



**Social Housing and
Mortgage Finance Fund**



March 2024 Performance Report

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



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Performance Report . . . According to SHMFF's acceptance of governance principles and transparency, the performance report is periodically issued to present the Fund Indicators 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 March 2024 which has impacts on the Fund.
- The total number of beneficiaries reached 4,195 during March 2024, and the beneficiaries of (Housing for All Egyptians program) represent the highest benefited from the program with 99.8%, the age group (31-40) represent the highest benefited with 47,1% of the total number of beneficiaries, beneficiaries of Self-Employed represent the highest benefited with 39,8%, beneficiaries of Married with kids category represent the highest benefited with 61% of the total number of beneficiaries, and 17,9% of beneficiaries whose monthly income ranges between (L.E 2501 – L.E 3000) are consider the highest percentage of total number of beneficiaries, Beneficiaries from Giza governorate representing 29,7% of the total number of beneficiaries, Positive discrimination is giving for Women specially (women with children, divorced women and widows), 34,6% of total beneficiaries are females.
- The total value of granted subsidy amounted for L.E 80,592,004 during March 2024, with an average subsidy to each beneficiary around L.E 19,211, the total value of financing reached L.E 742,368,904, with an average around L.E 176,965, the total number of allocated units reached 4,180 units, 93.7% of them represents units with size (90 m2) due to high demand.
- Performance level of the call center and customer service is 87,2%, and SHMFF's Facebook page followers increased to reach 667K followers, the total number of SHMFF YouTube views increased to reached 1.2 million views.
- SHMFF call center service received 4,621 requests using (090071117 - 1188 - 5999 - 5777) facilities, and also received 7,426 complaints & suggestions through 5 different channels.
- The total number of conviction was 114 in the end of the reporting period.



Egypt's Economic News

Signing the agreement of the «Green Hurghada» project at \$ 3 million

Source: Center for Information and Decision Support

Dr. Yasmine Fouad, Minister of Environment, witnessed the signing of the "Green Hurghada" project agreement between the United Nations Industrial Development Program 'UNIDO' and the Environmental Affairs Agency, funded by the global environment facility, with investments of more than 3 million dollars.

Dr. Yasmine Fouad confirmed that the project is based on the successful experience in working to transform the city of Sharm El -Sheikh into a green city during preparation for Egypt's hosting of the COP27 climate conference, as it aims to support the procedures for mitigating the greenhouse gas emissions, and preserving biological diversity in the coastal Hurghada region through the circulation of smart climate technology, and the practices of preserving diversity biological in infrastructure for tourism, energy and transportation sectors.

The Ministry is responsible for establishing the Project Steering Committee (PSC), supervising the implementation of project activities, coordinating the work and participation of ministries and authorities at the national level, and providing strategic support to achieve the objectives of the project.

The Global Environment Facility (GEF) and the UNIDO program will also contribute to the preparation of follow-up studies on the project, including an assessment of the national situation, and the preparation of the necessary studies and reports.

Egypt moving towards achieving its strategy towards gender equality and climate change

Source: World Bank

According to the report of the World Bank for Gender Equality and Climate Change in Egypt, issued in March 2024; The 2050 strategy, which was launched in May 2022, determines an ambitious and comprehensive plan worth \$ 324 billion to support a stronger and more green Egyptian economy.

Egypt adopted the first comprehensive national strategy to empower women in 2017, which is a qualitative shift to integrate and empower women with the Egyptian economy.

Egypt has committed to turning climate work into an opportunity for economic and social development, and the COP27 has gave a new path to Egypt towards the transformation of the green by announcing the government for a \$ 500 million deal with Germany and the European Bank for Reconstruction and Development and the United States to reduce fossil gas, as well as consumption and expansion of renewable energy.

Egypt signs 7 agreements to implement green hydrogen and renewable energy projects with investments exceeding \$ 40 billion within 10 years

Source: World Bank

The Egyptian government has signed 7 cooperation agreements in the fields of green hydrogen and renewable energy, with the value of \$ 12 billion in the experimental phase investments and 29 billion dollars for the first phase, while the total investments amounted to 40 billion dollars in 10 years.

