



Alpha Utilities Management - District Cooling

Contract Termination & Security Deposit Refund Request- Owners

If Owner is an individual:

1. Cancellation Form (signed by owner)
2. Copy of Form F & Title deed
3. Valid Passport Copies of Buyer and seller 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. In case of apartment that may have been financed at the time of purchase, clearance letter from the bank or finance party is required.

If owner is a company:

1. Cancellation Form (signed and stamped)
2. Copy of Form F and title deed
3. Valid Trade License Copy
4. Valid Passport Copy buyer and seller 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. In case of apartment that may have been financed at the time of purchase, clearance letter from the bank or finance party is required

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 needs to be cleared.

Post submission of 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.

The remaining amount of the security deposit will then be refunded to you by cheque.

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 Owner's name.

In cases where the owner 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 above documents mentioned as required are mandatory for successful processing of refund request and contract termination. All refund requests and contract termination requests will be entertained between 8:30 AM to 4:00 PM. should you fail to collect your check with in six months no replacement of check will be issued.