



**Social Housing and
Mortgage Finance Fund**



3rd Quarter

Performance Report 2020/2021

**Quarter Report Issued by
Social Housing and
Mortgage Finance Fund**

2021



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Performance Report . . . A quarter 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 the call center, as well as the total number of messages for the inquiry service via SMS (1124), 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 (Jan - Mar) 2021

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Social Housing and Mortgage Finance Fund



Executive Summary

- The report monitoring the most important local and international economic news that took place during the report period (Jan-Mar 2021) from various sources, whether local sources (Government authorities - advisory institutions - local banks) or global sources (international financial institutions - foreign advisory 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 the 3rd quarter of the fiscal year 2020/2021 total number of beneficiaries reached 15,301 beneficiaries, an increase of 339 over the previous quarter, which was 14,962 beneficiaries; 96.2% of them are benefited from “social housing projects” according to (project type category), while 48% 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.
- 44% of the total beneficiaries are working for private sector which is the highest percentage of total number of beneficiaries in (work classification category), while 52.1% of the total beneficiaries are married with kids, and 27.3% of the beneficiaries their monthly income is between (L.E 1501 – L.E 2000) 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, 28% of total beneficiaries are females, while beneficiaries from Cairo governorate reached 19.3% of total beneficiaries, that represents the highest percentage of total number of beneficiaries among other different governorates
- The total value of the subsidy granted amounted L.E 295.9 million during the 3rd quarter of the fiscal year 2020/2021, with an average value of subsidy provided

to each beneficiary by L.E 19 thousand and an increase of L.E 75 million over the previous quarter which was L.E 219 million. The total value of the financing granted amounted was L.E 1.862 billion, with an average value of financing granted to each beneficiary by L.E 122,000, with an increase of L.E 154 million over the previous quarter, which amounted to L.E 1.708 billion.

- 14,075 units have been allocated during 3rd quarter of the fiscal year 2020/2021, 14,032 of them are units from Social housing projects, and units with a size of (90 m²) received the highest demanded from beneficiaries which represent 89% of the total allocated units.
- level of performance of the call center and customer service reached 94.1%, while the total number of SMS that have been sent to applicants on the (1124) service reached 176,529 SMS, and SHMFF's Facebook page followers reached 188,000 followers, in addition that the total number of visits to the SHMFF Portal reached 17.3 million visits. The Fund launched 8 introductory videos about its services on SHMFF official YouTube channel during 3rd quarter of the fiscal year 2020/2021, with total number of views that reached 37.2 thousand views.
- SHMFF call center service has received 10,633 requests and 6,751 complaints through the following numbers (090071117 - 1188 - 5999 - 5777), and also received 3,740 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 1,647 allegations at the end of the report period, the total number of conviction allegation reached 604, and the records of innocence allegation were 71, while 178 allegations were reconciled



Egypt's Economic News

Egypt achieved positive GDP growth in 2020

Source: International Monetary Fund (IMF)

The International Monetary Fund issued a report of the GDP growth of the Egyptian economy and shows in this report that Egypt is the only country in the Middle East that achieved positive GDP growth during the year 2020, while the report expected an inflation rate of 5.9% during the fiscal year 2020/2021.

The International Monetary Fund expected that the value of the Egyptian pound would reach 15.7 against the US dollar during the fiscal year 2020/2021.

It is expected to achieve a surplus in the Egyptian current account of \$8.6 billion in 2020, representing 2.6% of GDP, while the deficit in the current account to GDP amounted to 3.1% in the fiscal year 2019/2020.

Egypt's foreign trade activity improved during 2020

Source: Ministry of Industry and Trade

The Ministry of Industry and Trade issued its report on Egyptian foreign trade during the year 2020, in which it clarified the most exporting and importing countries of Egyptian products, the largest exporters to Egypt of non-oil products, and the largest importers of non-oil products from Egypt.

The report indicated that there are 5 countries that account for 41% of Egyptian imports during 2020, in order (China: 18% - America: 7% - Germany: 6% - Italy: 5% - Turkey: 5%)

While there are 5 countries that account for 35% of Egyptian exports during 2020, they are in order (UAE: 11% - Saudi Arabia: 7% - Turkey: 6% - America: 6% - Italy: 5%)

China was the largest exporter to Egypt with a value of \$11.6 billion in non-oil imports, while the UAE was the largest importer from Egypt with a value of \$2.9 billion in non-oil exports.

Increase in deposit balances with the Egyptian banking system

Source: Central Agency for Public Mobilization and Statistics (CAPMAS)

The Central Agency for Public Mobilization and Statistics (CAPMAS) issued a report on the deposits of the banking system in Egypt during the fiscal year 2019/2020. The report indicated that the volume of deposits increased during the fiscal year by 17.4% compared to the previous fiscal year 2018/2019.

