



# REAL ESTATE BROKERAGE PRACTICE GUIDE

Real Estate Regulatory Agency - Real Estate  
Licensing Department

First Version  
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NOVEMBER





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## Introduction

The Real Estate Regulatory Agency issued this guide, which contains all the information, laws and procedures relating to the practise of real estate brokerage in Dubai, to raise the efficiency of brokers working in the market. Therefore, we call on all real estate brokers to abide by the contents of this guide to avoid any illegal practices, which will result in legal measures and violations issued against them.

01





# UAE By Law No. 85 of 2006 Regulating the Real Estate Brokers Register in Dubai

to view the list of Law 85, please click on the link below

<https://dubailand.gov.ae/en/about-dubai-land-department/rules-regulations/#/>



02

## Real Estate Circulars

Brokers can view the circulars regarding real estate activities through the following link:

[Real Estate Circulars](#)

<p>GOVERNMENT OF DUBAI</p>	<p>دائرة الأراضي والأموال Land Department</p>	<p>RERA مؤسسة التنظيم العقاري The Real Estate Regulatory Agency</p>
<p>14 06341 252018972</p>	<p>التاريخ: 02/08/2022 المرجع: DLD/OUT/2022/0004772</p>	
<p><b>Circular(3-2022)</b></p> <p>Dear / All real estate portals Greetings</p> <p><b>Subject: Terms and conditions for real estate marketing on portals</b></p> <p>RERA extends its warmest regards and gratitude for your continued cooperation. Regarding the above topic and in pursuit of the governance of real estate advertisements to grant more credibility and protect the rights of investors and customers in the real estate market, we would like to inform you that all real estate portals concerned with publishing real estate ads must adhere to the following directives:</p> <ol style="list-style-type: none"> <li>1. Real estate advertisements without an official permit from the RERA are not allowed to be posted.</li> <li>2. The permit must be verifiable through the integration between RERA and the real estate portals.</li> <li>3. The content of the ads must be updated periodically through RERA's integration properties that are no longer available must be delisting from the site (or proclaimed clearly on the ad in written form that it has been sold out.)</li> <li>4. The real estate advertising information must reflect the information of the permits issued by RERA.</li> </ol> <p>We appreciate your continued cooperation.</p>	<p><b>تصميم (3-2022)</b></p> <p>السادة منصات التسويق العقاري المحترمين تحية طيبة وبعد...</p> <p><b>الموضوع: الشروط والأحكام الخاصة بالتسويق العقاري على المنصات</b></p> <p>بداية تهديكم مؤسسة التنظيم العقاري أطيب التحيات وتشكر لكم تعاونكم الدائم معنا، بالإشارة إلى الموضوع أعلاه ومن منطلق حوكمة الإعلانات العقارية لإعطاء المزيد من المصداقية وحماية حقوق المستثمرين والمعاملين في السوق العقاري نفيدكم علماً بأنه يتوجب على جميع المنصات العقارية المهتمة بنشر الإعلانات العقارية الالتزام بالتوجيهات التالية:</p> <ol style="list-style-type: none"> <li>1. عدم نشر أي إعلان عقاري غير حاصل على تصريح رسمي من مؤسسة التنظيم العقاري.</li> <li>2. يجب التأكد من صحة التصريح من خلال الربط الإلكتروني الموجود بين مؤسسة التنظيم العقاري والمنصة العقارية.</li> <li>3. يجب تحديث بيانات الإعلانات بشكل دوري من خلال الرابط الإلكتروني مع المؤسسة بالنسبة للعقارات التي لم تعد متوفرة بحفظها من الموقع أو كتابة (تم البيع بخط كبير وواضح على الإعلان).</li> <li>4. يجب أن تكون بيانات الإعلان العقاري مطابق لبيانات التصريح الصادر من المؤسسة.</li> </ol> <p>مقدرين تعاونكم الدائم معنا...</p>	
<p>Tel: 8004488 • Fax: +9714 322 2251 • PO. Box 1166, Dubai, U.A.E. دبي، الإمارات العربية المتحدة، ص.ب. 1111 • هاتف: 8004488 • فاكس: +9714 322 2251 • P.O. Box 1166, Dubai, U.A.E. www.dubailand.gov.ae • الموقع الإلكتروني: E-mail: info@dubailand.gov.ae • البريد الإلكتروني: info@dubailand.gov.ae</p>		

