



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان  
Sheikh Zayed Housing Programme



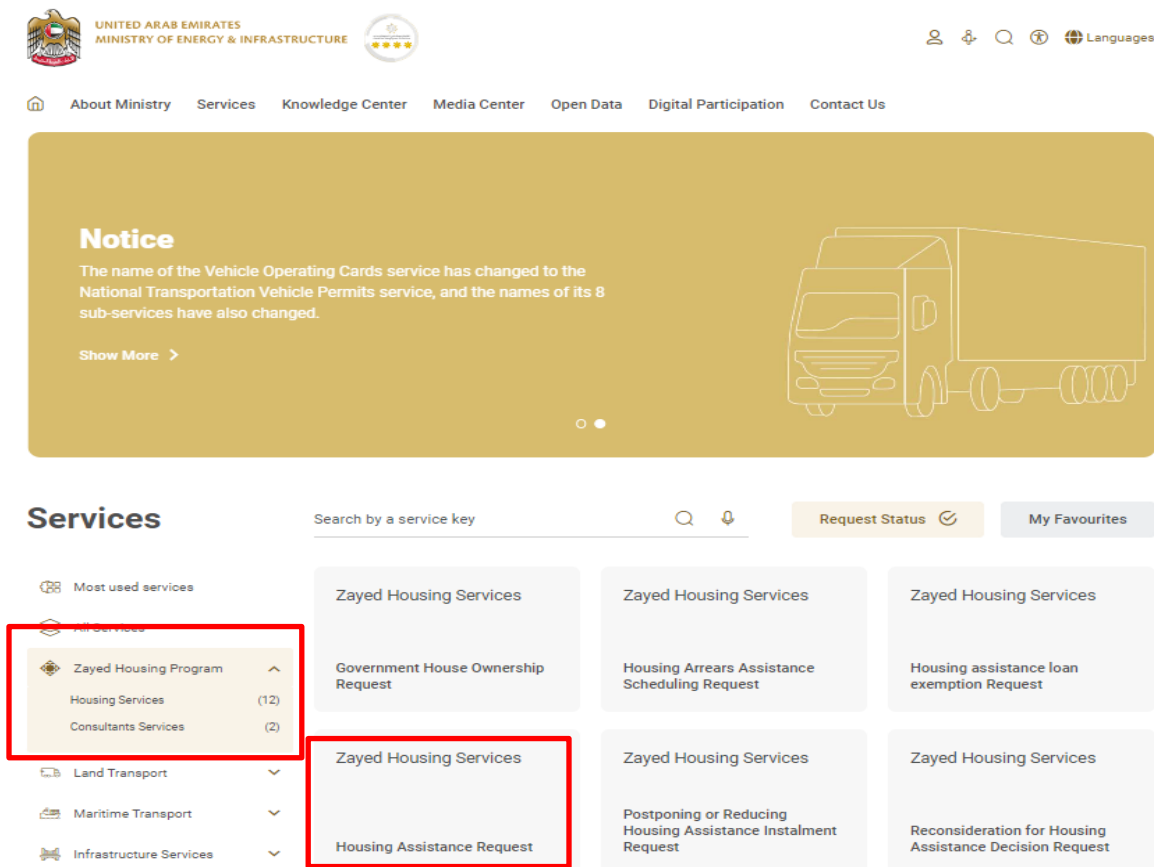
## User Manual

# Housing Assistance Request

V 2.2

2024

1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” menu, then choose “Sheikh Zayed Housing Programme”.



- Click on “Housing Services”, select the needed service “Housing assistance request”, you can view the service Info or start the service immediately.

