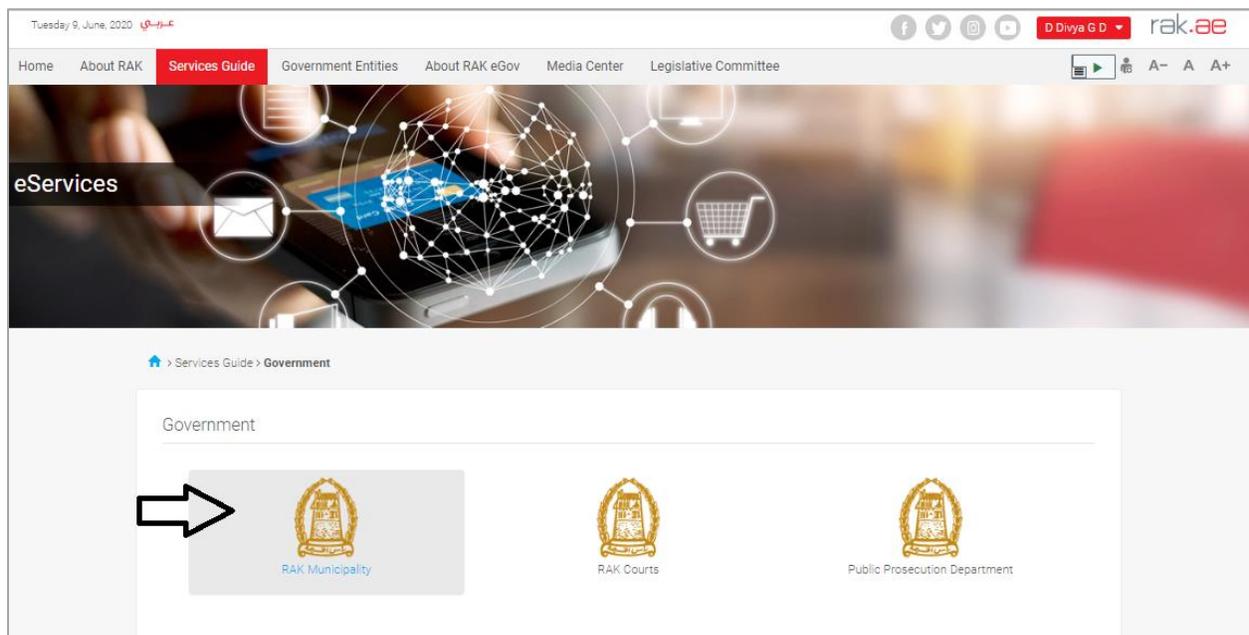
This guide shows customers how to access the **New Lease/Renew Lease/Terminate Lease** Request. It also guides them on how to create and send the request electronically.

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

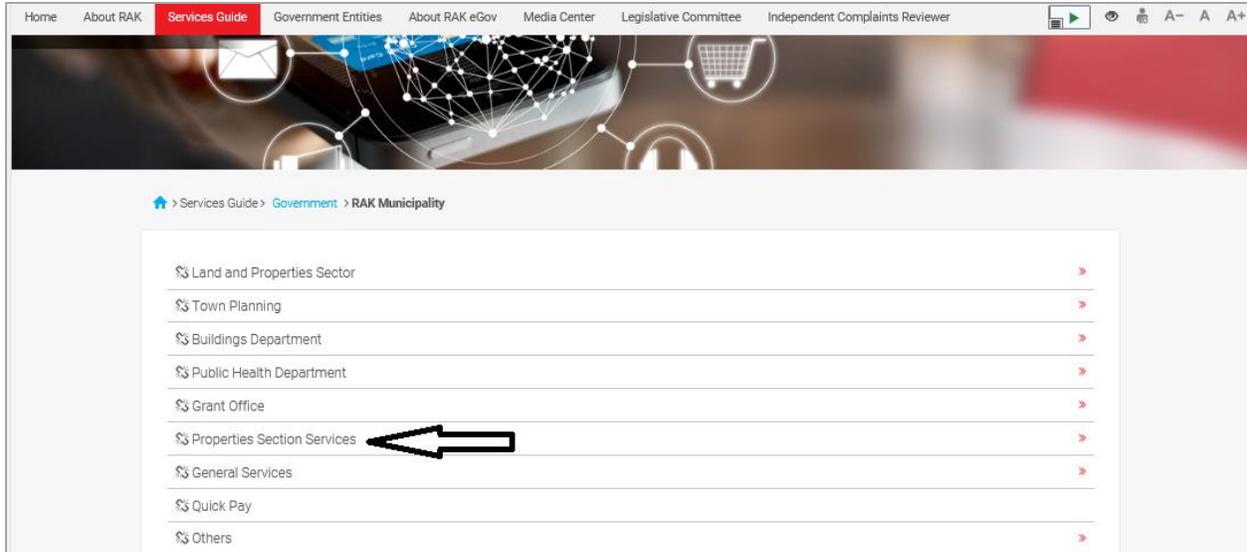
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- Click on the “Service Guide” then click on “Government”



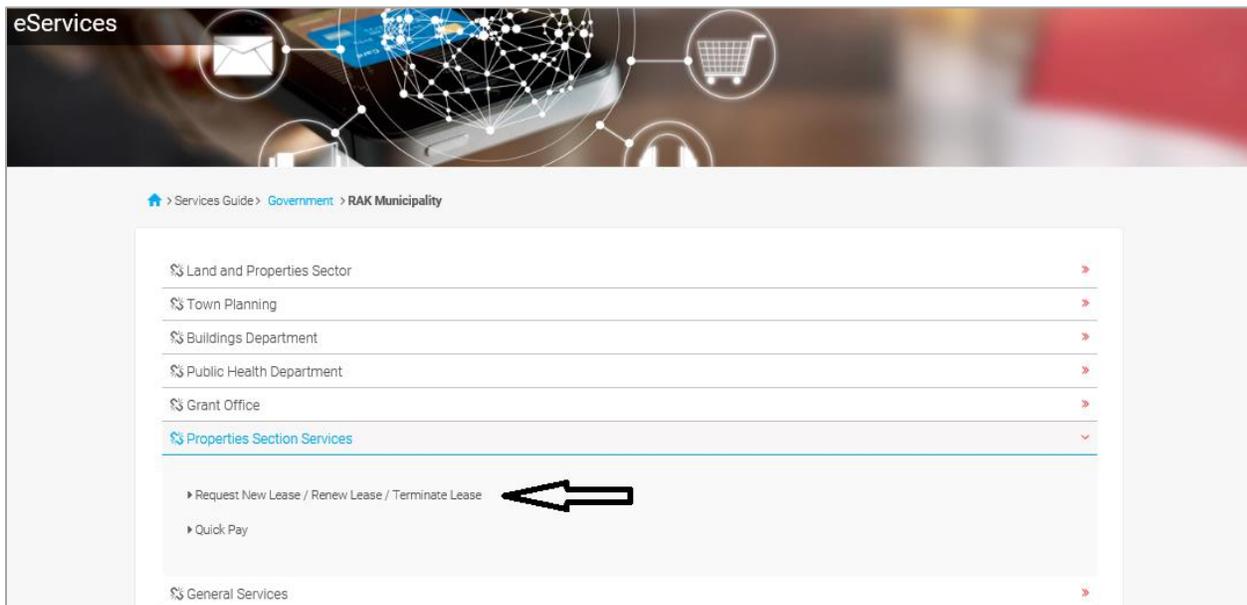
- 3- Next, select “RAK Municipality”



- 4- Next, select “Properties Section Services”



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



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 Center Legislative Committee Independent Complaints Reviewer

eServices

> Services Guide > Government > RAK Municipality > Properties Section Services > Request New Lease / Renew Lease / Terminate Lease

You are using a browser that is not supported by the Google Maps JavaScript API. Please consider changing your browser. [Learn more](#) [Dismiss](#)

Request New Lease / Renew Lease / Terminate Lease

Online submission and payment channels for the following services:

- New Lease
- Renew Lease
- Terminate Lease

- Step 1 Sign up using UAE PASS
- Step 2 Submit a service request for a New Lease / Renewal / Termination. Make a note of the Contract number provided for future reference
- Step 3 Properties Section get in touch with the details of the assigned shop/land for your request
- Step 4 A copy of the payment request will be sent to you via email
- Step 5 Complete the payments on the lease using Online/Cash/Cheque/Payment machine channel. Send a copy of the receipt to Properties Section via email

[Service Enquiry](#)

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

Call Center Working Days and Hours :
Sunday - Thursday from 8:30 AM till 17:30 PM.