The total deposits with the Egyptian banking system amounted to L.E 7 trillion during the fiscal year 2019/2020, an increase of 17.4% compared to the year 2018/2019. The most sectors contributing to bank deposit balances according to economic sectors were:

- The family sector: 69.4%
- Private sector: 12.1%
- Public Services Sector: 10.9%
- Public Business Sector: 4.5%
- Financial intermediaries sector: 2.6%
- External Sector: 0.4%

Egypt will become a promising market for investments in the coming period

Source: First Abu Dhabi Bank

The bank expected that Egypt will become the largest construction market in the Middle East and North Africa region by 2024, the report also expected an improvement in the performance of the Egyptian pound during 2021, against the US dollar by 2.6%, making it among the top 7 performing currencies among emerging market currencies in 2020.

The report indicated that the fields of agriculture, tourism, industry, construction, natural gas and communications are the sectors that are expected to play a major role in driving the Egyptian economy during 2021

The report expected a 30% growth in corporate profits after the return of the situation to what it was before the Corona pandemic during the year 2021, and that the coming period will witness an increase in attractive opportunities for investments in Egypt in the sectors: health, energy, financial technology, and consumer sectors.

Increasing cash subsidy allocations in the state's Public budget

Source: Ministry of Finance

The Ministry of Finance issued a report on subsidy allocations during the fiscal year 2019/2020, in which it clarified the increase in cash subsidy allocations in the state's public budget during this year, as cash subsidy allocations increased from L.E 6.7 billion in 2014/2015 to L.E 18.5 billion in 2019/2020, an increase of 176%

While the size of families benefiting from cash subsidy increased from 700,000 families during 2015/2016 to 3.8 million families during 2019/2020, the groups benefiting from cash support are (orphans, widows, divorced women, families of prisoners for a period of no less than 3 years, and a number of other societal groups)

Increasing of foreign investment flows into Egypt

Source: Central Bank of Egypt (CBE)

The Central Bank of Egypt issued a report on foreign investment flows in Egypt during the fiscal year 2019/2020, it shows the volume of foreign investments and the largest investing countries, as well as the percentage of investments in the petroleum sector.

The report indicated that Britain and the UAE are the highest countries in the world in terms of the flow of foreign investments to Egypt 2019/2020; The total foreign investment flows to Egypt amounted to \$15.8 billion in 2019/2020 compared to \$12.5 billion in 2015/2016 with an increase of 26.4%

The value of British investment flows to Egypt amounted to \$4.8 billion during 2019/2020, while the value of Emirates investment flows to Egypt amounted to \$1.6 billion during 2019/2020, the percentage of investments in the petroleum sector reached 49% of the total foreign investment flows

Egypt is among the fastest growing countries in the field of digital inclusion

Source: Ronald Berger

(Roland Berger) Foundation for Strategic Consulting issued a report on digital inclusion worldwide, in which it shows that Egypt is among the 10 fastest growing countries in the field of digital inclusion during the year 2020, and Egypt's points within the index increased from 52 in 2017 to 60 points in 2020.

Egypt ranked third globally in the rate of (improvement of digital inclusion performance) after Myanmar and Vietnam, also Egypt's points increased in the main dimensions of the indicator as follows:

- Accessibility: from 37 points during 2017 to 50 points during 2020
- Affordability: from 64 points in 2017 to 69 points during 2020
- Attitude: from 65 points in 2017 to 76 points in 2020

The first positions in the index:

1- Singapore 2- Sweden 3- Denmark

Egypt is ahead of African countries in the volume of investments

Source: Patrick & Partners

Patrick & Partners issued a report on technology investment capital for Africa during 2020, it shows the number and size of investment deals within the continent.

Egypt is the first in Africa in the number of investment deals in emerging technology companies in 2020, while Egypt ranked third in Africa in The volume of investment deals in emerging technology companies in 2020

While Egypt accounts for 50% of investments in logistics, mobility and education technology for Africa and 28% of financial technology investments, the increase in the number of financing deals reached 83% in 2020 compared to 2019, and the percentage of Egyptian deals reached 24% of the total number of deals in the continent During the year 2020

A promising future for food security in Egypt

Source: Egyptian Cabinet

The Prime Minister's Office issued a report on the national project of the New Delta, which - according to the report - will contribute to increasing the agricultural area in Egypt and reducing food import, as well as achieving high rates of real and sustainable self-sufficiency.

The report indicated that the project's land located on the northwest coast in the El Dabaa axis area is suitable for cultivation of all types of crops by 93%.

The project includes the establishment of industrial complexes such as packaging stations, agricultural products processing, animal production and dairy products processing stations.

Egypt seeks to become a regional center for gas trade

Source: International Gas Union (IGU)

The International Gas Union issued its report on the future of natural gas in Egypt, it shows that Egypt aims to localize the use of natural gas as a clean source of energy, and seeks to become a regional center for gas trade, especially liquefied gas.

