

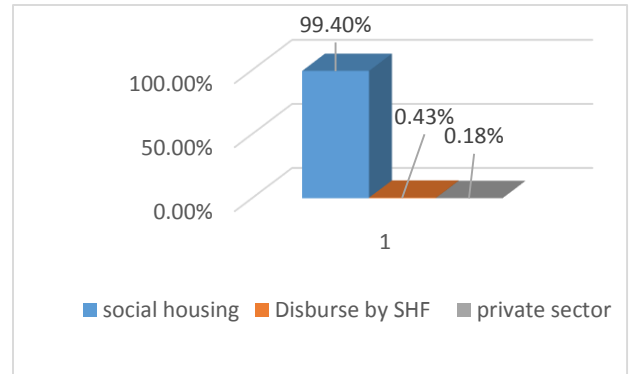
**Social Housing and Mortgage Finance Fund  
Performance Report  
July2018**

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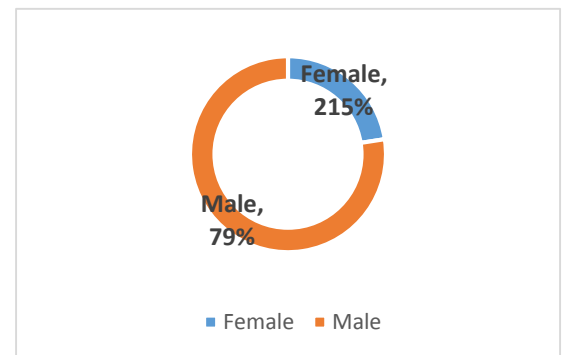
### Total number of beneficiaries according to project type:

Project type	Jul-2018	%
Social housing	9079	99.40%
Disburse by SHF	39	0.43%
Private sector	16	0.18%
<b>Total</b>	<b>9,134</b>	<b>100%</b>



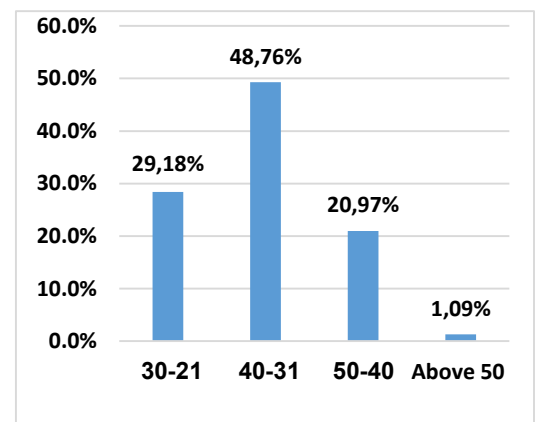
### Total number of beneficiaries according to gender:

Gender	Jul-2018	%
Female	1956	21%
Male	7178	79%
<b>Total</b>	<b>9,134</b>	<b>100%</b>



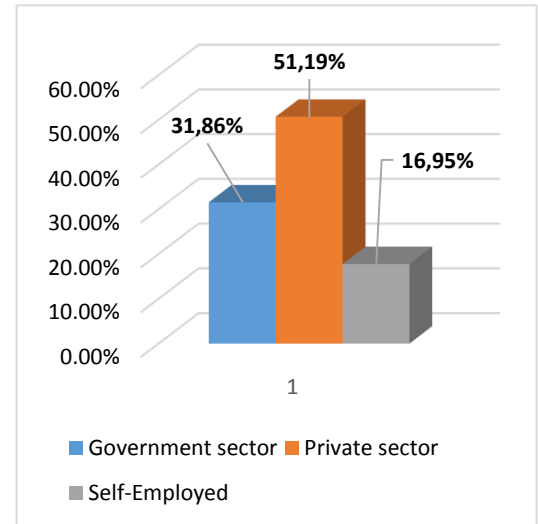
### Total number of beneficiaries according to age group:

Age Group	Jul-2018	%
21-30	2665	29.18%
31-40	4454	48.76%
40-50	1915	20.97%
Above 50	100	1.09%
<b>Total</b>	<b>9,134</b>	<b>100%</b>