Processing Time

6 - 7 working days

Required Documents

- ** New Lease**
Signed application letter (available for download on service page)
Emirates ID / Trade License
- ** Renew Lease**
Signed copy of expired Lease Contract
- ** Terminate Lease**
Signed copy of Lease Contract


[Start Service](#)

Important Note:

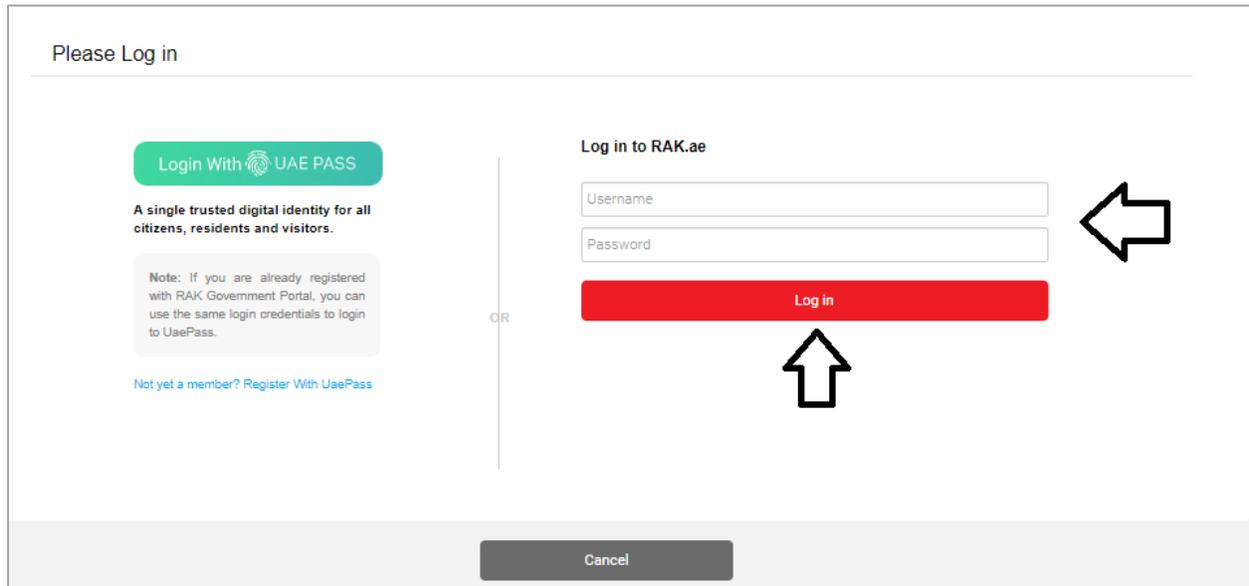
To be able to use the service, you should register the individuals as below:

- 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.

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

Not yet a member? Register With UaePass

OR

Log in to RAK.ae

Username

Password

Log in

Cancel

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

حكومة رأس الخيمة
Government of Ras Al Khaimah

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

Properties Section Services

Request a New Lease Renew an Existing Lease Terminale an Ongoing Lease E-Payment Services

↑ ↑ ↑ ↑

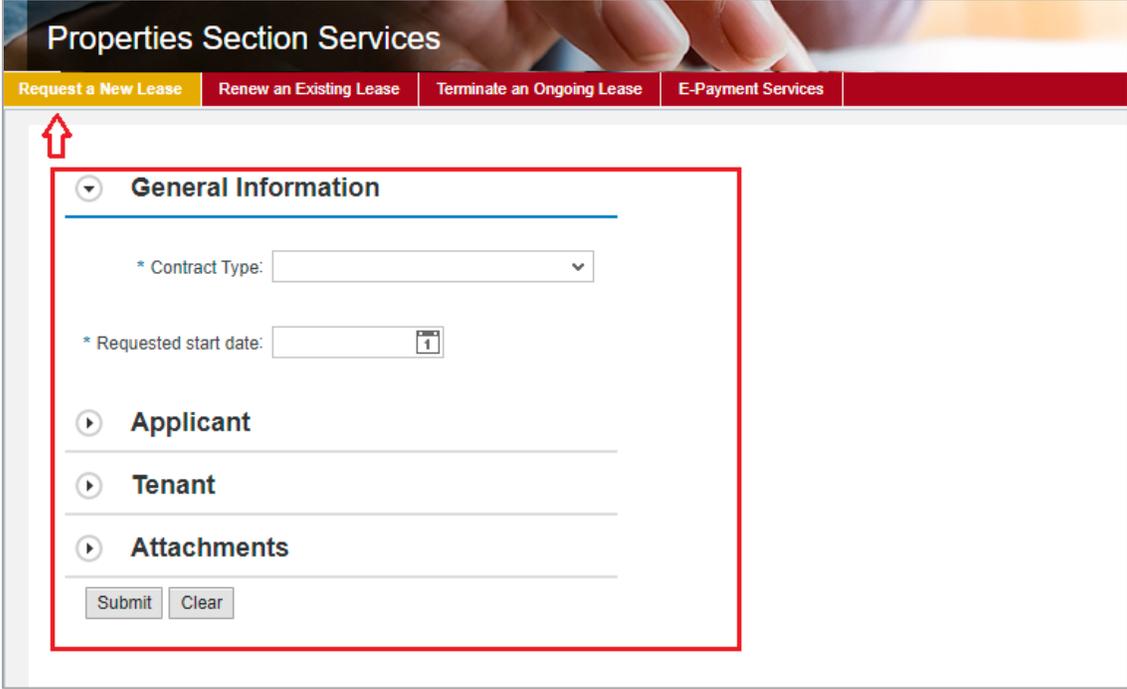
- ▶ General Information
- ▶ Applicant
- ▶ Tenant
- ▶ Attachments

Submit Clear

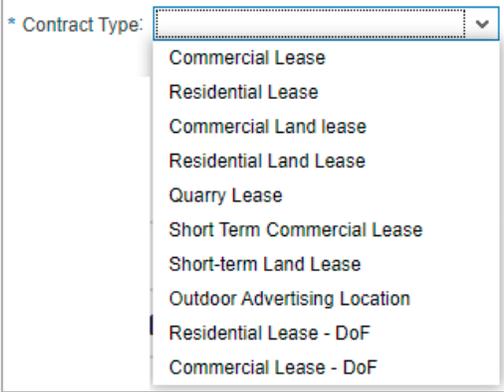
Create a New Lease Request

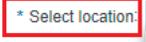
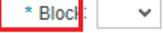
To create a request to lease a municipality property, follow the steps below:

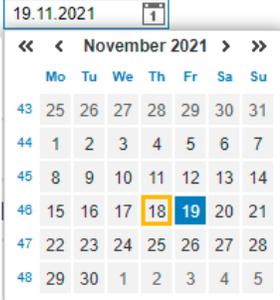
1. Click on the “Request a New Lease” tab, to have the request form displayed below:



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

Field	Description
Contract Type	Select the required contract type from the dropdown menu: 

