

**MEMÒRIA
2019**

**Barcelona
Municipal
Institute of
Housing and
Renovation**



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Services for city residents



1.1 HOUSING OFFICE NETWORK

The Barcelona Housing Offices are places where people can go to resolve housing matters. They have technical teams who specialise in offering personalised assistance. The network of offices is promoted by the Barcelona Housing Consortium, formed by the Generalitat de Catalunya and Barcelona City Council, although it is the Barcelona Municipal Institute of Housing and Renovation that carries out these services.

Every district has a Housing Office that offers a variety of services, including information on available subsidies and advice on legal matters.

In 2019 the number of services offered at the Housing Office Network remained similar to previous years, with a slight decrease. The most frequent type of services were related to housing payment grants and the procedures in the Applicants Register for Official Social Housing.

	2017	2018	2019	2017-2019
Housing Offices Network Services	272,117	272,386	236,752	781,255

Details of the Housing Offices Network services in 2019							
	Register and allocations	Grants for housing payments	Housing pool	Decent use of housing	Renovation	Habitability certificates	Total
Ciutat Vella	10,347	13,419	2,482	4,667	96	418	31,429
Eixample	5,001	8,557	1,589	3,180	107	119	18,553
Sants-Montjuïc	8,235	10,540	1,629	3,693	463	171	24,731
Les Corts	6,041	5,929	1,776	2,291	300	362	16,699
Sarrià - Sant Gervasi	3,464	4,394	451	1,805	355	748	11,217
Gràcia	5,525	8,314	997	2,600	222	160	17,818
Horta-Guinardó	6,239	8,565	2,018	3,675	315	210	21,022
Nou Barris	10,179	16,228	3,064	5,626	326	267	35,690
Sant Andreu	10,441	10,511	2,028	3,323	429	358	27,090
Sant Martí	13,774	11,442	2,636	3,818	276	557	32,503
Total	79,246	97,899	18,670	34,678	2,889	3,370	236,752

1.2 SERVICES AND HOUSING GRANTS

The IMHAB manages most of the resources for protecting the citizens of Barcelona's right to housing. There are grants to cover housing costs, advice and mediation services, emergency response programmes, renovation grants and housing discipline-related services, among others.

• Grants for housing payments

Through the Barcelona Housing Consortium, which is managed by the IMHAB, financial aid is available to city residents when they have difficulty meeting their housing costs. In order to help the most vulnerable groups and prevent them from losing their homes, there are various programmes consisting of non-repayable funds for the payment of rent or mortgage instalments. These grants are funded by the City Council, the Generalitat and the Spanish State.



Evolution of the subsidy award figures

Aid programme	2017	2018	2019	2017-2019
Fair-rent cases approved per year	1,949	1,767	1,496	5,212
Special-emergency cases approved per year	519	323	262	1,104
Rent-payment subsidies	4,935	5,338	4,399	14,672
BHC rent-payment grants	2,138	1,990	2,003	6,131
TOTAL grants allocated	9,541	9,418	8,160	27,119
Budget	23,859,824.72 euros	23,582,995.39 euros	21,059,822.32 euros	68,502,642.43 euros

• Other subsidies

There are other subsidy programmes, such as subsidies for the inclusion of housing in Barcelona's Rental Housing Pool (134 cases approved).

• Advice and mediation

Mediation for tenants and mortgage advice for people experiencing economic difficulties who are at risk of losing their home are offered through specialist lawyers, at the Housing Office Network.

Subject matter of the advice	2017	2018	2019	2017-2019
Renting	11,375	11,315	10,222	32,912
Community of property owners	1,707	1,099	1,079	3,885
Purchases	215	98	99	412
Harassment	51	35	41	127
Ofideute (1)	272	153	120	545
Rent mediation (2)	1,556 (3)	1,520 (4)	1,273 (5)	4,349
Total	15,176	14,220	12,834	42,230

(1) In operation since July 2012, the figure corresponds to cases initiated per year (2) In operation since October 2012 (3) Includes 319 situations analysed (4) Includes 331 situations analysed (5) Includes 334 situations analysed

• The Unit to Counter Residential Exclusion

The IMHAB has a Unit to Counter Residential Exclusion (UCER) whose basic function is to react proactively to prevent and attend to evictions. To this end, it centralises information about eviction processes in the city, activates mediation processes to prevent evictions, assists people affected through the Service for Intervention

in Housing Loss and Occupancy (SIPHO) and carries out mediations in cases where people are at risk of losing their home due to economic vulnerability.

In 2019 the Service for Intervention in Housing Loss and Occupancy (SIPHO) assisted a total of 6,473 people, of which 2,213 were minors.

Evaluation of actions and comparison

	2017	2018	2019	2017-2019
New cases attended by the SIPHO	2,351	2,270	2,288	6,909

Total no. of people affected	Adults	Minors attended	Total (*)
Ciutat Vella	611	255	866
Eixample	403	133	536
Sants-Montjuïc	662	376	1,038
Les Corts	63	32	95
Sarrià - Sant Gervasi	89	53	142
Gràcia	199	84	283
Horta-Guinardó	577	299	876
Nou Barris	681	446	1,127
Sant Andreu	465	265	730
Sant Martí	510	270	780
Total	4,260	2,213	6,473

(*) Corresponding to the cases from January to December 2019

Total solutions cases	Emergency or contingency committee	Grants mediation	Social rent	Housing resource	Mediation pool	Reallocation pool	Own solution	Total (*)
Total	145	68	55	229	17	37	1,449	2,000

(*) Analysis of the definitive solutions reported in 2019

• **Housing discipline**

The Housing Discipline Anti-Harassment Unit enables the application of the penalty proceedings provided for by current legislation. To do this, disciplinary boards have been set up in all the city districts to coordinate action by the districts and the Discipline Anti-Harassment Unit. The penalty proceedings currently open are tackling:

- property harassment, by prosecuting processes that contravene the right to housing which are linked to gentrification processes;
- improper use of officially protected housing;
- housing kept vacant by financial entities;
- dwellings and buildings in a poor state of repair, and
- overcrowding.

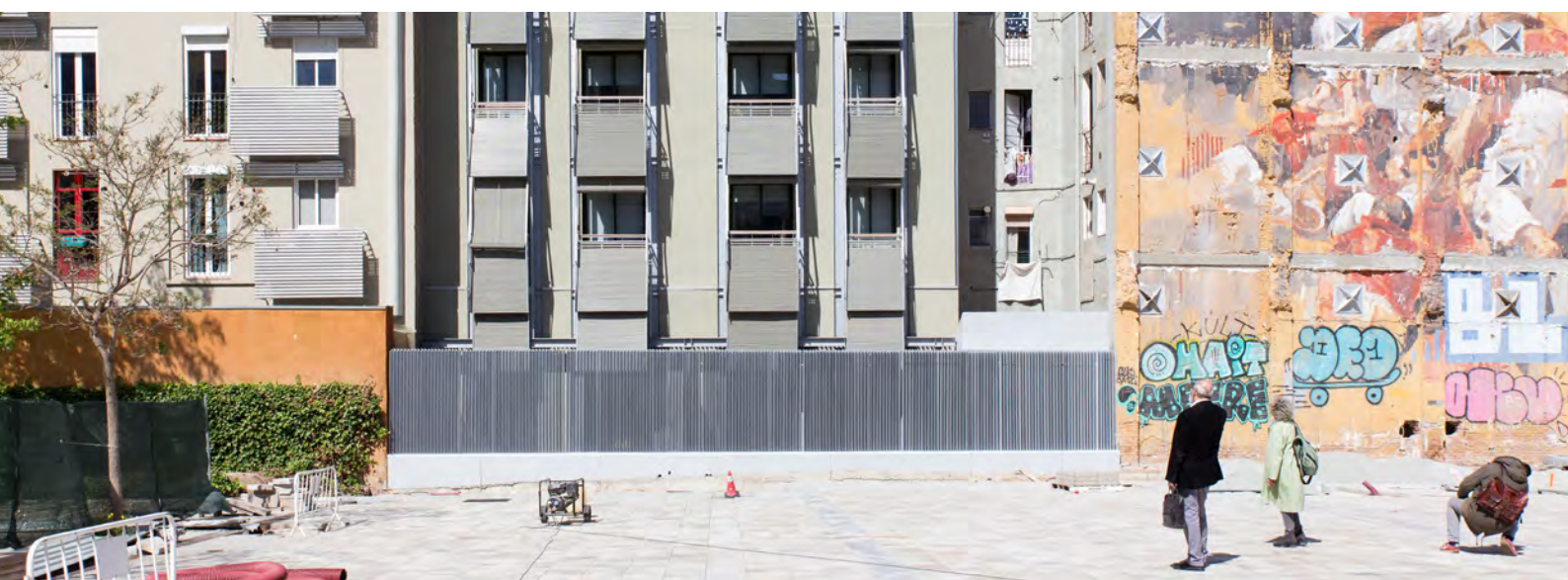
Disciplinary cases involving permanently vacant dwellings			
Inspections carried out by the DSI and sent to the Discipline Unit up to 31/12/19	1,428	Result of the vacant property inspection	485
		Result of the occupied property inspection	918
		Unlocatable	25



District	Disciplinary cases at the preliminary proceedings stage	Disciplinary cases in progress	Disciplinary cases closed	Disciplinary cases completed	TOTAL disciplinary cases involving permanently vacant dwellings
Ciutat Vella	3	9	24	0	36
Eixample	19	10	3	0	32
Sants-Montjuïc	36	0	2	0	38
Les Corts	0	0	0	0	0
Sarrià - Sant Gervasi	2	2	6	0	10
Gràcia	0	0	1	0	1
Horta-Guinardó	1	1	2	0	4
Nou Barris	5	4	4	1	14
Sant Andreu	1	9	6	0	16
Sant Martí	0	1	6	0	7
Total	67	36	54	1	158

**It is necessary to bear in mind that since the Judgement of the TSJC no. 802 of 22 November 2016 no coercive fines are imposed in application of the Central Legal Services guidelines.*

