



**Social Housing and
Mortgage Finance Fund**



June 2024 Performance Report

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



Report Index

1	About SHMFF	2
2	Executive Summary	3
3	Egypt's Economic News	4
4	SHMFF Performance June 2024	6-10
A	Total No. of Beneficiaries According to Project Type	6
B	Total No. of Beneficiaries According to Age Group	6
C	Total No. of Beneficiaries According to Work Classification	7
D	Total No. of Beneficiaries according to Marital Status	7
E	Total No. of Beneficiaries According to Income Level	8
F	Total No. of beneficiaries according to Gender	8
G	Total No. of Beneficiaries According to Governorates	9
H	Total No. Of Beneficiaries granted Subsidies by the Fund	9
R	Total No. Of Beneficiaries received loans According to Lenders	10
5	Total No. Of Allocated Units	11
6	Call Center Operation Performance	12
7	SHMFF Activity on Social Media	12
8	Fund's Media Events and Internal Activities	13
9	Total No. of SMS (1124 - 9311)	14
10	Social Housing Violations	14
11	Summary of Applicant's Complaints	15
12	Summary of Applicant's Requests	16

Performance Report . . . According to SHMFF's acceptance of governance principles and transparency, the performance report is periodically issued to present the Fund Indicators 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 June 2024 which has impacts on the Fund.
- The total number of beneficiaries reached 1,278 during June 2024, and the beneficiaries of (Housing for All Egyptians program) represent the highest benefited from the program with 100%, the age group (31-40) represent the highest benefited with 55.9% of the total number of beneficiaries, beneficiaries of Private Sector represent the highest benefited with 40.8%, beneficiaries of Married with kids category represent the highest benefited with 62.8% of the total number of beneficiaries, and 25.7% of beneficiaries whose monthly income ranges between (L.E 5501-6000) are consider the highest percentage of total number of beneficiaries, Beneficiaries from Giza governorate representing 34.1% of the total number of beneficiaries, Positive discrimination is giving for Women specially (women with children, divorced women and widows), 29.7% of total beneficiaries are females.
- The total value of granted subsidy amounted for L.E 18,962,832 during June 2024, with an average subsidy to each beneficiary around L.E 14,837, the total value of financing reached L.E 256,356,517, with an average around L.E 200,591, the total number of allocated units reached 10,222 units, 97.7% of them represents units with size (90 m2) due to high demand.
- Performance level of the call center and customer service is 91.6%, and SHMFF's Facebook page followers increased to reach 705 K followers.
- SHMFF call center service received 4,120 requests using (090071117 - 1188 - 5999 - 5777) facilities, and also received 5,294 complaints & suggestions through 5 different channels.



Egypt's Economic News

The most prominent efforts of the government to accelerate the completion of green hydrogen projects

Source: Center for Information and Decision Support

In light of Egypt's keenness to become one of the leading countries in the green hydrogen economy, and to develop a plan to increase the contribution of renewable energy in a mixture with electrical energy to more than 42% by 2030, the Ministry of Electricity and Renewable Energy launched the "National Green Hydrogen Strategy in Egypt", and targets to make Egypt one of the leading countries in the green hydrogen economy in the world, and this strategy works on the gradual expansion in the local use of green hydrogen, and the Supreme Energy Council headed by the Prime Minister was approved on February 27, 2024, the National Green Hydrogen Strategy in Egypt, as Egypt adopts plans The proposals that attract more foreign investments in the field of renewable energy production and green hydrogen production.

In the context of government efforts to expand green hydrogen projects, 27 memoranda of understanding were signed in addition to 10 framework agreements with global developers in the field of green energy to develop green fuel projects until March 2024, in addition to agreeing to establish the International Center for Green Hydrogen in Egypt at the Nile University headquarters, that This center benefits various universities and the concerned authorities, and the items of the initiative to support the green hydrogen industry "PTX" have been approved in the amount of 270 million euros.

Merchandise Egypt exports rise 10% in the first four months of 2024

Source: Center for Information and Decision Support

Merchandise Egypt exports continued to increase for the fourth month in a row, reaching about 12 billion and 912 million dollars, during the first 4 months of 2024, compared to 11 billion and 782 million dollars during the same period in 2023, with an increase of 10%.

