



**Social Housing and
Mortgage Finance Fund**



May 2024 Performance Report

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





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Performance Report . . . According to SHMFF's acceptance of governance principles and transparency, the performance report is periodically issued to present the Fund Indicators May 2024 of the Social Housing program.

About SHMFF . . . SHMFF was established according to the presidential Decree No. 93 of 2018, to assist the government of EGYPT to improve the performance of housing sector through designing and implementing new programs that will address the housing gap to provide adequate and affordable housing units for Egyptians Households.



Executive Summary

- The report is reflecting the most important internal Economic Results and Indicators that took place during May 2024 which has impacts on the Fund.
- During May 2024, total number of beneficiaries reached 4,364, 99.9% of them were classified according to social housing project representing the highest percentage regarding the project type classification, 62.8% of the beneficiaries are between the age group (31-40) years old representing the highest percentage of regarding age groups. out of the total beneficiaries 41.5% are Self-Employed representing the highest percentage of beneficiaries regarding (work classification category), while 68.7% of the total beneficiaries are Married with kids, and 19.5% of beneficiaries whose monthly income ranges between (L.E 5501 – L.E 6000) and are consider the highest percentage of total number of beneficiaries, Beneficiaries from Giza governorate constitute 46.9% and are consider the highest percentage of total number of beneficiaries, Positive discrimination is giving for Women (women with children, divorced women and widows), 30.5% of total beneficiaries are females.
- The total value of cash subsidy amounted for L.E 78,214,338 during May 2024, with an average subsidy to each beneficiary around L.E 17,992. The total value of financing reached L.E 855,110,318, with an average financing around L.E 195,946, (3,353) units were the total number of allocated units, 90.7% of them represents units with size (90 m2) due to high demand.
- Performance level of the call center and customer service is 90.4%, and SHMFF's Facebook page followers increased to reach 696k followers.
- SHMFF call center service received 4,922 requests using (090071117 - 1188 - 5999 - 5777) facilities, and also received 8,349 complaints & suggestions through 5 different channels.
- The total number of conviction was 36 in the end of the reporting period.



Egypt's Economic News

CEO of Social Housing and Mortgage Finance Fund inspects the housing units in the cities of New Obour and the 10th of Ramadan

Source: Social Housing and Mortgage Finance Fund

Mrs. Mai Abdel Hamid, CEO of the Social Housing and Mortgage Finance Fund, made an inspection tour to follow up the position of implementing the presidential initiative units “Housing for All Egyptians” in in the cities of New Obour and the 10th of Ramadan, accompanied by Eng. Kamal Bahjat, Assistant Vice - Chairman of the New Urban Communities Authority, and Dr. Ahmed Ismail, Chairman of the New Obour Development Authority, Engineer Alaa Abdallah, Chairman of the 10th of Ramadan City Development Authority, and officials of the two authorities, within the framework of the necessity of following up national projects being implemented in new cities.

Mrs. Mai Abdel Hamid inspected the progress of work in the buildings of housing for all Egyptians units, for low-income people in the 16th district, which includes 433 buildings with 10,392 housing units, as well as residential units in Al -Nuzha area within the 10th announcement, which includes 108 buildings with 2,592 housing units, as well as inspecting roads Surrounding the buildings, and the work of the site's coordination and agriculture, as she stressed interest in the quality of finishes and intensifying the efforts made to complete the ongoing housing projects.

In the city of 10th of Ramadan, the CEO inspected the housing work that was implemented in the presidential initiative units “housing for all Egyptians - the green model” in the fifth stage in the new Zagazig neighborhood, and during the tour Engineer Alaa Abdullah explained that 109 buildings are being implemented that will include 2,130 housing units model (90 m2) per unit, divided into 81 buildings model 3 units in the role, and 28 buildings model 4 units in the role, and 112 housing units model (75 m2) are being implemented in the new Zagazig neighborhood.

