



**Social Housing and
Mortgage Finance Fund**



February 2024 Performance Report

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





Report Index

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

Performance Report . . . According to SHMFF's acceptance of governance principles and transparency, the performance report is periodically issued to present the Fund Indicators February 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 February 2024 which has impacts on the Fund.
- During February 2024, total number of beneficiaries reached 4,034, 99.8% of them were classified according to social housing project representing the highest percentage regarding the project type classification, 43% 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 40.8% are working for the private sector representing the highest percentage of beneficiaries regarding (work classification category), while 60.2% of the total beneficiaries are Married with kids, and 19.2% 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 29% and are consider the highest percentage of total number of beneficiaries, Positive discrimination is giving for Women (women with children, divorced women and widows), 32.5% of total beneficiaries are females.
- The total value of cash subsidy amounted for L.E 114,191,893 during February 2024, with an average subsidy to each beneficiary around L.E 28,307. The total value of financing reached 743,508,130 L.E, with an average financing around L.E 184k, (4,089) units were the total number of allocated units, 85.2% of them represents units with size (90 m²) due to high demand.
- Performance level of the call center and customer service is 81%, and SHMFF's Facebook page followers increased to reach 661k followers.
- SHMFF call center service received 5,519 requests using (090071117 - 1188 - 5999 - 5777) facilities, and also received 8,968 complaints & suggestions through 5 different channels.
- The total number of conviction was 225 in the end of the reporting period.



Egypt's Economic News

Launching the Foreign Investment Portal to facilitate procedures for investors

Source: Center for Information and Decision Support

Dr. Assem Al-Gazzar, Minister of Housing, Utilities and Urban Communities, announced the launch of the new Urban Communities Authority, the “Foreign Investment Portal”, starting today, Sunday, February 4, 2024, in light of the state’s plan for digital transformation, supporting investment, and facilitating procedures for investors. The Minister of Housing explained The portal provides investors with the service of submitting an inquiry request about investment opportunities, or submitting a request to provide an investment opportunity in dollars by transfer from abroad for all service activities in new cities. Dr. Walid Abbas, supervisor of the Office of the Minister of Housing, pointed out the steps that the investor follows to deal with the portal, it includes registering the investor account and entering all the required data. (Name - national number - email - phone number), and he receives a message to activate the account. After that, he registers the data of his company or companies, and uploads the required documents.

The supervisor of the Office of the Minister of Housing added: After registration, the investor submits a request to provide an investment opportunity, if he does not know the details of the plot of land, or submits an inquiry request if he knows the details of the plot of land, explaining that requests are responded to during the period from 8:14 a.m. Every month, whether the plot is available or not, and from the 15:30 of each month, the investor completes the procedures and documents required if the plot is available, after which the allocation is made by the Board of Directors of the New Urban Communities Authority.

Launching the first smart assistance in the state administrative apparatus

Source: Presidency of the Council of Ministers

It was announced that the first smart assistant in the state administrative apparatus, “KMT,” has begun work. It is an automated chat system based on artificial intelligence technology, which was developed by the agency and one of the emerging national companies specialized in information technology in Egypt, with support from the Economic Governance Project funded by the American Agency.

For International Development USAID, with the aim of providing accurate and reliable information to employees of the state’s administrative apparatus and to the public in general. The head of the Central Agency for Organization and Administration added that the agency has already finished digitizing more than 18 million documents, this is in parallel with the establishment of a digital internal work system supported by a digital archive that includes the documents held by the agency, as the system has become the digital mechanism for work within the agency instead of the paper work cycle. All work procedures have also been re-engineered, within the framework of completing the work digitization system. The device also has a digital institutional messaging system to link it with the units of the state’s administrative apparatus, and it has already been linked with many entities, through which the device received 10,663 correspondences during the month of last August alone.

