

User Manual

Real Estate Regulatory Online Services

Requests

Land and Property Section

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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.

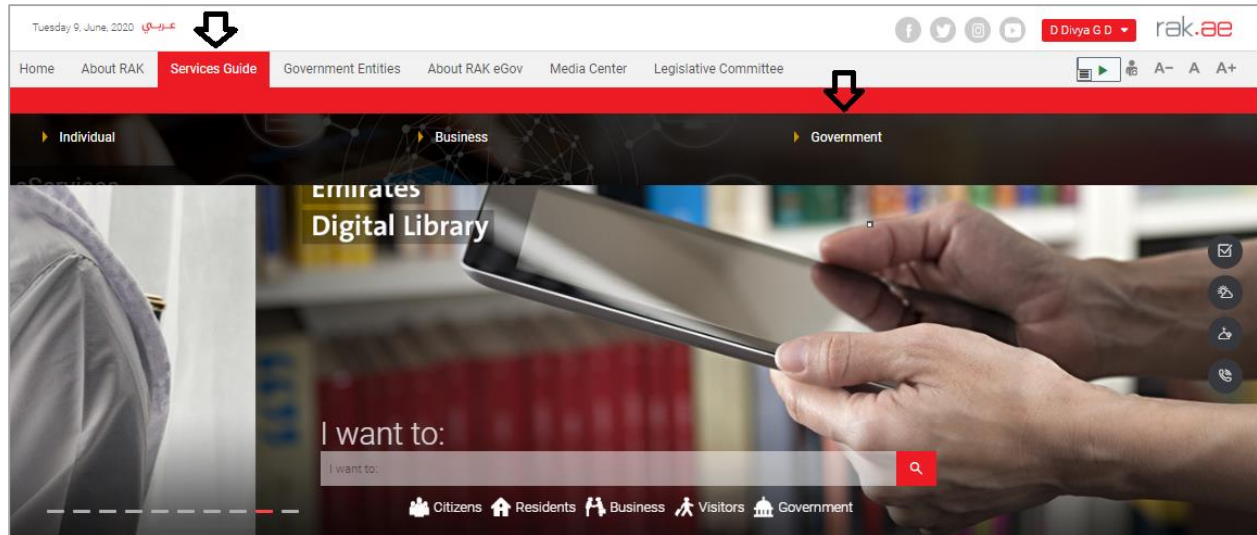
The Real Estate Regulatory hold the responsibility to regulate the real estate sector, and to contribute to the preparation of strategies for this sector and organize the work of companies that manage real estate and residential complexes, and organize the work of Real Estate Brokers and the owners' 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.

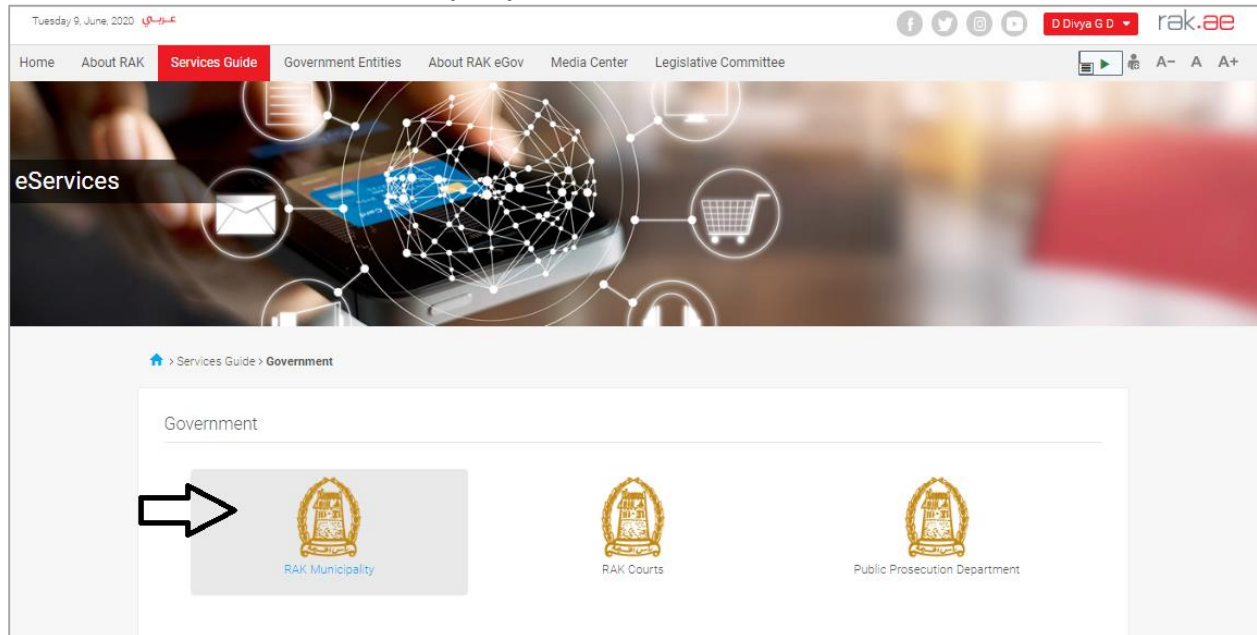
Customers will be able to log in to the electronic services of the section, submit requests, track requests, modify requests (if necessary), re-submit the requests after applying the modifications electronically, and finally obtain their required certificates either electronically or by receiving them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

