

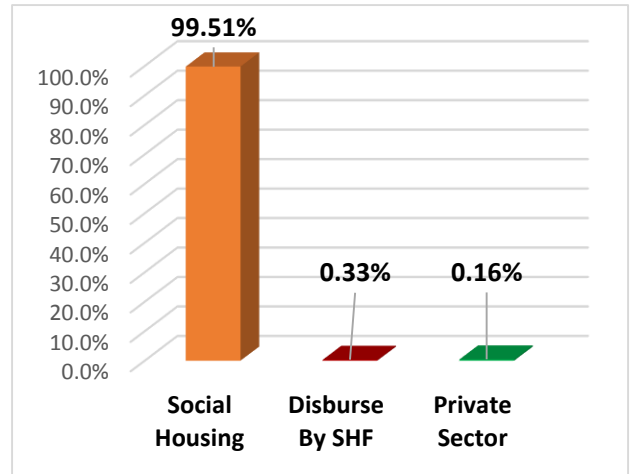
**SOCIAL HOUSING AND MORTGAGE FINANCE FUND  
PERFORMANCE REPORT  
MARCH 2019**

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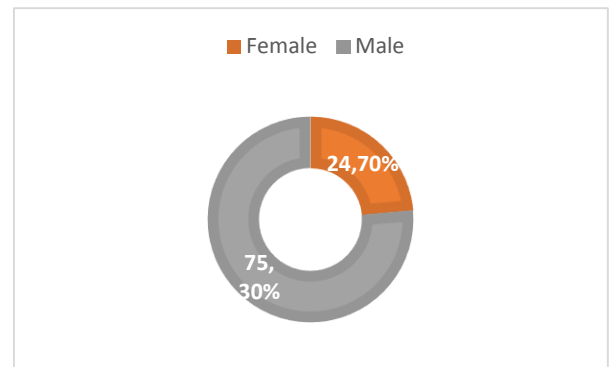
**Total No. of beneficiaries according to project type:**

Project type	march-19	%
Social Housing	8384	99,51%
Disburse By SHF	28	0,33%
Private Sector	13	0,16%
Total	8384	100%



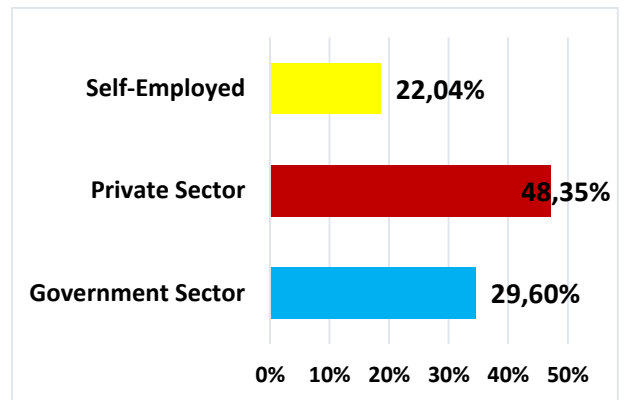
**Total No. of beneficiaries according to gender:**

Gender	march-19	%
Female	2,071	24.70%
Male	6,313	75.30%
Total	8,384	100.00%



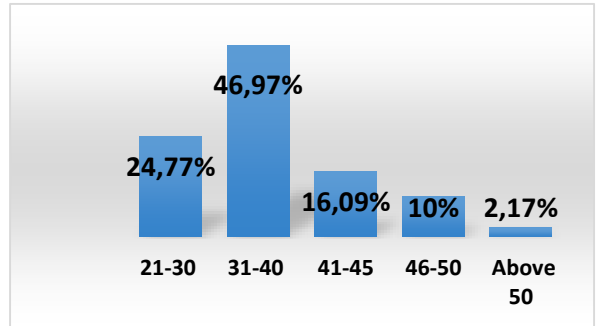
**Total No. of beneficiaries according to work classification:**

Work Classification	march-19	%
Government Sector	2,482	29.60%
Private Sector	4,054	48.35%
Self-Employed	1,848	22.04%
Total	8,384	100.00%



