

## Journey 1: Viewing a unit

### Policy

Customers can check unit availability on our website or app. If interested, they can 'Enquire' to raise a request, and our leasing team will contact them within 48 hours. For the watchman's number, customers can call our Call Centre. Viewings are available every day of the week between 9 AM and 6 PM, except on Sundays.

### Procedure

### Wasl Application

1. Download the Wasl Properties Leasing app.
2. Select 'Search'.
3. Select the desired location and click on 'Continue'.
4. Browse through the variety of available units and click on the one that suits your preferences to view the price range.
5. For more options of the same unit type, click on 'Select a unit'.
6. To access detailed information about the selected unit, including building facilities, size, price, and location on Maps, click on the 'View' option.
7. If you are interested in the unit, you can 'Enquire', which will raise a lead, and our sales team will get in touch with you within 48 hours.

### Wasl Website

1. Open the Wasl website, [www.waslproperties.com](http://www.waslproperties.com).
2. Hover over 'Renting' at the top of the page.
3. Choose 'Residential' from the drop-down menu.
4. The customer will be able to filter search results using the following criteria:
5. Click on 'Submit' to apply the selected filters and view the available options.
6. On the right side of the page, the customer will find the available options. By clicking on the 'Read More' option for a specific unit, they can access detailed information about the building facilities, size, price, and location on Maps.
7. If the customer is interested in a particular unit, they will have the option to 'Enquire'. Clicking on this option will raise a lead, and our sales team will contact the customer within 48 hours.

## Journey 2: Leasing a unit

### Policy

Interested customers can 'Lease Now' a unit by selecting 'Single' or 'Married' and providing salary and job details. If 'Single,' our team will contact them to complete the lease process. For 'Married,' tenants should provide documents and make payments directly. Salary must be double the rent. The first payment should be made by card. Failure to provide the documents within 48 hours cancels the contract, and the refund will be made in 7 days (excluding commission). No temporary bookings are allowed. Accepted payment methods: Card/Cheque, 1/2/4/12 instalments. The contract will start 7 days after payment.

## Procedure

Wasl  
Application

1. Sign in to your account.
2. Click on 'Home'.
3. From the drop-down menu for location, select your desired location.
4. Click 'Continue'.
5. Choose the properties you wish to lease.
6. Click 'Select a unit'.
7. Once you've chosen a unit, click 'Lease Now'.
8. Fill in the following details:
  - Job title
  - Monthly income
  - Marital status (Select 'Married'/'Single')
  - Tick the box to agree to the terms and conditions.
  - Click 'Continue'.
  - On the Confirm Contract Info page, enter the OTP (One-Time Password) and check the box for Terms and Conditions.
  - Click 'Continue'.
9. A pop-up message will appear; click on 'Confirm'.
10. If 'Single' is selected, then a ticket will be raised and the leasing team will contact them to discuss. If the selection is 'Married' then it will follow on to next step.
11. Upload all the required documents.
12. Click 'Continue'.
13. Review the Payment Details and choose the number of instalments.
14. Review the number of instalments and check the box "I agree to the Terms & Conditions."
15. Click 'Continue'.
16. You will be redirected to the 'Payment Gateway' page.
17. Input the details of your card.
18. Click 'Next' to complete the transaction.

## Wasl Website

1. Visit the Wasl website.
2. Choose the property you want to lease and click 'Lease Now'.
3. Select the specific unit you're interested in and click 'Lease Now' again.
4. Log in with your Username and Password.
5. Fill in the following details:
  - Job title
  - Monthly income
  - Marital status (Select 'Married'/'Single')
  - Tick the box to agree to the terms and conditions.

## Procedure

### Wasl Website

- Click 'Continue'.
  - On the Confirm Contract Info page, enter the OTP (One-Time Password) and check the box for Terms and Conditions.
  - Click 'Continue'.
6. Click 'Continue' again.
  7. Confirm the new lease and input the OTP (One-Time Password) received via SMS.
  8. Click 'Continue'.
  9. If "Single" is selected, then a ticket will be raised and the leasing team will contact them to discuss. If the selection is 'Married', then it will follow on to next step.
  10. Upload all the required documents.
  11. Click 'Continue'.
  12. Review the Payment Summary and choose the number of instalments.
  13. Click 'Continue'.
  14. Choose the payment mode (Card or cheque).
  15. Click 'Continue'.
  16. You will be redirected to the Payment Gateway page.
  17. Input the details of your card.
  18. Click 'Next' to complete the transaction.

## Journey 3: Move In

### Policy

Customers can check unit availability on our website or app. If interested, they can 'Enquire' to raise a request, and our leasing team will contact them within 48 hours. For the watchman's number, customers can call our Call Centre. Viewings are available every day of the week between 9 AM and 6 PM, except on Sundays.