Login and access to the Real Estate Regulatory Online Services

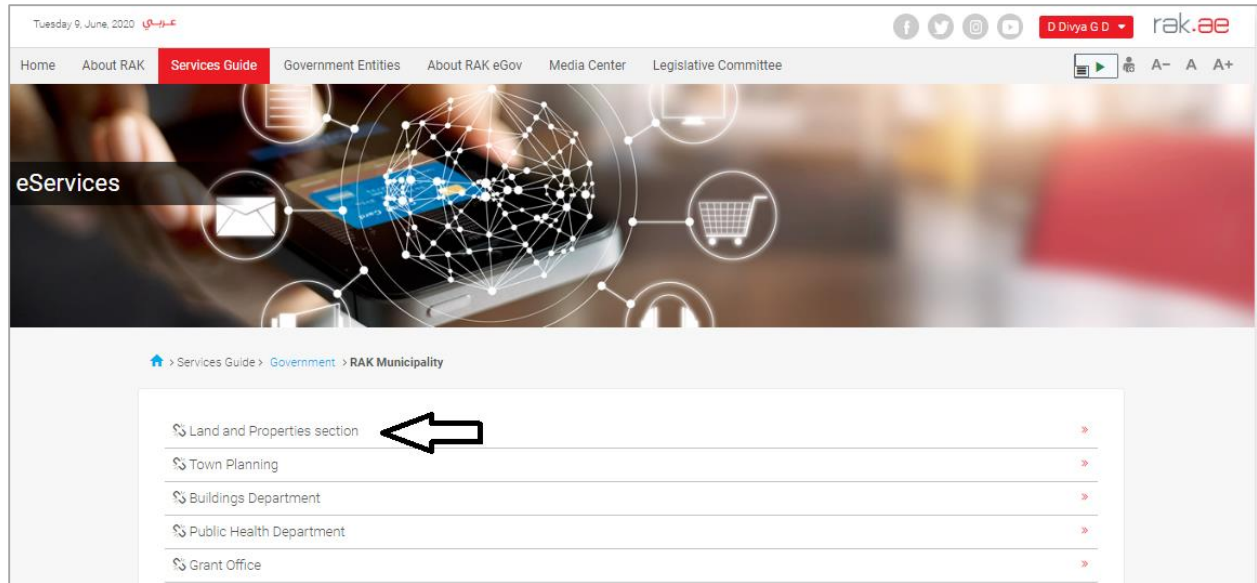
- 1- Navigate to the RAK Government portal on <https://www.rak.ae/wps/portal>
- 2- To access the Real Estate Regulatory Online Services, click on the “Service Guide” then click on “Government”



