

REPORT 2020

Barcelona Municipal Institute of Housing and Renovation



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Services for city residents



1.1. NETWORK OF HOUSING OFFICES

The Barcelona Housing Offices [Oficines de l'Habitatge (OH)] are places where citizens 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 Government of Catalonia 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 2020 the number of people attended by the Housing Office Network decreased slightly compared to previous years. This change can be explained, on the one hand, by the pandemic, that meant the offices were closed for a period of time, and, on the other, by the entry into operation of the "Housing calls you" service (HAB-ET), a telephone hotline that screens cases, provides personalised and qualitative attention, and reduces visits to the offices.

	2017	2018	2019	2020	2017-2020
Attention provided by the Housing Offices Network	272,117	272,386	236,752	170,045	951,300

Details of the attention provided by the Housing Offices Network from January to March 2020

	Register and allocations	Grants for housing payments	Housing pool	Decent use of housing	Renovation	Habitability certificates	TOTAL
Ciutat Vella	2,379	2,639	572	1,307	1	1	6,899
Eixample	1,014	1,598	292	944	14	19	3,881
Sants-Montjuïc	1,595	1,956	314	962	35	21	4,883
Les Corts	1,679	957	399	594	29	76	3,734
Sarrià - Sant Gervasi	786	774	118	457	45	131	2,311
Gràcia	1,204	1,468	165	640	24	46	3,547
Horta-Guinardó	1,351	1,625	416	924	34	36	4,386
Nou Barris	2,010	2,600	738	1,323	38	25	6,734
Sant Andreu	1,838	1,753	238	337	17	11	4,194
Sant Martí	3,008	2,383	602	1,078	32	114	7,217
TOTAL	16,864	17,753	3,854	8,566	269	480	47,786

2020	All of the OHs	2020	All of the OHs
Total procedures 1st quarter	47,786	HAB-ET calls from OHs	7,028
In-person visits	36,880	HAB-ET calls by type of procedure and IRIS management	15,501
E-mails	62,850	TOTAL	170,045

1.2. SERVICES AND HOUSING GRANTS

The IMHAB manages most of the resources for protecting the right to housing of Barcelona's citizens. 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 several 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	2020	2017-2020
Fair-rent cases approved per year	1,949	1,767	1,496	1,589	6,801
Aid to minimise the impact of COVID-19				590	590
Special-emergency cases approved per year	519	323	226	183	1,251
Rent-payment aid	4,935	5,338	4,399	4,120	18,792
BHC rent-payment aid	2,283	2,169	2,137	2,165	8,754
TOTAL aid allocated	9,686	9,597	8,258	8,647	35,188
Budget	€24,105,614.72	€23,878,495.39	€21,283,022.32	€23,057,742.27	€92,324,874.70

• Aid to minimise the impact of COVID-19

In 2020, a special aid programme was activated for people who, as a result of the pandemic, could not meet their rent payments.

• 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 of the advice	2017	2018	2019	2020	2017-2020
Renting	11,375	11,315	10,222	7,230	40,142
Community of property owners	1,707	1,099	1,079	501	4,386
Purchases	215	98	99	82	494
Harassment	51	35	41	19	146
Ofideute ⁽¹⁾	272	153	120	38	583
Rent mediation ⁽²⁾	1556 ⁽³⁾	1520 ⁽⁴⁾	1273 ⁽⁵⁾	825 ⁽⁶⁾	5,174
TOTAL	15,176	14,220	12,834	8,695	50,925

(1) underway since July 2012; the figure corresponds to the cases initiated per year.

(2) underway since October 2012.

(3) includes 319 situations analysed.

(4) includes 331 situations analysed.

(5) includes 334 situations analysed.

(6) includes 143 situations analysed.

• Unit against Residential Exclusion

The IMHAB has a Unit against Residential Exclusion [Unitat contra l'Exclusió Residencial (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 affected people through the Service for Intervention in Housing Loss and Squatting

[Servei d'Intervenció en la Pèrdua d'Habitatge i Ocupació (SIPHO)] and carries out mediations in cases where people are at risk of losing their home due to economic vulnerability.

In 2020 SIPHO supported a total of 4,418 people, of which 1,468 were minors.

