



**Social Housing and
Mortgage Finance Fund**



4th Quarter

Performance Report 2020/2021

**Quarter Report Issued by
Social Housing and
Mortgage Finance Fund**

2021



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Performance Report . . . A quarter report shows the performance indicators of the Social Housing and Mortgage Finance Fund; The report includes an overview of the most important local and international economic news, the most important media events and the fund's internal activities that took place during the report period, and the performance indicators of the social housing program.

The report also reviews the statement of the total number of beneficiaries and the total number of units allocated, and as part of the fund's efforts to provide various means of communication with its clients, the report presents a statement of the performance of the call center, as well as the total number of messages for the inquiry service via SMS (1124), in addition to a report on The Fund's website activity and the social media pages launched by the Fund to serve its clients and respond to their inquiries, the report included a summary of clients requests and complaints, in addition to social housing violations during the reporting period.

Issue (Apr - Jun) 2021

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Social Housing and Mortgage Finance Fund



Executive Summary

- The report monitoring the most important local and international economic news that took place during the report period (Apr-Jun 2021) from various sources, whether local sources (Government authorities - advisory institutions - local banks) or global sources (international financial institutions - foreign advisory authorities)
- This report shows the results and indicators that have been achieved and highlights the expectations of local and international institutions regarding the Egyptian Economy
- In the 4th quarter of the fiscal year 2020/2021 total number of beneficiaries reached 7,393 beneficiaries; 97.3% of them are benefited from “social housing projects” according to (project type category), while 53% of beneficiaries are aged from 31-40 years old according to (age category) that represents the highest percentage of total number of beneficiaries in this category.
- 35% of the total beneficiaries are working for private sector which is the highest percentage of total number of beneficiaries in (work classification category), while 58.5% of the total beneficiaries are Married with kids, and 28.8% of the beneficiaries their monthly income is between (L.E 1501 – L.E 2000) which represents the highest percentage of total number of beneficiaries in (income levels category).
- Positive discrimination is giving for women, women with children, divorced women and widows, 27% of total beneficiaries are females, while beneficiaries from Cairo governorate reached 24.5% of total beneficiaries, that represents the highest percentage of total number of beneficiaries among other different governorates
- The total value of the subsidy granted amounted L.E 148.1 million during the 4th quarter of the fiscal year 2020/2021, with an average value of subsidy provided to each beneficiary by L.E 20 thousand. The total value of the financing granted

amounted was L.E 914 million, with an average value of financing granted to each beneficiary by L.E 122,500.

- 12,335 units have been allocated during 4th quarter of the fiscal year 2020/2021, 12,606 of them are units from Social housing projects, and units with a size of (90 m²) received the highest demanded from beneficiaries which represent 95.5% of the total allocated units.
- level of performance of the call center and customer service reached 93.3%, while the total number of SMS that have been sent to applicants on the (1124) service reached 83,178 SMS, and SHMFF's Facebook page followers reached 206,000 followers, in addition that the total number of visits to the SHMFF Portal reached 8.2 million visits. The Fund launched 19 introductory videos about its services on SHMFF official YouTube channel during the 4th quarter of the fiscal year 2020/2021, with total number of views that reached 48 thousand views.
- SHMFF call center service has received 7,221 requests and 6,704 complaints through the following numbers (090071117 - 1188 - 5999 - 5777), and also received 3,715 complaints & suggestions through different channels represented in (Government complaints portal – complaints received from high board - complaints received on the ministry's customer service).
- Total number of Violations that have been issued and sent to the Housing Directorates and Cities Authorities reached 1,992 allegations at the end of the report period, the total number of conviction allegation reached 873, and the records of innocence allegation were 77, while 210 allegations were reconciled



Egypt's Economic News

Launching the second stage of the national program for economic and social reform

Source: The Egyptian Cabinet

The Egyptian government announced the launch of the second stage of the national program for economic and social reform, under the "Structural Reform Program" within 3 years, starting from April 2021 until the fiscal year 2023/2024, focusing on three economic sectors, technology-intensive manufacturing, agriculture, and communications & information technology.

The program also aims to enhance the concept of the green economy, achieve social protection and develop the Egyptian family

the program seeks to reform 5 systems:

- **Legislation system:** by working to facilitate, simplify and standardize legislation.
- **The demographic system and population characteristics:** by developing the education, health system and strengthening social protection.
- **Government performance system:** by facilitating government transactions and defining the role of the state.
- **Logistics system:** by improving the efficiency of transportation, logistics to serve citizens and the business community.
- **The financing system:** by deepening financial inclusion and facilitating access to services.