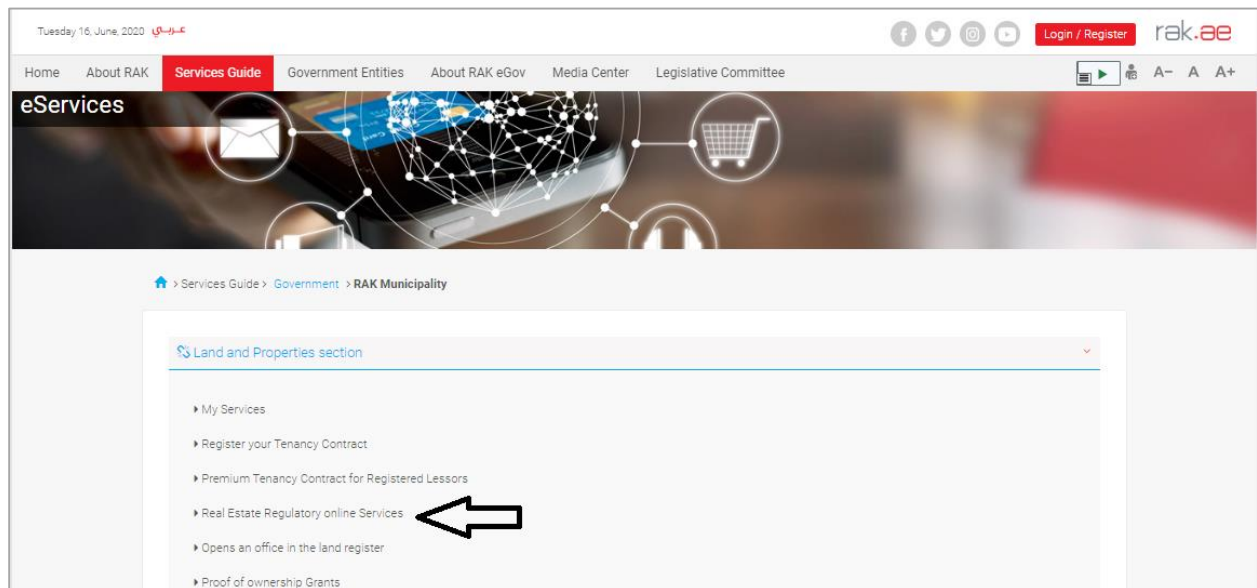
3- Next, select “RAK Municipality”



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.

Tuesday 16, June, 2020 عسباني

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eServices

> Services Guide > Government > RAK Municipality > Land and Property Sector > Real Estate Regulatory online Services

Service Enquiry

Real Estate Regulatory online Services

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.

- Step 1 Sign up using portal account
- Step 2 Submit RERA service request by filling the online form, and attaching the required documents
- Step 3 Pay requested fee
- Step 4 The concerned department will Review the request and take a decision
- Step 5 Upon approval, a service result will be issued -The owner will be notified via email or he can receive the original one from municipality (the customer happiness center)

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.

Downloadable Forms

[Real Estate Regulatory Agency services](#)



7- To use the service, click on the “Start Service” button.

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Project review 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

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:

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

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:

ZL00 - Real Estate Regulatory Administration

Save As Draft

General

Case

* Appl

Case

Cust

Applicant Details

Applicant

Applicant Number: 3000113378

Applicant Name: Divya Kushalappa

Applicant Mobile Number: 564041094

Company Information

Applicant

Applicant Name: Divya Kushalappa

Registration

☒ New registration

☐ Get Drafts

Ok

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

ZL00 - Real Estate Regulatory Administration

Real Estate Regulatory Administration
Help

Save As Draft
Back To Initial Screen
Submit

General Information

Case Description: Developer Registration
* Application Type: Developer Registration
Case Information: This service allows any real estate developer to apply for registration in the Register of Real Estate Developers, which is accredited by the Ras Al Khaimah Municipal Department as certified developers in the Emirate.
Customer Note:

Applicant Details

Applicant
Applicant Number: 3000113378
Applicant Name: Divya Kushalappa
Applicant Mobile Number: 564041094
Applicant Mail Address: r.devappa@raksys.in

Attachments

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**”.

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

* Application Type:

Developer Registration
Developer Registration
Developer Renew Registration
Project Registration
Project Renew Registration
SPA attestation for End-Users
Registration for Account Trustee
Renew Registration for Account Trustee
Permission for Promotional Stand and Launching of project (sale off-plan)
RERA - Other advertising permits / Period Applied

- 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

Applicant Details

Applicant

Applicant Number: 3000113378
Applicant Name: Divya Kushalappa
Applicant Mobile Number: 564041094
Applicant Mail Address: r.devappa@raksys.in

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.