The report shows that the total annual production of natural gas amounted to 74.4 billion cubic meters, with an annual growth rate of 12.4%, while the total annual domestic consumption of natural gas reached 59.9 billion cubic meters.

The most prominent giant gas discoveries in Egypt were (Zohr field - Nawras field - Hammad field), while the most important gas liquefaction and export stations in Egypt were (Idku station - Damietta station).

The total of filling stations with natural gas reached 206 stations at the end of June 2020, while the total vehicles converted to work with natural gas reached 318,000 vehicles at the end of June 2020, and the most important channels of gas consumption (energy production 60% - industrial consumption 23% - petroleum sector 11%)

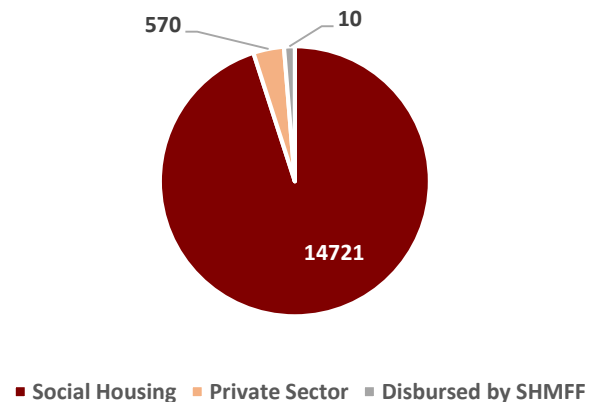
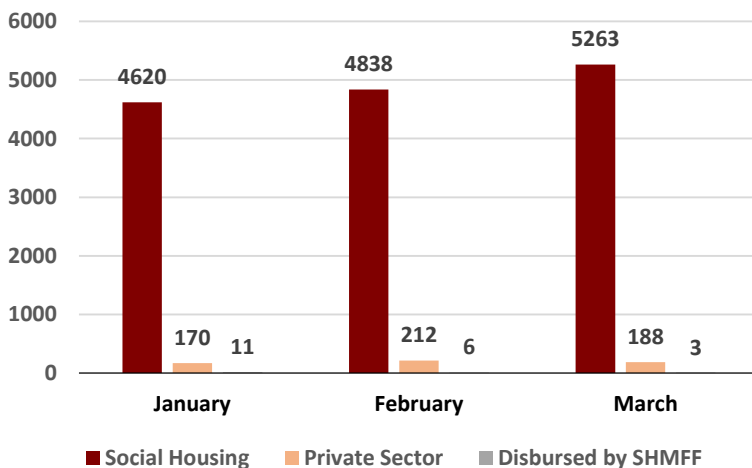


SHMFF Performance (Jan – Mar) 2021

1- Total No. Of Beneficiaries According to Project Type

- The Social housing projects are on the top of our projects with (96.2%) with a total number of beneficiaries that reached (14,721) applicants, as shown in the following table:

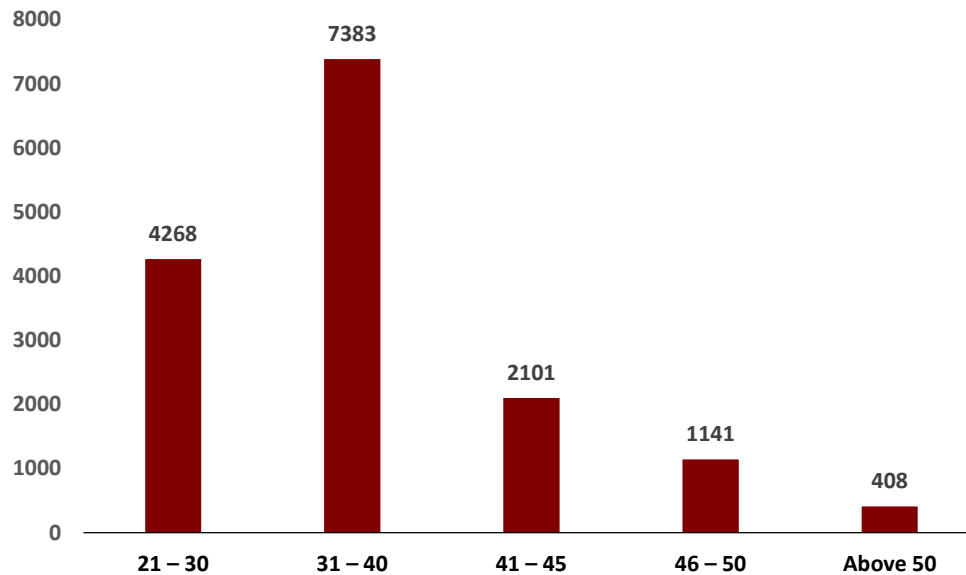
Project Type	No. of Beneficiaries				%
	January	February	March	Total	
Social Housing	4620	4838	5263	14721	96.2%
Private Sector	170	212	188	570	3.7%
Disbursed by SHMFF	11	6	3	10	0.1%
Total	4791	5056	5454	15301	100%



