



Tenant Online Renewal (Tajdid) **User Guide**

Workflow Process & System Guidelines

Tenant Online Renewal User Guide

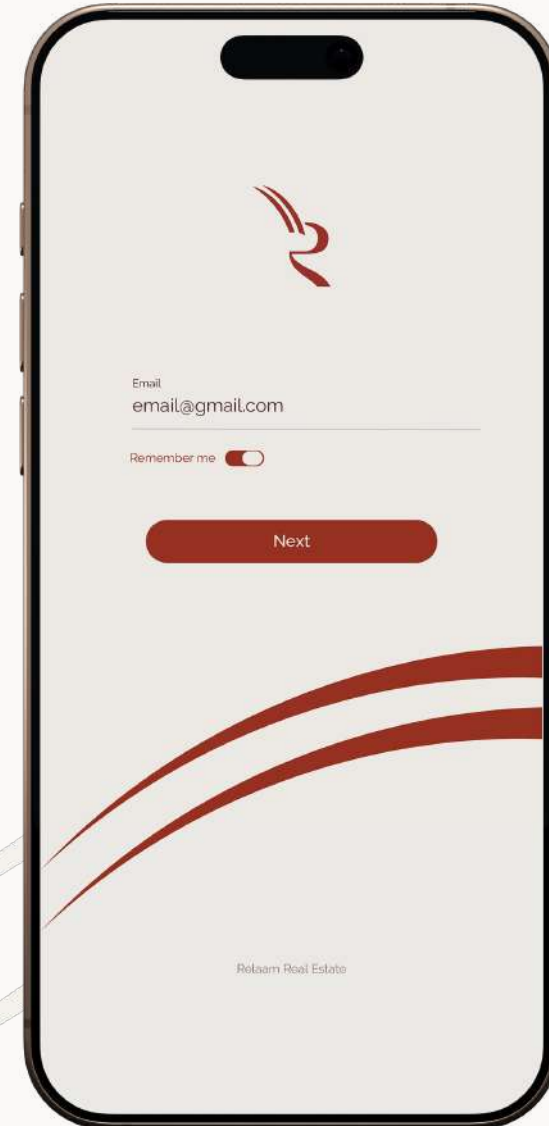
The tenant shall complete the following actions:

1. Review the renewal proposal received via email. The email includes the renewal rent, lease term, number of instalments, payment schedule and courier collection instructions.

Subject line of the online renewal notice:

Online Lease Renewal Notice - إشعار تجديد عقد الإيجار الإلكتروني

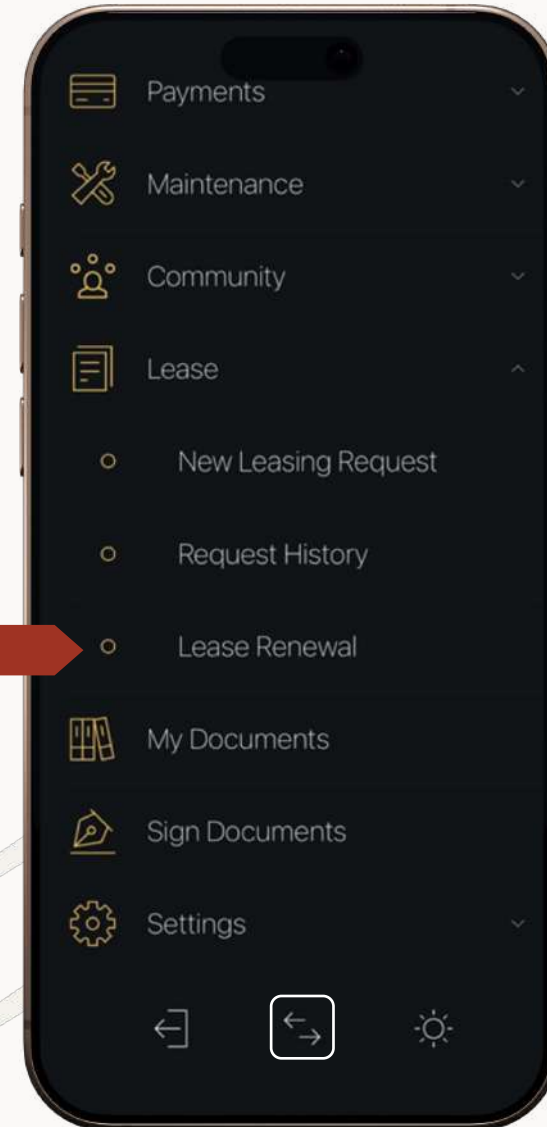
2. Log in to the Relaam App.