	<div data-bbox="704 195 1284 598" style="border: 1px solid black; padding: 5px;"> <p>General Information</p> <p>* Contract Type: Commercial Lease </p> <p>* Select location:  <ul style="list-style-type: none"> Al Nakheel Digdaga Masafi Fish Market - Ras Al Khaimah Vegetable Market Old Ras Al Khaimah Muareed Felayyah Market Under Bridge </p> </div> <p>“Select Location” field appears when you select the contract Type in the previous field as one of the following types: Commercial Lease, Residential Lease, Short Term Commercial Lease, Short-term Land Lease, Outdoor Advertising Location, Residential Lease – DoF, Commercial Lease – DoF.</p>
	<p>Select Location Select the required location within which you want to lease a new municipality property from the above types.</p>
	<div data-bbox="634 894 1354 1234" style="border: 1px solid black; padding: 5px;"> <p>General Information</p> <p>* Contract Type: Commercial Land lease </p> <p>* Sector: </p> <p>* Area: </p> <p>* Block: </p> <p>* Requested start date: <input type="text" value="1"/></p> </div> <p>The fields below will appear when you select the contract type one of the following: Commercial Land lease, Residential Land Lease, or Quarry Lease.</p>
	<p>Sector Select the required sector within which you want to lease a new municipality property from the type above.</p>
	<p>Area Select the required area for lease within the sector that you have selected in the previous field.</p>
	<p>Block Select the required block for lease within the sector and area that you have selected in the previous fields.</p>
<p>Requested Start Date</p>	<p>Enter or select the date when you want to start the required lease contract.</p>

		<p>* Requested start date: 19.11.2021</p> 	
--	--	--	--

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:

▼ **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:

Properties Section E-Service ✕

Search Business Partner

Selection Criteria

Selection Criteria: Emirates ID ▼

* Emirates ID: 784

* Nationality: ▼

* Date of Birth:

Please enter the code shown in the image *



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
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<div style="border: 1px solid gray; padding: 10px;"> <p>Selection Criteria: Emirates ID ▼</p> <p>* Emirates ID: 784 <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/></p> <p>* Nationality: ▼</p> <p>* Date of Birth: <input style="width: 60px;" type="text"/> <input type="button" value="1"/></p> </div>

<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> • Passport number • Select the Passport type • Select the nationality • Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Passport(non EID holder only)"/></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <input type="text" value="ORDINARY PASSPORT"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> • Unified number • Select the nationality • Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Unified Id(non EID holder only)"/></p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
<p>Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:</p> <ul style="list-style-type: none"> • license number 	<p>Selection Criteria: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
<p>In case you are the tenant, select "Myself " and then click the "OK" button to have your information displayed in the tenant fields.</p>	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

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

Please enter the code shown in the image *

nBEC

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.

▼ **Tenant**

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 include the signed application letter that you can download by clicking on the **Download Application Letter**:

▼ **Attachments**

Download Application Letter ←

List of Attachments

File Description	Document Type

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

بلدية رأس الخيمة
قسم الاملاك
طلب استئجار عقار

تاريخ تقديم الطلب

محل تجاري

شيرة

حظيرة مواشي

ارض للوابي

قسمة مؤقتة

غيرها

قسمة لإقامة مسكن

قسمة غير مؤقتة

موقع مؤقت داخل البلدية

موقع غير مؤقت داخل البلدية

موقع لوضع عربة

اسم مقدم الطلب

الموقع المطلوب

المساحة المطلوبة

الغرض من الاستئجار

رقم الهاتف الجوال

رقم الهاتف الأرضي

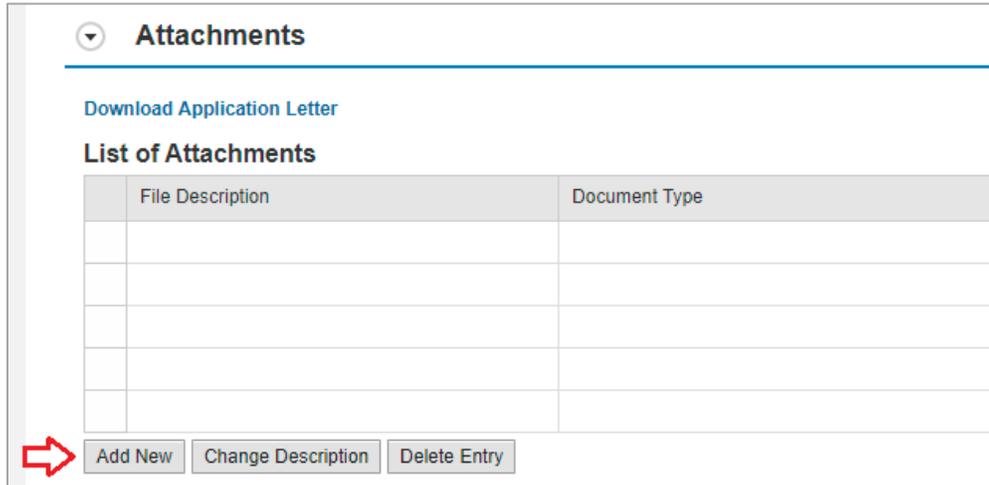
البريد الإلكتروني

المرفقات

توقيع مقدم الطلب

8. To upload documents:

A. Click the “Add New” button:



Attachments

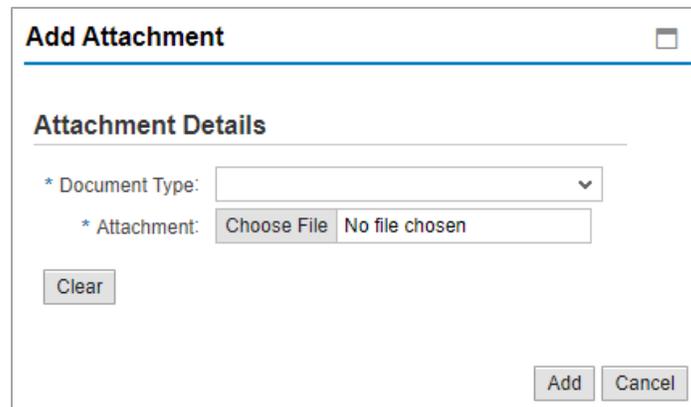
[Download Application Letter](#)

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 Details

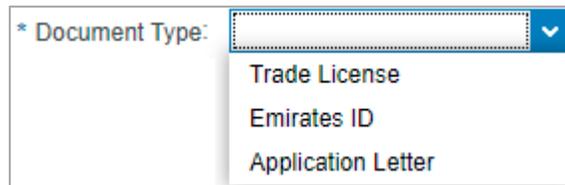
* Document Type:

* 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:

- Trade License
- Emirates ID
- Application Letter

D. Browse to the file and Click on Add → 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”:

Attachments

Download Application Letter

List of Attachments

File Description	Document Type
وثيقة.pdf	Trade License

Add New Change Description Delete Entry



“Change File Description” screen pops up:

Change File Description

Attachment File Details

* File Description:

Change Cancel

Enter the new description of the attachment, and click “Change” to have the new title displayed in the attachments list.

