Leasing — tenant accounts, contracts and approval

Operations help · Reviewed 22 November 2026

Before you start

Sign in through Leasing with leasing privileges. The property must exist and be assigned to you. Confirm the correct numbered unit is available and not frozen or archived. Have the agreed tenant details, dates, rent, charge schedule and prepared contract attachment ready.

Prepare the tenant and unit

1. In Leasing, create the tenant account if it does not already exist and associate it with the correct property.

2. Complete the apartment/villa number and unit type in the leasing unit controls.

3. Check the tenant account carefully: it links the lease to that tenant's billing, repairs, visitor approvals and move-out requests.

Prepare a lease

1. Open Lease approvals and payment plans → Prepare lease.

2. Select the property and tenant account. Enter flat/villa number, nationality, start date, end date and agreed rent in AED.

3. Attach the prepared contract as PDF, PNG or JPEG, at most 2 MB. The system stores the attachment; this workflow does not generate or electronically sign a legal contract for you.

4. Generate the rent/deposit lines using Number of rent payments and the editable Deposit percentage, or add the agreed charges manually.

5. For each charge enter Rent, Refundable deposit or Other charge, its description, amount and due date. Describe items such as parking-key or facility-key deposits clearly.

6. Check that rent lines total the agreed rent. Deposits and other charges are additional lines. The form's initial 5% deposit value is editable, not an enforced policy.

7. Save draft, review it, then select Submit to Finance and confirm.

What Finance and Management do next

Finance reviews each agreed charge, completes payment method/reference and bank details, optionally attaches cheque images, and confirms receipt of instruments/arrangements. Finance can split a charge into multiple payments but cannot alter the total agreed for that charge. It submits the cleared schedule to Management.

Management reviews the cleared proposal and selects Approve lease. This creates the operational tenancy and its invoices. A draft or proposal in review is not yet an operational lease. Date-sensitive tenant services also depend on the lease being current.

Lease stages

Stage	Responsible person	Next step
Draft	Leasing	Edit, attach contract and submit
Finance review	Finance	Complete review or return with reason
Returned	Leasing	Correct and resubmit
Management approval	Management	Approve or return with reason
Approved	Operational departments	Use the tenancy and generated invoices

A returned proposal requires Finance clearance again after Leasing resubmits it. If another person changes the proposal while you are reviewing, refresh and review the latest version rather than repeatedly submitting stale data.

After approval

Check the correct unit, dates, tenant and invoices. Give the tenant their portal access and ask them to confirm visitor preferences. Keep cheque-receipt confirmation separate from actual invoice payment: Finance must record payments separately.

Use property, status, date and search filters where shown. Export CSV or Excel exports the matching register records. Tenant views are summaries and document previews, not staff export screens.

Move-out duty

Review the tenant's request in the permit approval list. Confirm required agreements/documents are complete and give leasing clearance, or reject with a useful reason. Finance must also clear the request before Management can give final permission. See the Move-out permits guide.

Troubleshooting

• Cannot submit: attach a supported contract and check dates and rent totals.

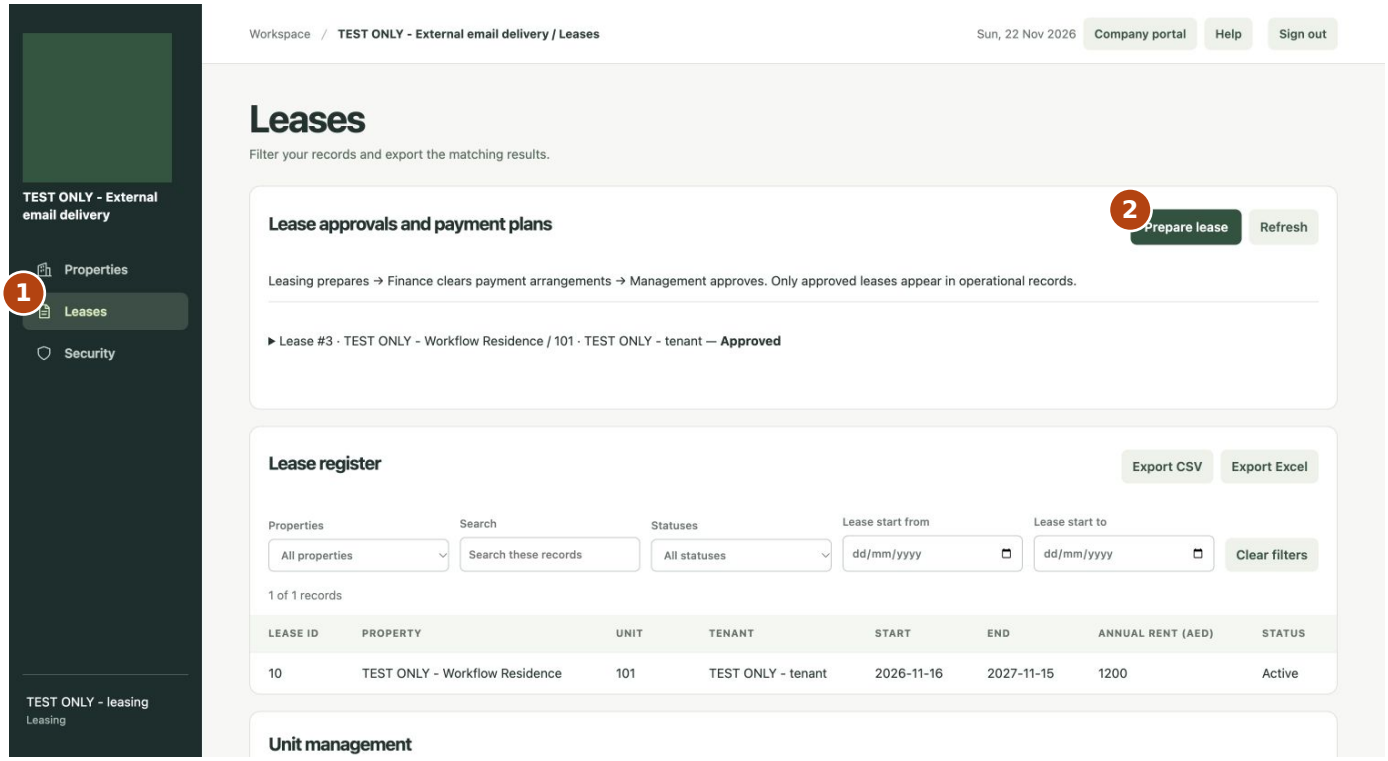
• Unit cannot be leased: check freezing, archiving, the unit record and conflicting tenancy dates.

