

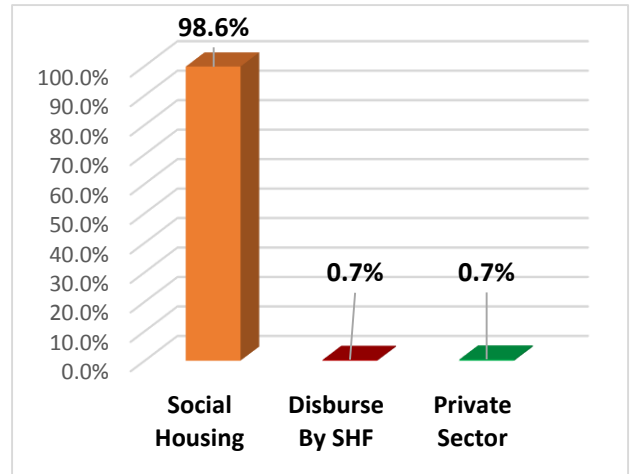
**SOCIAL HOUSING AND MORTGAGE FINANCE FUND
PERFORMANCE REPORT
APRIL 2019**

Table of Content

Content	Page
Total No. Of Beneficiaries According to Project Type	3
Total No. Of Beneficiaries According to Gender	3
Total No. Of Beneficiaries According to Age Group	3
Total No. Of Beneficiaries According to Work Classification	4
Total No. Of Beneficiaries According to Marital Status	4
Total No. Of Beneficiaries According to Income Level	5
Total No. Of Beneficiaries According to Governorates	6
Total Subsidy Amount	7
Total Mortgage Amount	7
Total No. Of Allocated Units	8
Total No. Of Allocated Units According To units Size	8
SMS Report 1124	9
Call Center Operation Report	9

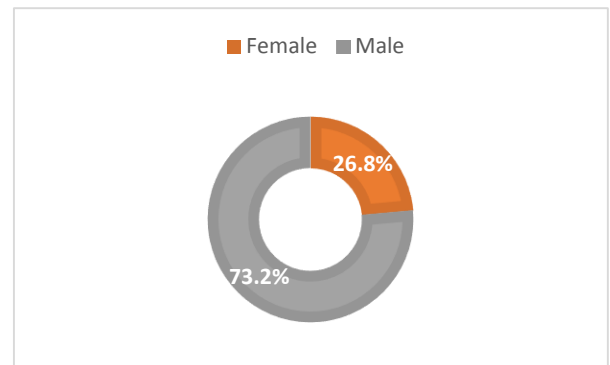
Total No. of beneficiaries according to project type:

Project type	April 2019	%
Social Housing	4404	98.6%
Disburse By SHF	31	0.7%
Private Sector	30	0.7%
Total	4465	100%



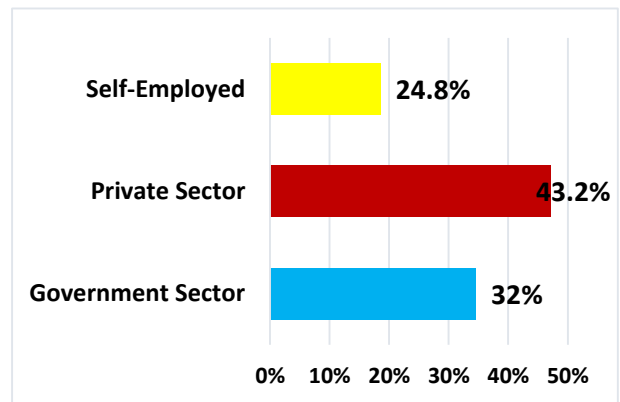
Total No. of beneficiaries according to gender:

Gender	April 2019	%
Female	1197	26.8%
Male	3268	73.2%
Total	4465	100%



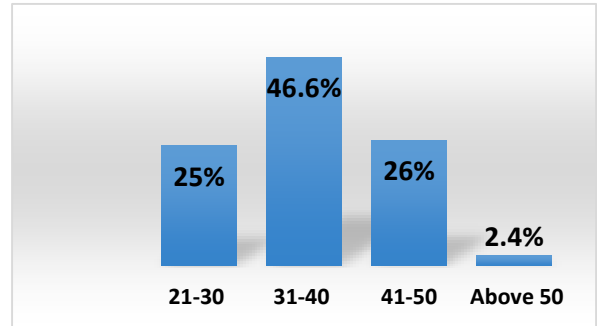
Total No. of beneficiaries according to work classification:

Work Classification	April 2019	%
Government Sector	1432	32%
Private Sector	1927	43.2%
Self-Employed	1106	24.8%
Total	4465	100%



Total No. of beneficiaries according to age group:

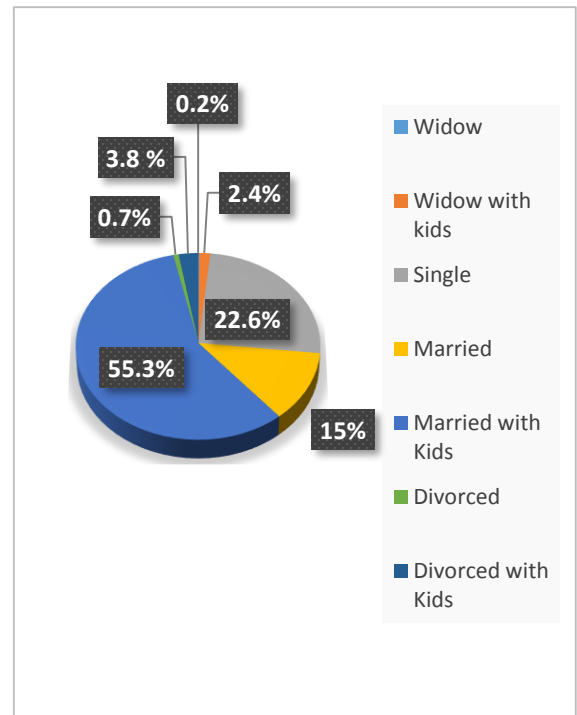
Age Group	April 2019	%
21-30	1117	25%
31-40	2079	46.6%
41-50	1163	26%
Above 50	106	2.4%
Total	4465	100%



Average age: 37 years

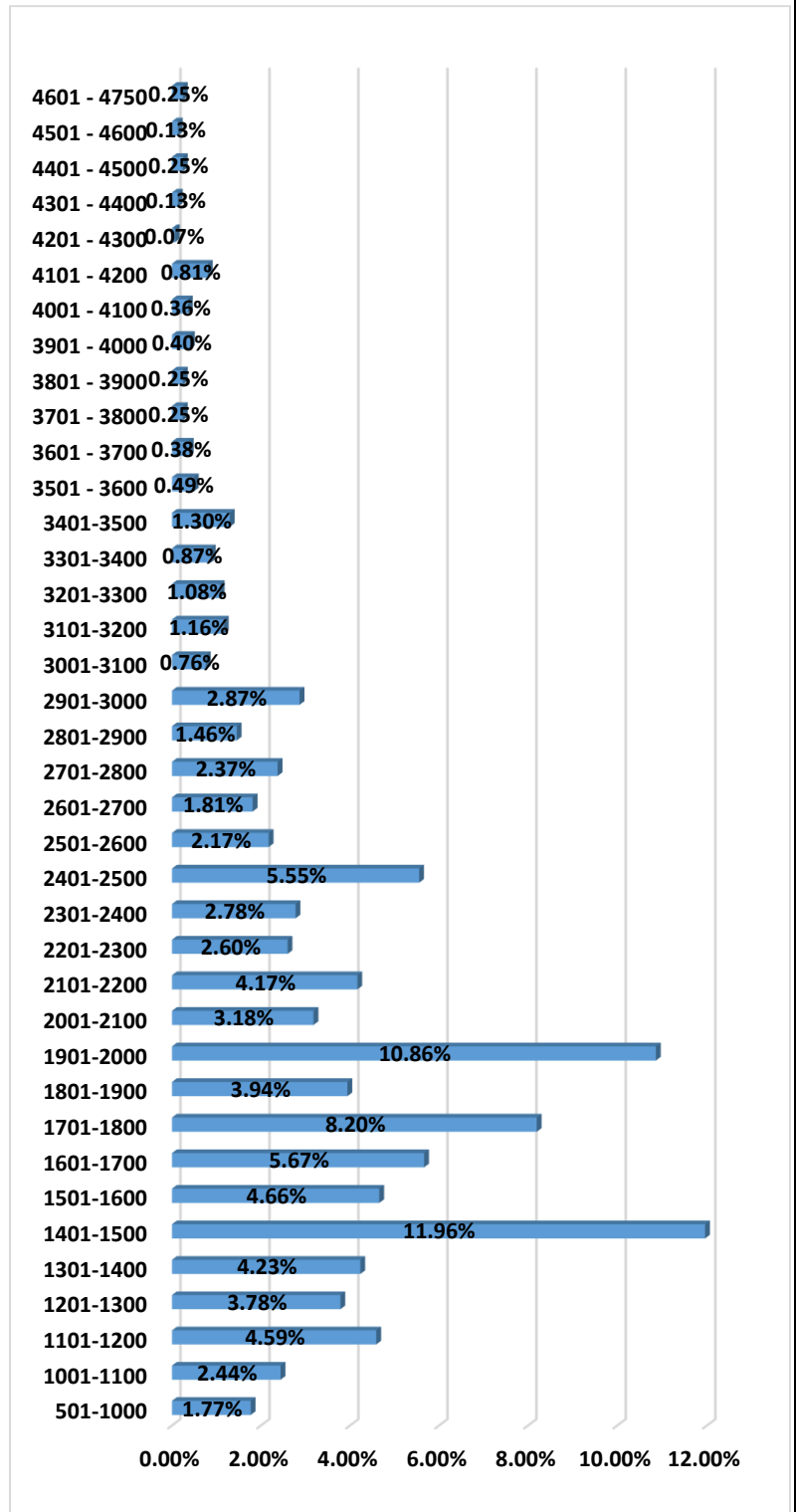
Total No. of beneficiaries according to marital status:

Marital Status	April 2019	%
Widow	10	0.2%
Widow with kids	109	2.4%
Single	1009	22.6%
Married	673	15%
Married with Kids	2462	55.3%
Divorced	32	0.7%
Divorced with Kids	170	3.8%
Total	4465	100%



Total No. of beneficiaries according to income level:

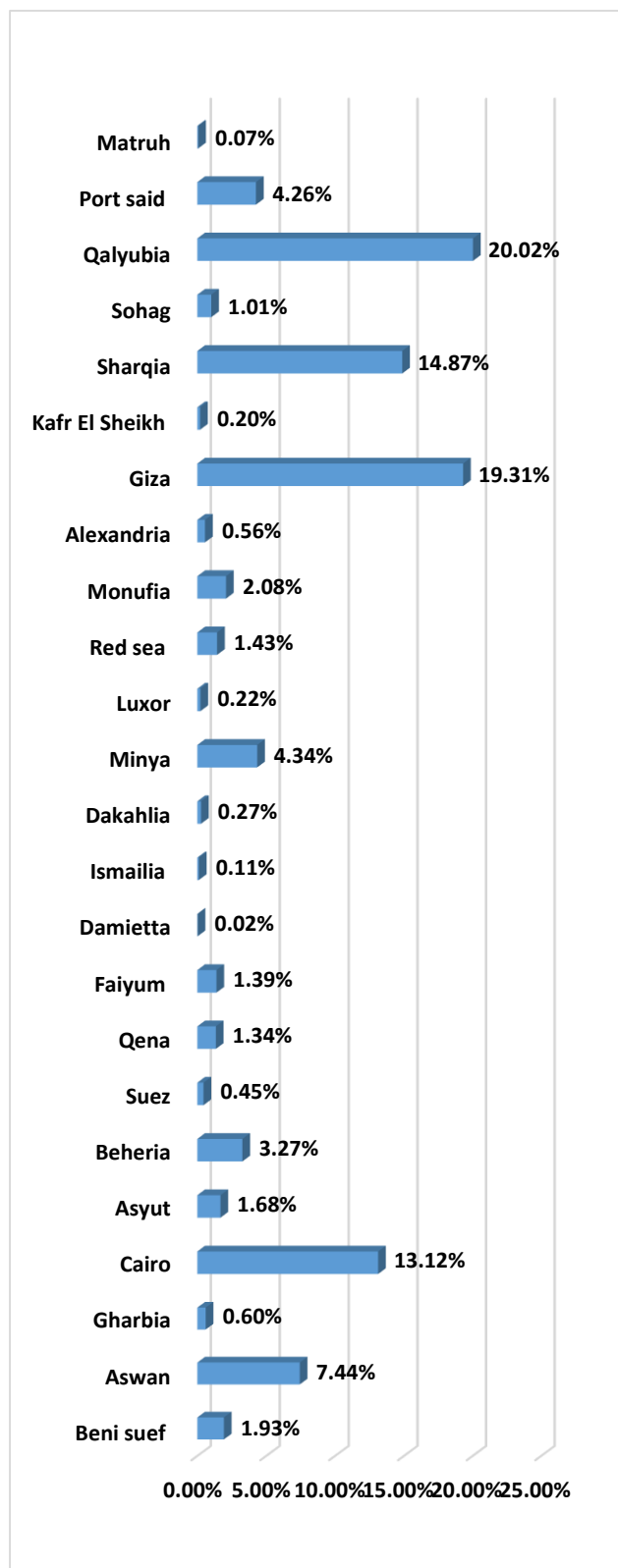
Income-Level	April-19	%
501-1000	79	1.77%
1001-1100	109	2.44%
1101-1200	205	4.59%
1201-1300	169	3.78%
1301-1400	189	4.23%
1401-1500	534	11.96%
1501-1600	208	4.66%
1601-1700	253	5.67%
1701-1800	366	8.20%
1801-1900	176	3.94%
1901-2000	485	10.86%
2001-2100	142	3.18%
2101-2200	186	4.17%
2201-2300	116	2.60%
2301-2400	124	2.78%
2401-2500	248	5.55%
2501-2600	97	2.17%
2601-2700	81	1.81%
2701-2800	106	2.37%
2801-2900	65	1.46%
2901-3000	128	2.87%
3001-3100	34	0.76%
3101-3200	52	1.16%
3201-3300	48	1.08%
3301-3400	39	0.87%
3401-3500	58	1.30%
3501 - 3600	22	0.49%
3601 - 3700	17	0.38%
3701 - 3800	11	0.25%
3801 - 3900	11	0.25%
3901 - 4000	18	0.40%
4001 - 4100	16	0.36%
4101 - 4200	36	0.81%
4201 - 4300	3	0.07%
4301 - 4400	6	0.13%
4401 - 4500	11	0.25%
4501 - 4600	6	0.13%
4601 - 4750	11	0.25%
Total	4,465	100.00%



