2013: A PROACTIVE AND RESPONSIVE HOUSING SECTOR

The country continues to face a housing need that is foreseen to grow and reach up to 5.6 million units by 2016.

Between January to November 2013, housing assistance was directly provided by the Key Shelter Agencies (KSAs) to about 154,000 families. This accomplishment is over and above the housing units constructed through financing provided by private banks and companies. The number of privately funded housing has likewise improved as a result of a favorable policy environment that encourages the private sector to engage in housing finance and development.

The year 2013 proved to be critical in pushing for advocacies that would embrace sustainable housing as imperative and lifesaving. Given the complexity of housing, a comprehensive response, not just from the government, but also from various sectors of the community, is essential.

We had the opportunity to put these advocacies forward in the 4th Asia-Pacific Housing Forum themed, "Housing as a Foundation for Breaking the Poverty Cycle." The Habitat for Humanity-led forum became the leading platform for advocating affordable housing solutions and decent shelter for low-income families in the region. The Forum, which was co-sponsored by the Housing and Urban Development Coordinating Council (HUDCC), the key shelter agencies (KSAs) and other organizations, was held in the Philippines for the second time and brought together under one roof 700 policy makers, business and NGO thought leaders from the Asia-Pacific.

The Forum was preceded by a Roundtable Discussion (RTD), chaired by Vice President and HUDCC Chairman Jejomar Binay, with Ministers and Heads of international organizations from countries in the Asia Pacific region. In the said RTD and Housing Forum, we emphasized that when we speak of housing, we are no longer just speaking of housing infrastructure. We need not just to build homes, but to build impact for it is not just the needs of today that we have to address but also the needs of the future generations. Creating such impact can be realized by achieving scale and also by creating policies that enable a healthy environment for collaboration.

We likewise shared the conviction that dignified housing is about giving people the means not only to live decently, but likewise a fair chance of building a productive life. Also, that there is a need to focus on preparedness not only to save lives but also to prevent economic losses. Partnership and collaboration were an overriding theme in all of the discussions in the Forum – a partnership where people are part of the solution as much as the private and the public sectors are.

We likewise embraced and pushed for policy reforms that harnessed the motivations of volunteers and the entrepreneurial drive of the private companies and individuals to address the housing need through our constant dialogues with different government agencies, both houses of Congress, and even private sector groups.

As a nation, our resilience was challenged as thousands of families became homeless when disasters, both natural and man-made, struck various parts of the country, most notably the Visayas region. It compelled us to prioritize our review of how much responsive our standards are to disaster risks. It further drove us to work harder to provide immediate response to the issues and concerns relative to housing provision and community building.

I. Strengthened housing programs and expanded housing delivery to targeted clientele

- **A.** Priority Programs for Informal Settler Families. Consistent with program priorities for 2013, the National Housing Authority pursued the implementation of programs which address the housing needs of informal settler families particularly those residing in or along danger areas and/or displaced by government development and infrastructure projects as well as families affected by calamities who need to be relocated to safe areas. The movement of informal settler families to new housing sites not only provides them safer and improved living conditions but also grants them security of tenure and presents opportunities for enhancement of their socio-economic well-being. Through its various programs, NHA assisted a total of 80,908^{1/} family-beneficiaries throughout the country with total funding amounting to P26.985 billion. This is almost 44% higher than the accomplishment of 56,221 units for 2012.
 - 1. Resettlement Program for Informal Settler Families Living Along Danger Areas in Metro Manila. The implementation of this program was intensified in 2013 in line with the President's P50 billion five-year housing program for ISFs in danger areas in Metro Manila. For 2013, focus was made on the resettlement of 19,440 ISFs living along eight (8) major river systems/waterways, broken down as follows:

<u>Waterway</u>	No. of <u>ISFs</u>
San Juan River	4,217
Tullahan River	3,683
Tripa de Gallina	3,887
Maricaban Creek	1,637
Estero de Sunog Apog	170
Estero de Maypajo	1,415
Manggahan Floodway	2,997
Pasig River	1,434
Total	19,440

<u>In-city housing program.</u> The clamor of families for in-city relocation to minimize the socioeconomic effects of movement to near or off-city sites was addressed by NHA through the construction of low-rise buildings (LRBs) consisting of two (2) to five (5) storeys in coordination with local government units, the communities themselves, and other government and private institutions.

