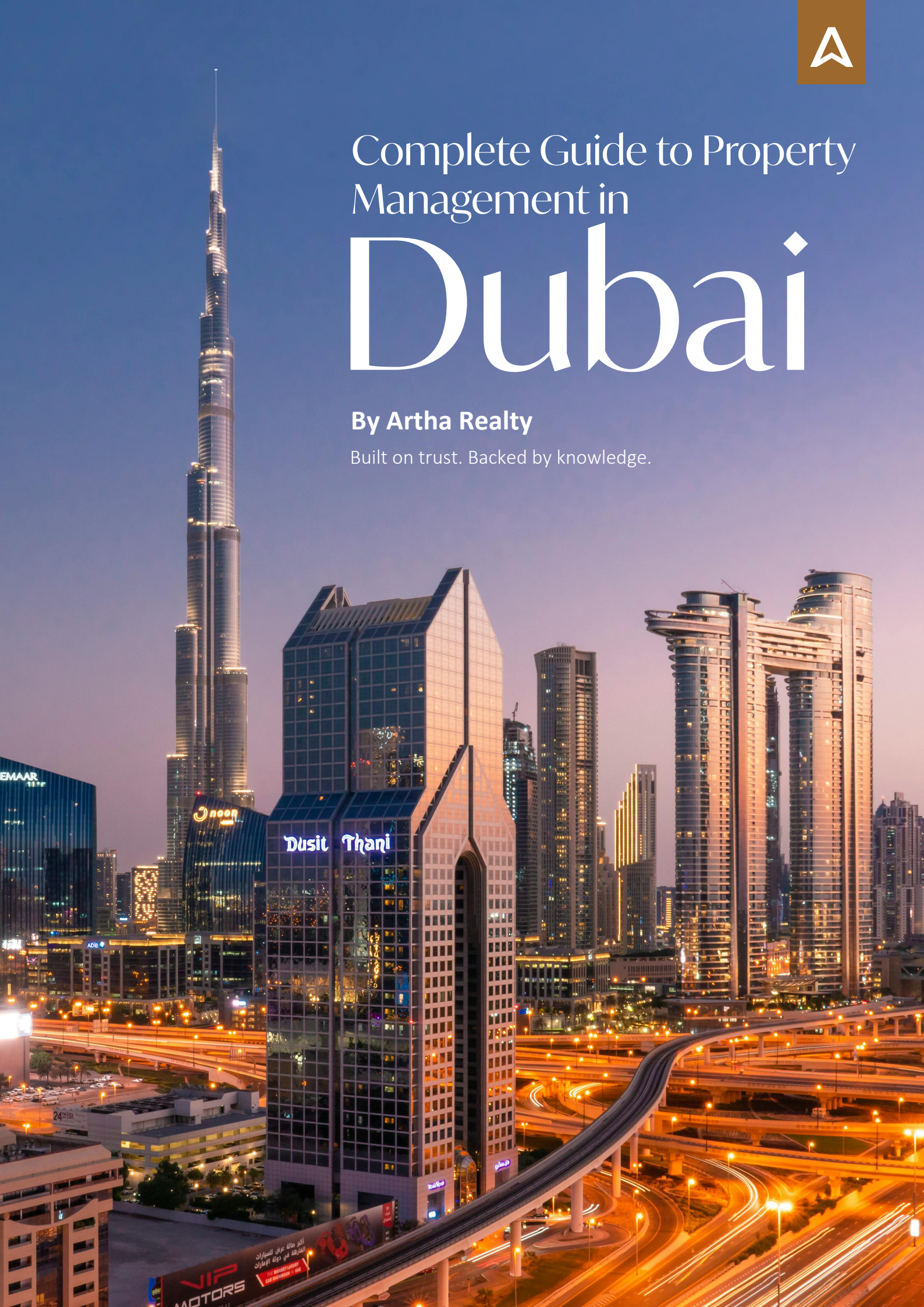




Complete Guide to Property Management in Dubai

By Artha Realty

Built on trust. Backed by knowledge.