**Total No. of beneficiaries according to age group:**

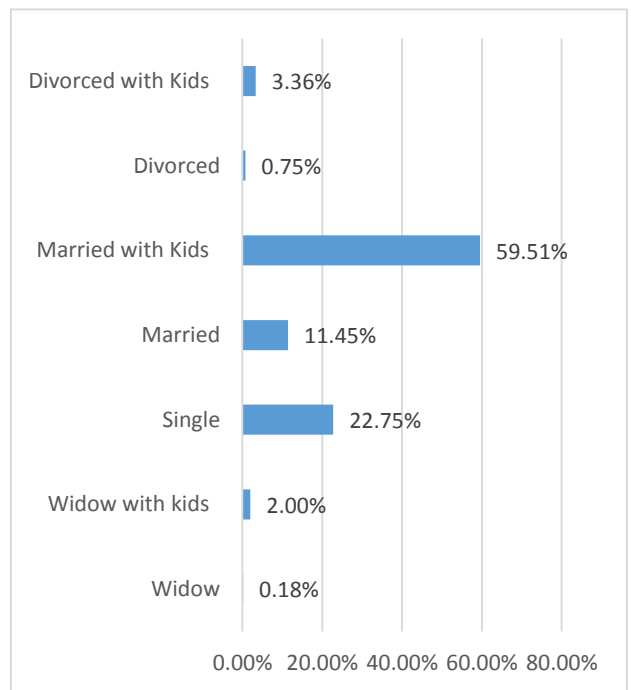
Age Group	march-19	%
21-30	2,077	24.77%
31-40	3,938	46.97%
41-45	1,349	16.09%
46-50	838	10.00%
Above 50	182	2.17%
<b>Total</b>	<b>8,384</b>	<b>100%</b>



**Average age: 37 years**

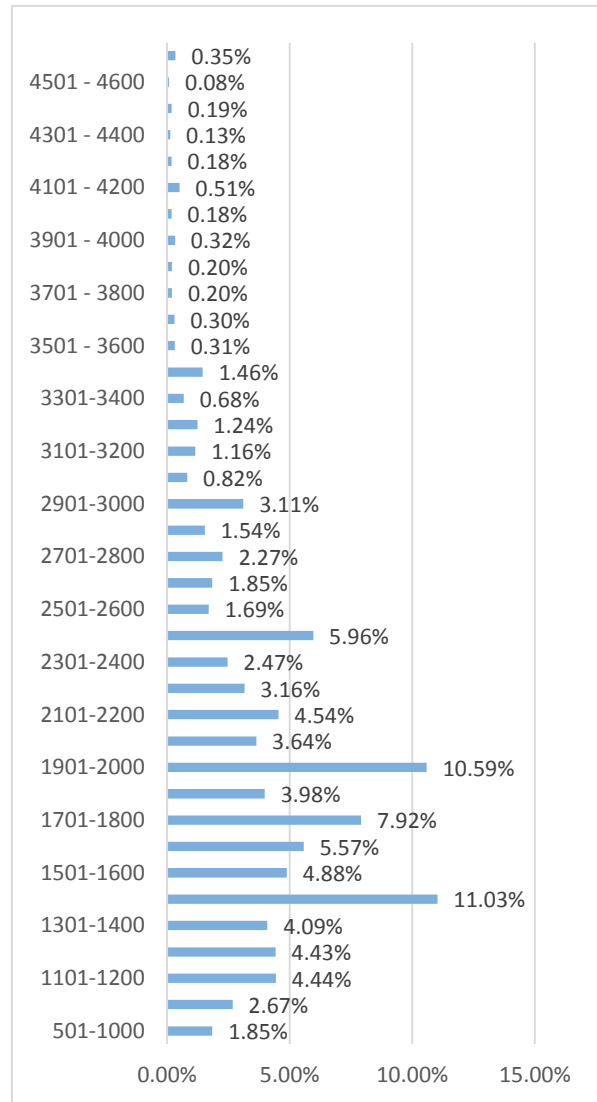
**Total No. of beneficiaries according to marital status:**

Marital Status	march-19	%
Widow	15	0.18%
Widow with kids	168	2.00%
Single	1,907	22.75%
Married	960	11.45%
Married with Kids	4,989	59.51%
Divorced	63	0.75%
Divorced with Kids	282	3.36%
<b>Total</b>	<b>8,384</b>	<b>100%</b>



