User Manual
Real Estate Regulatory Online Services Requests
Land and Property Section

Contents:

Introduction:

The land and property section in Ras Al Khaimah Municipality launched a set of electronic services to save customers time and effort and enable them to submit their requests at any time and from anywhere.
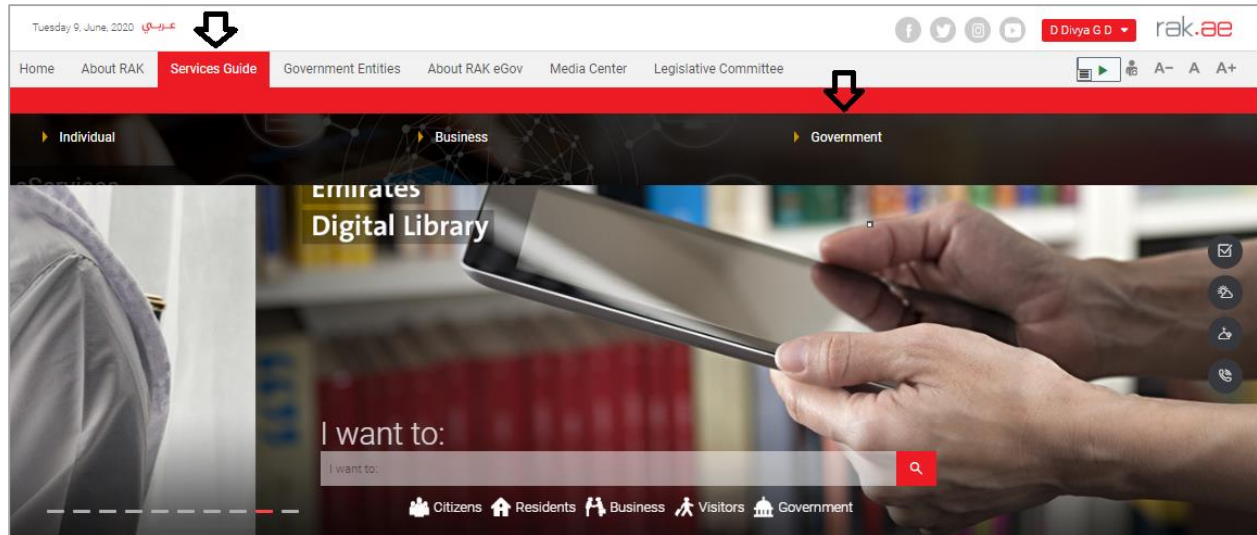
The Real Estate Regulatory hold the responsibility to regulate the real estate sector, and to contribute to the preparation of strategies for this sector and organize the work of companies that manage real estate and residential complexes, and organize the work of Real Estate Brokers and the owners' association and the issuance of regulations for the qualification of brokerage and registration offices.

This guide shows customers how to access the Real Estate Regulatory Online Services. It also guides them on how to create, send and track the request electronically.

Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them from the Customer Happiness Center as per the need for the original copy.

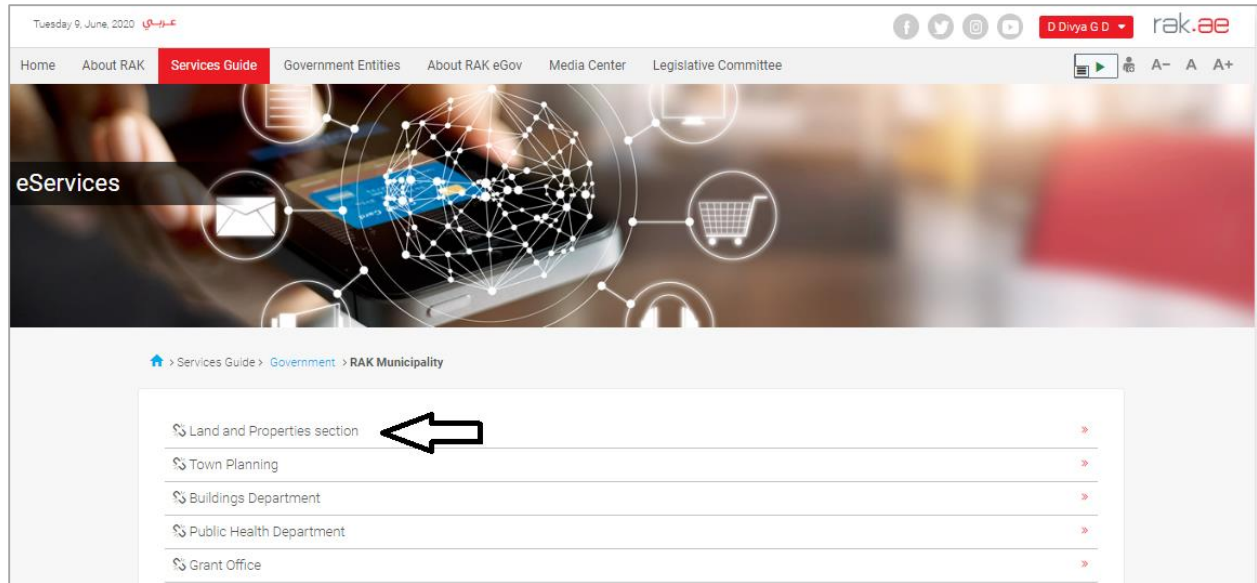## Login and access to the Real Estate Regulatory Online Services

