

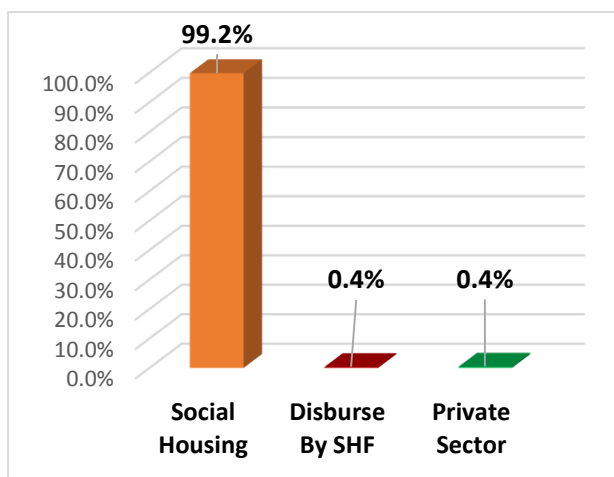
**SOCIAL HOUSING AND MORTGAGE FINANCE FUND
PERFORMANCE REPORT
AUGUST 2018**

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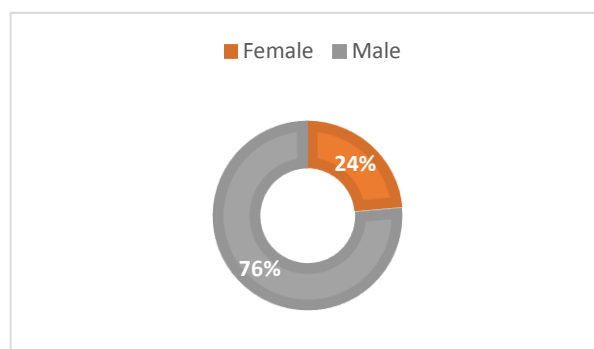
Total no of beneficiaries according to project type:

Project type	August 2018	%
Social Housing	7150	99.2%
Disburse By SHF	21	0.4%
Private Sector	30	0.4%
Total	7201	100%



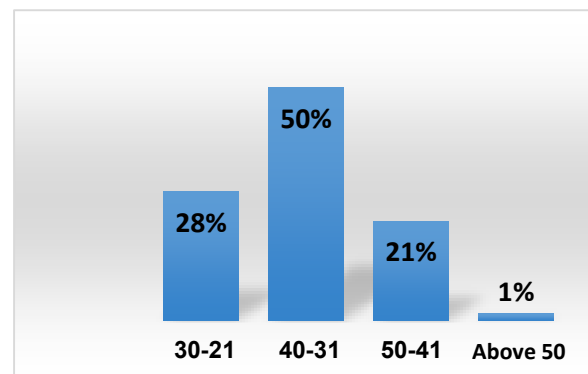
Total no of beneficiaries according to gender:

Gender	August 2018	%
Female	1698	24%
Male	5503	76%
Total	7201	100%



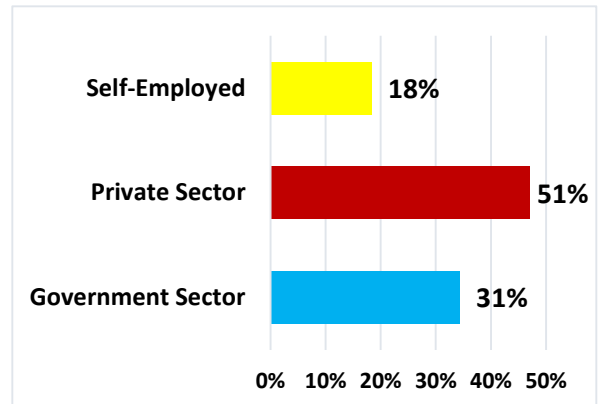
Total no of beneficiaries according to age group:

Age Group	August	%
21-30	1983	28%
31-40	3580	50%
41-50	1530	21%
Above 50	108	1%
Total	7201	100%



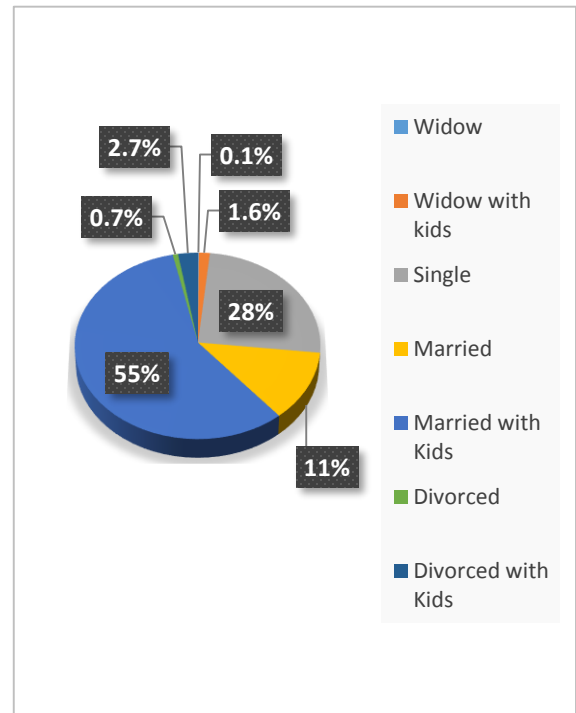
Total no of beneficiaries according to work classification:

Work Classification	August 2018	%
Government Sector	2218	31%
Private Sector	3664	51%
Self-Employed	1319	18%
Total	7201	100%



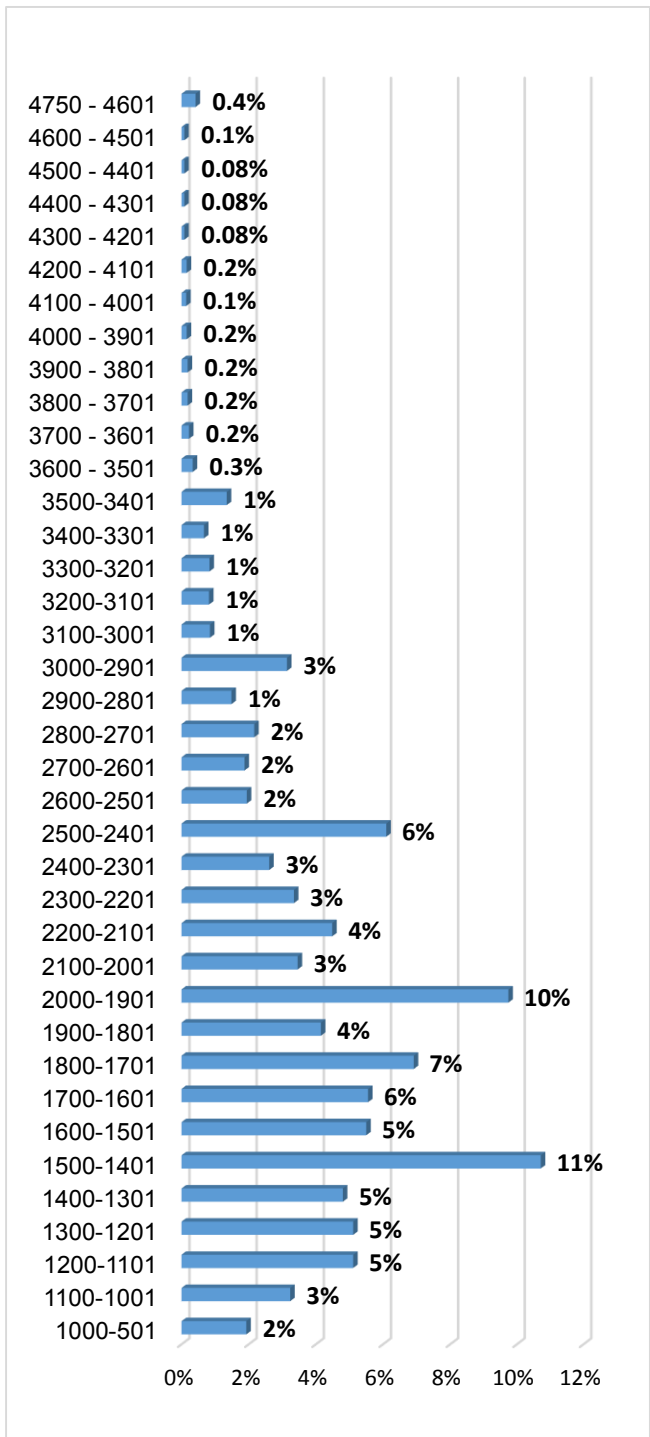
Total no of beneficiaries according to marital status:

Marital Status	August 2018	%
Widow	5	0.1%
Widow with kids	114	1.6%
Single	2038	28%
Married	804	11%
Married with Kids	3993	55%
Divorced	50	0.7%
Divorced with Kids	197	2.7%
Total	7201	100%



Total no of beneficiaries according to income level:

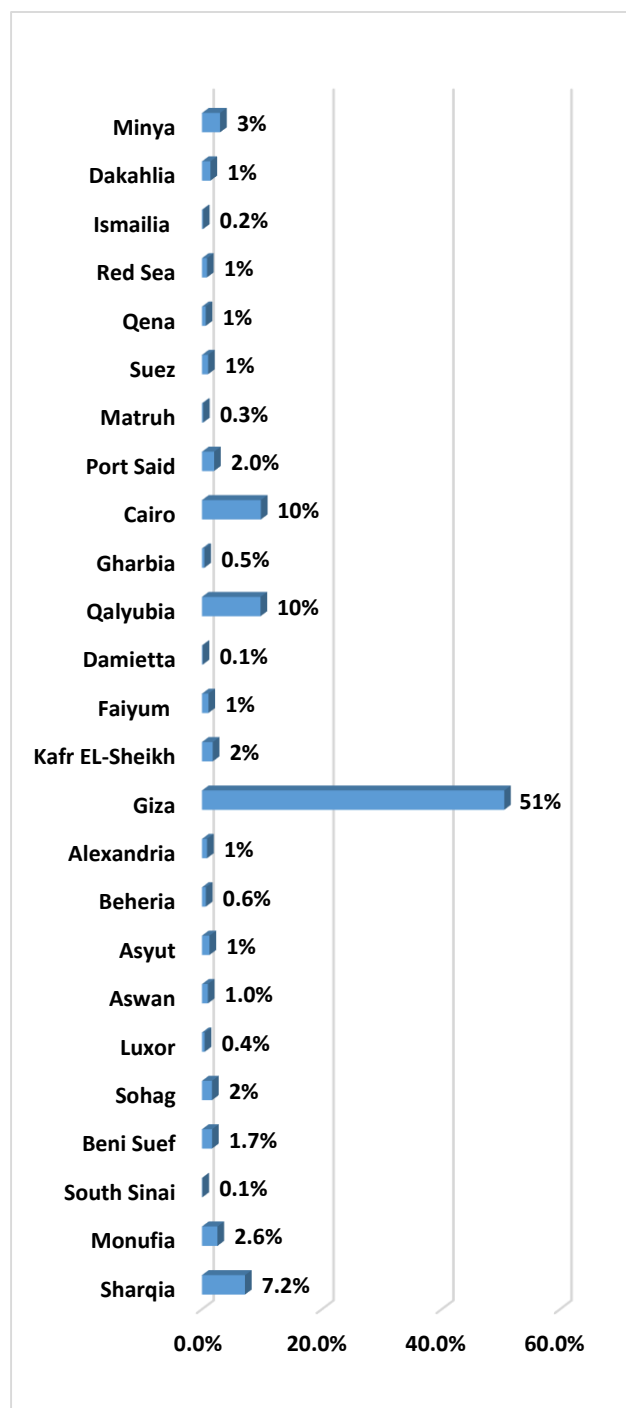
Income-Level	August 2018	%
501-1000	139	2%
1001-1100	233	3%
1101-1200	368	5%
1201-1300	368	5%
1301-1400	346	5%
1401-1500	772	11%
1501-1600	396	5%
1601-1700	400	6%
1701-1800	498	7%
1801-1900	299	4%
1901-2000	702	10%
2001-2100	249	3%
2101-2200	323	4%
2201-2300	241	3%
2301-2400	188	3%
2401-2500	438	6%
2501-2600	140	2%
2601-2700	135	2%
2701-2800	156	2%
2801-2900	107	1%
2901-3000	226	3%
3001-3100	61	1%
3101-3200	59	1%
3201-3300	60	1%
3301-3400	48	1%
3401-3500	97	1%
3501-3600	24	0.3%
3601-3700	16	0.2%
3701-3800	13	0.2%
3801-3900	13	0.2%
3901-4000	11	0.2%
4001-4100	10	0.1%
4101-4200	11	0.2%
4201-4300	6	0.08%
4301-4400	6	0.08%
4401-4500	6	0.08%
4510-4600	6	0.1%
4601-4750	30	0.4%
Total	7201	100%



Average Income Level: 1,955

Total no of beneficiaries according to governorates:

Governorate	August 2018	%
Sharqia	516	7.2%
Monufia	185	2.6%
South sinai	4	0.1%
Beni suef	121	1.7%
Sohag	120	2%
Luxor	32	0.4%
Aswan	70	1.0%
Asyut	90	1%
Beheria	46	0.6%
Alexandria	61	1%
Giza	3641	51%
Kafr El Sheikh	129	2%
Faiyum	77	1%
Damietta	8	0.1%
Qalyubia	703	10%
Gharbia	28	0.5%
Cairo	707	10%
Port said	145	2.0%
Matruh	12	0.3%
Suez	73	1%
Qena	44	1%
Red sea	60	1%
Ismailia	11	0.2%
Dakahlia	101	1%
Minya	217	3%
Total	7201	100%



Total subsidy amount

Year	Total no of beneficiaries	subsidy amount
August 2018	7,201	100,025,841
Total	7,201	100,025,841