Egypt's merchandise exports record \$35.6 billion during 2023

Source: Center for Information and Decision Support

Engineer Ahmed Samir, Minister of Trade and Industry, announced that Egyptian commodity exports succeeded during the year 2023 in achieving tangible growth rates that exceeded the indicators of 2022, despite the successive economic crises at the regional and global levels, as Egypt's commodity exports recorded about 35 billion and 631 million dollars, indicating that the deficit The trade balance witnessed a significant decline by about 11 billion and 158 million dollars, recording 36 billion and 908 million dollars, compared to 48 billion and 66 million dollars during the year 2022.

The minister said that these positive, tangible indicators are due to the stability of global demand for Egyptian products in various production sectors, the preservation of export markets and the opening of new markets, in addition to the high competitiveness of the Egyptian product in foreign markets, in addition to benefiting from all available export opportunities, especially in the markets of the African continent, indicating Egyptian merchandise imports witnessed a decline of 14% during the past year, reaching 72 billion and 539 million dollars, compared to 83 billion and 988 million dollars during the year 2022.

Great demand for new city lands during 2023

Source: Ministry of Housing, Utilities and Urban Communities

Dr. Assem Al-Gazzar, Minister of Housing, Utilities and Urban Communities, reviewed the volume of demand for various activities "urban - industrial - commercial - recreational - educational - health - agricultural - other" in new cities during the year 2023, according to the various mechanisms made available by the New Urban Communities Authority to investors and citizens. To obtain lands for various activities.

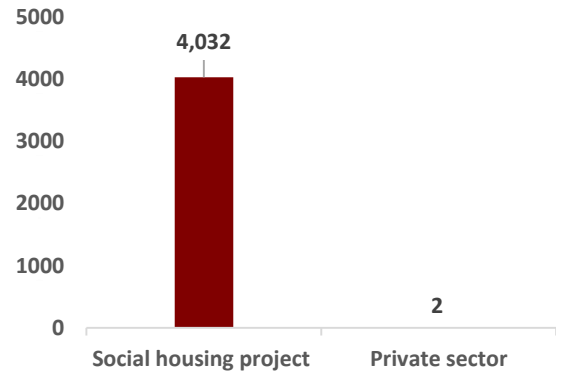
The Information and Decision Support Center of the Council of Ministers published statistics on the distribution of applications for lands for various activities in new cities during 2023. Applications for lands for various activities in new cities were distributed to 2,219 applications for commercial activities in 30 cities, 1,334 applications for industrial activities in 26 cities, and 372 applications for urban activities in 25 cities, 203 requests for recreational activities in 18 cities, 96 requests for educational activities in 22 cities, 87 requests for health activities in 17 cities, 23 requests for agricultural activities in 3 cities, 115 requests for use in 17 cities.



SHMFF Performance February 2024

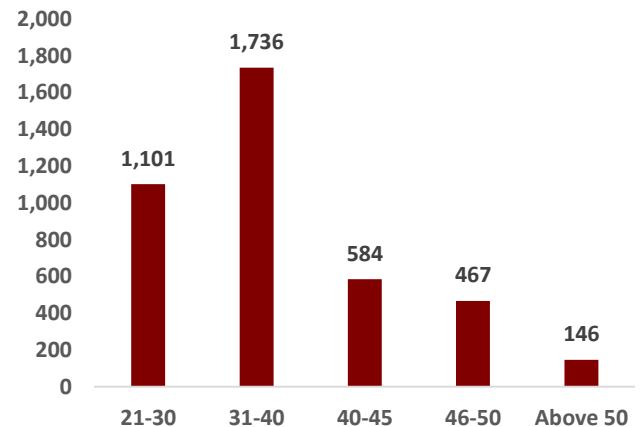
A- Total No. Of Beneficiaries According to Project Type

Beneficiaries from the (social housing projects) category represent the highest beneficiaries numbering (4,032) beneficiaries, constituting to 100% out of the total number of beneficiaries.