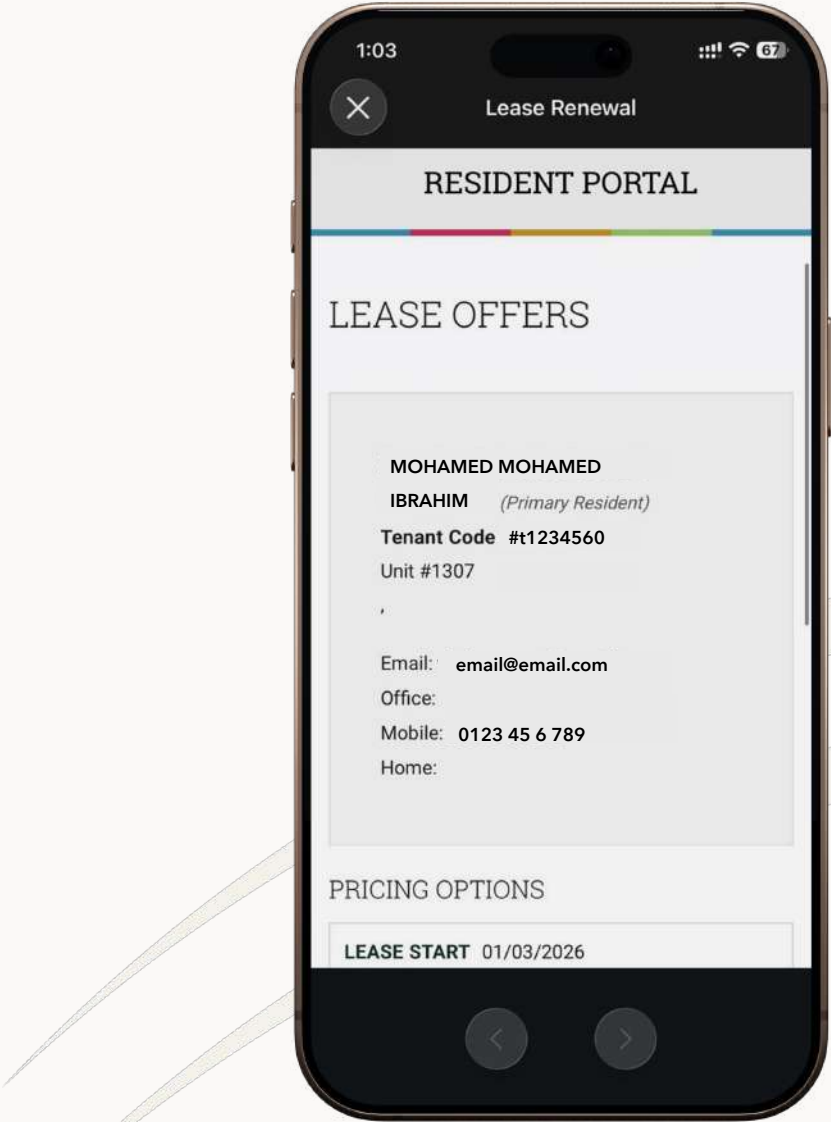
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3. If only one account is available, select it automatically and proceed to the next step. If multiple accounts are available, tap the account dropdown () to switch and choose the desired account.