Average Income Level: 2,055

Total No. of beneficiaries according to governorates:

Governorates	April-19	%
Beni suef	86	1.93%
Aswan	332	7.44%
Gharbia	27	0.60%
Cairo	586	13.12%
Asyut	75	1.68%
Beheria	146	3.27%
Suez	20	0.45%
Qena	60	1.34%
Faiyum	62	1.39%
Damietta	1	0.02%
Ismailia	5	0.11%
Dakahlia	12	0.27%
Minya	194	4.34%
Luxor	10	0.22%
Red sea	64	1.43%
Monufia	93	2.08%
Alexandria	25	0.56%
Giza	862	19.31%
Kafr El Sheikh	9	0.20%
Sharqia	664	14.87%
Sohag	45	1.01%
Qalyubia	894	20.02%
Port said	190	4.26%
Matruh	3	0.07%
Total	4,465	100.00%



Total subsidy amount:

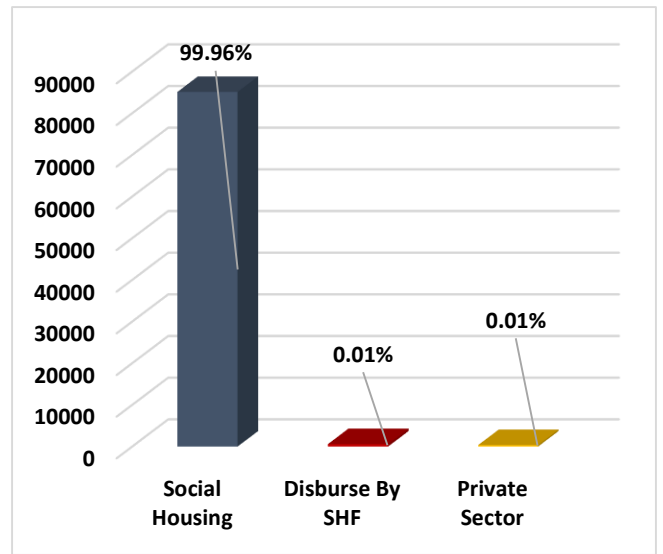
Year	Total No. of beneficiaries	Subsidy amount
April 2019	4,465	67,218,374
Total	4,465	67,218,374