Evaluation of actions and comparison

	2017	2018	2019	2020	2017-2020
New cases attended by the SIPHO	2,351	2,270	2,288	1,668	8,577

Total no. of people affected	Adults	Minors	Total (*)
Ciutat Vella	346	175	521
Eixample	399	155	554
Sants-Montjuïc	471	233	704
Les Corts	65	38	103
Sarrià - Sant Gervasi	125	22	147
Gràcia	126	56	182
Horta-Guinardó	331	179	510
Nou Barris	434	263	697
Sant Andreu	337	173	510
Sant Martí	316	174	490
TOTAL	2,950	1,468	4,418

(*) Corresponding to cases from January to December 2020

Total solutions cases	Emergency or contingency committee	Grants mediation	Social rent	Housing resource	Mediation pool	Reallocation pool	Own solution	Total (*)
TOTAL	129	36	65	174	10	26	1,307	1,747

(*) Analysis of the definitive solutions reported in 2020

• **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 Inspection Services Department [Direcció de Serveis d'Inspecció (DSI)] and sent to the Discipline Unit up to 31/12/19	1,484	Result of the property inspection, vacant	480
		Result of the property inspection, occupied	979
		Unlocatable	25



Total number of cases being processed and dismissed in the field of housing discipline until 2020

		Cases being processed		Cases dismissed	
		Disciplinary actions	Dwellings	Disciplinary actions	Dwellings
Actions connected to vacant dwellings	Disciplinary actions involving permanently vacant dwellings	28	128	72	84
	Cases involving temporary expropriation of vacant dwellings in the public interest, Law 4/2016	6	6	12	12
	Disciplinary cases due to not being entered in the Government of Catalonia's Register of Vacant Dwellings and Dwellings Occupied by squatters (i.e., occupied without the authorisation title) (RHBO)	1	1	6	6
Actions related to the poor state of repair the dwellings	Conservation orders, art. 4 law Decree 1/2015	3	3	8	8
	Disciplinary actions, art. 3 law Decree 1/2015	6	6	5	5
	Disciplinary actions for substandard housing	6	22	8	8
Other actions relevant to the defence of rights and other anomalous uses of housing	Disciplinary actions for property harassment*	11	16	24	28
	Disciplinary actions for overcrowding**	3	3	10	11
	Disciplinary actions for not offering social rent	12	17	9	9
Total number of cases and dwellings		76	202	154	171

* It must be considered that after the High Court of Justice of Catalonia sentence no. 802, dated 22 November 2016 no coercive fines are imposed in application of the Central Legal Services guidelines.

**In 2019 the disciplinary action procedure is initiated directly, after offering encouragement measures. No previous DUA is initiated.

Disciplinary actions involving Official Protection Housing [Habitatge de protecció oficial (HPO)]

HPO Disciplinary actions initiated by the Inspection Services Department until 31/12/2020	4,295	Anomalies	727	Rented dwelling	411
				Dwelling occupied by persons other than the owner	200
				Vacant dwelling	68
				Partially rented dwelling	16
				Dwelling not used as primary residence	30
				Use incompatible with dwelling	2
		No anomalies	2,386		
		Void	3		
		Not checked	1,101		
		Disqualified / legal ownership	78		

Cases being processed in terms of disciplinary actions linked to vacant dwellings, until 2020

	Actions connected to vacant dwellings					
	Permanently vacant		Temporary expropriation		No RHBO registration	
	Case	Dwellings	Case	Dwellings	Case	Dwellings
Ciutat Vella	7	23	1	1		
Eixample	11	79				
Sants-Montjuïc	1	1				
Les Corts						
Sarrià - Sant Gervasi	2	2				
Gràcia						
Horta-Guinardó	1	1				
Nou Barris	4	4	3	3		
Sant Andreu	1	17				
Sant Martí	1	1	2	2	1	1<<
TOTAL	28	128	6	6	1	1
TOTAL FOR CITY	35 cases being processed and 135 dwellings					

Cases being processed concerning disciplinary actions linked to a poor state of conservation, until 2020