1- Navigate to the RAK Government portal on https://www.rak.ae/wps/portal

2- To access the Real Estate Regulatory Online Services, click on the "**Service Guide**" then click on "**Government**"
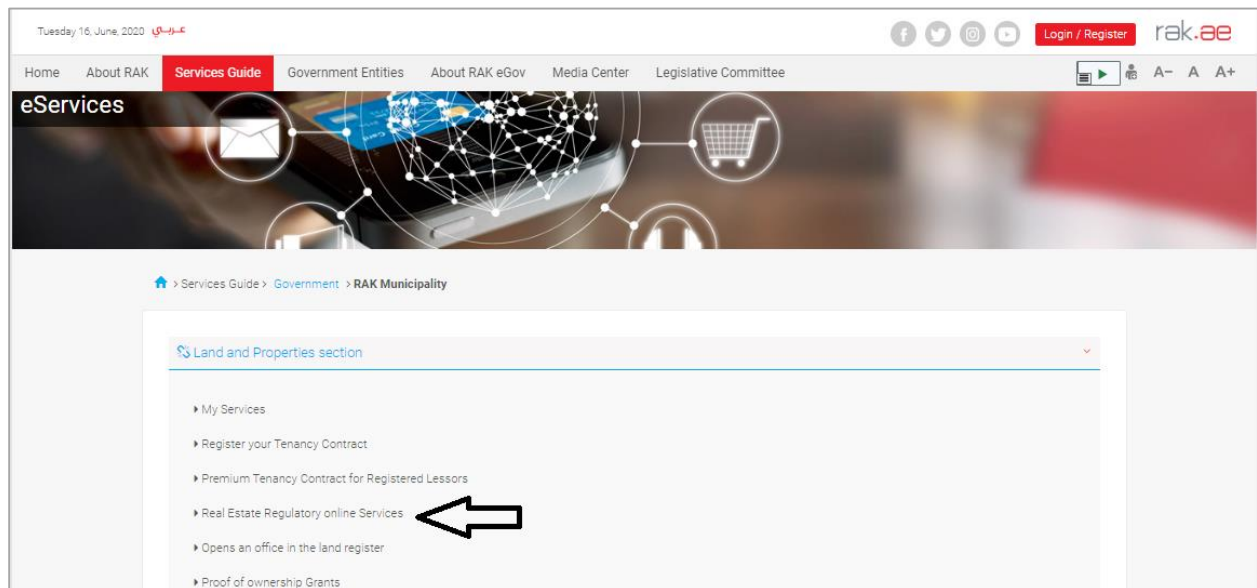

