



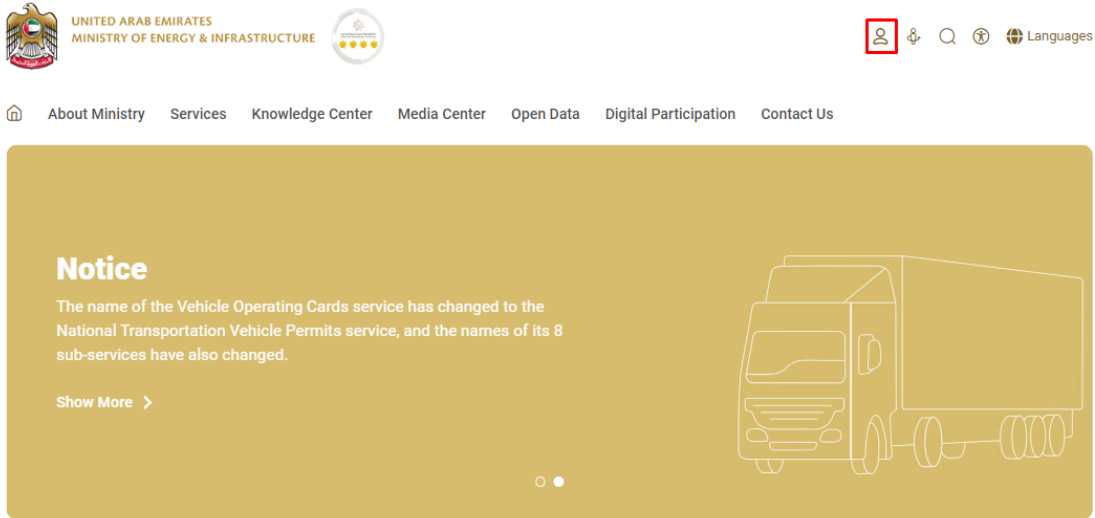
User Manual

Housing Application Submission

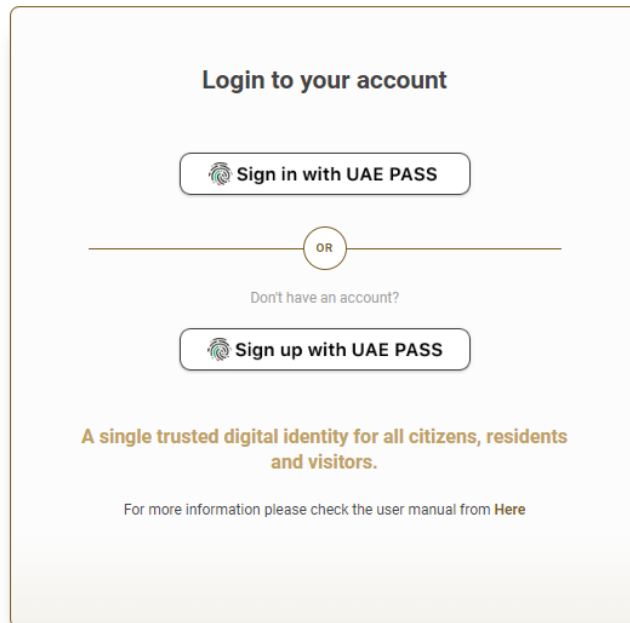
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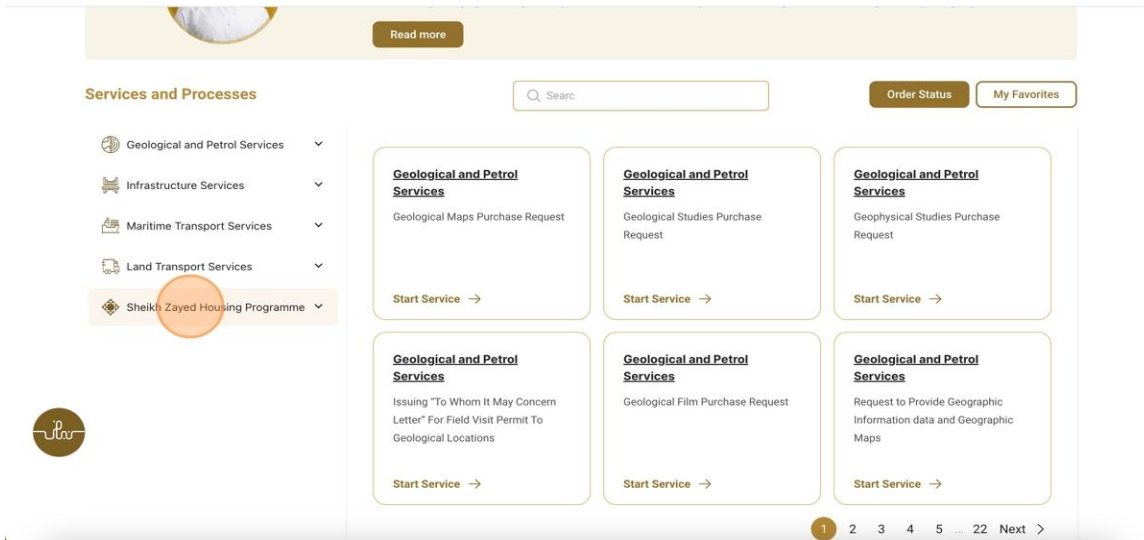
1. Open MOEI website: <https://www.moei.gov.ae>
2. Click on “LOGIN” on the header