Two projects to produce electricity from wind energy in West Sohag with investments of 9 billion dollars

Source: Presidency of the Council of Ministers

Dr. Mohamed Shaker, Minister of Electricity and Renewable Energy, explained that two projects to produce electrical energy from wind energy are scheduled to be implemented with a total capacity of 8 gigawatts in West Sohag region, in cooperation with the private sector, where the company «Skatak» is implementing the first project, which aims to produce 5 gigawatts. As for the second project is implemented by an alliance led by Orascom Construction, which aims to produce 3 gigawatts, in cooperation with the New and Renewable Energy Authority.

Egypt seeks to advance the electricity sector in various fields, foremost of this is the optimal use of new and renewable energy resources and encouraging investment in this field, which contributes to reducing

dependence on fossil fuels, reducing carbon emissions and achieving sustainable development goals, in line with the energy strategy in Egypt to obtain up to 42% of our energy from renewable energy sources by 2030, with the completion of the national climate strategy 2050 to meet the challenges of climate change and achieve sustainable economic growth.

The Minister of Housing follows up the implementation of the units of the presidential initiative “housing for All Egyptians” in the cities of New Cairo, the 10th of Ramadan and the capital gardens

Source: Ministry of Housing, Utilities and Urban Communities

Dr. Assem Al -Jazzar, Minister of Housing, Utilities and Urban Communities, Inspects the position of implementing the units in the presidential initiative “housing for all Egyptians” in the cities of New Cairo, 10th of Ramadan and the capital gardens, through inspection tours and reports of the initiative, as he stressed the need to implement service projects on the presidential initiative sites in conjunction With the implementation of buildings, as well as pay attention to site coordination work to deliver units to those who deserve ready services.

In this context, the Chairman of the New Cairo City Development Authority, Eng. Abdel -Raouf Al -Ghaiti, explained that the presidential initiative housing for all Egyptians includes the implementation of 222 housing buildings with 5,208 housing units with areas ranging from (90 to 120 m2), 174 administrative units, and 81 commercial units under implementation, indicating that the completion rate has reached an advanced stage.

In the city of 10th of Ramadan, Eng. Alaa Manea, Chairman of the city’s Authority, explained that 86 buildings are being implemented with 1,632 housing units, and the average implementation rate was approximately 80%, as approximately 1,152 units were completed, pointing out that the unit’s areas range from (100-110-120 m2) for the unit.

In the city of the Capital Gardens, Engineer Ammar Mandour, Chairman of the city Development authority, inspected the works which being implemented in the units of the presidential initiative “housing for all Egyptians - low-income axis” in an area of 2,350 acres, accompanied by officials of the authority, where he directed the need for continuous follow-up of the work to finish it with the required quality, and to ensure the quality of the raw materials used in construction and external finishes.

IMF: Egypt implements strong plan to achieve economic stability

Source: International Monetary Fund

The International Monetary Fund (IMF) explained that Egypt is implementing a strong plan to achieve economic stability and equal opportunities between the public and private sectors, which is essential to attract investments to Egypt, as it focuses on achieving a flexible exchange rate regime and supporting the private sector to reach economic growth.

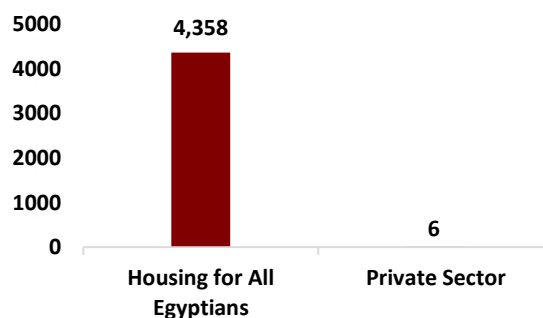
The International Monetary Fund announced the growth rate of the Egyptian economy during the period 2022/2023, which reached 3.8%, and is expected to reach 5.6% during the period 2028/2029, as the Ras Al-Hikma deal helped ease financing pressures in the near term, as well as the government achieved deals with net revenues of \$ 2.4 billion, and \$ 2.2 billion dollar in 2023/2024, and it is expected to achieve foreign inflows worth \$ 600 million through the completion of other deals during the current fiscal year.