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## Ethics of Practicing the Profession

All licensed real estate brokers must adhere to the ethics of practising the profession, including:

- Adhering to fair treatment
- Employing respect in all procedures
- Maintaining privacy
- Honesty and uprightness
- Applying quality control
- Ensuring integrity
- Committing to society
- Maintaining the interests of the contracting parties
- Preserving all documents
- Respecting the regulations and procedures of Dubai Land Department

## Smart Marketing and Sales Contracts (A, B, F)

The Real Estate Regulatory Agency has provided smart marketing contracts based on Dubai government's vision of the smart transformation of all provided services. Therefore, real estate brokers must commit to using smart contracts for real estate marketing and sales:

- Contract A** An agreement to market a property between the seller and the real estate brokerage
- Contract B** An agreement of desire to purchase a property between the buyer and the real estate broker
- Contract F** An agreement to sell a property between the seller and the buyer






وسيطاء دبي  
Dubai Brokers

Unified Sell Contract(F)

عقد البيع الموحد

Seller (A)
 Buyer (B)
 Unified Sell Contract(F)

عقد البيع الموحد (F)
مشتري (ب)
بائع (ا)

**Contract Information** معلومات العقد

Contract Number	رقم العقد	Status	Active	حالة
Start Date	10/08/2022	End Date	10/10/2022	تاريخ الانتهاء
Title Deed #	1712/2014	Noc From Developer	Yes	شهادة عدم معاملة من المطور
Seller Broker Commission	0 %	Buyer Broker Commission	2 %	عمولة وسيط المشتري
Created Date	10/08/2022	Will this property be mortgaged?	Yes	هل سيتم رهن هذا العقار؟

**Mortgage details** بيانات تسجيل الرهن

Procedure Type	FULL	Mortgage Degree	1	درجة الرهن
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**Mortgagee** رهن

Name	بنك أبوظبي التجاري	Worth Value	AED 1,312,500.00	قيمة الرهن
To Date	30/04/2039	From Date	20/04/2014	من تاريخ

**Owner Details** تفاصيل البائع

Seller Name	اسم البائع	Signature Date	10/08/2022 11:33 PM	تاريخ التوقيع
Selling Share(Sq. Mt)	195.10	Actual Share(Sq. Mt)	195.10	الحصة الفعلية (متر مربع)



## Smart Systems Being Used

The Real Estate Regulatory Agency has automated all the programmes and services of real estate brokers to facilitate services and communication with the agency through the following systems:

### Trakheesi :

The Trakheesi system provides services relating to real estate licences and permits: issuing professional practice cards and office registration certificates, as well as receiving and responding to any violations or warnings issued to the company. The system can be accessed through DLD's website:

<https://trakheesi.dubailand.gov.ae/>



### The Dubai REST app:

The Real Estate Regulatory Agency provides the Dubai REST app, which all real estate brokers are required to download as it contains real-estate-broker data, smart sales and marketing contracts, and the green list, in addition to details pertaining to off-plan projects and many other services.



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# Real Estate Permits

The Real Estate Regulatory Agency has issued regulations and guidelines for real estate permits for marketing and promotion of properties, where real estate brokerages must obtain a permit for any real estate advertisement or marketing material through the Trakheesi system. Additionally, the permit number must be displayed on the ad:

This service allows you to apply for a real estate advertisement permit, including:

- Newspaper ads
- SMS ads
- Outdoor Ads
- Vehicle ads
- Print ads
- Electronic ads
- Billboards
- Promotional campaigns
- Open days
- Classified ads
- The organising of real estate exhibitions
- Project launch ceremonies
- Real estate promotion platforms
- Real estate seminars

