



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان
Sheikh Zayed Housing Programme



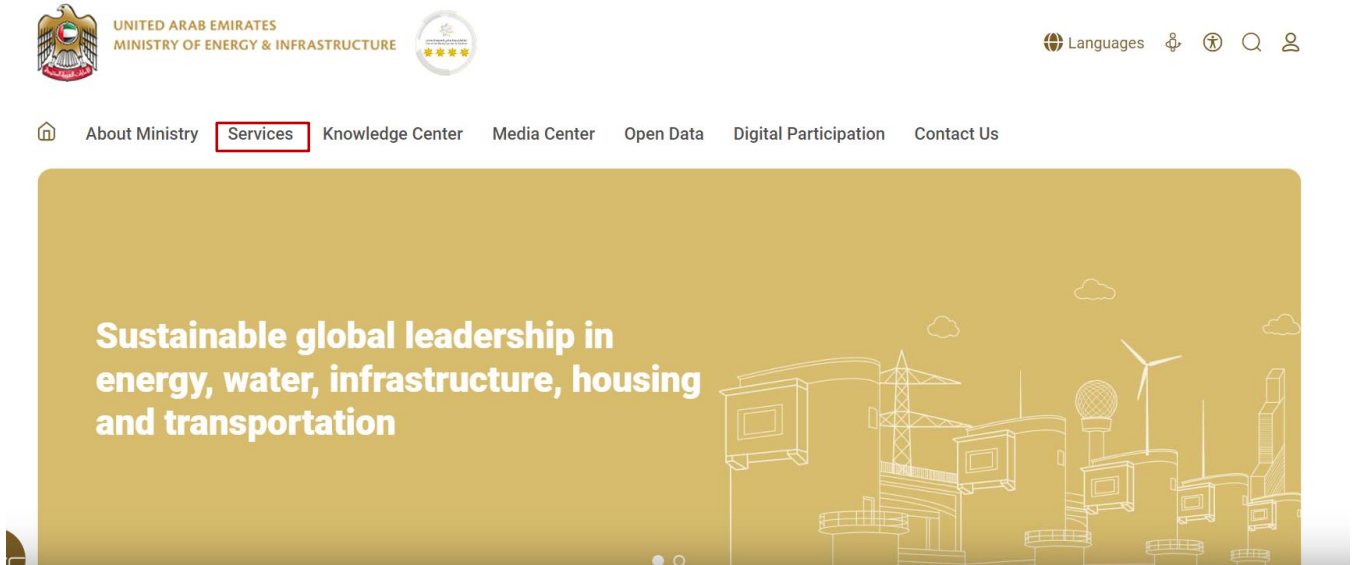
User Manual

Postponing or Reducing Housing Assistance Instalment Request

V 2.1

2024

1. Open MOEI website: <https://www.moei.gov.ae/>
2. From the home page, go to “Services”.



3. Select “Zayed Housing Program”, then “Housing Services”, then “Postponing or Reducing Housing Assistance Instalment Request”, you can view the service Info or start the service immediately.

The screenshot shows the 'Services' page with a search bar at the top. Below the search bar, there are several service cards. The 'Zayed Housing Program' is highlighted, and under it, 'Housing Services' is selected, showing 12 items. The 'Postponing or Reducing Housing Assistance Instalment Request' service is highlighted in a dark brown box with a heart icon and buttons for 'View info' and 'Start'.

Home > Services > Postponing or Reducing Housing Assistance Instalment RequestPostponing or Reducing Housing Assistance Instalment Request

Postponing or Reducing Housing Assistance Instalment Request

About the service

This service allows recipients of housing assistance to submit a request to reduce or postpone the housing assistance premium.

Required documents

- Postponing documents
 - > Detailed salary certificate
 - > Credit score report from Al Etihad Credit Bureau