Introduction: Why Property Management Matters

Owning a property in Dubai can be rewarding — consistent rental yields, strong appreciation, and global tenant demand.

But managing it right determines whether your property becomes a *high-performing investment* or a *source of stress*.

From marketing and tenant screening to maintenance, rent collection, and RERA compliance, property management is both a science and an art.

This guide explains everything a property owner should know — from legal duties and documentation to maximizing ROI through professional management.

Section 1: What Property Management Really Is

Property management is the end-to-end oversight of your real estate asset — ensuring it's occupied, compliant, and profitable.

A licensed property management company handles:

- Marketing & leasing – advertising your property, screening tenants, and preparing tenancy contracts.
- Rent collection – monitoring payments and ensuring on-time renewals.
- Maintenance & inspections – preventive upkeep and emergency repairs.
- Compliance – managing Ejari, RERA updates, and legal notices.
- Financial reporting – providing income, expense, and ROI summaries

At Artha Realty, we call it “guardianship of your investment” — keeping your property performing, protected, and problem-free.

Section 2: Why Owners Need Professional Management

Many owners underestimate the complexity of Dubai's property ecosystem. Here's why a licensed manager is

Challenge	Without Management	With Professional Management
Vacancy	Long gaps between tenants	Continuous marketing & network coverage
Tenant Risk	Unverified tenants, payment defaults	Background checks & Ejari-compliant contracts
Maintenance	Delayed repairs, higher long-term costs	Preventive care & approved contractors
Legal Compliance	Missed notices, RERA fines	Full RERA-compliant handling
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Fact: RERA requires property managers in Dubai to hold a valid Real Estate Regulatory Agency license under Law No. 26 of 2007 and Law No. 33 of 2008, governing landlord-tenant relations.



Section 3: Owner's Legal Responsibilities in Dubai

1. Tenancy Contracts

- All rental agreements must be registered with Ejari.
- Only RERA-licensed agents or property management companies can draft tenancy contracts on behalf of owners.

2. Notice Periods

- Eviction or rent-change notices require 90 days' written notice before contract expiry (RERA Regulation No. 26/2013).
- Non-compliance can make the notice invalid.

3. Maintenance Obligations

- Landlords are responsible for major structural maintenance, while tenants handle minor wear-and-tear unless agreed otherwise in the lease.

4. Service Charges & Dues

- Owners must keep service charges, Dewa, and OA dues fully paid to avoid Ejari rejection or utility disconnection.

5. Insurance & Health & Safety

- Highly advised (and often required by OAs) to carry property-owner's insurance covering fire, leaks, and liability.

Section 4: Key Documents Every Owner Should Maintain

- **Title Deed** – proof of ownership (issued by DLD).
- **Passport / Emirates ID** (for individual owners).
- **Service-charge clearance certificate.**
- **Maintenance / Dewa clearance.**
- **Building Completion Certificate (BCC)** – for newly handed-over units.
- **Landlord's Authorization Letter / PoA** – if appointing an agent or management company.
- **NOC from Developer** – required for leasing in some communities.
- **Bank Details (IBAN)** – for rental-income transfer.

Section 5: Understanding Property Management

Property management means supervising every operational, legal, and financial aspect of your asset — ensuring it's occupied, maintained, and generating income.

A licensed property management company handles:

- **Marketing & leasing** – listing, tenant screening, and Ejari registration.
- **Rent collection & renewals** – timely payments and compliant renewals.
- **Maintenance & inspections** – preventive care and emergency repairs.
- **Legal compliance** – RERA documentation, eviction notices, dispute handling.
- **Reporting** – transparent statements, ROI summaries, and forecasts.

At **Artha Realty**, we call it “guardianship of your investment” — keeping your property performing, protected, and problem-free.

Section 6: Step-by-Step: How Property Management Works

Step 1: Onboarding & Evaluation

- Inspection & market assessment.
- Review of documents and tenancy history.
- Define expected rent and management scope.

