



Social Housing and Mortgage Finance Fund

1st Quarter Performance Report 2023/2024



Achievements Despite
Challenges



Report Index

1	Section1: Social Housing and Mortgage Finance Fund (SHMFF)	
	I. About SHMFF	1
	II. SHMFF Vision and Mission	2
	III. SHMFF Executive Summery	3
2	Section2: Housing Sector and SHMFF News	4
3	Section 3: SHMFF Performance	10
A	Total No. of Beneficiaries According to Project Type	11
B	Total No. of Beneficiaries According to Age Group	12
C	Total no. of Beneficiaries According to Work Classification	13
D	Total No. of Beneficiaries according to Marital Status	14
E	Total No. of Beneficiaries According to Income Level	15
F	Total No. of beneficiaries according to Gender	16
G	Total No. of Beneficiaries According to Governorates	16
H	Total No. of cash subsidy beneficiaries	17
I	Total No. of beneficiaries received mortgage finance according to lenders	18
J	Total No. of Allocated Units According to Units Size	19
k	Total No. of Allocated Units According to Project Type	19
4	Section 5: Housing for All Egyptians units` Complaints	23
5	Section 6: Fund's Media events and internal activities	24



Tables Index

#	List of Tables	No.
1	Total No. of beneficiaries according to Project Type during the first quarter of the fiscal year 2023/2024	11
2	Total No. of beneficiaries according to Age Group during the first quarter of the fiscal year 2023/2024	12
3	Total no. of beneficiaries according to Work Classification during the first quarter of the fiscal year 2023/2024	13
4	Total No. of beneficiaries according to Marital Status during the first quarter of the fiscal year 2023/2024	14
5	Total value of cash subsidies granted during the first quarter of the fiscal year 2023/2024	17
6	Total No. of beneficiaries received finance according to lenders during the first quarter of the fiscal year 2023/2024	18
7	Total No. of allocated units according to unit's size during the first quarter of the fiscal year 2023/2024	19
8	Total No. of allocated units according to project type during the first quarter of the fiscal year 2023/2024	19
9	Total No. of Call Center Calls during the first quarter of the fiscal year 2023/2024	21
10	Total No. of SMS during the first quarter of the fiscal year 2023/2024	21
11	Total No. of beneficiaries' Requests during the first quarter of the fiscal year 2023/2024	22
12	Total No. of beneficiaries' Complaints during the first quarter of the fiscal year 2023/2024	23

Figures Index

#	List of Figure	No.
1	Total No. of beneficiaries according to Project Type during the first quarter of the fiscal year 2023/2024	11
2	Total No. of beneficiaries according to Age Group during the first quarter of the fiscal year 2023/2024	12
3	Total no. of beneficiaries according to Work Classification during the first quarter of the fiscal year 2023/2024	13
4	Total No. of beneficiaries according to Marital Status during the first quarter of the fiscal year 2023/2024	14
5	Average income of beneficiaries and minimum wage	15
6	Total No. of beneficiaries according to income level during the first quarter of the fiscal year 2023/2024	15
7	Total No. of beneficiaries according to Gender during the first quarter of the fiscal year 2023/2024	16
8	Total No. of Beneficiaries According to Governorates during the first quarter of the fiscal year 2023/2024	16
9	Average subsidy granted by the Fund	17
10	Average funding granted to beneficiaries	18
11	Total No. of allocated units according to unit size during the first quarter of the fiscal year 2023/2024	19
12	Total No. of allocated unites according to project type during the first quarter of the fiscal year 2023/2024	19



Section 1

Social Housing and Mortgage Finance Fund

I. About SHMFF

SHMFF was established according to the presidential Decree No. 93 of 2018, to assist government of EGYPT to improve performance of housing sector, organize the provision of mortgage finance, ensure that subsidy is allocated for deserved low-income households and provide adequate and affordable housing units in suitable locations.

SHMFF is mandated to propose, plan, release social housing projects, supervise services provision, provide lands plots and construction housing units for middle- and low-income households.



**Achievements
Despite
Challenges**

II. SHMFF Vision



Vision

Achieving a Global Leading Model to Provide Governmental Social Housing that ensure citizens' well-being and Improve their living Conditions.



Message

The Fund seeks to establish a social safety net to support low-income families, deliver housing units for all citizens in line with their capabilities and in accordance with international standards, develop integrated residential communities for low and middle income citizens, subsidize mortgage finance activity, to achieve social justice, improve performance and workflow mechanisms to ensure sustainability and continuity of the program.



Objectives

- **Ensuring sustainability of the program using mortgage finance mechanism to achieve financial inclusion.**
- **Improving citizens' affordability through providing direct and indirect subsidy.**
- **Ensuring subsidy delivery to eligible applicants and monitoring units' occupancy rate.**
- **Contracting with Private Sector developers to expand real estate investment in Social Housing Projects.**
- **Providing Social Housing Units according to UN Standards in All Egyptian Governorates.**

III. Executive Summary

Social Housing Program “Housing for All Egyptians” launched in 2014 targeting to construct one million adequate and affordable housing units for low-income citizens and provide cash subsidies for lowest-income beneficiaries. The Social Housing and Mortgage Finance Fund (SHMFF) was established to deliver subsidy and facilitate mortgage finance to Egyptians, all of the following information represents the performance indicators of the Fund during the first quarter of the fiscal year 2023/2024 compared to the first quarter of the fiscal year 2022/2023, and the past three years:

- The total number of beneficiaries during the first quarter of the fiscal year 2023/2024 reached 17,364 beneficiaries, compared to 26,600 beneficiaries during the first quarter of the fiscal year of 2022/2023, and 192,246 beneficiaries during the past three years (2020-2022).
- The average cash subsidy provided for each beneficiary witnessed a significant increase compared to the average cash subsidy provided during the first quarter of the previous fiscal year and the past three years.
the total cash subsidy provided by the Fund reached L.E 373.9 million during the first quarter of the fiscal year 2023/2024, with an average subsidy L.E 21.5K per beneficiary, while the total value of subsidy provided during the first quarter of the fiscal year 2022/2023 reached L.E 472 million, with an average subsidy L.E 17.7K per beneficiary, and the total value of subsidy provided during past the three years (2020- 2022) reached L.E 3.373 billion with an average subsidy L.E 17.4K per beneficiary.
- The average financing provided to beneficiaries during the first quarter of the fiscal year 2023/2024 witnessed a significant increase compared to the average financing amount during the first quarter of the previous fiscal year and the past three years, as the total amount of finance provided by lenders reached L.E 2.8 billion during the first quarter of the fiscal year 2023/2024, with an average financing reached L.E 164.6K per beneficiary, while the total amount of mortgage provided during the first quarter of the fiscal year 2022/2023 reached L.E4.1 billion, with an average financing reached L.E 155.4K per beneficiary, compared to L.E 20.5 billion for the period (2020-2022), with an average financing reached L.E 162,702K per beneficiary.
- During the first quarter of the fiscal year 2023/2024, the average household income provided reached L.E 3,727, while the average household income provided during the first quarter of the fiscal year 2022/2023 reached L.E 3,079, compared to L.E 2,768 for the period (2020-2022), meaning that the average household income during the first quarter of the fiscal year 2023/2024 witnessed a noticeable increase over the average household income level during the first quarter of the previous fiscal year and the past three years.



Section 2

Housing Sector and SHMFF News during the first quarter (July - September) of Fiscal Year 2023/2024



Minister of Housing inspected the locations of Housing units of the presidential initiative “Housing for All Egyptians” in City of 15th May.

Source: SHMFF



During August 2023, the Minister of Housing, Utilities and Urban Communities inspected the Project locations of ‘Housing for All Egyptians’ program for low and middle income citizens in City of 15th May, the housing units that had been constructed.

The head of the 15th May City Authority explained the current implementation status of “Housing for All Egyptians’ program as following: 19,428 housing units are currently being constructed for the low-income segment, in addition to 24,888 units that have already been implemented, and 2,184 units are currently being constructed for the middle-income segment

Dr. Assem Al-Gazzar directed to pay attention to agricultural work, parking areas, at the locations of Housing for All Egyptians’. Also emphasized on the necessity to finalize the implementation process on time with high quality, and to make sure that units are delivered to the needed beneficiaries.

Minister of Housing followed up the procedure of delivering housing units for state employees whom are going to move to the New Administrative Capital.

Source: Ministry of Housing, Utilities and Urban Communities



During July 2023, Dr. Assem Al-Gazzar, Minister of Housing, Utilities and Urban Communities, followed up the units' delivery process for state employees whom planned to move to the New Administrative Capital (Zahrat Al-Asimah). The first phase of the project includes 376 buildings with 9,042 housing units, were located in Badr City, the project also includes services and facilities for citizens such as 3 schools, 2 nurseries, 2 bakeries, 2 medical centers, 4 commercial markets, playgrounds, and places of worship.

Dr. Assem also emphasized on the necessity to facilitate the process of moving to the Administrative Capital through making sure that all housing units are connected to all needed facilities and services and to be constructed on time with high quality. Additionally, and in response to the directives of President Abdel Fattah El-Sisi, President of the Arab Republic of Egypt, that ensures that the move to the new administrative capital will lead to a comprehensive development of the state's administrative apparatus.

The second Phase of the project, includes 196 buildings with 4,704 units located in Badr City. Currently the asphaltic materials and planting of green areas are being implemented. It was mentioned that the implementation rate of housing units has exceeded 89% out of the project. Also the electricity work is at an advanced level and cables have been supplied in the project, in addition to utilities and road works.

The Minister of Housing announced the implementation of 2,040 housing units in 6th of October City

Source: Ministry of Housing, Utilities and Urban Communities



During August 2023, The Minister of Housing, Utilities and Urban Communities announced that 2,040 housing units are under construction, totaling up to 85 buildings, allocated for above- middle income citizens in 6th of October City, with average implementation rate reached 60% for different unit sizes. This is within the scope of participation of New Urban Communities in the state's plan to provide high qualified housing units that suits all citizens with different income levels.

Dr. Assem Al-Gazzar explained that the project is located in the industrial residential area in 6th of October City on a total area of 70 Feddan, pointing out the distinctive location of project overlooking the middle ring road and the northern road.

The head of the 6th of October City stated that "Housing for All Egyptians program" in 6th of October City is considered to be one of the most important national project that is being implemented within the initiative of President Abdel Fattah El-Sisi, President of the Arab Republic of Egypt, to provide affordable housing units for all citizens.

The CEO of the Social Housing and Mortgage Finance Fund showcased the Egyptian experience with the Kenyan delegation

Source: SHMFF



During September 2023, The CEO of Social Housing and Mortgage Finance Fund received a delegation from Ministry of Housing, Utilities and Urban Communities and the Urban Development in Kenya. The main aim of the visit is to overview the pioneer Egyptian Housing experience through “Housing for All Egyptians” program which provides affordable housing for low and middle income citizens. Especially as the Egyptian experience had earned attention and interest from all relevant regional and international institutions.