The screenshot shows the 'Housing Assistance Request' service page. The header includes the UAE coat of arms, the Ministry of Energy & Infrastructure logo, and navigation links like 'About Ministry', 'Services', 'Knowledge Center', 'Media Center', 'Open Data', 'Digital Participation', and 'Contact Us'. A breadcrumb trail reads 'Home > Services > Housing Assistance Request'. The main heading is 'Housing Assistance Request'. Below it, a message states: 'Please select "Gender, Marital status and category" to view the required document by category.' There are three dropdown menus for 'Gender', 'Marital Status', and 'Category'. The 'About the service' section explains that the service enables UAE Nationals to obtain a Housing Assistant for constructing/buying/completing, amending, and obtaining a ready house. The 'Required documents' section notes that documents issued by approved authorities require a stamp. A list of required documents includes 'Salary certificate' and 'Other documents according to the emirate (Ownership Certificates, Trading licences)'. A 'View more' link is provided. On the right side, there is a 'Start Service' button, a 'Register' button, a 'Favorite' button, and a 'Download the service card' button. Below these is a 'QR code' section with a QR code and the instruction 'Scan the code to open this page on your mobile'. At the bottom right, there is a box showing 'Service code: MOEI-10014' and 'Service Type: G2C', along with a 'Having trouble?' link.

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Home > Services > Housing Assistance Request

## Housing Assistance Request

Please select "Gender, Marital status and category" to view the required document by category.

Gender Marital Status Category

### About the service

This service enables UAE Nationals to obtain Housing Assistant for constructing/buying /completing, amending, and obtaining a ready house according to eligibility regulations for each case.

### Required documents

The required documents issued by approved authorities require a stamp, taking into consideration that the digital stamp is acceptable.

- Required Documents
  - Salary certificate
  - Other documents according to the emirate (Ownership Certificates, Trading licences)

[View more](#)

Start Service

Register

Favorite

Download the service card

### QR code

Scan the code to open this page on your mobile

Service code: MOEI-10014  
Service Type: G2C

[Having trouble?](#)

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

The screenshot shows a login page with the heading 'Sign in to your account'. Below the heading is a button labeled 'Sign in with UAE PASS'. Underneath the button, it says 'A single trusted digital identity for all citizens, residents and visitors.' At the bottom, it says 'For more information please check the user manual from [Here](#)'.

## Sign in to your account

Sign in with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

For more information please check the user manual from [Here](#)

## 5. Fill the data in the form and click on submit .

Housing Assistance Request

برنامج الشيخ زايد للإسكان  
 Sheikh Zayed Housing Programme

Service User Guide (pdf 0.54 MB)

### Applicant Details

Applicant Name (Arabic)	بشري	Applicant Name (English)	BUSHRA
Gender	Female	Date Of Birth	30/12/1988
Family No	22338	Town No	301
Emirates ID No	78419	Marital Status	Married

### Request Details

Income \*

Housing ownership \*  

Please Select

Aid Type \*  

Please Select

Use of Aid \*  

Please Select

Category \*  

Please Select

### Attachments

Salary Certificate \*  

Drag and Drop files here  
((jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 5 MB of size.

Others  

Drag and Drop files here  
((jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 5 MB of size.

### Acknowledgement

☐ By agreeing to all the terms and conditions and authorizing the Ministry of Energy and Infrastructure, represented by the Sheikh Zayed Housing Program, to obtain all documents and personal data required for the purpose of studying the request for obtaining housing assistance, from all federal and local authorities and all banks, banks and private companies, and this is for example but not limited to (Al Etihad Credit Bureau) This approval is official