- In case of incorrect upload, you can select the document and click the “Delete Entry” button to remove it:

Attachments

Download Application Letter

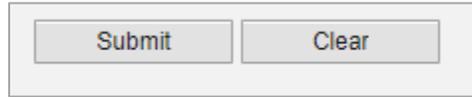
List of Attachments

File Description	Document Type
وثيقة.pdf	Trade License

Add New Change Description Delete Entry

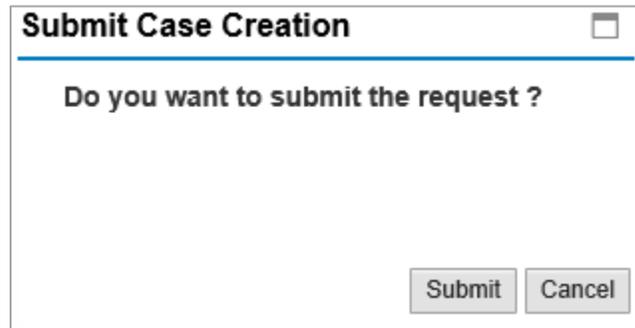


9. You have the following options to do:

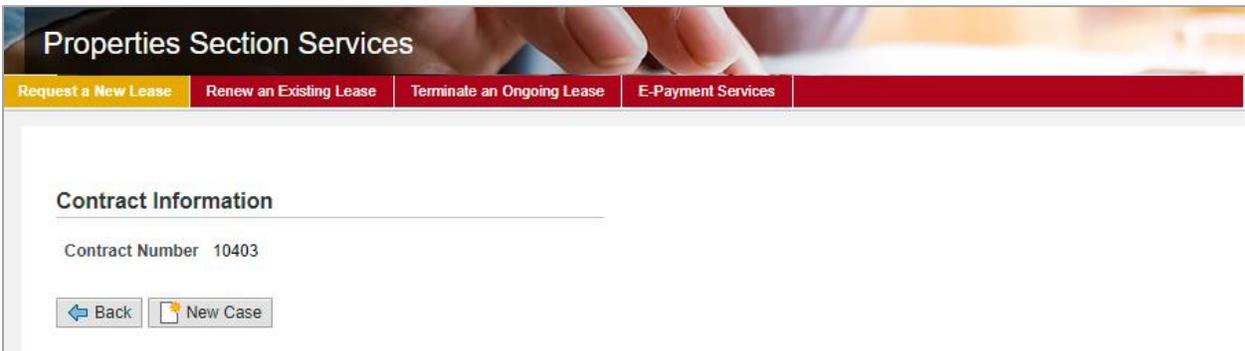


- “**Submit**” to complete the request.
- “**Clear**” to clear all fields.

10. Click “**Submit**” and confirm the submission in the following confirmation message.



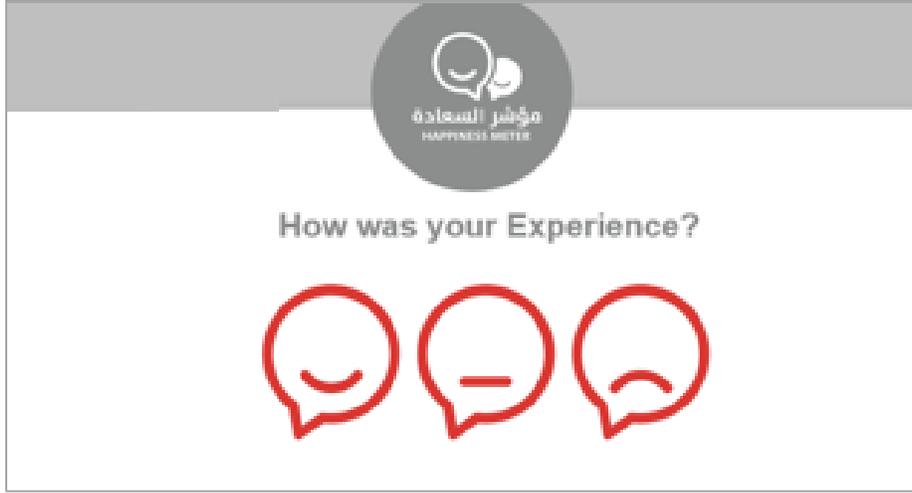
A screen will appear stating that the case is submitted successfully including the case ID that you can use to follow up with the properties section later.



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.

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:

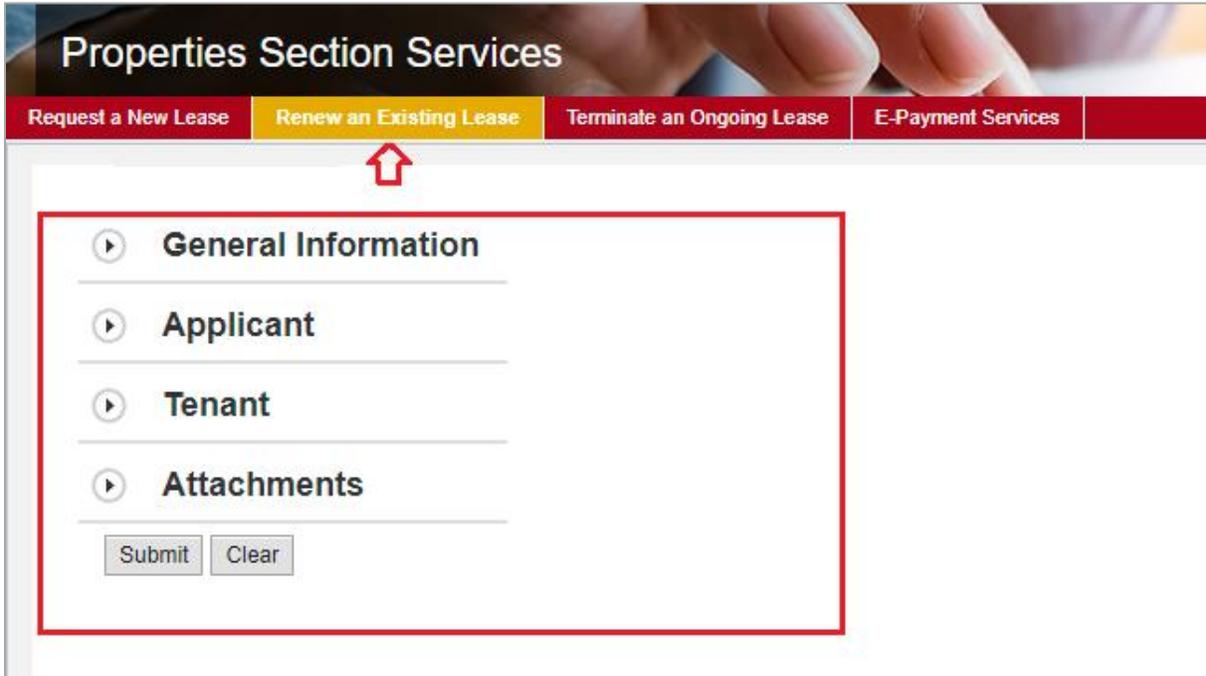


Select the required face and your evaluation will be submitted directly.

Create Lease Contract Renewal Request

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

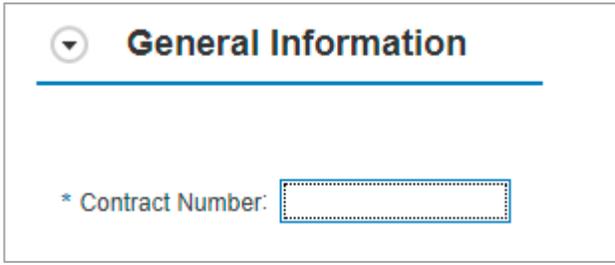
1. Click on the “**Renew an Existing Lease**” tab, to have the request form displayed below:



The screenshot shows the 'Properties Section Services' interface. The 'Renew an Existing Lease' tab is selected. A red box highlights the 'General Information' section, which contains the following elements:

- ▶ **General Information**
- ▶ **Applicant**
- ▶ **Tenant**
- ▶ **Attachments**
- Submit Clear

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: 

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.