**In 2019 the penalty proceeding is initiated directly, after offering encouragement measures. No previous DUA is initiated.*



Act 4/2016 expropriation cases

District	Procedure in progress	Shelved
Ciutat Vella	1	1
Eixample	0	1
Sants-Montjuïc	0	1
Les Corts	0	0
Sarrià-Sant Gervasi	0	0
Gràcia	0	1
Horta-Guinardó	0	1
Nou Barris	3	1
Sant Andreu	0	5
Sant Martí	2	1
Total	6	12

Penalty proceedings due to non-registration in RHBO

District	Procedure in progress	Shelved	Completed by payment of the penalty
Ciutat Vella	0	0	1
Eixample	0	0	0
Sants-Montjuïc	0	1	0
Les Corts	0	0	0
Sarrià-Sant Gervasi	0	0	0
Gràcia	0	0	0
Horta-Guinardó	0	0	0
Nou Barris	0	0	0
Sant Andreu	0	0	2
Sant Martí	2	2	0
Total	2	3	3

Cases for the application of conservation orders of Article 4 Act 1/2015

District	In preliminary proceedings	Procedure in progress	Completed
Ciutat Vella	1	0	0
Eixample	0	0	0
Sants-Montjuïc	0	0	2
Les Corts	0	0	0
Sarrià-Sant Gervasi	0	0	0
Gràcia	0	0	0
Horta-Guinardó	0	0	2
Nou Barris	0	0	0
Sant Andreu	0	3	1
Sant Martí	0	0	2
Total	1	3	7

Penalty proceedings according to Article 3 Act 1/2015

District	In preliminary proceedings	Procedure in progress	Completed by payment of the penalty
Ciutat Vella	1	0	0
Eixample	0	0	0
Sants-Montjuïc	0	0	2
Les Corts	0	0	0
Sarrià-Sant Gervasi	0	0	0
Gràcia	0	0	0
Horta-Guinardó	0	2	0
Nou Barris	0	0	0
Sant Andreu	0	3	1
Sant Martí	0	1	1
Total	1	6	4

Actions for substandard housing

District	Procedure in progress	Completed	Closed
Ciutat Vella	0	1	0
Eixample	0	1	1
Sants-Montjuïc	1	0	0
Les Corts	0	0	0
Sarrià-Sant Gervasi	0	0	1
Gràcia	0	0	0
Horta-Guinardó	1	0	1
Nou Barris	0	1	0
Sant Andreu	1	0	0
Sant Martí	1	0	0
Total	4	3	3

Property harassment penalty proceedings

District	In preliminary proceedings	Procedure in progress	Completed by agreement	Closed
Ciutat Vella	3	2	5	4
Eixample	2	2	1	5
Sants-Montjuïc	0	2	0	0
Les Corts	0	0	0	1
Sarrià-Sant Gervasi	0	0	1	0
Gràcia	1	0	0	2
Horta-Guinardó	0	0	0	0
Nou Barris	1	0	0	1
Sant Andreu	0	0	0	1
Sant Martí	0	0	0	0
Total	7	6	7	14

Actions for overcrowding

District	In preliminary proceedings	Procedure in progress	Closed
Ciutat Vella	3	2	2
Eixample	0	0	1
Sants-Montjuïc	1	0	2
Les Corts	0	0	0
Sarrià-Sant Gervasi	0	0	2
Gràcia	0	0	0
Horta-Guinardó	1	0	0
Nou Barris	0	0	0
Sant Andreu	0	0	0
Sant Martí	0	0	0
Total	5	2	7

HPO disciplinary cases

HPO cases initiated by the DSI up to 31/12/2019	3,150	Anomalies	420	Rented housing	201
				Housing occupied by persons other than the owner	153
				Unoccupied housing	36
				Partially rented housing	13
				Housing not used as primary residence	15
				Use incompatible with housing	2
		No anomalies	1,839		
		Not verified phase I	578		
		Not verified phase II	235		
		Void	3		
		Pending	75		

		Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí	Total
Proceeding status	Initiated	8	0	3	0	0	1	4	9	6	16	47
	Closed	6	0	8	0	0	1	1	11	1	2	30
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Penalty proceedings for not offering a social rent

District	In preliminary proceedings	Procedure in progress	Closed
Ciutat Vella	2	3	0
Eixample	0	1	0
Sants-Montjuïc	0	0	0
Les Corts	0	0	0
Sarrià-Sant Gervasi	0	0	2
Gràcia	0	0	0
Horta-Guinardó	1	0	0
Nou Barris	0	1	0
Sant Andreu	0	0	0
Sant Martí	0	0	0
Total	4	5	1

• Renovation grants

Barcelona City Council believes that boosting renovation actions should be one of the pillars of housing policies, as these actions serve to guarantee the right to decent housing, the improvement of people's quality of life and well-being, and help fight energy vulnerability.

To achieve these objectives, over the last few years it has been necessary to reformulate the city's renovation policy to address the most vulnerable groups and areas in a proactive way. This process has included the implementation of the Neighbourhood Plan and the definition of the programme for highly complex properties which pro-actively assists communities in improving their buildings.

The annual call for applications has also been reinforced with the creation of grants for the improvement of the interior of dwellings, aimed at vulnerable groups, and making the grants Conditional on compliance with rental terms set by the LAU and with prices of the rental price index.

New features of the call

The main change to the 2019 call for applications is that communities of property owners can apply for soft loans, which are financed through the 'Catalan Institute of Finance', to pay the non-subsidised part of the works. The loans can cover the entire budget, up to a maximum of 30,000 euros. They can be for a maximum of 15 years, with an interest rate of 2%, financed by the Generalitat de Catalunya.

Data

	2017	2018	2019	2017-2019
Total renovation amount subsidized	31,425,039 euros	32,338,957 euros	21,047,048 euros	84,811,043 euros

Call for applications for 2019: Total number of cases approved for renovation grants					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	73	64	667	3,898,449.76 euros	7,894,602.56 euros
Eixample	85	0	1,363	2,261,151.90 euros	8,676,697.58 euros
Sants-Montjuïc	79	73	1,052	2,479,704.67 euros	5,859,620.21 euros
Les Corts	15	0	334	177,900.31 euros	775,228.96 euros
Sarrià - Sant Gervasi	46	0	477	764,181.23 euros	3,586,678.40 euros
Gràcia	55	1	514	989,022.16 euros	3,466,996.85 euros
Horta-Guinardó	76	20	1,041	2,042,131.75 euros	5,106,527.66 euros
Nou Barris	74	70	795	3,225,194.22 euros	6,099,586.58 euros
Sant Andreu	43	91	493	2,603,755.70 euros	4,478,479.95 euros
Sant Martí	67	59	1526	2,605,555.90 euros	5,373,993.08 euros
Total	613	378	8,262	21,047,047.60 euros	51,318,411.83 euros

Call for subsidy applications 2019, for communal elements Total cases approved					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	58	1	599	1,747,441.59 euros	5,645,642.26 euros
Eixample	71	0	1,349	2,021,510.57 euros	8,386,157.98 euros
Sants-Montjuïc	62	0	997	1,322,846.32 euros	4,867,540.25 euros
Les Corts	13	0	332	156,839.21 euros	753,616.10 euros
Sarrià - Sant Gervasi	41	0	472	664,513.28 euros	3,488,076.39 euros
Gràcia	45	1	504	800,054.78 euros	3,208,541.05 euros
Horta-Guinardó	55	12	998	1,344,603.00 euros	4,308,089.69 euros
Nou Barris	33	0	622	1,065,496.04 euros	3,733,111.62 euros
Sant Andreu	24	0	330	426,555.56 euros	1,618,005.80 euros
Sant Martí	38	0	911	637,757.95 euros	2,875,361.19 euros
Total	440	14	7,114	10,187,618.30 euros	38,884,142.33 euros

Call for applications 2019, Housing Pool home interiors Total cases approved					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	7	0	7	140,000.00 euros	165,117.68 euros
Eixample	14	0	14	239,641.33 euros	290,539.60 euros
Sants-Montjuïc	13	0	13	241,740.40 euros	279,134.40 euros
Les Corts	2	0	2	21,061.10 euros	21,612.86 euros
Sarrià - Sant Gervasi	5	0	5	99,667.95 euros	98,602.01 euros
Gràcia	10	0	10	188,967.38 euros	258,455.80 euros
Horta-Guinardó	20	0	20	322,477.81 euros	346,848.80 euros
Nou Barris	31	0	31	461,789.30 euros	498,293.04 euros
Sant Andreu	9	0	9	139,862.88 euros	171,308.20 euros
Sant Martí	25	0	25	444,262.54 euros	539,377.88 euros
Total	136	14	136	10,187,618.30 euros	38,884,142.33 euros

Call for applications 2019, Highly complex properties Total cases approved					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	8	63	61	2,011,008.17 euros	2,083,842.62 euros
Eixample	0	0	0	0.00 euros	0.00 euros
Sants-Montjuïc	4	73	42	€915,117.95	€712,945.56
Les Corts	0	0	0	0.00 euros	0.00 euros
Sarrià - Sant Gervasi	0	0	0	0.00 euros	0.00 euros
Gràcia	0	0	0	0.00 euros	0.00 euros
Horta-Guinardó	1	8	23	€375,050.94	€451,589.17
Nou Barris	10	70	142	€1,697,908.88	€1,868,181.92
Sant Andreu	10	91	154	€2,037,337.26	€2,689,165.95
Sant Martí	3	53	578	€1,224,234.08	€1,635,809.28
Total	36	358	1,000	€8,260,657.28	€9,441,534.50

Call for applications 2019, Besòs-Maresme Urban Complex. Total cases approved					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	0	0	0	0.00 euros	0.00 euros
Eixample	0	0	0	0.00 euros	0.00 euros
Sants-Montjuïc	0	0	0	0.00 euros	0.00 euros
Les Corts	0	0	0	0.00 euros	0.00 euros
Sarrià - Sant Gervasi	0	0	0	0.00 euros	0.00 euros
Gràcia	0	0	0	0.00 euros	0.00 euros
Horta-Guinardó	0	0	0	0.00 euros	0.00 euros
Nou Barris	0	0	0	0.00 euros	0.00 euros
Sant Andreu	0	0	0	0.00 euros	0.00 euros
Sant Martí	1	6	12	€299,301.33	€323,444.73
Total	1	6	12	€299,301.33	€323,444.73

• Rental Housing Pool

The Barcelona Rental Housing Pool offers mediation services between the owners of vacant flats and possible tenants with the aim of increasing the number of flats available at affordable rents and facilitating access to them for households who meet the access requirements.

