



**Social Housing and
Mortgage Finance Fund**



July 2021 Performance Report

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



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Performance Report ... A Monthly 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 ID-SMS services (1124), to facilitate for applicants to have inquiries of the status of their application, 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: July 2021

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Social Housing and Mortgage Finance Fund



Executive Summary

- Report monitors the most important local and international economic news that took place during the report period (July 2021) from various sources, whether local sources (governmental authorities- consultant institutions- local banks) or global sources (international financial institutions- foreign consultant 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 July 2021 total number of beneficiaries reached 3,116; 98.8% of them are benefited from “social housing projects” according to (project type category), while 51,5% 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.
- 54,1% of the total beneficiaries are working for private sector which is the highest percentage of total number of beneficiaries in (work classification category), while 51% of the total beneficiaries are married with kids, and 25,8% of the beneficiaries their monthly income is between (L.E 2001 – L.E 2500) 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, 23,6% of total beneficiaries are females, while beneficiaries from Giza governorate reached 36,3% of total beneficiaries, that represents the highest percentage of total number of beneficiaries among other different governorates.

- **Granted subsidy to beneficiaries is amounted L.E 62 million, with an average of L.E 19,888 per beneficiary, while the total granted finance is amounted L.E 440 Million, with an average of L.E 139,593 per beneficiary.**
- **6,424 units have been allocated during July 2021, 6,222 of them are units from Social housing projects.**
- **Units with an area of (90 m²) represent the highest percentage of allocated unites classified according to areas with percentage 99,31%.**
- **level of performance of the call center and customer service reached 91,7%, while the total number of SMS that have been sent to applicants on the (1124) service reached 43,777 SMS, and SHMFF's Facebook page followers reached 301,000 followers, in addition to the total number of visits to the SHMFF Portal reached 4,2 million visits. The Fund launched 12 illustrative videos about its services on SHMFF official YouTube channel in July 2021, with total number of views that reached 108,654 views.**
- **SHMFF call center service has received 2,196 requests and 2,424 complaints through the following numbers (090071117 - 1188 - 5999 - 5777), and also received 906 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 2,052 allegations at the end of the report period, the total number of conviction allegation reached 888, and the records of innocence allegation were 79, while 210 allegations were reconciled.**



Egypt's Economic News

IMF Forecasts for Egyptian Economy

Source: The International Monetary Fund

The International Monetary Fund (IMF) is optimistic regarding the Egyptian Economy performance, especially the country's GDP, which is expected to improve to reach 5,8% by 2024/25.

The Fund has predicted a gradual recovery of Egyptian tourism and has expected that it could return to its pre-pandemic levels and generates \$8 billion in 2021/2022 and \$25 billion in 2024/2025.

The Fund also predicted a gradual increase in the volume of foreign direct investment to generates \$8.6 billion in 2021/2022 and \$16.5 billion in 2024/2025.

In addition to its expectations regarding the increase the volume of foreign reserves in Egypt and expected that it could return to its pre-pandemic levels to reach \$47.6 billion in 2022/2023 and \$55.1 billion in 2024/2025.

The Fund also predicted a gradual increase in Suez Canal revenues to generate \$6.6 billion in 2021/2022, and \$7.6 billion in 2024/2025.

World Investment Report 2021

Source : UNCTAD World Organization

Egypt ranked 1st place in Africa in attracting investments and is considered to be among Africa's top five Export economies. In 2020 foreign direct Investment in Egypt amounted a total of \$5.9 billion, followed by the Democratic Republic of the Congo with \$2.4 billion, then South Africa with \$3.1 billion, and Ethiopia & Nigeria with \$2.4 billion, according to the UNCTAD World Investment Report.

The report also mentioned that FDI in Egypt is still directed to natural resources, and also expressed Egypt's keenness to direct investment flows to different economic sectors and activate the Egyptian-Saudi Investment Fund with an investment volume of \$16 billion, while the discovery of the field 'Zahar' strengthened FDI in the fields of energy in the eastern Mediterranean region.

Positive Forecasts for The Egyptian Economy

Source: The Economist

The Economist report announced positive forecasts for the Egyptian economy till fiscal year 2023/2024, especially after the first year of the Covid-19 pandemic and its negative repercussions.