The Egyptian Minister of Trade and Industry, Ahmed Samir, said that the largest receiving markets for Merchandise Egypt exports during the first 4 months of this year included the Kingdom of Saudi Arabia with a value of one billion and 96 million dollars, compared to 993.6 million dollars during the same period in 2023, and Turkey with a value of one billion and 76 million dollars, For 900.5 million dollars, Italy with a value of 793.1 million dollars, compared to 785.5 million dollars, the United Arab Emirates with a value of \$ 735 million for \$ 460 million, and the United States of America with a value of 716.2 million dollars compared to 587.1 million dollars.

The minister pointed out that the most important export sectors that formed the structure of Egyptian merchandise exports during the first 4 months of this year included building materials worth two billion and 876 million dollars, food industries worth two billion and 102 million dollars, and chemical products and fertilizers worth one billion and 976 million dollars.

The position of the implementation of units within the presidential initiative, housing for all Egyptians

Source: Ministry of Housing, Utilities and Urban Communities

Dr. Asim Al-Jazzar, Minister of Housing, Utilities and Urban Communities, chaired the meeting of the Board of Directors of the Social Housing Fund and Mortgage Finance Fund, where the executive position of the housing units of low -income and middle -income citizens was reviewed, which was implemented within the initiative “Housing for All Egyptians” of President Abdel Fattah El-Sisi, President of the Republic, as well as review the performance indicators of the fund.

Dr. Asim Al-Jazzar explained that one million housing units were being implemented within the presidential initiative 'housing for all Egyptians' - the low -income axis, and 55.5K housing units are being implemented and supported within the green housing program in the cities of (the new Obor - the tenth of Ramadan - the gardens of the capital - the new Aswan - New October - Badr - May 15), in addition to 28 housing units that have been implemented in new cities and governorates within the presidential initiative 'housing for all Egyptians' - the axis of middle -income.

Mrs. Mai Abdel Hamid, CEO of the Social Housing Fund and Mortgage Finance Fund, reviewed the financial position of the implementation of the presidential initiative units “Housing for All Egyptians” and the position of the files of citizens applying to reserve housing units, explaining that until now 17 advertisements have been launched since 1/6/2014, It was submitted to reservations with 1.6 million citizens, and the volume of mortgage finance provided to beneficiaries so far reached about L.E 70 billion, through 22 banks and 8 companies, and the cash subsidy provided to beneficiaries reached L.E 9.5 billion.

The most prominent structural reforms implemented by the government within the framework of budget support funds

Source: world bank

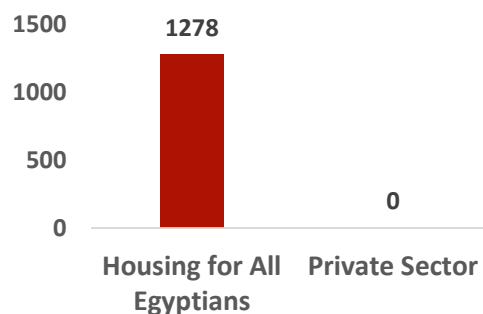
The Ministry of International Cooperation has announced a mobilization of \$ 2 billion to implement a number of structural reforms to enhance the competitiveness of the Egyptian economy, and to enable the private sector to participate in the development process, and this was done by obtaining soft funds to support the budget, which is represented by 700 million dollars funded by the World Bank, 131 One million dollars funded by the African Development Bank, \$ 100 million funded by the Korean Economic Cooperation Fund (EDCF), in addition to 1069 million dollars funded by the European Union.



SHMFF Performance June 2024

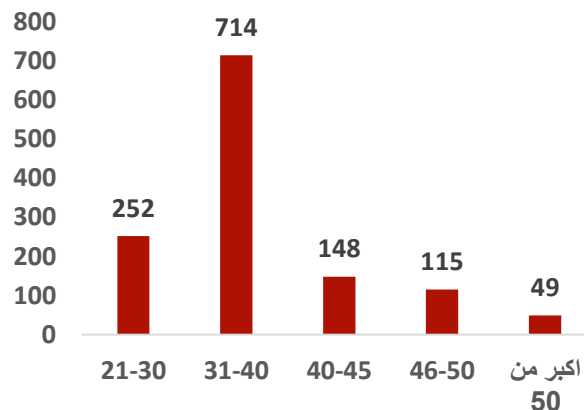
A- Total No. Of Beneficiaries According to Project Type

Beneficiaries of (Housing for All Egyptians program) represent the highest benefited from the program reaching 1,278 beneficiaries, representing 100% out of the total number of beneficiaries.



