



## Documents Required for Key handover

### Single / Joint / Multiple Ownership

1. ORIGINAL 'Certificate of Completion of Payment'.
2. ORIGINAL DEWA security deposit receipt.
3. ORIGINAL Power of Attorney or Notarized Letter of authorization from all owners/spouse (if they are not present).
4. ORIGINAL Passport or recognized Government Photo ID of all owner (s).

### Authorization on behalf of owner

1. ORIGINAL 'Certificate of Completion of Payment'.
2. ORIGINAL DEWA security deposit receipt.
3. ORIGINAL Power of Attorney or Notarized Letter of authorization from all owners.
4. Passport copy of all owners.
5. ORIGINAL Passport or recognized Government Photo ID of authorized representative.

### Company Ownership

1. ORIGINAL 'Certificate of Completion of Payment'.
2. ORIGINAL DEWA security deposit receipt.
3. ORIGINAL Trade License.
4. ORIGINAL Notarized Letter of authorization on company letter head signed by authorized signatory.
5. Passport copy of authorized signatory.
6. ORIGINAL Passport or recognized Government Photo ID of authorized representative.

**Note:** All notarized letters of authority must be attested by Dubai Courts or if you are living overseas, to be notarized by the UAE embassy in the country of origin and by the Department of Foreign Affairs in the UAE.

Manage your property online anytime, anywhere, through just a few clicks. Download 'Emaar Eservice' App today or log onto <https://eservice.emaar.com/home/>.

### Contacts

For any enquiries please contact:

#### **Emaar Customer Care Department**

P.O. Box: 9440, Dubai, U.A.E.

Tel: 800 EMAAR (36227)

Tel: +971 4 366 1688

Fax: +971 4 367 3011

Email: [customer care@emaar.ae](mailto:customer care@emaar.ae)

Web: [www.emaar.ae](http://www.emaar.ae)

Location: Emaar Square, Customer Care Center B2, Ground Level.

# Handover Fact Sheet

Dear Homeowner,

Kindly read the information provided in this document for easy reference on the process to take handover of your new home.

## Final Payment Process

Please make your final payment and service charges at the Credit Control section at **Emaar Square, Building 2, Ground Floor.**

Once all payments have been cleared, the cashier's section will issue a 'Certificate of Completion of Payment'. In order to collect the 'Certificate of Completion of Payment' kindly present your Original signed contract along with all payment receipts. For any Finance queries please contact us on +971 4 3661688 or Toll free on 800 EMAAR (36227) or email to [emaarcollections@emaar.ae](mailto:emaarcollections@emaar.ae)

*Please refer to separate 'Finance Dept fact sheet' for more details and on documents required to make installment/final payments.*

## Handover Process

In order to take handover of your property you will need to furnish necessary documentation as required under each classification (refer to table on left).

**In addition to the above, please make a note of the following:**

- **Multiple ownership also includes spouse and a notarized letter will be required if either party is not present.**
- **All notarized letters of authority must be attested by Dubai Courts or if you are living overseas, to be notarized by the UAE embassy in the country of origin and by the Department of Foreign Affairs in the UAE.**
- **All Properties financed through Islamic banks will be handed over in the presence of an authorized bank representative only or upon submission of an Original No Objection letter from the bank.**
- **Land registration is a pre- requisite for taking the handover of your property. Kindly ensure you have completed the Land registration formalities prior to starting the handover process for your unit.**
- **Payment of security deposit to DEWA is mandatory to be completed prior to handover of the property.**

## What will you receive during handover?

### - Apartments

- Keys to the unit
- Homeowner's manual
- Car Park bay number
- Access Cards/Transponder

### - Villas

- Keys to the unit
- Homeowner's manual
- Car Stickers

## Defect Liability Warranty Period

If there are any new snags that appear after your handover you may fill a 'Service Request Form' (included in homeowners' manual). You may choose to email it to [pqa@emaar.ae](mailto:pqa@emaar.ae) or call the Emaar Contact Center on +971 4 366 1688 / Toll free on 800 EMAAR (36227) to register your service request.

*Note: All applications are subject to approval. The policy and procedures may change without prior notice.*