



**Social Housing and  
Mortgage Finance Fund**



# January 2024 Performance Report

**Monthly Report Issued by:**  
**Social Housing and  
Mortgage Finance Fund.**





## Report Index

<b>1</b>	<b>About SHMFF</b>	<b>2</b>
<b>2</b>	<b>Executive Summary</b>	<b>3</b>
<b>3</b>	<b>Egypt's Economic News</b>	<b>4</b>
<b>4</b>	<b>SHMFF Performance January 2024</b>	<b>6-11</b>
<b>A</b>	<b>Total No. of Beneficiaries According to Project Type</b>	<b>6</b>
<b>B</b>	<b>Total No. of Beneficiaries According to Age Group</b>	<b>6</b>
<b>C</b>	<b>Total No. of Beneficiaries According to Work Classification</b>	<b>7</b>
<b>D</b>	<b>Total No. of Beneficiaries according to Marital Status</b>	<b>7</b>
<b>E</b>	<b>Total No. of Beneficiaries According to Income Level</b>	<b>8</b>
<b>F</b>	<b>Total No. of beneficiaries according to Gender</b>	<b>8</b>
<b>G</b>	<b>Total No. of Beneficiaries According to Governorates</b>	<b>9</b>
<b>H</b>	<b>Total No. Of Beneficiaries granted Subsidies by the Fund</b>	<b>9</b>
<b>R</b>	<b>Total No. Of Beneficiaries received loans According to Lenders</b>	<b>10</b>
<b>5</b>	<b>Total No. Of Allocated Units</b>	<b>11</b>
<b>6</b>	<b>Call Center Operation Performance</b>	<b>12</b>
<b>7</b>	<b>SHMFF Activity on Social Media</b>	<b>12</b>
<b>8</b>	<b>Fund's Media Events and Internal Activities</b>	<b>13</b>
<b>9</b>	<b>Total No. of SMS (1124 - 9311)</b>	<b>14</b>
<b>10</b>	<b>Social Housing Violations</b>	<b>14</b>
<b>11</b>	<b>Summary of Applicant's Complaints and Requests</b>	<b>15</b>

**Performance Report** . . . According to SHMFF's acceptance of governance principles and transparency, the performance report is periodically issued to present the Fund Indicators January 2024 of the Social Housing program.

**About SHMFF** . . . SHMFF was established according to the presidential Decree No. 93 of 2018, to assist the government of EGYPT to improve the performance of housing sector through designing and implementing new programs that will address the housing gap to provide adequate and affordable housing units for Egyptians Households.



## Executive Summary

- The report is reflecting the most important internal Economic Results and Indicators that took place during January 2024 which has impacts on the Fund.
- During January 2024, total number of beneficiaries reached 3,890; 99.8% of them were classified according to social housing project representing the highest percentage regarding the project type classification, 43.5% of the beneficiaries are between the age group (31-40) years old representing the highest percentage of regarding age groups. out of the total beneficiaries 43.5% are working for the private sector representing the highest percentage of beneficiaries regarding (work classification category), while 57.2% of the total beneficiaries are Married with kids, and 17.8% of beneficiaries whose monthly income ranges between (L.E 2501 – L.E 3000) and are consider the highest percentage of total number of beneficiaries, Beneficiaries from Cairo governorate constitute 27% and are consider the highest percentage of total number of beneficiaries, Positive discrimination is giving for Women (women with children, divorced women and widows), 33.2% of total beneficiaries are females.
- The total value of cash subsidy amounted for L.E 71,672,700 during January 2024, with an average subsidy to each beneficiary around L.E 18.4k. The total value of financing reached 696,348,489 L.E, with an average financing around L.E 179k, (8,216) units were the total number of allocated units, 88.9% of them represents units with size (90 m<sup>2</sup>) due to high demand.
- Performance level of the call center and customer service is 76.9%, and SHMFF's Facebook page followers increased to reach 754k followers.
- SHMFF call center service received 6,844 requests using (090071117 - 1188 - 5999 - 5777) facilities, and also received 9,733 complaints & suggestions through 5 different channels.
- The total number of conviction was 379 in the end of the reporting period.