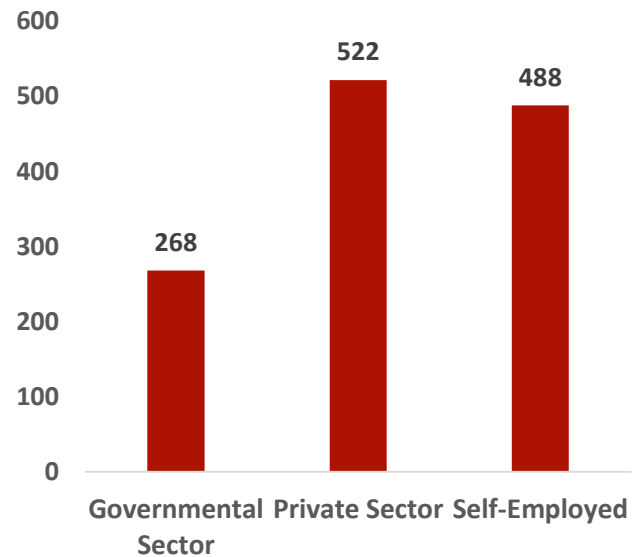
B- Total No. Of Beneficiaries According to Age Group

Beneficiaries of (31 – 40) age group represent the highest benefited reaching 714 beneficiaries representing 55.9% of the total number of beneficiaries, then comes (21–30) age group reaching 252 beneficiaries representing 19.7% of the total number of beneficiaries, then comes (40–45) age group reaching 148 beneficiaries representing 11.6% of the total number of beneficiaries; then comes (46–50) age group reaching 115 beneficiaries representing 9% of the total number of beneficiaries and lastly comes (Above 50) age group reaching 49 beneficiaries representing 3.8% of the total number of beneficiaries.



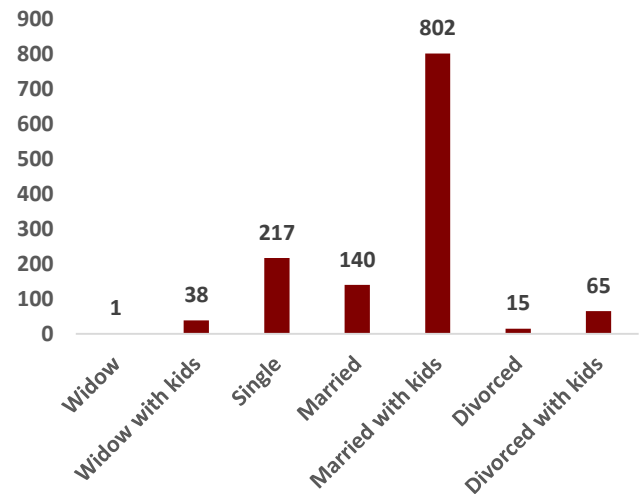
C- Total No. Of Beneficiaries According to Work Classification

Beneficiaries of Private Sector represent the highest benefited from the program reaching 522 representing 40.8% of the total number of beneficiaries, then comes Self-Employed category reaching 488 beneficiaries representing 38.2% of the total number of beneficiaries, then comes Governmental Sector category reaching 268 representing 21% of the total number of beneficiaries.