3- Next, select "**RAK Municipality**"
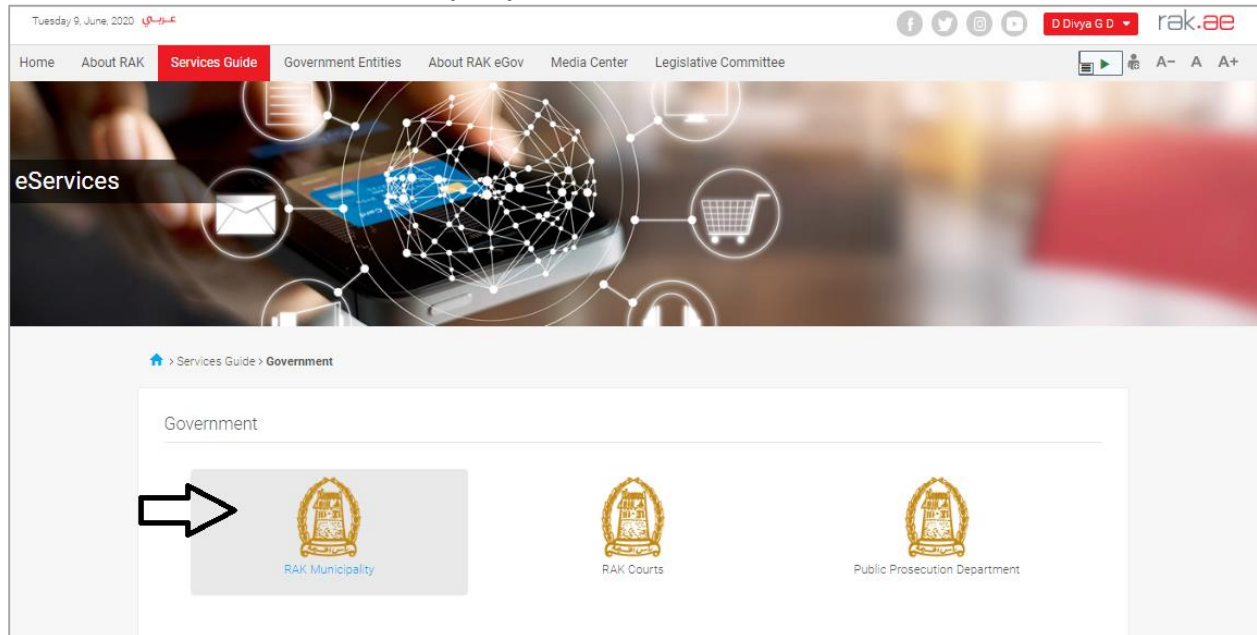
4- Next, select "**Land and Properties Section**"

5- Next, click on the **Real Estate Regulatory Online Services**

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

Important Note: to view the list of all the Real Estate Regulatory Online Services that are provided through this screen, their fees, and their required attachments, please download the "Real Estate Regulatory Agency services" sheet that is located at the bottom of the screen.

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

Project Renew Registration	1-2 week
SPA attestation for End-User	3-5 Days
Registration for Account Trustee	1 week
Renew Registration for Account Trustee	1 week
RERA - Permission for Promotional Stand and Launching of project (sale off-plan)	3-5 Days
RERA - Other advertising permits Period Applied	3-5 Days

Required Documents

According to each service type (For more details please view the below attachments).

Downloadable Forms

Real Estate Regulatory Agency services

Start Service

Create Real Estate Regulatory Online Services Requests

1. After you access the **Real Estate Regulatory Online Services** and click on the "**Start Service**" button, the login page will appear as follow:

2. Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.
3. The **Real Estate Regulatory Online Services** request form will be displayed enabling you to create the required request:

4. Your name is displayed in the "**Applicant Name**" field by default.
5. Click "**New Registration**" in case you want to apply for a new request, then click "**OK"** to have the request form displayed as below:

> **Note**: you can select "**Get Drafts**" option, if you have created service request draft before and you want to complete and submit it now, then click "**Ok**".

6. In **General Information** block, Select the **Request Type**, from the dropdown list which includes nine requests types.

7. Enter your notes in the **Customer Note** field.

Note:
- The "**Case Description**" and the "**Case Information**" fields content will be changed as per the selected request type.
- The **Applicant Details** block displays the information of the applicant

8. The **Attachments** block displays the mandatory documents to be attached to complete the selected request. The list of the attachments will be changed as per the selected request type.
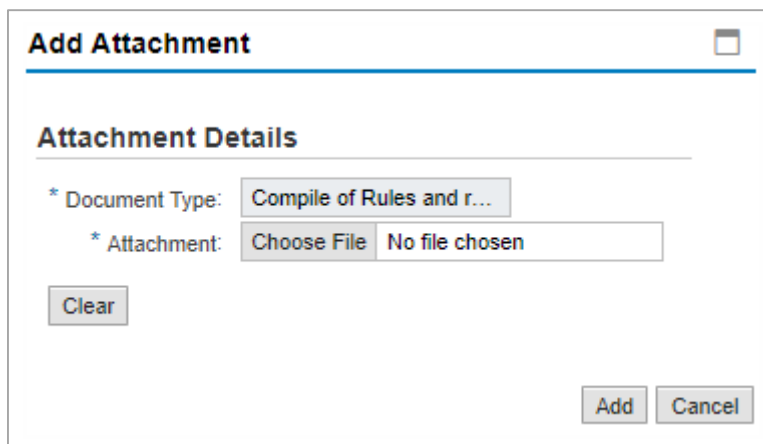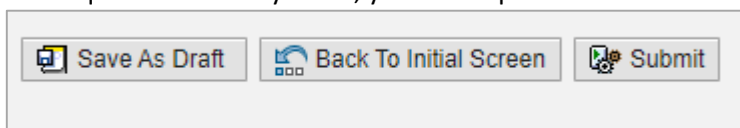