## Egypt's Economic News

**SHMFF and the Commercial International Bank (CIB) cooperate in a new way to enhance real estate financing for low and middle-income citizens.**

Source: SHMFF

Mrs. Mai Abdel Hamid, CEO of the Social Housing and Real Estate Finance Support Fund, and Mr. Rashawn Hammadi, CEO of Retail Banking and Financial Inclusion at the Commercial International Bank (CIB), signed a protocol to enhance cooperation with regard to providing real estate financing to low- and middle-income citizens.

The CEO of the Social Housing Fund explained that the new protocol aims to provide additional real estate financing for low- and middle-income citizens applying for housing units within the advertisements presented by the Fund, at a value of 3 billion Egyptian pounds, thus bringing the total amount allocated for real estate financing for low- and middle-income citizens from the Commercial International Bank to 7. Billions of Egyptian pounds.

Mr. Rashawn Hammadi explained that signing the cooperation protocol with the Social Housing Fund comes as a continuation of the efforts made by both sides to expand the scope of subsidized real estate financing operations for all low- and middle-income clients at interest rates of 3%, 7%, and 8%, with the aim of helping them own suitable housing on easy terms.

He also added that the bank has achieved success in the real estate financing sector, as the real estate financing portfolio reached 4.3 billion pounds, benefiting more than 26,000 clients.

**The largest wind energy production project in the Middle East is in Egypt**

Source: Presidency of the Council of Ministers

Prime Minister Dr. Mostafa Madbouly witnessed the signing ceremony of the usufruct agreement for the wind energy production project in the Gulf of Suez and Gabal El-Zeit regions, with a capacity of 1.1 gigawatts and investments amounting to \$1.5 billion. It is worth noting that this project is the largest of its kind in wind energy production in the Middle East.

The project is one of the largest projects, with a project capacity of 1.1 gigawatts. The project works to save 840 thousand tons of fuel annually and reduce 2.4 million tons of carbon dioxide gas annually, in addition to supplying the project to one million residential units with electricity and providing 6 thousand direct and indirect job opportunities.

The project comes within the Egyptian state's policy to expand the participation of the private sector in implementing projects and pumping investments, by encouraging international, Arab and local companies to enter the field of investments in green energy projects.

## Presentation of a document on the most prominent strategic directions of the Egyptian economy (2024-2030)

Source: Document on the most prominent strategic directions of the Egyptian economy 2024-2030

Dr. Mostafa Madbouly, Prime Minister, directed the presentation of the document “The Most Prominent Strategic Directions for the Egyptian Economy (2024-2030),” in the second phase of the national dialogue sessions, where the Cabinet spokesman indicated that Egypt has a comprehensive and ambitious vision represented in Egypt’s strategy for sustainable development.” Egypt - 2030”.

The spokesman for the Presidency of the Council of Ministers stressed the ability of the Egyptian economy to achieve Egypt’s strategy for sustainable development “Egypt - 2030”, especially after many reforms were made in the structure of the Egyptian economy over the past years, which were reflected in the improvement of many economic indicators.

The document identified 8 proposed strategic directions to achieve the required reforms, which are as follows: achieving strong, comprehensive and sustainable economic growth that supports the renaissance of the Egyptian state, economic sectors leading the renaissance of the Egyptian state, a life that advances the aspirations of Egyptians, our youth are the basis of our renaissance, predictable economic policies that support macroeconomic stability, a competitive economy. Sustainable, knowledge-based, a pioneering role for Egypt in the global economy, and effective participation of Egyptians abroad in consolidating the foundations of the renaissance of the Egyptian state.

## SHMFF signs a memorandum of cooperation with the United Nations Human Settlements Program to support the implementation of the housing strategy

Source: SHMFF

Within the Egyptian state’s directions to support the availability of adequate housing for Egyptian citizens, the United Nations Human Settlements Program (UN-Habitat) and the Social Housing and Real Estate Finance Support Fund signed a cooperation agreement at the Fund’s headquarters. The agreement aims to enhance the availability of adequate housing for all by supporting national housing policies and programs and activating The roles of various agencies and parties, especially stimulating rental markets and enhancing housing data and frameworks for making appropriate and attractive housing units available to different groups and providing them, especially for low-income residents.