Step 2: Marketing & Tenant Search

- Listing on **Bayut, Property Finder, Dubizzle**, and Artha's internal network.
- Professional photos & video walkthroughs.
- Targeted marketing via social & CRM campaigns.

Step 3: Tenant Screening

- Verify identity, income, residence visa, and employment.
- Background check for rental defaults or bounced cheques.
- Collect deposit (5 % of annual rent, typical).

Step 4: Leasing & Ejari

- Draft **RERA-compliant tenancy contract**.
- Register with Ejari (mandatory).
- Handle security deposit & initial inspection report.

Step 5: Ongoing Management

- Rent collection and disbursement to owner.
- Maintenance coordination (routine + emergency).
- Utility tracking, service-charge reminders.
- Mid-term inspections & tenant support.

Step 6: Renewal or Exit

- Issue renewal / rent-increase notices as per RERA index.
- Manage tenant move-out, refund deposit after inspection.
- Prepare property for next lease cycle.

Step 7: Reporting

- Monthly rent and expense statements.
- Year-end ROI summary and service-charge breakdown.

Artha Realty also provides Snagging services for units that are getting newly handed over on signing of the property management contract. Artha also provides support for additional services like interior designing, mortgage, legal and many more.



Section 7: Why Professional Management Matters

Common Issue	Without Management	With Artha Realty Management
Vacancy gaps	Long downtime between tenants	Continuous marketing, quick re-leasing
Rent defaults	Tenant follow-ups, legal risk	Escalation via RERA channels
Maintenance neglect	Costly long-term repairs	Preventive service contracts
Missed renewals	Illegal rent increases, Ejari rejection	Automated renewals via CRM
Tenant disputes	Stress, wasted time	Legal handling via Rental Dispute Center

Fact: Under **Dubai Law No. 26 of 2007** (as amended by Law No. 33 of 2008), only RERA-certified property managers can legally manage rentals on behalf of owners.

Section 8: Pre-Leasing Compliance Checklist (Critical for Owners)

Before your property can be rented, ensure:

1. **Title Deed** issued by Dubai Land Department (DLD).
2. **Building Completion Certificate (BCC)** and official handover from developer.
3. **Owner Association (OA) registration** via Mollak (service-charge payment up to date).
4. **Service-charge clearance letter** (mandatory for Ejari).
5. **DEWA connection** in owner's name, bills settled.
6. **Inventory list** for furnished units (signed at lease start).
7. **Owner Authorization Letter or Power of Attorney** if property is managed on your behalf.

Section 9: Rent Collection & Financial Control

Function	How It Works
Rent Payment Options	Post-dated cheques, bank transfers, or digital payment platforms
Rent Due Tracking	Managed through CRM alerts
Late Payment Handling	Automatic notices and legal escalation via RERA Rental Dispute Center
Owner Disbursement	Funds remitted to landlord within agreed timeline
Reports	Monthly income + expense statements; annual ROI tracker

Artha Realty provides secure trust accounts for rent collection, ensuring every dirham is traceable and compliant.

Section 10: Tenant Responsibilities

Preventive maintenance increases resale value and tenant retention.

Maintenance Type	Responsibility	Frequency
A/C Servicing	Owner	2 × per year
Pest Control	Owner/Tenant	Quarterly
Plumbing / Electrical	Shared	As needed
Painting / Upkeep	Owner	Every lease renewal
Appliance Repairs	Tenant (minor) / Owner (major)	As required

Artha maintains a vetted vendor network — ensuring quality work at negotiated rates, compliant with DCD (Dubai Civil Defence) and OA standards.

Section 11: Tenant Responsibilities

Maintenance Type	Responsible	Frequency
A/C Servicing	Owner	Every 6 months
Pest Control	Shared	Quarterly
Plumbing/Electrical	Shared	As needed
Painting	Owner	Every lease renewal
Appliances	Tenant (minor) / Owner (major)	As required

Artha's **approved vendor network** ensures all work meets Dubai Civil Defence & OA safety standards.