Mrs. Mai Abdel Hamid indicated that the Egyptian state subsidized housing units’ for low and middle income citizens both directly. Additionally, the state had Launched subsidized mortgage finance initiatives for the first time in cooperation with the Central Bank of Egypt. Mrs. Mai focused on the pivotal role of the banking sector in the implementation of the program, contributing to the sustainability of the program. This was not easy and required providing incentives and guarantees, including a profit margin to banks, life insurance policies to beneficiaries, and facilitating the procedures for registering units.

During the visit there was a detailed explanation about the steps taken by SHMFF to achieve the digital transformation for all services provided to citizens, and its role in facilitating the process of communication with citizens, whether through website, customer Service Center (C-Services), or through SHMFF official pages, complaints platform.

The Kenyan delegation learned also about the “Green Social Housing” initiative through a detailed explanation. The initiative launched by the Social Housing and Mortgage Finance Fund, in cooperation with the World Bank and Housing and Building National Research Center.

Mai Abdel Hamid: Launching the low-cost green housing competition

Source: SHMFF



During September 2023, Mrs. Mai Abdel Hamid, the CEO of the Social Housing and Mortgage Finance Fund, launched the first “Green Social Housing Design Competition”, in cooperation with Housing and Building National Research Center(HBRC), and with the participation of representatives of World Bank (WB), International Finance Corporation(IFC). The competition was opened to Universities, research centers and consulting offices. The winning design will be applied to the 30k Green Housing units’ after making some adjustments.

The competition focused on the designs that proposed innovative ideas and differ from the designs of the conventional housing projects with affordable cost, contributing to reduction in the global climate changes, reduction in greenhouse gas emissions, and the sustainability of buildings.



Section 3

SHMFF Performance during the first quarter (July - September) 2023/2024

A. Total No. of Beneficiaries According to Project Type

- The fund projects include three types of housing units as follows: (Housing for All Egyptians – private sector – offered by SHMFF).
- During 1ST quarter of FY 2023/2024, “Housing for All Egyptians” category represents the highest category out of the two project type categories, with total no of beneficiaries reached 17.2K beneficiaries, compared to 26.4K beneficiaries during the first quarter (July-September) 2022/2023, a decrease of 9,186 beneficiaries, representing 34.7%, and total number of beneficiaries of the Housing for All Egyptians program to 192,246 beneficiaries during the past three years (2020- 2022). as shown in the following table:

Table (1): Total No. of Beneficiaries according to Project Type during the first quarter of 2023/2024

Project Type	(July-September) 2022/2023	(July-September) 2023/2024	Percentage of change
Housing for All Egyptians	26,471	17,285	-34.7%
Private Sector	129	79	-38.7%
Total	26,600	17,364	-36.70%

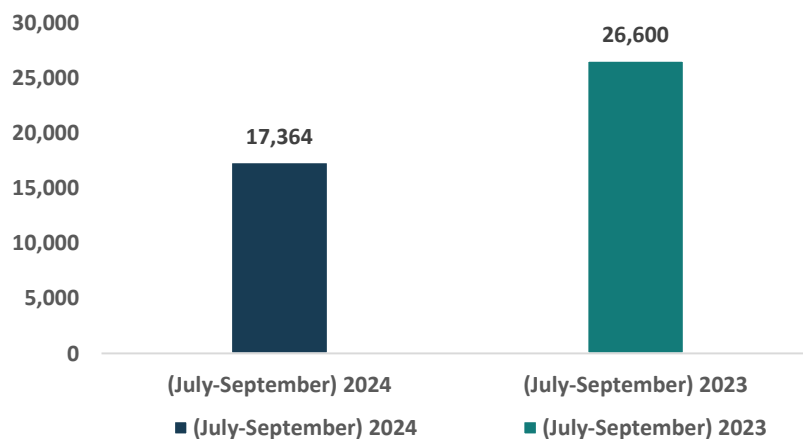


Figure (1): Total No. of Beneficiaries according to Project Type during The first quarter of 2023/2024

B. Total No. of Beneficiaries According to Age Group

- SHMFF provided the right to citizens whose age ranges between 21 to above 50 years (age of retirement) to obtain housing units, and classified the total number of beneficiaries according to 5 categories as follows: (21-30), (31-40), (41-45), (46-50), (over50).
- During 1ST quarter of FY 2023/2024, the age group (31-40) is the highest benefited of the program out of the 5 categories, with total no of beneficiaries reached 6,677 beneficiaries (38.4% out of the total number of beneficiaries) compared to 9,699 beneficiaries during the first quarter of FY 2022/2023, as shown in the following table

Table (2): Total No. of Beneficiaries According to Age Group during the first quarter 2023/2024

Age Group	(July-September) 2022/2023	(July-September) 2023/2024	Percentage of change
21-30	9446	5387	-43%
31-40	9699	6677	-31.2%
40-45	3732	2586	-30.7%
46-50	3018	1883	-37.6%
Older than 50	705	831	17.9%
Total	26,600	17,364	-34.7%

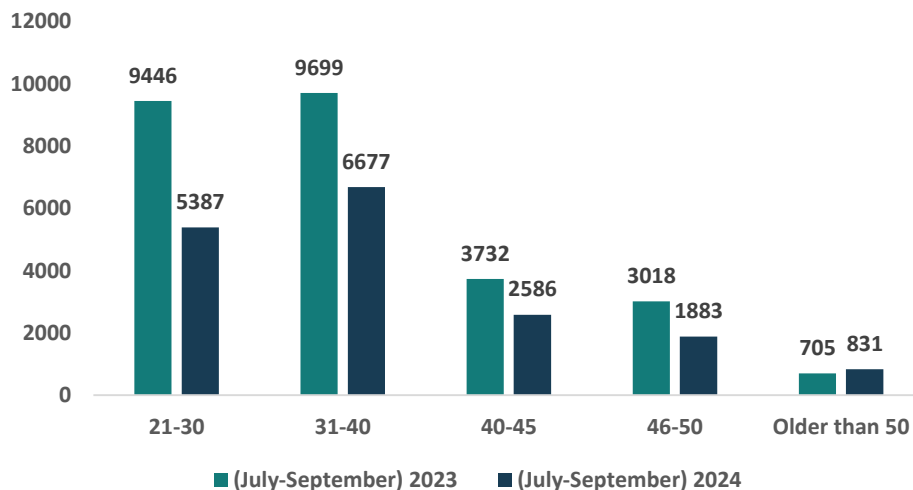


Figure (2): Total No. of beneficiaries according to age groups during the first quarter 2023/2024