SHMFF Performance May 2024

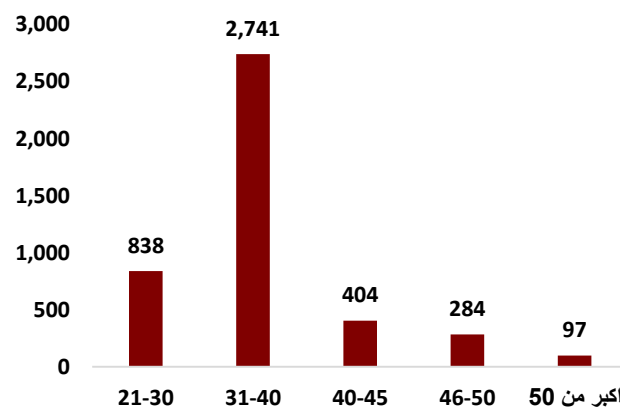
A- Total No. Of Beneficiaries According to Project Type

Beneficiaries from the (social housing projects) category represent the highest beneficiaries numbering (4,358) beneficiaries, constituting to 99.9% out of the total number of beneficiaries.



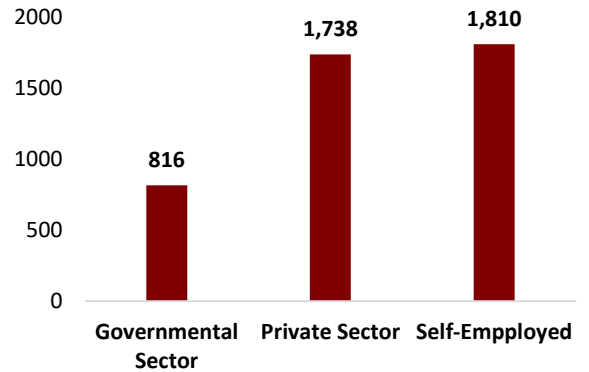
B- Total No. Of Beneficiaries According to Age Group

Beneficiaries from age group (31 – 40) represent the highest beneficiaries numbering (2,741) beneficiaries constituting to 62.8% out of the total number of beneficiaries, then comes age group (21–30) numbering (838) beneficiaries constituting to 19.2% out of the total number of beneficiaries, then comes age group (40–45) numbering (404) beneficiaries constituting to 9.3% out of the total number of beneficiaries; then comes age group (46–50) numbering (284) beneficiaries constituting to 6.5% out of the total number of beneficiaries and lastly comes the age group (Above 50) numbering (97) beneficiaries constituting to 2.2% out of the total number of beneficiaries.



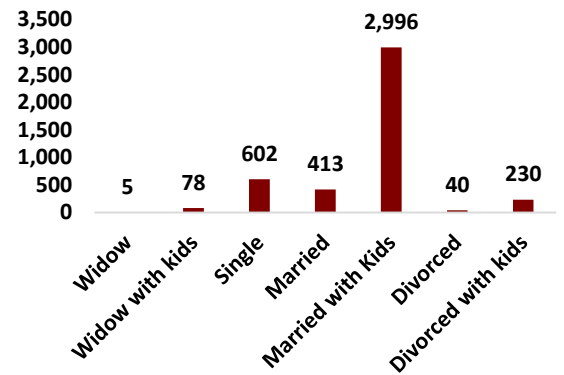
C- Total No. Of Beneficiaries According to Work Classification

Beneficiaries from (Self-Employed) category represent the highest beneficiaries numbering (1,810) constituting to 41.5% out of the total number of beneficiaries, then comes (Private Sector) category numbering (1,738) beneficiaries constituting to 39.8% out of the total number of beneficiaries, then comes (Governmental Sector) category numbering (816) constituting to 18.7%.