التصريح العقاري Real Estate Permit	
Client Name: MEDLINE REAL ESTATE BROKER	العميل: مؤسسة ميديا لخطوات العقارية
Greetings: Permit from Real Estate department have no issue to provide final permit as per the below information	
License Details	
Trade Name: [REDACTED]	اسم التجارة: [REDACTED]
License Authority: Dubai Economics Department	مصدر الترخيص: دائرة الاقتصاد دبي
License No.: 809112	رقم الترخيص: 809112
Permit Details	
Permit Type: Electronic Advertisement	نوع التصريح: إعلانات إلكترونية
Transaction No.: 57914	رقم المعاملة: 57914
Issue Date: 11/08/2022	تاريخ الإصدار: 11/08/2022
Start Date: 10/09/2022	تاريخ البداية: 10/09/2022
Expire Date: 14/06/2023	تاريخ الانتهاء: 14/06/2023
Permit Number	رقم التصريح
This certificate is issued by electronic service without stamp or signature, to verify it please visit website: <a href="http://trakheesi.dubailand.gov.ae">trakheesi.dubailand.gov.ae</a>	
هذا شهادة إلكترونية تصدر بدون ختم أو توقيع، للتحقق من صحتها من الموقع الإلكتروني للدائرة يرجى زيارة الموقع الإلكتروني: <a href="http://trakheesi.dubailand.gov.ae">trakheesi.dubailand.gov.ae</a>	
Important Notes: This permit was issued at the request of the company / institution / applicant. The applicant acknowledges that he has read, agreed to and is committed to the terms and conditions set out in the instruction. If the applicant violates the general terms and conditions, the legal proceedings will be taken against him.	
ملاحظات هامة: تم إصدار هذا التصريح بناءً على طلب الشركة / المؤسسة / المتقدم. المتقدم يعترف بأنه قد قرأ وافهم شروط العقد، وافق عليها ووافق على الالتزام بها. إذا انتهك المتقدم الشروط والأحكام العامة، سيتم اتخاذ الإجراءات القانونية ضده.	
ML.S Number Must Be Added In The Advertisement	يتم وضع رقم ML.S في الإعلان
الإدارة المختصة: إدارة الترخيص العقاري Real Estate Licensing Department	التاريخ: 11/08/2022
<p>معلومات الاتصال: رقم الهاتف: +9718004488، العنوان: دبي، دائرة الأراضي والأملاك، برج خليفة، طابق 1106، دبي 3404 14291 www.dubailand.gov.ae</p> <p>معلومات الاتصال: رقم الهاتف: +971458-8004488، العنوان: دبي، دائرة الأراضي والأملاك، برج خليفة، طابق 1106، دبي 3404 14291 www.dubailand.gov.ae</p>	

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## The Green List

The Land Department has provided this service to all real estate brokers via the Dubai REST app. It enables brokers to find out the phone numbers and e-mail addresses of registered real estate owners. Brokers are not allowed to contact owners not registered as part of the green list, and if a broker should contact anyone not on the green list, a violation will be issued and their operations will be suspended in the event of a complaint or a report against them by an investor or a client



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# Standards for Classification of Real Estate Brokerage Offices and Brokers

Towards creating healthy competition among real estate brokers and raising the efficiency of services provided to customers, the Real Estate Regulatory Agency has classified brokerage offices and brokers via approved standards. All brokers must aim for a five-star rating or the golden category.

For classification criteria, visit the attached link:

[Office classification](#)

[Broker Classification](#)