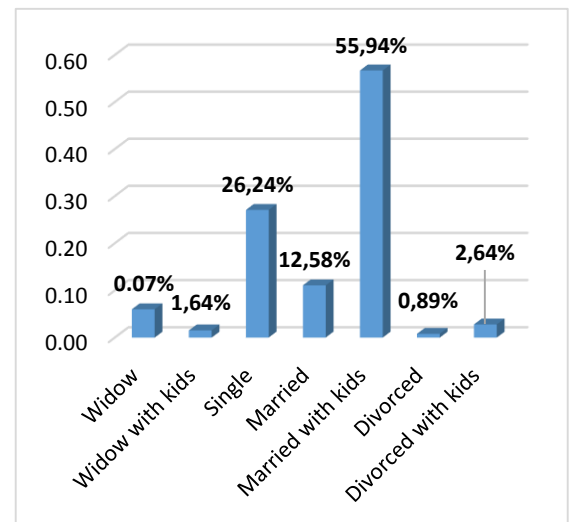
## Total number of beneficiaries according to work classification

Work classification	Jul-2018	%
Government Sector	2910	31.86%
Private Sector	4676	51.19%
Self-Employed	1548	16.95%
<b>Total</b>	<b>9,134</b>	<b>100%</b>



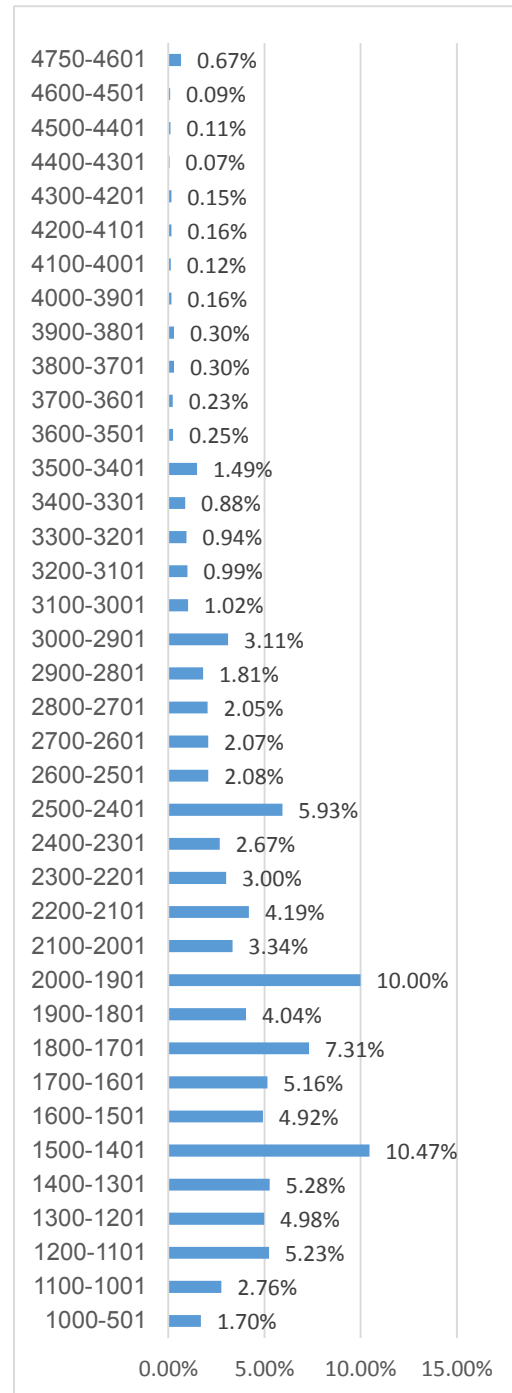
## Total number of beneficiaries according to marital status:

Marital Status	Jul-2018	%
Widow	6	0.07%
Widow with kids	150	1.64%
Single	2397	26.24%
Married	1149	12.58%
Married with kids	5110	55.94%
Divorced	81	0.89%
Divorced with kids	241	2.64%
<b>Total</b>	<b>9,134</b>	<b>100%</b>