C. Total No. of Beneficiaries According to Work Classification

- SHMFF classified the total number of Beneficiaries according to 3 work categories, including private sector category, Governmental Sector category, Self-Employed category.
- During the 1ST quarter of FY 2023/2024, private sector category represents the highest category out of the three categories, with total number of beneficiaries reached 7,340 beneficiaries (42.2% of the total number of beneficiaries), Compared to 13,017 beneficiaries of private sector during the first quarter of FY 2022/2023, with a decrease of 43.6%, as shown in the following table:

Table (3): Total No. of Beneficiaries According to Work Classification during the first quarter 2023/2024

Work Classifications	(July-September) 2022/2023	(July-September) 2023/2024	Percentage of change
Private Sector	13017	7340	-43.6%
Governmental Sector	5860	3498	-40.3%
Self-Employed	7723	6526	-15.5%
Total	26600	17364	-34.7%

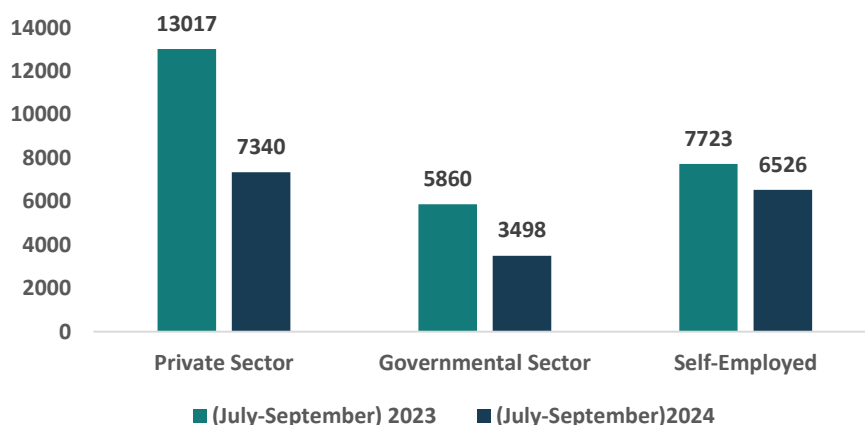


Figure (3): Total No. of beneficiaries according to Work Classification during the first quarter 2023/2024

D. Total No. of Beneficiaries according to Marital Status

- SHMFF classified the total number of beneficiaries according to their marital status and gave priority to households whom are married with kids, widow with kids, divorced with kids, married, widow, divorced, single.
- During the 1ST quarter of FY 2023/2024, Married with kids' category represents the highest category out of the above mentioned marital status categories, with 8,642 beneficiaries, (49.7% of total beneficiaries), Compared to 12,662 beneficiaries during the first quarter of FY 2022/2023. as shown in the following Table:

Table (4): Total No. of Beneficiaries According to Marital Status during the first quarter 2023/2024

Marital Status	(July-September) 2023	(July-September) 2024	Percentage of change
Married with kids	12662	8642	-31,75%
Married	5012	2815	-61,72%
Single	7353	4536	-9,50%
Divorced with Kids	918	750	-18,30%
Widow with Kids	473	424	-10,36%
Divorced	162	158	-2,47%
Widow	20	39	95%
Total	26600	17364	-34.7%

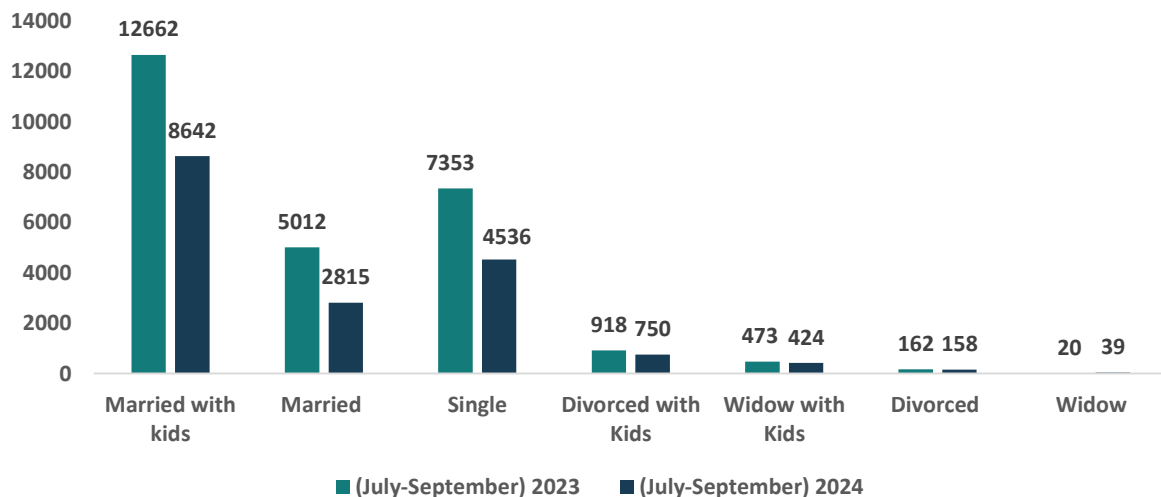


Figure (4): Total No. of beneficiaries according to Marital Status during the first quarter 2023/2024