So far, 12 Low-Rise Building (LRBs) projects are under various stages of construction on NHA and LGU-owned properties which are expected to benefit some 6,560 families. To date, 876 units in Smokey Mountain, Manila and Disiplina Village, Valenzuela City have been completed and are ready for occupancy, while the construction of the rest of the units is ongoing and are expected to be completed by the middle of 2014.

<u>Off-city housing program.</u> While in-city housing has been given due course, off-city housing continued to be provided particularly for those families interested to have their own house and lot packages. For 2013, 18,564 units were generated at NHA housing sites/settlements for the benefit of these ISFs.

<u>High Density Housing Program</u>. To complement NHA's housing program for ISFs in danger areas in Metro Manila, the Social Housing Finance Corporation (SHFC) embarked on the High Density Housing (HDH) Program which provides funding for land acquisition, site development and housing construction proposals initiated by the affected families and communities themselves. For 2013, the SHFC Board has approved five (5) projects that would benefit 2,786 ISFs with funding of more than P290 million.

- 2. Resettlement Program for ISFs affected by infrastructure projects in Metro Manila and those residing in danger areas in nearby provinces. For this year, some 8,008 units were generated in NHA resettlement sites for families affected by government projects such as R-10 and C-5 Northern Link road projects, various infrastructure projects in Quezon City, Philippine Ports Authority and NAIA Expressway projects, and for families in danger areas in Bulacan, Pampanga, Laguna and Rizal.
- 3. Regional Resettlement Program for LGUs and Indigenous Peoples. Regional resettlement projects continued to benefit from higher budget allocation and greater participation of local government units with the implementation of 124 projects which would address the resettlement requirements of LGUs outside Metro Manila. For 2013, a total of 11,709 units were generated in regional resettlement projects in Northern and Central Luzon, Southern Luzon, Bicol, Visayas and Mindanao.

Included in these 2013 projects are 25 projects for indigenous peoples (IP), one of the sectors neglected in the past, but now given attention under the present administration. To date, 37 projects to benefit 3,117 IPs are being implemented in various parts of the country.

4. Community Mortgage Program (CMP). As of November 2013, 153 project applications to fund land acquisition have been approved under the CMP, amounting to about P980.6 million and benefiting 16,015 ISFs with tenure security on the land they occupy. This represents 79% of SHFC's target of 14,900 families for the full year and is 26% higher than last year's accomplishment of 9,287. Of this data, actual take-out for the year amounted to almost P714 million, benefiting some 11,800 ISFs.

Of the 153 projects approved for CMP funding, 12 are Localized Community Mortgage Program (LCMP) projects that would provide secure tenure to 1,124 ISFs. LCMP is a derivative of the CMP where partner LGUs may apply for financing to accommodate their priority social housing projects.

Further, a total of 2,889 ISFs were awarded their individual titles from January to November 2013. These families have attained their goal of becoming homeowners after having fully paid their loans. The individual titles released this year exceeded SHFC's target of 2,000 titles by 44%.

B. Programs for the Working Sector. The year 2013 saw innovative housing loan programs catering to employees from national and local government as well as the private sector. Through the amended guidelines of an existing housing program and creation of a new housing program, Pag-IBIG Fund widened the range of its borrowers, enabling more Pag-IBIG members to be homeowners. On the other hand, NHA continued its housing program for policemen and soldiers, which was started in 2011 under Administrative Order No. 19 issued by President Benigno Aquino.

Based on the annualized January to November 2013 report, Pag-IBIG Fund's accomplishment in housing loan availment for 2013 is expected to reach 100% and 120% of its target in terms of loan value and number of units, respectively. About P44.7 billion worth of housing loans are projected to be granted by the Fund to finance purchases and construction of 60,983 housing units for its member-borrowers. Of these, 26% or 15,789 units valued at P12.5 billion are pending for take-out and are currently awaiting compliance to the Notice of Approval conditions such as payment of necessary taxes at the Bureau of Internal Revenue, transfer and/or annotation of mortgages at the Registry of Deeds, and securing the new Tax Declaration at the local government units for purposes involving purchase.

The table below presents the comparative housing loan availment from 2011 to 2013 (annualized), which shows that the highest accomplishment against target was attained in 2013. Moreover, actual availment for 2013 posted a growth of 5% in loan value and 0.2% in number of units as compared to 2012.