	Actions related to the poor state of repair the dwellings					
	Conservation orders, art. 4 law Decree 1/2015		Disciplinary actions, art. 3 law Decree 1/2015		Disciplinary actions for substandard housing	
	Case	Dwellings	Case	Dwellings	Case	Dwellings
Ciutat Vella	1	1	1	1	3	14
Eixample						
Sants-Montjuïc					1	1
Les Corts						
Sarrià - Sant Gervasi						
Gràcia						
Horta-Guinardó			2	2		
Nou Barris						
Sant Andreu	2	2	3	3	1	6
Sant Martí					1	1
TOTAL	3	3	6	6	6	22
TOTAL FOR CITY	15 cases being processed and 31 dwellings					

Cases being processed concerning disciplinary actions linked to the defence of rights and other anomalous uses of housing, until 2020

	Actions related to the poor state of repair the dwellings					
	Property harassment		Overcrowding		No offer of social rent	
	Case	Dwellings	Case	Dwellings	Case	Dwellings
Ciutat Vella	5	5	3	3	3	3
Eixample	2	7				
Sants-Montjuïc	2	2			1	6
Les Corts						
Sarrià - Sant Gervasi						
Gràcia	1	1			1	1
Horta-Guinardó					5	5
Nou Barris					1	1
Sant Andreu	1	1				
Sant Martí					1	1
TOTAL	11	16	3	3	12	17
TOTAL FOR CITY	26 cases being processed and 36 dwellings					

• 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 refurbishing policy to address the most vulnerable groups and areas in a proactive way. This process has included drawing up the Neighbourhood Plan and defining the highly complex properties programme, that proactively assists and accompanies 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 conditioning grants to compliance with rental terms set out in the Urban Rental Act [Llei d'Arrendaments Urbans (LAU)] and with rental price index prices.

Effects of the pandemic

The effects of the pandemic were noticed in this aid, not only in terms of the effects of the lockdown, but also the associated restrictions, which affected in-person attention and the possibilities for households to carry out renovation processes.

Data

	2017	2018	2019	2020	2017-2020
Total amount subsidised for renovations	€31,425,039	€32,338,957	€21,047,048	€16,448,678	€101,259,721

Call for applications for 2020: Total number of cases approved for renovation grants

District	Disciplinary actions	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	63	7	472	€2,776,886.16	€5,873,817.45
Eixample	71	0	752	€1,167,659.78	€3,699,832.20
Sants-Montjuïc	71	7	481	€1,386,291.95	€3,715,393.39
Les Corts	13	0	73	€179,793.46	€682,604.50
Sarrià - Sant Gervasi	37	0	221	€594,348.62	€1,994,083.46
Gràcia	64	0	300	€784,801.95	€2,297,008.66
Horta-Guinardó	96	27	661	€1,847,485.50	€4,036,244.20
Nou Barris	96	77	717	€2,974,838.76	€6,495,490.86
Sant Andreu	70	96	365	€2,435,693.59	€3,949,527.19
Sant Martí	79	60	737	€2,300,878.01	€4,139,903.52
TOTAL	660	274	4,779	€16,448,678.78	€36,883,905.43

Call for applications for 2020: Communal elements. Total cases approved

District	Disciplinary actions	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	31	0	390	€1,026,537.30	€3,388,408.75
Eixample	36	0	717	€746,866.97	€3,265,334.44
Sants-Montjuïc	36	0	439	€844,081.60	€2,988,241.90
Les Corts	4	0	64	€100,733.88	€603,544.92
Sarrià - Sant Gervasi	31	0	215	€503,029.33	€1,902,762.87
Gràcia	23	0	259	€403,119.73	€1,912,059.34
Horta-Guinardó	44	10	594	€940,869.76	€3,102,592.91
Nou Barris	31	0	570	€815,415.59	€3,972,697.12
Sant Andreu	19	5	285	€519,149.75	€1,658,205.48
Sant Martí	26	0	604	€494,805.62	€2,145,537.02
TOTAL	281	15	4,137	€6,394,609.53	€24,939,384.75

Call for applications for 2020: Housing Pool Home interiors Total cases approved

District	Disciplinary actions	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	23	0	23	€440,133.61	€495,048.71
Eixample	15	0	15	€265,822.48	€279,527.43
Sants-Montjuïc	21	0	21	€399,783.50	€433,297.73
Les Corts	2	0	2	€32,100.00	€32,100.00
Sarrià - Sant Gervasi	3	0	3	€60,000.00	€60,001.30
Gràcia	6	0	6	€76,744.78	€80,011.88
Horta-Guinardó	14	0	14	€217,257.16	€225,946.28
Nou Barris	18	0	18	€299,171.42	€317,872.84
Sant Andreu	16	0	16	€268,277.29	€342,660.66
Sant Martí	18	0	18	€283,594.55	€358,763.74
TOTAL	136	0	136	€2,342,884.79	€2,625,230.57