Section 12: Owner Legal Responsibilities in Dubai

Tenancy Contracts

- Must be **RERA-compliant and registered on Ejari**.
- Without Ejari, the contract isn't legally enforceable.

Maintenance

- Owners are responsible for **major structural repairs** (A/C compressors, plumbing lines, roof, electrical).
- Tenants handle **minor wear-and-tear** unless otherwise agreed.

Rent Increases

- Must comply with **RERA Rental Index** and require **90 days' notice** before renewal.

Evictions

- 12-month **Notary Public notice** required for sale or self-use.

Insurance

- Building master insurance is typically via OA, but owners should add **Landlord's & Liability Insurance**.



Section 13: Legal Protections for Owners

- **Tenancy Disputes** – handled through the **Rental Dispute Settlement Center (RDSC)**.
- **Non-Payment** – property managers can issue 30-day legal notices and file for eviction if unpaid.
- **Property Damage** – security deposits are held to cover tenant negligence.
- **Eviction for Sale / Self-Use** – requires **12-month written notice via Notary Public**.
- **Unauthorized Subletting** – RERA allows contract termination for breach.
- **Rent Increase Rules** – increases allowed only as per RERA Rental Index (typically capped by % vs current market average).

Section 14: RERA Escalation Ladder (If Tenant Defaults)

- **Manager mediation** – 30-day written notice to tenant.
- **RDSC Filing** – 3% of annual rent, capped at AED 20,000.
- **Judgment** – typically within 30–60 days.
- **Execution Order** – court enforcement of eviction.
- **Police Assistance** – final eviction through Dubai Police.

Section 15: Financial Returns & ROI Optimization

A. Market-Driven Pricing

- Use community comparables, demand trends, and RERA index.
- Avoid overpricing — longer vacancy reduces annual ROI .

B. Short-Term Rentals (Optional)

- For high-yield zones (Dubai Marina, Downtown, JBR), consider DTCM-registered short-lets via an authorized operator.

C. Preventive Maintenance

- Small issues fixed early avoid large capital outlay later.

D. Annual Audit & Forecast

- Track income vs. expenses, plan for service-charge revisions, insurance, and tax planning (for foreign owners).

E. Long-Term Asset Planning

- Reinvest yields in upgrades; Artha provides **valuation & resale guidance** for portfolio expansion.

Section 15: Financial Planning & Tax Considerations (Non-Residents)

- **No Dubai income tax**, but owners must check their home-country obligations.
- **Double-tax treaties** (India, UK, Canada, etc.) may allow credit or exemption.
- **FX Strategy:** Quarterly repatriation can be exposed to exchange-rate losses — annual remittance often better.
- **Dedicated property account:** Separate banking helps with audits and compliance.
- **Year-end rent certificate:** Artha can issue annual rent statements for global tax filing.



Section 16: Asset Value & ROI Optimization

Market-Driven Pricing

- Benchmark via RERA index, adjust quarterly for yield retention.
- Keep rent aligned with market to maintain occupancy.

Maintenance Discipline

- Preventive maintenance saves 20–30% long-term cost.

Short-Term Leasing

- Suitable for high-tourism zones (Marina, Downtown, JBR).
- Higher yield, but higher management complexity.

Portfolio Review

- Annual Artha Portfolio Review compares:
 - Yield vs market average
 - Service charge trend
 - Maintenance cost ratio
 - Upgrade opportunities (kitchen, flooring, smart tech)

Reinvestment Strategy

- Leverage equity to acquire additional units or diversify into serviced apartments or plots.

Section 17: Emergency & Vacancy Protocols

Vacancy SOP

- Begin remarketing 14 days before tenant move-out.
- Deep cleaning, painting, and A/C service within 7 days.
- Professional photo shoot before relisting.

