

Handover



Handover

Handover is taking possession of your property once it is certified for beneficial occupancy.

Following the handover notification and completion of all payments for the property, please follow the next steps as outlined in order to take handover of your property.

Let's complete your property handover



Begin your Title Deed application¹



Log onto **eservice.emaar.com**> Land Registration> Select the Property> Title Deed Application.



Upload documents as required.



Click on **Submit** and pay the applicable administration fee.

Register for your DEWA account²



Register your DEWA account number either by logging onto **www.dewa.gov.ae** or by visiting any of the DEWA Customer Happiness Centres and paying the applicable fees.

Please note

- If you have a mortgage, you can also register your property. Mortgaged properties do not need the original Sale and Purchase Agreement to apply for the registration with Dubai Land Department. For the required documents, please refer to **Checklist #1**.
- If you have registered the mortgage with Emaar in the past, please call **800-EMAAR**.

Documents required

- ¹ Refer to **Checklist #1** overleaf for Title Deed application.
- ² Refer to **Checklist #2** overleaf for DEWA registration.

Fees payable

- Administration fees of AED 500 for Title Deed application.
- For DEWA account registration
 - Security deposit of AED 2,000 for apartments.
 - Security deposit of AED 4,000 for villas.
 - Additional connection charges as levied by DEWA.
 - The above fees are payable to DEWA.
 - Above charges are subject to payment of VAT at 5% as applicable.





Obtain Payment Completion Certificate



Visit the Emaar cashier located at Emaar's Customer Happiness Centre in person to collect.



Location:
Emaar Customer Happiness Centre
Emaar Square Building 2,
Ground Floor
Downtown Dubai
Timings: Sunday to Thursday
0800hrs-1630hrs



Certificate will be issued only once all payments are cleared for the property.



Certificate will be handed over only to persons mentioned on Sale and Purchase Agreement or to their authorised representative (Power of Attorney holders).

Complete handover³



Visit Emaar's Customer Happiness Centre along with the required documents.



You will receive the following as part of the handover

- Keys to the unit
- Homeowner's manual
- Quick guide to apply for a Move In Permit
- Vehicle Access Card(s)
- Parking bay number (for apartments only)
- As-built drawings (for villas only)

Post Handover Defect Liability



All properties have a Defect Liability Period (DLP) against material and workmanship defects for a period of one year following the completion of construction.

Please note

- All properties financed through Islamic banks will be handed over in the presence of an authorised bank representative only; OR upon submission of an original No Objection letter from the bank.
- Multiple ownership includes spouse and a notarised letter will be required for handover if either party is not present.
- All notarized letters of authority must be attested by Dubai Courts or, if you are living overseas, it must be notarised by the UAE embassy in the country of origin and by the Department of Foreign Affairs in UAE.
- Should you notice any further issues once the property is handed over to you, you may report the same by
 - calling **800-EMAAR** or
 - sending an email to **pqa@emaar.ae** or
 - raising a service request on **eservice.emaar.com**
- For telecommunication services: Your property will be pre-wired for internet, TV and telephone connections.

Documents required

³ Refer to **Checklist #3** overleaf for handover and Payment Completion Certificate.



Checklist #1: For Title Deed application

For all customers

- Scanned color copy of valid passport with visa page.
- Emirates ID copy (front & back)
Note: If you don't have an Emirates ID, you can submit your National ID with the unique reference number from country of citizenship.
If your Emirates ID card is in process, submit a recent letter from immigration/the latest Marsoom copy, addressed to Dubai Land Department.
- First page of Sale and Purchase Agreement.
- Edbara page (UAE Nationals only).

For units under company ownership

- Certified copy of Certificate of Incorporation or Business Registration License.
- Valid and original Certificate of Incumbency.
- Certified copy of Memorandum and Articles of Association
If you do not have the memorandum, present a letter from the free zone stating no memorandum has been issued and also submit a copy of the notarised Share Certificate by the Free Zone.
- Registered shareholders & directors of the company.
- In case, representative is not one of the directors for Free Zone:
 - Power of Attorney from notary public to buy and register the property on behalf of company along with other requirements as highlighted above
 - No Objection Certificate from the free zone authority to purchase the property unless the activity of the trade license is to buy and sell the property
- For offshore company:
 - All the company documents must be attested by notary (or similar) and legalised by the UAE embassy in the country of issue and Department of the Foreign Affairs
- For loan offers to companies or where property owners are individuals and loan is provided to their company:
 - No Objection Certificate, stating that the property is being offered as a collateral against the finance provided to their company
 - Relevant passport copies

Additional documents for mortgage buyers

- Arabic request letter from the bank addressed to the Dubai Land Department
- Mortgage contract
- Ejara letter addressed to the Dubai Land Department (finance if applicable)

Checklist #2: For DEWA registration

For all customers

- DEWA form duly signed by the purchaser
- DEWA consumer number (mentioned in the Handover Notification Letter)
- A copy of Payment Completion Certificate / Sale and Purchase Agreement / Initial Contract of Sale copy / Company Documents
- Passport copy with residence visa page
- Emirates ID or National ID card from country of citizenship

Checklist #3: For Handover & obtaining Payment Completion Certificate

For single, joint, multiple ownership and authorized representatives

- Original signed and stamped Sale and Purchase Agreement (signed and stamped by finance company in case of mortgage).
- Original receipt of DEWA Security Deposit
- Original passport or recognised photo ID of all purchaser(s).
- Original Power of Attorney or notarised letter of authorization from all purchasers/spouse (if purchasers are not present)

Additional documents for company ownership

- Original Trade License
- Original notarised Letter of Authorization on company letter head signed by authorised signatory
- Passport copy of authorised signatory
- Original passport or recognized photo ID of authorised representative