Attachments

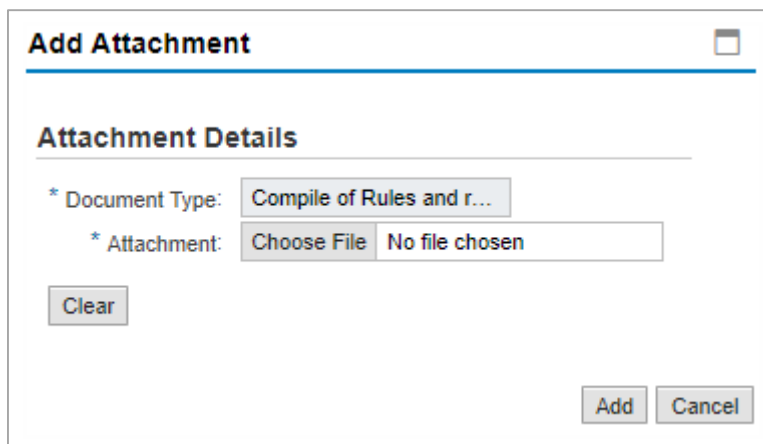
Attachment List

Print Version

	Mandatory	Doc Description	Attach File	File Path
	<input type="checkbox"/>	Compile of Rules and regulation of RERA	Upload	
	<input type="checkbox"/>	Developer Registration Form	Upload	
	<input type="checkbox"/>	Developer Registration Request	Upload	
	<input type="checkbox"/>	ID For Authorized signatory	Upload	
	<input type="checkbox"/>	Letter of Financial ability	Upload	
	<input type="checkbox"/>	Membership certificate from the Office of Trade and Industry	Upload	
	<input type="checkbox"/>	Memorandum of Understanding(MOU)	Upload	
	<input type="checkbox"/>	Passport copy	Upload	
	<input type="checkbox"/>	Sales and Purchase agreement	Upload	
	<input type="checkbox"/>	Title deed	Upload	

Clear

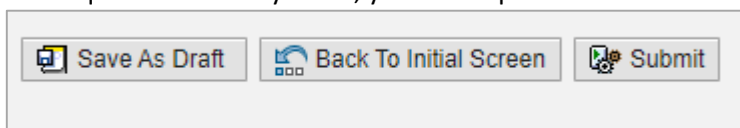
9. You can edit all attachments (add new or remove/replace existing) taking into consideration that mandatory attachments should be uploaded.
10. To upload documents:
- A. Click the “**Upload**” button, a window pops up allowing you to choose the files as shown below:



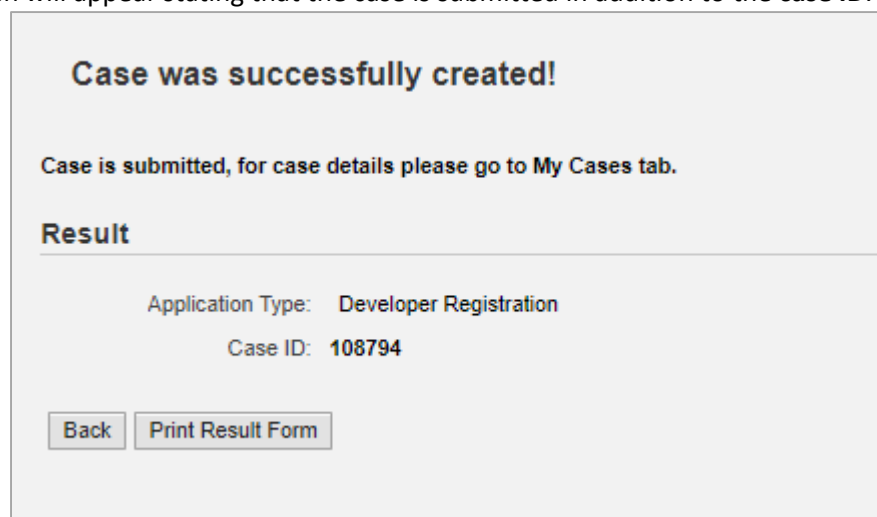
- B. Browse for the file and Click on **Add** → the file will be uploaded successfully.
C. Repeat the steps to attach next documents.