Start Service →

Register →

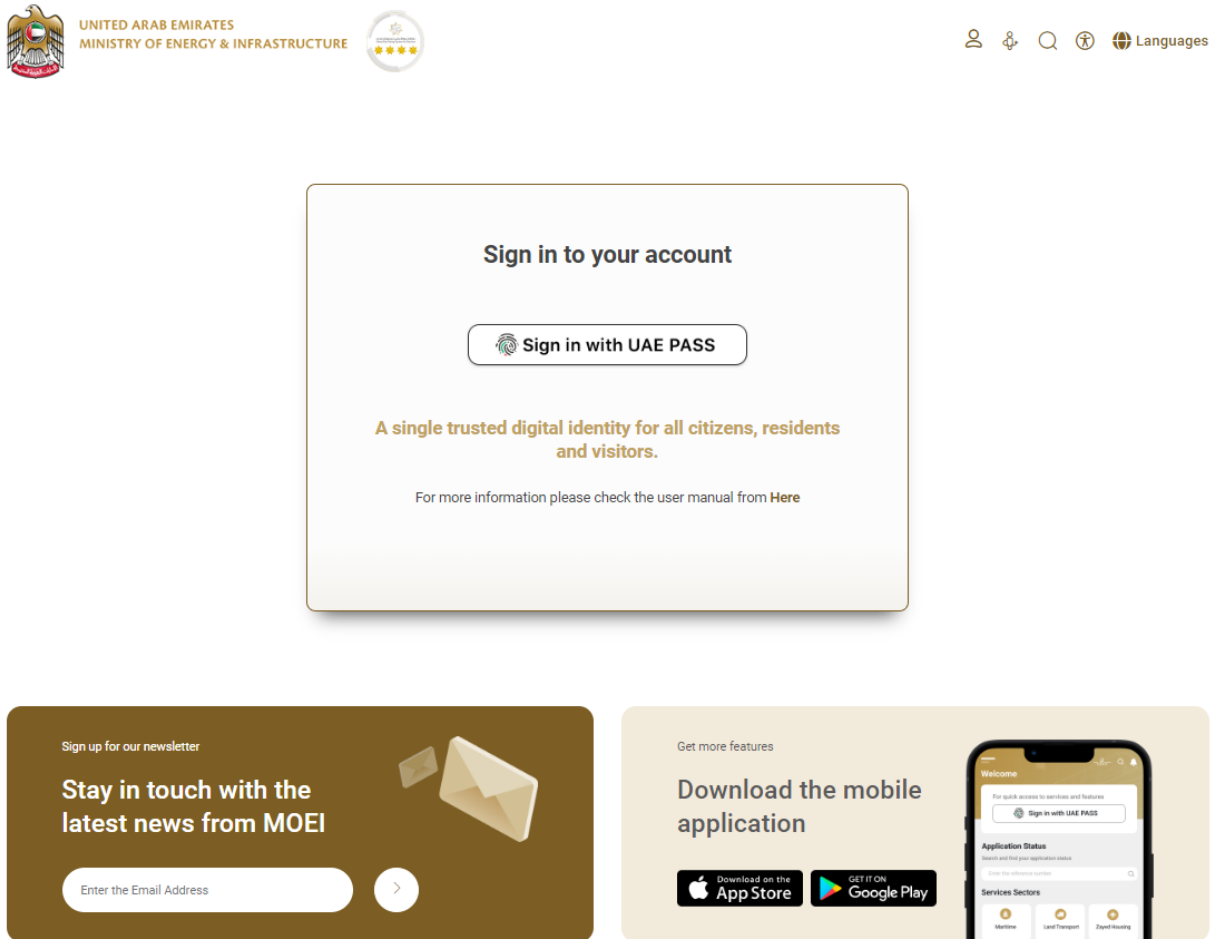
Favorite

Export

QR code



4. Then it will redirect you to the Login page, you can login by using UAE PASS.



5. Fill the information in the form and submit the request.

Postponing Or Reducing Housing Assistance Instalment Request

برنامج زايد للإسكان
Sheikh Zayed Housing Programme

0%

Form Completion

Application Details

Name	App No
Emirate	Region
Mobile No	Phone No
E-mail ID	POBox No
Old Salary	

Fill The Request Form

Application Type *
--Select--

New Salary *

Your Gross Salary should be less than or equal to 30000

Appeal Details *
Enter the details

Attach The Documents

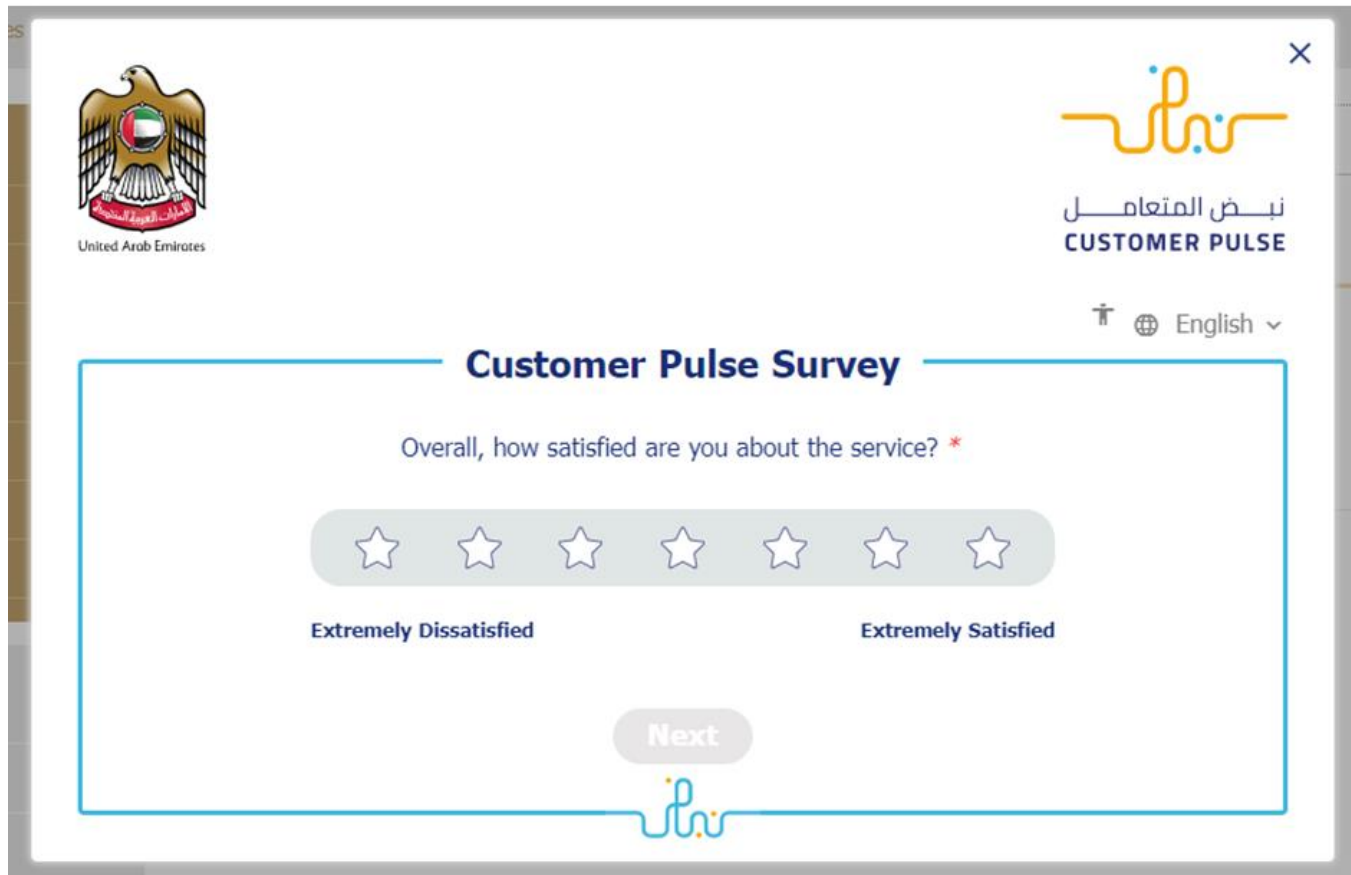
Save and Continue Later

Submit

Cancel

When the request is submitted, you will receive email and SMS .

6. Fill the satisfaction survey about the eService, when the following pop-up shows up:



The screenshot shows a 'Customer Pulse Survey' pop-up window. In the top left corner is the United Arab Emirates coat of arms with the text 'United Arab Emirates' below it. In the top right corner is the 'CUSTOMER PULSE' logo with Arabic text 'نِظْضُ الْمُتَعَامِلِ' above it and a close button 'X'. Below the logo is a language selector showing 'English' with a dropdown arrow. The main title 'Customer Pulse Survey' is centered at the top of the survey area. Below the title is the question 'Overall, how satisfied are you about the service? *'. Underneath the question is a horizontal row of seven stars. The first star is filled, and the others are outlines. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. At the bottom center is a 'Next' button with a small logo below it.



English

Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of Service accessibility in the Smart Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease & Simplicity of Service Application Steps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease and Variety of payment options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibility of Service Status Tracking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Completion time was reasonable & within my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart Application efficiency (no delays or errors in app)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of Online Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Previous

Next



United Arab Emirates



🌐 English ▼

Customer Pulse Survey

Is there anything else you would like to share with us?

Please select



2000 characters lefts

Kindly provide your mobile number or Email for follow up

Previous

Submit