The signing was in the presence of Prime Minister Mustafa Madbouly, between 7 global developers and a number of government agencies: the sovereign Egypt Fund, the General Authority for the Economic area of the Suez Canal, the New and Renewable Energy Authority and the Egyptian Electricity Transmission Company.

The CEO of the sovereign Egypt Fund indicated that the fund is receiving continuous and increasing attention from investors in green hydrogen projects, the signing of the agreements in this regard reflects the increasing interest of companies to join the Egyptian green hydrogen program, which reflects the state's progress in the right path through the establishment of a clear and complete program which supported by all regions Projects in Egypt, this is reflected in the investment incentives approved last January to enhance the competitiveness of projects established in Egypt.

4 projects for alternative housing slums in new cities

Source: Ministry of Housing, Utilities and Urban Communities

The Egyptian state, represented by the Ministry of Housing, Utilities, Urban Communities and the Urban Development Fund, is implemented about 10,971 housing units in 4 housing projects as a slum alternative in new cities.

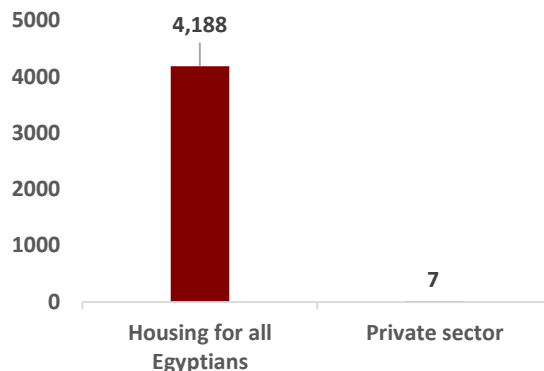
These projects include: the Rawdat Al-Obour project which consisting of (134 buildings, 4,171 housing units, 90 buildings concerning an alternative to slums with a total of 3,115 units, 426 commercial units, 475 administrative units), the new project of Al -Obour consists of (3360 housing units , 96 stores and administrative unit), Hadayek October Project consists of (104 buildings in favor of developing the Nazlet Al -Samman, 2432 units), the May 15 Zohor project consists of (42 buildings, 1008 housing units, including various services (a basic education school – Health care unit - nursery - commercial center).



SHMFF Performance March 2024

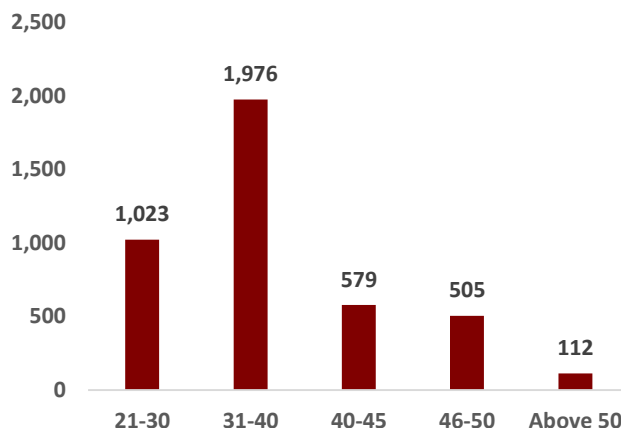
A- Total No. Of Beneficiaries According to Project Type

Beneficiaries of (Housing for All Egyptians program) represent the highest benefited from the program reaching 4,188 beneficiaries, representing 99,8% out of the total number of beneficiaries.