On the one hand, the owners of vacant dwellings who transfer them to the Pool will have the security that the conditions of the contract will be fulfilled, as well as various incentives and subsidies for including their flat in the Pool. On the other hand, people looking for a home will be able to access a housing pool with guarantees and get a tenancy at an affordable price.



Evaluation of the data

	2017	2018	2019	Δ 2017-2019
Total BHLLB contracts in effect	767	867	920	19.95%

Barcelona's Rental Housing Pool	2017	2018	2019
Inclusive agreements	226	165	152
New rental contracts	184	191	155
Average rental income (€/month)	€560	€576	€602
IBI subsidy	556	471	654

The leasing of homes in the years 2018 and 2019 exceeds the capture of home for the same year, since dwellings gained in previous years are leased.

• Programme for assigning private dwellings

Public-social collaboration programme run by the Habitat 3 Foundation to get properties assigned for social rental housing. To achieve this, Barcelona City Council guarantees that the rent will be covered (at 20-30% below the market price) and that the flat will be returned to the owner in good condition, while offering renovation grants of up to 20% of the cost of the intervention and carrying out and funding the work. For their part, the tenants pay according to their income thanks to a municipal subsidy.

Agreement renewal

In 2019 the Barcelona Housing Consortium renewed the agreement with Fundació Hàbitat3 in order to continue the programme for transferring private homes for four more years.

This new agreement hopes to gain a total of 426 private homes for transfer over the next four years. Of these 426 homes, a total of 350 are intended for the Emergency Committee, while the other 76 are intended for the Primer la Llar [Housing First] Service.

By virtue of this agreement, the two administrations that form part of the Barcelona Housing Consortium - Barcelona City Council and the Generalitat de Catalunya - will provide a total of 19 million euros in 4 annuities. Of these, 15 million will be provided by the City Council and 4 million by the Generalitat. The Fundació Hàbitat3, for their part, will provide 1.6 million for the implementation of this project.

Evolution of the figures

Assignment of dwellings	2017	2018	2019
Signed contracts for granting dwellings to the Pool	250	250	262
Average fee for owners (€/month)	€565	€571	N/D
Rental contracts			
Dwellings with leases signed on 31/12	249	244	235
Average rent for tenants (€/month)	€145	€145	N/D

1.3 PROJECTS

• Vacant dwellings census

In order to encourage the use of dwellings as primary residences and limit the existence of vacant dwellings it is necessary to get a detailed picture of the situation as regards vacant dwellings in the city and provide incentives to get any vacant dwellings detected back in use. With this aim, the Vacant Dwellings Census has been created. This is a study to detect unused dwellings in Barcelona.

It was possible to complete this census in 2019, resulting in the discovery that the number of vacant dwellings constituted only 1.22 % of the city's housing stock. A total of 10,052 vacant flats were detected after months of visits to hundreds of thousands of flats.

This work has made it possible to transfer the results to different municipal departments in order to gain private housing for the Rental Pool, improve housing with deficiencies through the renovation service, impose sanctions on dwellings where there is unauthorised tourist activity, impose sanctions on dwellings owned by financial institutions that have been vacant for more than two years and identify premises for transfer, sale or rent, to be addressed to the Reempresa project.

Data

Vacant dwellings census	2016	2017	2018	2019	Total
Neighbourhoods where census carried out	1st stage, 6 neighbourhoods	2nd stage, 11 neighbourhoods	3rd stage, 24 neighbourhoods	3rd stage, 32 neighbourhoods	73 Neighbourhoods
Vacant dwellings detected	1,098	2,551	2,738	3,665	10,052
% vacant dwellings in the neighbourhoods	1.42%	1.56%	1.28%	0.98%	1.22%

Methodology

The vacant flats census is based on exhaustive and systematic field work never before carried out in the private housing stock in the city of Barcelona.

The work starts with the cross-referencing of two types of data that, according to the methodology, should enable the initial identification of homes that are supposedly uninhabited. Data available from the municipal register is cross-referenced with data on the consumption of water in a home.

The sum of these two parameters makes it possible to get the lists of dwellings which the research teams use to go out on the street and carry out checks.

The working methodology requires that, in the event of doubts, in order to check that the dwelling is really vacant, the flats are visited on 3 to 5 occasions at different times of day.

• Metropolitan Housing Observatory

Structure and presentation

The Metropolitan Housing Observatory of Barcelona is a supra-municipal instrument headed by Barcelona City Council, the Metropolitan Area, the Provincial Council and the Generalitat, with the support of the Association of Social Housing Policy Managers of Catalonia. It is able to provide a holistic view of housing, providing the necessary information and tools for evaluating and designing public policies to address this subject in the metropolitan area of Barcelona.

Over the course of 2019, the OHB has continued to perfect the housing indicators system. Thus, the system has unified indicators based on previously available data and others generated by the OHB. Statistical information on housing in the metropolitan area is provided through the data viewer available online.

The indicators used are structured as follows: housing needs: people and households; housing stock; construction and renovation; housing market; problems with permanence and access; and housing policies.

Annual report

In 2019 the OHB published its third annual report presenting the state of housing for the period. The work is based on updating the indicators of previous reports, taking as a reference the following territorial areas: Barcelona, the rest of the Barcelona Metropolitan Area, the entire Barcelona Metropolitan Area, the rest of the territory and the entire territory.

In 2019 the promotion of Habitatge Metròpolis Barcelona (HMB) has continued; the first public-private joint venture for accessible rented housing in the metropolitan area promoted by the Barcelona Metropolitan Area and Barcelona City Council.

Progress has been made in one of the last procedures required to set up Habitatge Metròpolis Barcelona, the search for a private partner that will allow this entity to be set up at 50% by public capital (25% Barcelona City Council and 25% Barcelona Metropolitan Area) and at another 50% by private capital. This equal share in ownership should ensure maximum coordination between the public and private sectors, to go ahead with an initiative that is the first of its kind in Spain but amply tested in other European countries.

The aim of this joint venture is to build 4,500 accessible rental flats in the city and the metropolitan area in a period of 6 years to respond to the housing emergency and to defend the right to housing.

• Habitatge Metròpolis Barcelona

The image shows a large, modern interior space with a warm, wooden aesthetic. The ceiling and floor are made of light-colored wood. A balcony with a glass railing is visible in the upper part of the frame. Below the balcony, a group of people is gathered, looking at a large map or display on the wall. The space is bright and open, with large windows in the background.

2

Access to social housing and managing the public housing stock

2.1 APPLICANTS REGISTER

As established under Act 18/2007 on the Right to Housing, the Barcelona Register of Social Housing Applicants (RSHPOB) is the legal instrument for accessing HPO or housing with special services for groups with special needs in Barcelona. Any household looking for these types of housing must register with the RSHPOB.

• Data and evolution

The upward trend in households registering with the RSHPOB continued in 2019 and reached 44,598.

	2017	2018	2019	📈 2017-2019
Current entries	36,577	40,896	44,598	21.93%

Register of Social Housing Applicants 2019					
	Household units registered	Applicants Registered	Total population according to the municipal register of residents as at 1 January	% of the district population	% of the total applicants registered
Ciutat Vella	4,323	8,835	105,820	8.35%	10.00%
Eixample	5,470	9,156	269,095	3.40%	10.36%
Sants-Montjuïc	6,004	11,469	185,450	6.18%	12.98%
Les Corts	1,408	2,230	82,591	2.70%	2.52%
Sarrià - Sant Gervasi	1,578	2,372	150,446	1.58%	2.68%
Gràcia	2,767	4,674	122,853	3.80%	5.29%
Horta-Guinardó	4,830	9,347	172,473	5.42%	10.58%
Nou Barris	5,436	11,313	171,290	6.60%	12.80%
Sant Andreu	4,971	9,640	150,264	6.42%	10.91%
Sant Martí	7,811	14,705	240,076	6.13%	16.64%
* Not registered	n/d	4,636	n/d	n/d	5.25%
Total	44,598	88,377	1,650,358	5.36%	100.00%

• Awarding social housing

During 2019 there were a total of 600 allocations of social housing through the RSHPOB, with 412 of them new-builds and 188 second allocations.

	2017	2018	2019	2017-2019
Allocations of new-builds processed	76	437	412	925
Second allocations processed	153	213	188	554
Total	229	650	600	1,479

HPO allocation, 2019											
Jan-Dec 19	Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí	Total
Allocations of new-builds processed	60 14.56%	0 0.00%	114 27.67%	0 0.00%	6 1.46%	0 0.00%	6 1.46%	97 23.54%	52 12.62%	77 18.69%	412
Second adjudications processed	29 15.43%	2 1.06%	32 17.02%	4 2.13%	13 6.91%	2 1.06%	19 10.11%	19 10.11%	17 9.04%	51 27.13%	188

• Emergency committee

The Emergency Committee is responsible for evaluating cases and awarding dwellings to people at risk of residential exclusion and who have been evicted from their home over issues relating to rent, mortgages or squatting.

In 2019 the Emergency Committee had fewer dwellings at its disposal to respond to the households that contacted it, and so was only able to award 202 homes. At the same time, the number of households that have accessed the service has increased to 486, and the number of cases approved has risen to 801 household units.