Mrs. Mai Abdel Hamid explained that the presidential program “Housing for All Egyptians” has contributed to supporting the Egyptian housing strategy since its launch in 2020, as the Fund contributed to supporting the third and fourth axes of the strategy, by benefiting 548.7 thousand families, meaning more than 2.2 million citizens. Assuming that the average family size is 4 individuals, with a total value of cash support granted amounting to 9.1 billion pounds, and total financing worth 66.1 billion pounds from 30 funding agencies.

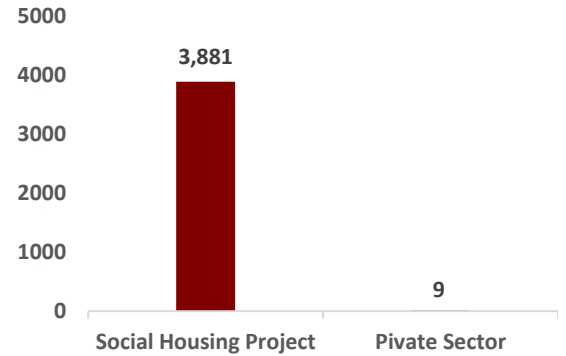
She added that the Social Housing and Real Estate Finance Support Fund contributed to reducing the increase in informal housing, by completing the implementation of 648 thousand housing units until the end of 2023 and allocating 556 thousand housing units, of which 80% are in new urban cities, in addition to reducing the gap in demand for housing from Through the construction of about 66% of the total government housing units, supporting the real estate and construction sector by 12%, and providing 4.2 million new direct and indirect job opportunities.



## SHMFF Performance January 2024

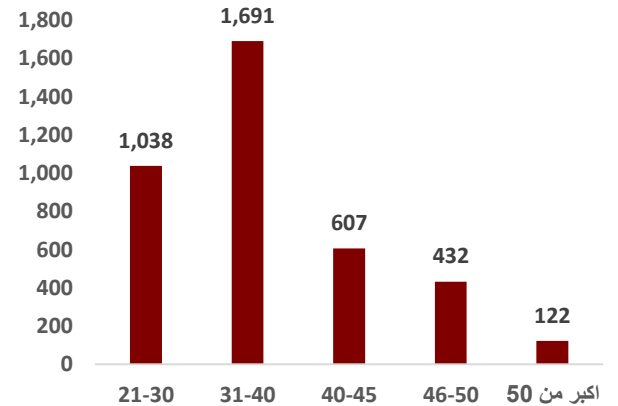
### A- Total No. Of Beneficiaries According to Project Type

Beneficiaries from the (social housing projects) category represent the highest beneficiaries numbering (3,881) beneficiaries, constituting to 99,8% out of the total number of beneficiaries.



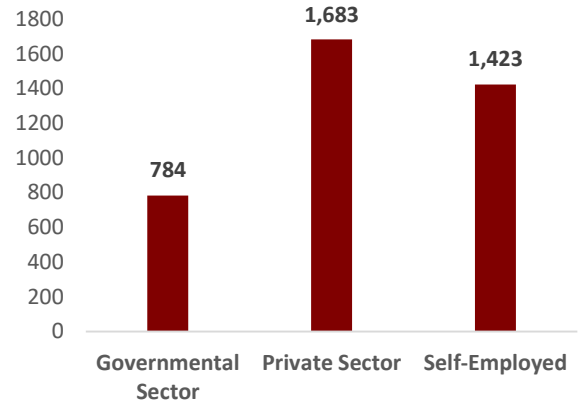
### B- Total No. Of Beneficiaries According to Age Group

Beneficiaries from age group (31 – 40) represent the highest beneficiaries numbering (1,691) beneficiaries constituting to 43.5% out of the total number of beneficiaries, then comes age group (21 – 30) numbering (1,038) beneficiaries constituting to 26.7% out of the total number of beneficiaries, then comes age group (40–45) numbering (607) beneficiaries constituting to 15.6% out of the total number of beneficiaries; then comes age group (46–50) numbering (432) beneficiaries constituting to 11.1% out of the total number of beneficiaries and lastly comes the age group (Above 50) numbering (122) beneficiaries constituting to 3.1% out of the total number of beneficiaries.



