



Alpha Utilities Management - District Cooling

Contract Termination & Security Deposit Refund Request - Tenants

If tenant is an individual:

1. Cancellation Form (signed by tenant)
2. Tenancy Agreement Copy (first and last agreement if tenancy longer than one year)
3. Valid Passport Copy including signature page + Visa Page of the Tenant (in case of UAE nationals, visa page is not applicable)
4. Emirates ID copy (front & back)
5. Original Security Deposit Receipt
6. NOC letter issued by landlord with cut-off date

If tenant is a company:

1. Cancellation Form (signed and stamped)
2. Tenancy Agreement Copy (first and last agreement if tenancy longer than one year)
3. Valid Trade License Copy
4. Valid Passport Copy including signature page + Visa Page of the Authorized Signatory as per Trade License (in case of UAE nationals, visa page is not applicable)
5. Original Security Deposit Receipt
6. NOC letter issued by landlord with cut-off date

Cancellation Process: Please visit our Alpha walk in center to submit the above mentioned required documents to one of our Customer Service Representatives. Kindly note that at the time of submitting these documents, the bill up until the last invoice should have been cleared.

After submitting the required documents, Alpha will conclude your final bill within three to five working days. The final bill amount will be deducted from your security deposit.

Security Deposit Refund: Please be informed that the remaining amount of your security deposit will be refunded by cheque in 21 working or 30 calendar days. This cheque can only be issued under the tenant's name.

In cases where the tenancy was under a company's name, kindly note that the cheque will be issued under the company's name as well. Therefore, an authorization letter on company letter head is required stating the name and Emirates ID number of the authorized person collecting the cheque. This letter as well as the Emirates ID has to be presented to our Customer Service Representative at the time of collecting the cheque.

Note: All the above mentioned documents requested are mandatory for successful processing of refund claims. Should you fail to collect your check within six months no replacement of check will be issued.