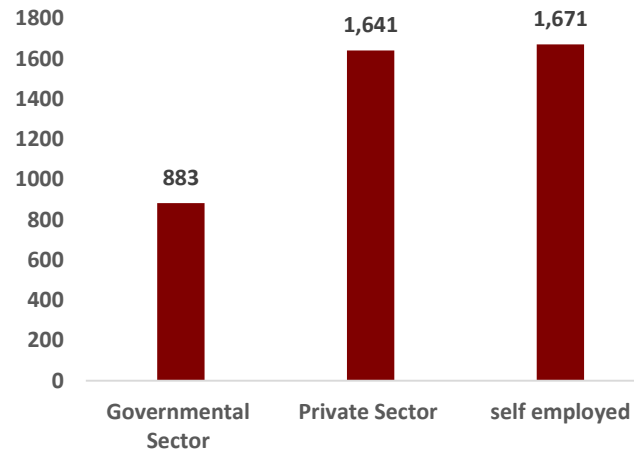
B- Total No. Of Beneficiaries According to Age Group

Beneficiaries of (31 – 40) age group represent the highest benefited reaching 1,976 beneficiaries representing 47,1% of the total number of beneficiaries, then comes (21–30) age group reaching 1,023 beneficiaries representing 24,4% of the total number of beneficiaries, then comes (40–45) age group reaching 579 beneficiaries representing 13,8% of the total number of beneficiaries; then comes (46–50) age group reaching 505 beneficiaries representing 12% of the total number of beneficiaries and lastly comes (Above 50) age group reaching 112 beneficiaries representing 2,7% of the total number of beneficiaries.



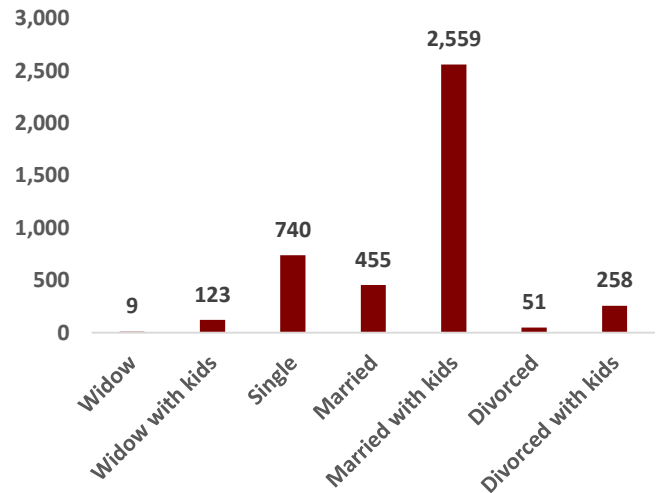
C- Total No. Of Beneficiaries According to Work Classification

Beneficiaries of Self-Employed represent the highest benefited from the program reaching 1,671 representing 39,8% of the total number of beneficiaries, then comes private sector category reaching 1,641 beneficiaries representing 39,1% of the total number of beneficiaries, then comes Governmental Sector category reaching 883 representing 21% of the total number of beneficiaries.



D- Total No. Of Beneficiaries According to Marital Status

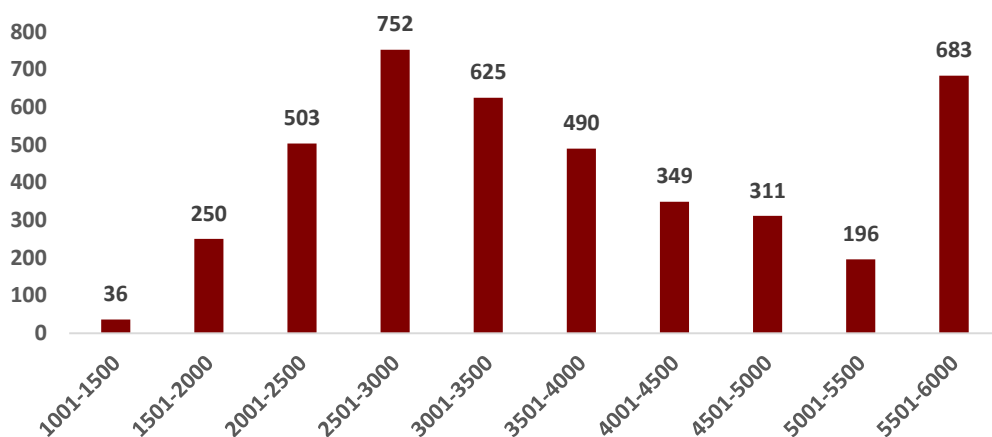
Beneficiaries of (married with kids) category are the highest benefited reaching 2,559 beneficiaries representing 61% of the total number of beneficiaries, then comes (Single) category reaching 740 beneficiaries representing 17.64% of the total number of beneficiaries, then comes (married) category reaching 455 beneficiaries representing 10.85% of the total number of beneficiaries, then comes (Divorced with Kids) category reaching 258 beneficiaries representing 6.15% of the total number of beneficiaries, then comes (Widow with Kids) category reaching 123 beneficiaries representing 2.93% of the total number of beneficiaries, then comes (Divorced) category reaching 51 beneficiaries representing 1.22% of the total number of beneficiaries, eventually comes (Widow) category reaching 9 beneficiaries representing 0.21% of the total number of beneficiaries.