4. Click the Lease Menu and select **Lease Renewal**.

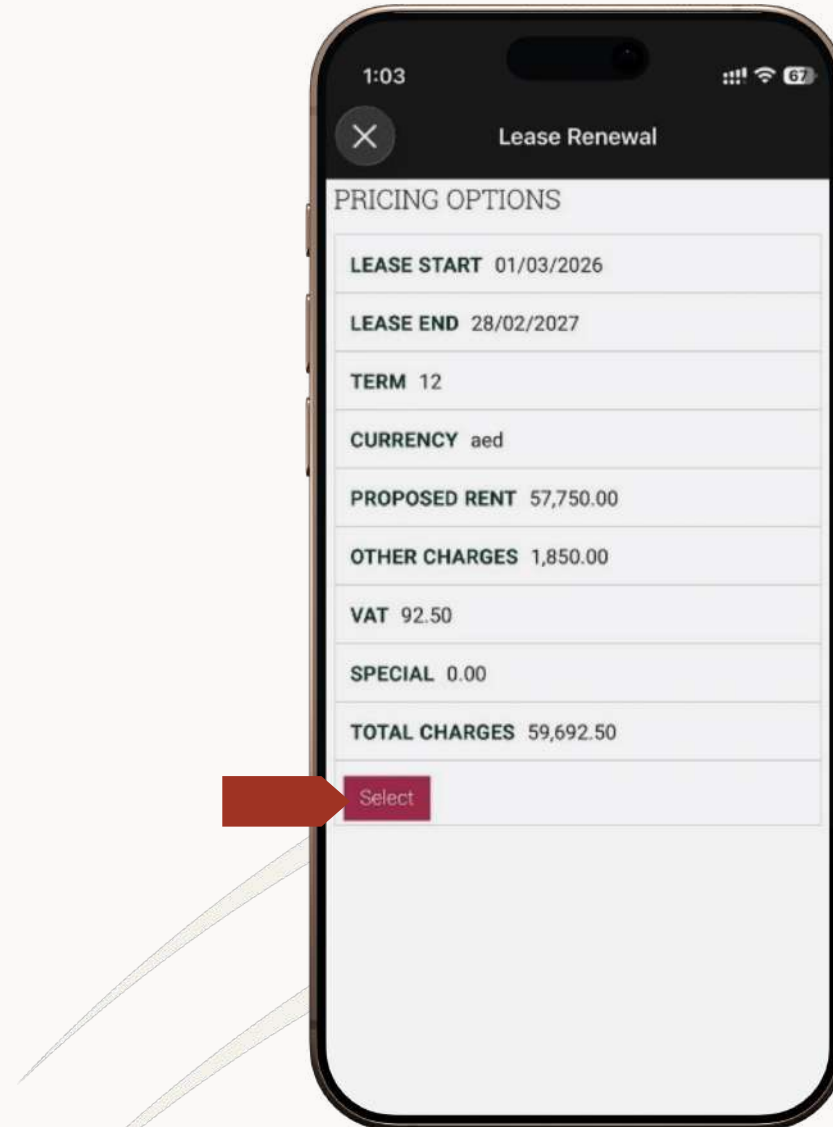


Lease Offers



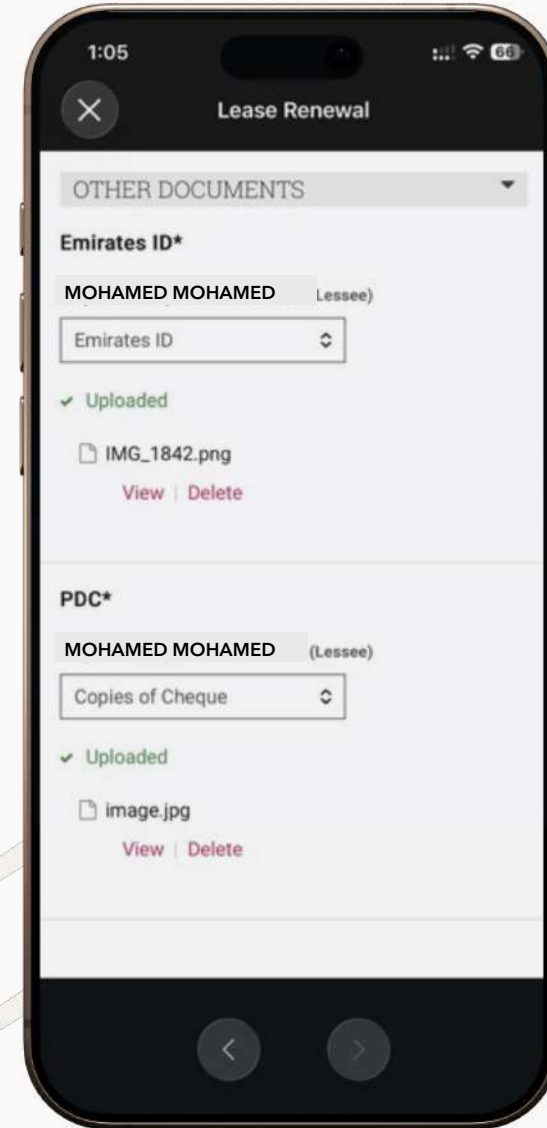
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5. Review the