



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان  
Sheikh Zayed Housing Programme



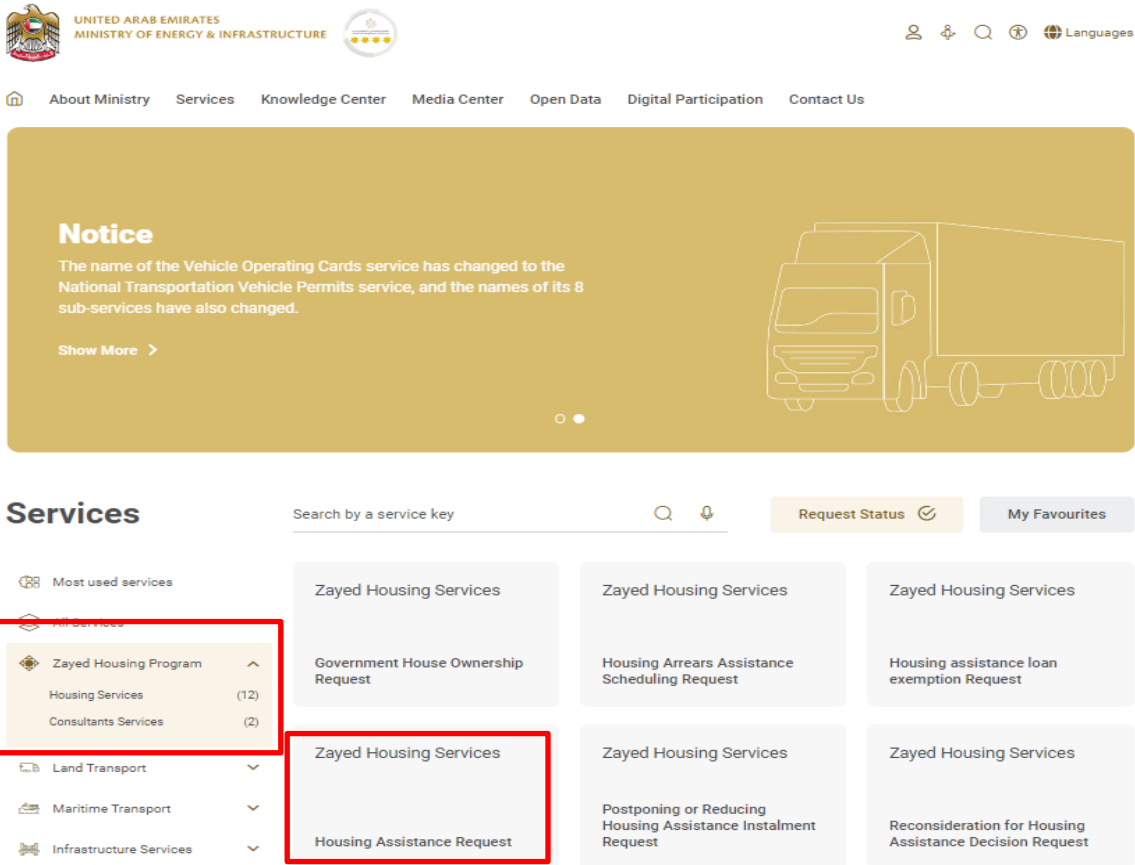
## User Manual

# 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 website interface for the Housing Assistance Request service. At the top, there is a navigation bar with the Ministry of Energy & Infrastructure logo and various utility icons. Below the navigation bar, the breadcrumb trail reads: Home > Services > Housing Assistance Request. The main heading is "Housing Assistance Request". A red warning message states: "Please select 'Gender, Marital status and category' to view the required document by category." Below this, there are three dropdown menus for "Gender", "Marital Status", and "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](#)


On the right side of the page, 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 with service details: Service code: MOEI-10014, Service Type: G2C, and a "Having trouble?" link.

- 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 that says "Sign in with UAE PASS". Underneath the button, there is a statement: "A single trusted digital identity for all citizens, residents and visitors." At the bottom, there is a link: "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) | Applicant Name (English) |
| Gender                  | Date Of Birth            |
| Family No               | Town No                  |
| Emirates ID No          | Marital Status           |

#### Request Details

Income \*

Housing ownership \*

Aid Type \*

Use of Aid \*

Category \*

#### 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 Ehtad Credit Bureau) This approval is official \*



Form Completion

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:





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                                  | ★                  | ★        | ★                 | ★       | ★              | ★     | ★               |

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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