Average Subsidy Amount: 15,055**Total Mortgage Amount:**

Lenders	Total No. of beneficiaries	Mortgage amount
Bank Misr	1,746	186,187,255
National bank of EGYPT	977	99,933,000
Housing & development bank	392	38,071,343
Commercial International bank	265	30,423,400
Industrial Development Bank	151	15,808,604
Tmweel	98	10,932,459
ALOULA	90	10,109,923
SAIB Bank	95	9,861,042
QNB ALAHLI	83	8,751,238
Contact	83	8,588,985
The United Bank OF Egypt	71	7,779,542
Ahly Mortgage Finance	69	7,537,554
Amlak	66	7,179,223
Arab African International Bank	64	6,506,419
Banque du caire	67	6,043,647
BLOM Bank Egypt	41	4,069,977
Arab Investment Bank	57	5,270,926
Ahly United Company	19	1,931,536
National Bank Of kuwait	14	1,386,929
Faisal Islamic bank	7	724,760
Credit Agricole Egypt	5	447,323
Arab African International company	2	243,517
Union National Bank	2	214,112
Egyptian Arab Land Bank	1	105,000
Total	4,465	468,107,714

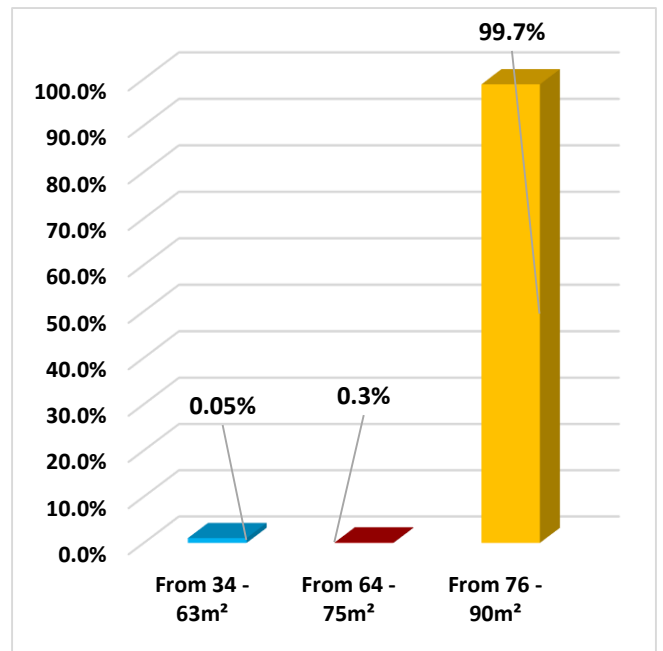
Total No. of allocated units:

Allocated Units	April- 2019	%
Social Housing	13633	99.96%
Disburse By SHF	2	0.01%
Private Sector	3	0.01%
Total	13638	100%



Total No. of allocated units according to unit's size:

Size of Allocated Units	April- 2019	%
From 34 - 63m ²	7	0.05%
From 64 - 75m ²	37	0.3%
From 76 - 90m ²	13594	99.7%
Total	13638	100%



Total number of messages 1124:

Date	Total No. of SMS	%
1-Apr-19	2702	8%
2-Apr-19	1962	6%
3-Apr-19	1672	5%
4-Apr-19	1480	4%
5-Apr-19	744	2%
6-Apr-19	978	3%
7-Apr-19	1531	5%
8-Apr-19	1503	5%
9-Apr-19	2015	6%
10-Apr-19	1913	6%
11-Apr-19	1433	4%
12-Apr-19	533	2%
13-Apr-19	939	3%
14-Apr-19	1613	5%
15-Apr-19	1192	4%
16-Apr-19	1167	4%
17-Apr-19	1061	3%
18-Apr-19	1078	3%
19-Apr-19	238	1%
20-Apr-19	616	2%
21-Apr-19	858	3%
22-Apr-19	799	2%
23-Apr-19	934	3%
24-Apr-19	962	3%
25-Apr-19	385	1%
26-Apr-19	224	1%
27-Apr-19	572	2%
28-Apr-19	645	2%
29-Apr-19	255	1%
30-Apr-19	1149	3%
Total	33243	100.00%

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
April-2019	157,973	142,167	1,731	1%	15,804	10%	90%	0:00:35	0:02:46
Total	157,973	142,167	1,731	1%	15,804	10%	90%	0:00:35	0:02:46