	Actual		Target		% Accomp.		Growth Rate	
Year	Loan Value (PhP M)	No. of Units	Loan Value (PhP M)	No. of Units	Loan Value	No. of Units	Loan Value	No. of Units
2013A	44,731.581	60,983	44,746.166	51,013	100%	120%	5%	0.2%
2012	42,791.519	60,883	46,000.000	65,705	93%	93%	12%	9%
2011	38,269.064	55,631	40,000.000	60,614	96%	92%	-	-

Table 6. Comparative Housing Loan Availment (2011 - 2013A)

Driving the strong performance of Pag-IBIG Fund in 2013 are the following initiatives and activities:

- Creation of the Business Development Sector (BDS) which maintains and strengthens the Fund's dealings with developers and employers. The BDS seeks out developers that have not previously used the Fund's financing for their buyers and encourages them to partner with Pag-IBIG. It also offers the country's top employers with Employer Accreditation for housing loan processing which provides the employers with faster access to Pag-IBIG's housing services such as housing loan prequalification, home or housing needs matching, and faster housing loan processing time. To date, Pag-IBIG Fund has accredited 25 employers, which include 15 private employers, six (6) national government agencies, and four (4) state universities/colleges.
- Provision of a special lane on several branches for loans amounting to P1 million and above to facilitate faster processing.
- 1. Affordable Housing Program. This program offers subsidized rates for the first ten (10) years for members with gross monthly income not higher than P17,500. Loans up to P400,000 have an interest rate of 4.5%, translating to a monthly amortization of P2,026.74, while loans up to P750,000 have a 6.5% interest rate and a monthly amortization of P4,740.51. At the end of the 10-year period of subsidized rates, the borrower will pick the re-pricing period of his/her choice.
- 2. <u>Group Housing Loan Program.</u> Housing for LGUs, employers, employee associations, and cooperatives is fast-tracked through this program, wherein project proponents are given access to a maximum loanable amount of P20 million for horizontal development and P40 million for vertical development. As of October 31, 2013, a total of 1,184 out of 1,715 LGUs (69%) have been briefed on the salient

features of the program. Of these, 195 LGUs are negotiating with Pag-IBIG which could generate up to about 13,000 housing units.

The Bistekville project of the LGU of Quezon City, which is an undertaking among the LGU, the private land owner and the developer, demonstrates public and private partnership at work. Bistekville 2 will generate 894 housing units, each costing P400,000, with the project beneficiaries availing themselves of the End-User Program to finance their housing units.

3. <u>Housing Needs Matching Program.</u> In order to reduce the cost of owning a home, Pag-IBIG adopted the strategy of matching its members' housing need with available inventory of developers.

The first "Needs Matching" project in North Luzon, Hanjin Village, is a socialized housing project for shipyard workers of Hanjin Heavy Industries and Construction Company Limited or HHIC-Phil. The project will allow the employee-beneficiaries to pay for the land, land development, and house construction at significantly lower costs (an average of 65% of market value).

The project, consisting of 288,147 square meters of land in Castillejos, Zambales, is expected to generate 2,780 housing loan accounts with a total portfolio of P1.27 billion for the next three years. Another project in Mindanao is in partnership with the provincial government of Sarangani. Capitol Residences has 180 total saleable units, with each unit costing P400,000 to P500,000.

Housing units are packaged as 1-bedroom or 2-bedroom duplexes or 3-bedroom single attached units with a land area of 55 or 65 square meters per unit. Package price ranges from P399,000 to P599,000.

- 4. <u>AFP/PNP Housing Program</u>. NHA responded to the needs of the government employees particularly the military and police personnel by providing them decent and affordable housing. For the year 2013, NHA continued to implement Phase II of the AFP/PNP Housing Project though the development of 30 projects across the country which generated 20,680 units. To date, 29,810 units are under various stages of completion for Phase II of the project.
- 5. Other Services Resulting in Increased Resources. Pag-IBIG Fund implemented various measures which generated more members and increased collections in members' savings. Average growth rate from 2011 to 2013 is about 9%, or an increase from P21.9 billion to P26 billion. The huge increase in members' savings is attributed to the rising number of members who voluntarily upgrade their monthly savings. Although mandatory membership savings has not been increased since 1986, Pag-IBIG has been encouraging members to

voluntarily increase their monthly savings so they can gain more benefits like higher loan entitlement and higher dividend amounts at the end of each year.

