

National Housing Authority  
2015 Performance Scorecard  
Accomplishment as of 31 December 2015

Component							
Pers-pective	Measure	Formula	Weight	Target	Accomplishment	Rating	
Stakeholders / Social Impact	<b>SO 1</b>	<b>Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector</b>					
	SM 1	Number of housing units started *	Total number of housing units started through NOA	15%	77,327	92,305	15.00%
	SM 2	Percent of projects with NTP completed within the project duration *	(Actual units completed in 2015) / (Total number of Carryover works with NTP issued up to Dec 2014 + Unprogrammed projects completed within the year)	15%	90%	69%	11.46%
	SM 3	Percent of disposable housing units disposed		12%			10.81%
		a) Percent of old inventory disposed	Old units awarded / Old Inventory (as of 1st Sem of Prior Year)	3%	45% (31,183/69,829)	27% (18,927/69,829)	1.81%
		b) Percent of new inventory disposed	New units awarded / New Inventory (2nd Sem of Prior Year to 1st Sem of Current Year)	9%	85% (25,008/29,572)	86% (25,476/29,572)	9.00%
	SM 4	Number of calamity-stricken families provided Housing Materials Assistance (HOMA) *	Number of families provided HOMA (completions)	3%	24,125	32,116	3.00%
	<b>SO 2</b>	<b>Strengthened Strategic Partnerships with Stakeholders</b>					
	SM 5	Number of beneficiary-families below poverty threshold provided access to livelihood trainings & other income-generating interventions	Beneficiary-families in NHA-administered projects provided livelihood trainings	3%	26,568	35,348	3.00%

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Stakeholders / Social Impact	<b>SO 3</b>	<b>Improved Stakeholder Satisfaction</b>					
	SM 6	Customer Satisfaction					
		a) From Customers/ Housing Beneficiaries	Survey results for specific housing program	5%	Satisfactory Rating	Satisfactory Rating	5.00%
		b) From other Stakeholders		5%	Satisfactory Rating	Very Satisfactory Rating	5.00%
				<b>58%</b>			<b>53.27%</b>
Financial	<b>SO 4</b>	<b>Efficient Budget Management</b>					
	SM 7	Budget Utilization Rate	Amount obligated / Total Releases from July of previous year to June of current year	6%	94% (P29,234 M/ P31,030 M)	95% (P28,169 M/P29,647 M)	6.00%
	<b>SO 5</b>	<b>Efficient Asset Management</b>					
	SM 8	Collection Efficiency of Residential Lots	Total Actual Collection for Residential Lots / Total Amount Due	6%	33% (P.72 B / P2.19 B)	33% (P.722B/P2.186B)	6.00%
			<b>12%</b>			<b>12.00%</b>	
Internal Process	<b>SO 6</b>	<b>Review of Selected Processes Involved in Planning and Implementation of Housing for Calamity Victims</b>					
	SM 9	Updated site selection and planning guidelines for issuance to Area Management Offices *	Updated guidelines approved for implementation	5%	Memorandum Circular on Updated Site Selection and Planning Guidelines	Approved Memorandum Circular on Updated Site Selection and Planning Guidelines	5.00%
	SM 10	Percent of projects issued with Notice to Proceed (NTP) within 4 months from the issuance of Notice of Award (NOA) *	Number of issued NTP within 4 months / Target number of issued NOA from January - August 2015 for projects for families affected by Typhoon Yolanda and Zamboanga Conflict	5%	90%	96%  (50/52)	5.00%

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Internal Process	SM 11	Constructor's compliance to Corrective Action Request (CAR) or the non-conformance findings	No. of compliance to CAR per evaluation or project visit / Total number of CARs	5%	compliance above 82%	12 out of 15 projects with compliance above 82%	4.00%
				<b>15%</b>			<b>14.00%</b>
Learning and Growth	<b>SO 7</b>	<b>Optimum Utilization of Information Technology</b>					
	SM 12	Completion of NHA IT Roadmap	Completion based on the milestones				
		a) Housing Loans, Assets Beneficiary Management System (HLABMS)		2%	System implementation for Towerville Project	Tested, validated and ready for implementation of select modules	2.00%
		b) Geographical Information System (GIS)		1%	Board-notation on the Awarding of Contract	Noted by the Board	1.00%
		c) Enterprise and Communication Management System (ECMS)		1%	Board-notation on the Awarding of Contract	Noted by the Board	1.00%
		d) Implementation of Network Security/Appliance and Upgrading of LAN/PABX System		1%	Implemented	Implemented	1.00%

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Learning and Growth	<b>SO 8</b>	<b>Established Quality Management System</b>					
	SM 13	Quality Management System developed	Mandatory QMS requirement completed	5%	Issuance of Readiness Completion Report by DAP	DAP Readiness Completion Report	5.00%
	<b>SO 9</b>	<b>Established Competency-Based Framework</b>					
	SM 14	Board-approved Human Resource (HR) Competency-Based Framework *	Final table of organization and staffing	5%	Submission of Competency Catalogue and Terms of Reference for Hiring of a Consultant	Approved HR Competency Catalogue and Terms of Reference for Hiring of a Consultant	5.00%
				<b>15%</b>			<b>15.00%</b>
			<b>100%</b>			<b>94.27%</b>	

\* Revised Target