

FAQS - DEWA & RERA Integration Management Companies

1. Do I need to visit Dubai Land Department's - DLD (RERA) office for Ejari after getting the tenancy contract from the Property Management Company?

Ans. No, you are not required to visit DLD's (RERA) office for Ejari. The Management Company will issue you the tenancy contract and immediately transmit your data to DLD. You will receive the Ejari for your premises at the same time during your visit to the Property Management office.

2. When I try to register tenancy contract in ejari system, the wizard stops and displays "Invalid DEWA number" What should I do?

Ans. We have introduced new functionality in Ejari to modify invalid premise numbers without referring back to support. In case your previous data is incorrect, you need to go to property details page and modify it. You need delete the existing DEWA premise number and add the new one and press on "Save" button.

3. I need to correct my invalid DEWA premise numbers for more than 20 properties in Ejari system, what is the procedure?

Ans. You can send an excel file with your property details along with your current premise number and new premise number. If there are no issues the corrected premise numbers should be available within 2 working days.

4. Do I need to visit DEWA for Activation of Supply (Move-in) after getting the tenancy contract from the Management Company?

Ans. No, you are not required to visit DEWA for Activation of Supply (Move-in). After issuance of your tenancy contract, DLD (RERA) system will immediately transmit your information to DEWA. DEWA will process the information and you will receive a welcome email & SMS with your account details and link for the security deposit and activation charge payment.

5. How can I make payment for the security deposit and activation charge?

Ans. You can pay the security deposit and activation charges through DEWA's website, or smart app, by clicking on the link in the welcome email at the time of the issuance of Ejari. In addition you can pay through other DEWA payment channels.

6. When will my electricity & water supplies be connected?

Ans. Your electricity & water supplies will be activated within 24 hours of security deposit and activation charge payment.

7. Will I get Ejari and DEWA registration, if the previous tenant has not applied for final bill and settled the final bill amount?

Ans. It is mandatory that previous tenant apply for the final bill and settle the final bill amount before a new tenant applies for the Activation of Supply for the existing premise.

8. How can I check DEWA outstanding dues for the premise that I want to register?

Ans. You can check DEWA outstanding dues for the premise by entering DEWA Premise number (9 digit) in "Bill Inquiry" at www.dewa.gov.ae

9. How can I settle DEWA dues, if I want to settle on behalf of my tenants / friends?

Ans. You can settle DEWA outstanding dues on the premise by using the "pay for friend" option after logging in to your DEWA account at www.dewa.gov.ae

10. What information is mandatory for me to submit to the Property Management Company for DEWA registration (Move in)?

Ans. The following is mandatory to be submitted to the Management Company for DEWA registration (Move in);

1. Emirates ID
2. Mobile Number
3. Email ID
4. PO Box and Emirates