E. Total No. of Beneficiaries According to Income Level

- The fund targets the low-income level in general to benefit from Housing for all Egyptians program, the average household income reached L.E 3,727 during the first quarter 2023/2024, while the average household income reached L.E 3,079 during the first quarter 2022/2023, compared to L.E 2,768 for the period (2020-2022). This is a reflection of the increases in the minimum wage over the past three years, the minimum wage in 2020 reached L.E 2000, in 2021 the minimum wage increased from L.E 2000 to L.E 2400, in 2022 the minimum wage increased from L.E 2400 to L.E 2700 and increased again from L.E 2700 to 3000, in 2023 the minimum wage increased from L.E 3000 to L.E 3500 and increased again from L.E 3500 to L.E 4000, as stated by the Ministry of Finance.

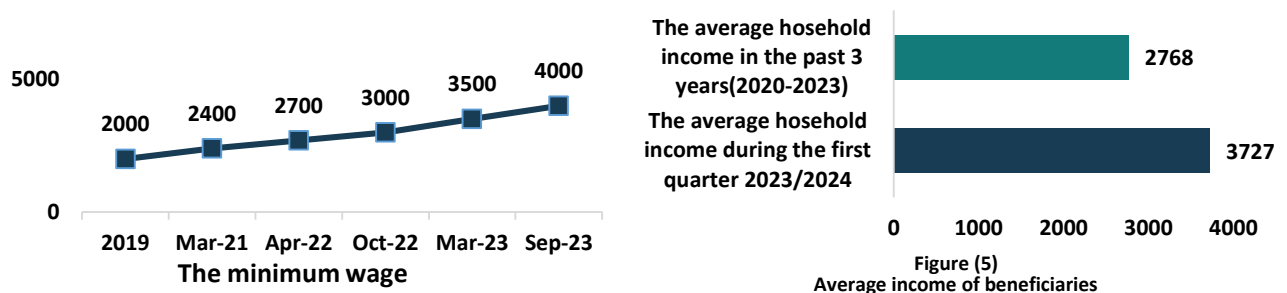


Figure (5)
Average income of beneficiaries

- During the 1ST quarter of FY 2023/2024, the income level category ranges between (L.E 2501 – L.E 3000) represents the highest category out of the income level categories, with 3,615 beneficiaries, representing 20.8%, of the total number of beneficiaries, while During the 1ST quarter of FY 2022/2023, the income level category ranges between (L.E 2001 – L.E 2500) represents the highest category out of the income level categories with 5,546 beneficiaries, as shown in the following Figure:

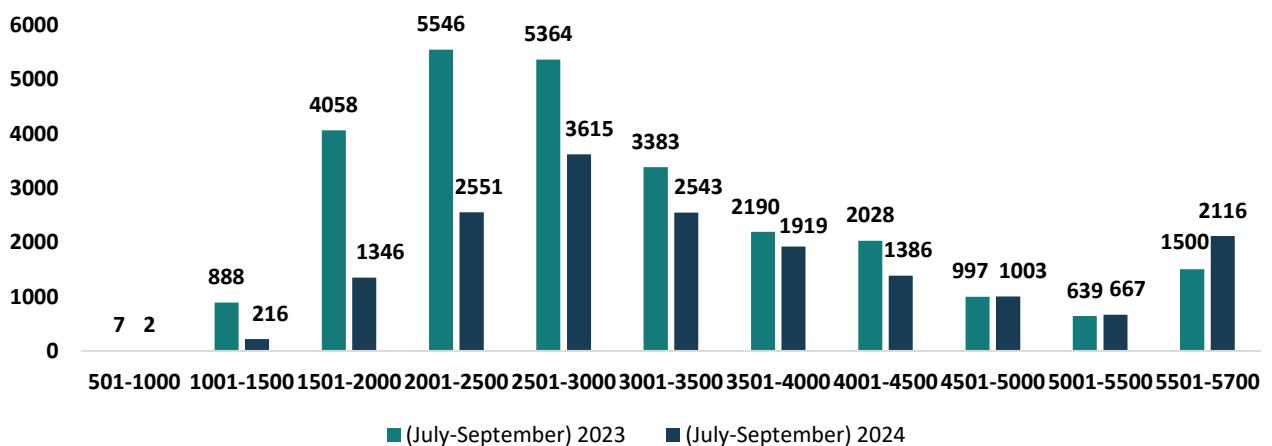


Figure (6): Total No. of beneficiaries according to Income Level during the first quarter 2023/2024

F. Total No. of beneficiaries according to Gender

- SHMFF applied positive discrimination for women through giving them equal opportunity to males to obtain housing units and removed all barriers that prevent them previously from owning housing units.
- During the 1st quarter of FY 2023/2024, Male category represents the highest category with 12,331 beneficiaries compared to 20,386 beneficiaries during the first quarter of FY 2022/2023, as shown in the following figure:

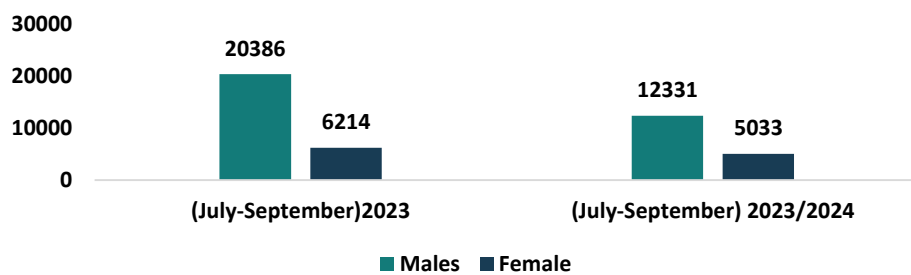


Figure (7): Total No. of beneficiaries according to Gender during the first quarter 2023/2024