D- Total No. Of Beneficiaries According to Marital Status

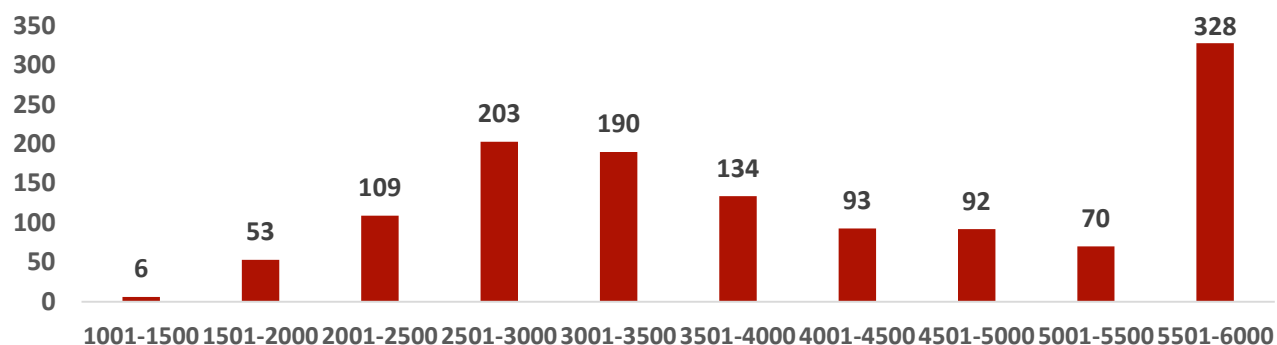
Beneficiaries of (married with kids) category are the highest benefited reaching 802 beneficiaries representing 62.8% of the total number of beneficiaries, then comes (Single) category reaching 217 beneficiaries representing 17% of the total number of beneficiaries, then comes (married) category reaching 140 beneficiaries representing 11% of the total number of beneficiaries, then comes (Divorced with Kids) category reaching 65 beneficiaries representing 5.1% of the total number of beneficiaries, then comes (Widow with Kids) category reaching 38 beneficiaries representing 3% of the total number of beneficiaries, then comes (Divorced) category reaching 15 beneficiaries representing 1.2% of the total number of beneficiaries, eventually comes (Widow) category reaching 1 beneficiaries representing 0.1% of the total number of beneficiaries.



E- Total No. Of Beneficiaries According to Income Level

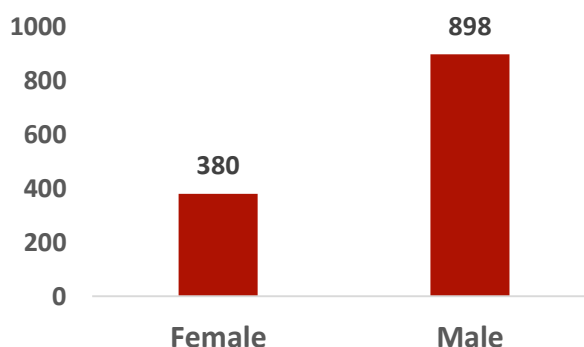
SHMFF grants subsidies to income levels between LE 1001 as a minimum up to LE 6,000 as maximum.

Beneficiaries of the income level (5501-6000) category are the highest benefited from the program reaching 328 beneficiaries representing 25.7% of the total number of beneficiaries, and the beneficiaries of the income level (1001-1500) category are the least benefited reached 6 beneficiaries representing 0.5 % of the total number of beneficiaries.



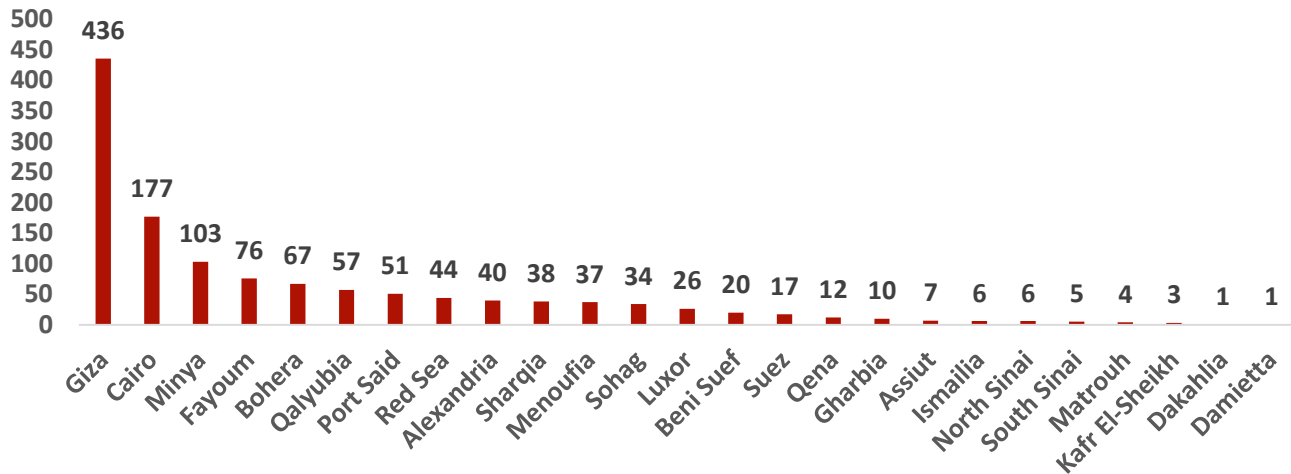
F- Total No. Of Beneficiaries According to Gender

Beneficiaries of (male) category are the highest benefited from the program reaching 898 representing 70.3% of the total number of beneficiaries, while (Female) category reached 380 representing 29.7% of the total number of beneficiaries.