	2017	2018	2019	2017-2019
New requests submitted	551	614	486	1,651
Applications approved with housing allocated	213	201	202	616
Applications approved pending allocation of housing at 31/12	232	443	599	599
Alternative solutions	30	26	11	67

2.2 THE PUBLIC STOCK MANAGED BY IMHAB - HOUSING

The housing stock managed by IMHAB continued to rise significantly over 2019, and by 31 December 2019 the figure reached 8,491 public dwellings. The majority of dwellings (7,695) are for rent while the rest (796) are leasehold.

69% (5,847) of the dwellings managed by IMHAB are owned by them and the rest belong to other organisations such as Barcelona City Council, The Catalan Land Institute (INCASÒL) or to financial entities that have transferred the housing.

Affordable housing stock managed by the IMHAB	2017	2018	2019	Δ 2017-2019
Rented dwellings	7,267	7,450	7,695	5.89%
DS dwellings	721	762	796	10.40%
Total	7,988	8,212	8,491	6.30%

Characteristics of the housing stock managed at 31/12/2019

Distribution by district:						
Housing stock managed by the IMHAB at 31/12/2019	Rental housing stock	%	DS housing stock	%	Total	%
Ciutat Vella	1,942	25.2%	141	17.7%	2,083	24.5%
Eixample	87	1.1%	0	0.0%	87	1.0%
Sants-Montjuïc	934	12.1%	49	6.2%	983	11.6%
Les Corts	83	1.1%	0	0.0%	83	1.0%
Sarrià - Sant Gervasi	56	0.7%	0	0.0%	56	0.7%
Gràcia	157	2.0%	48	6.0%	205	2.4%
Horta-Guinardó	467	6.1%	293	36.8%	760	9.0%
Nou Barris	1,499	19.5%	0	0.0%	1,498	17.6%
Sant Andreu	1,265	16.4%	1	0.1%	1,266	14.9%
Sant Martí	1,198	15.6%	264	33.2%	1,462	17.2%
* Outside BCN city	7	0.1%	0	0.0%	7	0.1%
Total	7,695	100.0%	796	100.0%	8,491	100.0%

Analysis by owner						
Housing stock managed by the IMHAB as of 31/12/2019	Rental housing stock	%	DS housing stock	%	Total	%
IMHAB	5,051	65.6%	796	100.0%	5,847	68.9%
Barcelona City Council	1,803	23.4%	0	0.0%	1,803	21.2%
Incasòl	658	8.6%	0	0.0%	658	7.7%
EEFF	183	2.4%	0	0.0%	183	2.2%
SAREB	144	1.9%	0	0.0%	144	1.7%
BuildingCenter	38	0.5%	0	0.0%	38	0.4%
BBVA	1	0.0%	0	0.0%	1	0.0%
Total	7,695	100.0%	796	100.0%	8,491	100.0%

Other characteristics of the rental stock managed by IMHAB

Z		
Rent by tranches of €100	Dwellings	%
From €0 to €99	1,257	18%
From €100 to €199	2,390	34%
From €200 to €299	1,926	27%
From €300 to €399	728	10%
From €400 to €499	500	7%
More than €500	252	4%
Average rent	€219 per month	

Housing stock managed by the IMHAB with subsidised rent	2017	2018	2019	Δ 2017-2019
Housing for senior citizens	1,311	1,340	1,384	5.57%
Housing with grants from the Social Rental Fund	1,138	1,129	1,014	-10.90%
Total	2,449	2,469	2,398	-2.08%

• Public housing stock user support

The Barcelona Municipal Institute of Housing and Renovation office is the meeting place for people awarded public housing stock to resolve any issues relating to housing, premises and parking, currently administered by the IMHAB, distributed throughout the city.

For any issue about the public housing stock, the IMHAB has a specialised technical team who can provide general information or carry out related procedures.

The number of support services for users of the public housing stock has remained stable over 2019, at 26,744.



IMHAB User Support Office	2017	2018	2019	2017-2019
In-person assistance	9,710	10,119	12,044	31,873
Telephone assistance	10,083	11,704	7,431	29,218
Online assistance	5,260	6,052	7,269	18,581
Total	25,053	27,875	26,744	79,672

With regard to the virtual platform for the people who make up the public housing stock, in the user area, the usage data over 2019 were:

- Validated users in the User Area: 234
- Visits to the User Area: 434
- Requests submitted to the User Area: 191

• Contracts

The task of managing public housing includes the allocation and delivery of the flats that are available to the household units that need them at any time and in accordance with the regulations, either at the proposal of the RSHPOB, the emergency committee, or others. On the one hand,

over 2019, the IMHAB has allocated a total of 383 dwellings, 132 new-build and 251 second hand. On the other hand, it has delivered 434 dwellings, 89 new-build and 345 dwellings in rotation.

Allocation and delivery of IMHAB dwellings

Allocation of IMHAB dwellings	2017	2018	2019	2017-2019
New-build	198	265	132	595
Properties in rotation	299	287	251	837
Total	497	552	383	1,432

Delivery of IMHAB dwellings	2017	2018	2019	2017-2019
New-build	256	245	89	590
Properties in rotation	276	380	345	1,001
Total	532	625	434	1,591

• Inspection and management of the stock

Inspections of the various kinds of IMHAB housing are carried out to monitor the proper use of dwellings and to keep them in good condition. In 2019, 686 were carried out, half of which (353) constituted flat monitoring tasks.

Citations have also been issued, users have been accompanied on visits to the dwellings they have been allocated, there has been collaboration in the recovery of homes and attendance at administrative or legal procedures.

Inspections of the housing stock managed by IMHAB	2017	2018	2019
Citations	49	51	41
Inspections	370	392	353
Administrative procedures	50	40	50
Legal procedures	42	61	87
Recovery of dwellings by renunciation	40	45	76
Visits	N/D	N/D	79
Total	551	589	686

• Protection and guardianship of property

It is occasionally necessary to open litigious cases in order to protect the stock managed by IMHAB. During 2019, the number of open litigious cases dropped significantly compared to previous years, with 205. The majority of the causes for which cases were opened have been for non-payment

Protection and guardianship of housing stock managed by IMHAB	2017	2018	2019
Open litigious cases	305	362	205
Dwellings	N/D	360	198
Premises	N/D	0	4
Parking	N/D	2	3
Closed litigious cases	236	283	242
Dwellings	N/D	279	232
Premises	N/D	1	2
Parking	N/D	3	8
Cases with recovery of the debt in non-payment cases	195	205	148
No lawsuit	N/D	78	75
With lawsuit	N/D	127	73
Total debt recovered through closed cases (in €)	€693,802.21	€702,000.28	€548,117.28
Procedures carried out	29	30	45
Occupied dwellings	9	16	25
Vacant housing	20	14	20
Dwellings recovered *	47	48	60

**The case file corresponds to the year indicated, although the dwelling could have been recovered the previous year*

Litigious cases opened and closed in 2019 by procedure

Litigious cases	Open	%	Closed	%
Non-payment	132	64.4%	191	78.9%
Non-permitted transfer	2	1.0%	3	1.2%
Death	9	4.4%	5	2.1%
Non use	6	2.9%	4	1.7%
Misuse	5	2.4%	1	0.4%
Precarious	36	17.6%	0	0.0%
Cohousing	0	0.0%	28	11.6%
Term	10	4.9%	5	2.1%
Atypical	5	2.4%	5	2.1%
Total	205	100.0%	242	100.0%

• Public Housing Protection, Intervention and Mediation Service (SPIMHP)

The work of the Protection, Intervention and Mediation Service (SPIMHP) covers prevention, assistance, dialogue, mediation and guarantee in the area of public housing. It has various aims, such as preventing situations of particular vulnerability that have occurred for families living in this type of housing; improving community harmony; reducing arrears rates;

analysing the socio-economic circumstances of families in cases of evictions, occupations and regularizations to propose appropriate solutions, etc.

Type of SPIMHP intervention	2017	2018 (*)	2019	2017-2019
Reception	144	169	143	456
Conflict	30	34	21	85
Payment arrears	256	275	230	761
Disputes and payment arrears	-	-	-	0
Evictions	53	34	14	101
Regularisation	123	532	287	942
Monitoring contractual obligations	77	212	15	304
Banks	-	-	-	0
Rent Grants and Housing Pool	54	25	-	79
Total	737	1,281	710	2,728

(*) Out of the total number of interventions in 2018, 40 concerned requests to the Housing Pool

• Maintenance and renovation

During 2019 the maintenance and renovation of the entire public housing stock has continued. This is a task that includes the usual actions of repair and adaptation as well as extraordinary actions of greater scope.

In addition, as a result of the policy of acquisition of buildings and housing carried out by the IMHAB in order to expand the city's public housing stock, several comprehensive renovation projects have been carried out on those buildings purchased, where required.

Renovation, maintenance and adaptation of dwellings in the public rental stock 2019

	Dwellings		Amount
	Adapting interiors	Repairs and maintenance	
Public housing-stock	266	4,634	€4,605,849.50
New acquisitions	7	38	€21,525.05
Total	273	4,672	€4,627,374.55

Maintenance and adaptation of the rental stock managed by IMHAB	Dwellings	Amount
Adapting interiors	273	€4,627,374.55
Repairs and maintenance	4,672	
Total	4,945	€4,627,374.55

Extraordinary improvement adaptations 2019				
Type of intervention	Promotion	Dwellings	Amount	Status
Renovation of façade elements	Coure, 10	70	€101,601.95	Concluded
Renovation of lobby	Ronda de Sant Antoni, 92	9	€29,449.45	Concluded
Fire damage repair	C. Unió, 14	8	€90,000.00	In progress

Neighbourhood Remodelling 2019				
Type of intervention	Promotion	Dwellings	Amount	Status
Installation of lift	C. Alfons El Magnànim, 60	12	€111,011.36	Concluded
	C. Prada, 10	12	€118,450.12	In progress
Improvement initiatives	C. Duran i Bas, 16	11	€375,306.42	Concluded

Renovation of entire properties acquired, 2019

Renovation of entire properties acquired in progress, 2019			
Promotion	Dwellings	Amount	Status
Arc Sant Pau, 16	8	€356,411.90	Concluded
Sant Ramon, 1	11	€1,246,273.25	Concluded
Robador, 33	20	-	In progress
Robador, 25 and 27	13	€1,685,000.00	In progress
Robador, 43	7	€865,019.66	In progress

Renovation of entire properties acquired, in the pipeline, 2019		
Promotion	Dwellings ¹	Status
Lancaster, 7-9-11	28	Project drafting. Regularization of occupants completed. Forecast rehousing of occupants outside the property during the works.
Hospital, 116	17	Project drafting. Regularisation of occupants in progress. Forecast rehousing of occupants outside the property during the works.
Rubén Dario, 73	7	Project drafting. Regularization of occupants completed. Rehousing of occupants to be decided.
Botella, 16-16B	11	Project drafting.
Ptge. de Gaiolà, 15	9	Project drafting. Regularisation of occupants in progress. Forecast rehousing of occupants outside the property during the works.
Reina Amàlia, 10.	8	Project drafting. Documents are being prepared for the tendering process for private operators to renovate the building and manage the tenants.
Pg. Joan de Borbó, 44-45	18	Project drafting. Documents are being prepared for the tendering process for private operators to renovate the building and manage the tenants.