Call for applications for 2020: Vulnerable housing interiors.* Total cases approved

District	Disciplinary actions	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	5	0	5	€34,726.98	€34,726.98
Eixample	20	0	20	€154,970.33	€154,970.33
Sants-Montjuïc	13	0	13	€85,578.36	€85,578.36
Les Corts	7	0	7	€46,959.58	€46,959.58
Sarrià - Sant Gervasi	3	0	3	€31,319.29	€31,319.29
Gràcia	35	0	35	€304,937.44	€304,937.44
Horta-Guinardó	37	0	37	€324,068.54	€324,068.54
Nou Barris	44	0	44	€385,449.94	€385,449.94
Sant Andreu	32	0	32	€278,154.93	€278,154.93
Sant Martí	31	0	31	€292,353.85	€292,353.85
TOTAL	227	0	227	€1,938,519.24	€1,938,519.24

(*) Cases resolved in 2020 corresponding to the 2018 call.

Call for applications for 2020: High-complexity properties. Total cases approved

District	Disciplinary actions	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	4	7	54	€1,275,488.27	€1,955,633.01
Eixample	0	0	0	€0.00	€0.00
Sants-Montjuïc	1	7	8	€56,848.49	€208,275.40
Les Corts	0	0	0	€0.00	€0.00
Sarrià - Sant Gervasi	0	0	0	€0.00	€0.00
Gràcia	0	0	0	€0.00	€0.00
Horta-Guinardó	1	17	16	€365,290.04	€383,636.47
Nou Barris	3	77	85	€1,474,801.81	€1,819,470.96
Sant Andreu	3	91	32	€1,370,111.62	€1,670,506.12
Sant Martí	0	44	0	€44,988.92	€0.00
TOTAL	12	243	195	€4,587,529.15	€6,037,521.96

Call for applications for 2020: Besòs-Maresme urban complex. Total cases approved

District	Disciplinary actions	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	0	0	0	€0.00	€0.00
Eixample	0	0	0	€0.00	€0.00
Sants-Montjuïc	0	0	0	€0.00	€0.00
Les Corts	0	0	0	€0.00	€0.00
Sarrià - Sant Gervasi	0	0	0	€0.00	€0.00
Gràcia	0	0	0	€0.00	€0.00
Horta-Guinardó	0	0	0	€0.00	€0.00
Nou Barris	0	0	0	€0.00	€0.00
Sant Andreu	0	0	0	€0.00	€0.00
Sant Martí	4	16	84	€1,185,135.07	€1,343,248.91
TOTAL	4	16	84	€1,185,135.07	€1,343,248.91

• 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 home with guarantees and get a tenancy at an affordable price.



1.2.6.1. Evaluation of the data

	2017	2018	2019	2020	2017-2020
Total BHLLB contracts in effect	767	867	920	956	24.64%

Rental Housing Pool	2017	2018	2019	2020
Inclusive agreements	226	165	152	140
New rental contracts	184	191	155	115
Average rental income (€/month)	€560	€576	€602	€659
IBI subsidy	556	471	654	287

The procurement of homes in the years 2018 and 2019 exceeds the capture of homes for those years, since dwellings captured in previous years are procured.

• Programme for assigning private dwellings

It is a public-social collaboration program managed by the Hàbitat3 Foundation to get housing assigned to social rentals. To achieve this, Barcelona City Council guarantees that the rent will be covered (at a price that is 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.

Evolution of the figures

Assignment of dwellings	2017	2018	2019	2020
Signed contracts for granting dwellings to the Pool	250	250	262	314(*)
Average fee for owners (€/month)	€565	€571	€780	€671
Rental contracts				
Dwellings with leases signed as of 31/12	249	244	235	266
Average rent for tenants (€/month)	€145	€145	€156	€131
“Primer la Llar” [Homes First] rental contract programme				
Dwellings with leases signed as of 31/12				21
Average rent for tenants (€/month)				€48

(*) 292 Emergency Committee, and 22 Primer la Llar

1.3. PROJECTS

• Metropolitan Housing Observatory

Structure and presentation

The Metropolitan Housing Observatory of Barcelona [Observatori Metropolità de l'Habitatge de Barcelona (O-HB)] is a supra-municipal instrument headed by Barcelona City Council, the Barcelona Metropolitan Area [Àrea Metropolitana de Barcelona (AMB)], Barcelona 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.