proposal and then click the Select button.

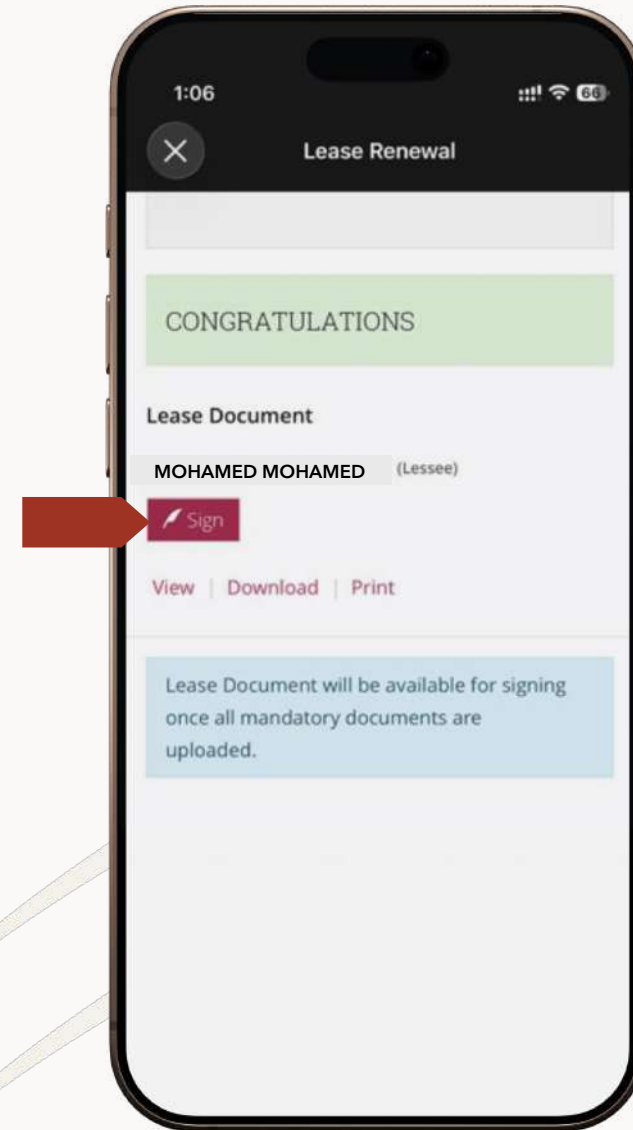


6. Review the charges and upload the required documents (EID, PDC Cheques, and Mode of Communication Form), then **click Continue.**

