

### FITOUT General Process

**Step 1:** Once the leasing agreement is signed between owner and tenant. Customers will have to visit the Burlington tower in the business bay / Any Branch along with the below-mentioned documents to complete the Chiller Registration.

- Passport Copy, Emirates ID & Visa page (expats only)
- Valid Trade License Copy (for Company)
- Proof of ownership (copy of title deed or SPA for Owners) / Tenancy Agreement (for Tenants)
- VAT Certificate Copy
- Owners Consent Form

**Step 2:** Registration form to be submitted with necessary documents & payment proof.

**Step 3:** All the pages in the registration form need to be signed by the customer.

**Step 4:** Documents will be sent to head office by the branch office on the following working day.

**Step 5:** Registration will be completed within 2 days.

**Step 6:** Login details to **Deyaar NetSuite portal** (<https://customer.deyaar.ae/>) shall be sent to the customer via NetSuite within 2 days.

**Step 7:** Tenant shall appoint the FITOUT contractor and follow the below process

**Step 8:** Appointed FITOUT contractor to send an email with the below information to [contactus@deyaar.ae](mailto:contactus@deyaar.ae) with the below details to create a login in Deyaar NetSuite portal

- **Email Subject:** Fitout Contractor Registration - Deyaar Customer Portal – “Contractor company name”
- **Required Attachment:** The appointment letter from the customer to the FITOUT contractor clarifying building name and unit number, contractor trade license, and the VAT Certificate.
- Fill in the following information

Contact Person	
Primary Email	
Alternative Email	
Mobile	
Alternative number	
Address ( As per VAT Certificate)	
PO-BOX Number	
Company Name ( As per VAT Certificate / Trade license)	
TRN Number	
Trade License Number	

**Note: Owner or Tenant or Fitout contractor can raise the Fitout request**



**Step 9:** FITOUT contractor will receive an email with a username and password along with a user manual to use the portal within maximum 2 working days. Once the login Received , FITOUT contractor can download the drawings in NetSuite

**Step 10:** FITOUT contractor to follow the process in Customer portal guide (**Appendix 2**) to apply for a Fitout request. Once the login Received , FITOUT contractor can download the drawings and Fitout Manual from the portal.

**Step 11:** FITOUT contractor to Raise a new

FITOUT request, Fill in the required information and the scope of work

Note: The application status will be "New".

The application will be reviewed and updated within 2 working days with the fit-out type (Major -Minor-Maintenance)

Only after that, you can see the list of required documents

**Step 12 :** Once the initial review is completed , you will receive a notification email with the FITOUT type. According to that the list of required documents, drawings and charges will be activated.

#### **FOR MAJOR FITOUT WORKS (Units Above 100 Sq.m)**

**Step 1:** FITOUT Contractor to upload all required documents and drawings then click submit (please refer FITOUT Guidelines (Appendix 3)for the guidelines.

**Step 2:** FITOUT Review The application will be reviewed, and you will get an email notification with the approval status (Approved- Rejected)

Note: If the application is rejected, please check the review comments in each rejected document and resubmit

**Step 3:** Once your application is approved, you can check the NOC section and download the Authority NOC.

Please use the NOC to get Authority approval ( Work permit and stamped drawings)

Note: Application status will be "Pending Authority Approval"

This NOC is for Authority submission only and not considered as approval to start the Fitout work

**Step 4:** Once you obtain Authority approval, please upload it in the portal and click submit

(Stamped drawings from DDA /DM / DCD & Work permit from DDA or DM. Application status will be " under review"

**Step 5:**Raise Access card requests from the portal.

Your request status will be (New)

We will review the request and generate the TAX invoice accordingly

**Note :**

- Once we generate the Invoice the request status will be " Scheduled"
- Once payment is done, request status will be " Completed" The list of workers will be sent to the building security and they will provide the access cards accordingly.
- Access cards will be collected from the building coordinator / Security .

**Step 6:** The Authority's approval will be reviewed within 2 working days and once it is approved. A letter of work commencement will be provided

**Note:**

- Go to the NOC section to download the letter.
- The letter should be presented to the building management to start the work
- Copy of Authority approved drawings and work permit should be presented to the building management

**Step 7: Common Area Inspection**

Coordinate with the building coordinator to do a common area inspection, before starting the Fitout work.

The Common Area Inspection form ( **Appendix-4**) will be filled and signed before starting the work to record the common area condition.

The same form will be used for the final common area inspection upon Fitout completion.

**Note:** All common areas around the unit shall be protected during the Fitout works

**Step 8: Starting the Fitout works**

Approach the building coordinator / Reception to collect access cards.

**Please approach the Building coordinator /Security /Reception with the work permit ( Appendix 4) to be filled along with the below documents to get the site work permit and access cards**

- 1- Site work permit form ( **Appendix-5**)
- 2- Letter of work commencement from Deyaar
- 3- List of workers names and payment receipt of the workers access cards
- 4- Authority Approved drawings
- 5- Authority work permit
- 6- Singed Common Area inspection form

**FOR MAJOR FITOUT WORKS (Units less than 100 Sq.m)**

**Step 1:** FITOUT Contractor to upload all required documents and drawings then click submit (please refer FITOUT Guidelines (Appendix 3)for the guidelines.