G- Total No. Of Beneficiaries According to Governorates

Beneficiaries of (Giza governorate) are the highest benefited from the program reaching 436 beneficiaries represented 34.1% of the total number of beneficiaries, and the beneficiaries of (Dakahilia, Damietta governorates) are the least benefited reaching 3 beneficiaries represented 0.1% of the total number of beneficiaries which estimated at 1,278 beneficiaries.



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

Item	No. of Beneficiaries	Value of Subsidy (LE)
1/6/2024 to 30/6/2024	1,278	18,962,832

* Average Subsidy represents L.E 14,837 per beneficiary.

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

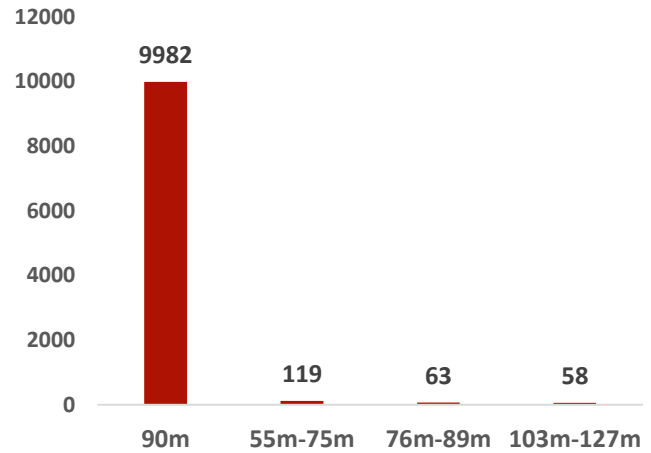
Lender	No. of beneficiaries	Mortgage Amount (L.E)
Banque Misr	351	57,308,247
National Bank of Egypt	299	53,687,611
Banque du Caire	184	35,061,973
Housing & Development Bank	114	34,850,688
Arab Investment Bank Ahli	94	23,328,244
Qatar National Bank	94	22,233,352
Commercial International Bank	29	7,349,300
Mashreq Bank	31	6,172,166
National Kuwait Bank	15	4,037,058
Industrial Development Bank	18	3,527,507
Arab African International Bank	15	2,933,395
Suez Canal Bank	6	1,590,087
SAIB Bank	11	1,387,330
The United Bank	5	1,015,566
Agricultural Bank of Egypt	6	725,978
Arabic Banking Corporation	3	599,202
Egyptian Arab Land Bank	2	344,212
Al Tameer Mortgage Finance	1	204,600
Total	1,278	256,356,517

* Average granted Mortgage represents L.E 200,591 per beneficiary.



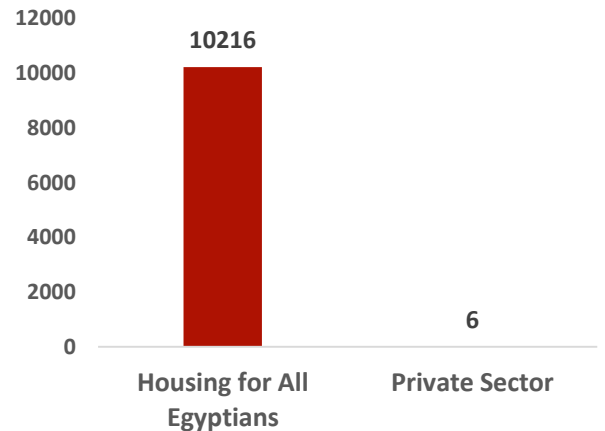
Total No. Of Allocated Units

During June 2024, the total number of allocated units reached 10,222 units, units with size (90m²) represent the highest category reached 9,982 unit representing 97.7% of the total number of allocated units, then come units with size (55m²-75m²) reached 119 unit represented 1.2% of the total number of allocated units, then come units with size (76m²-89m²) reached 63 unit represented 0.6% of the total number of allocated units, then come units with size (103m²-127m²) reached 58 unit represented 0.6% of the total number of allocated units.



