

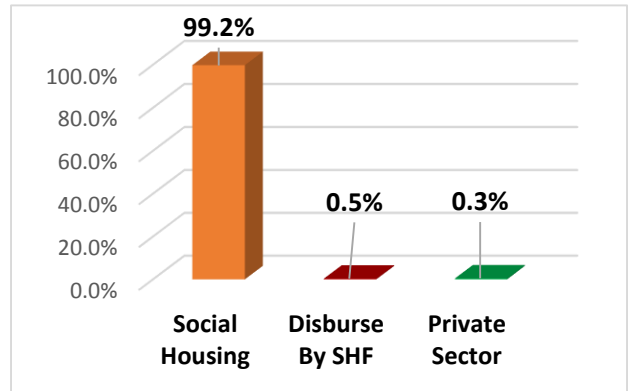
**SOCIAL HOUSING AND MORTGAGE FINANCE FUND  
PERFORMANCE REPORT  
NOVEMBER 2018**

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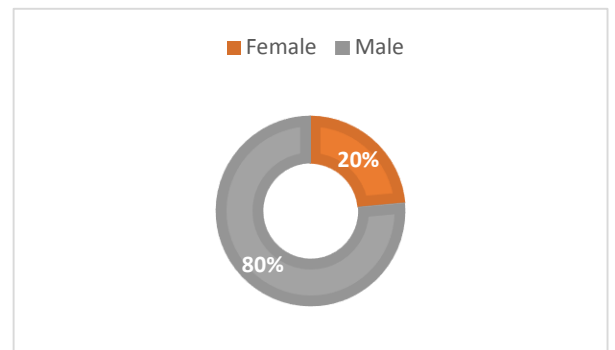
**Total no of beneficiaries according to project type:**

| Project type    | November 2018 | %           |
|-----------------|---------------|-------------|
| Social Housing  | 8502          | 99.2%       |
| Disburse By SHF | 45            | 0.5%        |
| Private Sector  | 29            | 0.3%        |
| <b>Total</b>    | <b>8576</b>   | <b>100%</b> |



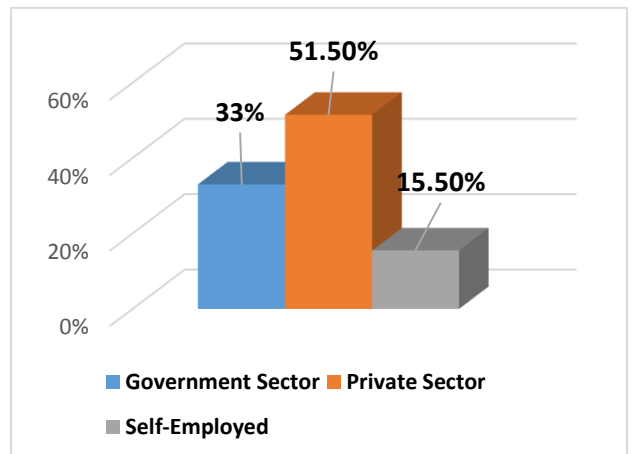
**Total no of beneficiaries according to gender:**

| Gender       | November 2018 | %           |
|--------------|---------------|-------------|
| Female       | 1741          | 20%         |
| Male         | 6835          | 80%         |
| <b>Total</b> | <b>8576</b>   | <b>100%</b> |



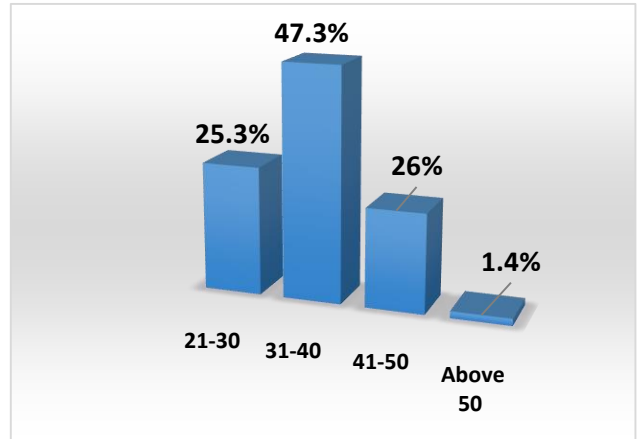
**Total no of beneficiaries according to work classification:**

| Work Classification | November 2018 | %           |
|---------------------|---------------|-------------|
| Government Sector   | 2832          | 33%         |
| Private Sector      | 4416          | 51.5%       |
| Self-Employed       | 1328          | 15.5%       |
| <b>Total</b>        | <b>8576</b>   | <b>100%</b> |