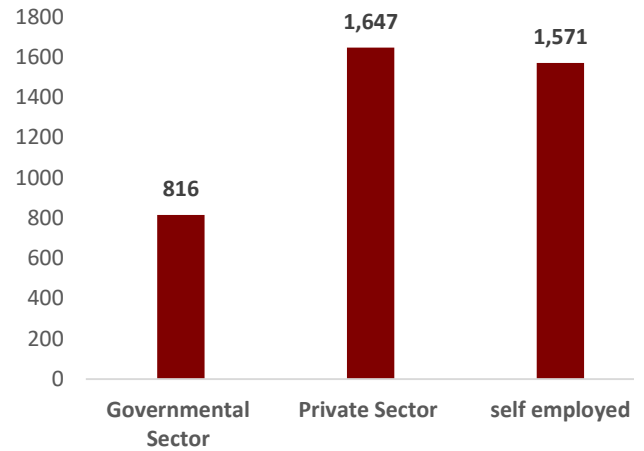
B- Total No. Of Beneficiaries According to Age Group

Beneficiaries from age group (31 – 40) represent the highest beneficiaries numbering (1,736) beneficiaries constituting to 43% out of the total number of beneficiaries, then comes age group (21–30) numbering (1,101) beneficiaries constituting to 27,2% out of the total number of beneficiaries, then comes age group (40–45) numbering (584) beneficiaries constituting to 14,4% out of the total number of beneficiaries; then comes age group (46–50) numbering (467) beneficiaries constituting to 11,5% out of the total number of beneficiaries and lastly comes the age group (Above 50) numbering (146) beneficiaries constituting to 3.6% out of the total number of beneficiaries.



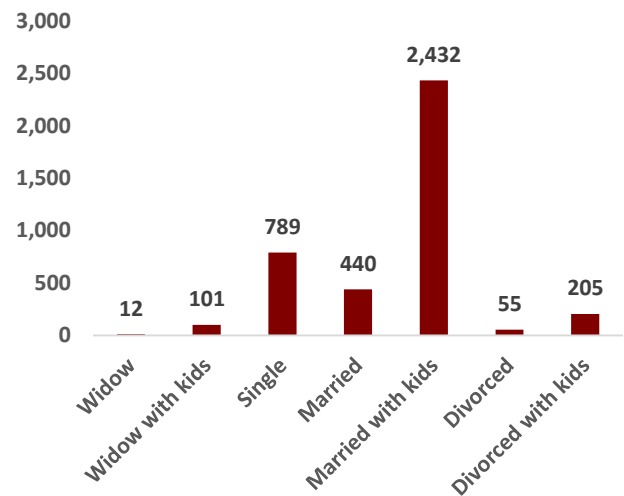
C- Total No. Of Beneficiaries According to Work Classification

Beneficiaries from (private sector) category represent the highest beneficiaries numbering (1,647) constituting to 40,8% out of the total number of beneficiaries, then comes (Self-Employed) category numbering (1,571) beneficiaries constituting to 38,9% out of the total number of beneficiaries, then comes (Governmental Sector) category numbering (816) constituting to 20.2%.



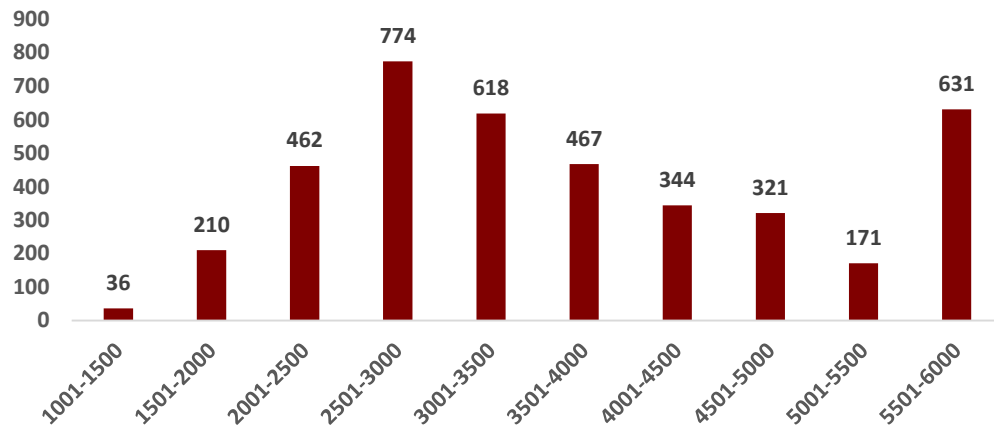
D- Total No. Of Beneficiaries According to Marital Status