In addition, there are also positive expectations for the development of export and import of goods and services growth rates. The Economist expects exports rate of goods and services to grow by 13.5% in the current fiscal year 2021/2022, compared to 8.5% in 2020/2021 and -21.7% in 2019/2020.

The Economist also reported that the energy and construction sectors will continue to be the core drivers of the economy in the coming period, in addition to the prospects for the recovery of tourism, export and other services.

The Safest Country in The World 2021

Source: Global Finance Magazine

Egypt made a big leap on the world's safest country index in 2021, jumped 38 positions to rank 65th out of 134 countries, despite the serious repercussions of the Covid-19 pandemic.

The index contains three main factors: personal security, war, and natural disasters.

Iceland ranked 1st in the world's safest country index in 2021, followed by the UAE and Qatar in third position.

The Covid-19 pandemic negatively affected many major economic powers and delayed their ranking, where United State ranking in the world's safest country index fell to 71st, South Africa ranked 120th and Brazil ranked 129th.



SHMFF Performance July 2021

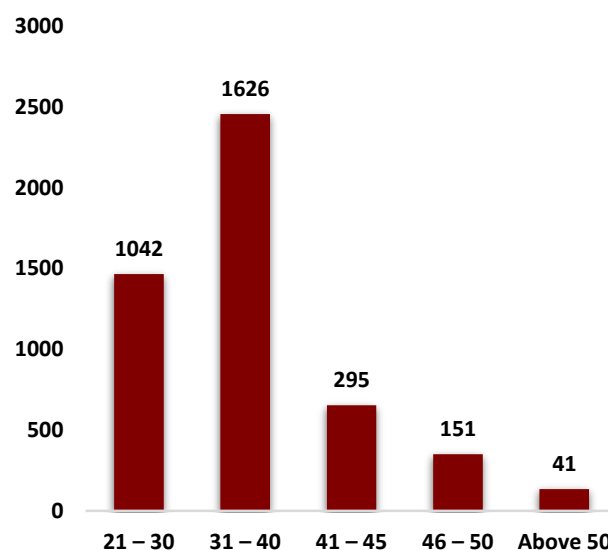
1- Total No. Of Beneficiaries According to Project Type

Beneficiaries from the social housing projects represent the highest beneficiaries with (3,116) beneficiaries; Then, come beneficiaries from private sector with (39) beneficiaries.



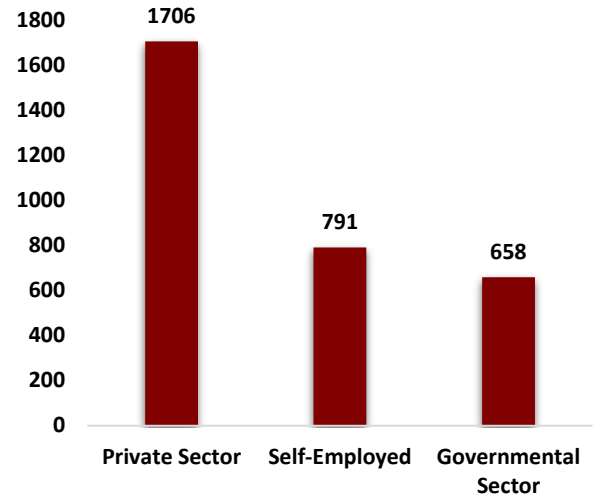
2- Total No. Of Beneficiaries According to Age Group

Beneficiaries from the age group (31-40) represent the highest beneficiaries with a total number (1,626) beneficiaries, then comes age group (21 – 30) with (1042) beneficiaries, then comes age group (41 – 45) with (295) beneficiaries; then comes age group (46 – 50) with (151) beneficiaries and lastly comes the age group (Above 50) with (41) beneficiaries.