**Total no of beneficiaries according to age group:**

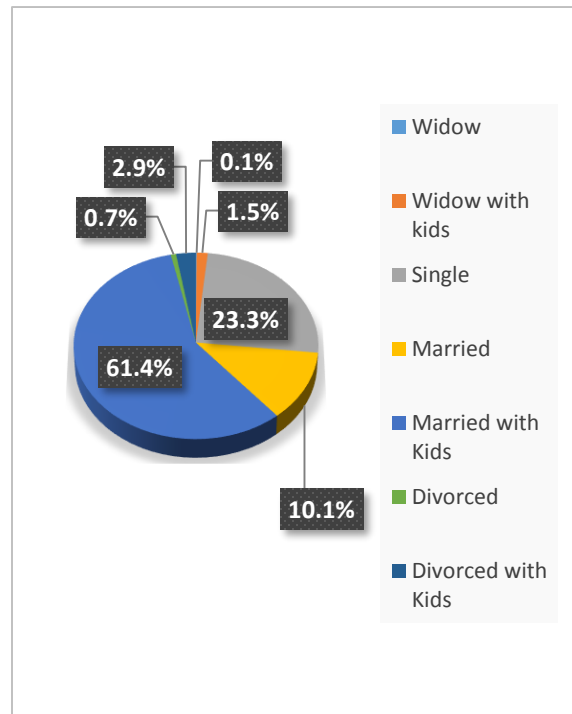
| Age Group    | November 2018 | %           |
|--------------|---------------|-------------|
| 21-30        | 2174          | 25.3%       |
| 31-40        | 4054          | 47.3%       |
| 41-50        | 2224          | 26%         |
| Above 50     | 124           | 1.4%        |
| <b>Total</b> | <b>8576</b>   | <b>100%</b> |



**Average age: 36 years.**

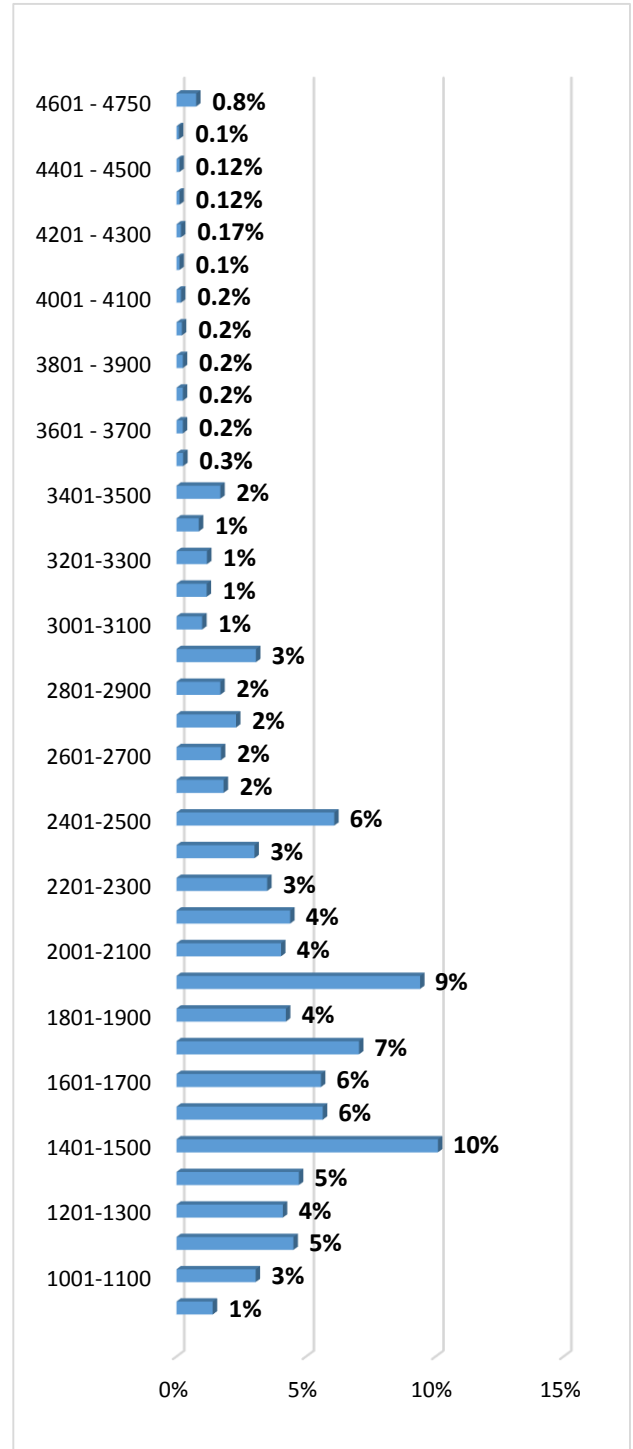
**Total no of beneficiaries according to marital status:**