G. Total No. of Beneficiaries According to Governorates

- Since the beginning of the program, SHMFF worked on providing housing units for all low income citizens, distributed in all cities from Sinai in the East till Matrouh in the West, and from Alexandria in the North till Aswan in South.
- During the 1st quarter of FY 2023/2024, (Greater Cairo) governorate represents highest governorate out of the total governorates, with 10,708 beneficiaries, representing 61.7% of the total number of beneficiaries during the first quarter 2023/2024. As shown in the following Table:

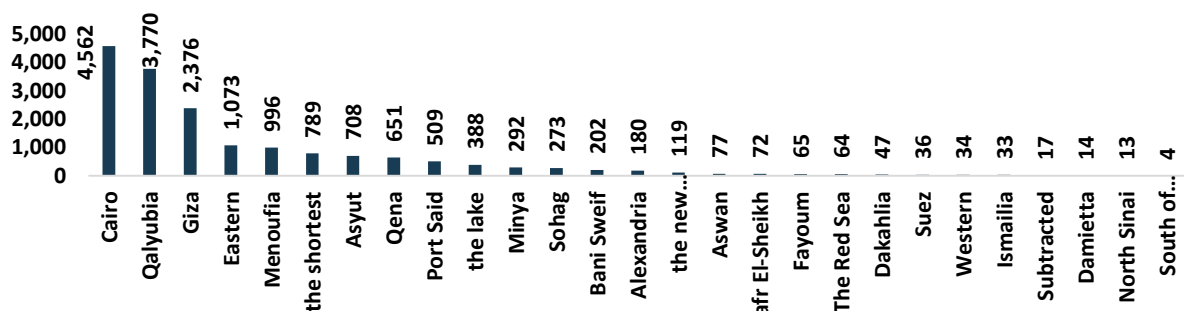


Figure (8): Total No. of beneficiaries according to Governorates during the first quarter 2023/2024

H. Total No. of granted cash subsidies by the fund

The program provides down-payment cash subsidy ranges from L.E 5000 to L.E 60,000 and dedicated from unit price for each beneficiary according to their income.

Total value of cash subsidy granted amounted L.E 373,9 million during the first quarter 2023/2024.

Table (5): Total No. of beneficiaries granted cash subsidies by the fund during the first quarter 2023/2024.

Item	(July-September) 2023	(July-September) 2024	Percentage of change
Number of beneficiaries	26,600	17,364	-34.7%
Grant subsidy (L.E)	472,097,057	373,970,335	-20.7%
Average subsidy (L.E)	17,748	21,537	21.9%

Average cash subsidy amount reached L.E 21.5K per beneficiary during the first quarter 2023/2024, while the average cash subsidy amount reached L.E 17.7K per beneficiary during the first quarter 2022/2023, compared to L.E 17.4K during the previous three years (2020 - 2022), meaning that the average value of the subsidy given by the Fund to beneficiaries during the first quarter of 2023/2024 witnessed a significant increase over the average value of subsidy given by the Fund during the previous three years, that reflects the extent of the efforts made by the Fund to increase subsidy for citizens who wish to benefit from the Fund's projects.

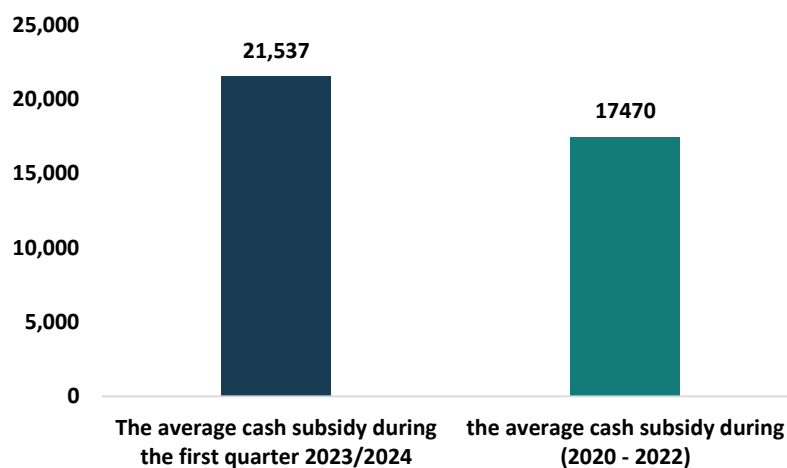


Figure (9): average subsidy amount given by the fund

I. Total No. of beneficiaries received finance according to lenders:

During the first quarter of the fiscal year 2023/2024, finance lenders provided finance to beneficiaries reached L.E 2.8 billion, and 21 financing lenders out of 31 lenders with whom the Fund cooperates provided mortgage loans for 17,364 beneficiaries during that period, and Banque Misr is considered the largest lender that provided mortgage loans to beneficiaries worth L.E 522.2 million to 5,465 beneficiaries, representing 18.3% of the total mortgage amount.