## Total number of beneficiaries according to income level:

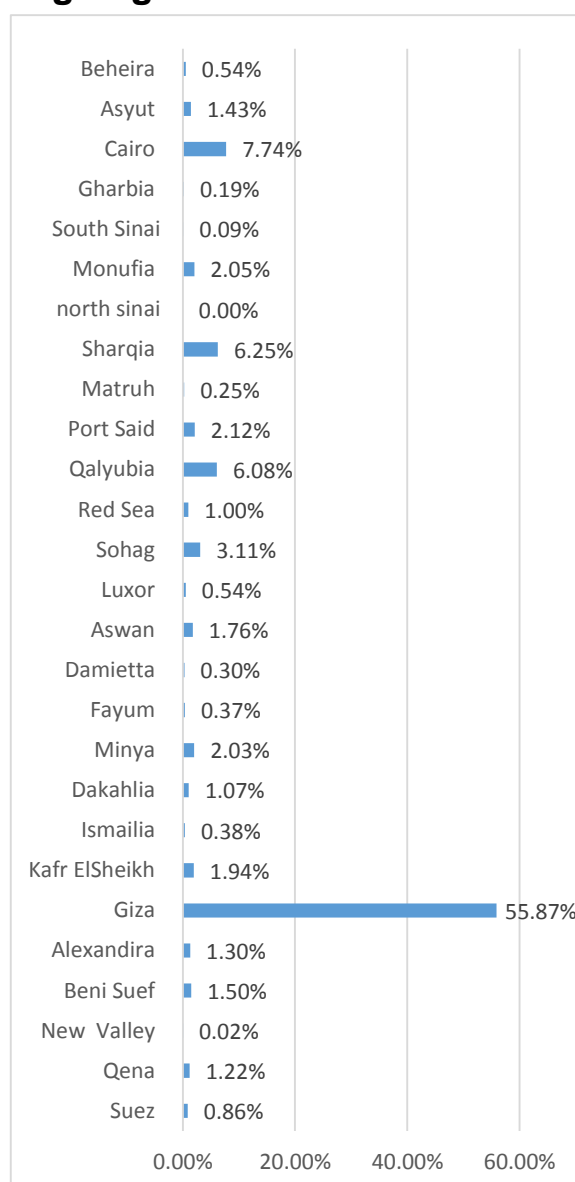
Income level	Jul-2018	%
501-1000	155	1.70%
1001-1100	252	2.76%
1101-1200	478	5.23%
1201-1300	455	4.98%
1301-1400	482	5.28%
1401-1500	956	10.47%
1501-1600	449	4.92%
1601-1700	471	5.16%
1701-1800	668	7.31%
1801-1900	369	4.04%
1901-2000	913	10.00%
2001-2100	305	3.34%
2101-2200	383	4.19%
2201-2300	274	3.00%
2301-2400	244	2.67%
2401-2500	542	5.93%
2501-2600	190	2.08%
2601-2700	189	2.07%
2701-2800	187	2.05%
2801-2900	165	1.81%
2901-3000	284	3.11%
3001-3100	93	1.02%
3101-3200	90	0.99%
3201-3300	86	0.94%
3301-3400	80	0.88%
3401-3500	136	1.49%
3501-3600	23	0.25%
3601-3700	21	0.23%
3701-3800	27	0.30%
3801-3900	27	0.30%
3901-4000	15	0.16%
4001-4100	11	0.12%
4101-4200	15	0.16%
4201-4300	14	0.15%
4301-4400	6	0.07%
4401-4500	10	0.11%
4501-4600	8	0.09%
4601-4750	61	0.67%
Total	9,134	100%



**Average Income Level: 1,982.**

## Total number of beneficiaries according to governorates:

Governorates	Jul-2018	%
Suez	79	0.86%
Qena	111	1.22%
New Valley	2	0.02%
Beni Suef	137	1.50%
Alexandira	119	1.30%
Giza	5103	55.87%
Kafr ElSheikh	177	1.94%
Ismailia	35	0.38%
Dakahlia	98	1.07%
Minya	185	2.03%
Fayum	34	0.37%
Damietta	27	0.30%
Aswan	161	1.76%
Luxor	49	0.54%
Sohag	284	3.11%
Red Sea	91	1.00%
Qalyubia	555	6.08%
Port Said	194	2.12%
Matruh	23	0.25%
Sharqia	571	6.25%
north sinai	0	0.00%
Monufia	187	2.05%
South Sinai	8	0.09%
Gharbia	17	0.19%
Cairo	707	7.74%
Asyut	131	1.43%
Beheira	49	0.54%
<b>Total</b>	<b>9,134</b>	<b>100%</b>



**Total amount of subsidy:**

Month	No. of Beneficiaries	Amount of subsidy
Jul-2018	9134	137,367,802
Total	9,134	137,367,802