Beneficiaries from (married with kids) category represents the highest beneficiaries numbering (2,432) beneficiaries constituting to 60,2% out of the total number of beneficiaries, then comes (Single) category numbering (789) beneficiaries constituting to 19,5% out of the total number of beneficiaries, then comes (married) category numbering (440) beneficiaries constituting to 10,9% out of the total number of beneficiaries, then comes (Divorced with Kids) category numbering (205) beneficiaries constituting to 5% out of the total number of beneficiaries, then comes (Widow with Kids) category numbering (101) beneficiaries constituting to 2.5% out of the total number of beneficiaries, then comes (Divorced) category numbering (55) beneficiaries constituting to 1,3% out of the total number of beneficiaries, then comes (Widow) category numbering (12) beneficiaries constituting to 0.3% out of the total number of beneficiaries.



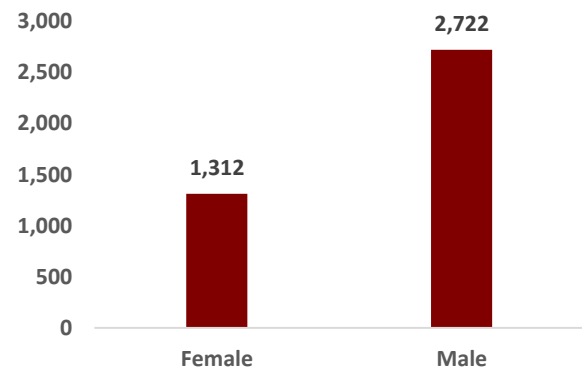
E- Total No. Of Beneficiaries According to Income Level

Beneficiaries from the income level (2501-3000) represents the highest beneficiaries numbering (774) beneficiaries constituting to (19,2%) out of the total number of beneficiaries, and the beneficiaries from the income level (1500-1001) are the least beneficiaries of support. SHMFF grants subsidies to income levels between LE 1001 as a minimum up to LE 6,000 max.



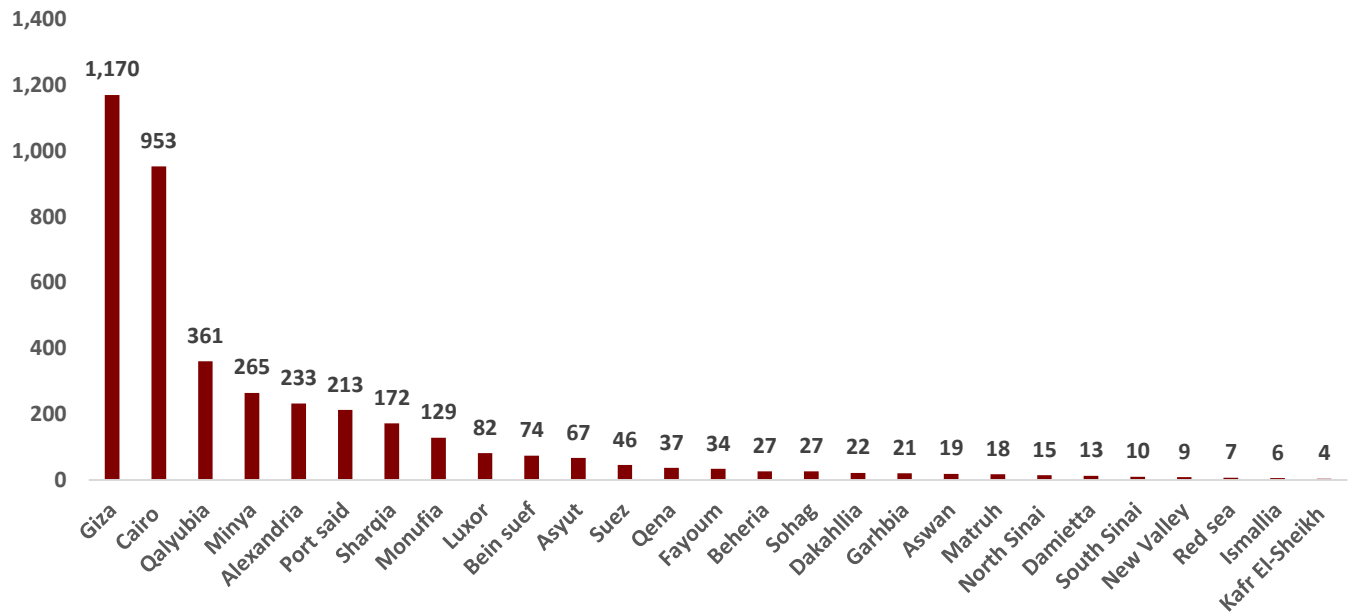
F- Total No. Of Beneficiaries According to Gender

