

National Housing Authority
2015 Performance Scorecard
Accomplishment as of 30 September 2015

| Component | | | | | | | |
|-------------------------------------|----------------|---|--|-----------------------------|------------------------|---------------|-------|
| Pers-pective | Measure | Formula | Weight | Revised 2015 Target* | Actual Accomp. | Rating | |
| Stakeholders / Social Impact | SO 1 | Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector | | | | | |
| | SM 1 | Number of housing units started | Total number of housing units started as approved by the Board | 15% | 77,327 | 49,714 | 9.64% |
| | SM 2 | Number of housing units completed with basic services | Total number of housing units fully completed | 15% | 98,985 | 18,121 | 2.75% |
| | SM 3 | Percent of disposable housing units disposed | | | | | |
| | | a) Percent of old inventory disposed | Old units awarded / Old Inventory (as of 1st Sem of Prior Year) | 3% | 41% (28,719/69,829) | 21% | 1.54% |
| | | b) Percent of new inventory disposed | New units awarded / New Inventory (2nd Sem of Prior Year to 1st Sem of Current Year) | 9% | 83% (24,636/29,572) | 54% | 5.86% |
| | SM 4 | Number of calamity-stricken families provided Housing Materials Assistance (HOMA) | Number of families provided HOMA (completions) | 3% | 24,145 | 21,980 | 2.73% |
| | SO 2 | Strengthened Strategic Partnerships with Stakeholders | | | | | |
| | 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 | 26,358 | 2.98% |

* Subject to approval of GCG

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| Stakeholders / Social Impact | SO 3 | Improved Stakeholder Satisfaction | | | | | |
| | SM 6 | Customer Satisfaction | | | | | |
| | | a) From Customers/ Housing Beneficiaries | Survey results for specific housing program | 5% | Satisfactory Rating | | |
| | | b) From other Stakeholders | | 5% | Satisfactory Rating | | |
| | | | | 58% | | 25.49% | |
| Financial | SO 4 | Efficient Budget Management | | | | | |
| | SM 7 | Budget Utilization Rate | Amount obligated from July of previous year to June of current year / Total Releases | 6% | 94% (P29,234 M/ P31,030 M) | 87% | 5.55% |
| | SO 5 | Efficient Asset Management | | | | | |
| | SM 8 | Collection Efficiency of Residential Lots | Total Actual Collection for Residential Lots / Total Amount Due | 6% | 33% (P.72 B / P2.19 B) | 23% | 4.18% |
| | | | 12% | | 9.74% | | |
| Internal Process | SO 6 | Review of Selected Processes Involved in Planning and Implementation of Housing for Calamity Victims | | | | | |
| | 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 | | |

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| Internal Process | 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% | 69% | 3.83% |
| | SM 11 | Constructor's compliance to Corrective Action Request (CAR) or the non-conformance findings | No. of compliance to CAR per evaluation of project visit / Total number of CARs | 5% | 82% | | |
| | | | | 15% | | | 3.83% |
| Learning and Growth | SO 7 | Optimum Utilization of Information Technology | | | | | |
| | 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 | | |
| | | b) Geographical Information System (GIS) | | 1% | Board-notation on the Awarding of Contract | | |
| | | c) Enterprise and Communication Management System (ECMS) | | 1% | Board-notation on the Awarding of Contract | | |
| | d) Implementation of Network Security/Appliance and Upgrading of LAN/PABX System | | 1% | Implemented | | | |

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| Learning and Growth | SO 8 | Established Quality Management System | | | | | |
| | SM 13 | Quality Management System developed | Mandatory QMS requirement completed | 5% | Issuance of Readiness Completion Report by DAP | | |
| | SO 9 | Established Competency-Based Framework | | | | | |
| | 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 | | |
| | | | | <u>15%</u> | | | <u>0.00%</u> |
| | | | | <u>100%</u> | | | <u>39.06%</u> |