<p>▼ Applicant</p> <hr/> <p>Applicant number: 3000113130</p> <p>Applicant Name: محمد احمد</p> <p>Email ID Igibaly@egac.rak.ae</p> <p>Mobile number: 0566092712</p>

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:

<p>▼ Tenant</p> <hr/> <p>Find Tenant ←</p> <p>Tenant number:</p> <p>Tenant name:</p> <p>Email ID:</p> <p>Mobile number:</p>

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

<p>Properties Section E-Service</p> <hr/> <p>Search Business Partner</p> <p>Selection Criteria</p> <p>Selection Criteria: Emirates ID</p> <p>* Emirates ID: 784</p> <p>* Nationality:</p> <p>* Date of Birth:</p> <p>Please enter the code shown in the image *</p> <p>eKju</p> <p>Refresh</p> <p>Search Clear</p> <p>OK Cancel</p>

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
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> • EID number • Select the nationality • Select the date of birth 	<p>Selection Criteria: Emirates ID ▼</p> <p>* Emirates ID: 784 <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> • Passport number • Select the Passport type • Select the nationality • Select the date of birth 	<p>Selection Criteria: By Passport(non EID holder only) ▼</p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: ORDINARY PASSPORT ▼</p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> • Unified number • Select the nationality • Select the date of birth 	<p>Selection Criteria: By Unified Id(non EID holder only) ▼</p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/> ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text"/></p>
<p>Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:</p> <ul style="list-style-type: none"> • license number 	<p>Selection Criteria: Trade License Number ▼</p> <p>* License number: <input type="text"/></p>

In case you are the tenant, select "Myself" and then click the "OK" button to have your information displayed in the tenant fields.	<h3>Selection Criteria</h3> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>
---	---

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

Please enter the code shown in the image *



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.

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

[Download Application Letter](#)

List of Attachments

File Description	Document Type
------------------	---------------

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

بلدية رأس الخيمة
قسم الأملاك
طلب استئجار عقار

تاريخ تقديم الطلب

محل تجاري

شيرة

حظيرة مواشي

ارض للواحي

قسمة مؤقتة

غيرها

قسمة لإقامة مسكن

قسمة غير مؤقتة

اموقع مؤقت داخل البلدية

اموقع غير مؤقت داخل البلدية

اموقع نوضع عربية

اسم مقدم الطلب

الموقع المطلوب

المساحة المطلوبة

الغرض من الاستئجار

رقم الهاتف الجوال

رقم الهاتف الأرضي

البريد الإلكتروني

العرفقات

توقيع مقدم الطلب

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 Details

* Document Type: [Dropdown]

* 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:

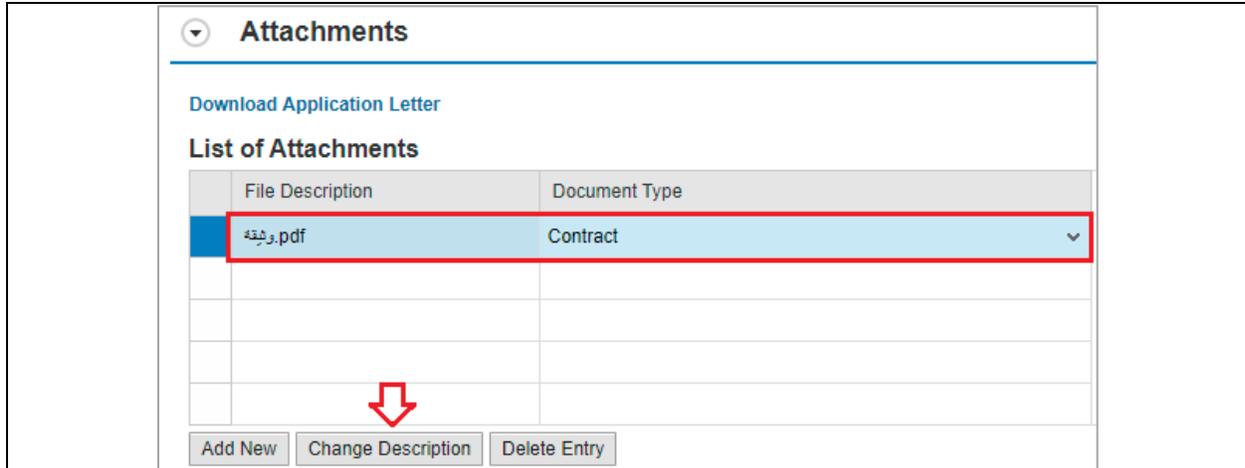
* Document Type: [Dropdown]

Contract

D. Browse to the file and Click on Add → 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”:



Attachments

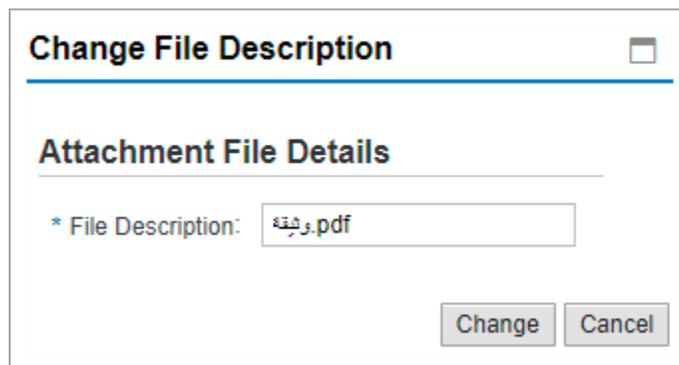
[Download Application Letter](#)

List of Attachments

File Description	Document Type
وثيقة.pdf	Contract

[Add New](#) [Change Description](#) [Delete Entry](#)

“Change File Description” screen pops up:



Change File Description

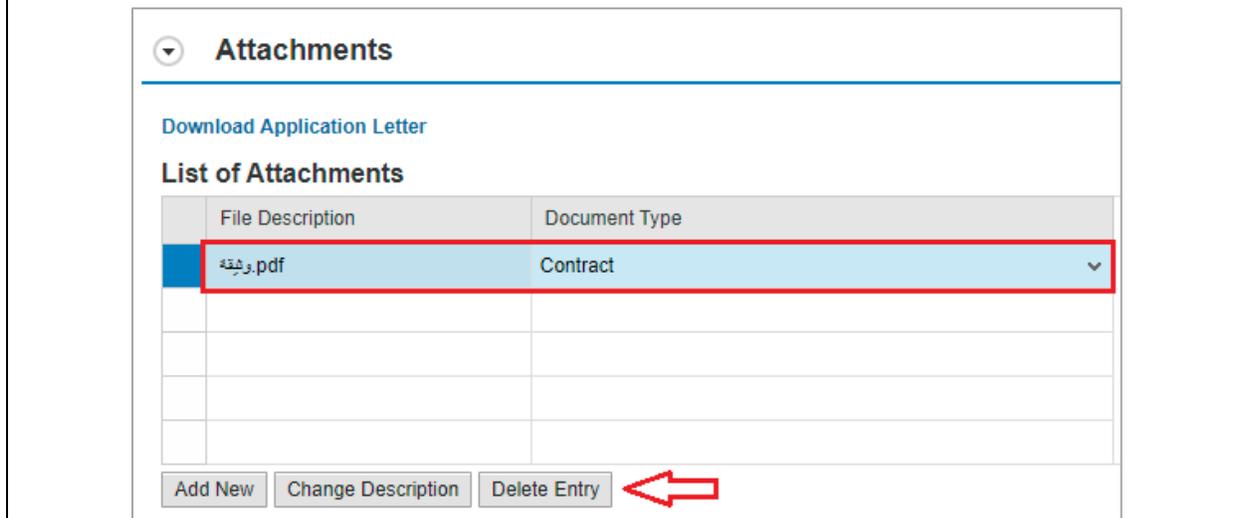
Attachment File Details

* File Description:

[Change](#) [Cancel](#)

Enter the new description of the attachment, and click “**Change**” to have the new title displayed in the attachments list.

