

Service Level Agreement 2024

The Real Estate Regulatory Authority aims to provide high-quality services to serve the client.

Service	Submission	Maximum Duration
Licensing for Off-Map Sales Projects	Submit and receive via email	40 days
License for Field Research Advertising	Submit and receive via email	5 Working days
Issuance of Real Estate Broker License	Electronic service	5 Working days
Renewal of Real Estate Broker License	Electronic service	5 Working days
Issuance of Sales Agent License	Electronic service	5 Working days
Renewal of Sales Agent License	Electronic service	5 Working days
Issuance of Property Manager License	Electronic service	5 Working days
Renewal of Property Manager License	Electronic service	5 Working days
Issuance of Main Real Estate Developer License	Electronic service	5 Working days
Renewal of Main Real Estate Developer License	Electronic service	5 Working days
Issuance of Sub Real Estate Developer License	Electronic service	5 Working days
Renewal of Sub Real Estate Developer License	Electronic service	5 Working days
Issuance of Class "D" Evaluator License	Submit and receive via email	5 Working days
Renewal of Class "D" Evaluation License	Submit and receive via email	5 Working days
Issuance of Class "C" Evaluator License	Submit and receive via email	5 Working days
Renewal of Class "C" Elevator License	Submit and receive via email	5 Working days
Issuance of Class "B" Evaluator License	Submit and receive via email	5 Working days
Renewal of Class "B" Evaluator License	Submit and receive via email	5 Working days

Issuance of Class "A" Evaluator License	Submit and receive via email	5 Working days
Renewal of Class "A" Evaluator License	Submit and receive via email	5 Working days
Registration of Central Owners' Associations in Shared Properties	Submit and receive via email	10 Working days
Registration of Main Owners' Associations in Shared Properties	Submit and receive via email	10 Working days
Registration of Sub Owners' Associations in Shared Properties	Submit and receive via email	10 Working days
Registration and Issuance of Shared Board Members' Certificates (Central)	Submit and receive via email	10 Working days
Registration and Issuance of Shared Board Members' Certificates (Main)	Submit and receive via email	10 Working days
Receiving Complaints	Via email	According to the submitted complaint
Removing Violations	Via email	1 business day
Removing Violations Related to Anti-Money Laundering	Via email	3 Working days
Registration and Issuance of Board Members' Certificates (Sub)	Submit and receive via email	10 Working days
Modification of Board Members' Certificates (Central)	Submit and receive via email	10 Working days
Modification of Board Members' Certificates (Main)	Submit and receive via email	10 Working days
Modification of Board Members' Certificates (Sub)	Submit and receive via email	10 Working days
Approval of Amendments to the Main and Fundamental Regulations of the Owners' Association (Central)	Submit and receive via email	10 Working days
Approval of Amendments to the Main and Fundamental Regulations of the Owners' Association (Main)	Submit and receive via email	10 Working days
Approval of Amendments to the Main and Fundamental Regulations of the Owners' Association (Sub)	Submit and receive via email	10 Working days
Final Approval for Sale by Floors and Apartments System	Submit and receive via email	10 Working days
Premium Subscription to the Real Estate Platform	Electronic service	2 Working days
Regular Subscription to the Real Estate Platform	Electronic service	2 Working days