**Step 2:** FITOUT Review The application will be reviewed, and you will get an email notification with the approval status (Approved- Rejected)

Note: If the application is rejected, please check the review comments in each rejected document and resubmit

**Step 3:** Raise Access card requests from the portal. Your request status will be (New)  
We will review the request and generate the TAX invoice accordingly

**Note :**

- Once we generate the Invoice the request status will be " Scheduled"
- Once payment is done, request status will be " Completed" The list of workers will be sent to the building security and they will provide the access cards accordingly.
- Access cards will be collected from the building coordinator / Security workers who will be allowed to access the site.

**Step 4 : Fitout Work Permit**

Once your application is approved, you can check the Work permit section and download the Permit  
Please note that Authority approval is not required for units less than 100 Sq.m

Note: Application status will be "Ready for Execution to the building management

**Step 5: Common Area Inspection**

Coordinate with the building coordinator to do a common area inspection, before starting the Fitout work.

The Common Area Inspection form ( **Appendix-4**) will be filled and signed before starting the work to record the common area condition.

The same form will be used for the final common area inspection upon Fitout completion.

**Note:** All common areas around the unit shall be protected during the Fitout works

**Step 6: Starting the Fitout works**

Approach the building coordinator / Reception to collect access cards.

**Please approach the Building coordinator /Security /Reception with the work permit ( Appendix 4) to be filled along with the below documents to get the site work permit and access cards**

- 1- Site work permit form ( **Appendix-5**)
- 2- Fitout work permit
- 3- Copy of the approved drawings ( Please download the drawings that are marked as approved in your Fitout request)
- 4- List of workers names and payment receipt of the workers access cards

5- Singed Common Area inspection form

### FOR MINOR FITOUT WORKS

**Step 1:** FITOUT Contractor to upload all required documents and drawings then click submit (please refer FITOUT Guidelines (Appendix 3)for the guidelines.

**Step 2:** FITOUT Review The application will be reviewed, and you will get an email notification with the approval status (Approved- Rejected)

Note: If the application is rejected, please check the review comments in each rejected document and resubmit

**Step 3:** Raise Access card requests from the portal. Your request status will be (New)  
We will review the request and generate the TAX invoice accordingly

**Note :**

- Once we generate the Invoice the request status will be " Scheduled"
- Once payment is done, request status will be " Completed" The list of workers will be sent to the building security and they will provide the access cards accordingly.Access cards will be collected from the building coordinator / Security workers who will be allowed to access the site.

**Step 4 : Fitout Work Permit**

Once your application is approved, you can check the Work permit section and download the Permit  
Please note that Authority approval is not required for minor Fitout works (No MEP Modification)  
Note: Application status will be "Ready for Execution to the building management

**Step 5: Common Area Inspection**

Coordinate with the building coordinator to do a common area inspection, before starting the Fitout work.

The Common Area Inspection form ( **Appendix-4**) will be filled and signed before starting the work to record the common area condition.

The same form will be used for the final common area inspection upon Fitout completion.

**Note:** All common areas around the unit shall be protected during the Fitout works.

**Step 6: Starting the Fitout works**

Approach the building coordinator / Reception to collect access cards.

**Please approach the Building coordinator /Security /Reception with the work permit ( Appendix 4) to be filled along with the below documents to get the site work permit and access cards**

- 1- Site work permit form ( **Appendix-5**)
- 2- Fitout work permit
- 3- Copy of the approved drawings ( Please download the drawings that are marked as approved in your Fitout request)
- 4- List of workers names and payment receipt of the workers access cards



- 5- Singed Common Area inspection form

### FOR MAINTENANCE WORKS

**Step 1:** FITOUT Contractor to upload all required documents and drawings then click submit (please refer FITOUT Guidelines (Appendix 3)for the guidelines.

**Step 2:** FITOUT Review The application will be reviewed, and you will get an email notification with the approval status (Approved- Rejected)

Note: If the application is rejected, please check the review comments in each rejected document and resubmit

**Step 3 : Fitout Work Permit**

Once your application is approved, you can check the Work permit section and download the Permit

Note: Application status will be "Ready for Execution to the building management

**Step 4: Common Area Inspection**

Coordinate with the building coordinator to do a common area inspection, before starting the Fitout work.

The Common Area Inspection form ( **Appendix-4**) will be filled and signed before starting the work to record the common area condition.

The same form will be used for the final common area inspection upon Fitout completion.

**Note:** All common areas around the unit shall be protected during the Fitout works

**Step 5: Starting the Fitout works**

Approach the building coordinator / Reception to collect access cards.

**Please approach the Building coordinator /Security /Reception with the work permit ( Appendix 4) to be filled along with the below documents to get the site work permit and access cards**

- 1- Site work permit form ( **Appendix-5**)
- 2- Fitout work permit
- 3- Copy of the approved drawings ( Please download the drawings that are marked as approved in your Fitout request)
- 4- List of workers names and payment receipt of the workers access cards
- 5- Singed Common Area inspection form.