- In case of incorrect upload, you can select the document and click the “**Delete Entry**” button to remove it:



Attachments

[Download Application Letter](#)

List of Attachments

File Description	Document Type
وثيقة.pdf	Contract

[Add New](#) [Change Description](#) [Delete Entry](#)

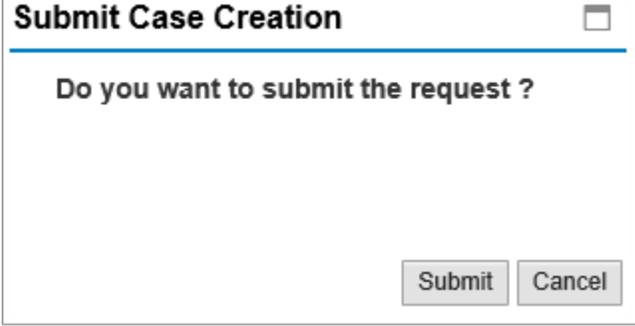
9. You have the following options to do:



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 submit 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.



Contract Information

Contract Number 10403

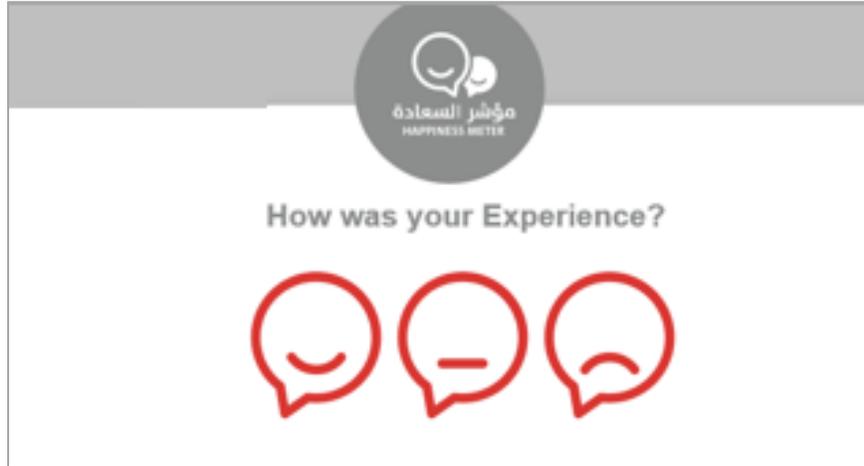
[← Back](#) [☀ New Case](#)

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

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:

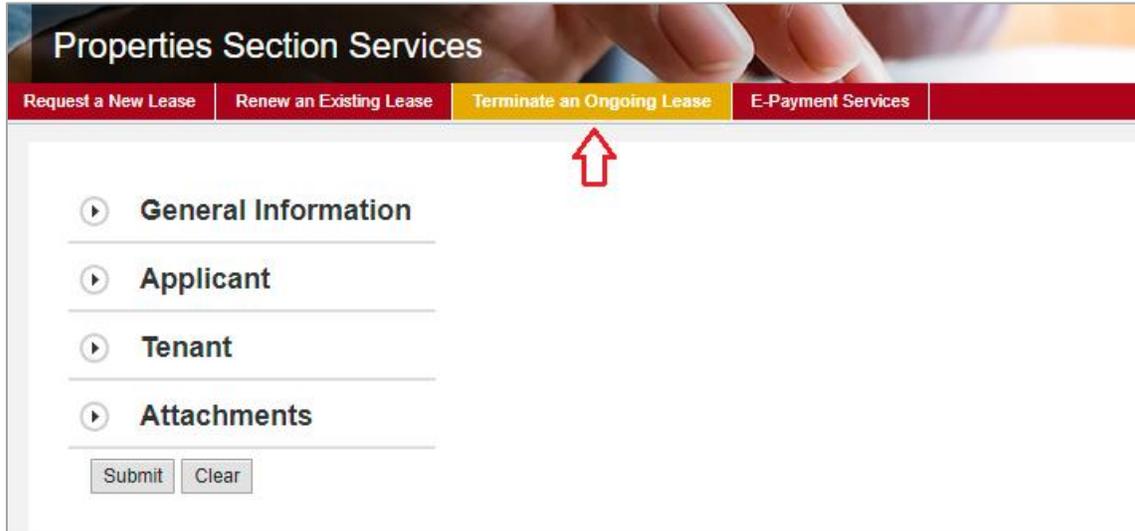


Select the required face and your evaluation will be submitted directly.

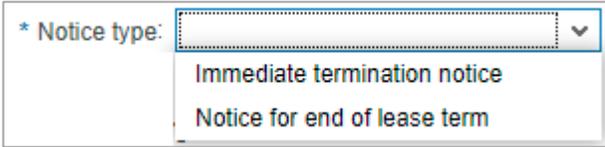
Create Lease Contract Termination Request

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:



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

Field	Description
Contract Number	<p>Enter the number of the required contract to be terminated in the field:</p> 
Notice Type	<p>Choose the type of notice to terminate the contract from the drop-down list:</p>  <ul style="list-style-type: none"> • 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**

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:

Properties Section E-Service ✕

Search Business Partner

Selection Criteria

Selection Criteria: Emirates ID ▼

* Emirates ID:

* Nationality: ▼

* Date of Birth:

Please enter the code shown in the image *



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
<p>Search by the Emirates ID, then enter:</p> <ul style="list-style-type: none"> EID number Select the nationality Select the date of birth 	<div style="border: 1px solid gray; padding: 10px;"> <p>Selection Criteria: Emirates ID ▼</p> <p>* Emirates ID: <input type="text" value="784"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>* Nationality: ▼</p> <p>* Date of Birth: <input type="text"/> <input type="text" value="1"/></p> </div>

<p>Search by the passport number (for non-Emirates ID holders), then enter:</p> <ul style="list-style-type: none"> • Passport number • Select the Passport type • Select the nationality • Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Passport(non EID holder only)"/></p> <p>* Passport Number: <input type="text"/></p> <p>* Passport Type: <input type="text" value="ORDINARY PASSPORT"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
<p>Search by the unified ID (for non-Emirates ID holders) then enter:</p> <ul style="list-style-type: none"> • Unified number • Select the nationality • Select the date of birth 	<p>Selection Criteria: <input type="text" value="By Unified Id(non EID holder only)"/></p> <p>* Unified Number: <input type="text"/></p> <p>* Nationality: <input type="text"/></p> <p>* Date of Birth: <input type="text" value="1"/></p>
<p>Search with the Trade license number (issued by the Government of Ras Al Khaimah) and then enter:</p> <ul style="list-style-type: none"> • license number 	<p>Selection Criteria: <input type="text" value="Trade License Number"/></p> <p>* License number: <input type="text"/></p>
<p>In case you are the tenant, select "Myself" and then click the "OK" button to have your information displayed in the tenant fields.</p>	<p>Selection Criteria</p> <p>Selection Criteria: <input type="text" value="Myself"/></p> <p><input type="button" value="Ok"/> <input type="button" value="Cancel"/></p>

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

Please enter the code shown in the image *

nBEC

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.

