



UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INFRASTRUCTURE

برنامج الشيخ زايد للإسكان  
Sheikh Zayed Housing Programme



## User Manual

# Request of Individual Housing Initial Handover

V 2.3

2024

1. Open MOEI website: <https://www.moei.gov.ae/>
2. From the home page, go to “Services”.
3. Select “Zayed Housing Program”, then “Consultant Services”, then “Initial Delivery request” , you can view the service Info or start the service immediately.

The screenshot displays the MOEI website interface. At the top, the logo of the United Arab Emirates Ministry of Energy & Infrastructure is visible. Below the navigation bar, a banner for 'Manzili Bundle' is shown, featuring a family and the text 'All housing services through a unified bundle'. The 'Services' section is active, with a search bar and filters. A sidebar on the left shows a tree view of services, with 'Zayed Housing Program' expanded to show 'Housing Services (11)' and 'Consultants Services (2)'. The main content area displays 'Zayed Housing Services' with a description: 'Opening a file for housing assistance Implementation'. A red box highlights the 'Zayed Housing Services' card, and another red box highlights the 'Request of Individual Housing Initial Handover' option within it.

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

The screenshot shows a login page titled 'Sign in to your account'. It features a prominent button labeled 'Sign in with UAE PASS'. Below the button, there is a message: '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. Then it will redirect you to search project page, fill the required fields and click on search.

Home / Service / Sheikh Zayed Housing Programme

**Request Of Individual Housing Initial Handover**

File Number	Beneficiary Name
<input type="text"/>	<input type="text"/>
Project Emirate	Contractor Number
<input type="text" value="Please Select"/>	<input type="text"/>
Project Type	Housing Party Type
<input type="text" value="Please Select"/>	<input type="text" value="Please Select"/>
File State	
<input type="text" value="Please Select"/>	

6. Select the project

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**Request Of Individual Housing Initial Handover**

Filter Result (14)

File Number	Beneficiary Name	Contractor Name	Contractor Registration Number	File Status	
					<input type="button" value="Select"/>

## 7. Fill the form and upload the required attachments

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Kindly note that if the entered date is after the scheduled initial delivery date, a fine will be calculated

**Project Details**

File Number	Beneficiary Name
Contractor Registration No	Contractor Name
Consultant Registration No	Consultant Name
Status	

**Initial Delivery Data**

Initial Delivery Date \*

09/11/2023

Remarks \*

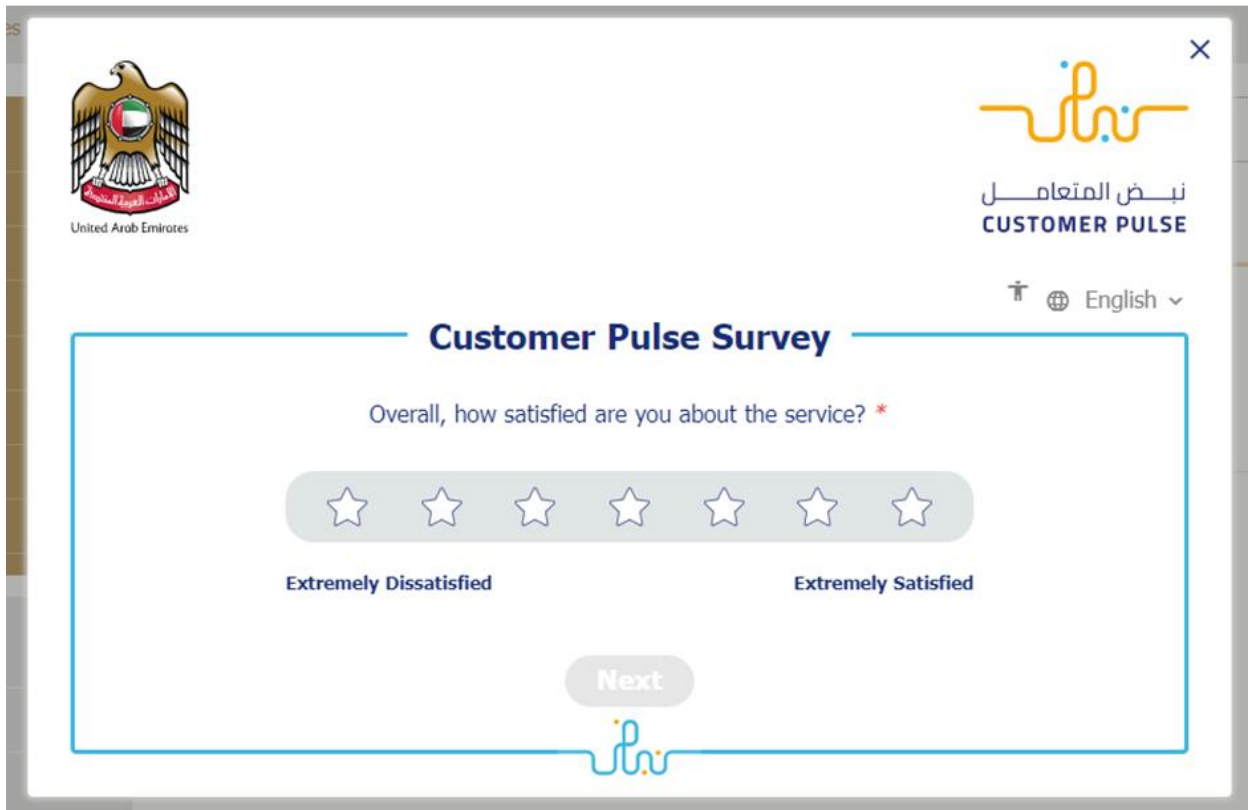
I, the consulting office, acknowledge that the project has been completed according to the approved plans and specifications for the project \*

75%  
Form Completion

Save and Continue Later Submit Cancel

## 8. After submitting the request you will get an SMS and E-mail notification contain request details and state

9. Fill the satisfaction 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

★ ★ ★ ★ ★ ★ ★

Previous   Next





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