The Economist Expected that the Egyptian economy performance will improve

Source : The Economist

The Egyptian economy is expected to improve during the second stage of the economic reform program, according to the latest reports from the Economist on Egypt, which monitored Egypt's economic situation after the pandemic.

The Egyptian government's expected the development plan 2021/2022 improvement in economic performance during the first half of fiscal year 2021/2022, and growth in the second half with control and containment of the pandemic, so their expected economic growth rate would 5.4% in 2021/2022.

The Egyptian economy achieved several successes during the first stage of the economic reform program, which contributed to increasing the GDP, reducing the budget deficit in addition to reducing the state's indebtedness. Over the next three years, the structural reform program will strengthen spending on development projects aimed at improving the standard of living of citizens and improving the services provided to them, along with continuing to support the economic sectors and groups most affected by the CORONA pandemic.

Egyptian exports increase of non-oil products

Source: Ministry of Trade and Industry

Egyptian non-oil exports achieved a remarkable increase during the first quarter of 2021 by 6%; Its value amounted \$7.44 billion, compared to \$6.99 billion during the same period in 2020.

Egyptian non-oil imports also increased by 2% to amounted \$16.99 billion, compared to \$16.68 billion during the same period in 2020.

The largest export sectors are as follows: chemical products & fertilizers, with an export value of \$1.53 billion, construction materials sector by \$1.35 billion, food industries by \$0.97 billion, as well as engineering and electronic goods sector by \$0.74 billion.

Egypt Advances in Top 2021 countries rankings

Source: U.S. News & World Report

Egypt advanced 3 places in the ranking of the best countries in 2021, as it ranked 33rd out of 78 countries around the world, compared to 36th place in 2020.

Egypt also advanced in most of the sub-categories, including: "Heritage", in which it ranked 8th compared to its 13th rank during the past two years, thanks to recent archaeological discoveries.

The classification is based on determining the preference of 78 countries around the world based on a number of characteristics that have the ability to drive trade, travel, investment and directly affect national economies

Inclusive plan to develop Egyptian families in the coming years

Source: United Nations - Ministry of Planning and Economic Development

The Ministry of Planning and Economic Development issued a report about the (Development of Egyptian Families National Project), in which it showed that the project includes 5 main axes to be implemented during 3 years (2021-2023) and these axes are as follows:

- **Providing Services:** by providing family planning methods for free, qualifying a large number of medical staff and distributing them to health facilities.
- **Economic Empowerment:** by implementation of one million micro-projects led by women, and training 2 million women in project management.
- **Legislative path:** by developing policies to control population growth, such as criminalizing underage marriage, child labor law, and birth registration.
- **Cultural and awareness:** by raising the awareness of 6 million women of childbearing age, and educating 2 million prospective couples about the population issue.
- **Digital transformation:** It aims to create a unified electronic system to automate and link the services provided to the family and integrate them with each of the marriage databases.

Cooperation opportunities between Egypt and the ECOWAS

Source: Information and Decision Support Center (IDSC)

The Information and Decision Support Center issued a report about trade cooperation between Egypt and the (ECOWAS), in which it showed that the Egyptian trade exchange with ECOWAS amounted to \$491.1 million in 2019, and Egypt's trade surplus with ECOWAS is \$354.1 million during the same year.

The Egyptian state has taken many measures to increase export opportunities with ECOWAS in the coming years, such as:

- Activating the African Continental Free Trade Area Agreement, which entered into force in January 2021.
- Implementing the Jusoor Program for Arab-African Trade to raise awareness of the export opportunities available in Africa.
- Companies such as the Arab Contractors doing more of infrastructure development projects for ECOWAS.
- Implementing the project (Cairo - Cape Town) to reduce the time of shipment of goods to 4 days instead of 28 days.
- The Egyptian exports to ECOWAS countries are petroleum oils, gas, electricity meters, installations or parts of facilities, electronic display screens, mixtures of aromatic materials, and non-woven fabrics.

Egypt achieves successful rates in of natural gas homes delivery within three years

Source: Ministry of Petroleum

The Ministry of Petroleum issued a report on the future of natural gas home delivery in Egypt. It showed that during three years, Egypt achieved successful rates represented in 3.5 million new housing units benefiting from the natural gas, in addition to 2.2 million housing units targeted during current and next year.

The ministry explained that the project aims to expand the delivery of natural gas to homes instead of butane gas bottles. The ministry's initiative is to make citizens pay the cost of gas delivery in installments over a period of 6 years.