| Marital Status     | November 2018 | %           |
|--------------------|---------------|-------------|
| Widow              | 12            | 0.1%        |
| Widow with kids    | 126           | 1.5%        |
| Single             | 1995          | 23.3%       |
| Married            | 868           | 10.1%       |
| Married with Kids  | 5262          | 61.4%       |
| Divorced           | 62            | 0.7%        |
| Divorced with Kids | 251           | 2.9%        |
| <b>Total</b>       | <b>8576</b>   | <b>100%</b> |



**Total no of beneficiaries according to income level:**

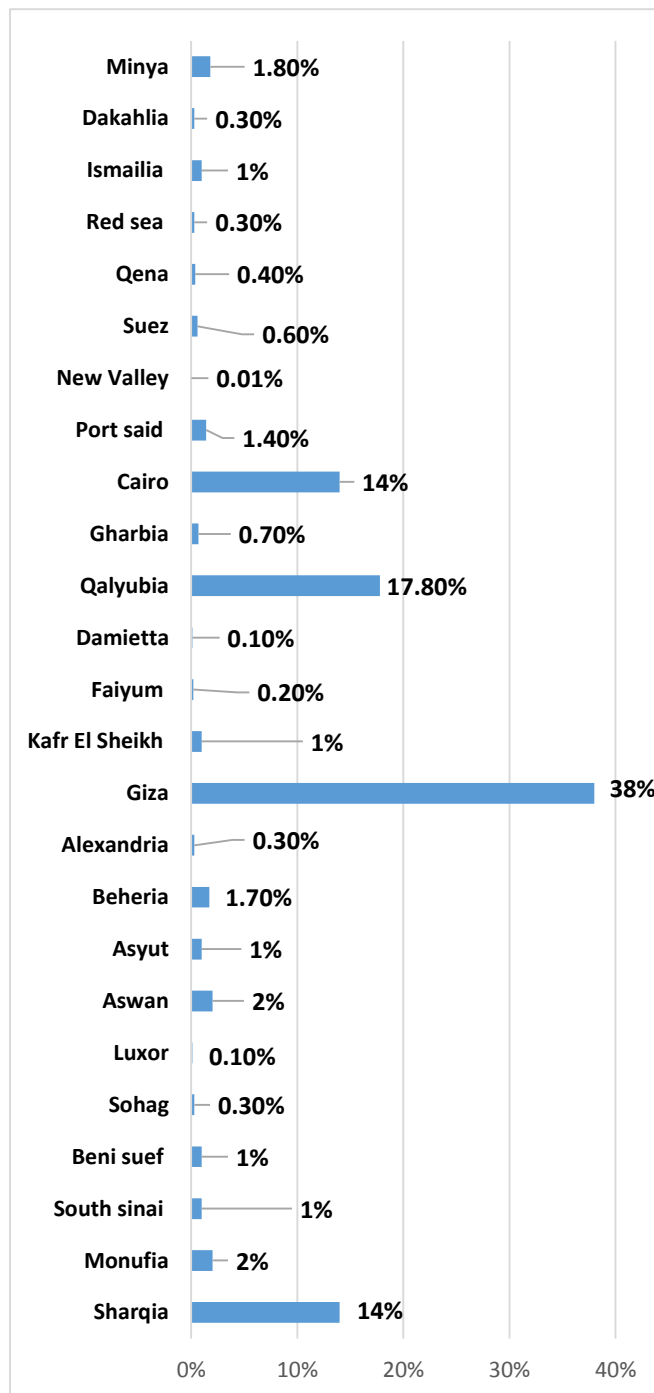
| Income-Level | November 2018 | %    |
|--------------|---------------|------|
| 501-1000     | 120           | 1%   |
| 1001-1100    | 262           | 3%   |
| 1101-1200    | 387           | 5%   |
| 1201-1300    | 352           | 4%   |
| 1301-1400    | 405           | 5%   |
| 1401-1500    | 865           | 10%  |
| 1501-1600    | 484           | 6%   |
| 1601-1700    | 478           | 6%   |
| 1701-1800    | 604           | 7%   |
| 1801-1900    | 362           | 4%   |
| 1901-2000    | 806           | 9%   |
| 2001-2100    | 346           | 4%   |
| 2101-2200    | 376           | 4%   |
| 2201-2300    | 300           | 3%   |
| 2301-2400    | 258           | 3%   |
| 2401-2500    | 522           | 6%   |
| 2501-2600    | 156           | 2%   |
| 2601-2700    | 147           | 2%   |
| 2701-2800    | 197           | 2%   |
| 2801-2900    | 145           | 2%   |
| 2901-3000    | 263           | 3%   |
| 3001-3100    | 85            | 1%   |
| 3101-3200    | 100           | 1%   |
| 3201-3300    | 101           | 1%   |
| 3301-3400    | 74            | 1%   |
| 3401-3500    | 145           | 2%   |
| 3501-3600    | 22            | 0.3% |
| 3601-3700    | 21            | 0.2% |
| 3701-3800    | 21            | 0.2% |
| 3801-3900    | 21            | 0.2% |
| 3901-4000    | 18            | 0.2% |
| 4001-4100    | 15            | 0.2% |
| 4101-4200    | 10            | 0.1% |
| 4201-4300    | 15            | 0.1% |
| 4301-4400    | 10            | 0.1% |
| 4401-4500    | 10            | 0.1% |
| 4510-4600    | 8             | 0.1% |
| 4601-4750    | 65            | 0.8% |
| Total        | 8576          | 100% |