2- Total No. Of Beneficiaries According to Age Group

- The age group (31 – 40) is the highest number of beneficiaries receiving subsidy with a total number (7,383) constituting (48%), as shown in the following table:

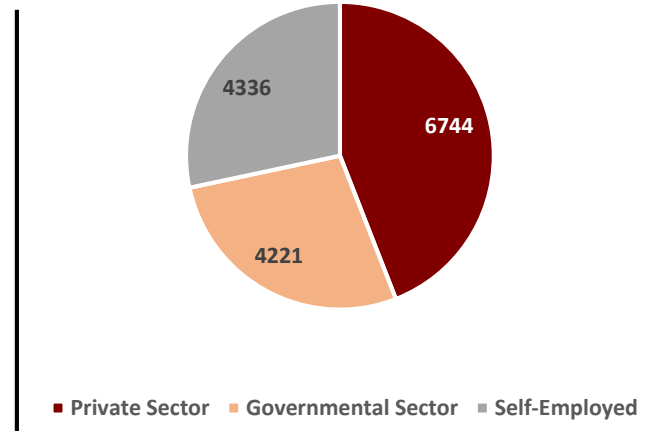
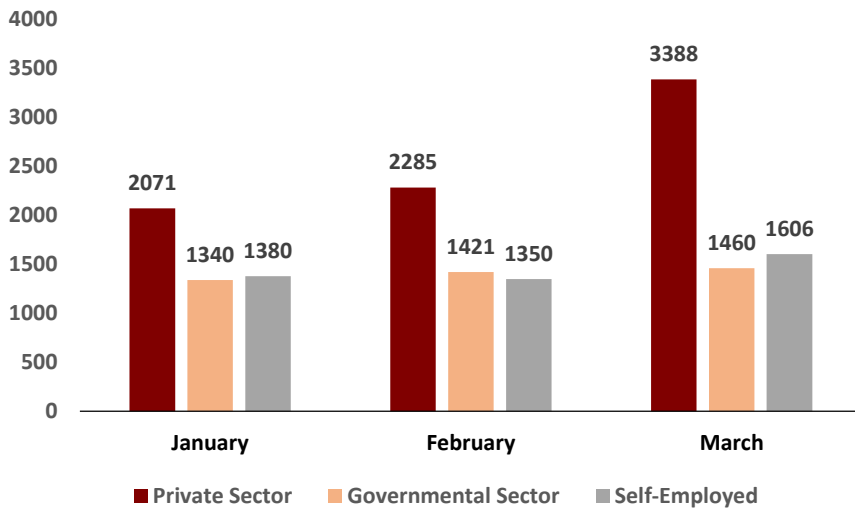
Age Group	No. of Beneficiaries				%
	January	February	March	Total	
21 – 30	1253	1464	1551	4268	28%
31 – 40	2299	2455	2629	7383	48%
41 – 45	685	653	763	2101	14%
46 – 50	401	350	390	1141	7%
Above 50	153	134	121	408	3%
Total	4791	5056	5454	15301	100%



3- Total No. Of Beneficiaries According to Work Classification

- Applicants working in the (Private Sector) are the highest number of beneficiaries reaching (6,744) constituting (44%) of the total number of beneficiaries receiving subsidy, as shown in the following Table:

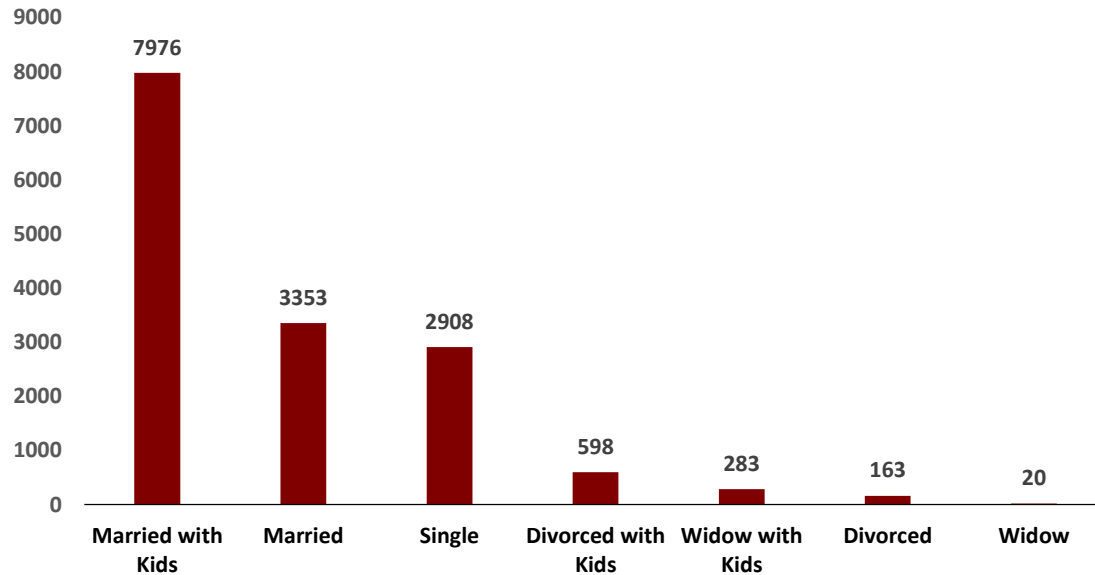
Work Classification	No. of Beneficiaries				%
	January	February	March	Total	
Private Sector	2071	2285	3388	6744	44%
Governmental Sector	1340	1421	1460	4221	28%
Self-Employed	1380	1350	1606	4336	28%
Total	4791	5056	5454	15301	100%