The current fiscal year plan has been achieved by connecting gas to 80 new areas, as well as installing 266 thousand prepaid meters, and benefiting 59 villages with natural gas, in addition to 14 villages included in the 2021/2022 plan and 217 other villages.

Egyptian state achievements and efforts in the ICT sector

Source: Ministry of Communications and Information Technology

The Ministry of Communications and Information Technology issued a report on the Egyptian efforts in the ICT sector, the report included the following efforts and achievements:

- Egypt's internet speed ranking has advanced across the African continent from 40th in 2019 to 4th in 2020.
- Establishment the (Egypt Informatics University), the first specialized informatics university in Africa and the Middle East, in the New Administrative Capital.
- Egypt is among the fastest 10 growing countries in digital inclusion in 2020.
- Launching more than 150 digital services from a digital transformation system in Port Said Governorate.
- The new administrative capital is to be the Arab digital capital in 2021

Egypt seeks to become a regional center for gas trade

Source: International Gas Union (IGU)

The International Gas Union issued its report on the future of natural gas in Egypt, it shows that Egypt aims to localize the use of natural gas as a clean source of energy, and seeks to become a regional center for gas trade, especially liquefied gas.

The report shows that the total annual production of natural gas amounted to 74.4 billion cubic meters, with an annual growth rate of 12.4%, while the total annual domestic consumption of natural gas reached 59.9 billion cubic meters.

The most prominent giant gas discoveries in Egypt were (Zohr field - Nawras field - Hammad field), while the most important gas liquefaction and export stations in Egypt were (Idku station - Damietta station).

The total of filling stations with natural gas reached 206 stations at the end of June 2020, while the total vehicles converted to work with natural gas reached 318,000 vehicles at the end of June 2020, and the most important channels of gas consumption (energy production 60% - industrial consumption 23% - petroleum sector 11%)

Egypt continues to advance in renewable energy index

Source: Ernst & Young Global Limited

Egypt seeks to maximize the use of renewable energy sources, which are widely available in Egypt, and this was reflected in Country Attractiveness for Renewable Energy Index

The report showed the continued development of Egypt's progression of 9 positions within one year, due to the government's encouragement of its sources to benefit from the contributions of the private sector in the field of energy generation from its renewable and sustainable sources.

The Index indicated that Egypt seeks to reach the contribution of renewable energy sources to 42% of the total energy generated in Egypt, according to Egypt's strategic plan for renewable energy by 2035.

Egypt is among the best countries in the Child Rights Index 2021

Source: United Nations Children's Emergency Fund (UNICEF)

Egypt is one of the best countries Child Rights Index 2021, which is issued by the UNICEF in cooperation with the International Institute for Social Studies and Erasmus University of Economics in the Netherlands.

This year, Egypt ranked 34 out of 182 countries around the world, with a total of 0.832 points, while the ranking of the three best countries in the world in the Child Rights Index came as follows: (Iceland - Switzerland - Finland).

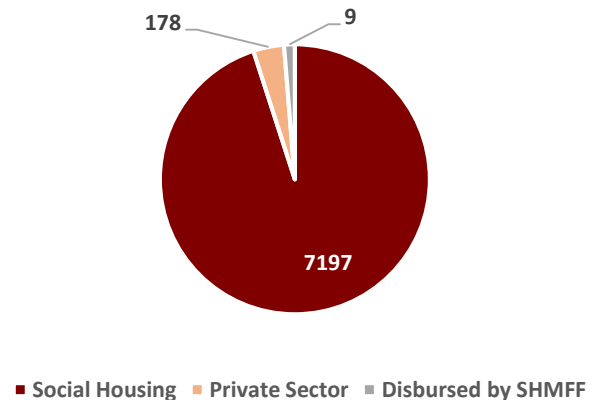
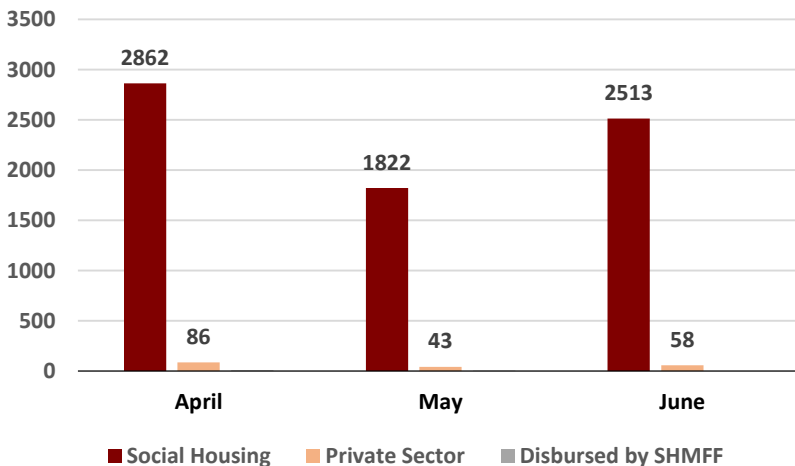