9. You can edit all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be uploaded.
10. To upload documents:
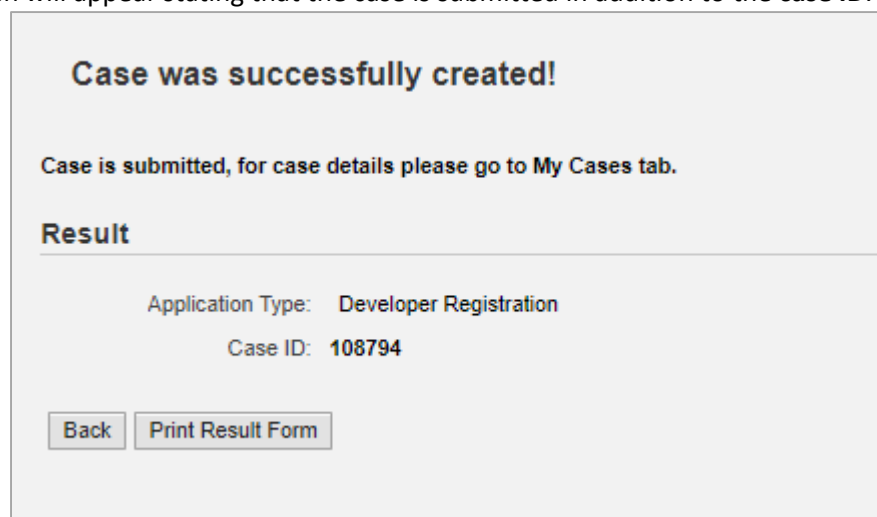   A. Click the "**Upload**" button, a window pops up allowing you to choose the files as shown below:

Add Attachment

Attachment Details

* Document Type: Compile of Rules and r...
* Attachment: Choose File   No file chosen

Clear

Add   Cancel

B. Browse for the file and Click on **Add** ➔ the file will be uploaded successfully.
C. Repeat the steps to attach next documents.

Note: In case of incorrect upload, you can select the record and click the "**Clear**" button to remove it

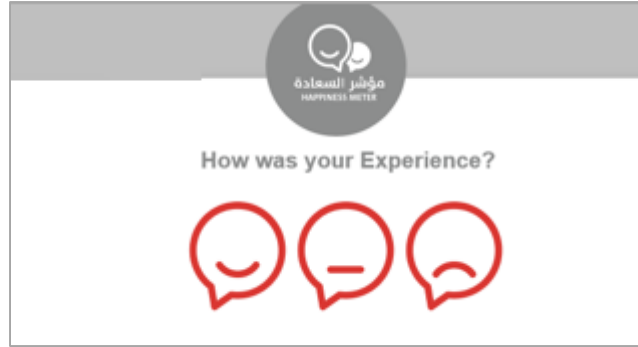11. After you fill the request mandatory fields, you have options to:

Save As Draft   Back To Initial Screen   Submit

- "**Save As Draft**" to save the request for later.
- "**Submit**" to complete the request.
- or even clear all fields by selecting "**Back To Initial Screen**" and confirm leaving the screen in the displayed confirmation message.

12. Click "**Submit**" and confirm the submission in the displayed confirmation message.
A screen will appear stating that the case is submitted in addition to the **case ID**.

Case was successfully created!

Case is submitted, for case details please go to My Cases tab.

Result

Application Type: Developer Registration
Case ID: 108794

Back   Print Result Form

13. To apply for a new service, click "**Back**"
14. To print the result screen, click "**Print Result Form**"

After the request is submitted, you need to access your cases on the RAK Portal www.rak.ae to track your request and pay the required fees after getting the request approved, a service result will be issued and the owner will be notified via email or he can receive the original one from municipality (the customer happiness center)

> **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.