4- Total No. Of Beneficiaries According to Marital Status

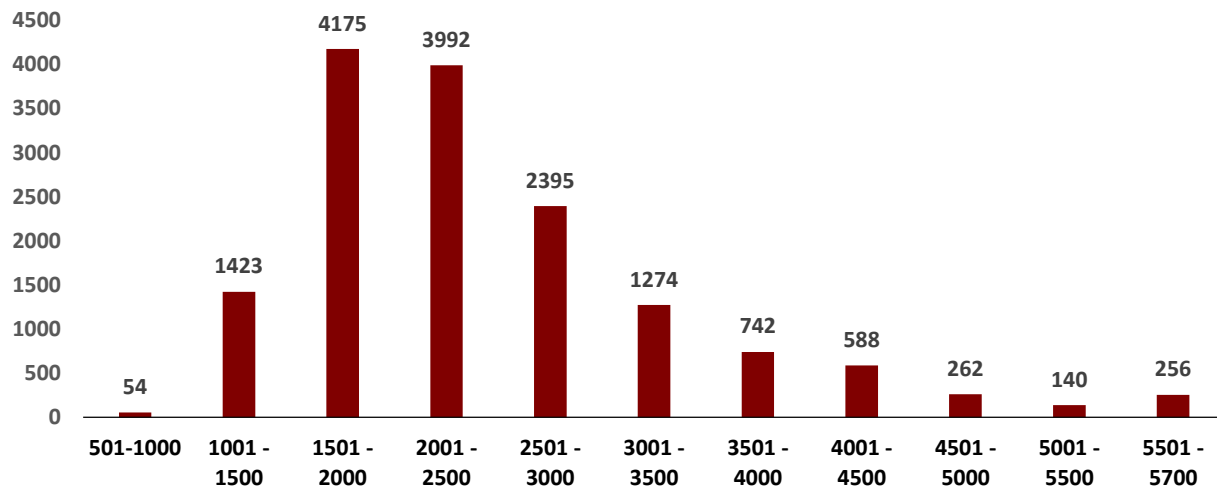
- The (Married with Kids) category is the highest beneficiaries of the Fund subsidy, with (7,976) constituting (52.1%), as shown in the following Table:

Marital Status	No. of Beneficiaries	%
Married with Kids	7976	52.1%
Married	3353	21.9%
Single	2908	19%
Divorced with Kids	598	3.9%
Widow with Kids	283	1.8%
Divorced	163	1.1%
Widow	20	0.2%
Total	15301	100%



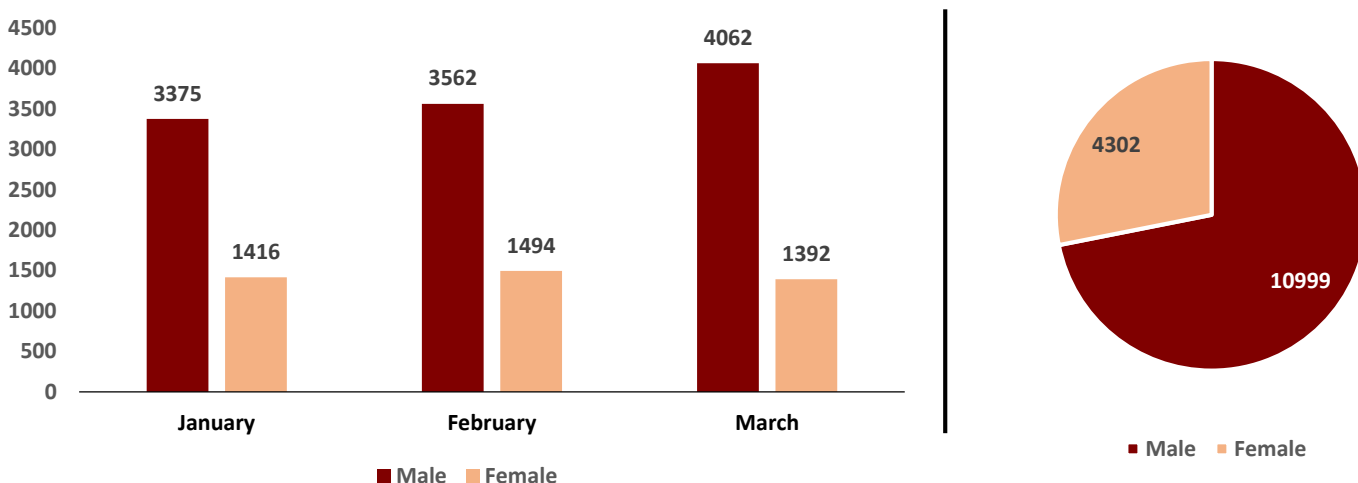
5- Total No. Of Beneficiaries According to Income Level