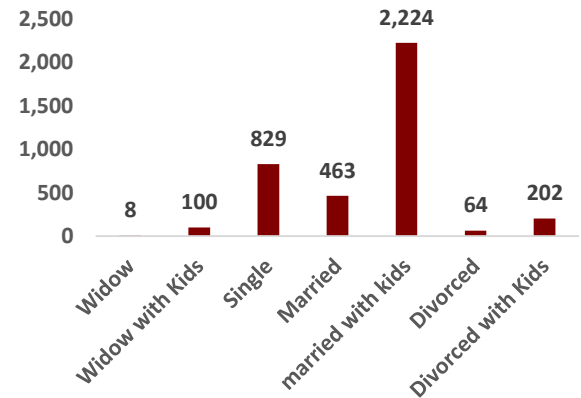
### C- Total No. Of Beneficiaries According to Work Classification

Beneficiaries from (private sector) category represent the highest beneficiaries numbering (1,683) constituting to (43.3%) out of the total number of beneficiaries, then comes (Self-Employed) category numbering (1,423) beneficiaries constituting to (36.6%) out of the total number of beneficiaries, then comes (Governmental Sector employees) category numbering (784) constituting to (20.2%).



### D- Total No. Of Beneficiaries According to Marital Status

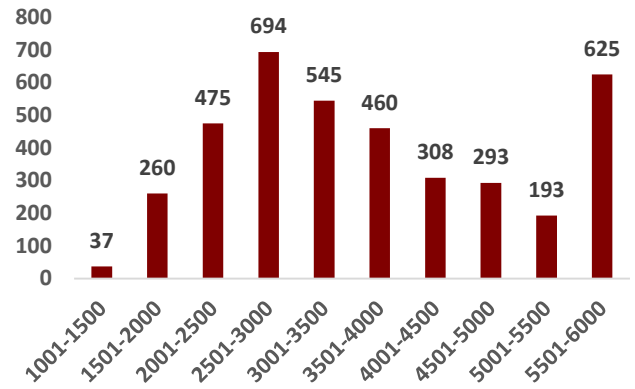
Beneficiaries from (married with kids) category represents the highest beneficiaries numbering (2,224) beneficiaries constituting to 57.2% out of the total number of beneficiaries, then comes (Single) category numbering (829) beneficiaries constituting to 21.3% out of the total number of beneficiaries, then comes (married) category numbering (463) beneficiaries constituting to 11.9% out of the total number of beneficiaries, then comes (Divorced with Kids) category numbering (202) beneficiaries constituting to 5.1% out of the total number of beneficiaries, then comes (Widow with Kids) category numbering (100) beneficiaries constituting to 2.5% out of the total number of beneficiaries, then comes (Divorced) category numbering (64) beneficiaries constituting to 1.6% out of the total number of beneficiaries, then comes (Widow) category numbering (8) beneficiaries constituting to 0.2% out of the total number of beneficiaries.





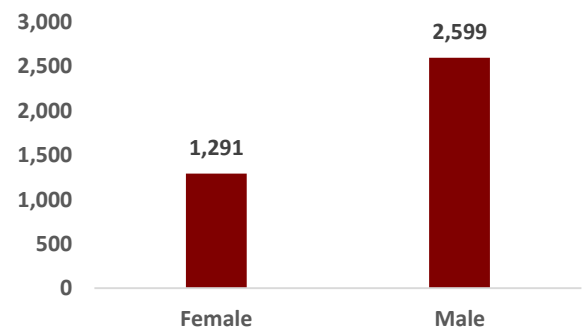
### E- Total No. Of Beneficiaries According to Income Level

Beneficiaries from the income level (2501-3000) represents the highest beneficiaries numbering (694) beneficiaries constituting to (17.8%) out of the total number of beneficiaries. SHMFF grants subsidies to income levels between LE 1001 as a minimum, up to LE 6,000 max.