¹ The number of final dwellings of all the properties in the project competition could vary according to the project winner. The dwellings planned for the competition have been considered.

2.3 THE PUBLIC STOCK MANAGED BY IMHAB - PREMISES AND PARKING

As well as housing, IMHAB is also responsible for the administration of premises and parking that usually form part of the building containing the managed dwellings.

In terms of premises, the total units managed in 2019 was 511.

	2017	2018	2019
Managed	484	503	511

In terms of parking, the total spaces managed in 2019 was 2,872. During this period, 15 sales were made and there were 1,802 spaces leased.

	2017	2018	2019
Managed	2660	2795	2872
Sales	39	52	15
Leases	1855	1860	1802

• Aparcaquí Programme

The Aparcaquí Programme to commercialise the rental of parking spaces aims to mobilise parking spaces that are not linked to homes, that is, spaces that are not allocated along with the flat. In 2019, 91 new parking spaces were incorporated into this programme.

	2017	2018	2019
New Aparcaquí atlas	66	98	91

3

Promotion of new-builds and acquisitions



3.1 NEW-BUILD DEVELOPMENTS

One of the central themes of the city's housing policy is increasing the public housing stock, and one of the strategies for achieving this goal is the promotion of new-builds, which is carried out through IMHAB and other representative operators.

The plan for developments in progress has made it possible for all the city's operators, both public as well as private and social, to increase housing production, but with a key difference: a big increase in developments destined for renting and other more stable models such as cohousing, while maintaining municipal ownership of the land. That has enabled a significant change in the model for developing affordable housing in the city.

Development of new-builds on municipally owned land				
	2017	2018	2019	2017-2019
New-builds delivered	272	270	74	616
New-builds completed	135	28	68	231
New-builds under construction	326	502	602	602
Dwellings in the planning stage (competition + drafting + works bidding)	2,800	2,376	2,522	2,522
Total	3,533	3,176	3,266	3,971

Summary of development of new-builds by operator and status, 2019						
	IMHAB		REPRESENTATIVE OPERATORS		Total	
Status	Promotions	Dwellings	Promotions	Dwellings	Promotions	Dwellings
Handed over	1	46	1	28	2	74
Completed	1	68	--	--	1	68
Under construction	11	550	2	52	13	602
In the planning stage (competition + drafting + works tender processes)	22	1,960	11	562	33	2,522
Total	35	2,624	14	642	49	3,266

Handed over

New-build developments delivered, 2019					
Development	Address	District	Operator	Destination	Dwellings
Can Batlló UP7	C/ Constitució, 83-89	Sants- Montjuïc	COHOUSING	Cohousing	28
Can Fabra	C. Parellada, 9 -11 int.	Sant Andreu	IMHAB	Young people	46
Total					74

Completed

New-build developments completed *, 2019					
Promotion	Address	District	Operator	Destination	Dwellings
Sancho de Ávila (II stage)	Pl. Dolors Piera, 6	Sant Martí	IMHAB	Building lease	68
Total					68

**Additionally, over the course of 2019, the construction of the first 12 APROP allocation was completed (C. Nou de St. Francesc, 10)*



Under construction

New-build developments under construction, 2019						
Development	Address	District	Operator	Destination	Dwellings	
Alí Bei	C. Alí Bei, 98B-100-102	Eixample	IMHAB	Elderly people	49	+10 shelters
Germanetes LLS	C/ Comte Borrell, 159	Eixample	IMHAB	Social rent	35	
Vores Via Augusta FR18.2	Via Augusta, 403	Sarrià - Sant Gervasi	IMHAB	Affordable rent	13	
Bon Pastor G1 (IV stage)	C. Salomó, 1-7	Sant Andreu	IMHAB	People affected by urban planning	38	
Bon Pastor H1 (IV stage)	C. Novelles, 1-3	Sant Andreu	IMHAB	People affected by urban planning	42	
Bon Pastor H3 (IV stage)	Pg. Mollerussa, 58-62	Sant Andreu	IMHAB	Social and affordable rent	50	
Bon Pastor G2 (IV stage)	C. Biosca, 20-28	Sant Andreu	IMHAB	People affected by urban planning	60	
Bon Pastor I1 (IV stage)	C. Novelles, 2-10	Sant Andreu	IMHAB	Social and affordable rent	54	
C/ Espronceda, 133-135	C/ Espronceda, 133	Sant Martí	COHOUSING	Cohousing	20	
Marina Prat Vermell S10 P25	C/ Ulldecona, 26-28	Sants-Montjuïc	COHOUSING	Cohousing	32	
Lluís Borrassà	C/ Lluís Borrassà, 23-25	Sant Martí	IMHAB	Social rent	54	
Marina Prat Vermell S10 P24	C/ Cal Cisó, 49-59	Sants-Montjuïc	IMHAB	Social and affordable rent	108	
Germanetes GG	C/ Viladomat, 142	Eixample	IMHAB	Elderly people	47	
Total					602	

In the pipeline

New-build developments in the pipeline, 2019						
Development	Address	District	Operator	Destination	Status	Dwellings
Vallcarca AA3 (II stage)	Av. Vallcarca, 95	Gràcia	IMHAB	People affected by urban planning	Works bids	14
Torre Baró, Block F	Av. Escolapi Càncer, 10-12	Nou Barris	IMHAB	Affordable rent	Works bids	47
Puigcerdà/ Maresme	C/ Puigcerdà, 100-104	Sant Martí	IMHAB	Elderly and Surface right	Works bids	75
Casernes de Sant Andreu Ed. C	Pg. Torras i Bages, 143	Sant Andreu	IMHAB	Elderly people	Works bids	152
Pg. Joan de Borbó Comte de Barcelona, 11	Pg. Joan de Borbó Comte de Barcelona, 11	Ciutat Vella	COHOUSING	Cohousing	Draft projects	8
PAU 1 Roquetes - FR 18.1a	C/ Pla dels Cirerers, 2-4	Nou Barris	COHOUSING	Cohousing	Draft projects	29
Torre Baró, Block E	Av. Escolapi Càncer, 27-33	Nou Barris	IMHAB	Social rent	Draft projects	32
MPGM HD Ciutat de Granada	C. Ciutat de Granada, 95-97	Sant Martí	IMHAB	Social rent	Draft projects	18
Illa Glòries	Gran Via, 830-848	Eixample	IMHAB	Affordable rent and Surface right	Draft projects	238
MPGM HD Penitents	Ctra. de Sant Cugat, 26	Gràcia	IMHAB	Social rent	Draft projects	34
Porta Trinitat Vella	Ctra. Ribes, 51-65	Sant Andreu	IMHAB	Elderly people and Social Rent	Draft projects	139
Marina Prat Vermell S8 D1+D2	C. Acer, 10	Sants-Montjuïc	IMHAB	Affordable rent and Surface right	Draft projects	234
Marina Prat Vermell S10 P22	C/ Ulldecona, 2-10	Sants-Montjuïc	IMHAB	Social rent	Draft projects	72

New-build developments in the pipeline, 2019							
Development	Address	District	Operator	Destination	Status	Dwellings	
MPGM HD Antiga Quirón	Av. Mare de Déu de Montserrat, 5-11	Gràcia	IMHAB	Elderly people	Draft projects	85	+11 shelters
Trinitat Nova UA3 Block E	C/ Palamós, 81	Nou Barris	IMHAB	Social rent and affordable rent	Draft projects	97	
Trinitat Nova UA3 Block I	C/ Palamós, 88	Nou Barris	IMHAB	Building lease	Draft projects	67	
MPGM HD Veneçuela	C/ Veneçuela, 96-106	Sant Martí	IMHAB	Elderly people and Social Rent	Draft projects	140	+17 shelters
MPGM Torrent Monges - NH	C/ General Vives, 4-6	Sarrià - Sant Gervasi	COHOUSING	Cohousing	Draft projects	17	
Trinitat Nova Block H	C. S'Agaró, 33-35	Nou Barris	IMHAB	Affordable rent and Surface right	Draft projects	83	
MPGM Carmel - Ai04 + OE.03	C/ Murtra, 12-16	Horta-Guinardó	IMHAB	Social rent	Draft projects	20	
Roquetes AA3	Via Favència, 271-275	Nou Barris	IMHAB	Affordable rent and Surface right	Draft projects	108	
Presó Trinitat Vella A18.03	C/ Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	Draft projects	82	
Presó Trinitat Vella A18.01	C/ Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	Draft projects	55	
UA1 MPGM Glòries-Meridiana FR14	C/ Bolívia, 23-27	Sant Martí	FOUNDATION	Affordable rent	Draft projects	85	
MPGM HD Vidal i Barraquer	Av. Vidal i Barraquer, 37-43	Horta-Guinardó	IMHAB	Social rent	Project competition	84	+33 shelters