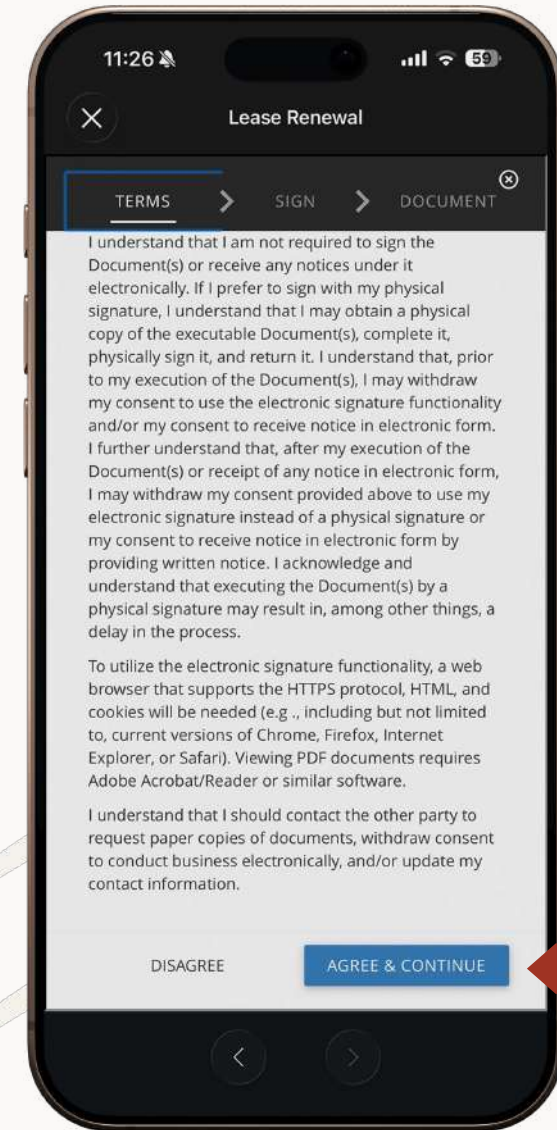
For Commercial, in addition to EID and PDC Cheques, upload Trade License and POA (Power of Attorney)



7. The tenant must review and sign the Terms and Conditions by clicking **Sign**.



8. Click Agree and Continue.



9. The tenant must add their digital signature using their finger in the mobile app or a mouse on the portal. Add the signature and initials, then **click Save and Continue.**

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Lease Renewal

TERMS > SIGN > DOCUMENT

Create Your Signature

Use your mouse or finger to create your signature. [You can choose a script signature instead.](#)

Your Signature

[Clear Signature](#)

Your Initials

[Clear Initials](#)