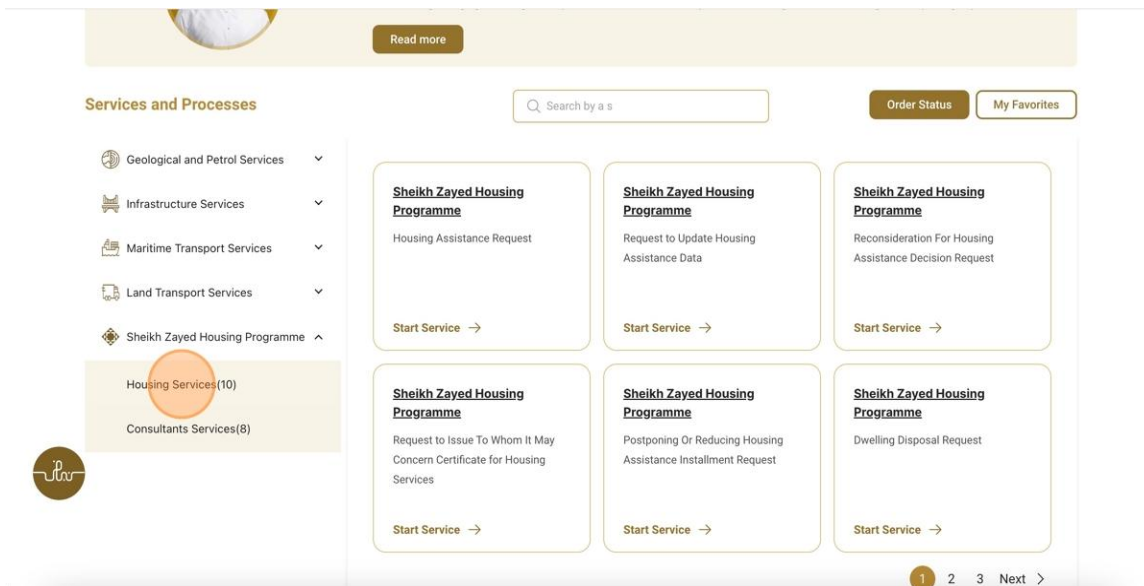
3. Then it will redirect you to the Login page, you can login using UAE PASS.



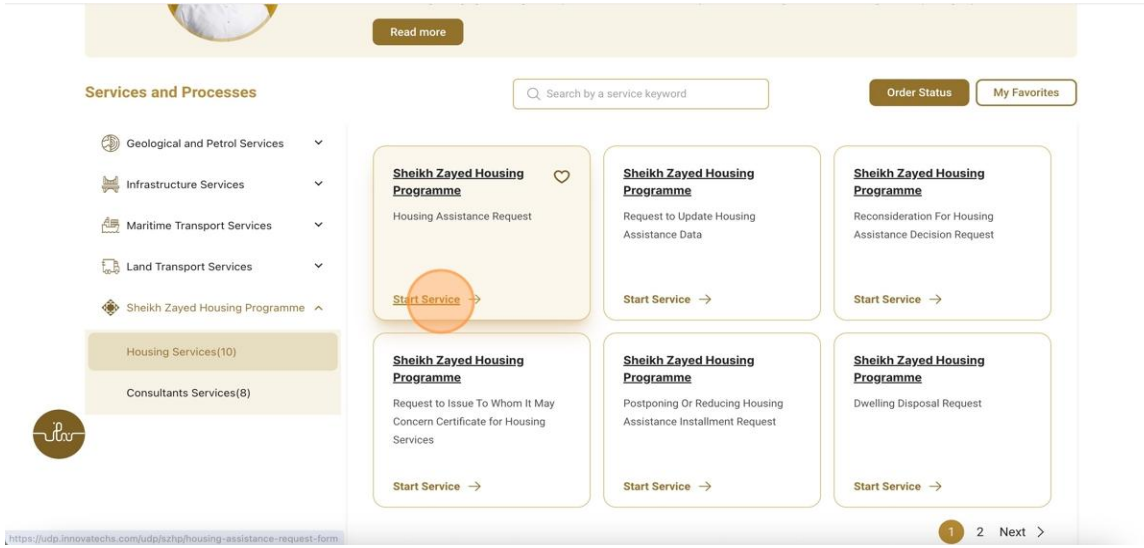
4. After Successful login, Beneficiary will be navigated to the page where they can view all the Services