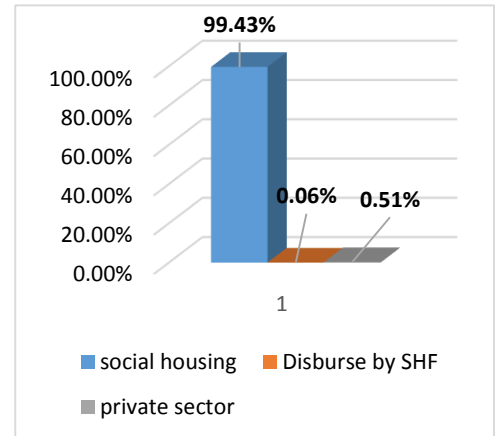
**Average Subsidy Amount: 15,039.**

**Total amount of mortgage:**

Lenders	No of beneficiaries	Mortgage amount
National Bank OF Egypt	2868	297169067
Banque Misr	1512	168187020
Banque du Caire	909	78573362
Housing & Development Bank	836	78330184
Industrial Development Bank	565	60204617
Commercial International Bank	551	61340000
ALOULA	346	39316656
Arab African International Bank	211	22519412
Egyptian Arab Land Bank	205	22064100
Contact	187	19454438
Amlak	184	19972161
BLOM Bank Egypt	169	17440075
QNB ALAHLI	123	13617355
Ahly Mortgage Finance	83	9410919
Union national Bank	81	8488225
SAIB BANK	67	6813077
The United Bank of Egypt	62	6720355
FAISAL ISLAMIC BANK	61	5713604
Arab Investment Bank	60	5643356
National Bank of Kuwait	23	2281400
EG Bank	23	1827197
Egyptian Housing Finance	8	725551
total	9,134	945,812,130

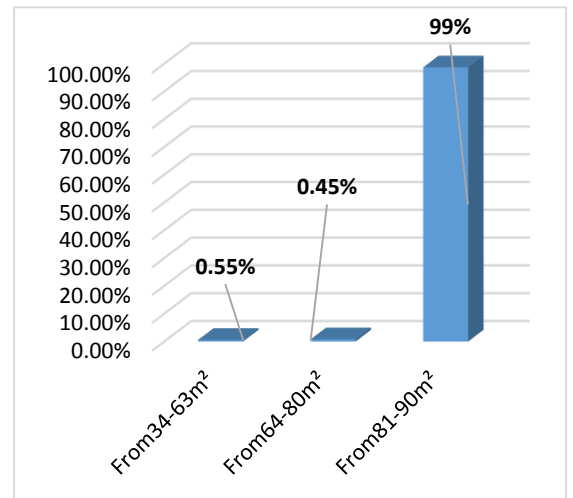
**Total number of allocated units:**

Allocated units	Jul-2018	%
social housing	8608	99.43%
Disburse by SHF	5	0.06%
private sector	44	0.51%
<b>Total</b>	<b>8,657</b>	<b>100%</b>



**Total number of allocated units according to their size:**

Size of allocated units	Jul-2018	%
From34-63m <sup>2</sup>	48	0.55%
From64-80m <sup>2</sup>	39	0.45%
From81-90m <sup>2</sup>	8570	99 %
<b>Total</b>	<b>8,657</b>	<b>100%</b>



**Total number of messages 1124:**

Month	No. of messages
Jul-2018	94,668
<b>Total</b>	<b>94,668</b>



**Call center operation:**

<b>Date</b>	<b>Total Number Of Received Calls</b>	<b>Total Number Of Answered Calls</b>	<b>Total Number Of non-Answered Calls before 30 sec</b>	<b>percentage Of non-Answered Calls before 30 sec</b>	<b>Total Number Of non-Answered Calls</b>	<b>Percentage Of non-Answered Calls</b>	<b>Service Level</b>	<b>Average Response Rate</b>	<b>Average Call Duration</b>
<b>Jul-2018</b>	<b>192,632</b>	<b>156,821</b>	<b>13,595</b>	<b>7%</b>	<b>26,803</b>	<b>13.9%</b>	<b>86.1%</b>	<b>0:00:27</b>	<b>0:02:29</b>
<b>Total</b>	<b>192,632</b>	<b>156,821</b>	<b>13,595</b>	<b>7%</b>	<b>26,803</b>	<b>13.9%</b>	<b>86.1%</b>	<b>0:00:27</b>	<b>0:02:29</b>