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:



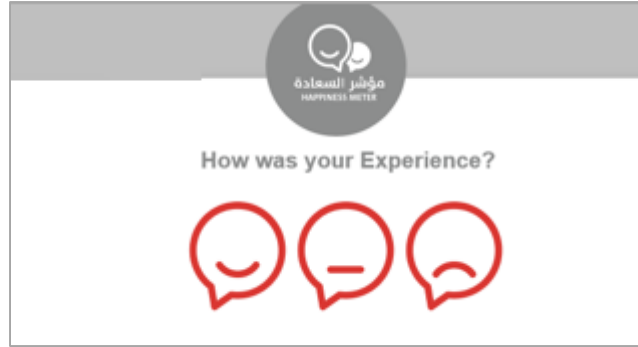
- “**Save As Draft**” to save the request for later.
 - “**Submit**” to complete the request.
 - or even clear all fields by selecting “**Back To Initial Screen**” and confirm leaving the screen in the displayed confirmation message.
12. Click “**Submit**” and confirm the submission in the displayed confirmation message.
A screen will appear stating that the case is submitted in addition to the **case ID**.



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

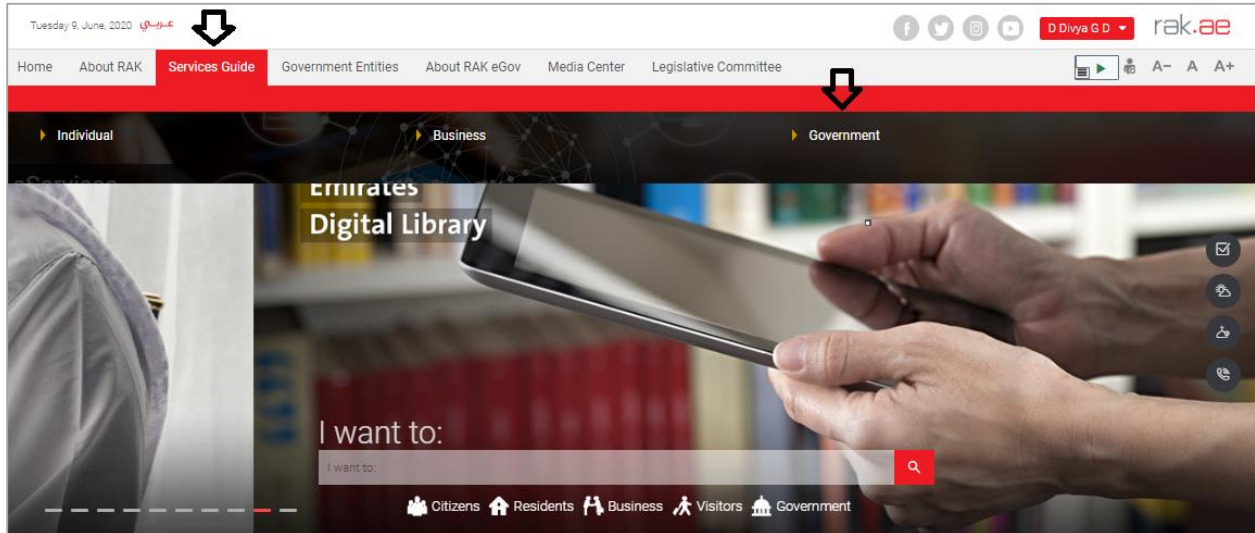
When you submit one of the Real Estate Regulatory Online Service request, it is received by the coordinator in the land and property section to review it and accordingly the coordinator will do one of the following actions:

- 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.