Procedure: No steps through App/web.

## Journey 4: Raise requests.

## Journey 5: Renewals

### Policy

Tenants can renew their contract through our App or website within the last 30 days of the contract. A grace period of at least 7 days from the contract's expiry date is provided for renewal, as per clause 2.3 in each account. If the renewal exceeds this grace period, a late renewal penalty of 10% of the total annual rent fee will be added to their online account.

## Procedure

## Wasl Application

1. Open the Wasl Properties app on your device.
2. Log in to the app using your credentials.
3. Once you're logged in, navigate to the 'E-services' section within the app.
4. In the 'E-services' section, look for the 'Contracts' option and click on it.
5. Within the 'Contracts' section, you should see a list of your contracts.
6. Find the contract you want to renew and click on the arrow icon next to it to open the contract.
7. Select your contract and click on 'Renew' from the bar underneath.
8. The renew page will have 4 sections: Update profile, Attach documents, Verify information, and Payment plan.
9. Update profile details: Address, Mobile number and Email address.
10. Attach required documents: valid passport copy, Emirates EID (back & front), valid residence visa.
11. Choose the contract duration from the drop-down (3, 6, or 12 months).
12. A pop-up will appear to deposit the cheque at an Emirates NBD machine.
13. Under verify information, select the instalment terms (1, 2, 4, or 12).
14. From the payment plan, choose the mode of payment (cheque or card).
15. Proceed to make the 1st payment using your card (must be valid beyond the last instalment date).
16. If necessary, use the Modify SI process to update your payment method.

## Wasl Website

1. Visit [www.Waslproperties.com](http://www.Waslproperties.com) and log in to your online account.
2. Select your contract and click on 'Renew' from the bar underneath.
3. The renew page will have 4 sections: Update profile, Attach documents, Verify information, and Payment plan.
4. Update profile details: Address, Mobile number and Email address.
5. Attach required documents: valid passport copy, Emirates EID (back & front), valid residence visa.
6. Choose the contract duration from the drop-down (3, 6, or 12 months).
7. A pop-up will appear to deposit the cheque at an Emirates NBD machine.
8. Under verify information, select the instalment terms (1, 2, 4, or 12).
9. From the payment plan, choose the mode of payment (cheque or card).

## Procedure

### Wasl Website

10. Proceed to make the 1st payment using your card (must be valid beyond the last instalment date).
11. If necessary, use the Modify SI process to update your payment method.

## Journey 6: Termination

### Policy

Termination should be completed either before the contract ends or by the end of the contract. To terminate the contract, use our app or website with all required documents. Hand over documents, keys, and access cards at our security office; an authorisation letter is needed if someone else is submitting them. Failure to provide documents may lead to penalties. Incomplete documents won't be accepted, and termination won't be activated.

## Procedure

### Wasl Application

1. Log in to the Wasl Properties application.
2. Navigate to the 'Contracts' section and select the specific contract.
3. Click on the 'Request for Terminate' option from the tab bar.
4. Choose the mode of security deposit refund.
  - (Cheque or bank transfer).
5. Select the reason for the termination request.
6. Provide bank details and updated address.
7. Attach required documents (e.g., Final Dewa bill, Dewa clearance, Gas and Aqua Cool clearance bills).
8. Confirm the termination request.
9. Download and fill the vacating form (VDR) generated by the system.
10. Submit hard copies of the form along with keys and access card at the security office.

### Wasl Website

1. Log in to your account at <https://www.waslproperties.com/>.
2. Access the 'Contracts' section and choose the specific contract.
3. Click on the 'Request for termination' option from the tab bar.
4. Choose the mode of security deposit refund.
  - (Cheque or bank transfer).
5. Select the reason for the termination request.
6. Provide bank details and updated address.
7. Attach required documents.
8. Confirm the termination request.
9. Download and fill the generated vacating form (VDR).
10. Submit hard copies of the form, keys, and access card at the security office.

## Journey 7: Security Deposit Process

## Policy

After submitting the documents and keys, an end-of-lease inspection will be initiated (typically taking 2 to 3 weeks). If eligible for a refund, it will be processed via bank transfer or cheque, depending on the tenant's choice. Otherwise, the tenant must settle the full outstanding amount or pay the remaining balance after deducting the security deposit.

Note that cheques cannot be collected by anyone other than the tenant, unless they have full legal authorisation.

Termination penalties will be applied if the tenant terminates after the grace period, and if they terminate after the contract ends, they will pay rent per day for any overstay.

Procedure: No steps through App/web

If you are interested in leasing a new unit and would like to see our inventory, please download the Wasl Leasing app.



Download on the  
App Store



Get in on  
Google Play

We will keep you updated on the progress of your lease every step of the way, so no need to follow up with the Wasl customer service.