My Cases

When you submit one of the Real Estate Regulatory Online Service request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- Accept the request, after which you have to pay the fees.
- Reject the request stating the justifications.
- Return the request for modification after which you must modify the request as per the notes then re-send it to the coordinator to review it again and take the appropriate action against it.

Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

You can find the submitted requests in "**My Cases**" tab, to access it please visit the Ras Al Khaimah Government website at www.rak.ae as shown on the screen below.
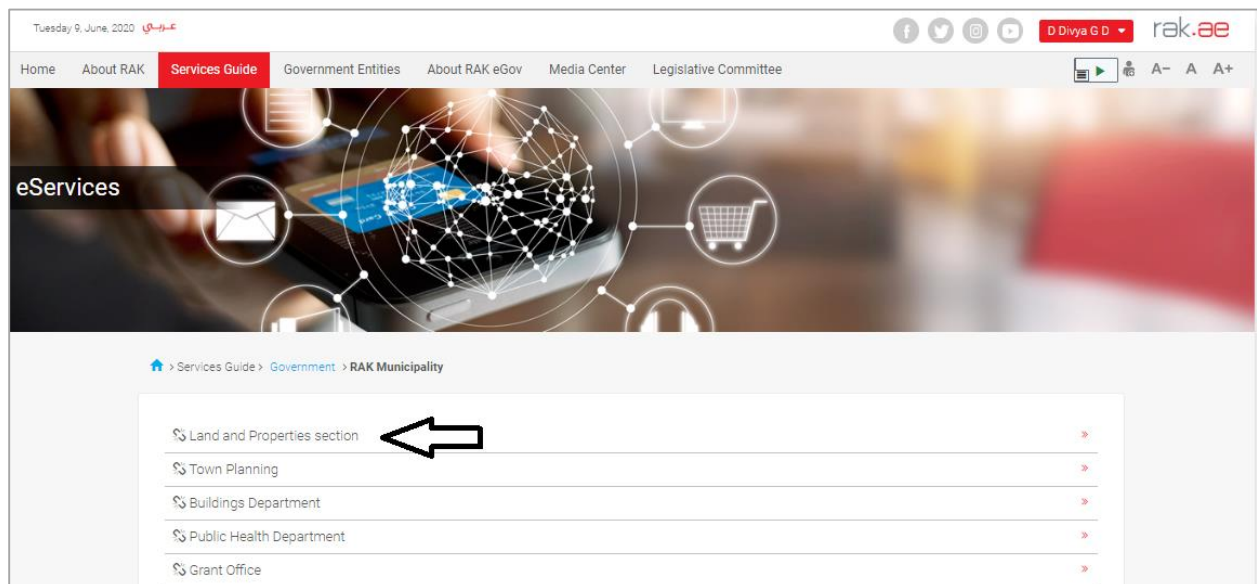
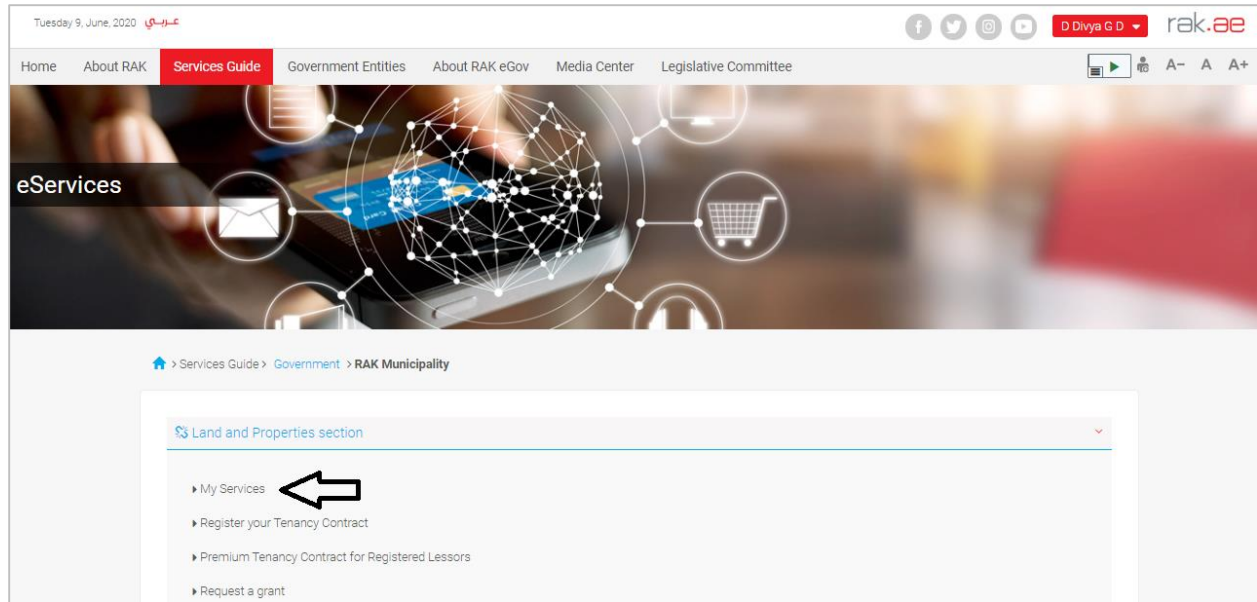Then, Click the "**Service Guide**" then click "**Government**":
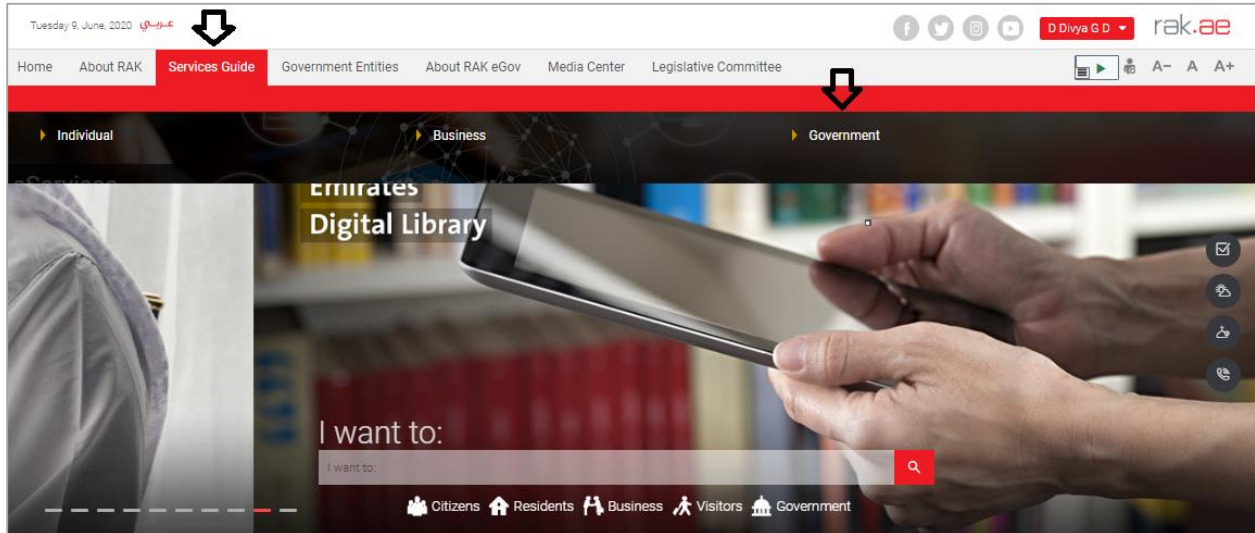
Next, select "**RAK Municipality**"
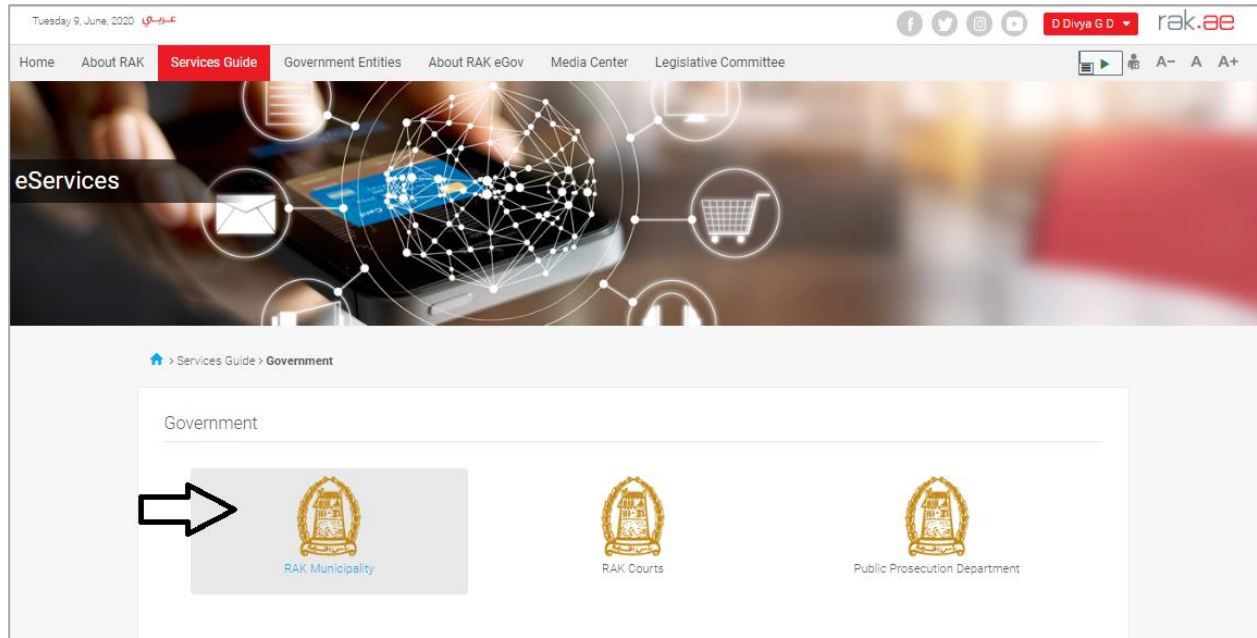
Next, Select the "**Land and Properties Section**"