During 2019, the O-HB continued to fine-tune the housing indicators system. Thus, the system has unified indicators based on previously available data and others generated by the O-HB. 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 O-HB 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.

• Habitatge Metròpolis Barcelona

In 2020 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.

Work has continued to promote the procedures needed to set up Habitatge Metròpolis Barcelona, the search for the private partner that will allow this entity to be funded with 50% public capital (25% Barcelona City Council and 25% Barcelona Metropolitan Area) and the other 50% with 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.

2

Access to social housing and managing the public housing stock



2.1. THE 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

A decrease in the volume of registrations recorded in the last year is observed. There are currently 42,114 registered household units, representing a 5.6% decrease on the previous year.

This decrease is due to a reduction in the number of registrations in the registry during the lockdown decreed by the health emergency situation due to COVID-19.

	2017	2018	2019	2020	📉 2017-2020
Current entries	36,577	40,896	44,598	42,114	15.14%

Register of Social Housing Applicants 2020					
	Household units registered	Registered applicants	Total population according to the municipal register of residents as at 1 January.	% of the district population	% on total applicants registered
Ciutat Vella	3,984	8,162	108,331	7.53%	9.83%
Eixample	5,072	8,405	270,694	3.10%	10.12%
Sants-Montjuïc	5,523	10,494	187,584	5.59%	12.64%
Les Corts	1,303	2,086	82,635	2.52%	2.51%
Sarrià - Sant Gervasi	1,502	2,266	151,157	1.50%	2.73%
Gràcia	2,597	4,362	123,651	3.53%	5.25%
Horta-Guinardó	4,712	8,961	174,799	5.13%	10.79%
Nou Barris	5,242	10,763	174,012	6.19%	12.96%
Sant Andreu	4,744	9,103	151,976	5.99%	10.96%
Sant Martí	7,435	13,971	241,691	5.78%	16.83%
* Unregistered persons	n/d	4,454	n/d	n/d	5.36%
TOTAL	42,114	83,027	1,666,530	4.98%	100.00%

• Awarding social housing

During 2020 there were a total of 340 allocations of social housing through the RSHPOB, with 192 of them new-builds and 148 second allocations.

	2017	2018	2019	2020	2017-2020
Allocations of new-builds processed	76	437	412	192	1,117
Second allocations processed	153	213	188	148	702
TOTAL	229	650	600	340	1,819

HPO allocation, 2020											
gen.-des. 20	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	6 3.13%	35 18.23%	92 47.92%	0 0.00%	18 9.38%	0 0.00%	5 2.60%	0 0.00%	17 8.85%	19 9.90%	192
Second allocations processed	18 12.24%	2 1.36%	24 16.33%	8 5.44%	5 3.40%	2 1.36%	19 12.93%	22 14.29%	13 8.84%	35 23.81%	148

• Emergency committee

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

In 2020 the Emergency Committee had less housing due to the effects of the lockdown and pandemic; a total of 153 dwellings have been awarded. At the same time, the number of households that have accessed the service has increased to 210, and the number of cases approved has risen to 720 household units. It goes without saying that this fact led the service to recover other options to accommodate families such as homes for tourist use [Habitatges d'ús turístic (HUT)] that, due to the effects of the crisis, were empty.

	2017	2018	2019	2020	2017-2020
New applications submitted	551	614	486	210	1,861
Applications approved with housing allocated	213	201	202	153	769
Applications approved pending allocation of housing as of 31/12	232	443	599	567	567
Alternative solutions	30	26	11	17	84

2.2. THE PUBLIC HOUSING STOCK MANAGED BY THE IMHAB (DWELLINGS)

The housing stock managed by IMHAB continued to rise significantly during 2020, and by 31 December 2020 the figure reached 8,689 public dwellings. The majority of dwellings (7817) are for rent while the rest (872) are leasehold [Dret de Superfície (DS)].