**Total No. of beneficiaries according to income level:**

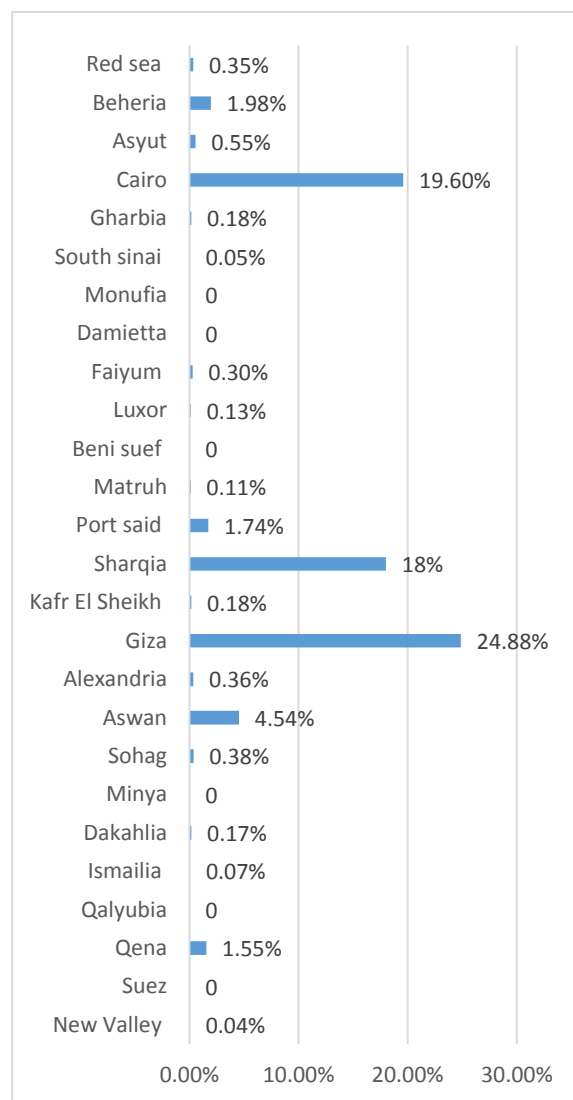
Income-Level	march-19	%
501-1000	155	1.85%
1001-1100	224	2.67%
1101-1200	372	4.44%
1201-1300	371	4.43%
1301-1400	343	4.09%
1401-1500	925	11.03%
1501-1600	409	4.88%
1601-1700	467	5.57%
1701-1800	664	7.92%
1801-1900	334	3.98%
1901-2000	888	10.59%
2001-2100	305	3.64%
2101-2200	381	4.54%
2201-2300	265	3.16%
2301-2400	207	2.47%
2401-2500	500	5.96%
2501-2600	142	1.69%
2601-2700	155	1.85%
2701-2800	190	2.27%
2801-2900	129	1.54%
2901-3000	261	3.11%
3001-3100	69	0.82%
3101-3200	97	1.16%
3201-3300	104	1.24%
3301-3400	57	0.68%
3401-3500	122	1.46%
3501-3600	26	0.31%
3601-3700	25	0.30%
3701-3800	17	0.20%
3801-3900	17	0.20%
3901-4000	27	0.32%
4001-4100	15	0.18%
4101-4200	43	0.51%
4201-4300	15	0.18%
4301-4400	11	0.13%
4401-4500	16	0.19%
4510-4600	7	0.08%
4601-4750	29	0.35%
<b>Total</b>	<b>8,384</b>	<b>100%</b>



**Average Income Level: 2,071**

## Total No. of beneficiaries according to governorates:

Governorates	march-19	%
New Valley	3	0.04%
Suez	37	0,44%
Qena	130	1.55%
Qalyubia	1,502	17,92%
Ismailia	6	0.07%
Dakahlia	14	0.17%
Minya	337	4,02%
Sohag	32	0.38%
Aswan	381	4.54%
Alexandria	30	0.36%
Giza	2,086	24.88%
Kafr El Sheikh	15	0.18%
Sharqia	1509	18%
Port said	146	1.74%
Matruh	9	0.11%
Beni suef	155	1,85%
Luxor	11	0.13%
Faiyum	25	0.30%
Damietta	1	0.01%
Monufia	89	1,06%
South sinai	4	0.05%
Gharbia	15	0.18%
Cairo	1606	19.60%
Asyut	46	0.55%
Beheria	166	1.98%
Red sea	29	0.35%
Total	8,384	100.00%



**Total subsidy amount:**

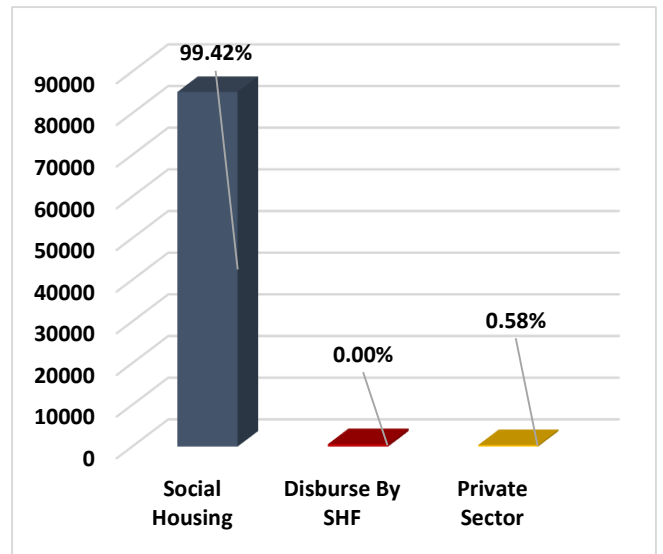
Year	Total No. of beneficiaries	Subsidy amount
march 2019	8384	861,277,914
Total	8384	861,277,914