SHMFF Performance (Apr – Jun) 2021

1- Total No. Of Beneficiaries According to Project Type

- The Social housing projects are on the top of our projects with (97.3%) with a total number of beneficiaries that reached (7,393) applicants, as shown in the following table:

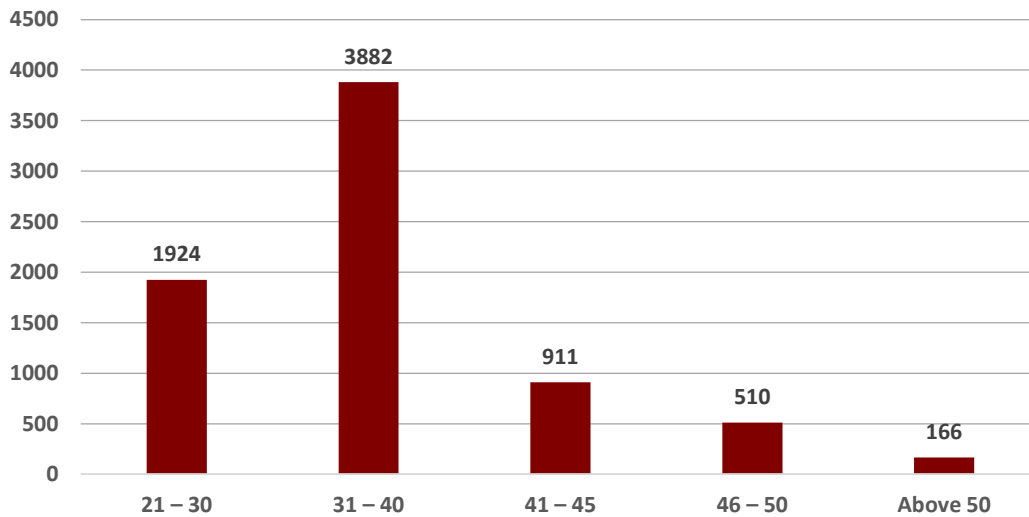
Project Type	No. of Beneficiaries				%
	April	May	June	Total	
Social Housing	2862	1822	2513	7197	97.3%
Private Sector	86	43	58	178	2.5%
Disbursed by SHMFF	7	2	0	9	0.2%
Total	2955	1867	2571	7393	100%



2- Total No. Of Beneficiaries According to Age Group

- The age group (31 – 40) is the highest number of beneficiaries receiving subsidy with a total number (3,882) constituting (53%), as shown in the following table:

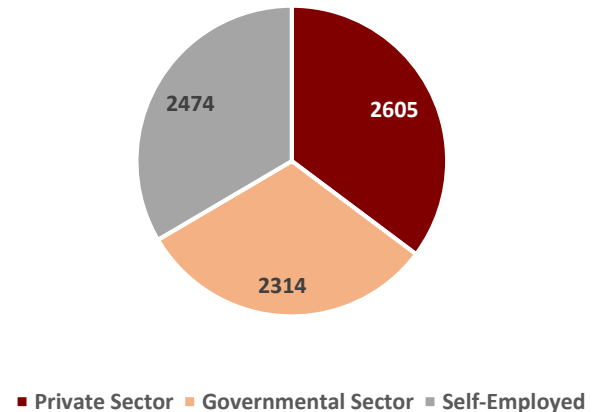
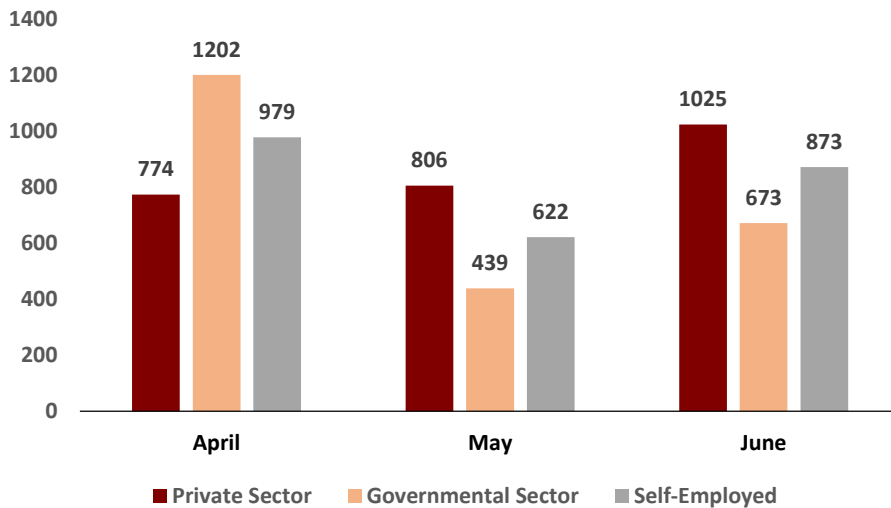
Age Group	No. of Beneficiaries				%
	April	May	June	Total	
21 – 30	812	481	631	1924	26%
31 – 40	1490	1016	1376	3882	53%
41 – 45	366	218	327	911	12%
46 – 50	208	125	177	510	7%
Above 50	79	27	60	166	2%
Total	2955	1867	2571	7393	100%