E- Total No. Of Beneficiaries According to Income Level

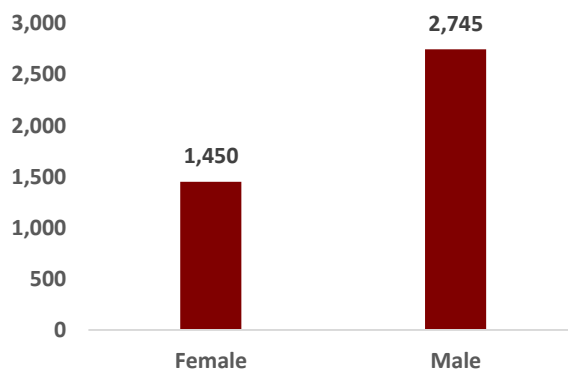
SHMFF grants subsidies to income levels between LE 1001 as a minimum up to LE 6,000 as maximum.

Beneficiaries of the income level (2501-3000) category are the highest benefited from the program reaching 752 beneficiaries representing 17.9% of the total number of beneficiaries, and the beneficiaries of the income level (1500-1001) category are the least benefited reached 36 beneficiaries representing 0.86% of the total number of beneficiaries.



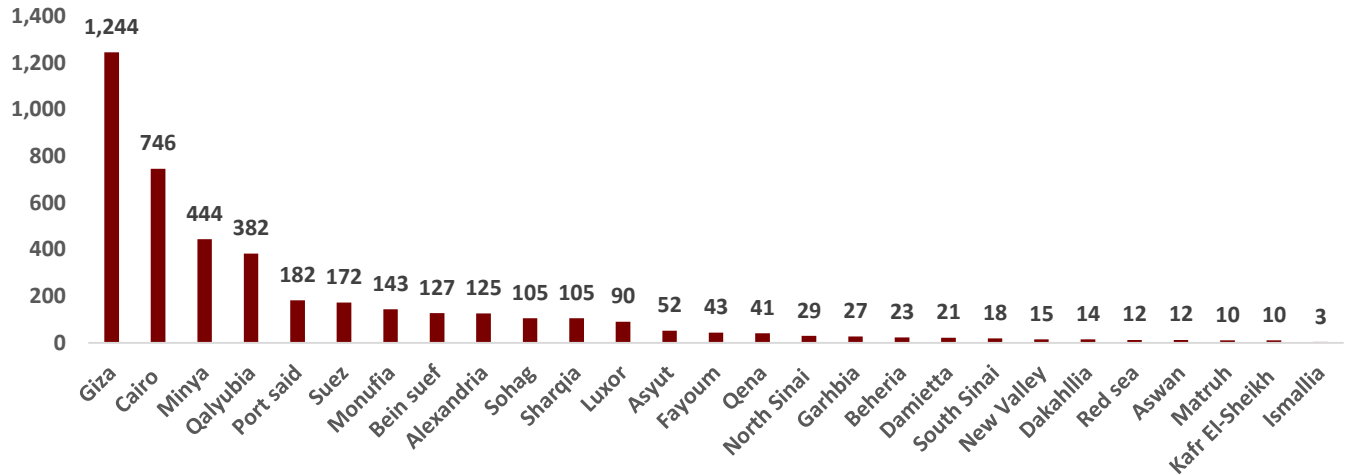
F- Total No. Of Beneficiaries According to Gender

Beneficiaries of (male) category are the highest benefited from the program reaching 2,745 representing 65.4% of the total number of beneficiaries, while (Female) category reached 1,450 representing 34.6% of the total number of beneficiaries.