New-build developments in the pipeline, 2019						
Development	Address	District	Operator	Destination	Status	Dwellings
Illa Siberia FR4	C. Badajoz, 11-15	Sant Martí	COMMERCIAL	Affordable rent	Land tender	54
Can Batlló UP5c	C/ Constitució, 49	Sants-Montjuïc	COOPERATIVE	Affordable rent and Surface right	Land tender	48
Casernes PAU2 R4-a	Pg. de Torras i Bages, 126-128	Sant Andreu	COOPERATIVE	Affordable rent and Surface right	Land tender	80
La Clota LCR -FR 3.2	Av. Estatut de Catalunya, 15-17	Horta-Guinardó	COOPERATIVE	Affordable rent and Surface right	Land tender	136
Trinitat Nova Block F	C. Aiguablava, 74-76	Nou Barris	COHOUSING	Cohousing	Land tender	25
Casernes PAU2 R4-e	Pg. de Torras i Bages, 130-134	Sant Andreu	COHOUSING	Cohousing	Land tender	35
Can Batlló UP5b	C/ Constitució, 43	Sants-Montjuïc	COHOUSING	Cohousing	Land tender	45
Marina Prat Vermell S10 P21 + S8 Eq2	No name (Motors/ Tortosa), 7	Sants-Montjuïc	IMHAB P+O	Social rent	Land tender	84
Total						2,522

3.2 PROMOTION OF OTHER OPERATORS

• Cohousing

The push for cohousing in Barcelona is part of a strategy for promoting new forms of access and relationships with housing. This model, constituted by the very people who, organised in a cooperative, want to have their own home, ensures access to long-term, affordable, decent housing, avoids speculation and fosters community management. At the same time, Barcelona City Council-driven projects include environmental and social return criteria.

Following the award of five leasehold sites in 2017, the leasehold-winning cooperatives have drawn up building plans over the course of 2018 and some have commenced building work.

At the same time, the second public tender for plots of land to build cohousing projects in the city has begun. Specifically, three municipal sites have been made available to the cooperatives, located on Carrer de la Constitució 43; unnamed street 10-12, at Casernes de Sant Andreu, and Carrer Aiguablava, 74-76, Trinitat Nova.



3.3 PURCHASE OF DWELLINGS AND TRANSFER OF USUFRUCT

In 2019 the policy of acquiring private housing for affordable social rentals has continued. These acquisitions have been carried out under three basic premises:

- **Opportunity:** flows from the possibility of acquiring buildings and dwellings at a suitable price.
- **Anti-gentrification effects:** based on prioritising acquisitions in areas with the most pressure to replace the local population.
- **Stopping speculative operations:** based on acquiring buildings with acquisition operations under way, where it was detected that the aim of refurbishing the building was to increase the existing rents and, therefore, there was a risk of the residents being replaced.

TOTAL dwellings acquired 2017-2019				
	2017	2018	2019	2017-2019
Housing purchase or appraisal and withdrawal (TiR)	185	42	198	425
Usufruct dwellings	103	26	18	147
Total	288	68	216	572

Detail of the acquisitions of 2019			
	Number of buildings	Number of dwellings	Total price of acquisition
Housing purchase or appraisal and withdrawal (TiR)	2	198	€12,483,958
“Detached” dwellings		71	€4,465,281
Buildings	2	127	€8,018,677
Usufruct dwellings	0	18	€144,150
SAREB		10	€79,050
BuildingCenter		8	€65,100
Total	2	216	€12,628,108

Additionally, at the end of 2019 there were 180 dwellings in the process of acquisition: 111 homes for direct purchase or exercise of appraisal and withdrawal and 69 for the transfer of usufruct.

• Entire properties

In 2019 two entire properties were acquired with a total of 127 dwellings:

List of entire properties acquired in 2019					
Address	District	Dwellings	Purchase price	Estimated renovation cost	Purchase route
Encuny 7	Sants-Montjuïc	114	€5,818,676.89	-	Application of HPO price given its qualification
Ferreria, 26	Sants-Montjuïc	13	€2,200,000.00	€300,000.00	Exercise of appraisal MPGM
Total		127	€8,018,676.89	€300,000.00	

4

Procurement

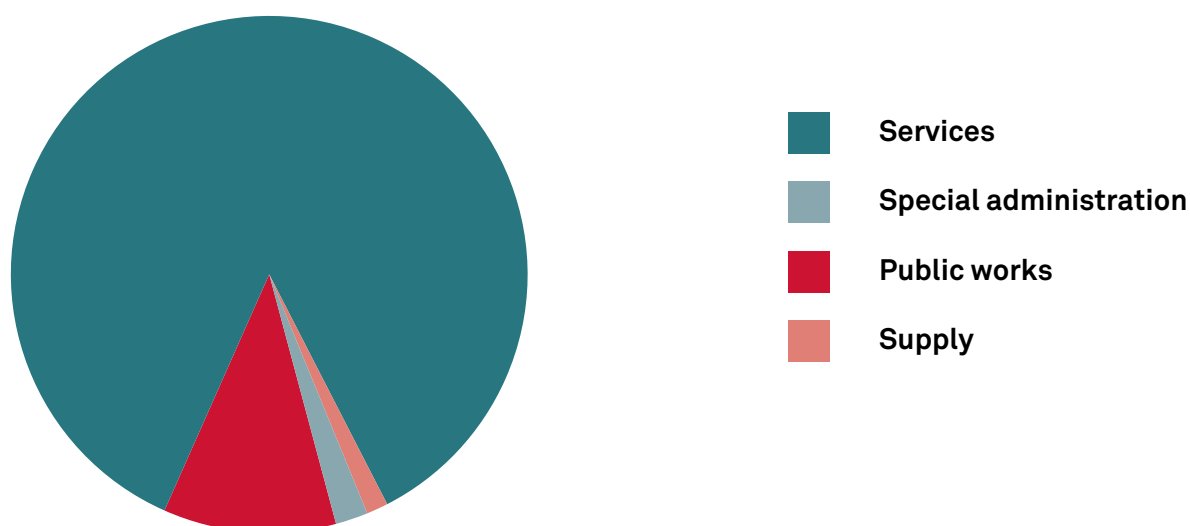


The procurement services have worked in a cross-cutting manner in order to promote the relevant procurement procedures as required by law in order to execute the planned services. In this way, work has been done to offer maximum transparency, resolution and speed in

each of the procurement procedures driven by the institution.

In 2019, 149 procurement procedures were opened, which are categorised by type:

Type of procurement procedures:	
Mixed	1
Public works	16
Services	127
Supply	2
Special administration	3
	149



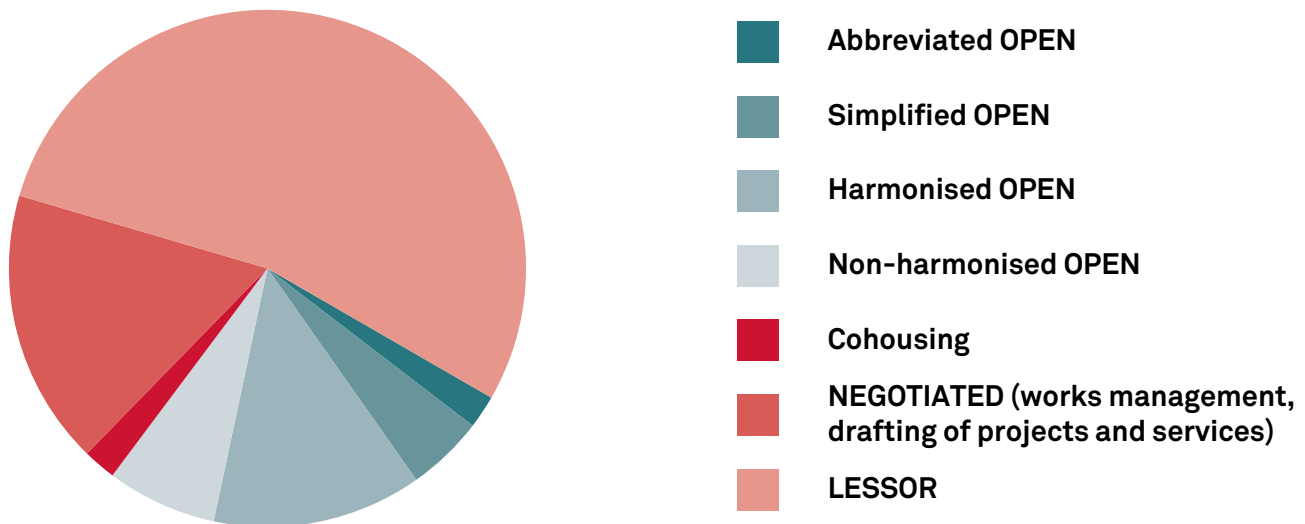
Of the total files open in 2019, 8 procedures were divided into lots:

No. Files	Type of contract	Total no. lots
8	Services (4) / Special Administration (3) / Mix (1)	24

As at 31 December, of the 149 cases initiated in 2019, 122 cases had been awarded, 23 were pending award and 4 files were cancelled.

According to the tender procedure, they are divided into:

Procedure	Abbreviated OPEN	3
Procedure	Simplified OPEN	7
Procedure	Harmonised OPEN	19
Procedure	Non-harmonised OPEN	10
Onerous transmission	(Cohousing)	3
Procedure	Negotiated (works management, drafting of projects and services)	25
Contract	Lessor	78
		145



As well as the 122 cases awarded, 15 contracts were also awarded corresponding to cases initiated in the years 2016 (1), 2017 (1) and 2018 (12).