**Average Income Level: 2,014**

## Total no of beneficiaries according to governorates:

| Governorate    | November 2018 | %           |
|----------------|---------------|-------------|
| Sharqia        | 1220          | 14%         |
| Monufia        | 140           | 2%          |
| South sinai    | 73            | 1%          |
| Beni suef      | 91            | 1%          |
| Sohag          | 39            | 0.3%        |
| Luxor          | 8             | 0.1%        |
| Aswan          | 185           | 2%          |
| Asyut          | 52            | 1%          |
| Beheria        | 150           | 1.7%        |
| Alexandria     | 40            | 0.3%        |
| Giza           | 3220          | 38%         |
| Kafr El Sheikh | 51            | 1%          |
| Faiyum         | 22            | 0.2%        |
| Damietta       | 7             | 0.1%        |
| Qalyubia       | 1530          | 17.8%       |
| Gharbia        | 56            | 0.7%        |
| Cairo          | 1231          | 14%         |
| Port said      | 118           | 1.4%        |
| New Valley     | 1             | 0.01%       |
| Suez           | 48            | 0.6%        |
| Qena           | 36            | 0.4%        |
| Red sea        | 30            | 0.3%        |
| Ismailia       | 48            | 1%          |
| Dakahlia       | 28            | 0.3%        |
| Minya          | 152           | 1.8%        |
| <b>Total</b>   | <b>8576</b>   | <b>100%</b> |



**Total subsidy amount:**

| Year          | Total no of beneficiaries | subsidy amount |
|---------------|---------------------------|----------------|
| November 2018 | 8,576                     | 124,886,611    |
| Total         | 8,576                     | 124,886,611    |