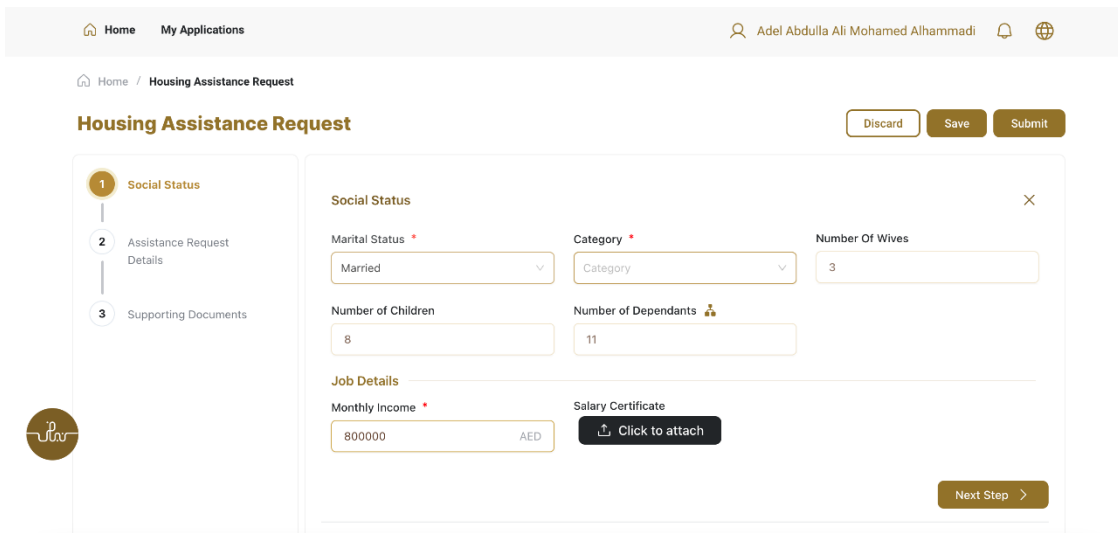
5. Click here to open the housing services



6. Click here to Open the housing application



7. Enter all the required details in the Social Status



8. Enter all the required details and click on the I Agree Check box in the Assistance Request Details

9. Click here to go to Next step to upload the Supporting Documents

10. Click here to upload the file

3 Supporting Documents

Supporting Documents

Salary Certificate *

Upload File

Other documents by emirate (real estate property certificate, commercial license certificate)