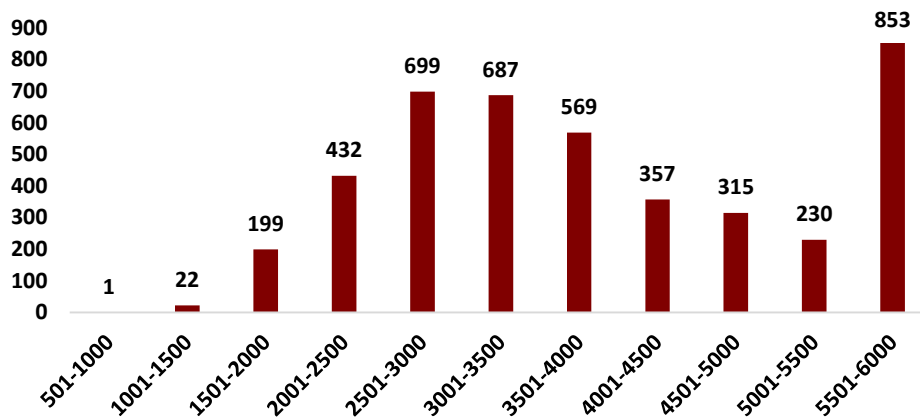
D- Total No. Of Beneficiaries According to Marital Status

Beneficiaries from (married with kids) category represents the highest beneficiaries numbering (2,996) beneficiaries constituting to 68.7% out of the total number of beneficiaries, then comes (Single) category numbering (602) beneficiaries constituting to 13.79% out of the total number of beneficiaries, then comes (married) category numbering (413) beneficiaries constituting to 9.46% out of the total number of beneficiaries, then comes (Divorced with Kids) category numbering (230) beneficiaries constituting to 5.27% out of the total number of beneficiaries, then comes (Widow with Kids) category numbering (78) beneficiaries constituting to 1.79% out of the total number of beneficiaries, then comes (Divorced) category numbering (40) beneficiaries constituting to 0.9% out of the total number of beneficiaries, then comes (Widow) category numbering (5) beneficiaries constituting to 0.1% out of the total number of beneficiaries.



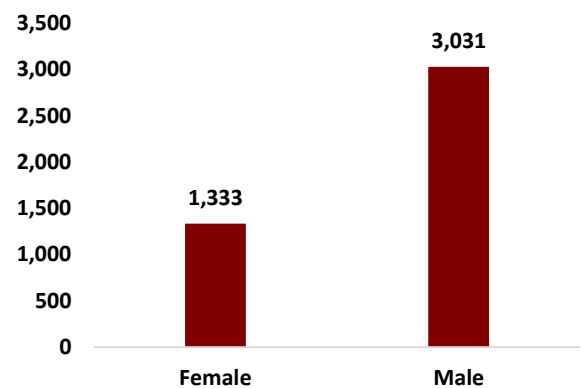
E- Total No. Of Beneficiaries According to Income Level

Beneficiaries from the income level (5501-6000) represents the highest beneficiaries numbering (853) beneficiaries constituting to (19.5%) out of the total number of beneficiaries, and the beneficiaries from the income level (501-1000) are the least beneficiaries of support. SHMFF grants subsidies to income levels between LE 501 as a minimum up to LE 6,000 max.



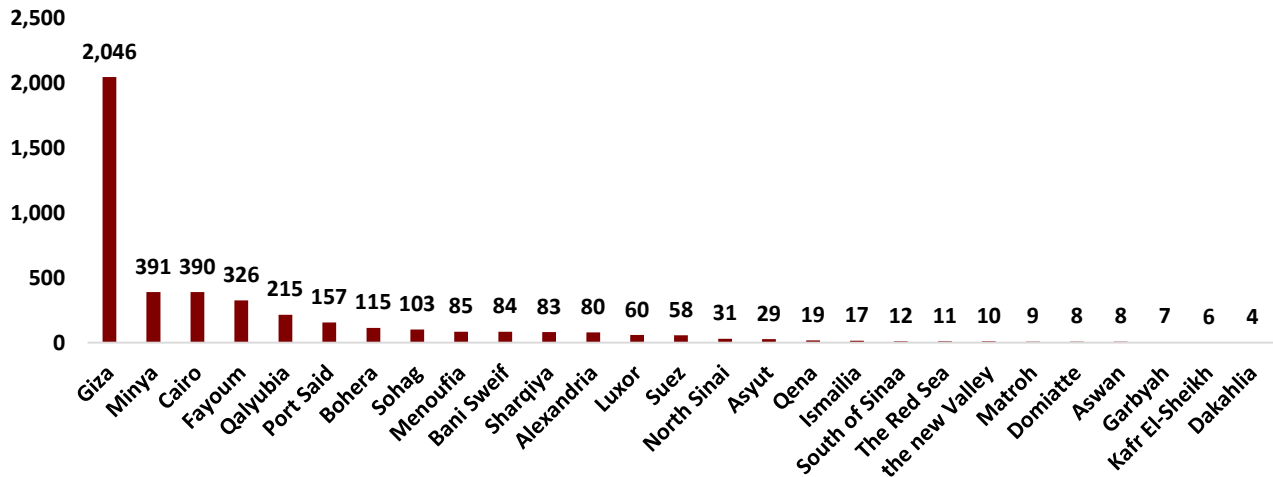
F- Total No. Of Beneficiaries According to Gender