Emergency SOP

- Written pre-approval for expense thresholds (e.g., ≤ AED 2,000 auto-approved).
- Authorized vendor response within 2–4 hours for urgent breakdowns.
- Manager must hold POA or authorization letter to act on owner's behalf.

Section 18: Detailed Cost Structure (Transparency for Owners)

Service	Typical Fee	Notes
Annual Management	5 – 8 % of rent	Full-service management
Leasing / Marketing	5 % of rent	One-time fee
Renewal	AED 500 – 1,000	Includes Ejari
Snagging (new units)	AED 1.5 – 2 / sq.ft	One-time
Short-Term Management	15 – 20 %	DTCM permit required
Legal Case (RDSC)	Actual cost	Case dependent
VAT	+5 %	Applies to management fees

Section 19: Insurance & Risk Management

Policy Type	Coverage
Landlord Insurance	Fire, flood, electrical surge, loss of rent
Liability Insurance	Tenant injury claims
Building Insurance	OA-mandated master policy
Home Contents	Optional for furnished rentals

Dubai's insurance market allows both annual and multi-year coverage; always review exclusions before signing.

Section 20: Step-by-Step: Property Management Lifecycle

1. Onboarding & Evaluation

- Inspect property condition, review documents, and set rental value based on RERA index and market comparables.

2. Marketing & Tenant Sourcing

- Listings on Bayut, Property Finder, Dubizzle, and Artha's 250+ broker network.
- High-quality photography, video walkthroughs, and targeted digital campaigns.

3. Tenant Screening

- Verify Emirates ID, visa, employment, income, and rental history.
- Collect refundable security deposit (5% of annual rent typical).

4. Leasing & Ejari

- Draft and register Ejari.
- Collect deposit, first rent, and perform move-in inspection.

5. Rent Collection & Disbursement

- Collect rent by cheque, transfer, or digital system.
- Transfer funds to owner within pre-agreed time frame.

6. Maintenance & Inspections

- Schedule preventive servicing (A/C twice yearly).
- 24/7 emergency call-out service.
- Mid-term property inspection with photo report.

7. Renewal or Exit

- 90-day renewal notice management.
- Deposit reconciliation and move-out inspection.
- Quick relisting to minimize vacancy.

8. Reporting & ROI

- Monthly income statement + maintenance log.
- Annual ROI & occupancy performance report.



Section 21: Owner Exit or Sale Process

If you plan to sell your tenanted property:

- **Offer tenant right of first refusal** (optional, ethical best practice).
- **Provide 12-month eviction notice via Notary Public** if buyer needs vacant possession.
- **Coordinate with management company** for viewings and escrow compliance.
- Artha Realty ensures smooth transition and buyer-tenant documentation.

Section 22: Key Metrics to Track

Metric	Ideal Benchmark
Gross Yield	6 – 8 % for apartments; 5 – 6 % for villas
Vacancy Rate	< 5 % annually
Rent Collection Efficiency	≥ 98 %
Maintenance Cost Ratio	≤ 8 % of gross rent
Service-Charge Recovery	100 % on-time
Renewal Retention	≥ 75 % tenants

Section 23: What to Expect from Your Property Manager

A **RERA-certified property manager** should deliver:

- Transparent reporting and escrow-based rent collection
- Prompt maintenance coordination
- Legal compliance & Ejari renewals
- Market-driven pricing advice
- 24/7 tenant & owner support
- Quarterly inspection reports with visuals
- End-of-year ROI analysis

Artha Realty's Property Management Division is structured around these exact benchmarks.

Section 24: How to select the right property manager?

When selecting a management company, ensure:

- Valid RERA Property Management License.
- Professional Indemnity Insurance coverage.
- Transparent management agreement (fees, SLAs, termination clause).
- Technology integration (CRM, digital rent collection).
- Proven local network for maintenance & leasing.

Artha Realty's proprietary platform integrates **CRM + tenant portal + owner portal + owner reporting** — offering complete transparency.

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