SAVE & CONTINUE

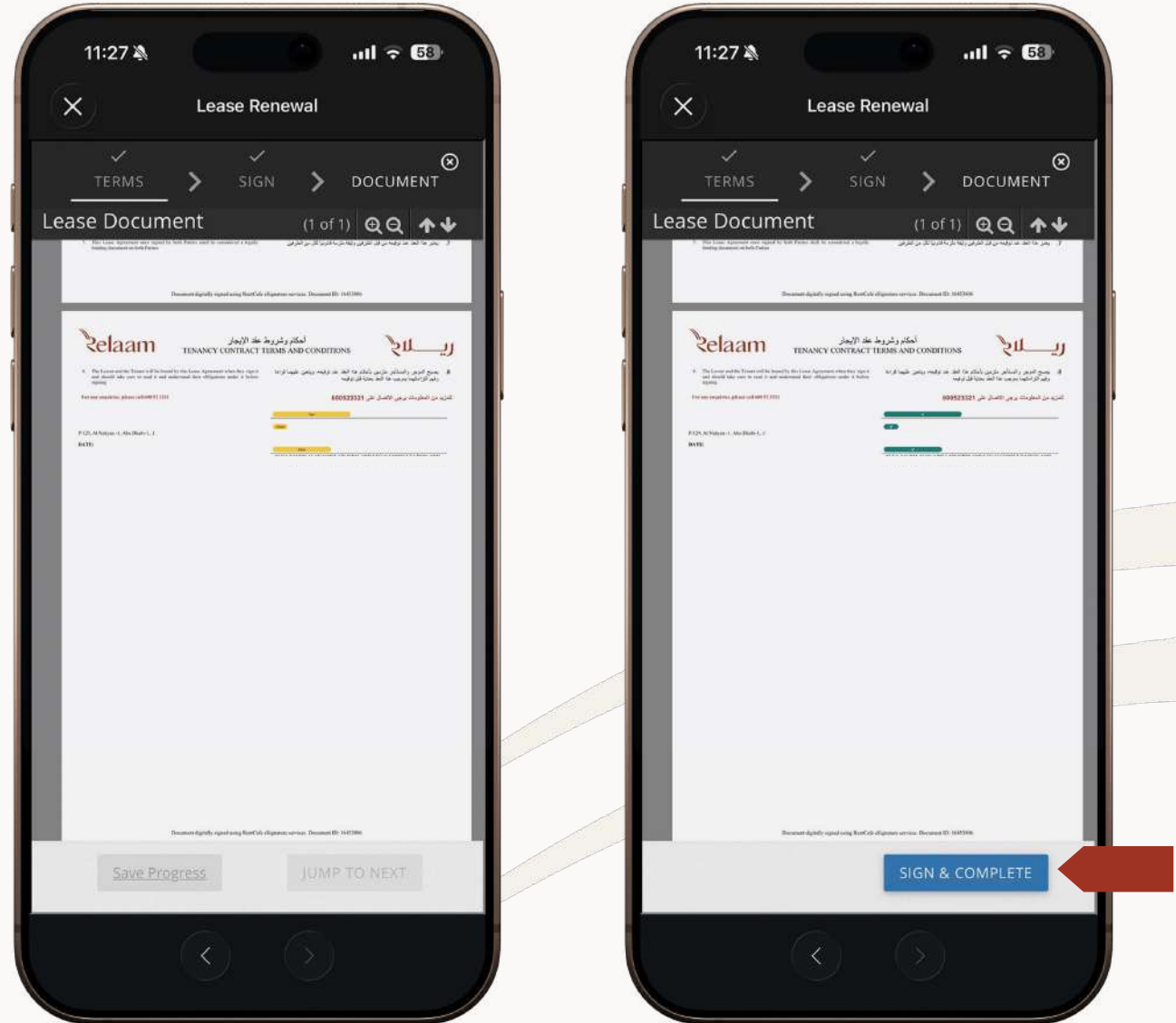
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10. The tenant reviews the Terms and Conditions, then **clicks Jump to Next**.