Next, Select "**My Services**"

Next, Enter your RAK Government Portal username and password which you have previously created, then press on the "**Log in**" button.

"**My Cases**" tab will be displayed to show all of your transactions submitted to the land and properties section and pending for payment (if not paid yet) or pending for coordinator action.

"**My Cases**" Tab displays the service ID, description, type, applicant, creation date, final decision and the status for each request.

Note: you can do the following for each case/ request created:
- Print (As a Pdf) [Print Version]
- Export (As excel files) [Export]

When selecting the request, and perform any of Print version or export, the system will automatically generate / download the required case

- You will be able to view the details of the service request by selecting the required request and then clicking on the "**Case Details**" button

The details screen of the selected request pops up to show all of its details as below:

```
Details for case with ID 107920                                          ☐

    Case Attributes
                 Title:
             Case Type:   Proof of ownership Grants
      Last Changed by:   System
            Changed On:      19.04.2020 05:42:36
            Created By:   PORTAL1
            Created On:      19.04.2020 05:42:30
               Case ID:   107920
        Final Decision:
       Additional Fees:   0.00
   Add Fees Description:
   Addition Information:
            Granted BY:
            Grant Date:
         Property Type:
           No. of List:   0000000000000000
           No of Units:   0
            Proof Type:   Built Housing Grants
                Status:   Coordentor Review

    Case Notes
                                                                       Close
```

- You will be able to view the attachments of the service request by selecting the required request and then clicking on the "**Case Documents**" button

A screen will pop up to show all of the documents that are attached to the selected request when it is created where you can upload any file or all of the files.

Fee Payment

After the coordinator of the land and properties section accepts your request, the system will notify you to pay the request fees via email and SMS, so in "**My Cases**" page you will select the request whose status is "pending for payment" and then click on the "**Payment Requests**" button.

The following screen will be displayed to show the amount needed to be paid for the select request.

Click on the required payment item and then click on the "**Pay Selected Item**" button to move to the payments channels screen:

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

Select the required payment channel and click the "**Pay**" button to proceed with the payment process as usual.
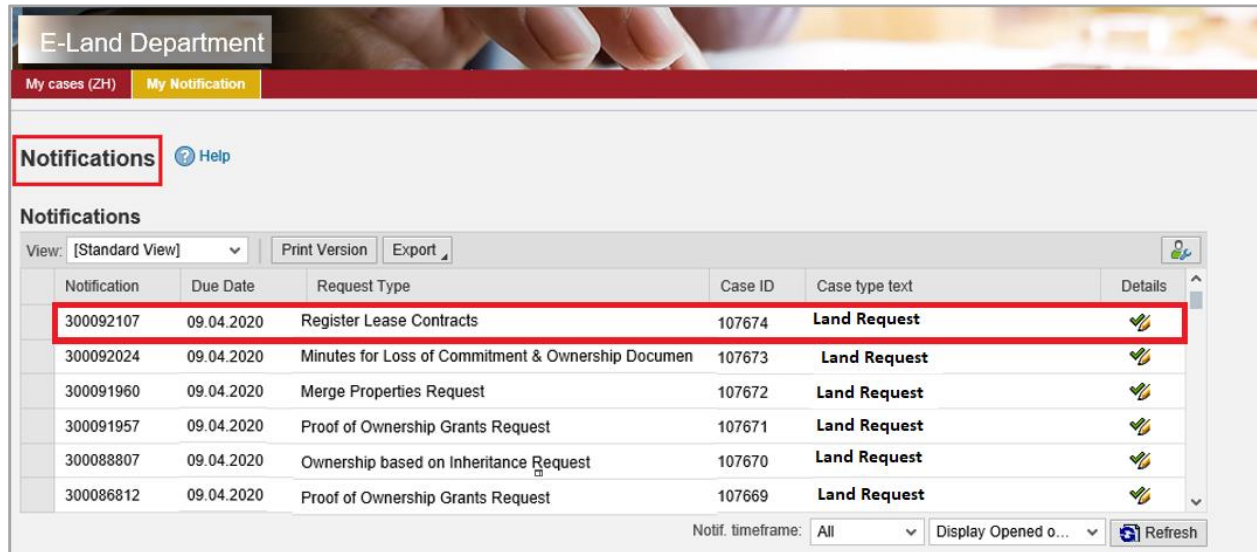
Note: the fees amount will vary as per the request type; the fees will be listed in the Real Estate Regulatory Agency services.

Customer Action

Upon successful submission, the request will be displayed for the land and properties coordinator to review it and take the appropriate action, but if the request requires modifications, then the coordinator will return it to the customer to apply the modification and send it back again for review.

When one of your request is returned to you for modification, you will find it in "**My Notification**" tab. To access "**My Notification**" tab, follow the same procedure you did to reach "My Cases" tab.

In "**My Notification**" tab, you can open the request for modification as in the screen below:

To modify a request, follow the step below:

1. Click the "**Details**" icon 🥬 to the right of the required request ➔ the "**Customer Action**" screen pops up as below:

Customer Action 300092107

Selected Notification

Notification:	300092110	Case ID:	107673
Created on:	09.04.2020	Case Type:	**Proof of ownership grant**
Requester:	Hend Gomaa Mohamed	BusinessPartner:	3000113130 مصطفي عبد الرازق محمد احمد
Lock Status:	🔓		
Current System Status:	**Open**		

Product Modification Steps

Step 1: Read the comments from the below section sent from the requester

Step 2: Open the case by clicking the below button for editing

🔧 Open Case

Step 3: Write the comments (if any) in the below comments section

Step 4: Complete the notification modification by clicking the below

🏁 Complete

Comments

Note from Municipality:

Modify attachement

Save   Cancel

2. Click on "**Open case**" button to modify the request ➔ the request details screen opens

Land and Property Sector Services ⑦ Help

🔧 Update

▼ **General Information**

Case Description: Proof of ownership grant
Application Type: Proof of ownership grant
Case Information: Proof of ownership grant

Customer Note:

▼ **Applicant Details**

Applicant

Applicant Number: 3000113077
Applicant Name: مصطفى احمد
Applicant Mobile Number: 564041094
Applicant Mail Address: hend.m@egac.rak.ae

▼ **Attachments**

Attachment List

Print Version

Mandatory	Doc Description	Attach File	File Path
☐	EID copy	Upload	
☐	Other Documents	Upload	
☐	Passport copy	Upload	
☐	Personal picture	Upload	

3. Modify the request as per the coordinator comments.
4. Click the "**Update**" button. A confirmation message will pop up:

Submit Case Creation ☐

Do you want to submit the request?

Submit   Cancel

5. Click "**Submit**", then you will return to the "**Customer Action**" screen:

Customer Action 300092107

Selected Notification

Notification:	300092110	Case ID:	107673
Created on:	09.04.2020	Case Type:	**Proof of ownership grant**
Requester:	Hend Gomaa Mohamed	BusinessPartner:	3000113130 مصطفي عبد الرازق محمد احمد

Lock Status: 🔓

Current System Status: **Open**

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     🖉 Open Case

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Step 4: Complete the notification modification by clicking the below

     🏁 Complete

Comments

Note from Municipality:

Modify attachement

Save   Cancel

6. Click "**Complete**" and then "**Save**" to complete your modifications ➔ the request will be removed from "**My Notifications**" tab and the request will be submitted again to the land and properties coordinator for review.

After your request gets the final approval, a service result will be issued and the owner will be notified via email or he can receive the original one from municipality (the customer happiness center)