Table (6): Total No. of beneficiaries received finance according to lenders during the first quarter of the fiscal year 2023/2024

Finance lender	(July-September) 2022/ 2023		(July-September) 2023/ 2024		Change in percentage
	Total No. of beneficiaries	Mortgage Amount	Total No. of beneficiaries	Mortgage Amount	
Banque Misr	7,260	1,172,951,583	5,465	824,519,252	-20.3%
National Bank of Egypt	9,377	1,371,550,011	3,183	522,254,821	-82.54%
Banque du Caire	1,261	177,125,894	2,678	489,481,417	61.6%
Qatar National Bank	1,928	309,164,604	1,529	253,296,248	-85.47%
Egyptian Agricultural Bank	439	65,989,311	849	117,587,234	-87.20%
Housing & Development Bank	1,105	169,697,943	818	147,287,645	-78.35%
Mashreq Bank	492	86,970,428	613	108,929,560	19.48%
Arab Investment Bank	416	73,013,809	390	78,264,028	621.70%
Commercial International Bank	897	162,679,200	383	73,537,600	-68.06%
The United Bank of Egypt	635	90,971,309	288	42,549,734	-58.19%
Industrial Development Bank	336	47,791,496	231	34,239,121	1742.92%
Credit Agricore Bank	1	129,000	-	-	-
National Bank of Kuwait	339	48,367,338	195	32,319,422	940.25%
Arab International Bank (SAIBANK)	375	57,414,467	187	31,228,563	73.80%
Egyptian Gulf Bank	31	5,043,662	128	21,467,505	851.84%
Al-Tameer Real Estate Finance Company	1	145,053	118	27,660,522	
Arab African International Bank	172	28,900,003	113	20,242,087	5.49%
Arab Banking Corporation(ABC BANK)	290	49,673,648	63	11,047,854	-
Faisal Islamic Bank of Egypt	224	36,542,173	60	10,586,147	-77.85%
Egyptian Export Development Bank	30	5,836,856	-	-	-
Egyptian Arab Land Bank	120	22,277,148	37	6,911,890	6693.56%
Suez Canal Bank	103	18,700,450	35	6,228,707	-97.73%
Contact Real Estate Finance Company	768	134,499,680	1	174,333	-
Total	26,600	4,135,435,066	17,364	2,859,813,690	44.5%

The figure shows that the average mortgage amount provided to each beneficiary reached L.E 164,697K during the first quarter of the fiscal year 2023/2024, while the average mortgage amount provided to each beneficiary reached L.E 155,467K during the first quarter of the fiscal year 2022/2023, compared to L.E 162,702K per beneficiary for the period (2020-2022), meaning that the average mortgage amount provided by finance lenders during the first quarter of the fiscal year 2023/2024 witnessed a significant increase over the average mortgage amount provided for beneficiaries during the previous three years, and this reflects the extent of the efforts made by mortgage finance lenders in providing mortgage financing to citizens wishing to benefit from the Fund's projects.

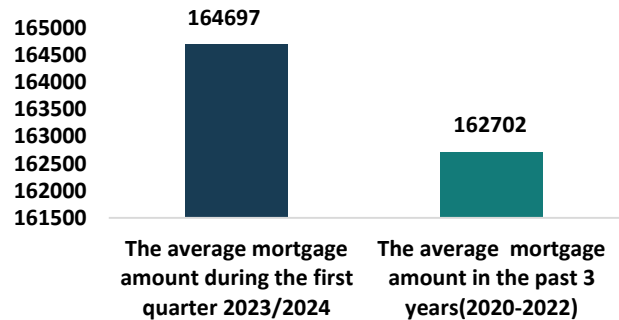


Figure (10)
The average mortgage amount provided to beneficiaries

J. Total No. of Allocated Units According to Unit Size

SHMFF provided variety of units' sizes to suit all citizen's needs and requirements. During the first quarter of the fiscal year 2023/2024 the total number of allocated units reached 16,593, units of (90 m²) represent the highest percentage of allocated units with 14,944 units, representing 90.1% of total allocated units.

Table (7): Total No. of allocated units according to unit size during the first quarter 2023/2024.

Unit size	(July-September) 2022/2023	(July-September) 2023/2024	Percentage of change
90 m ²	27416	14944	-45.5%
55 - 75 m ²	973	1229	26.3%
76 - 85 m ²	1107	338	-69.5%
105-110 m ²	-	82	-
Total	29496	16593	-43.7%

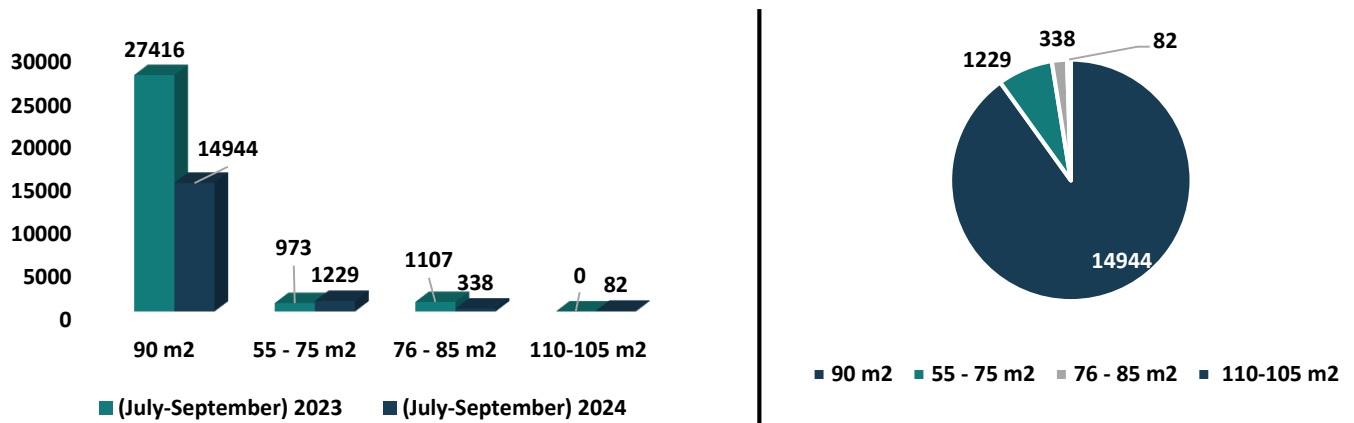


Figure (11): Total No. of allocated units according to unit size during the first quarter 2023/2024

K. Total No. of Allocated Units According to Project Type

SHMFF is keen on accelerating the allocation process of housing units to applicants, as a commitment with citizens and delivering these units on time.

