



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” , you can view the service Info or start the service immediately.

The screenshot shows the MOEI website interface. At the top, there's a header with the MOEI logo and navigation links. Below the header, a large brown banner displays the word "Services". Underneath, a search bar is present with a microphone icon. To the right of the search bar are buttons for "Request Status" and "My Favourites". Below the search bar, there are four service categories: "Manzali Bundle", "E-Services Help", "Proactive services", and "Added value". On the left side, there's a sidebar menu with "Most used services", "All Services", and "Zayed Housing Program" (which is highlighted with a red box). Under "Zayed Housing Program", there are sub-categories: "Housing Services (11)" and "Consultants Services (2)". The "Housing Services" category is expanded, showing a list of services. The service "Postponing or reducing housing assistance instalment" is highlighted with a red box. Below the list of services, there are navigation arrows for "Previous", "2 of 3", and "Next". At the bottom right, it says "Total number of items : 13".

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



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 information in the form and submit the request.

Postponing Or Reducing Housing Assistance Instalment

برنامج الشيخ زايد للإسكان
Sheikh Zayed Housing Programme

Service User Guide (pdf 0.56 MB)

Application Details

Name	محمد علي راشد البراهيم العازر	App No	
Emirate	Dubai	Region	
Mobile No	0507755757	Phone No	
E-mail ID	Ymanasser.ahamoni@moel.gov.ae	POBox No	21
Old Salary	19602.00	Emirates ID	78420820863952

Fill The Request Form

Application Type * New Salary *

Reducing Housing Assistance Instalment Request

No Of Family Members *

0

Appeal Details *

Attach The Documents

Updated Salary Certificate *

Select or 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

Select or 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.

57.14%
Form Completion

Save and Continue Later

Submit

Back

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

نبض المتعامل
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