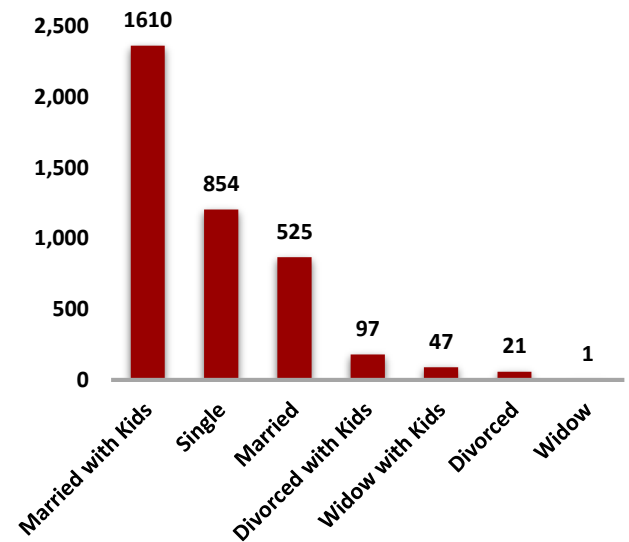
3- Total No. Of Beneficiaries According to Work Classification

Beneficiaries from private sector represent the highest beneficiaries with (54%) from total number of beneficiaries classified according to work classification, Then the Self-Employed comes second with (791) beneficiaries constituting (25,1%), and Governmental Sector employees with (658) constituting (20,9%).



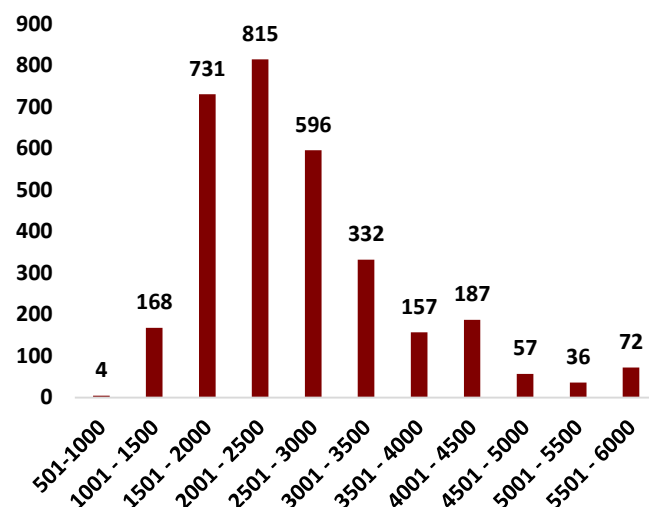
4- Total No. Of Beneficiaries According to Marital Status

Beneficiaries from married with kid's category represents the highest beneficiaries with (1,610) beneficiaries, Single represents the second category with (854) beneficiaries, then (Married) with (525) beneficiaries, then (Divorced with Kids) with (97) beneficiaries, then (Widow with Kids) with (47) beneficiaries, then (Divorced) with (21) beneficiaries, then (Widow) with (1) beneficiaries.



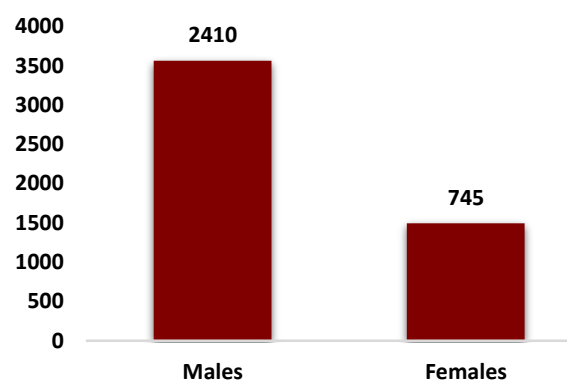
5- Total No. Of Beneficiaries According to Income Level

Beneficiaries from the income level (2001-2500) represents the highest beneficiaries with percentage (25,8%) of the total number of beneficiaries. The fund grants subsidies to income levels between LE 501 as a minimum, up to LE 6,000 max.