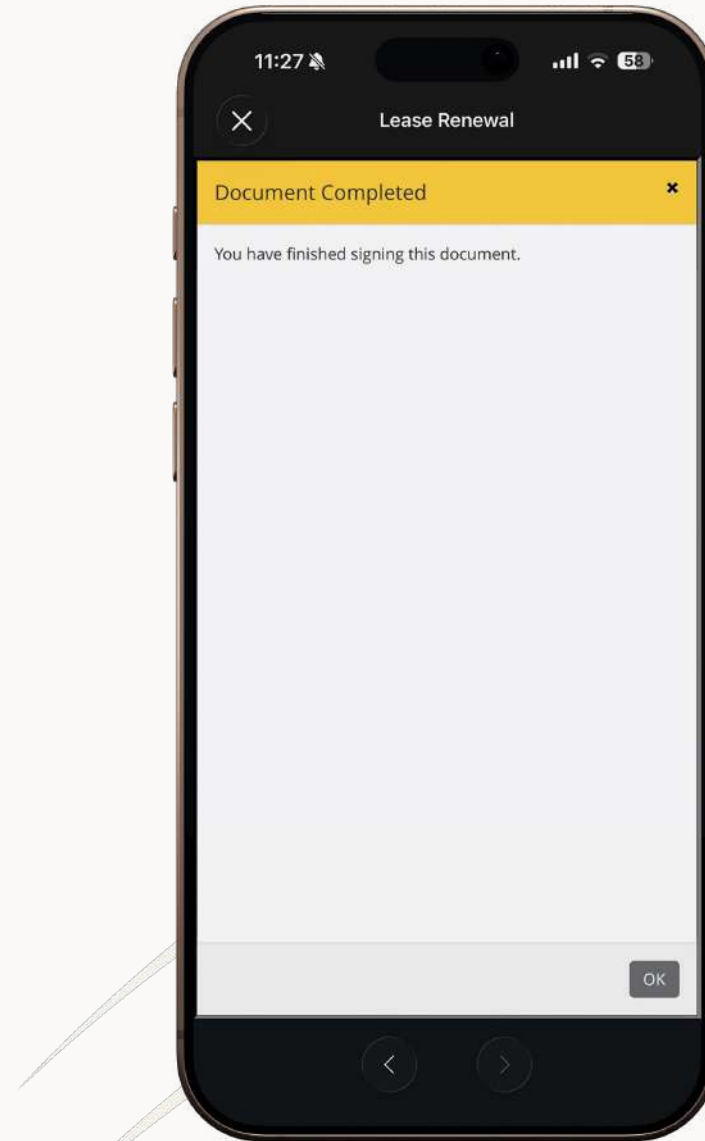


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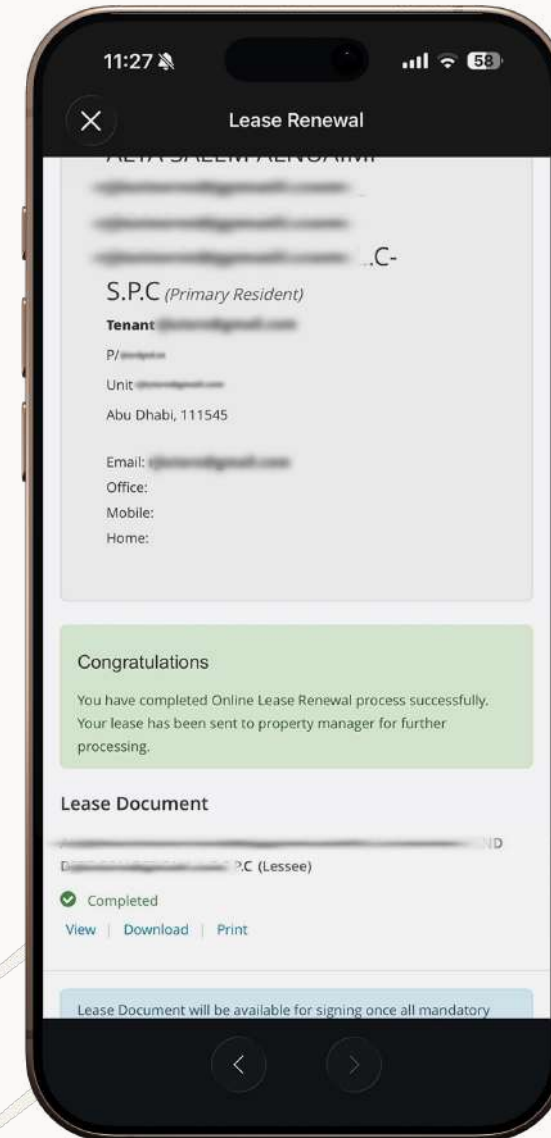
11. The tenant must complete all highlighted yellow fields, including signature, initials, and date, then click **Sign and Complete**.



12. Tenant successfully completed signing the Terms and Conditions.



13. Successful completion of the Online Renewal process in the Relaam App



Thank you