- The Highest income level that receives subsidy is between income (LE 1501 – LE 2000) with a total of (4,175) beneficiaries constituting (27.3%) of the total Number of recipients. The fund grants subsidies to income levels between LE 501 as a minimum, up to LE 5,700 max, as shown in the following Table:



6- Total No. Of Beneficiaries According to Gender

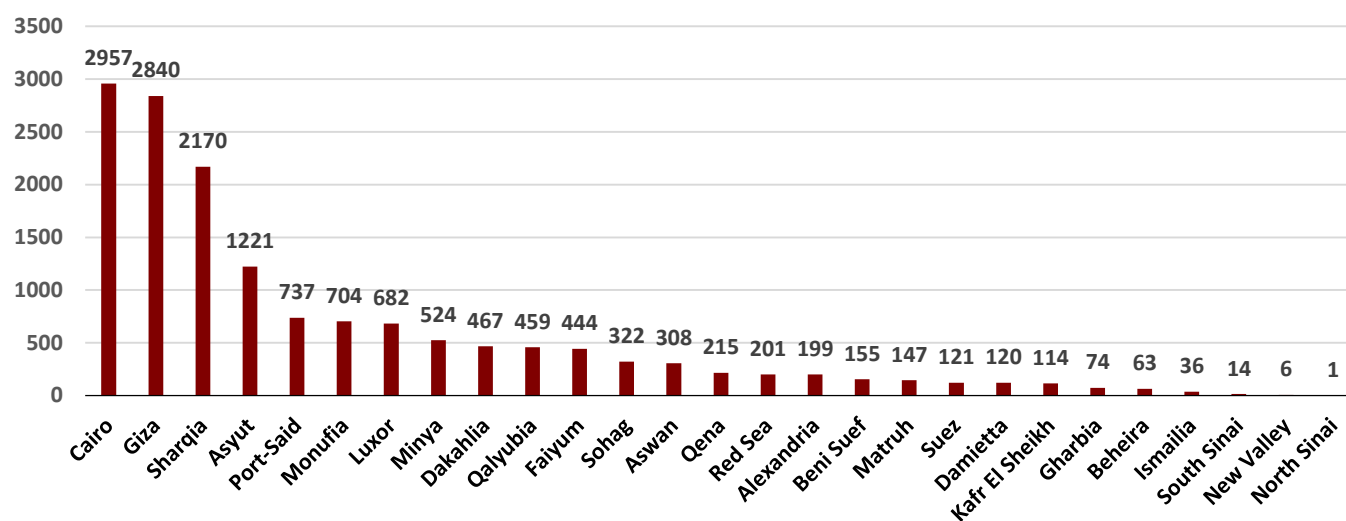
- (Males) are the highest beneficiaries of subsidy with a total number of (10,999) constituting (72%), while (Females) beneficiaries are (4,302) constituting (28%), as shown in the following Table:



7- Total No. Of Beneficiaries According to Governorates

- The beneficiaries from (Cairo) Governorate are the highest beneficiaries of subsidy with a total number of (2,957) constituting (19.3%) of the total number of beneficiaries, as shown in the following Table:

No. of Beneficiaries



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

Period	No. of Beneficiaries	Value of Subsidy (L.E)
1/1/2021 to 31/1/2021	4791	89,445,461
1/2/2021 to 28/2/2021	5056	99,036,954
1/3/2021 to 31/3/2021	5454	107,395,207
Total	15301	295,892,923

