



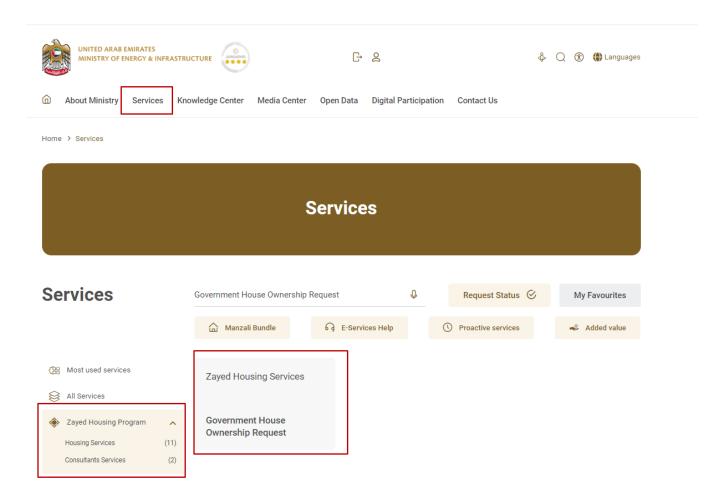
User Manual

Government House Ownership

V 2.2

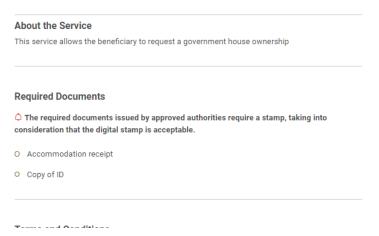
2024

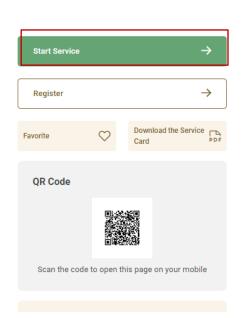
- 1. Open MOEI website: https://www.moei.gov.ae
- 2. From the home page, go to "Services". Select "Zayed Housing Program", then "Housing Services", then "Government House Ownership", you can view the service Info or start the service immediately.



Home > Services > Government House Ownership Request

Government House Ownership Request

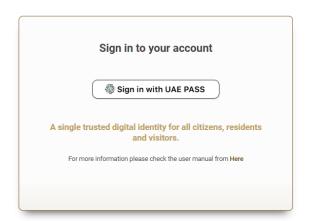




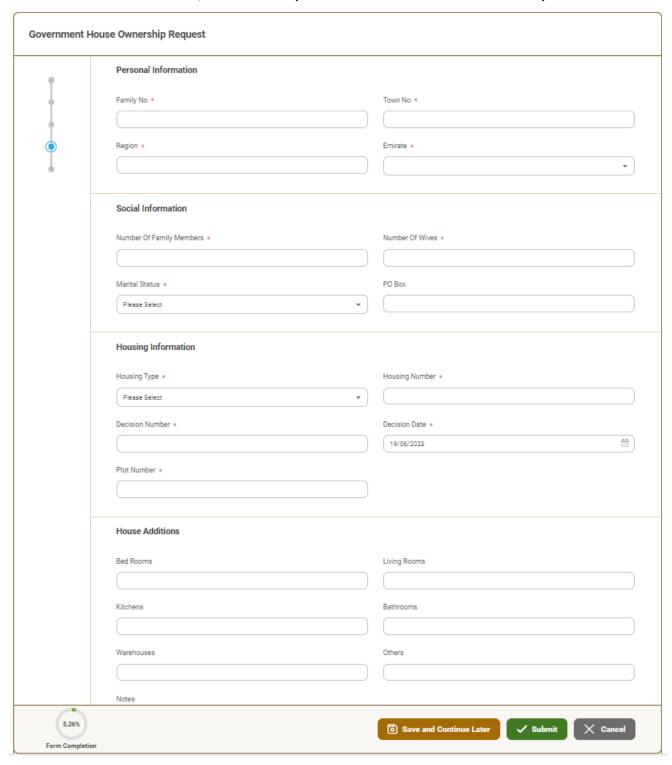
3. Then it will redirect you to the Login page, you can login by using UAE PASS.



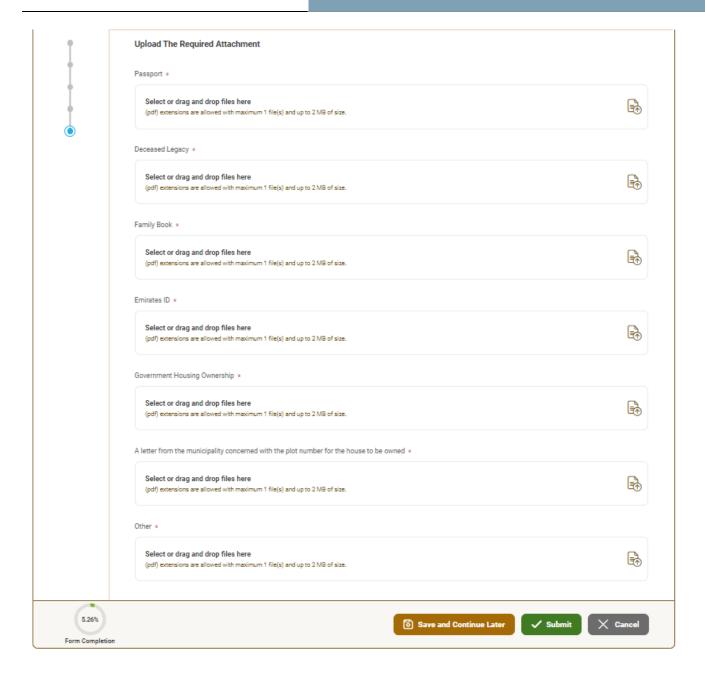




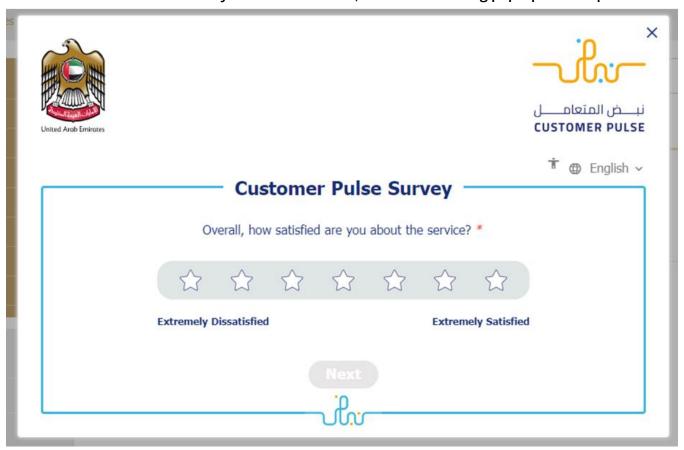
4. Please fill out the data, attach the required documents then submit the request.



Government House Ownership



5. 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		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$		$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$
Ease of Service accessibility in the Smart Application		$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\square}$	\Diamond
Ease & Simplicity of Service Application Steps		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	\Diamond
Ease and Variety of payment options		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$
Possibility of Service Status Tracking		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\square}$	$\stackrel{\wedge}{\Box}$	
Service Completion time was reasonable & within my expectations		\Diamond	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	\Diamond
Smart Application efficiency (no delays or errors in app)		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	\Diamond
Availability of Online Support		$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$	$\stackrel{\wedge}{\Box}$
	Prev	vious)	Next				

Government House Ownership

