

NATIONAL HOUSING AUTHORITY (NHA)
Revalidation Result of 2019 Performance Scorecard

Component			Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective / Measure	Formula	Weight		2019	Actual	Rating	Score	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	Percent of Housing Units Started	Total number of housing units started through NTP / Total number of housing starts for the year per Board-approved Work Program	10%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100% of Total Housing Starts per 2019 Board-Approved Work Program	43% (27,825/64,738)	0%	27%	2.73%	<ul style="list-style-type: none"> • Notice to Proceed • Copy of released voucher and check for the payment of first release to LGU • NOA/MOA/ Contract of Agreement • Board-approved 2019 Work Program, as amended • NHA-BR-6524 dated 26 March 2019 • NHA-BR-6539 dated 14 June 2019 • Approved Memorandum on the re-programming of Target Starts

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SM 2	Percent of Units Completed within the Project Duration	Total number of fully completed units in 2019 / Total number of completions target per Board-approved Work Program	10%	(Actual / Target) x Weight	90% of Total Completions Target per 2019 Board-Approved Work Program	37% (42,946/117,316)	0%	18% (21,058/117,316)	1.79%	<ul style="list-style-type: none"> • Certificate on physically completed unites issued by NHA District Offices as Concurred by the Contractor • Sample of physical completion checklist • Photos • Board-approved 2019 Work Program • NHA-BR-6524 dated 26 March 2019 	<p>Request for reconsideration was APPROVED.</p> <p>21,058 housing units completed out of 117,316 target for completion per 2019 Work Program.</p>
SM 3	Number of Community Facilities Completed in Existing Resettlement Sites (18 Live Cases)	Actual number of community facilities completed in existing relocation sites	5%	(Actual / Target) x Weight	22 Community Facilities Completed	141% (31/22)	5%	29 Community Facilities Completed	5.00%	<ul style="list-style-type: none"> • Certificate on physically competed units issued by NHA District Offices as concurred by the Contractor • Samples of physical 	<p>Exceeded target.</p> <p>However, based on the GCG's validation, only 29 out of the 31 community facilities reported were duly supported with documentation as submitted to the GCG. Refer to Appendix 1 for the details.</p>

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										completion checklist	
SM 4	Percent of Housing Units Disposed	Total number of units awarded or disposed / Total number of Inventory for disposition	15%	(Actual / Target) x Weight	100%	92% (33,031 / 36,096)	13.73%	92%	13.73%	<ul style="list-style-type: none"> For Regular (Non-CBIA) Projects: Inventory of Units under Sales Documentation For CBIA Projects: Inventory of Units under Sales Documentation for the reporting quarter, Samples of Masterlist of Beneficiaries Lot Allocation (MBLA) for AFP/PNP Program Summary of total inventory ready for disposition 	Target not met. 33,031 units disposed out of 36,096 units targeted for disposition
SM 5	Percent of Housing Units Occupied	Number of occupied units / Number of units ready for	10%	(Actual / Target) x Weight	80%	95.24% (585,524 / 614,764)	10%	Unverifiable	0%	<ul style="list-style-type: none"> Summary Report Certifications on units 	The submitted supporting documents cannot be reconciled. The Summary Report

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		occupancy as of 1 st quarter of 2019							awarded and ready for occupancy signed by the District Managers of NHA and the Head of Community Association	presented the accomplishment per Region/Sector while the List of Units were presented per project/location (see Appendix 2). NHA requested to revise the target to 75%. However, as early as 2nd quarter, NHA already reported an accomplishment of 92% which already exceeded the target of 80%. Thus, the GCG DENIES NHA's request for modification.	
SO 2 Strengthen Strategic Partnerships with Stakeholders											
SM 6	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	36,750	40,717	5%	40,717	5%	List of beneficiary families provided with livelihood and other interventions and samples of attendance sheets	Target exceeded.

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SO 3 Improve Stakeholder Satisfaction											
SM 7	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	5%	(Actual / Target) x Weight 0% if below 80%	90%	Survey not yet conducted	0%	No survey conducted for 2019	0%	No documents submitted.	NHA was not able to conduct survey for 2019.
Sub-total		60%				33.73%		28.25%			
SO 4 Efficient Budget Management											
FINANCIAL	SM 8	Budget Utilization Rate	10%	90% to 100% = 10% 80% to 89% = 5% < 80% = 0% More than 100% = 0%	90%	19% (₱17.630 Billion / ₱90.458 Billion)	0%	19.13%	0%	2019 COA Annual Audit Report	Request to lower down the minimum threshold from 90% to 80% is DENIED . The 80% was already set as a minimum threshold in consideration of the difficulties encountered by NHA in relation to its low budget utilization and BUR in the prior years. Based on the COA Audit Report, out of the ₱89.380 Billion approved budget, only ₱17.098 Billion were utilized.
	SO 5 Efficient Asset Management										
	SM 9	Collection Efficiency of Residential Lots	10%	(Actual / Target) x Weight	55%	40%	7.19%	40%	7.27%	<ul style="list-style-type: none"> Collection Evaluation Report (CER) Collection report with 	Target not met. NHA's request to lower the target from 55% to 50% and removal of the minimum threshold of

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					0% = if less than 37%						corresponding official receipt numbers	37% is DENIED due to the following reasons: 1. The 55% target was anchored on the 2017 COA audit observation on the dormancy of accounts receivables and issues on the poor performance of NHA's service provider for the collection of Accounts Receivables. Also, under EO No. 195, s. 1999, NHA was mandated to ensure the sustainability of socialized housing funds by improving its collection efficiency. 2. As regards the 37% minimum threshold, the request is already moot given that NHA already achieved a 40% collection efficiency.
Sub-total			20%				7.19%		7.27%			
INTERNAL PROCESS	SO 6	Established Quality Management System										
	SM 10	ISO Certification	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification Maintained	Surveillance Audit for ISO 9001:2015 Certification Maintained	5%	ISO 9001:2015 Certification Maintained	5%	2 nd Surveillance Audit Report by TUV Rheinland	Acceptable.
Sub-total			5%				5%		5%			

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LEARNING & GROWTH	SO 7	Optimum Utilization of Information Technology								
	SM 11	Implementation of the 2019-2021 ISSP for the Authority	Actual Accomplishment	10%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	100% of ISSP Deliverables for 2019 Completed	Out of 7 ISSP Deliverables for 2019, 2 were completed: - Website Content Management System - Project Management Information System	10%	Completed 28.57% of ISSP Deliverables for 2019	2.86%

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SO 8 Established Competency-Based Framework											
SM 12	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Board-Approved Competency-Based Framework/ Model which shall include the following: (1) Competency Tables (2) Competency Matrix (3) Position Profiles (4) Competency-Based Job Description Conduct competency assessment based on approved framework to 100% of employees under Executive and Managerial levels	Competency Tables and Matrix completed and presented to the Board on 13 December 2019.	0%	Board Approved Competency Framework, Competency Tables, and Matrix	2.5%	<ul style="list-style-type: none"> NHA Board-Approved Competency Framework Competency Tables and Matrix NHA Board Resolution No. 6603 dated 13 December 2019 	Request to revise target is DENIED . Instead, the rating scale was modified from All or Nothing to account for actual accomplishment.
		Sub-total	10%				0%		5.36%		
		VALIDATED RATING	100%				45.92%		45.88%		