* Average subsidy amount L.E 18,787 per beneficiary

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

Lenders	No. of Beneficiaries	Mortgage Amount (L.E)
National Bank of Egypt	3962	479.306.300
Banque Misr	2899	325.908.028
Housing & Development Bank	1726	199.301.541
The United Bank Of Egypt	1278	170.055.257
Qatar National Bank	1041	130.741.702
Banque du Caire	716	82.771.159
Industrial Development Bank	702	82.388.724
Commercial International Bank	586	75.806.232
Mashreq Bank	406	55.958.616
Faisal Islamic Bank	366	47.503.762
Taamir Mortgage Company	316	45.175.676
Arab African International Bank	256	30.963.252
SAIB Bank	171	21.406.773
Egyptian Arab Land Bank	155	20.093.236
Contact Mortgage Company	138	20.878.025
Development & Agricultural Credit bank	113	16.823.063
Egyptian Gulf Bank	102	11.556.493
National Bank Of Kuwait	99	12.127.979
Arab Investment Bank	96	10.936.526
BLOM Bank Egypt	82	9.743.491
Suez Canal Bank	53	7.731.407
Export Development Bank	18	2.262.800
Tamweel Mortgage Company	15	1.822.769
Credit Agricole Egypt	5	749.9
Total	15301	1,862,012,711

* Average Mortgage amount of L.E 122,000 per beneficiary



Total No. of Allocated Units

1- Total No. Of Allocated Units According to Project Type

The total number of allocated units reached (14,075) units during the 3rd quarter of the fiscal year 2020/2021 divided into 3 types (Social housing projects - Disbursed by SHMFF projects - Private sector projects) the Social Housing Project units were the highest reaching (14,032) constituting (99.7%) of the total units allocated, as shown in the following table:

Project Type	No. of Beneficiaries				%
	January	February	March	Total	
Social Housing	4620	5303	4109	14032	99.7%
Private Sector	28	9	5	42	0.29%
Disbursed by SHMFF	1	0	0	1	0.01%
Total	4649	5312	4114	14075	100%

2- Total No. Of Allocated Units According to unit size

The total number of allocated units reached (14,075) units during the 3rd quarter of the fiscal year 2020/2021, The units with size (90 m2) are the highest number of allocated units with (12,485) units reaching (89%) of the total, as shown in the following table:

Units Size (m2)	No. of Beneficiaries				%
	January	February	March	Total	
90	4407	4007	4071	12485	89%
55 - 75	217	1287	32	1527	10.9%
76 - 85	25	27	11	63	0.1%
Total	4649	5312	4114	14075	100%



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					
Jan	22,899	44,815	43,927	888	98.7%	0:00:11	0:02:58
Feb	33,466	66,452	65,117	1,335	98.7%	0:00:13	0:02:07
Mar	59,148	105,261	80,370	24,891	84.9%	0:01:42	0:02:15
Total	115,691	216,528	189,414	27,114	94.1%	0:00:42	0:02:27



SHMFF activity on Social Media



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



The uploaded videos to the channel
8 Videos
The number of views
37.2 thousand views



Number of visits to the site
17.3 million visits
Number of applicants visited the site
8.4 million applicants



Total No. of SMS (1124)

Month	January	February	March	Total
Total No. of SMS	26,170	57,539	92,820	176,529
Daily Average	844	2,055	2,994	1,961

Fund's Media events and internal activities

2- CEO meetings on TV



1- internal activities



3- Infographics & Videographics



Infographics about Social Housing violations



Infographic for the reopening of registration at the presidential initiative



Infographic announcing the start of work for the Hurghda's clients



Infographic showing how to inquire about your status request via SMS



Infographic showing priorities rules for allocating units



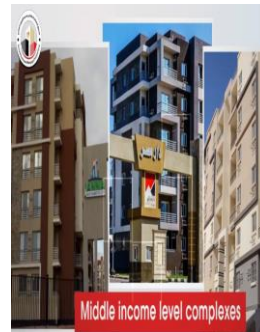
Infographic showing regulation & steps for floor amendment



Videographic showing how to transfer your unit from one city to another



Videographic showing the steps of receiving the housing unit



Videographic for the social housing unit positions at nationwide



Designing new ID cards for law enforcement officers



Infographic about opening grievance requests at the presidential initiative (1)



QR CODE design for the Fund



Social Housing violations

Statement of Social Housing violations allegation

Type of Allegation	NO.
Allegations Sent to the (Housing Directorates and Cities Authorities) for action	1,647
Allegations which got a judicial numbers	675
Allegations which not got a judicial numbers	1,011
judgments of conviction	604
judgments of innocence	71
Allegation that have been reconciled	178

Statement of the judgments of Social Housing violations

Judgments and cases	No.
Default Judgment	
A default judgment of a fine and the unit return to the fund	340
A default judgment of a fine	127
A default judgment of an imprisonment and the unit return to the fund	64
A default judgment of an imprisonment	23
A default judgment of a fine, an imprisonment, and the unit return to the fund	35
A default judgment of a fine, and imprisonment	8
Final Judgment	
A final judgment of innocence in the first degree	45
A final judgment of innocence	26