In line with Republic Act 10361 which instituted policies for the protection and welfare of domestic workers, Pag-IBIG Fund, together with SSS and PhilHealth implemented the Kasambahay Unified Registration System, which contributed to the increase in members' savings. The system enables a *kasambahay* or his/her employer to register only once with any of the three (3) agencies. Pag-IBIG also undertook pro-active efforts to register *kasambahay*s and their employers using Pag-IBIG's own registration system for employers.

- II. Provided Immediate Response to Victims of Calamities. The year 2013 challenged the housing sector to deliver emergency housing assistance to cushion the impact of various calamities, such as fires, earthquake in Visayas, typhoons in Luzon, and most notably typhoon Yolanda which severely hit the Visayas regions. These calamities came while housing projects for victims of typhoon Sendong in Cagayan de Oro and Iligan cities, as well as those affected by typhoon Pablo in Davao del Norte and Compostela Valley were still being implemented.
 - A. Emergency Housing Assistance Program for Calamity Victims. Under NHA's program for calamity victims, some 15,800 families were provided either housing units in relocation areas for those whose homes were damaged or were located "no-build zones" or housing materials assistance (HOMA) worth P5,000 to P10,000 for those whose homes were destroyed but did not require relocation and resettlement. To fast track the provision of HOMA to calamity victims, the NHA engaged the LGUs as alternative project implementor of the program.

On the other hand, the CMP Expresslane window was intensified by SHFC for Sendong victims to fast-track land acquisition, in view of the rising prices of land in the affected areas.

1. <u>Typhoons Sendong and Pablo.</u> Of the 11,047 housing need for victims of Typhoon Sendong, 8,624 units (78%) have been completed by NHA, while some 800 units (7%) are ongoing construction. About 1,640 displaced families in Cagayan de Oro also benefited from the seven (7) land acquisition projects worth P87.61 million under the CMP Express lane facility.

On the other hand, housing projects for the 17,480 victims of Typhoon Pablo have been rolled out by NHA. So far, 124 units have been completed, while land development and housing construction are ongoing for the rest which will be completed in 2014. In addition, 2,941 families have been provided HOMA by NHA in 2013.

- 2. Zamboanga Siege. To address the tragic loss of property and displacement of families due to the September 2013 armed conflict, the Zamboanga City Roadmap to Recovery and Reconstruction Plan was presented to the City Council and community leaders on 13 December 2013. The Recovery Plan, which will provide housing assistance to 7,248 families, includes a menu of housing types to suit the actual needs and site conditions of the families, such as 2-storey walk-up types, row houses or duplex, single detached loftable units or houses on stilts. To be given priority shall be the on-site housing rehabilitation and reconstruction on the 46.03 area affected by fire in Mariki, Rio Hondo, Sta. Barbara and Sta. Catalina.
- 3. <u>Bohol Earthquake</u>. For CY 2013, a total of P388 million worth of HOMA was released to various LGUs in nine (9) towns in Bohol, which benefited 38,801 families.
- 4. <u>Typhoon Yolanda</u>. From 2014-2016, NHA would provide about 60,000 permanent housing units to the victims of Typhoon Yolanda in the affected 6 regions, 14 provinces and 171 cities and municipalities. Groundbreaking will be held in 8 housing project sites in Leyte and Eastern Samar by January 2014. In coordination with the LGUs and other government offices, NHA is currently undertaking/assisting in the following:
 - Validation of partially and totally damaged houses and determination of affected families requiring resettlement
 - Identification and evaluation of potential resettlement sites
 - Finalization of housing design and costing
 - Beneficiary identification
 - Identification of build and no-build zones

On the other hand, Pag-IBIG Fund has set aside a total of P5.5 billion for housing development in 22 Yolanda-affected areas. The program will be implemented jointly with developers for the development of housing units valued at P450,000 each. Of the P5.5 billion, P1.5 billion will be used for development, while P4 billion is allocated as housing loan of members for a maximum term of 30 years. No interest will be charged for the first six months of the loan term and a 4% interest rate per annum will be imposed only on the 7th month up to 2 years.

B. Other Disaster Relief Programs for Calamity Victims

1. <u>Calamity Loans for Pag-IBIG members.</u> Following the series of calamities that occurred starting August, Pag-IBIG Fund remained responsive through the provision of calamity loans. Members residing in areas declared under the state of calamity can borrow 80% of their Total Accumulated Value with low interest rate of 5.95%, compared to more than 10% interest two years ago. The Fund has lent a total of

P5.55 billion in calamity loans to 397,604 members from January to October 2013. Calamity Loan availment is expected to increase up to February 2014 since members who are affected by disasters, especially those affected by Super Typhoon Yolanda, have been given a 90-day window to file their application.