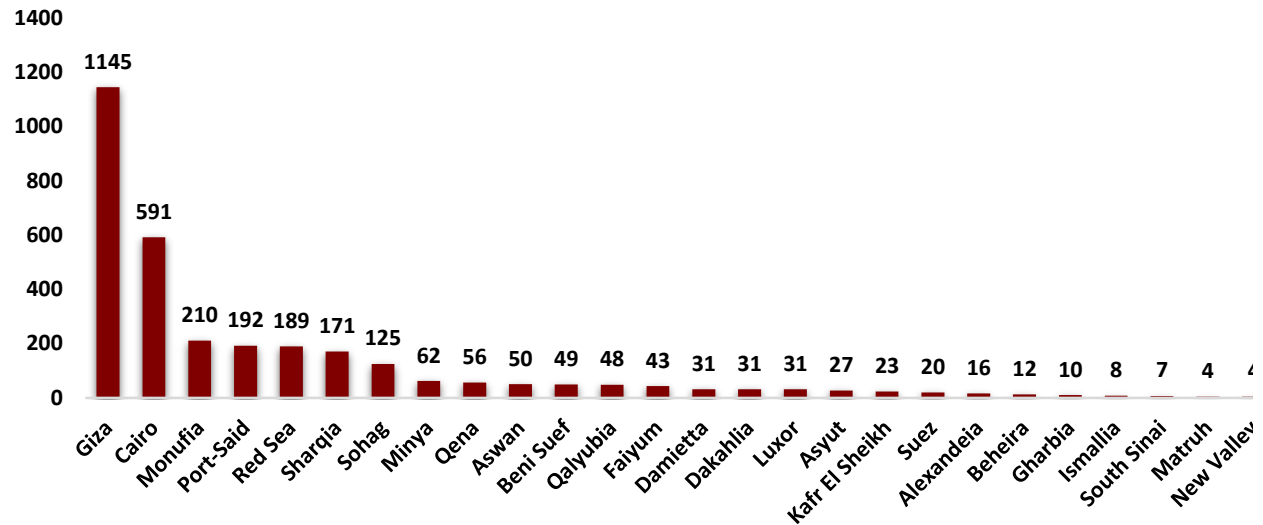
6- Total No. Of Beneficiaries According to Gender

Beneficiaries from males represents the highest beneficiaries with (76,4%), while (Females) beneficiaries represents (745) constituting (23,6%).



7- Total No. Of Beneficiaries According to Governorates

Beneficiaries from Giza governorate represents the highest beneficiaries with a total number of (1145) constituting (36,3%) of the total Number of beneficiaries during July 2021.



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

Date	No. of Beneficiaries	Value of Subsidy (LE)
1/7/2021 to 31/7/2021	3,155	62,749,009

* Average Subsidy represents L.E 19,888 per beneficiary

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

Lender	No. of beneficiaries	Mortgage Amount (Million L.E)
National Bank of Egypt	733	82,395,000
Banque Misr	443	62,407,853
The United Bank of Egypt	428	46,256,406
Commercial International Bank	175	41,990,038
Qatar National Bank	160	37,623,489
Industrial Development Bank	101	20,642,901
Housing & Development Bank	86	18,502,443
Mashreq Bank	76	17,877,330
Banque du Caire	58	14,190,687
Taamir Mortgage Company	56	18,099,526
Contact Mortgage Company	39	15,519,246
Arab Investment Bank	38	11,688,680
Faisal Islamic bank	33	10,808,603
Egyptian Arab Land Bank	29	10,124,278
BLOM Bank Egypt	25	8,525,775
SAIB Bank	24	8,701,083
Arab African International Bank	19	4,978,754
National Bank Of Kuwait	16	4,209,801
Egyptian Gulf Bank	15	2,794,648
Suez Canal Bank	7	1,404,938
Export Development Bank	5	1,552,620
Tamweel Mortgage Company	2	121,062
Total	3,155	440,415,161

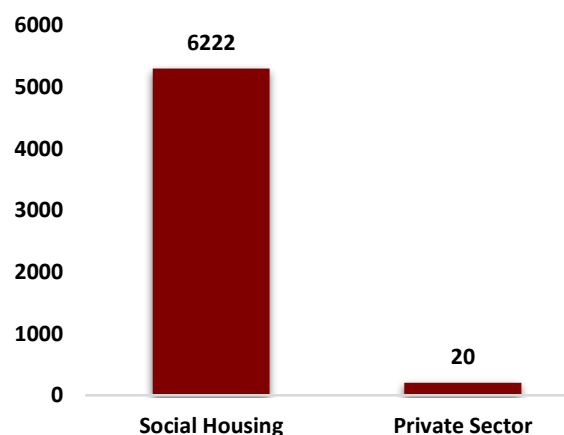
* Average Mortgage represents of L.E 139,593 per beneficiary