• Tenant cannot see the lease: verify tenant-account linkage, approval status and date range.

• Approved lease needs correction: do not create a duplicate to hide an error. Escalate to the responsible company administrator/platform support for the appropriate correction path.

Where to click

Screenshot walkthrough

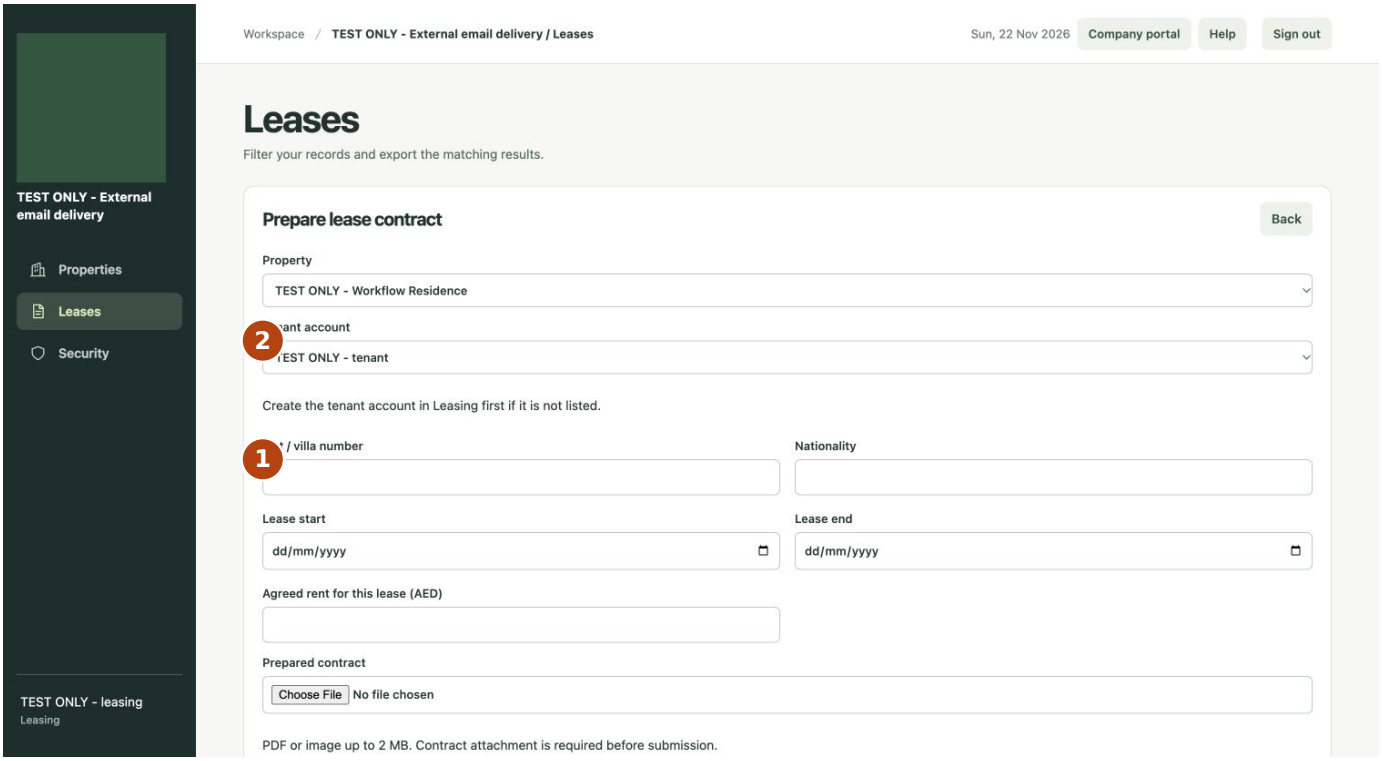


1. Leases — Open the lease workflow and register.

2. Prepare lease — Start a contract and payment plan for Finance to review.

Example from a synthetic test company. Available actions depend on your role and record status.

Screenshot walkthrough



1. Flat / villa number — Enter the exact numbered unit.

2. Tenant account — Select the tenant account created in Leasing.

Example from a synthetic test company. Available actions depend on your role and record status.