During the first quarter of the fiscal year 2023/2024 SHMFF allocated 16593 units, 16,570 of them are units from "Housing for All Egyptians projects", representing 99.8% of allocated units.

Table (8): Total No. of allocated units according to project type during the first quarter 2023/2024

Project Type	No. allocated units
Housing for All Egyptians	16570
Private Sector	23
Total	16593

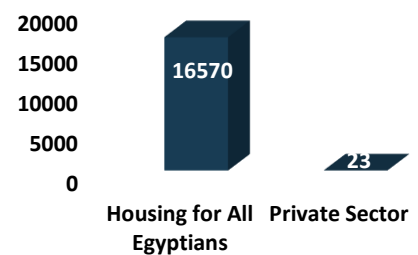


Figure (12): Total No. of allocated units according to Project Type during the first quarter 2023/2024



Section 4

**Customer Services Facilities
during the first quarter (July -
September) 2023/2024**



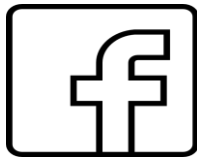


Call Center Operation Performance

Table (9): Call Center Operation Performance during the first quarter 2023/2024

Year	No. of Received Calls by Customer Services employees+ IVR		No. of Answered Calls	No. of Not-Answered Calls	Service Level	Average Speed of Answering Calls	Average Call Length
	On voice service	On customer service					
(July-September) 2022/2023	84943	153167	94977	58190	74.9%	0:05:34	0:03:13
(July-September) 2023/2024	70847	144677	98692	45983	79.20%	0:03:40	0:02:56
Percentage of change	-16.6%	-5.5%	3.9%	-21%	5.7%	34.1%	8.8%

SHMFF activity on Social Media



Number of followers by the end of the first quarter 2023/2024
617K followers



Number of visits to the website by the end of the first quarter 2023/2024
7.8million visits
4 million visitors



Number of Subscribers by the end of the first quarter 2023/2024
43.2K Subscribers
Number of views
1.1M views

Total No. of SMS (1124 – 9311)

Table (10): Total number of messages during the first quarter of

Item	(July-September) 2022/2023	(July-September) 2023/2024	Change in percentage
Total No. Messages(1124)	342,150	264,625	-22.6%
Total No. Messages(9311)	3380	2956	-12.5%

Summary of beneficiaries' Requests

Table (11): Requests received from the technical operations (090071117 – 1188 – 5999 – 5777)

#	Summary of beneficiaries' Requests	No.
1	Request to change the financing entities	4142
2	Requests to follow the customers who stay in the bank's stages	2898
3	Customer follow-up requests rejected by the bank's stages	557
4	Request to correct the basic customer data	1766
5	Customer follow -up requests on the list of rejected and suspended applications	698
6	Requests to follow up customers who stop in the stages of the fund	1147
7	Requests to follow customers who are stop in the customer service stage	927
8	Requests to follow up on customers who are stop in the entry stages	325
9	Requests to follow up on the stopped customers on the waiting list	32
10	Requests to follow the C-Services website	454
11	Contract of the project registered on the system	39
12	Requests to follow up on customers applicable to announce	53
13	Requests to re -query by mail	4790
14	Grievances for inquiries	223
15	Follow up the admission of re -query requests	680
16	Re -inquiries requests and customer service (Port Said Project)	91
17	Requests to follow the Egyptian postal	114
18	Request to address the inquiry companies because of the request of the inquiry	9
19	Requests for the 10th announcement	-
20	Report sending a text message with complaints platform link	27
21	Requests to follow registration on the website	-
22	Requests to follow customers who have no data on the system	94
Total		19066

Summary of beneficiaries' Complaints

A. Complaints received through direct and indirect complaints channels:

Table (12): Complaints from 5 Channels during the first quarter 2023/2024

#	Complaints from 5 Channels	No.	%
1	SHMFF complaints portal https://cservices.shmff.gov.eg/SHAKWA	16,288	65.9%
2	Complaints received through Prime minster office	7,881	31.9%
3	Complaints received through Chief Executive Office- vice chief executive officer for operation- House of representative and Senate- Ministry of Housing.	340	1.4%
4	Complaints received on the Ministry of housing Customer Service Hotline (15100)	88	0.4%
5	complaints received through Post offices	90	0.4%
Total during the first quarter 2023/2024		24,687	100%

Fund's Media Events and internal activates



Represent the most important updates about SHMFF via social media Websites.



Media coverage of signing cooperation protocols with various mortgage financing entities



Publish congratulations to citizens regarding religious and social holidays



Supervising all aspects related to activities and field visits



Media coverage of the First Green Social housing competition



Preparing for the Kenyan delegation's visit to the city of Capital garden city and Badr City to overview of the "Housing for All Egyptians" program



Designing promotional images for the competition and publishing them through SHMFF official Social media channels



Visual documentation and filming of the meeting with the Kenyan delegation to present the Fund's experience in providing adequate housing for low-income citizens



Monitoring and publishing the CEO's meeting with the (Ninth) program on Egyptian TV



Continuous media coverage of Fund news



وزارة الإسكان والمرافق والمجتمعات العمرانية
Ministry of Housing, Utilities & Urban Communities



Performance Report during the first quarter Performance Report 2023/2024



Achievements Despite Challenges