Beneficiaries from (male) category represents the highest beneficiaries numbering (2,722) constituting to (67,5%) out of the total number of beneficiaries, while (Female) category numbering (1,312) constituting to (32,5%) out of the total number of beneficiaries.



G- Total No. Of Beneficiaries According to Governorates

Beneficiaries from (Giza governorate) represents the highest beneficiaries numbering (1,170) constituting to (29%) out of the total Number of beneficiaries, and beneficiaries from (Kafr El-Sheikh governorate) represent the lowest beneficiaries numbering (4) out of the total number of beneficiaries estimated at 4.034 beneficiaries.



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

Item	No. of Beneficiaries	Value of Subsidy (LE)
1/2/2024 to 28/2/2024	4,034	114,191,893

* Average Subsidy represents L.E 28,307per beneficiary.

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

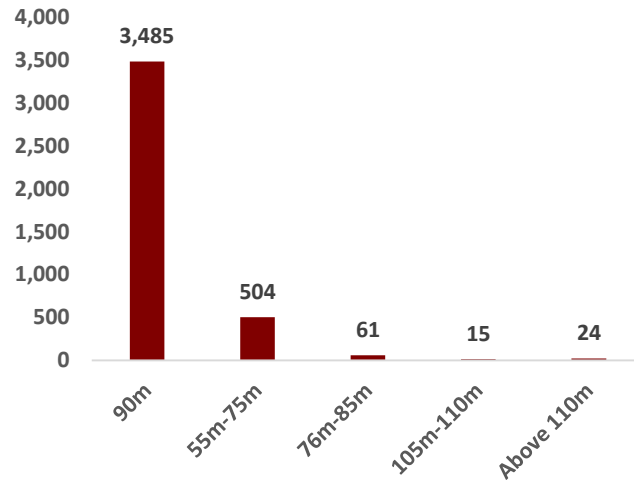
Lender	No. of beneficiaries	Mortgage Amount (L.E)
National Bank of Egypt	850	157,454,433
Commercial International Bank	48	11,583,500
Egyptian Agricultural Bank	136	20,745,305
Arab African International Bank	14	2,587,003
Egyptian Arab Land Bank	3	597,923
Egyptian Gulf Bank	38	8,210,466
Arab Investment Bank	120	29,417,390
Housing & Development Bank	207	44,907,300
Industrial Development Bank	85	12,112,934
SAIB Bank	33	4,961,701
Banque du Caire	669	116,882,788
Qatar National Bank	564	124,088,604
National Bank Of Kuwait	56	9,562,864
Arab Banking Corporation	7	1,513,712
Mashreq Bank	79	15,375,422
The United Bank of Egypt	73	9,811,451
Faisal Islamic bank	3	496,330
Suez Canal Bank	3	737,975
Banque Misr	1,045	172,212,928
Al-Tameer Mortgage Finance Company	1	248,100
Total	4,034	743,508,130

* Average granted Mortgage represents of L.E 184,310 per beneficiary.