Total No. Of Allocated Units

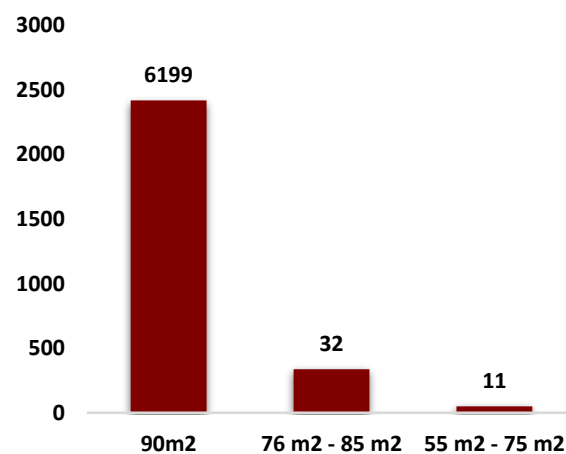
1- According to Project Type

The total number of allocated units reached (6,242) units during July 2021 divided into 2 types (Social Housing Projects - Private Sector projects) The social housing project represent the highest beneficiaries with (99,7%) of the total units allocated; Then, comes the Private Sector projects with (20) units constituting (0.3%) of the total units allocated.



2- According to units Size

The total number of allocated units reached (6,242) units during July 2021, The units with size (90m2) represents the highest percentage with (6,199) units reaching (99,31%) of the total allocated units.





Call Center Operation Performance

Date	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					
July 2021	28,330	43,982	37,987	5,995	91,7%	00:01:12	00:02:30



SHMFF Activity on Social Media



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



The number of the uploaded videos to the channel
12 Videos
 The number of views
108,654 thousand views



Number of visits to the site
4,2 million visits
 Number of applicants visited the site
2,2 million Visitors

Fund's Media Events and Internal Activities



SHMFF News

Monitors Fund's news on websites and newspapers



Employee Services

Opening reservation requests for summer units in various coastal areas



TV talk

The CEO talk on several TV channels :
CBC Extra News -
AlArabiya - MBC
Masr - Al-Hayah -
Sada El Balad - DMC
- Almal News -
Alshams - Al
Masriyah



Media Coverage

Media coverage of the CEO press interviews

Media coverage of judicial inspection



Infographic Design

Designing an announcement for the opening of reservations for units within the President's initiative Housing for All Egyptians



Total No. of SMS (1124)

The Total No. of SMS through the (ID SMS Service 1124) Reached 43,777 messages during July 2021, with daily average 1,412 messages.



Social Housing violations

1- Statement of Social Housing violations allegation until July 2021

Type of Allegation	NO.
Allegations Sent to the (Housing Directorates and Cities Authorities) for action	2,052
Allegations of conviction	888
Allegations of innocence	79
Allegation that have been reconciled	210

2- Statement of the judgments of Social Housing violations until July 2021

Judgments and cases	No.
Default Judgment	
A default judgment of a fine and the unit return to the fund	531
A default judgment of a fine	143
A default judgment of an imprisonment and the unit return to the fund	118
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	13
Final Judgment	
A final judgment of innocence in the first degree	50
A final judgment of innocence	28
Total	951



Summary of Applicant's Complaints and Requests

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

Technical operations requests		
1	Re-investigation requests	823
2	Change lender requests	921
3	Adjust applicant's data requests	435
4	Project assignment requests	16
5	Transfer from one project to another	1
Total requests		2,196
Technical operations complaints		
1	Complaint about reason of rejection	253
2	Complaint about delay of unit allocation	931
3	Complaint about delay of investigation report	203
4	Complaint about applying process through website	312
5	Complaint about lenders procedures	543
Total Complaints		2,242

2- A Summary of Applicants 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 about the reason of rejection	137
2	Complaints about the performance of the automated system and website services	75
3	Complaints about not including the applicant's file on system	45
4	Complaints against investigations companies	62
5	Complaints about unit's allocation and investigation reports	76
6	Complaints against lenders	85
7	Financial complaints	18
8	Applicants Inquiries	55
9	Special cases complaints	24
10	Complaints about reconciliation and unit violation	5
11	Complaints about Dealing with Post office	13
12	Applicants Suggestions	2
13	Other complaints	308
14	Complaints Dealing with Call Center	1
Total		906



Social Housing and Mortgage Finance Fund



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