69% (6016) 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	2020	± 2017-2020
Rented dwellings	7,267	7,450	7,695	7,817	7.57%
DS dwellings	721	762	796	872	20.94%
TOTAL	7,988	8,212	8,491	8,689	8.78%

Characteristics of the housing stock managed as of 31/12/2020

Distribution by district:						
Housing stock managed by the IMHAB as of 31/12/2019	Rental housing stock	%	DS housing stock	%	TOTAL	%
Ciutat Vella	1,941	24.83%	142	16.28%	2,083	23.97%
Eixample	123	1.57%	0	0.0%	123	1.42%
Sants-Montjuïc	974	12.46%	49	5.62%	1,023	11.77%
Les Corts	79	1.01%	0	0.0%	79	0.91%
Sarrià - Sant Gervasi	69	0.88%	0	0.0%	69	0.79%
Gràcia	152	1.94%	47	5.39%	199	2.29%
Horta-Guinardó	478	6.11%	300	34.4%	778	8.95%
Nou Barris	1,518	19.42%	0	0.0%	1,518	17.47%
Sant Andreu	1,266	16.2%	1	0.11%	1,267	14.58%
Sant Martí	1,210	15.48%	333	38.18	1,543	17.76%
* Outside BCN city	7	0.09%	0	0.0%	7	0.08%
TOTAL	7,817	100.0%	872	100.0%	8,689	100.0%

Analysis by owner						
Housing stock managed by the IMHAB as of 31/12/2020	Rental housing stock	%	DS housing stock	%	TOTAL	%
IMHAB	5,144	65.81%	872	100.0%	6,016	69.24%
Barcelona City Council	1,832	23.44%	0	0.0%	1,832	21.08%
INCASÒL	658	8.42%	0	0.0%	658	7.57%
Financial Entities	183	2.34%	0	0.0%	183	2.11%
SAREB	144	1.84%	0	0.0%	144	1.66%
BuildingCenter	38	0.49%	0	0.0%	38	0.44%
BBVA	1	0.01%	0	0.0%	1	0.01%
TOTAL	7,817	100.0%	872	100.0%	8,689	100.0%

Other characteristics of the rental stock managed by IMHAB

Average rental cost 2020:			
Rent in €100 increments	Dwellings	%	
From €0 to €99	1,247	18%	
From €100 to €199	2,371	33%	
From €200 to €299	1,913	27%	
From €300 to €399	806	11%	
From €400 to €499	522	7%	
More than €500	276	4%	
Average rent	€223 per month		

Housing stock managed by the IMHAB with subsidised rent	2017	2018	2019	2020	📈 2017-2020
Housing for senior citizens	1,311	1,340	1,384	1,384	5.57%
Housing with grants from the Social Rental Fund	1,138	1,129	1,014	974	-14.41%
TOTAL	2,449	2,469	2,398	2,358	-3.72%

• **Attention to users of the public housing stock**

The IMHAB office in Barcelona is the meeting space for people awarded public housing and users of the public housing stock to resolve all issues related to housing, premises and parking that the IMHAB currently administers, distributed throughout the city.

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

The number of users of public housing stock attended has increased considerably to 33,139, also as a result of a higher presence of people in their homes due to the effects of the pandemic and citizen security measures.



IMHAB Information and attention office	2017	2018	2019	2020	2017-2020
In-person assistance	9,710	10,119	12,044	14,932	46,805
Telephone assistance	10,083	11,704	7,431	13,805	43,023
Online assistance	5,260	6,052	7,269	15,251	33,832
TOTAL	25,053	27,875	26,744	33,139	123,660

With regard to the virtual platform, or user area, for the people that make up the public housing stock, the usage data for 2020 were:

- Users validated in the user area: 666
- Visits to the user area: 2,367
- Requests submitted to the user area: 231

• 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, during 2020, the IMHAB

allocated a total of 255 dwellings, 89 new-build and 166 second hand. On the other hand, 345 homes have been delivered: 121 new-build and 224 housing units in rotation.