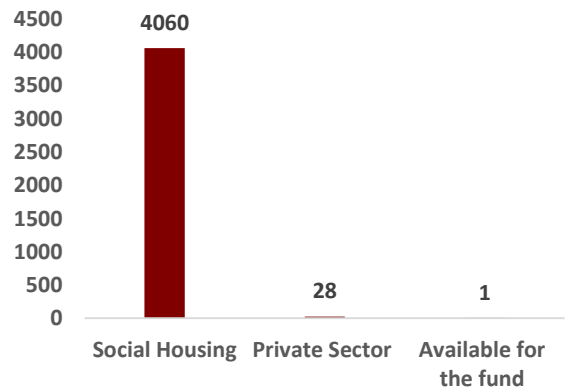
Total No. Of Allocated Units

The total number of allocated units reached (4,089) units during February 2024, The units with size (90m²) represents the highest percentage with (3,485) units constituting to (85,2%) out of the total number of allocated units, then comes the units with size category ranges between (55m²-75m²) with (504) units constituting to 12,3% out of the total number of allocated units, then comes the units with size category ranges between (76m²-85m²) with (61) units constituting to 1,5% out of the total number of allocated units, then comes the units with size category (105 m²- 110m²) with (15) units constituting to 0,4% out of the total number of allocated units, then the units with size above (110m²) with (24) units constituting to 0,6% out of the total number of allocated units.



Total number of allocated units according to the Type of Project

The number of units allocated by social housing projects reached 4,060 units (99.3%), the number of units allocated by private sector projects reached 28 units (0.7%), and the number of units available to the Fund reached 1 unit out of a total number of 4,089 units allocated during the month of February.





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					
Feb 2024	18,885	49,370	36,419	12,951	81%	00:02:51	00:02:41



SHMFF Activity on Social Media



Total number of followers until the end of the month reached **661K followers.**



Total number of subscribers reached **46.9k subscriber**

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

Fund's Media Events and Internal Activities

مسابقة "الإسكان الأخضر"

19- تصوير ومونتاج فيديو ميداني لإبراز أهم الإنجازات والمستجدات التي تم تحقيقها في تنفيذ مبادرة العمارة الخضراء على أرض الواقع، وذلك بحضور أعضاء من مؤسسة التمويل الدولية IFC.



[f](#) [v](#) [i](#) [t](#) [@shmfeg](#)

مسابقة "الإسكان الأخضر"

12- الإشراف على تنظيم الحفل الختامي وتوزيع جوائز مسابقة "الإسكان الأخضر"، حيث قامت الإدارة بالإشراف على تحضير مقر الحفل وكذلك تحضير مقر المعرض الفني المصاحب للحفل، بالإضافة إلى التأكد من تجهيز المناطق المخصصة للضيوف وذلك قبل يوم من بدء الحفل للتأكد من جاهزية كافة التحضيرات.



[f](#) [v](#) [i](#) [t](#) [@shmfeg](#)

زيارة الرئيس التنفيذي لهيئة حقائق العاصمة

23- التحضير لزيارة ميدانية تقنية للوفد الرسمي لمؤسسة التمويل الدولية IFC لعدد من الخدمات المقدمة لقطاعي مشروع سكن لكل المصريين للمواطنين منخفضي الدخل، مثل حضانات الأطفال، والمركز الطبي، والمدارس الابتدائية.



[f](#) [v](#) [i](#) [t](#) [@shmfeg](#)

مسابقة "الإسكان الأخضر"

15- التحضير والتوقيع الموندي لفعاليات افتتاح السيد الدكتور عاصم الجزار، وزير الإسكان والمرافق والمجمعات العمرانية، والسيدة الدكتورة ياسمين فؤاد، وزيرة البيئة، المعرض الفني للمشروعات المقدمة لمسابقة تصميم "الإسكان الأخضر"، والذي أقيم على هامش الحفل الختامي للمسابقة.



[f](#) [v](#) [i](#) [t](#) [@shmfeg](#)

مسابقة "الإسكان الأخضر"

6- صياغة وتصميم وطباعة عدد من التصميمات الترويجية لهدايا التقديرية المقسمة للفائزين بالمسابقة على صورة "تيك نفوي"، حيث تم تسليمه لطرق القاهرة بواقع 3 تصميمات للفائزين بالمرتبة الأولى و3 تصميمات للفائزين بالجوائز التوجيهية.