Beneficiaries from (male) category represents the highest beneficiaries numbering (3,031) constituting to (69.5%) out of the total number of beneficiaries, while (Female) category numbering (1,333) constituting to (30.5%) out of the total number of beneficiaries.



G- Total No. Of Beneficiaries According to Governorates

Beneficiaries from (Giza governorate) represents the highest beneficiaries numbering (2,046) constituting to (46.9%) out of the total Number of beneficiaries, and beneficiaries from (Dakahlia) represent the lowest beneficiaries numbering (4) out of the total number of beneficiaries estimated at 4,364 beneficiaries.



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

Item	No. of Beneficiaries	Value of Subsidy (LE)
1/5/2024 to 31/5/2024	4,364	78,214,338

* Average Subsidy represents L.E 17,922 per beneficiary.

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

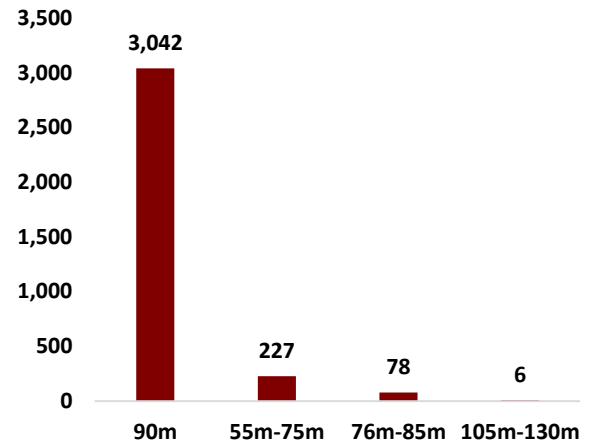
Lender	No. of beneficiaries	Mortgage Amount (L.E)
Banque Misr	1,035	171,586,489
Qatar National Bank Al Ahli	681	157,475,019
National Bank of Egypt	801	131,980,839
Banque du Caire	673	118,906,214
Commercial International Bank	240	64,882,300
Arab Investment Bank	173	43,247,602
Al-Tameer Real Estate Finance Company	151	40,599,608
Mashreq Bank	124	27,536,484
Housing and Development Bank	130	26,179,939
The United Bank	69	15,502,851
Industrial Development Bank	80	14,970,060
SAIBANK	67	12,233,933
Egyptian Gulf Bank	32	8,272,894
National bank of Kuwait	29	6,196,925
Arab Banking Corporation Bank	21	5,234,532
Arab African International Bank	25	4,646,199
Egyptian Agricultural Bank	25	4,062,930
Egyptian Arab Land Bank	6	999,700
Suez Canal Bank	2	595,798
Total	4,364	855,110,318

* Average granted Mortgage represents of L.E 195,946 per beneficiary.



Total No. Of Allocated Units

The total number of allocated units reached (3,353) units during May 2024, The units with size (90m²) represents the highest percentage with (3,042) units constituting to (90.7%) out of the total number of allocated units, then comes the units with size category ranges between (55m²-75m²) with (227) units constituting to 6.8% out of the total number of allocated units, then comes the units with size category ranges between (76m²-89m²) with (78) units constituting to 2.3% out of the total number of allocated units, then comes the units with size category (105m-130m) with (6) units constituting to 0.18% out of the total number of allocated units.