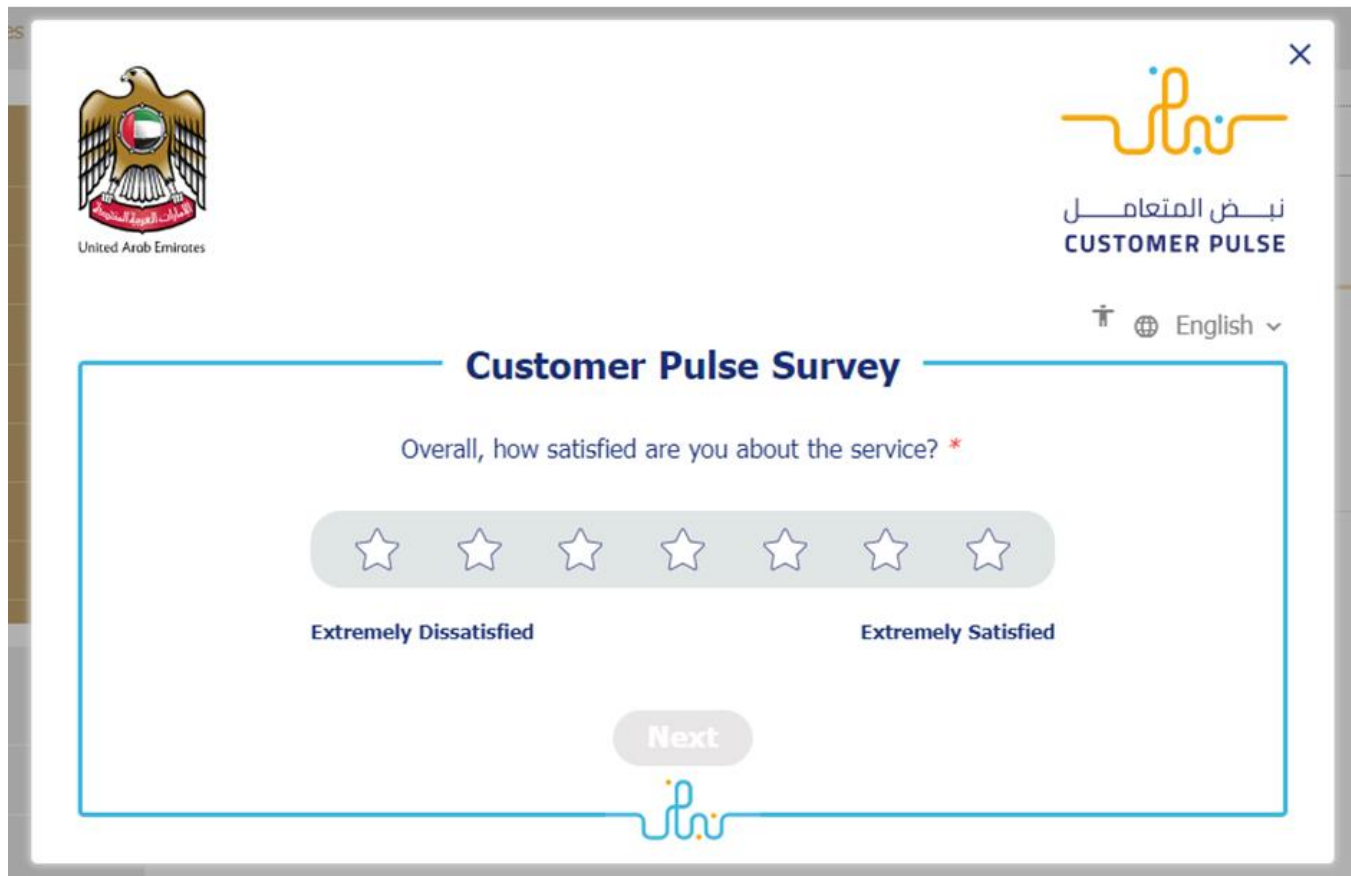
Save and Continue Later

Submit

Cancel

When the request is submitted, you will receive email and SMS and you can view the request by going to the “New House aid request” .

6. Fill the Customer pulse 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 'نَبْضُ الْمُتَعَامِلِ' logo with 'CUSTOMER PULSE' below 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 it is the question 'Overall, how satisfied are you about the service? \*'. Underneath the question is a horizontal row of seven stars. Below the stars, 'Extremely Dissatisfied' is aligned with the first star and 'Extremely Satisfied' is aligned with the last star. At the bottom center is a 'Next' button. A small logo is at the bottom center of the survey area.



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

نبض المتعامل  
CUSTOMER PULSE

🌐 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

