

Component					Target	Accomplishment	% to Target	Rating	
Objective / Measure / Description	Formula	Weight	Rating Scale						
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	Percent of Housing Units Started	Total number of housing units started through Notice to Proceed (NTP) / Total Board-approved target Starts less number of units affected by external factors	10%	(Actual/Target)x Weight	100% of Total Board-Approved Target Starts	17% (14,463 / 85,099)	17%	1.70%
	SM 2	Percent of Housing Units Completed within the Project Duration	Total number of fully completed units in 2021 / Total number of completions target less number of units re-scheduled/deferred as a result of granted time extensions and/or termination of contracts	10%	(Actual/Target)x Weight	90% of total Completions Target (96,684/107,427)	19% (20,017/107,427)	21%	2.07%
	SM 3	Provision of Menu of Designs	Actual Accomplishment	5%	All or Nothing	Management-Approved Menu of Options & Plans/Technical Specifications (11 Various Designs)	45% (5/11)	45%	2.27%
	SM 4a	Percentage of calamity-stricken families provided with Emergency Housing Assistance	Percentage of calamity-stricken families provided assistance / Total number of beneficiaries based on the approved masterlist	5%	(Actual/Target)x Weight	100%			0.00%
	SM 4b	Percentage of Emergency Housing Assistance Processed within the applicable processing time	Total Number of Emergency Housing Assistance processed within the applicable processing time / Total number of Emergency Housing Assistance Processed based on Masterlist	5%	(Actual/Target)x Weight	100%			0.00%
	SM 5	Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of inventory for disposition as of December 2020.	10%	(Actual/Target)x Weight	70%	36% (7,466/20,667)	52%	5.16%

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SM 6	Percent of Housing Units that Remain Unoccupied	Number of unoccupied units (or unawarded units) / Total number of houses built as of end of December 2020	5%	(Target/Actual)x Weight	20% of Housing Units Built (158,612/793,060)	7% ^{1/} (54,126/793,060)	293% ^{2/}	5.00% ^{3/}
SM 7	Percent of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing resettlement sites / Total number of unaccomplished community facilities as of end of 2020	5%	(Actual/Target)x Weight	100% of the Remaining Community Facilities (7 Community Facilities)	29% (2/7)	29%	1.43%
SO 2	Strengthen Strategic Partnerships with Stakeholders							
SM 8	Number of Beneficiary-Families Below Poverty Threshold provided Access to Livelihood Trainings & Other Income-Generating Interventions	Actual number of beneficiary families in NHA-administered projects provided livelihood trainings and other income generating interventions	5%	(Actual/Target)x Weight	100% (20,260)	77% (15,683/20,260)	77%	3.87%
SO 3	Improve Stakeholder Satisfaction							
SM 9	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of survey respondents	5%	(Actual/Target)x Weight <i>0% = If less than 80%</i>	90% Satisfactory rating of surveyed respondents			0.00%
Sub-Total			65%					21.50%
FINANCIAL	SO 4 Efficient Budget Management							
SM 10	Budget Utilization Rate	Total Actual disbursements / Total Cash-Based Corporate Operating Budget for the year (both net of Personal Services Cost)	10%	(Actual/Target)x Weight	90% (P52.352B/P58.169B)	19% (P10.808B/P58.169B)	21%	2.06%
SO 5	Efficient Asset Management							
SM 11	Collection Efficiency of Residential Lots/Units	Total actual collection for residential lots / Total Amount Due	10%	(Actual/Target)x Weight	50% (P1.979B/P3.958B)	15% (P0.575B/P3.958B)	29%	2.91%
Sub-Total			20%					4.97%

^{1/} Pertains to Actual Unoccupied Units/Total Housing Units Built as of December 2020

^{2/} Computed using the following formula: (1/% of accomplishment) / (1/% of target)

^{3/} Computed using the following formula: % of Target x Weight

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INTERNAL PROCESSES	SO 6: Established Quality Management System							
	SM 12	ISO Certification	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Certification		0.00%
	SO 7: Optimum Utilization of Information and Communication Technology							
	SM 13	Implementation of the 2019-2021 ISSP for the Authority	Actual accomplishment	2%	All or Nothing	Board-Approved 2022-2024 ISSP Submitted to DICT		0.00%
			Number of projects completed based on the deliverables per ISSP / Total number of 2021 deliverables per 2019 - 2021 ISSP submitted to DICT	3%	(Actual/Target)x Weight	Completed 100% of 2021 Deliverables based on 2019-2021 ISSP		0.00%
Sub-Total			10%				0.00%	
LEARNING AND GROWTH	SO 8: Established Competency-Based Framework							
	SM 14	Improvement on the Competency Level of the Organization	Actual accomplishment	5%	All or Nothing	Establish Baseline on the Competency Level of the Organization		
	Sub-Total			5%				0.00%
Total			100%				26.47%	