مسابقة تصميم الإسكان الأخضر جنيه ١٠٠,٠٠٠ المركز الثالث ٢٦ فبراير ٢٠٢٤	مسابقة تصميم الإسكان الأخضر جنيه ٢٥,٠٠٠ جائزة توجيهية ٢٦ فبراير ٢٠٢٤	مسابقة تصميم الإسكان الأخضر جنيه ٢٥٠,٠٠٠ جائزة توجيهية ٢٦ فبراير ٢٠٢٤	مسابقة تصميم الإسكان الأخضر جنيه ٢٠٠,٠٠٠ المركز الأول ٢٦ فبراير ٢٠٢٤
---	--	---	--



[f](#) [v](#) [i](#) [t](#) [@shmfeg](#)

زيارة الرئيس التنفيذي لهيئة حقائق العاصمة

20- التحضير والتجهيز للاجتماع الموسع الذي عقده السيدة الأستاذة/ مي عبد الحميد، الرئيس التنفيذي، مع عدد من رؤساء أجهزة المدن التي تشهد تنفيذ مبادرة العمارة الخضراء الخرفاء للوقوف على الوضع الفعلي للمبادرة على أرض الواقع، مع صياغة بيان مسخي وتوثيق الحدث مرئيا.



[f](#) [v](#) [i](#) [t](#) [@shmfeg](#)



Total No. of SMS (1124-9311)

The Total No. of SMS received through (1124) service Reached 14,065 SMS, with average 468 daily SMS and The Total No. of SMS through (9311) Service Reached 677 SMS, with average 22 daily SMS.



Social Housing Violations

1- Statement of Social Housing Violations allegation February 2024

Type of Allegation	NO.
Allegations of conviction.	225
Allegations of innocence.	6

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

Judgments and cases	No.
Default Judgment	
A default judgment of a fine and the unit return to the fund.	206
A default judgment of a fine.	6
A default judgment of an imprisonment and the unit return to the fund.	8
A default judgment of an imprisonment.	1
A default judgment of a fine, an imprisonment, and the unit return to the fund.	3
A default judgment of a fine, and imprisonment.	1
Total	225



Summary of Applicant's Complaints and Requests

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

#	Summary of beneficiaries' Requests	No.	%
1	Request to change the financing entities	1,496	27.1%
2	Requests to follow the customers who stay in the bank's stages	644	11.7%
3	Customer follow-up requests rejected by the bank's stages	255	4.6%
4	Request to correct the basic customer data	724	13.1%
5	Customer follow -up requests on the list of rejected and suspended applications	159	2.9%
6	Requests to follow up customers who stop in the stages of the fund	245	4.4%
7	Requests to follow customers who are stop in the customer service stage	281	5.1%
8	Requests to follow up on customers who are stop in the entry stages	36	0.7%
9	Requests to follow up on the stopped customers on the waiting list	4	0.1%
10	Requests to follow the C-Services website	480	8.7%
11	Contract of the project registered on the system	45	0.8%
12	Requests to follow up on customers applicable to announce	28	0.5%
13	Requests to re -query by mail	774	14%
14	Grievances for inquiries	20	0.4%
15	Follow up the admission of re -query requests	184	3.3%
16	Re -inquiries requests and customer service (Port Said Project)	18	0.3%
17	Requests to follow the Egyptian postal	77	1.4%
18	Request to address the inquiry companies because of the request of the inquiry	0	0%
19	Requests for the 10th announcement	0	0%
20	Report sending a text message with complaints platform link	21	0.4%
21	Requests to follow registration on the website	0	0%
22	Requests to follow customers who have no data on the system	28	0.5%
Total		5,519	

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

Complaints received channels		
Received channels "Direct"		
1	SHMFF Complaints Portal.	5,434
2	Complaints Received from High board.	173
3	Complaints Received on Post office.	23
Received channels "Indirect"		
4	Complaints Received on the Ministry's Customer Service.	3,300
5	Complaints Received on 15100 of Ministry of Housing	38
Total.		8,968



Social Housing and Mortgage Finance Fund



www.shmff.gov.eg

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