Upload File

Personal photo

Upload File

Property Document

Upload File

Previous Step

11. Click here to Submit the Housing Application

UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE

Search File Uploaded Successfully

Home My Applications Jagadeep Bandaru EN

Home / Housing Assistance Request

Housing Assistance Request

Discard Save Submit

Social Status

Assistance Request Details

Supporting Documents

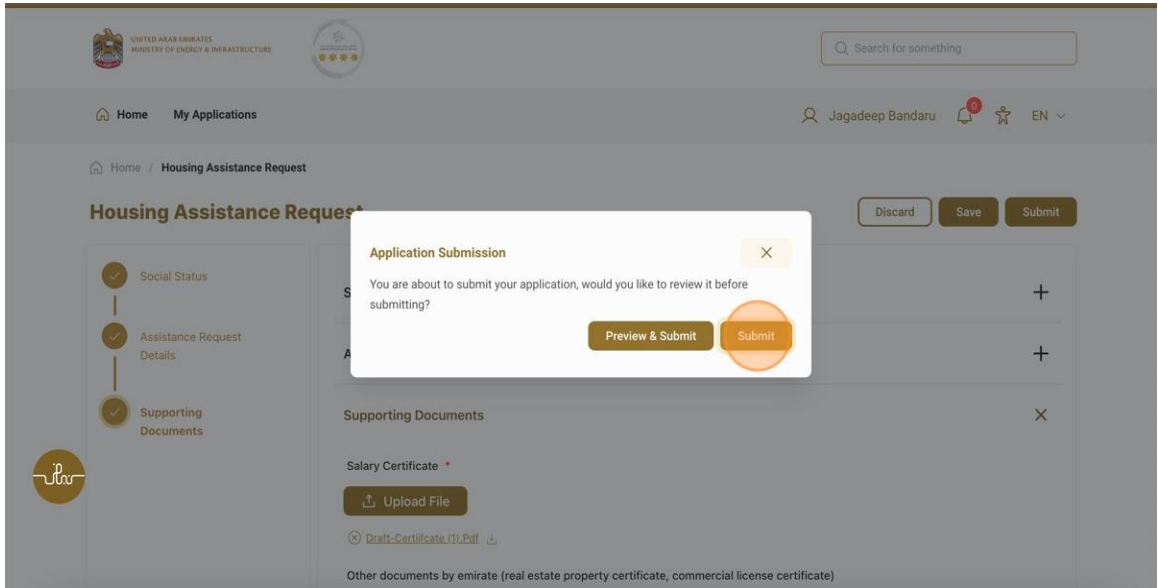
Salary Certificate *

Upload File

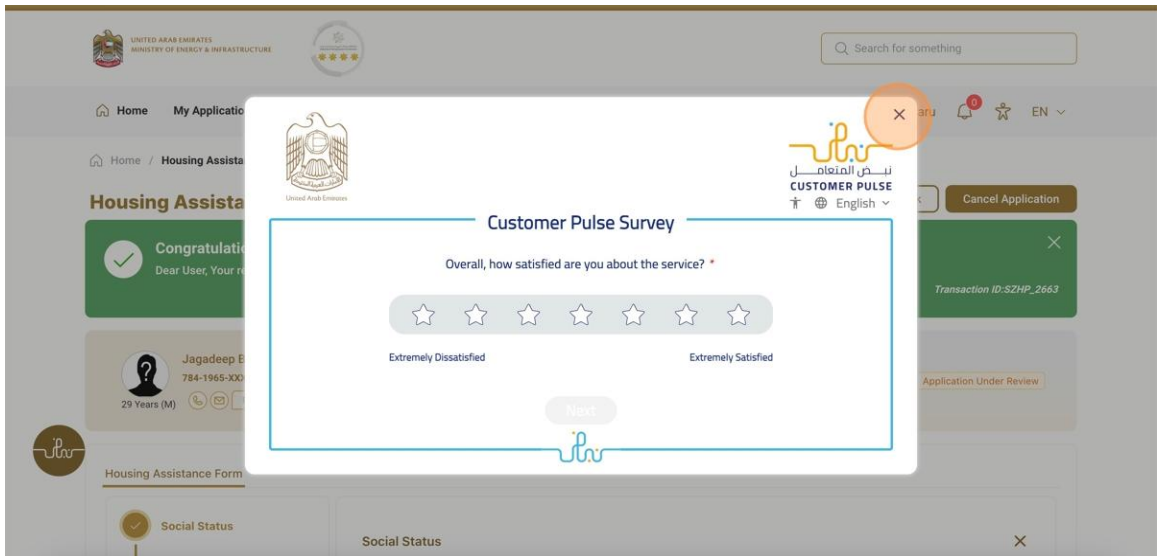
Draft-Certificate (1).Pdf

Other documents by emirate (real estate property certificate, commercial license certificate)

12. Click here to submit



13. After submitting the housing application Customer pulse will be appear



14. Click here to view the Housing application status

The screenshot shows the 'Housing Assistance Request' submission confirmation page. At the top, there are logos for the United Arab Emirates Ministry of Energy & Infrastructure and a search bar. The navigation bar includes 'Home' and 'My Applications', with 'My Applications' highlighted. The user profile shows 'Jagadeep Bandaru' with a notification icon. The main heading is 'Housing Assistance Request' with 'Back' and 'Cancel Application' buttons. A green success message states: 'Congratulations! Dear User, Your request has been submitted successfully. We will update you soon with the status of application. Transaction ID: SZHP_2663'. Below this, a user profile card for 'Jagadeep Bandaru' (29 Years (M), Fujairah) is shown with a 'Fingerprint' icon. A summary table lists: File No. (redacted), Application Type (SZHP), and Submitted On (15-Oct-2024), with a status of 'Application Under Review'. A 'Housing Assistance Form' section is partially visible, showing a 'Social Status' field with a checkmark.

15. In My Applications user can view his application Status

The screenshot shows the 'My Applications' page. The navigation bar includes 'Home', 'My Applications', and 'License Services'. The user profile shows 'Jagadeep Bandaru'. The main heading is 'My Applications' with a 'Click to Refresh' button. There are two filters: 'Service by category' set to 'Sheikh Zayed Housing Programme' and 'Service' set to 'Housing Assistance Request'. Below the filters, it says 'Total Records : 1'. A single application record is shown with a status of 'Approved'. The record details are: Application Number (SZ250124490056), Requested By (Jagadeep Bandaru), Requested Date (24-Jan-2025), and Last Updated Date (24-Jan-2025).

16. Fill the satisfaction survey about the eService, when the following pop-up shows up:

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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Customer Pulse Survey

Overall, how satisfied are you about the service? *

★ ★ ★ ★ ★ ★ ★

Extremely Dissatisfied Extremely Satisfied

[Next](#)