

File a lawsuit obliging to reimburse utility charges

Description of Service:

This service enables customers to sue obliging to reimburse utility charges, and its pleading in First Instance Tribunals or appeal the decisions to Appellate Tribunals in Rental Disputes Center.

Required Documents:

1. A copy of lease (Ejari) and previous leases
2. A copy of plot map or new Title Deed issued by Land Department in Dubai.
3. A copy of certificate of ownership if the leased premises are located in Freehold areas.
4. Personal data (landline, mobile, email)
5. Details of leased property, its type and Makani Number (if available).
6. A copy of the Landlord's passport along with residency (for expatriate) and Emirates ID.
7. A copy of the Tenant's passport along with residency (for expatriate).
8. A copy of Commercial License if the lessor is a legal entity (company or establishment) and a copy of license holder's passport.
9. A copy of Notice along with notification officer's report or Registered Post along with receipt of Notice acknowledgement.
10. Proof stating contractual relationship between Lessor and leasing office, lease or management contract in force.
11. Portfolio (sequential evidence stating validity of lawsuit such as: correspondence, notices, irregularities, DEWA bills or others)

12. Evidence stating that the defendant refuses to pay maintenance amount of the leased property though the lessor is supposed to undertake (it).
13. All documents must be submitted in Arabic or legally translated into Arabic.
14. A copy of inheritance certificate for the heirs if (Lessor) is deceased.
15. A copy of Power of Attorney attested by Notary Public for legal agent and Emirates ID.

Service Charges:

Fees/Security Deposit	Description	Amount	Currency
Fees	First Instance Cases: 3.5% of Monetary Claims	Not less than (AED 500) and not more than (AED 15,000)	AED
	Service	100	AED
	Registration of Power of Attorney (if applicable)	25	AED
	Knowledge	10	AED
	Innovation	10	AED
	**If the suit includes additional claims, surcharge thereof shall be calculated according to the type of claims.		
Security Deposit	Appealing the decision: half of the amount awarded to (the Plaintiff) in the judgment issued by First Instance Tribunal (if the lawsuit includes financial claim)	The amount is refundable.	AED

Channels Offering Service:

Name of the Channel	Working Hours	Service Duration
Rental Disputes Center (Disputes and Lawsuits Registration Section) Note: Appeals are filed in Rental Disputes Center	From 07:30 to 14:30 (Sunday to Thursday)	20 Minutes
Website (www.rdc.gov.ae)	(24 hours/7 days)	20 Minutes
Service Officer (external registration centres)	08:00 to 20:00 (Saturday to Thursday)	20 Minutes

Beneficiaries:

Lessor, Lessee, Property Management Company, and Law Firms

Priority service to one of these categories:

Individual with Special Needs – Dakhr Card Holders

Responsible Department:

Central Support Department and External Service Officer

Contact Us:

Call Center 8004488

Email: info@rdc.gov.ae