Allocation and delivery of IMHAB dwellings

Allocation of IMHAB dwellings	2017	2018	2019	2020	2017-2020
New-build	198	265	132	89	684
Properties in rotation	299	287	251	166	1,003
TOTAL	497	552	383	255	1,687

Delivery of IMHAB dwellings	2017	2018	2019	2020	2017-2020
New-build	256	245	89	121	711
Properties in rotation	276	380	345	224	1,221
TOTAL	532	625	434	345	1,932

• Inspection and management of the stock

Inspections of the various kinds of IMHAB of housing are carried out to monitor the proper use of dwellings and to keep them in good condition. In 2020, 465 were carried out, half of which (231) constituted flat monitoring tasks.

Appointments have also been given, 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	2020
Citations	49	51	41	17
Inspections	370	392	353	231
Administrative procedures	50	40	50	16
Legal evictions	42	61	87	29
Recovery of dwellings by renunciation	40	45	76	45
Visits	n/d	n/d	79	127
TOTAL	551	589	686	465

• Protection and guardianship of property

It is occasionally necessary to open litigious cases in order to protect the stock managed by IMHAB. During 2020, the number of open litigious cases dropped significantly compared to previous years, with 164. The majority of cases were opened for issues relating to non-payment

Protection and guardianship of housing stock managed by IMHAB	2017	2018	2019	2020
Open litigious cases	305	362	205	164
Dwellings	297	360	198	164
Premises	1	0	4	0
Car parks	7	2	3	0
Closed litigious cases	236	283	243	109
Dwellings	225	279	233	106
Premises	2	1	2	1
Car parks	9	3	8	2
Cases with recovery of the debt in non-payment cases	195	205	148	53
No lawsuit	71	78	75	30
With lawsuit	124	127	73	23
Total debt recovered through cases closed (in €)	€693,802.21	€702,000.28	€570,245.95	€237,926.00
Procedures carried out	29	30	45	17
Occupied dwellings	9	16	25	9
Vacant housing	20	14	20	8
Dwellings recovered*	31	48	61	29

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

Litigious cases opened and closed in 2020 by procedure

Litigious cases	Open	%	Closed	%
Non-payment	132	64.4%	192	79.0%
Non-permitted transfer	2	1.0%	3	1.2%
Death	9	4.4%	5	2.1%
Non use	6	2.9%	4	1.6%
Misuse	5	2.4%	1	0.4%
Precarious	36	17.6%	28	11.5%
Cohousing	0	0.0%	0	0.0%
Term	10	4.9%	5	2.1%
Atypical	5	2.4%	5	2.1%
TOTAL	205	100.0%	243	100.0%

Litigious cases opened and closed in 2020 by procedure

Litigious cases	Open	%	Closed	%
Non-payment	99	60.4%	73	67.0%
Non-permitted transfer	2	1.2%	1	0.9%
Death	13	7.9%	9	8.3%
Non use	4	2.4%	3	2.8%
Misuse	0	0.0%	1	0.9%
Precarious	18	11.0%	13	11.9%
Cohousing	1	0.6%	0	0.0%
Summary guardianship	14	8.5%	1	0.9%
Term	16	3.7%	3	2.8%
Atypical	7	4.3%	5	4.6%
TOTAL	164	100.0%	109	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 SPIMH intervention	2017	2018 (*)	2019	2020	2017-2020
Reception	144	169	143	72	528
Conflict	30	34	21	24	109
Payment arrears	256	275	230	67	828
Disputes and payment arrears	-	-	-	-	-
Evictions	53	34	14	7	108
Regularisation	123	532	287	173	1,115
Monitoring contractual obligations	77	212	15	21	325
Banks	-	-	-	-	-
Rent Grants and Housing Pool	54	25	-	195	274
TOTAL	737	1,281	710	559	3,287

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

• Maintenance and renovation

During 2020 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 that the IMHAB has followed 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 2020

Maintenance and adaptation of the rental stock managed by IMHAB	Dwellings	Amount
Adapting interiors	168	€4,070,071.57
Repairs and maintenance	4,139	
TOTAL	4,307	€4,070,071.57

Extraordinary improvement adaptations

Extraordinary improvement adaptations 2020				
Completed actions				
Type of intervention	Development	Number of dwellings	Amount	
Chromatic renovation and improvement of energy efficiency	Pg Vall d'Hebron, 78	24	866,852.26	
Total finished 2020		24	€866,852	
Regeneration of neighbourhoods, 2020				
Type of intervention	Development	Number of dwellings	Amount	Spanish government
Installation of lift	Carrer Prada, 10	12	123,193.76	Completed (17/6/2020)
Total		12	€123,194	