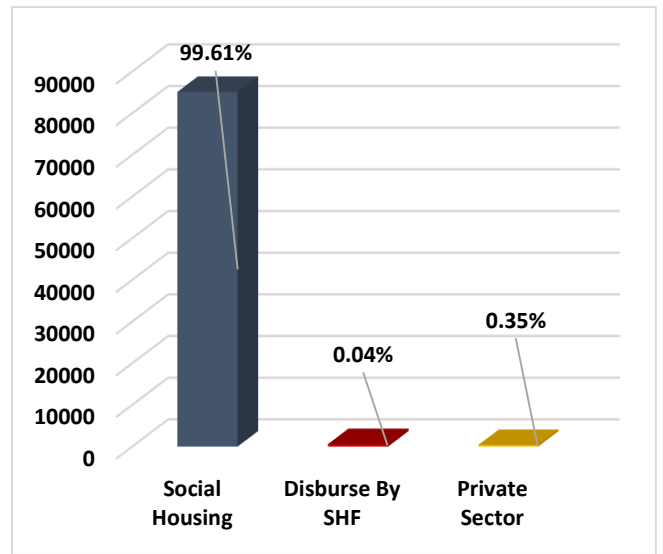
**Average Subsidy Amount: 14,562**

**Total Mortgage Amount:**

| Lenders                         | Total no of beneficiaries | Mortgage amount    |
|---------------------------------|---------------------------|--------------------|
| National bank of EGYPT          | 3017                      | 308,841,500        |
| Banque Misr                     | 1012                      | 107,378,844        |
| Banque du caire                 | 1064                      | 93,719,247         |
| Housing & development bank      | 754                       | 69,899,706         |
| Commercial International bank   | 352                       | 38,221,800         |
| Industrial Development Bank     | 378                       | 38,449,469         |
| Contact                         | 332                       | 34,451,431         |
| BLOM Bank Egypt                 | 245                       | 25,981,813         |
| QNB ALAHLI                      | 229                       | 23,735,230         |
| ALOULA                          | 209                       | 23,671,049         |
| Ahly Mortgage Finance           | 207                       | 22,748,680         |
| The United Bank OF Egypt        | 149                       | 16,354,351         |
| Egyptian Arab Land Bank         | 116                       | 12,315,688         |
| Arab African International Bank | 113                       | 11,950,213         |
| Union National Bank             | 96                        | 10,200,145         |
| SAIB Bank                       | 77                        | 7,765,654          |
| Amlak                           | 56                        | 6,322,563          |
| Arab Investment Bank            | 68                        | 6,046,769          |
| EG Bank                         | 45                        | 3,972,470          |
| Ahly Mortgage Finance           | 64                        | 7,204,726          |
| Faisal Islamic bank             | 29                        | 2,981,431          |
| National Bank Of kuwait         | 24                        | 2,332,176          |
| Credit Agricole Egypt           | 4                         | 399,207            |
| <b>Total</b>                    | <b>8,576</b>              | <b>876,739,436</b> |

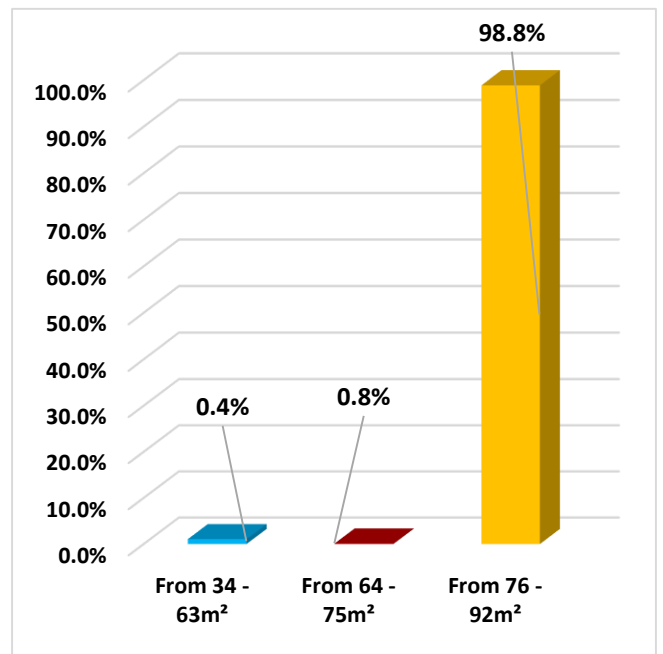
**Total no of allocated units:**

| Allocated Units | November 2018 | %           |
|-----------------|---------------|-------------|
| Social Housing  | 7580          | 99.61%      |
| Disburse By SHF | 3             | 0.04%       |
| Private Sector  | 27            | 0.35%       |
| <b>Total</b>    | <b>7610</b>   | <b>100%</b> |



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

| Size of Allocated Units    | November 2018 | %           |
|----------------------------|---------------|-------------|
| From 34 - 63m <sup>2</sup> | 31            | 0.4%        |
| From 64 - 75m <sup>2</sup> | 63            | 0.8%        |
| From 76 - 92m <sup>2</sup> | 7516          | 98.8%       |
| <b>Total</b>               | <b>7610</b>   | <b>100%</b> |





**Total no of messages 1124:**

| Date          | Total Number Of Messages |
|---------------|--------------------------|
| November 2018 | 67,243                   |
| Total         | 67,243                   |

**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 |
|----------|--------------------------------|--------------------------------|--|--|------------------------------------|----------------------------------|---------------|------------------------|-----------------------|
| Nov-2018 | 187,179                        | 130,210                        | 19,566   | 10%  | 56,963                             | 30.4%                            | 69.6%         | 0:01:23                | 0:02:53               |
| Total    | 187,179                        | 130,210                        | 19,566   | 10%  | 56,963                             | 30.4%                            | 69.6%         | 0:01:23                | 0:02:53               |