A final judgment of guilty	7
Total	675



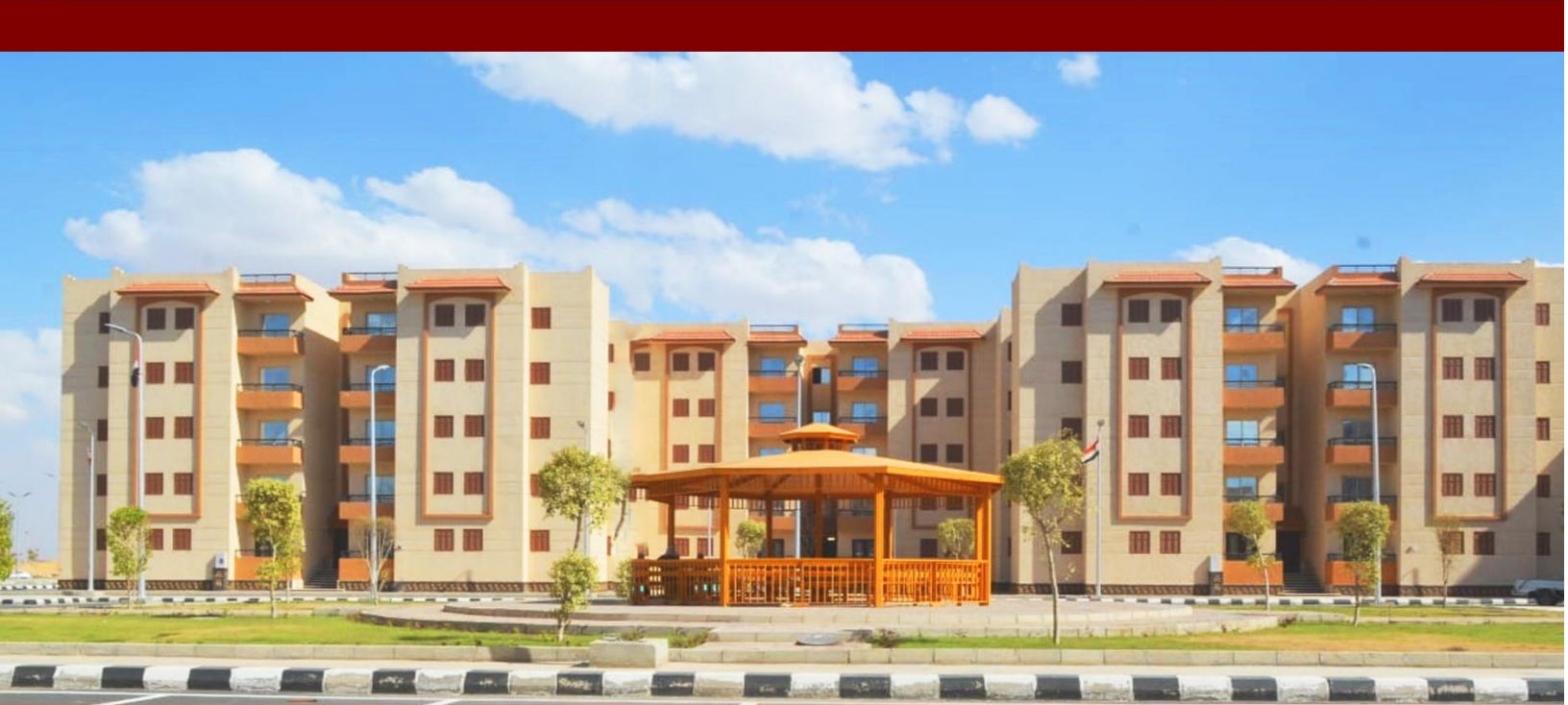
Summary of beneficiaries' complaints and requests

customer 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 against the automated system and website services	588
2	Complaints against lenders	450
3	Complaints about allocation	391
4	Complaints about the reason for rejection	613
5	Complaints about not including the client's file in the system	247
6	Complaints against investigations companies	297
7	Financial complaints	62
8	Special cases complaints	58
9	Complaints about reconciliation and building violations	17
10	Customer suggestions	19
11	Other complaints	998
Total		3740

Complaints and Requests for the technical operations (090071117 – 1188 – 5999 – 5777)

Technical operations requests		
1	Re-investigation requests	4,994
2	Change lender requests	3,413
3	Adjust applicant's data requests	2,123
4	Project assignment requests	85
5	Transfer from one project to another requests	18
Total requests		10,633
Technical operations complaints		
1	Unit allocation delay complaint	2,256
2	Rejection reason complaint	2,226
3	Investigation report delay complaint	1,057
4	Lender's procedures complaint	857
5	Website application complaint	355
Total Complaints		6,751



Social Housing and Mortgage Finance Fund



www.shmff.gov.eg

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