3- Total No. Of Beneficiaries According to Work Classification

- Applicants working in the (Private Sector) are the highest number of beneficiaries reaching (2,605) constituting (35%) of the total number of beneficiaries receiving subsidy, as shown in the following Table:

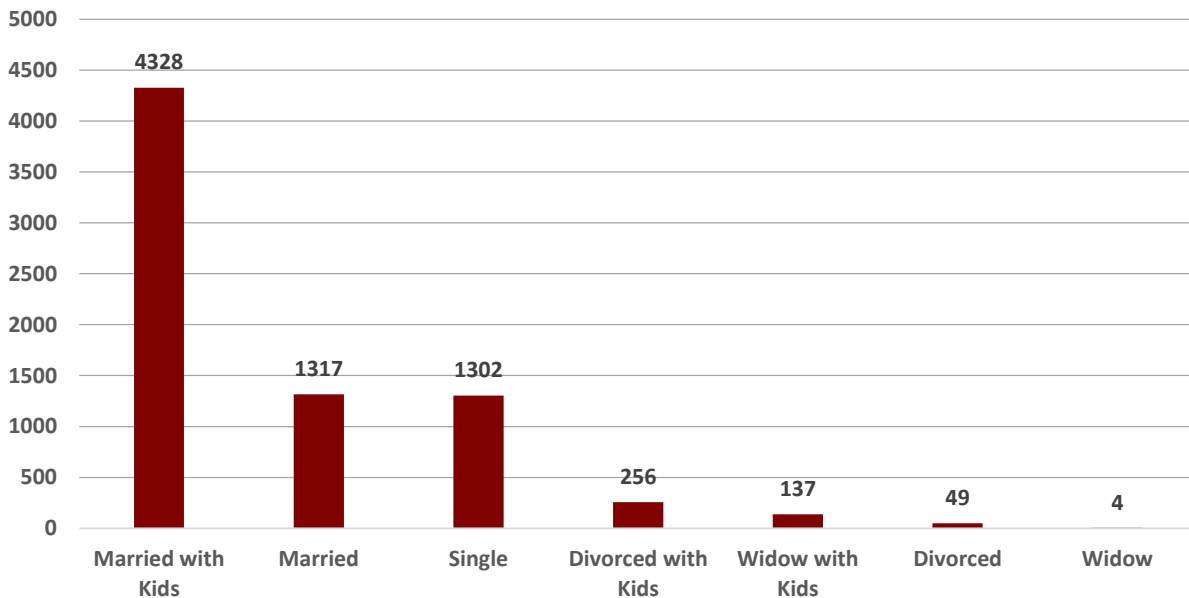
Work Classification	No. of Beneficiaries				%
	April	May	June	Total	
Private Sector	774	806	1025	2605	35%
Governmental Sector	1202	439	673	2314	31%
Self-Employed	979	622	873	2474	33%
Total	2955	1867	2571	7393	100%