G- Total No. Of Beneficiaries According to Governorates

Beneficiaries of (Giza governorate) are the highest benefited from the program reaching 1,244 beneficiaries represented 29.7% of the total number of beneficiaries, and the beneficiaries of (Ismailia governorate) are the least benefited reaching 3 beneficiaries represented 0.1% of the total number of beneficiaries which estimated at 4,195 beneficiaries.



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

Item	No. of Beneficiaries	Value of Subsidy (LE)
1/3/2024 to 31/3/2024	4,195	80,592,004

* Average Subsidy represents L.E 19,211 per beneficiary.

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

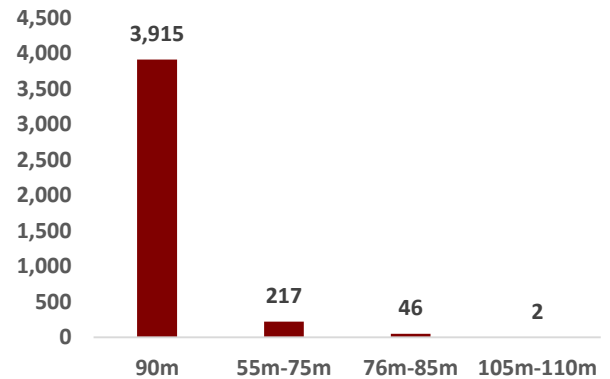
Lender	No. of beneficiaries	Mortgage Amount (L.E)
Banque Misr	1,546	237,625,528
National Bank of Egypt	824	149,847,508
Banque du Caire	524	89,413,142
Qatar National Bank	340	72,259,641
Egyptian Agricultural Bank	170	28,481,756
Arab Investment Bank	166	41,404,413
Housing & Development Bank	133	24,429,886
Commercial International Bank	99	25,716,000
Industrial Development Bank	78	11,617,877
The United Bank of Egypt	67	9,405,519
Mashreq Bank	65	13,804,622
Al-Tameer Mortgage Finance Company	42	10,342,443
SAIB Bank	39	6,966,544
Egyptian Gulf Bank	33	6,678,224
Arab Banking Corporation	27	6,532,889
Arab African International Bank	21	3,933,797
National Bank Of Kuwait	16	2,856,545
Suez Canal Bank	4	863,273
Egyptian Arab Land Bank	1	189,295
Total	4,195	742,368,904

* Average granted Mortgage represents L.E 176,965 per beneficiary.



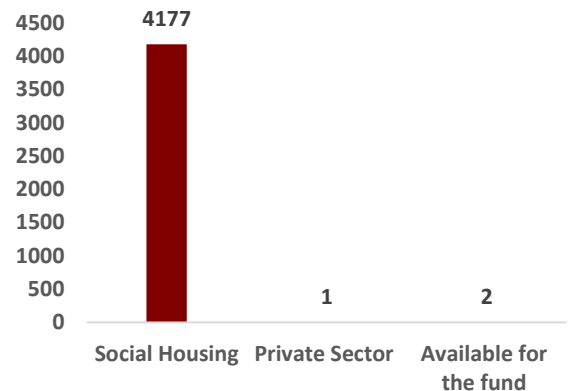
Total No. Of Allocated Units

During March 2024, the total number of allocated units reached 4,180 units, units with size (90m²) represent the highest category reached 3,915 unit representing 93,7% of the total number of allocated units, then come units with size (55m²-75m²) reached 217 unit represented 5,2% of the total number of allocated units, then come units with size (76m²-85m²) reached 46 unit represented 1,1% of the total number of allocated units, then come units with size (105m²-110m²) reached 2 unit represented 0.05% of the total number of allocated units.