In 2019, 137 contracts were awarded. The following information is of note:

TENDER VALUE (including VAT)	€72,928,000.32
AWARD VALUE (including VAT)	€66,477,314.75

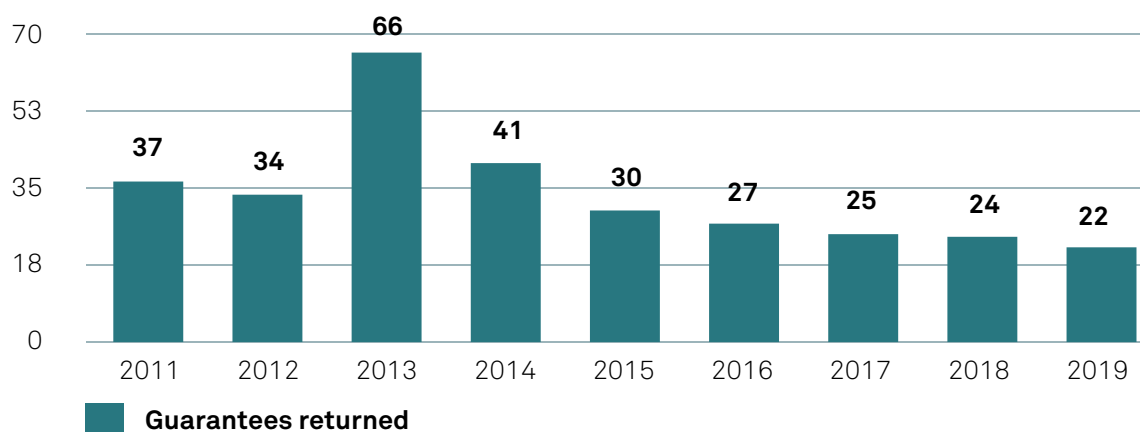
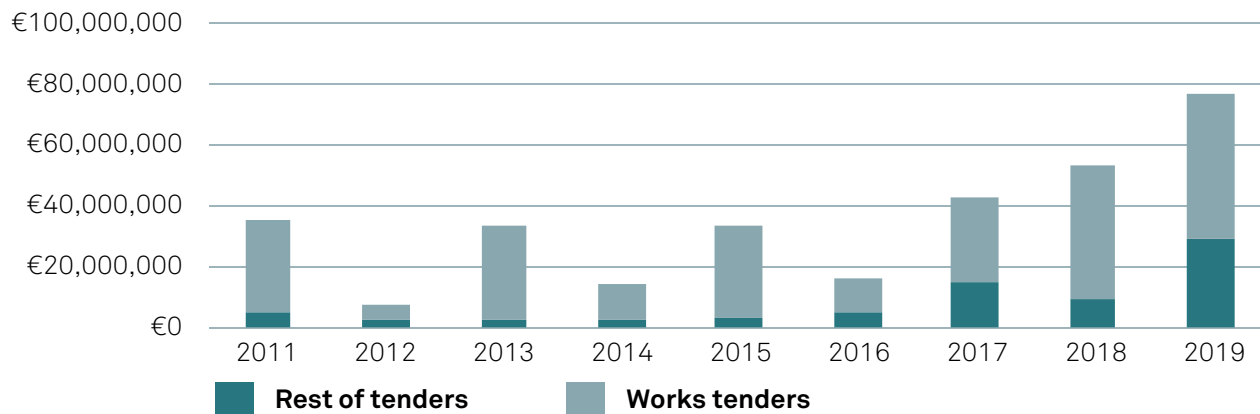
With regard to works contracts, which represent the bulk of contracts in economic terms (71.63% of the total tendered), the average decrease in works tenders was 9.82%; in the case of services (28.07% of the total tendered), the average decrease was 5.73% and, finally, in the case of supplies (0.30% of the total tendered), the average decrease in tenders was 5.47%.

This Department also processed:

- **Returns of final guarantees** deposited by contractors once the corresponding guarantee period has elapsed. In 2019, 22 guarantee return requests were processed.
- **Modifications of contracts** awarded in previous years. In 2019, 4 works modifications were processed for an amount of €1,311,924.92 VAT included; 4 service modifications for an amount of €302,787.74 VAT included and 2 service contract

modifications awarded from BAGURSA for a total amount of 93,143.77 VAT included. Total modification amount: €1,707,856.43 VAT included.

- **Health and Safety Plans** During 2019 the approval of 6 Health and Safety Plans drawn up by works contractors was processed.
- **Extensions.** During 2019, 11 IMHAB service extensions (9 planned + 2 forced) and 18 BAGURSA extensions (2 planned + 16 forced) have been processed for a total amount of €8,624,321.22 VAT included.
- **Transfer of contracts.** During 2019, 1 transfer of works management and 1 transfer of services were processed.



5

Financial management



5.1. BALANCE

Balance as at 31 December 2019 (in euros)

ACTIVE	31/12/2019
NON-CURRENT ASSETS	427,304,415.62
Intangible fixed assets	1,409,599.82
IT applications	1,409,599.82
Tangible fixed assets	419,652,543.67
Dedicated housing in use	3,351,869.51
Social centre	6,096,914.78
Rental properties	303,315,643.57
Sites of developments destined for rental	31,048,673.94
Sites of developments for leasehold sale	30,050,617.35
Other assets	655,608.29
Fixed assets under construction	45,133,216.23
Long-term financial investments	6,242,272.13
Credits to third parties	6,239,876.96
Other financial assets	2,395.17
CURRENT ASSETS	169,902,293.65
Inventories	50,531,326.77
Completed developments pending sale	14,652,553.41
Developments in progress	26,318,279.45
Sites for developments destined for sale	9,559,357.38
Dwellings under construction for exchange	1,136.53
Trade and other accounts receivable	75,427,884.48
Clients by sales and service supplies	3,901,142.82
Clients, group companies and associates	71,481,415.98
Personal	9,387.05
Assets for current tax	35,938.63

ACTIVE	31/12/2019
CURRENT ASSETS	169,902,293.65
Short-term financial investments	1,428,460.73
Credits to third parties	1,428,460.73
Other financial assets	0.00
Short-term accruals	1,605,087.59
Cash and cash equivalent liquid assets	40,909,534.08
Treasury	40,909,534.08
TOTAL ASSETS	597,206,709.27

NET EQUITY AND LIABILITIES	31/12/2019
NET EQUITY	307,317,503.67
Own funds	52,265,995.65
Assets	48,603,531.64
Contributions from Barcelona City Council	3,460,886.07
Profit (loss) for the year	201,577.94
Subsidies, donations and legacies received	255,051,508.02
NON-CURRENT LIABILITIES	167,287,015.16
Long-term provisions	563,090.22
Other provisions	563,090.22
Long-term payables	166,235,051.47
Payables to credit institutions	165,858,766.75
Other financial liabilities	376,284.72
Liabilities for deferred tax	488,873.47
CURRENT LIABILITIES	122,602,190.44
Short-term provisions	1,192,613.93
Short-term payables	9,148,062.38
Payables to credit institutions and others	8,730,227.25
Other financial liabilities	417,835.13

NET EQUITY AND LIABILITIES	31/12/2019
CURRENT LIABILITIES	122,602,190.44
Commercial trade and other accounts payable	16,256,976.49
Suppliers	2,472,346.09
Suppliers, group companies and associates	0.00
Various creditors	11,208,741.65
Staff, remuneration pending payment	660,331.10
Other debts with public administrations	1,915,557.65
Short-term accruals	96,004,537.64
TOTAL NET EQUITY AND LIABILITIES	597,206,709.27

5.2 PROFIT AND LOSS ACCOUNTS

Profit and loss accounts corresponding to the year ending 31 December 2019 (in euros)

ONGOING OPERATIONS	31/12/2019
Net amount of business turnover	29,352,992.16
Sales	5,372,993.46
Provision of services	
Leases	23,979,998.70
Supplies	-3,315,339.39
Cost of sales	-3,296,232.01
Stock impairment variation	-19,107.38
Other operating income	12,880,093.98
Accessory income and other current management revenue	4,086,027.88
Subsidies of use	8,794,066.10
Staff expenditure	-11,009,262.17
Wages, salaries and similar expenses	-8,547,015.27
Social security contributions	-2,462,246.90
Other operating expenditure	-17,947,664.42
External Services	-14,427,011.30
Taxes and rates	-3,314,011.99
Losses, impairment and variation in supplies for commercial operations	-206,641.13
Other current management expenses	0.00
Fixed-asset depreciation	-7,488,988.25
Other results	0.00
RESULT OF USE	2,471,831.91
Financial revenue	332,766.74
From negotiable securities and other financial instruments	332,766.74
From third parties	332,766.74

Financial expenditure	-2,602,420.09
For debts with third parties	-2,602,420.09
FINANCIAL RESULT	-2,269,653.35
PRE-TAX RESULTS	202,178.56
Tax on profits	-600.62
RESULTS OF THE FINANCIAL YEAR FROM ONGOING OPERATIONS	201,577.94

INTERRUPTED TRANSACTIONS	31/12/2019
Results from financial year arising from discontinued transactions, net of taxes	0.00
RESULT	201,577.94

6

Human Resources



The increase in projects to guarantee access to decent housing in the city and the extension of municipal housing services has also entailed an increase in human resources in this area. Thus, between 2017 and 2019 the number of IMHAB staff increased by nearly 13%. Additionally, in October 2019 the contracts of 25 professionals from REGESA were subrogated, and they joined the municipal housing team.

	2017	2018	2019	Δ 2017-2019
Total IMHAB employees on 31/12	194	209	219	12.89%

Additionally on 1/10/2019 25 people were subrogated from REGESA.

Distribution of IMHAB employees on 31/12/2019			
	Total	Average age	% of women
Managers	5	52.40	40.00%
Department heads	10	51.90	70.00%
Technicians	104	45.93	67.30%
Administration and assistants	98	45.73	65.31%
Other	2	59.50	50.00%
Total	219	51.09	

Staff subrogated from REGESA 01/10/2019			
	Total	Average age	% of women
Department Director	1	50.00	100.00%
Head of area	4	55.50	100.00%
Administrative head	3	59.67	66.66%
Qualified upper senior	3	53.33	33.33%
Qualified middle senior	4	54.75	75.00%
Assistant Specialist	1	42.00	100.00%
1st administrative officer	8	48.88	87.50%
2nd administrative officer	1	36.00	100.00%
Total	25	50.02	

Archive and documents



The IMHAB archive maintains, classifies, stores and takes care of all administrative and graphic documentation generated as a result of the work of the various departments that make up the institution.