▼ **Tenant**

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**

Download Application Letter ←

List of Attachments

File Description	Document Type

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

بلدية رأس الخيمة
قسم الاملاك
طلب استئجار عقار

تاريخ تقديم الطلب

محل تجاري

شيرة

حظيرة مواشي

ارض للواحي

قسمة مؤقتة

غيرها

قسمة لإقامة مسكن

قسمة غير مؤقتة

موقع مؤقت داخل البلدية

موقع غير مؤقت داخل البلدية

موقع لوضع عربة

اسم مقدم الطلب

الموقع المطلوب

المساحة المطلوبة

الغرض من الاستئجار

رقم الهاتف الجوال

رقم الهاتف الأرضي

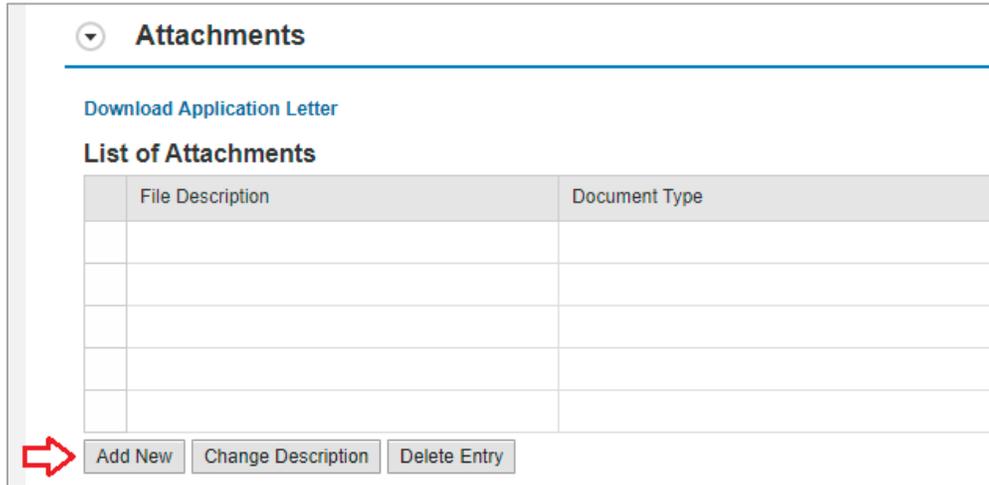
البريد الإلكتروني

المرفقات

توقيع مقدم الطلب

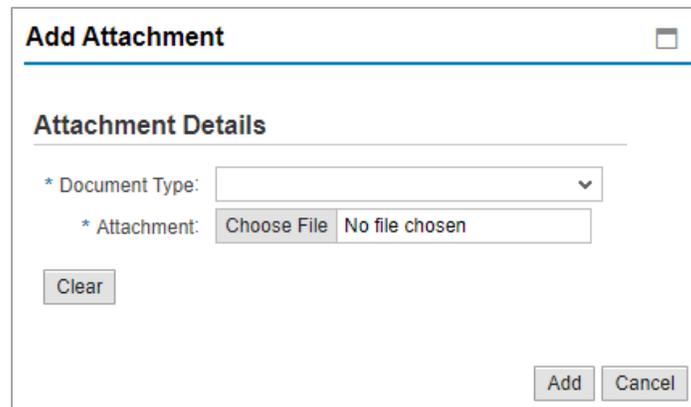
8. To upload documents:

A. Click the “Add New” button:

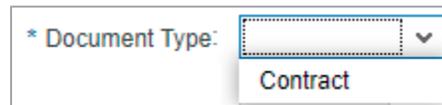


File Description	Document Type

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



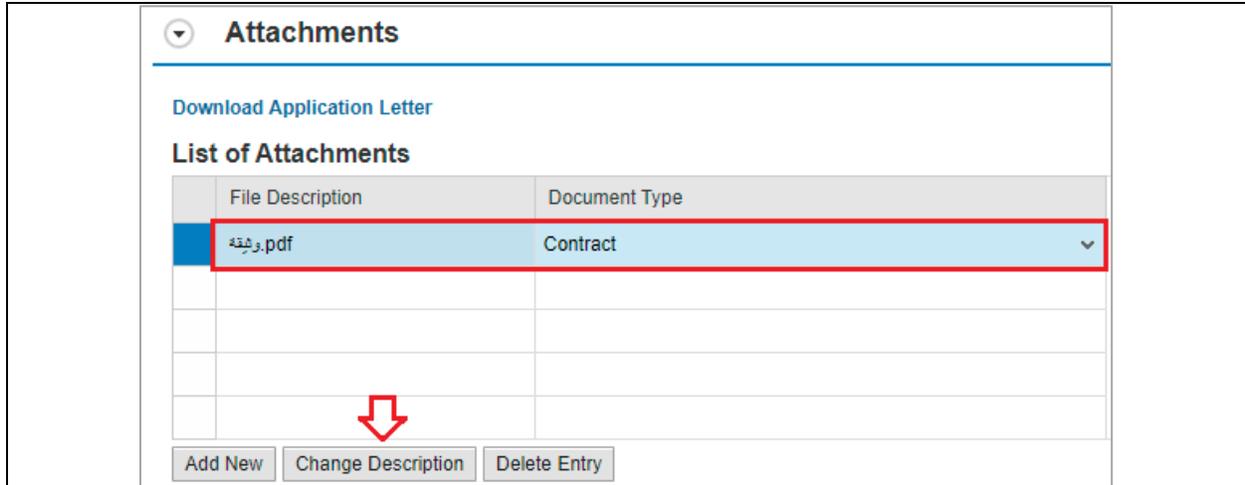
C. Select the name of the document to be attached from the “Document Type” drop down list:



D. Browse for the file and Click on Add → 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”:



Attachments

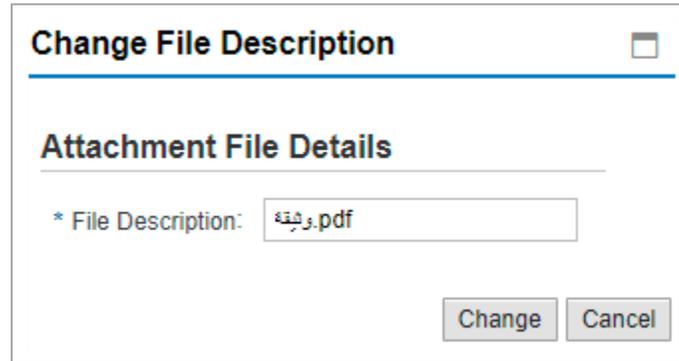
[Download Application Letter](#)

List of Attachments

File Description	Document Type
وثيقة.pdf	Contract

[Add New](#) [Change Description](#) [Delete Entry](#)

“Change File Description” screen pops up:



Change File Description

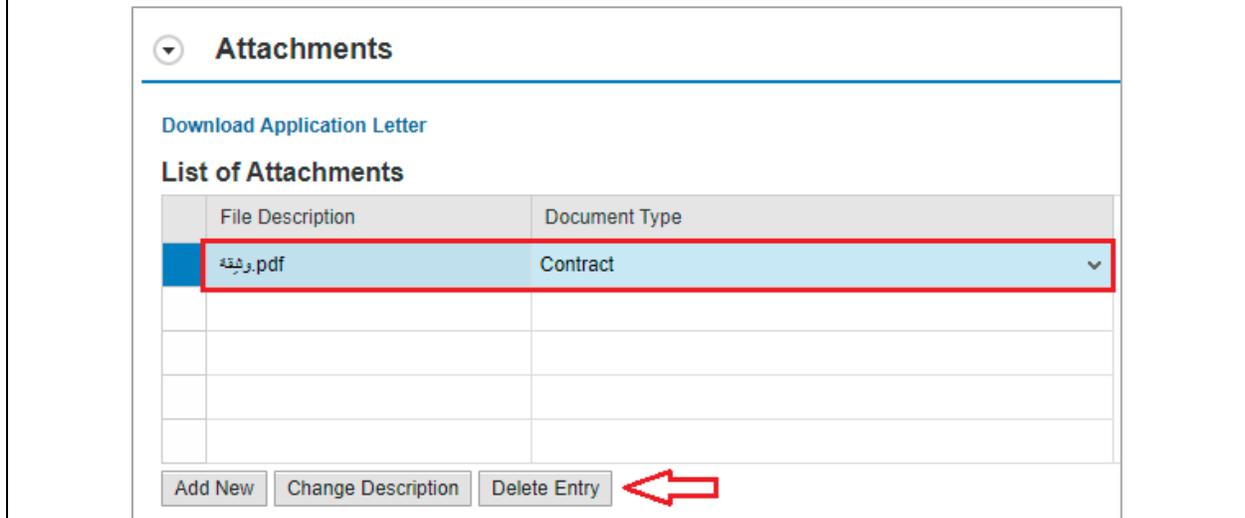
Attachment File Details

* File Description:

[Change](#) [Cancel](#)

Enter the new description of the attachment, and click “**Change**” to have the new title displayed in the attachments list.

