



UNITED ARAB EMIRATES
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان
Sheikh Zayed Housing Programme



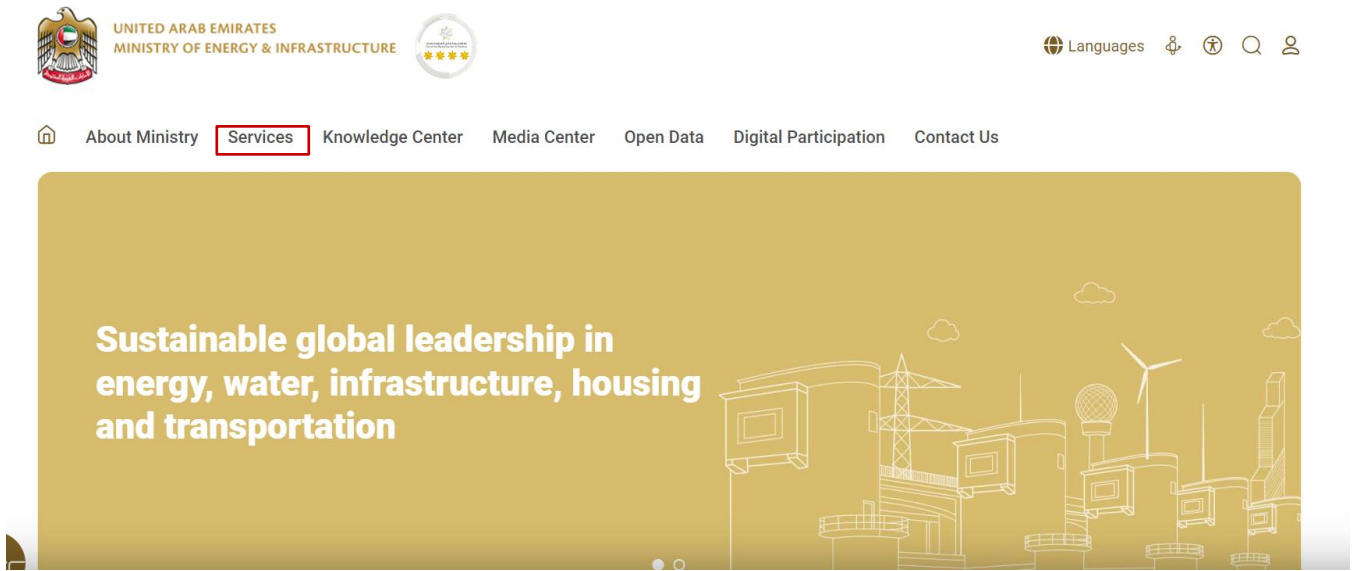
User Manual

Postponing or Reducing Housing Assistance Instalment

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 a 'Services' page with a search bar at the top. On the left, there is a navigation menu with categories like 'All Services', 'Most used services', 'Inquiry Services', 'Geological Services', 'Zayed Housing Program', 'Housing Services (12)', 'Consultants Services (2)', 'Infrastructure Services', 'Maritime Transport', and 'Land Transport'. The 'Zayed Housing Program' is selected, and 'Housing Services' is expanded. The main area displays a grid of service cards. The card for 'Postponing or Reducing Housing Assistance Instalment Request' is highlighted in brown and includes a 'View info' button and a 'Start' button. Other cards include 'Zayed Housing Services', 'Dwelling Disposal Request', 'Government House Ownership Request', 'Housing Arrears Assistance Scheduling Request', 'Housing assistance loan exemption Request', and 'Housing Assistance Request'. A 'My Favourites' button is in the top right. At the bottom right, it says 'Total number of items : 12'.

Home > Services > Postponing 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

The right side of the page contains several action buttons and a QR code. At the top is a green 'Start Service' button with a right arrow. Below it is a white 'Register' button with a right arrow. Further down are two yellow buttons: 'Favorite' with a heart icon and 'Export' with a PDF icon. At the bottom is a 'QR code' section containing a QR code.

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



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Languages

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](#)

Sign up for our newsletter

Stay in touch with the latest news from MOEI

Enter the Email Address


Get more features

Download the mobile application

Download on the App Store GET IT ON Google Play

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

Postponing Or Reducing Housing Assistance Instalment Request

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Application Details

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

Fill The Request Form

Application Type *

New Salary *

Your Gross Salary should be less than or equal to 30000

Appeal Details *

Enter the details

Attach The Documents

0%

Form Completion

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:

United Arab Emirates

نَبْضُ الْمُتَعَامِلِ
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

Next



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	★	★	★	★	★	★	★
Ease of Service accessibility in the Smart Application	★	★	★	★	★	★	★
Ease & Simplicity of Service Application Steps	★	★	★	★	★	★	★
Ease and Variety of payment options	★	★	★	★	★	★	★
Possibility of Service Status Tracking	★	★	★	★	★	★	★
Service Completion time was reasonable & within my expectations	★	★	★	★	★	★	★
Smart Application efficiency (no delays or errors in app)	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★

Previous

Next





United Arab Emirates



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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