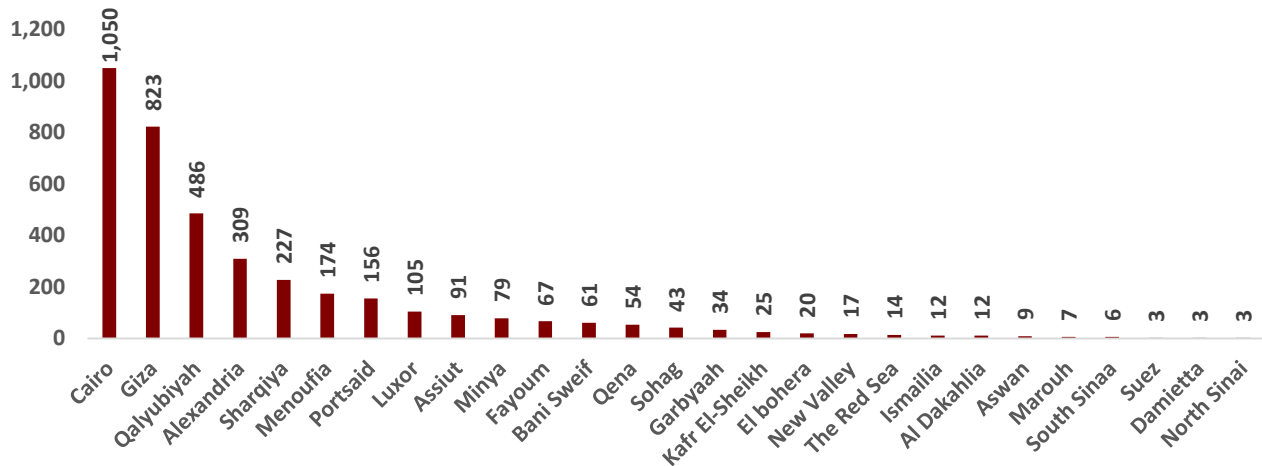
### F- Total No. Of Beneficiaries According to Gender

Beneficiaries from (male) category represents the highest beneficiaries numbering 2,559 constituting to (66.8%) out of the total number of beneficiaries, while (Female) category numbering (1,291) constituting to (33.2%) out of the total number of beneficiaries.



### G- Total No. Of Beneficiaries According to Governorates

Beneficiaries from (Cairo governorate) represents the highest beneficiaries numbering (1,050) constituting to (27%) out of the total Number of beneficiaries, and beneficiaries from North Sinai, Damietta and Suez governorates represent the lowest beneficiaries numbering (3) beneficiary for each of them out of the total number of beneficiaries.



### H- Total No. Of Beneficiaries granted Subsidies by the Fund

Item	No. of Beneficiaries	Value of Subsidy (LE)
1/1/2024 to 31/1/2024	3,890	71,672,700

\* Average Subsidy represents L.E 18,424 per beneficiary.

**R- Total No. Of Beneficiaries received loans According to Lenders**

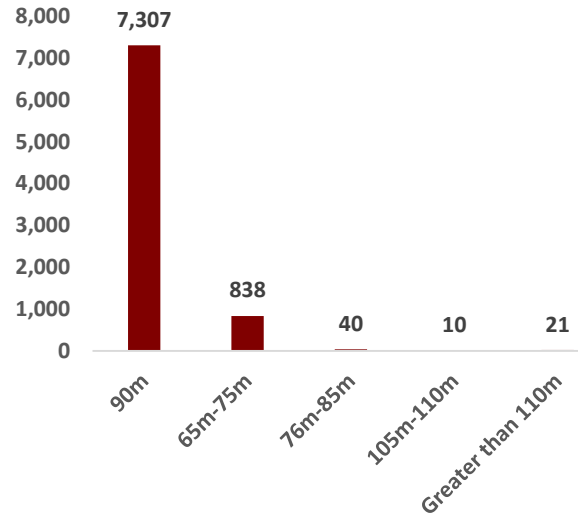
<b>Lender</b>	<b>No. of beneficiaries</b>	<b>Mortgage Amount (Million L.E)</b>
National Bank of Egypt	810	149,331,101.65
Commercial International Bank	68	15,909,000
Egyptian Agricultural Bank	187	26,481,486
Arab African International Bank	44	7,747,008
Egyptian Arab Land Bank	4	729,587
Egyptian Gulf Bank	29	4,502,016
Arab Investment Bank	76	17,793,543
Housing and Development Bank	200	43,207,970
Industrial Development Bank	53	7,583,227
Arab Banking Company Bank	28	4,103,275
Cairo Bank	759	137,802,215
Qatar National Bank Al Ahli	441	91,828,569
National bank of Kuwait	5	888,591
Arab Banking Corporation Bank - Egypt	28	6,018,198
Mashreq Bank	40	7,223,854
United Bank	49	6,754,457
Faisal Islamic Bank of Egypt	3	579,483
Suez Canal Bank	5	1,031,884
Egypt Bank	1,060	166,543,281
Al-Tameer Real Estate Finance Company	1	289,744
<b>Total</b>	<b>3,890</b>	<b>696,348,489</b>

\* Average Mortgage represents of L.E 179,009 per beneficiary.