**Average Subsidy Amount: 14,502****Total Mortgage Amount:**

Lenders	Total No. of beneficiaries	Mortgage amount
bank of EGYPT National	2,704	274,855,010
Misr Bank	2,313	239,834,244
African International Bank Arab	218	22,928,754
du caire Banque	439	37,603,111
International bank Commercial	373	42,140,600
housing finance Egyptian	55	5,621,943
development bank & Housing	496	47,852,981
Development Bank Industrial	223	23,637,040
ALAHLI QNB	173	18,301,610.06
Contact	92	9,960,434.98
SAIBank	98	9,792,846
Investment Bank Arab	176	16,124,338
Bank Egypt BLOM	76	8,051,855
Islamic bank Faisal	31	3,044,727
ALOULA	344	39,594,372
Mortgage Finance Ahly	102	11,044,928
United Bank OF Egypt The	172	18,652,944
National Bank Union	34	3,730,303
Bank Of kuwait National	30	2,977,501
Arab Land Bank Egyptian	24	2,555,741
agricole Credit	1	120,000
Amlak	108	11,458,299.98
Bank EG	1	114,027
Tmweel	88	9,758,150
African International Arab Company	13	1,522,154
<b>Total</b>	<b>8,384</b>	<b>861,277,914</b>

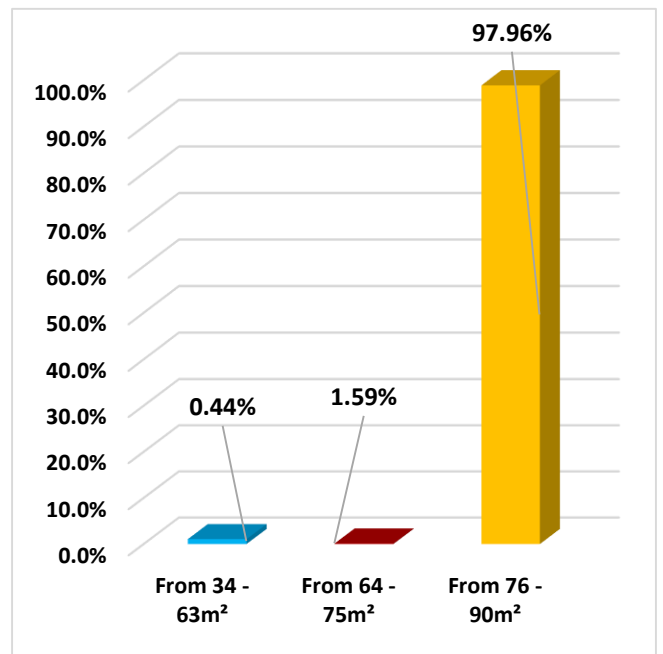
**Total No. of allocated units:**

Allocated Units	March-19	%
Social Housing	2246	99,42%
Disburse By SHF	0	0,00%
Private Sector	13	0,58%
<b>Total</b>	<b>2259</b>	<b>100%</b>



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

Size of Allocated Units	March-19	%
From 34 - 63m <sup>2</sup>	10	0,44%
From 64 - 75m <sup>2</sup>	36	1,59%
From 76 - 90m <sup>2</sup>	2213	97,96%
<b>Total</b>	<b>2259</b>	<b>100%</b>





**Total number of messages 1124:**

Date	Total NO of SMS	%
1-Mar-19	1294	3%
2-Mar-19	1536	3%
3-Mar-19	2134	4%
4-Mar-19	1380	3%
5-Mar-19	1947	4%
6-Mar-19	1970	4%
7-Mar-19	1626	3%
8-Mar-19	823	2%
9-Mar-19	1165	2%
10-Mar-19	1872	4%
11-Mar-19	1830	4%
12-Mar-19	1852	4%
13-Mar-19	1544	3%
14-Mar-19	1495	3%
15-Mar-19	818	2%
16-Mar-19	1195	2%
17-Mar-19	1899	4%
18-Mar-19	1570	3%
19-Mar-19	1588	3%
20-Mar-19	1552	3%
21-Mar-19	1275	3%
22-Mar-19	822	2%
23-Mar-19	1164	2%
24-Mar-19	1659	3%
25-Mar-19	1570	3%
26-Mar-19	1576	3%
27-Mar-19	1534	3%
28-Mar-19	1337	3%
29-Mar-19	906	2%
30-Mar-19	1275	3%
31-Mar-19	4321	9%
<b>total</b>	<b>48529</b>	<b>100.00%</b>

## 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	Average Call Duration
MARCH-2019	162,565	152,148	1,376	1%	10,416	6.4%	93.6%	0:00:17	0:02:37
Total	162,565	152,148	1,376	1%	10,416	6.4%	93.6%	0:00:17	0:02:37