4- Total No. Of Beneficiaries According to Marital Status

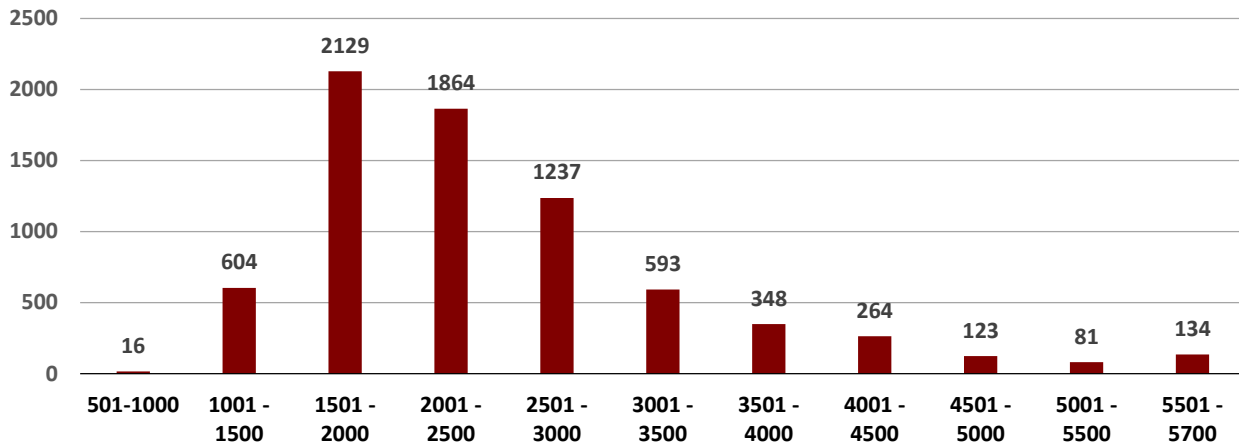
- The (Married with Kids) category is the highest beneficiaries of the Fund subsidy, with (4,328) constituting (58.5%), as shown in the following Table:

Marital Status	No. of Beneficiaries	%
Married with Kids	4328	58.5%
Married	1317	17.6%
Single	1302	17.8%
Divorced with Kids	256	2.5%
Widow with Kids	137	1.9%
Divorced	49	0.7%
Widow	4	0.1%
Total	7393	100%



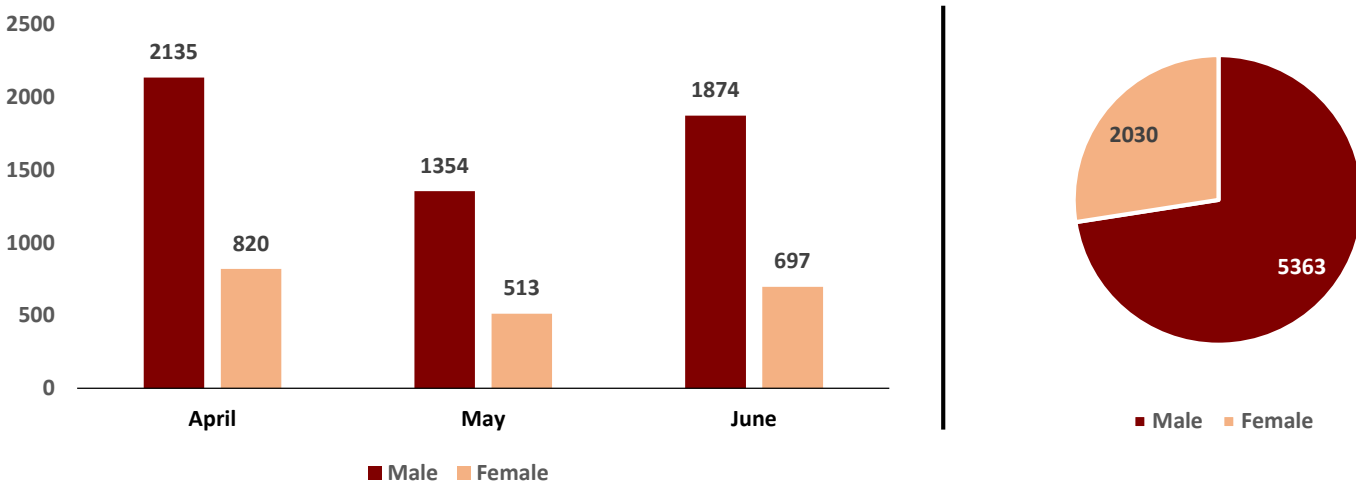
5- Total No. Of Beneficiaries According to Income Level

- The Highest income level that receives subsidy is between income (LE 1501 – LE 2000) with a total of (2,129) beneficiaries constituting (28.8%) of the total Number of recipients. The fund grants subsidies to income levels between LE 501 as a minimum, up to LE 5,700 max, as shown in the following Table:



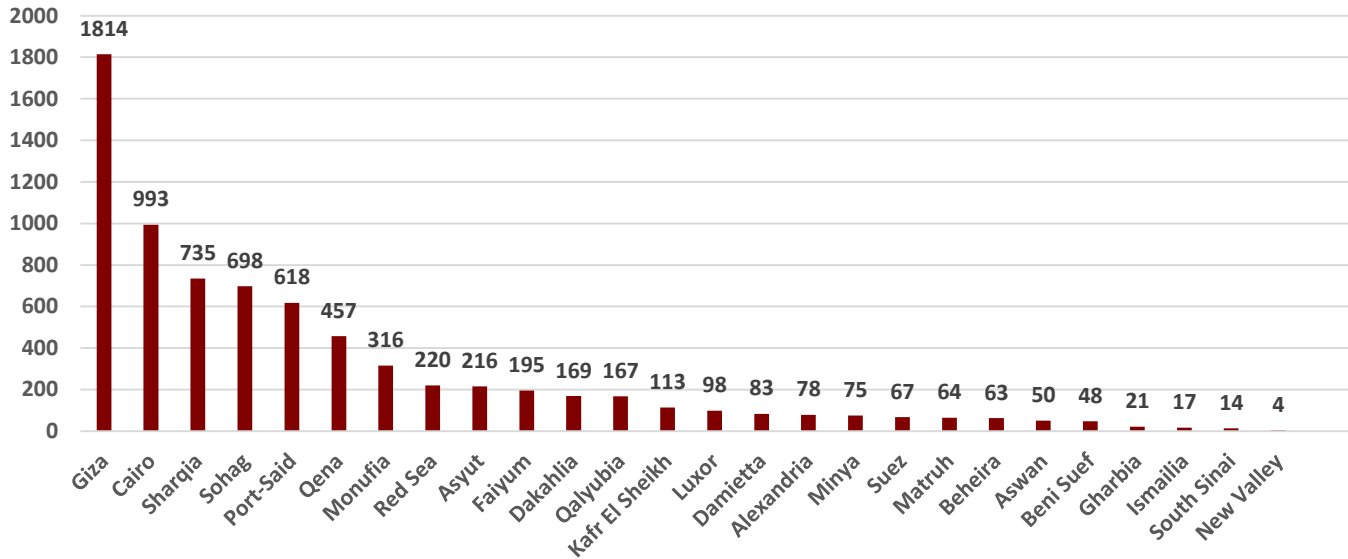
6- Total No. Of Beneficiaries According to Gender

- (Males) are the highest beneficiaries of subsidy with a total number of (5,363) constituting (73%), while (Females) beneficiaries are (2,030) constituting (27%), as shown in the following Table:



7- Total No. Of Beneficiaries According to Governorates

- The beneficiaries from (Giza) Governorate are the highest beneficiaries of subsidy with a total number of (1,814) constituting (24.5%) of the total number of beneficiaries, as shown in the following Table:



8- Total No. Of Beneficiaries granted Subsidies by the Fund

Period	No. of Beneficiaries	Value of Subsidy (L.E)
1/4/2021 to 30/4/2021	2,955	58,063,074
1/5/2021 to 31/5/2021	1,867	37,973,661
1/6/2021 to 30/6/2021	2,571	52,014,643
Total	7,393	148,051,378

* Average subsidy amount L.E 20,000 per beneficiary

9- Total No. Of Beneficiaries received loans According to Lenders

Lenders	No. of Beneficiaries	Mortgage Amount (L.E)
Banque Misr	1,807	201,859,108
National Bank of Egypt	1,460	174,630,800
Housing & Development Bank	765	90,971,116
The United Bank Of Egypt	671	90,201,619
Qatar National Bank	538	70,155,418
Commercial International Bank	354	49,897,235
Banque du Caire	309	35,831,657
Industrial Development Bank	304	34,837,356
Mashreq Bank	226	33,348,671
Taamir Mortgage Company	137	20,910,956
Arab African International Bank	123	16,672,811
Arab Investment Bank	113	14,622,303
Contact Company	108	15,891,882
Faisal Islamic Bank	92	12,312,017
Egyptian Arab Land Bank	74	10,227,654
National Bank Of Kuwait	71	9,053,670
Egyptian Gulf Bank	56	7,410,335
SAIB Bank	56	7,833,679
Development & Agricultural Credit bank	55	7,839,521
BLOM Bank Egypt	45	5,469,063
Suez Canal Bank	18	2,492,604
Export Development Bank	7	1,066,848
Credit Agricole Egypt	2	256,740
Tamweel Mortgage Finance Company	2	240,643
Total	7,393	914,033,706

* Average Mortgage amount of L.E 122,500 per beneficiary



Total No. of Allocated Units

1- Total No. Of Allocated Units According to Project Type

The total number of allocated units reached (12,335) units during the 4th quarter of the fiscal year 2020/2021 divided into 2 types (Social housing projects - Private sector projects) the Social Housing Project units were the highest reaching (12,606) constituting (99.7%) of the total units allocated, as shown in the following table:

Project Type	No. of Beneficiaries				%
	April	May	June	Total	
Social Housing	2757	3076	6470	12606	99.7%
Private Sector	17	5	10	32	0.3%
Total	2774	3081	6480	12335	100%

2- Total No. Of Allocated Units According to unit size

The total number of allocated units reached (12,335) units during the 4th quarter of the fiscal year 2020/2021, The units with size (90 m2) are the highest number of allocated units with (11,782) units reaching (95.5%) of the total, as shown in the following table:

Units Size (m2)	No. of Beneficiaries				%
	April	May	June	Total	
90	2417	3057	6308	11782	95.5%
55 - 75	338	16	151	505	4.1%
76 - 85	19	8	21	48	0.4%
Total	2774	3081	6480	12335	100%



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					
Apr	29,476	51,617	4,726	4,357	94.6%	0:00:40	0:02:36
May	24,088	51,375	45,256	6,119	91.9%	0:01:00	0:02:22
Jun	33,651	62,074	57,579	4,495	95.3%	0:00:44	0:02:38
Total	87,215	165,066	107,561	14,971	93.9%	0:00:48	0:02:32



SHMFF activity on Social Media



The number of followers until the end of the month
206 thousand followers



The uploaded videos to the channel
19 Videos
The number of views
48 thousand views



Number of visits to the site
8.2 million visits
Number of applicants visited the site
4.5 million Visitors



Total No. of SMS (1124)

Month	April	May	June	Total
Total No. of SMS	19186	20405	43587	83178
Daily Average	640	658	1453	924

Fund's Media events and internal activities

2- CEO meetings on TV

1- internal activities



2

Fund's activities on social media monthly reports

1

Fund's news monitoring on websites and newspapers

4

Launching awareness campaign for employee to apply and get the corona vaccine

3

Opening reservation requests for summer units in various coastal areas

3- Infographics & Videographics



Infographic on extending the period for accepting transfer requests



Announcement the steps for submitting transfer requests



Infographic for opening of transfer requests



Certificate of Appreciation for Judicial Enforcement Officers



Legal warning to citizens for closing their housing units



Advertisement for opening the transfer for social housing units



Video shows steps for "modification the reserve the housing unit"



Video Shows steps how to apply for transfer the housing units



Video Shows steps to transfer the housing units



New ID cards for Judicial enforcement officers



Infographic displaying the fund performance indicators in 7 years



Social Housing violations

Statement of Social Housing violations allegation

Type of Allegation	NO.
Allegations Sent to the (Housing Directorates and Cities Authorities) for action	1992
judgments of conviction	873
judgments of innocence	77
Allegation that have been reconciled	210

Statement of the judgments of Social Housing violations

Judgments and cases	No.
Default Judgment	
A default judgment of a fine and the unit return to the fund	517
A default judgment of a fine	144
A default judgment of an imprisonment and the unit return to the fund	125
A default judgment of an imprisonment	23
A default judgment of a fine, an imprisonment, and the unit return to the fund	45
A default judgment of a fine, and imprisonment	11
Final Judgment	
A final judgment of innocence in the first degree	48
A final judgment of innocence	28
Total	941



Summary of beneficiaries' complaints and requests

customer complaints from the following entities: (Government Complaints portal – Complaints received from high board - Complaints received on the ministry's customer service)

#	Complaints Type	No.
1	Complaints against the automated system and website services	461
2	Complaints against lenders	180
3	Complaints about allocation	257
4	Complaints about the reason for rejection	426
5	Complaints about not including the client's file in the system	490
6	Complaints against investigations companies	224
7	Financial complaints	64
8	Special cases complaints	71
9	Complaints about reconciliation and building violations	78
10	Clients suggestions	5
11	Clients Inquiry	201
12	Public Complaints	66
13	Complaints against SHMFF's Call Center	162
14	Complaints against Post offices	18
15	Other complaints	1012
Total		3715

Complaints and Requests for the technical operations (090071117 – 1188 – 5999 – 5777)

Technical operations requests		
1	Re-investigation requests	2894
2	Change lender requests	2683
3	Adjust applicant's data requests	1553
4	Project assignment requests	78
5	Transfer from one project to another requests	13
Total requests		7221
Technical operations complaints		
1	Unit allocation delay complaint	2114
2	Website application complaint	1698
3	Lender's procedures complaint	1218
4	Rejection reason complaint	1015
5	Investigation report delay complaint	659
Total Complaints		6704



Social Housing and Mortgage Finance Fund



www.shmff.gov.eg

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