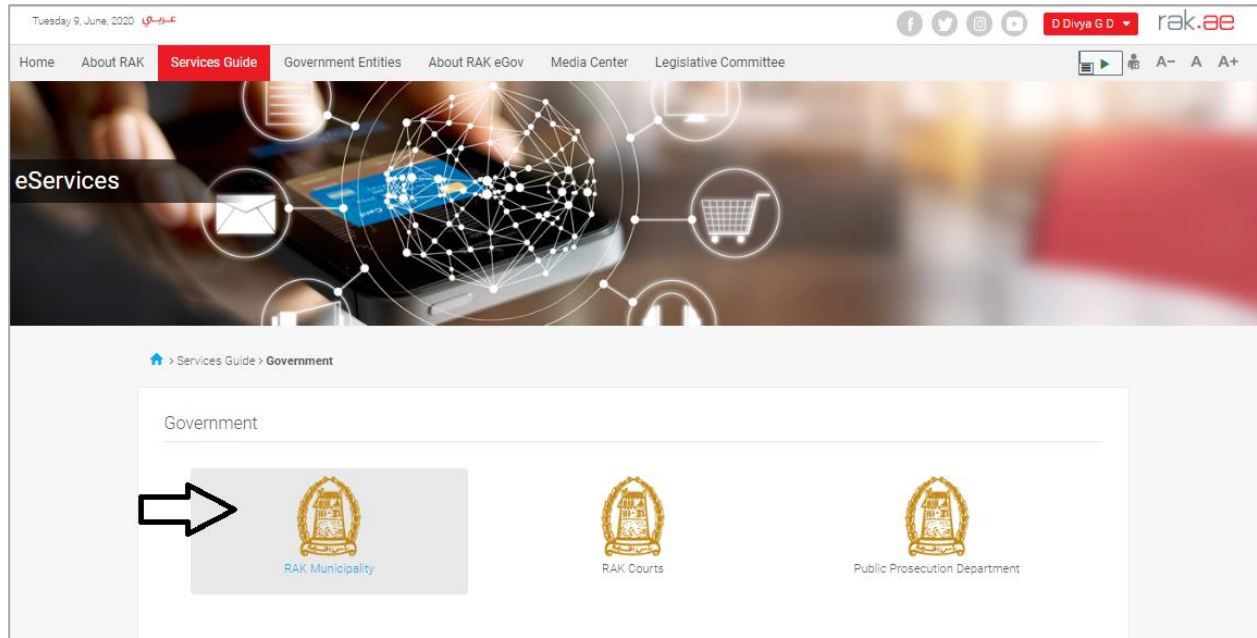
Note: when the coordinator take one of the above mentioned actions, the system will notify the customers by sending SMS on their mobile phones and Emails to let them know that their request is accepted initially, then the request will be either approved, rejected or needs modifications.

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.

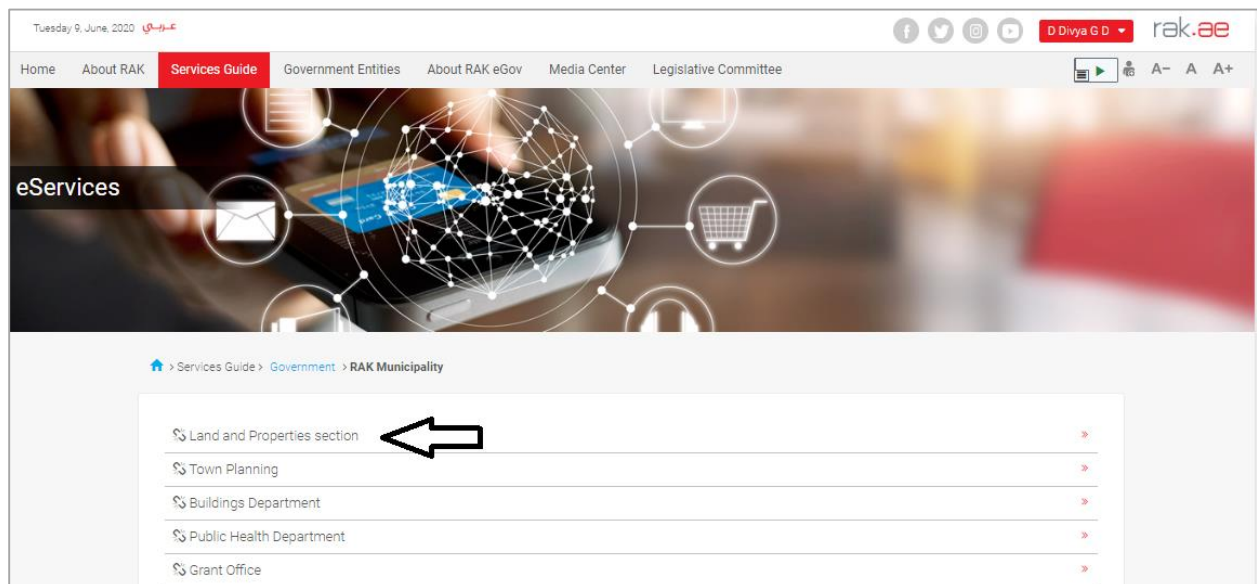
Then, Click the “**Service Guide**” then click “**Government**”:



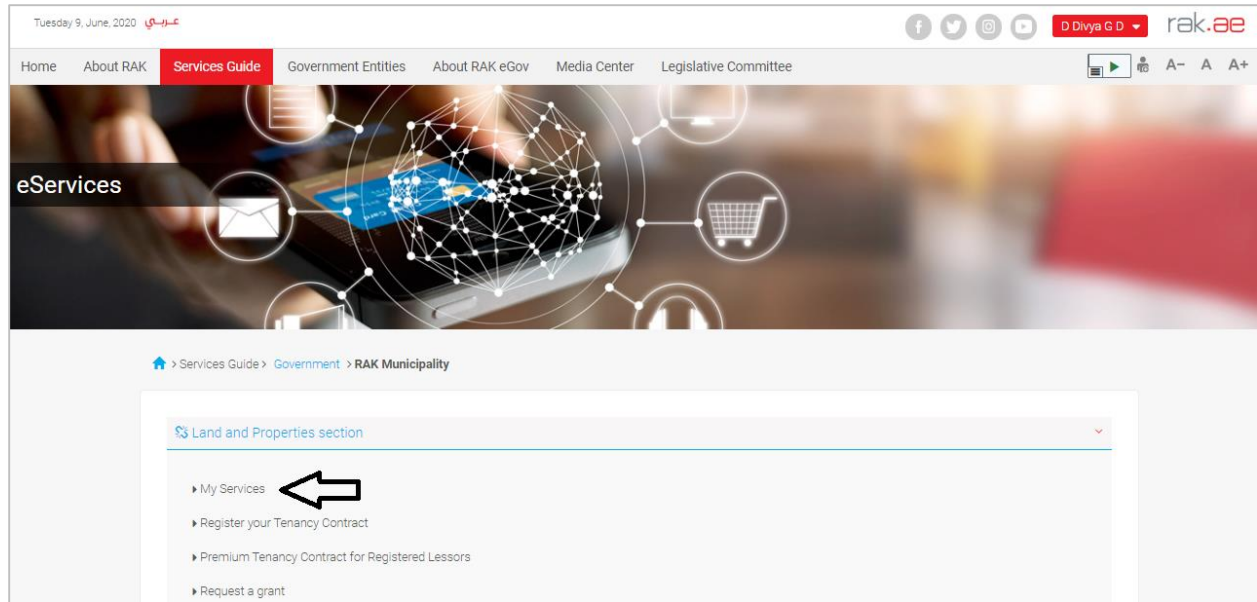
Next, select “**RAK Municipality**”



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.

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

“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.

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordontor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordontor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

[Case Details](#)
[Case Documents](#)
[Payment Requests](#)

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

“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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
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107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordontor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

[Case Details](#)
[Case Documents](#)
[Payment Requests](#)

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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: Coormentor 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

E-Land Department

My cases (ZL) Register your Tenancy Contract

Case Registration

My Cases [Help](#)

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	إيهاب يهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				إيهاب يهمان	19.04.2020 11:46:35		Coordentor R
107926	Merge Properties Request				إيهاب يهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				إيهاب يهمان	19.04.2020 09:42:30		Coordentor R
107848	Ownership based on Inheritance Request				إيهاب يهمان	16.04.2020 15:59:52		Coordentor R
107752	Proof of Ownership Grants Request				إيهاب يهمان	15.04.2020 10:42:32		Coordentor R

[Case Details](#)
[Case Documents](#)
[Payment Requests](#)

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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.

Documents for case with ID 107752

Case Documents

File Description	
Copy of new site plan	
Copy of ownership	
Completion certificate request	
Emirates ID	
Passport ID	

Download all attachments

Close

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.

E-Land Department

My cases (21) Register your Tenancy Contract

Case Registration

My Cases ? Help

My Cases

Print Version Export

Service ID	Service type description	Number	Year	Type	Applicant	Created On	Final Decision	Status
102199	Register Lease Contracts			خدمة تصديق عقد إيجار	ايهاب بهمان	17.07.2019 12:10:28		Open/New
107930	Minutes for Loss of Commitment & Ownership Documen				ايهاب بهمان	19.04.2020 11:46:35		Coordontor R
107926	Merge Properties Request				ايهاب بهمان	19.04.2020 10:52:04		Coordinator R
107920	Proof of Ownership Grants Request				ايهاب بهمان	19.04.2020 09:42:30		Coordontor R
107848	Ownership based on Inheritance Request				ايهاب بهمان	16.04.2020 15:59:52		Coordontor R
107752	Proof of Ownership Grants Request				ايهاب بهمان	15.04.2020 10:42:32		Coordontor R