- In case of incorrect upload, you can select the document and click the “**Delete Entry**” button to remove it:



Attachments

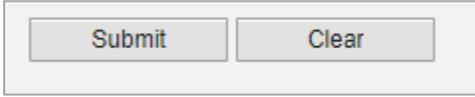
[Download Application Letter](#)

List of Attachments

File Description	Document Type
وثيقة.pdf	Contract

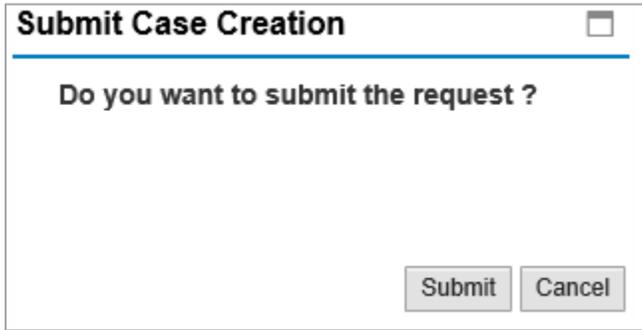
[Add New](#) [Change Description](#) [Delete Entry](#)

9. You have the following options to do:



- “**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.

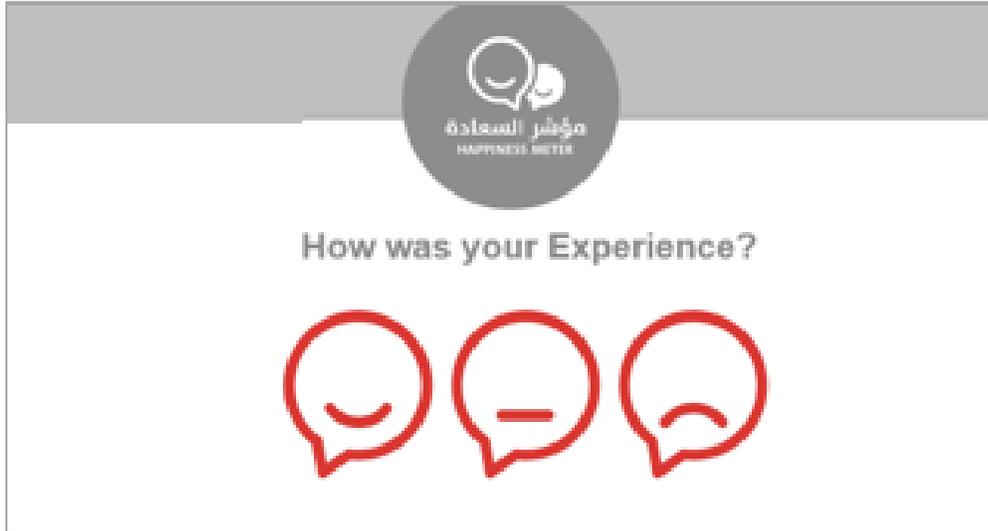


11. You can return to the main page of the service by clicking “**Back**”.

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.

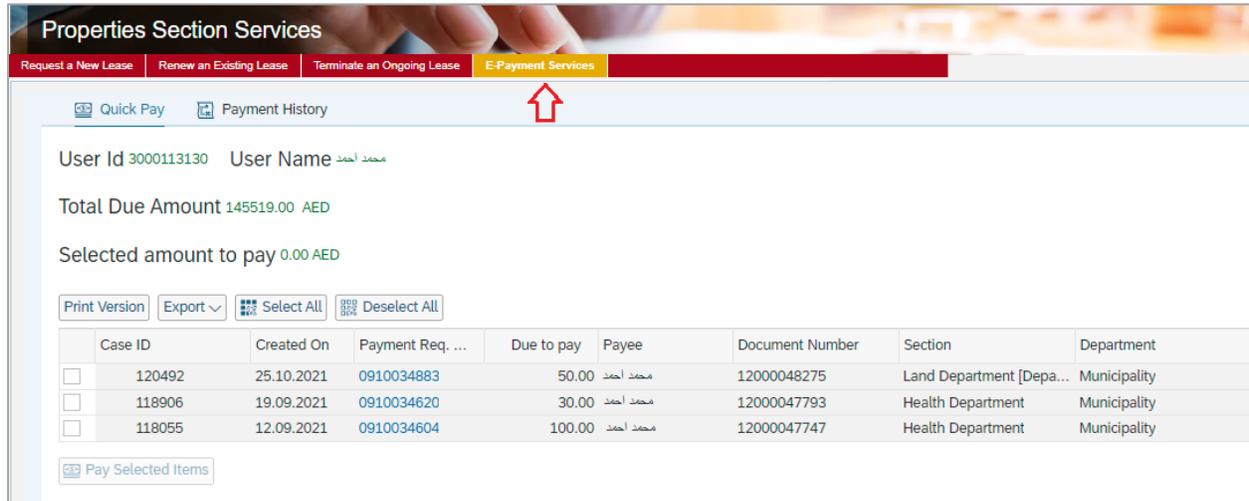
Note: To get your feedback regarding the service procedure, the following happiness meter screen will pop up along with the request result screen allowing you to submit how happy you were for the same:



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

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.



Properties Section Services

Request a New Lease | Renew an Existing Lease | Terminate an Ongoing Lease | **E-Payment Services**

Quick Pay | Payment History

User Id 3000113130 User Name محمد احمد

Total Due Amount 145519.00 AED

Selected amount to pay 0.00 AED

Print Version | Export | Select All | Deselect All

Case ID	Created On	Payment Req. ...	Due to pay	Payee	Document Number	Section	Department
<input type="checkbox"/>	120492	25.10.2021	0910034883	50.00	محمد احمد	12000048275	Land Department [Depa... Municipality
<input type="checkbox"/>	118906	19.09.2021	0910034620	30.00	محمد احمد	12000047793	Health Department Municipality
<input type="checkbox"/>	118055	12.09.2021	0910034604	100.00	محمد احمد	12000047747	Health Department Municipality

Pay Selected Items

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.



Properties Section Services

Request a New Lease | Renew an Existing Lease | Terminate an Ongoing Lease | **E-Payment Services**

Quick Pay | Payment History

User Id 3000113130 User Name محمد احمد

Total Due Amount 145519.00 AED

Selected amount to pay 0.00 AED

Print Version | Export | Select All | Deselect All

Case ID	Created On	Payment Req. ...	Due to pay	Payee
---------	------------	------------------	------------	-------

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

Properties Section Services

Request a New Lease | Renew an Existing Lease | Terminate an Ongoing Lease | **E-Payment Services**

Quick Pay | **Payment History**

User: Payment Request Number: To

Date: To Mode of Payment:

Service ID: To Status:

Case Type:

Status	Payment Request Number	Payment Amount (AED)	Payment Date	Receipt	Mode of Payment	Service ID	Transaction Id
--------	------------------------	----------------------	--------------	---------	-----------------	------------	----------------

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

Properties Section Services

Request a New Lease | Renew an Existing Lease | Terminate an Ongoing Lease | **E-Payment Services**

Quick Pay | Payment History

User Id 3000113130 User Name محمد احمد

Total Due Amount 145519.00 AED

Selected amount to pay 0.00 AED

	Case ID	Created On	Payment Req. ...	Due to pay	Payee	Document Number	Section	Department
<input checked="" type="checkbox"/>	120492	25.10.2021	0910034883	50.00	محمد احمد	12000048275	Land Department [Depa...	Municipality
<input type="checkbox"/>	118906	19.09.2021	0910034620	30.00	محمد احمد	12000047793	Health Department	Municipality
<input type="checkbox"/>	118055	12.09.2021	0910034604	100.00	محمد احمد	12000047747	Health Department	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 🔗 ✕

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.

I/ We acknowledge and accept the Terms & Conditions applicable and available on the site



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.