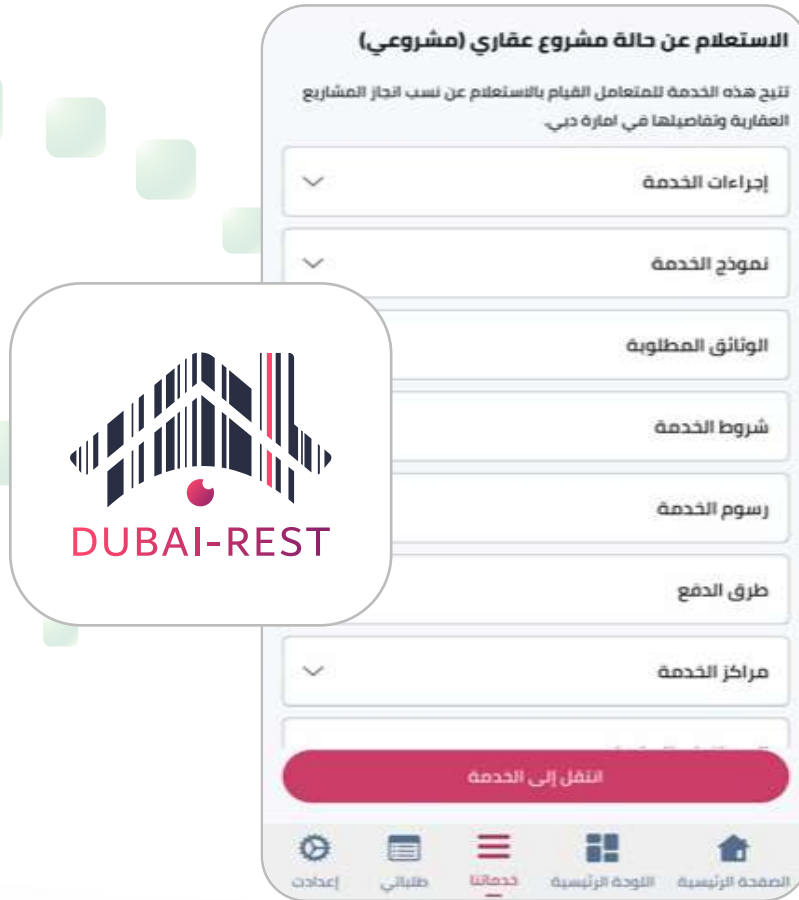
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## Marketing Mechanism for off-plan projects

All real estate brokers wishing to market real estate projects being sold off-plan are required to ensure licensing and registration of the project with the Real Estate Regulatory Agency. They must also ensure that there is an escrow account associated with the project, instructing buyers to only deposit amounts towards properties in their respective escrow accounts.

There must also be a marketing contract between the developer and the real estate brokerage office.

To validate that a project is licensed and registered, log on to the Dubai REST app - Mashrooi.

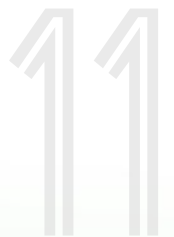


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## Amicable Settlement Contract (F)

The Real Estate Regulatory Agency has provided a service to assist real estate brokers in resolving disputes relating to contract (F). Should the contracting parties reach an agreement by submitting the application through the Trakheesi system, the concerned department will hold a meeting to discuss the breach and try to reach an amicable settlement between the parties. In the event that an amicable solution is not reached between the parties, the parties must resort to the judicial authorities to settle the dispute.





## Real Estate Registration Trustee Offices Concerned with Real Estate Sales

All real estate sales are handled through real estate registration trustee offices representing Dubai Land Department in the sales registration process. To find out the names and areas of real estate registration trustee offices, please click on the following link:

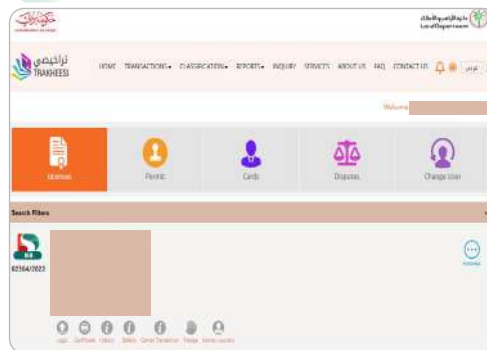
[Real Estate Registration Trustee offices](#)

All brokers are mandated to use electronic contracts to record real estate sales transactions.

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## How to obtain a real estate broker card

- A real estate licence must be first be obtained from the licensing authorities.
- The license must be registered in the Trakheesi system, which is located on Dubai Land Department's website.
- An application for a broker card must be submitted through the Trakheesi system.
- Once the fees are settled, the electronic card will be issued.





Thank  
You