Total number of allocated units according to the Type of Project

The number of allocated units by Housing for All Egyptians projects reached 10,216 units, the number of allocated units by private sector projects reached 6 units during the month of June.





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					
June 2024	18,415	36,013	31,446	4,567	91.6%	00:00:58	00:02:35



Total No. of SMS (1124-9311)

During June 2024, the Total no. of SMS received through (1124) service reached 8,225 with an average 274 daily SMS, and the Total no. of SMS through (9311) Service reached 497, with an average 16 daily SMS.



SHMFF Activity on Social Media



Total number of followers reached
705K followers.



Total number of subscribers reached **48.4k** subscriber
Total number of views reached **1.2 million views.**



Total number of followers reached
18.8K followers.

Fund's Media Events and Internal Activities

قنوات الاتصال (Instagram)

7- الاستمرار في نشر أبرز أنشطة السيدة الأستاذة/ مي عيد الحميد، الرئيس التنفيذي، ونشرها عبر القنوات الاتصالية المختلفة للتصديق.



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تصميمات

4- صياغة وتصميم عدد من التصميمات التي تتضمن تقليدا لعدد من الأخبار المنشورة الكافية عبر المواقع الإلكترونية وصفحات التواصل الاجتماعي تمهيدا للاختيار فيما بينها ونشرها عبر الصفحات الرسمية للتصديق بمواقع التواصل الاجتماعي.

اعرف الصح



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

أخبار عاجلة



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قنوات الاتصال (Facebook)

6- تصميم نهضة للمواطنين بمناسبة حلول ذكرى ثورة 30 يونيو، ونشرها للمواطنين عبر الصفحات الرسمية للتصديق بمواقع التواصل الاجتماعي.



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التصوير

11- تصوير عدد من المشروعات.



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قنوات الاتصال (Facebook)

5- صياغة وتصميم نهضة للمواطنين بمناسبة حلول عيد الأضحى المبارك، ونشرها عبر الصفحة الرسمية للتصديق بموقع فيسبوك.



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Summary of Applicant's Complaints and Requests

Requests received from the technical Operations (090071117 – 1188 – 5999 – 5777):

Technical operations requests		NO	%
1	Change lenders Requests	598	14.5%
2	Following up with suspended applicants Request in the bank stages.	395	9.6%
3	Following up with applicants who have been rejected in the bank stages	103	2.5%
4	Correct applicant's data Requests.	426	10.3%
5	Following - up on the list of rejected and suspended applications Requests.	668	16.2%
6	Following – up with applicants who have been suspended in the fund stage.	227	5.5%
7	Following – up with applicants who have been suspended in the customer service stage.	143	3.5%
8	Following - up with applicants who have been suspended in the entry stages.	23	0.6%
9	Following - up with applicants who have been suspended in the waiting list stage.	1	0
10	Following - up C-Services website Requests.	325	7.9%
11	Assignment of the project registered on the system Requests.	4	0.1%
12	Following- up on applicants of Ganna, Sakan Masr, Dar Masr announcement	6	0.1%
13	re-Investigation through Post Office Requests.	902	21.9%
14	Grievances related to investigation results.	44	1.1%
15	Following - up the process of uploading applicants re -investigation requests on system.	114	2.8%
16	Re - investigation and customer service Requests (Port Said Project)	9	0.2%
17	Following- up Post Office Requests	106	2.6%
18	Requests to address the investigation companies regarding the company representative's demand for money from the applicants.	4	0.1%
19	Requests for the 10th announcement	0	0
20	Report sending a text message with complains platform link	11	0.3%
21	Requests to follow registration on the website	0	0
22	Following – up applicants who have no data on the system Requests.	11	0.3%
Total		4,621	

Summary of applicants Complaints received from the different channels during June 2024

received Complaints channels		
Direct channels		NO.
1	SHMFF Complaints Portal.	2,529
2	Complaints Received from High board.	107
3	Complaints Received on Post office.	0
Indirect channels		
4	Complaints Received on the Ministry's Customer Service.	2,552
5	Complaints Received on 15100 of Ministry of Housing	106
Total		5,294



Social Housing and Mortgage Finance Fund



www.shmff.gov.eg

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