Case Details Case Documents Payment Requests

Creation date frame: All Case Status: Open Cases

Total number of cases: 19

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

E-Land Department

My cases (21) Register your Tenancy Contract

My Payments ? Help

Billing Documents for case with ID

Print Version Export

Status	Case/Request ID	Payment Request Number	To Be Paid	Paid	Due To Pay	Currency
	107920	910027435	5,000.00	0.00	5,000.00	AED

Pay Selected Item Back

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

My cases (ZH)


My Notification

Payment Amount: 5,000.00



Amount Already Payed: 0.00

* Transaction Amount 5,000.00 AED

☒ E-Dirham




☐ Banks Cards






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

Pay

Cancel

 Back



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.

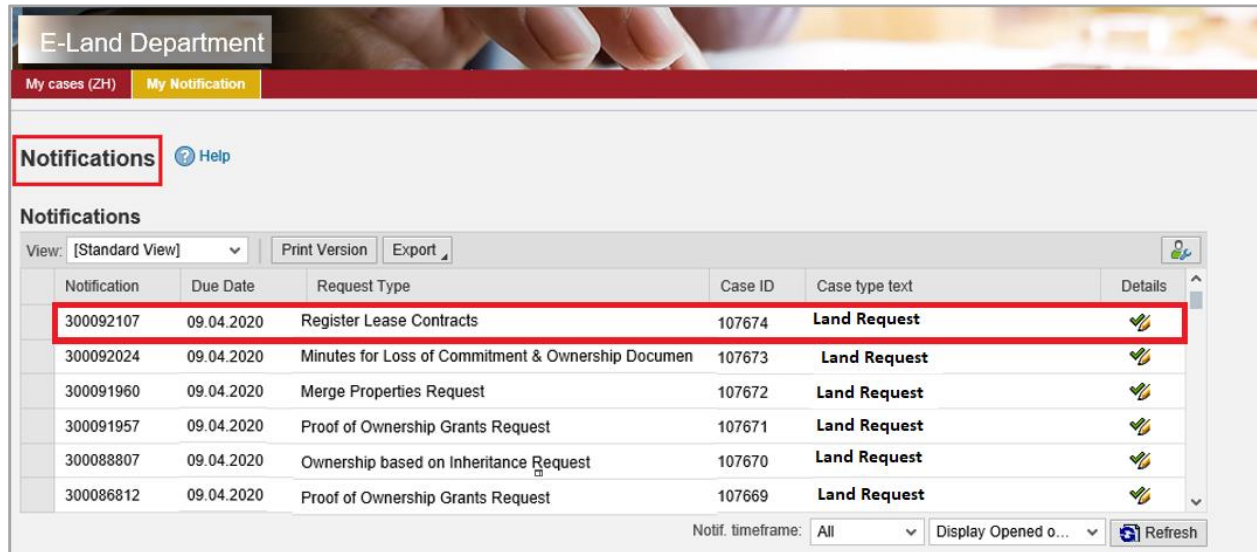
Note: the fees amount will vary as per the request type; the fees will be listed in the [Real Estate Regulatory Agency services](#).







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:



Notification	Due Date	Request Type	Case ID	Case type text	Details
300092107	09.04.2020	Register Lease Contracts	107674	Land Request	
300092024	09.04.2020	Minutes for Loss of Commitment & Ownership Documen	107673	Land Request	
300091960	09.04.2020	Merge Properties Request	107672	Land Request	
300091957	09.04.2020	Proof of Ownership Grants Request	107671	Land Request	
300088807	09.04.2020	Ownership based on Inheritance Request	107670	Land Request	
300086812	09.04.2020	Proof of Ownership Grants Request	107669	Land Request	

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

Created on: 09.04.2020

Requester: Hend Gomaa Mohamed

Lock Status:

Current System Status: Open

Case ID: 107673

Case Type: **Proof of ownership grant**

BusinessPartner: 3000113130 مصطفى عبد الرزاق محمد احمد

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 attachment

Save Cancel

- Click on “Open case” button to modify the request → the request details screen opens

Land and Property Sector Services [Help](#)

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

Mandatory	Doc Description	Attach File	File Path
<input type="checkbox"/>	EID copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Other Documents	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Passport copy	<input type="button" value="Upload"/>	
<input type="checkbox"/>	Personal picture	<input type="button" value="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?

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 مصطفى 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 attachment

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)