2. <u>Disaster Relief/Moratorium Programs.</u> Recognizing the constant threat of severe weather disturbances and natural disasters, the Housing and Urban Development Coordinating Council issued a Resolution allowing the key shelter agencies (KSAs) to immediately implement moratorium on the payment of monthly amortizations of their affected borrowers. This Resolution was expanded to include victims of other calamities such as the Zamboanga siege. The moratorium, implemented by Pag-IBIG Fund, National Home Mortgage Finance Corporation, Home Guaranty Corporation, SHFC and NHA, ranged from three to six months.

C. Enhanced guidelines and local plans to improve resilience of communities

1. Housing and Land Use Regulatory Board (HLURB) technical assistance for Climate Change Adaptation (CCA) and Disaster Risk Reduction (DRR)-enhanced Comprehensive Land Use Plans (CLUPs). Given that the CLUP is an important tool used by LGUs in regulating development through zoning, in identifying areas for investment, and in determining areas for safe housing, HLURB intensified its technical assistance program to LGUs in town planning, with the objective of all LGUs having CCA/DRR-enhanced CLUPs by 2016. Since the start of its program in 2011, about 1,090 of 1,132 LGUs which have outdated or no CLUP have been assisted in the updating or formulation of their CLUPs and Zoning Ordinances.

Furthermore, through a grant from the GIZ, enhancements to the CLUP Guidebook have been initiated, which include the integration in the land use planning process in Volume I of the following: climate change adaptation, disaster risk reduction and management, forest land use, coastal/marine spatial planning, biodiversity, heritage conservation, and inclusion of urban design and green growth. The enhancement of Volume 2 (Guide to Sectoral Studies) and Volume 5 (*Integrated Model Zoning Ordinance*) is on-going.

2. Enhanced Local Shelter Planning Guidelines. The HUDCC also enhanced its Local Shelter Planning guidelines to be sensitive to climate change and disaster risks. The "Guidelines for the Preparation of Local Shelter Plans" was developed under the Achieving Sustainable Urban Development Project implemented by HUDCC, executed by the United Nations Human Settlements Programme (UN-Habitat) and funded by the government of Spain. It was field-tested during the

- training exercises conducted by the HUDCC together with the UN-Habitat in the cities of Silay, Butuan, Iligan and Cagayan de Oro, the output of which is a shelter plan designed for each locality.
- 3. Compliance to environmental guidelines/requirements. The KSAs that implement or fund housing projects, such as the NHA, SHFC, and the Pag-IBIG Fund, have also included in their pre-approval requirements the submission of certification or clearance from DENR-Mines and Geo-Sciences Bureau (MGB) that housing sites are not located in danger areas or that specify appropriate mitigation measures that should be instituted in the sites to ensure safety of residents.
- III. Enhanced Partnerships through Innovative Measures to Increase Resource Generation and Housing Production. Recognizing that funds allocated by the government are not adequate to address the housing need of informal settler families, families whose units need to be replaced due to damages as well as need for housing of newly-formed households, the HUDCC and the KSAs enhanced partnership with various sectors that would either generate additional resources for housing, especially for the poor, or encourage the private sector to participate more in housing projects.
 - A. Revised Implementing Rules and Regulations (IRR) on Balanced Housing Requirement. In January 2013, the Revised IRR to govern Section 18 of Republic Act 7279, entitled the Urban Development and Housing Act, took effect. The Revised IRR provides for the different modes by which private developers can comply with the provision that at least 20% of total area or total project cost of subdivision projects should be allocated for socialized housing. The new guidelines allow compliance with the law through development of new socialized settlements, slum upgrading, joint venture with LGUs or other housing agencies and participation in the Community Mortgage Program.
 - B. Expanded Guaranty Program in the Countryside. In 2013, commercial banks and other financial institutions started rebalancing their loan portfolios to lessen their exposure to real estate as encouraged by the Bangko Sentral ng Pilipinas to maintain equilibrium between housing need and home construction. While this measure negatively impacts guaranty enrollments of the Home Guaranty Corporation (HGC), the agency promoted countryside home-lending through rural banks and microfinance institutions. Guaranty line applications from nine (9) rural banks were received, four (4) of which were already given guaranty lines. With HGC guaranty, their home-lending activities are expected to increase homeownership in their respective regions.