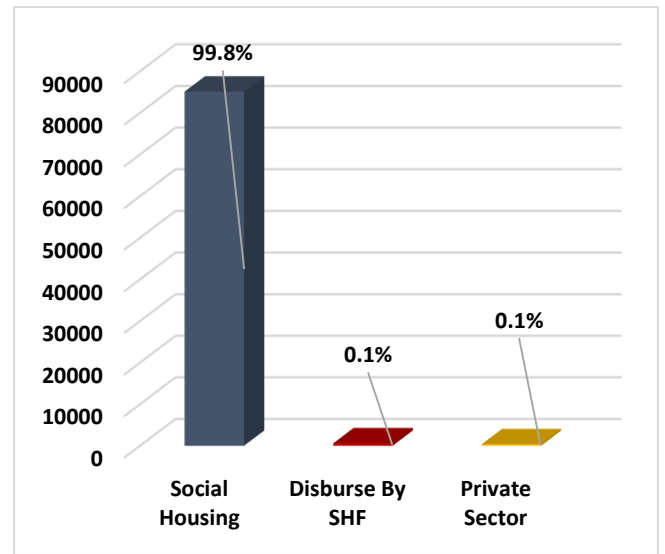
Average Subsidy Amount: 15,279

Total Mortgage Amount:

Lenders	Total no of beneficiaries	Mortgage amount
National bank of EGYPT	2,061	210,022,460
Banque Misr	1,353	146,902,110
Housing & development bank	769	71,921,017
Banque du caire	792	68,914,261
Industrial Development Bank	421	43,734,107
Commercial International bank	373	41,568,100
Arab African International Bank	368	39,116,898
ALOULA	150	17,113,124
QNB ALAHLI	120	12,731,620
BLOM Bank Egypt	119	12,469,306
SAIB Bank	114	11,556,288
The United Bank OF Egypt	87	9,628,742
Union National Bank	83	8,824,688
Egyptian Arab Land Bank	76	8,206,558
Ahly Mortgage Finance	64	7,204,726
Contact	61	6,352,482
Amlak	59	6,315,614
Arab Investment Bank	47	4,307,562
Ahly United Company	31	3,027,818
Faisal Islamic bank	27	2,555,510
EG Bank	20	1,806,088
National Bank Of kuwait	6	609,900
Total	7,201	734,888,980

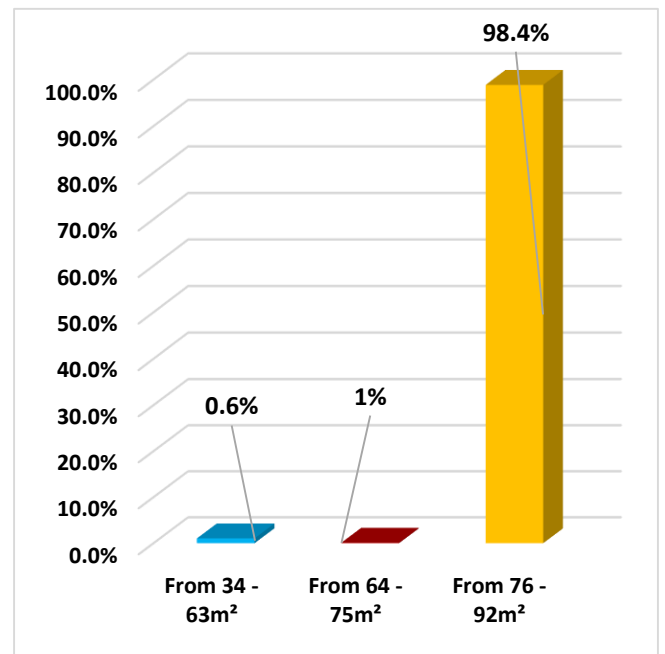
Total no of allocated units:

Allocated Units	August 2018	%
Social Housing	6283	99.8%
Disburse By SHF	3	0.1%
Private Sector	5	0.1%
Total	6291	100%



Total no of allocated units according to unit's size:

Size of Allocated Units	August 2018	%
From 34 - 63m ²	38	0.6%
From 64 - 75m ²	62	1%
From 76 - 92m ²	6191	98.4%
Total	6291	100%



Total number of messages 1124:

Date	Total Number Of Messages
August-2018	66,532
Total	66,532

Call Center operation report:

Date	Total Number Of Received Calls	Total Number Of Answered Calls	Total Number Of non-Answered Calls before 30 sec	percentage Of non-Answered Calls before 30 sec	Total Number Of non-Answered Calls	Percentage Of non-Answered Calls	Service Level	Average Response-speed	Average Call Duration
Aug-2018	138,842	115,269	11,385	8%	23,481	16.9%	83%	0:00:35	0:02:38
Total	138,842	115,269	11,385	8%	23,481	16.9%	83%	0:00:35	0:02:38