Total number of allocated units according to the Type of Project

The number of allocated units by social housing projects reached 4,177 units, then come allocated units by private sector projects that reached 1 unit, then come allocated units available to the Fund that reached 2 units of the total number of 4,180 units allocated during the month of March.





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					
March 2024	18,569	35,088	28,215	6,873	87,2%	00:02:02	00:02:48



SHMFF Activity on Social Media



Total number of followers reached

667K followers.



Total number of subscribers reached **47.1k** subscriber

Total number of views reached **1.2 million views.**



Total number of followers reached

7558K followers.

Fund's Media Events and Internal Activities



media coverage of the fund's news and its publication on the official website of the fund



Designing and Issuing the annual report of the achievements of SHMFF for the fiscal year 2022/2023



Media coverage of Mrs. Mai Abdel Hamid's attendance for the activities of the third annual meeting ceremony



Drafting the rules governing the Best Employee Award for Outstanding Performance and announcing the start of the competition



Media coverage of the signing of a cooperation protocol between SHMFF and Banque Misr in the presence of the CEO Mrs. Mai Abdel Hamid



Organizing a visit site for a delegation from Khazna Company to Ismailia Governorate in preparation for offering the housing units allocated for the rental program



Total No. of SMS (1124-9311)

During March 2024, the Total no. of SMS received through (1124) service reached 11,344 with an average 378 daily SMS, and the Total no. of SMS through (9311) Service reached 473, with an average 15 daily SMS.



Social Housing Violations

1- Statement of Social Housing Violations allegation March 2024

Type of Allegation	NO.
Allegations of conviction.	114
Allegations of innocence.	2

2- Statement of the judgments of Social Housing violations March 2024

Judgments and cases	No.
Default Judgment	
A default judgment of a fine and the unit return to the fund.	112
A default judgment of a fine, an imprisonment, and the unit return to the fund.	2
Total	114



Summary of Applicant's Complaints and Requests

1- Summary of applicants Complaints received from the different channels during March 2024

received Complaints channels			
Direct channels			
		NO.	%
1	SHMFF Complaints Portal.	3,901	52.5%
2	Complaints Received from High board.	109	1.5%
3	Complaints Received on Post office.	13	0.2%
Indirect channels			
4	Complaints Received on the Ministry's Customer Service.	3,348	45.1%
5	Complaints Received on 15100 of Ministry of Housing	55	0.7%
Total		7,426	100%

**2- Requests received from the technical Operations
(090071117 – 1188 – 5999 – 5777):**

Technical operations requests		NO.	%
1	Change lenders Requests	954	20.6%
2	Following up with suspended applicants Request in the bank stages.	590	12.8%
3	Following up with applicants who have been rejected in the bank stages .	178	3.9%
4	Correct applicant's data Requests.	574	12.4%
5	Following - up on the list of rejected and suspended applications Requests.	115	2.5%
6	Following – up with applicants who have been suspended in the fund stage.	180	3.9%
7	Following – up with applicants who have been suspended in the customer service stage.	145	3.1%
8	Following - up with applicants who have been suspended in the entry stages.	12	0.3%
9	Following - up with applicants who have been suspended in the waiting list stage.	2	0
10	Following - up C-Services website Requests.	362	7.8%
11	Assignment of the project registered on the system Requests.	8	0.2%
12	Following- up on applicants of Ganna, Sakan Masr, Dar Masr announcement	26	0.6%
13	re-Investigation through Post Office Requests.	1,127	24.4%
14	Grievances related to investigation results.	20	0.4%
15	Following - up the process of uploading applicants re -investigation requests on system.	201	4.3%
16	Re - investigation and customer service Requests (Port Said Project)	18	0.4%
17	Following- up Post Office Requests	67	1.4%
18	Requests to address the investigation companies regarding the company representative's demand for money from the applicants.	3	0.1%
19	Requests for the 10th announcement	0	0
20	Report sending a text message with complains platform link	30	0.6%
21	Requests to follow registration on the website	0	0
22	Following – up applicants who have no data on the system Requests.	9	0.2%
Total		4,621	



Social Housing and Mortgage Finance Fund



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