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					
May 2024	24,918	46,491	39,606	6,885	90.4%	00:01:08	00:02:56



SHMFF Activity on Social Media



Total number of followers until the end of the month reached **696K followers.**



Total number of subscribers reached **48.2k** subscriber
Total number of views reached **1.2M views.**



Total number of followers until the end of the month reached **18.3K followers.**

Fund's Media Events and Internal Activities

التصوير

11- تصوير والمتابعة الإعلامية للقائه السيدة الأستاذة مي عبد الحميد، الرئيس التنفيذي، مع عدد من الموظفين، في إطار لقاءات سببها الدورية مع مختلف وسائل الإعلام.



/shmfeg

التصوير

10 - تصوير اجتماع ائتمني العام وIT مع شركة أورنج وشركات الاتصالات المختلفة تمهيدا لإنشاء نظام العمل System الجديد.



/shmfeg

التصوير

3- رفع الأخبار بصورة مستمرة على المركز الإعلامي في الموقع الإلكتروني الرسمي للمنشور.



/shmfeg

كشوفيات

5- تصوير وتصميم ومونتاج فيديو لإيضاح أبرز الجوائز الميافرة الرئيسية "سكن لكل المصريين" للمواطنين منخفضي الدخل، تمهيدا لعرضه عبر مختلف شاشات التلفزيون.



/shmfeg

التصوير

13- تصوير مشروع 266 بمدينة حدائق أكتوبر ضمن البرنامج الرئاسي "سكن لكل المصريين" للمواطنين منخفضي الدخل.



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التصوير

12- المتابعة الإعلامية وتصوير حفل افتتاح لثوة "أظفة المياني ودورها في توفير الطاقة"، والتي تم تنظيمها في المركز القومي للبحوث والبناء".





Total No. of SMS (1124-9311)

The Total No. of SMS received through (1124) service Reached 10,899 SMS, with average 352 daily SMS and The Total No. of SMS through (9311) Service Reached 648 SMS, with average 21 daily SMS.



Social Housing Violations

1- Statement of Social Housing Violations allegation May 2024

Type of Allegation	NO.
Allegations of conviction.	36
Allegations of innocence.	1

2- Statement of the judgments of Social Housing violations May 2024

Judgments and cases	No.
Default Judgment	
A default judgment of a fine and the unit return to the fund.	35
A default judgment of a fine, and imprisonment.	1
Total	36



Summary of Applicant's Complaints and Requests

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

#	Summary of beneficiaries' Requests	No.	%
1	Request to change the financing entities	1025	20.8%
2	Requests to follow the customers who stay in the bank's stages	492	10.0%
3	Customer follow-up requests rejected by the bank's stages	142	2.9%
4	Request to correct the basic customer data	721	14.6%
5	Customer follow -up requests on the list of rejected and suspended applications	408	8.3%
6	Requests to follow up customers who stop in the stages of the fund	259	5.3%
7	Requests to follow customers who are stop in the customer service stage	178	3.6%
8	Requests to follow up on customers who are stop in the entry stages	42	0.9%
9	Requests to follow up on the stopped customers on the waiting list	1	0.0%
10	Requests to follow the C-Services website	544	11.1%
11	Contract of the project registered on the system	6	0.1%
12	Requests to follow up on customers applicable to announce	0	0.0%
13	Requests to re -query by mail	750	15.2%
14	Grievances for inquiries	22	0.4%
15	Follow up the admission of re -query requests	155	3.1%
16	Re -inquiries requests and customer service (Port Said Project)	17	0.3%
17	Requests to follow the Egyptian postal	133	2.7%
18	Request to address the inquiry companies because of the request of the inquiry	3	0.1%
19	Requests for the 10th announcement	0	0.0%
20	Report sending a text message with complaints platform link	0	0.0%
21	Requests to follow registration on the website	0	0.0%
22	Requests to follow customers who have no data on the system	24	0.5%
Total		4922	

2- A Summary of Applicants Complaints from the Following Entities:

Complaints received channels		
Received channels "Direct"		
1	SHMFF Complaints Portal.	4,688
2	Complaints Received from High board.	113
3	Complaints Received on Post office.	0
Received channels "Indirect"		
4	Complaints Received on the Ministry's Customer Service.	3,476
5	Complaints Received on 15100 of Ministry of Housing	72
Total.		8,349



Social Housing and Mortgage Finance Fund



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