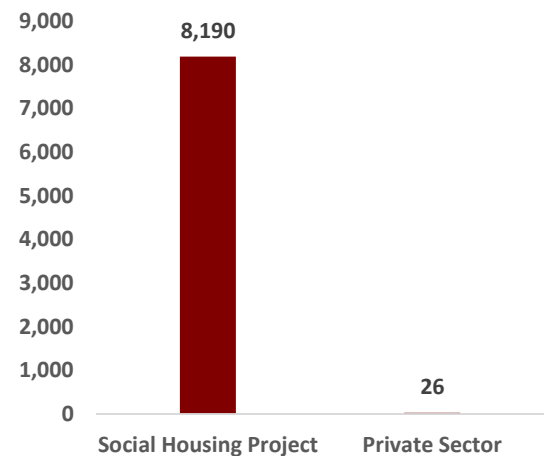
## Total No. Of Allocated Units

The total number of allocated units reached (8,216) units during January 2024, The units with size (90m<sup>2</sup>) represents the highest percentage with (7,307) units represents (88.9%) out of the total number of allocated units, then comes the units with size category ranges between (65m<sup>2</sup>-75m<sup>2</sup>) with 838 units represents 10.2%, the units with size category ranges between (76m<sup>2</sup>-85m<sup>2</sup>) with 40 units represents 0.5%, the units with size category (105 m<sup>2</sup>- 110m<sup>2</sup>) with 10 units represents 0.1%, the units ( greater than 110m) with 21 units represents 0.3%.



## Total No. Of Allocated Units based on project type

The number of units allocated through social housing projects reached 8,190 alone, and the number of units allocated through private sector projects reached 26 units, out of a total number of 8,216 units allocated during the month of January.



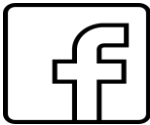


## Call Center Operation Performance

Item	Total Number of Received Calls		Total Number of Answered Calls	Total Number of non-Answered Calls	Service Level	Average Response speed	Average Call Duration
	Voice Services	customer Services					
January 2024	26,361	59,660	39,825	19,835	76.9%	00:04:37	00:02:56



## SHMFF Activity on Social Media



Total number of followers until the end of the month reached **654 followers.**



The total number of followers of the Fund's Instagram page reached the end of January 2024 **15.3K followers.**



Total number of subscribers reached **46.3k** subscriber  
Total number of views reached **1.19M views.**

# Fund's Media Events and Internal Activities

**بروتوكولات**

12- التوقيع الرئيس والسابعة الصحفية للعمليات توقيع بروتوكول تعاون مع برنامج الأمم المتحدة للمستوطنات البشرية (موندل الأمم المتحدة)، حيث تم صياغة بيان صحفي وتصوير عمليات توقيع البروتوكول ونشرها عبر القنوات الاتصالية الرسمية لتصلنق بواقع التواصل الاجتماعي.

**مسابقة "الإسكان الأخضر منخفض التكلفة"**

8- صياغة وتصميم وولاب الدعاية لمسابقة الإسكان الأخضر منخفض التكلفة، تمهيدا لاستخدامها في الحفل الختامي وتوزيع جوائز مسابقة الإسكان الأخضر منخفض التكلفة.

**بروتوكولات**

11- التوقيع الرئيس والسابعة الإعلامية للعمليات عقد بروتوكول تعاون مع بنك CIB، وذلك بمقر البنك في الجيزة، حيث تم صياغة بيان صحفي لإبراز أهم فوائد البروتوكول للصحف ووسائل الإعلام بالإضافة إلى تصوير عمليات التوقيع، وتم نشر ذلك عبر القنوات الاتصالية الرسمية التابعة للمنشورق.