Its collection contains a historic archive with photographs, plans, projects and other documentation about the main actions that have transformed the city through the construction and renovation of various areas.

There have been almost 2,000 document requests received by the Department in 2019, among external and internal users, resulting in the consultation or loan of nearly 5,000 documents.

There have been over 4,000 document reproductions in relation to these consultations (photographs, plans and text documents), with an extraordinary increase in digitalisations.

In terms of the transfers of documents that the different departments have sent to the archive for treatment and future conservation and when the time comes, transfer to the municipal archive or application of the access and disposal regulations, there was a total of 239 boxes and 1,941 loose documents to archive in their files.

The most relevant actions in terms of treatment and final conservation with the maximum guarantees have been with external support and have consisted of the preparation of two transfers of public development works files from the years 1940 to 2004 (701 boxes), agreed with the Contemporary Municipal Archive as priority documentation. This has brought about a study of 200 developments constructed by the Barcelona Municipal Housing Board. This transfer includes three public companies that have transferred the management of certain public developments to the Boards: the Generalitat, Incasòl, and the other two now defunct companies Foment de Ciutat Vella, S.A. (Focivesa) and Promoció de Ciutat Vella (Procivesa).

This action has also been used to recover photographs (828 positives, 2 albums, 143 negatives) related to the respective work files, and separated for conservation.

For future actions they will be digitalised and described in order to be entered into the archive's image database.

Since 2019, the selective collection of surplus documents, copies, etc. has been organised with a social integration company. They have certified destruction for a total of 1,093 kg.

Applications

	Applications	Documents
External Users		
External Consultation	6	67
Remote Consultation	31	152
Subtotal	37	219
Internal Users		
In person	120	680
Remote Consultation	251	431
Loan	1525	3474
Subtotal	1896	4585
Total	1933	4804

Copies

Reproductions at request of users	
Photographs	-
Maps	14
Text	4184
Total	4198

Transfers to the Archives

Nº.	10
Boxes	239
Loose documents	1941

Transfer to the Contemporary Municipal Archives	
Document series:	
Contract records	56 boxes
Work project records	701 boxes
Destruction of surplus documents, copies:	1093 kg

8

Communication



Throughout the year, the communication strategy started in 2016 has been consolidated, which consists of promoting a single issuer or voice for housing, independent of the bodies and structures that work in this field (Barcelona City Council, IMHAB, Barcelona Housing Consortium etc.). To this end, work has been carried out to offer a compact, clear and identifiable image for the citizens of Barcelona when it comes to explaining housing policies and disseminating municipal programs and services.

In 2019 a wide range of communication actions have been carried out in order to achieve the goal of explaining new housing policies to citizens, disseminating programmes and grants to promote the right to decent housing, implementing cross-cutting participation spaces with entities and associations, positioning Barcelona among the world leaders in social housing policies with a brand that encompasses everyone working in Housing and helps citizens to identify policies in this area.

Some of the main projects are detailed below, organised by subject:



8.1 CORPORATE IDENTITY AND STORY

The core message and the corporate identity of housing are worked on in a cross-cutting way in all communication products and actions. The main narrative, that is, the promotion of the right to decent and adequate housing, is continuously being worked on to adapt it to the constantly evolving context.

Communication campaigns, digital channels, publications, and public events, events with experts, and other resources, such as the relationship with the media (press), sponsored content, signage for housing offices and works projects where housing is being built, and other

methods are all used to convey the various aspects of this message to the public.

Work has also continued to reinforce and consolidate IMHAB's corporate identity, the new body managing housing in the city, formally created in 2018. The correct implementation of the new graphic identity has been monitored, the mission and values of the new body have been explained in various spaces and the brand has been reinforced with merchandising material.

8.2. COMMUNICATION CAMPAIGNS

Over the course of the year various communication campaigns have been launched to communicate specific messages to support the policies being carried out or to promote services and grants available to the public.

- **Campaign to get housing for the Rented Housing Pool:** maintaining the slogan 'Tu tens la clau' [You have the key], this time the emphasis has been on the facilities and guarantees of having a flat rented through this programmes, and also the social responsibility of contributing towards making Barcelona a fairer city.
- **Housing purchases and acquisitions campaign:** informative campaign about the policy of purchasing homes and entire buildings, both the effort and investment it represents for the City Council and the benefits it brings to the public.
- **Energy Rights Campaign:** campaign to publicise information about the energy advice service offered by the City Council to combat problems with energy vulnerability and to reinforce the message that access

to electricity, water and gas is a basic right. The campaign is launched twice a year, when it gets hot and when it gets cold, due to the energy needs of the changing seasons.

- **Public housing stock campaign-lab:** In the event of a situation of various problems in a public property, a campaign is launched to offer support in the management of this community. This involves creating a visual code and a range of communication resources so that the residents become aware that they live in a public property where there are regulations and conditions of coexistence that require a compromise.

In addition, the ongoing dissemination campaigns of all housing services have been continued, with messages that are present across all the usual channels. One of the cross-cutting products illustrating this work is the **Guide to housing services and grants**. Nearly 33,000 copies of the 2019 edition were distributed all over the city.

8.3 CONFERENCES AND NOTABLE EVENTS

- **Barcelona Housing and Renovation Forum (FHAR).** The first edition of a conference that was used to reflect on the future of the right to housing and respond to the current situation. Held on 19 to 21 March 2019, the forum brought together some 50 Spanish and international speakers at the Barcelona Museum of Contemporary Art (MACBA). The twelve sessions were attended in person by more five hundred attendees.
- **Conference on rental price regulation.** In order to discuss one of the issues of most concern to experts in the field of housing, the rise in rental prices, a conference was organised on 18 November 2019, together with the Observatori DESC, to discuss different price regulation mechanisms with international experts (from New York and Berlin).
- **Key deliveries:** the periodic organisation of protocol events for delivering keys to the people awarded new public housing developments built by the IMHAB. In 2019 the Can Fabra development was delivered, for rental and designed for young people.
- **APROP exhibition:** the Close Proximity Temporary Housing Programme (APROP), a new model of fast-construction, sustainably built good quality homes, to deal with the eviction of residents from their neighbourhoods, was introduced through a temporary exhibition. The exhibition, organised by the Area of Social Rights, featured two examples of this type of accommodation and provided information on the features and goals of the project.
- **Participation in trade fairs and conferences:** in 2019, Housing took part in various fairs such as the Smart City Expo, Construmat, the Fira Rehabilita and the 48h Open House festival.

8.4 PUBLICATIONS

- **Diàlegs d'Habitatge** The housing crisis in cities: causes, effects and responses. Publication of the first issue of this collection, created to collate the contents shared during conferences, debates, seminars and work sessions on the central issues concerning housing and renovation with the different actors in the sector. This edition contains the account of the first Barcelona Housing and Renovation Forum.
- **Qüestions d'Habitatge 22.** Flexibility and gender equality in housing. Publication of the 22nd edition of the collection, focusing on giving a voice to experts.
- **Reports and balances:** various reports and balances have been published, featuring the management done by the municipal housing services.

8.5 DIGITAL CHANNELS

The housing portal

The ongoing work to improve the Housing portal has continued. It was created in 2016 to provide a single website to inform the public in a close and comprehensible way of the services related to housing, to promote new calls for applications, to provide information on new programs, facilitate access to information and publish news.

During 2019, as well as updating the different sections already in existence, new spaces were created such as the “Housing in data” page, to enhance transparency and to offer a single gateway to the data on available housing; an interactive map with new public housing developments; a specific section for the premises and car parks managed by the IMHAB, among others.

Digital spaces of the Barcelona Housing Consortium

The updates and improvements to the Barcelona Housing Consortium web portal have continued, ensuring coordination with the other digital products of Housing Barcelona. It also ensures the coherence of the digital spaces for the management of different CHB services, such as the website of the Register of Applicants for Officially Protected Housing in Barcelona (RSHPOB).

Data

In 2019 the Housing portal had 466,140 visits, which is an increase of 9% on the previous year. This website, together with the CHB and RSHPOB website, is positioned as a digital reference space on housing matters.

Visits to the website	2011	2012	2013	2014	2015	2016	2017	2018	2019	Accumulative
Housing website*	455,483	400,293	375,816	348,243	227,159	228,183	251,247	426,601	466,140	3,179,165
www.consorci habitatgebcn.cat	177,970	171,600	226,442	190,994	219,510	255,770	347,686	353,249	402,849	2,346,070
www.registre habitatgebcn.cat	129,334	131,968	138,645	125,299	111,017	99,461	157,599	176,053	197,010	1,266,386
Total	762,787	703,861	740,903	664,536	557,686	583,414	756,532	955,903	1,065,999	6,791,621

The statistics system has changed since October 2013, eliminating visits that include internet robots. This has led to a drop in the number of visits of close to 20%.

The Housing portal was on the Urban Habitat website from April to June 2015. The 'Housing' section was transferred to the Social Rights website in July. In both cases, the www.bcn.cat/habitatge address was re-directed to the URL of the new website organisation. This change of website address led to a brief drop in the number of visits to pages with housing information.

A campaign was launched from September to November 2016 entitled 'L'Habitatge és un Dret com una Casa' [Housing is a basic right] to activate the new Housing portal, this time with its own URL, habitatge.barcelona.cat, and used as a gateway to all the housing websites.

In fact, the redistribution of the visits led to a gradual rise in unique visitors from 2011 on, bearing in mind the total number of visits recorded.

Social media

Use of the municipal social networks to communicate policies, actions and public information relating to Housing, and to thus make digital content more visible and enable access to the information.

8.6 INTERNAL COMMUNICATION

After an internal reorganisation process of all the housing services, in which teams dependent on different bodies have become dependent on a single entity, the IMHAB, work has been done to unite the entire workforce. Among other actions, the publication of a newsletter for employees and monthly sessions to share knowledge between the different teams have been implemented.