To promote this initiative, HGC held a ceremony in September entitled "Mobilizing Funds for Countryside Housing Development". The ceremony highlighted the partnership between HGC and 17 member-banks of the

Rural Bankers Association of the Philippines (RBAP) and one microfinance institution (MFI) to boost housing developments in the countryside.

Pursuant to the directive of Vice President and HUDCC Chairman Jejomar Binay, HGC is coordinating with partner banks to encourage them to lend more for home construction and repairs in calamity areas, particularly those in Yolanda-affected areas.

C. Instituted a More Competitive Housing Loan Receivables Purchase Program (HLRPP). In order to strengthen public-private partnership towards the development of a sustainable housing finance system in the country and to be more competitive in the market, the National Home Mortgage Finance Corporation (NHMFC) amended the guidelines of the HLRPP. Under this program, NHMFC purchases seasoned housing loan receivables from originating institutions which will be turned into an asset pool for eventual issuance of securities or bonds for sale in the capital market.

The revised guidelines reduced the interest rates and the seasoning period of the amortizing borrowers prior to the sale or assignment to NHMFC, to encourage more originators developers to sell their loan receivables to NHMFC.

Through the conduct of road shows in the various regions, NHMFC was able to purchase 3,676 housing units worth P906.412 million from January to November 2013 representing 113.30% of its target. These housing accounts underwent the due diligence process to ensure the purchase of seasoned/quality mortgages.

The purchased receivables shall be used to back up the securities that NHMFC is expected to issue in 2014. This would be the third residential mortgage backed securities (RBMS) in the Philippines by a government agency, following Bahay Bonds 1 (BB1) in 2009 and BB2 in 2012. Bahay Bonds 2 was awarded the most "Innovative Listed Corporate Bond Issue of the Year" given by Philippine Dealing System Holdings Corporation & Subsidiaries (PDS Group) on 28 February 2013.

D. **Partnership with NGOs/CSOs.** In line with the thrust of improving transparency and increasing stakeholder participation in government programs and projects, the SHFC signed once again a budget partnership agreement with the Partnership of Philippine Support Service Agencies, Inc. (PHILSSA) and the National Network of CMP Originators and Social Development Organizations for Low-Income Housing (CMP Congress) as Civil Society partners for the execution of its annual budget preparation. This agreement is in compliance with National Budget Circular No. 536 issued by the Department of Budget and Management on 31 January 2012 for Government Corporations to engage with Civil Society Organizations (CSOs) in budget preparation.

The SHFC also conducted nationwide Budget Consultation Workshops with CMP-Mobilizers (CMP-Ms) and other stakeholders to determine national funding support for CMP projects in 2014.

IV. Future Directions

For the next three years, the shelter agencies shall intensify the implementation of the following priority programs and projects:

- Provision of permanent housing units for calamity victims, particularly those living in areas affected by typhoons Pablo and Yolanda which are declared as No-build Zones;
- Resettlement of ISFs living in danger areas in Metro Manila either through the in-city and off-city housing projects of NHA or the High Density Housing Program of SHFC;
- Increase the number of beneficiaries who will be given secure tenure through land acquisition component of the Community Mortgage Program, as well as improve the CMP areas by providing loans for site development or home improvement;
- Improve collection efficiency. For the CMP, the target collection efficiency rate for 2014 is 82%, compared to the existing 80% target;
- Develop the capacity of 250 Community Associations as well as Implementation Partners under the CMP and HDH programs;
- Implement organizational reforms, such as the establishment of SHFC regional hubs and pave the way for a decentralized operation;
- Push for legislative measures that would strengthen the housing sector such as the proposed Social Housing Finance and Development Corporation Charter;
- Undertake measures to increase funding to support the housing sector's programs such as NHMFC's secondary mortgage operations;
- Improve services and provide more benefits to Pag-IBIG members through the following programs and projects:
 - Privilege Card Benefits,
 - > Full launch of Pag-IBIG HELPs,
 - Pag-IBIG-led Housing Projects.
- Diversify Asset Portfolio/Fund Generation Program and ensure higher Return On Equity;

- Intensify partnership with rural banks especially in calamity areas to encourage them to lend more for construction and repair of housing units of calamity victims;
- Intensify assistance to LGUs to fast-track the preparation/updating and approval of CLUPs.