**مسابقة "الإسكان الأخضر منخفض التكلفة"**

5- المشاركة والتوقيع الرئيس للاجتماعات الدورية للجنة الفنية لمسابقة "الإسكان الأخضر منخفض التكلفة"، تحضيريا للحفل الختامي للمسابقة والمقرر عقده في 25 فبراير المقبل، كما صممت إدارة صور توضيحية ومواد دعائية وتبنيها خاصة بالمسابقة ونشرها عبر القنوات الاتصالية الرسمية للمنشورق بواقع التواصل الاجتماعي.

**مسابقة "الإسكان الأخضر منخفض التكلفة"**

6- صياغة وتصميم وتبني هام للمشاركين في مسابقة تصميم الإسكان الأخضر منخفض التكلفة بأن تلقى الأعمال المشاركة بالمسابقة سوف يكون يومي 29-28 يناير. وتم نشر التنبية في جميع المواقع الإلكترونية والصفحات الرسمية التابعة للمنشورق والمركز القومي لبحوث الإسكان والبناء.

**تصميمات**

13- تصميم تنبئة النمو التنبية في ثلاث ورقة كما تم نشره في القنوات الاتصالية الرسمية التابعة للمنشورق بواقع التواصل الاجتماعي.



## Total No. of SMS (1124-9311)

The Total No. of SMS received through (1124) service Reached 24,419 SMS, with average 787 daily SMS and The Total No. of SMS through (9311) Service Reached 1,010 SMS, with average 32 daily SMS.



## Social Housing Violations

### 1- Statement of Social Housing Violations allegation January 2024

Type of Allegation	NO.
Allegations of conviction.	379
Allegations of innocence.	9

### 2- Statement of the judgments of Social Housing violations January 2024

Judgments and cases	No.
<b>Default Judgment</b>	
A default judgment of a fine and the unit return to the fund.	366
A default judgment of a fine.	1
A default judgment of an imprisonment and the unit return to the fund.	9
A default judgment of a fine, an imprisonment, and the unit return to the fund.	3
<b>Total</b>	<b>379</b>



## Summary of Applicant's Complaints and Requests

### 1- Summary Report of Requests for the Technical Operations (090071117 – 1188 – 5999 – 5777):

#	Requests received through the Fund's customer service	total
1	Request to change the financing party	1332
2	Requests to follow up on customers suspended at the bank's stages	708
3	Customer follow-up requests rejected by the bank's stages	191
4	Request to modify basic customer data	949
5	Follow up customer requests with a list of rejected and pending requests	216
6	Requests to follow up on suspended clients in the Fund's stages	198
7	Requests to follow up on customers stopped at the customer service stage	245
8	Requests to follow up on customers stopped at the entry stages	60
9	Requests to follow up on customers stuck on the waiting list	0
10	Requests to follow the C services website	1159
11	Assignment of the project registered on the system	9
12	Requests to follow up on clients applying for the Misr Residence - Dar Misr - Jannah advertisement	31
13	Requests for re-inquiry by mail	1198
14	Grievances related to inquiries	36
15	Continue entering re-query requests	190
16	Requests for re-inquiry and customer service (Port Said Project)	21
17	Egyptian Post follow-up requests	249
18	Request to contact inquiry companies due to the inquiry representative requesting sums of money	6
19	Requests for the tenth advertisement	0
20	Report sending a text message with a link to the complaints system	26
21	Requests to follow up on registration on the website	0
22	Requests to follow up on customers for whom there is no data on the system	23
<b>Total</b>		<b>6874</b>

### 2- A Summary of Applicants Complaints from the Following Entities:

Complaints received channels		
Received channels "Direct"		
1	SHMFF Complaints Portal.	5,549
2	Complaints Received from High board.	162
3	Complaints Received on Post office.	21
Received channels "Indirect"		
4	Complaints Received on the Ministry's Customer Service.	3,970
5	Complaints Received on 15100 of Ministry of Housing	31
<b>Total.</b>		<b>9,733</b>





# Social Housing and Mortgage Finance Fund



[www.shmff.gov.eg](http://www.shmff.gov.eg)

44 - 46 Giza st – front of State Council – Dokki – Giza – P.O :289