Renovation of entire properties acquired, 2020

Renovation of entire properties acquired in progress, 2020			
Development	Dwellings	Amount	Spanish government
Robador, 43	7	€931,864.00	Completed
Robador, 33	20	-	In progress
Robador, 25 and 27	13	€1,786,424.11	In progress

Renovation of entire properties acquired, in the pipeline, 2020		
Development	Dwellings ¹	Spanish government
Lancaster, 7, 9, 11	28	Project drafting. Regularisation of occupants finished. Provision for rehousing of occupants outside the property during refurbishing.
Hospital, 116	17	Project drafting. Regularisation of occupants in progress. Provision for rehousing of occupants outside the property during refurbishing.
Rubén Darío, 73	7	Project drafting. Regularisation of occupants finished. Occupant rehousing pending definition.
Aragó, 317	11	Project drafting. Regularisation of occupants in progress. Provision for rehousing of occupants outside the property during refurbishing.
Botella, 16-16B	11	Project drafting.
Ptge. Gaiolà, 15	8	Project drafting. Regularisation of occupants in progress. Provision for rehousing of occupants outside the property during refurbishing.
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 Comte de Barcelona, 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 final number of dwellings in all the properties in the project tender could vary depending on the project awardee. The dwellings planned for the tender have been considered.

2.3. THE PUBLIC STOCK MANAGED BY IMHAB (COMMERCIAL 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 commercial premises, the total number of units managed in 2020 was 517.

	2017	2018	2019	2020
Managed	484	503	511	517

In terms of parking, the total spaces managed in 2020 was 2,953. During this period, 12 sales were made and there were 1,828 spaces leased.

	2017	2018	2019	2020
Managed	2,660	2,795	2,872	2,953
Sales	39	52	15	12
Leases	1,855	1,860	1,834	1,828

• 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 2020, 22 new parking spaces were incorporated into this programme.

	2017	2018	2019	2020
New Aparcaquí atlas	121*	168	119	22

* The department that manages this service has carried out an internal review and there have been changes to the historical series.

3

Promotion of new-builds and acquisitions



3.1. NEW-BUILD PROMOTIONS

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	2020
New-builds delivered	272	270	74	81
New-builds completed	135	28	68	84
New-builds under construction	326	502	602	830
Dwellings in the planning stage (competition + drafting + works bidding)	2,800	2,376	2,522	3,086
TOTAL	3,533	3,176	3,266	4,081

Summary of development of new-builds, listed by operator and status, 2020						
	IMHAB		REPRESENTATIVE OPERATORS		TOTAL	
Spanish government	Promotions	Dwellings	Promotions	Dwellings	Promotions	Dwellings
Handed over	2	81	1	12 shelters	2	81
Completed	2	84	--	--	2	84
Under construction	12	741	4	89	16	830
In the planning stage (competition + drafting + works tender processes)	30	2,197	14	889	44	3,086
TOTAL	46	3,103	18	978	64	4,081

During the 2017-2020 period, 697 dwellings were delivered; by the end of 2020 there were 315 more completed, but not yet delivered; there are a total of 1432 dwellings under construction and 5608 dwellings projected.

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

Handed over

New-build developments delivered, 2020					
Development	Address	District	Operator	Destination	Dwellings
Sancho de Ávila (II stage)	Pl. Dolors Piera, 6	Sant Martí	IMHAB	Building lease	68
Vores Via Augusta FR18.2	Via Augusta, 403	Sarrià	IMHAB	Affordable rent	13
TOTAL					81

Completed

Completed new-build developments, 2020					
Development	Address	District	Operator	Destination	Dwellings
Germanetes LLS	Carrer Comte Borrell, 159	Eixample	IMHAB	Social rent	35
Alí Bei	Carrer Alí Bei, 98B-100-102	Eixample	IMHAB	Elderly people	49 +10 shelters
TOTAL					84



Under construction

New-build developments under construction, 2020					
Development	Address	District	Operator	Destination	Dwellings
Vallcarca AA3 (II stage)	Av. Vallcarca, 95	Gràcia	IMHAB	Social rent	14
Torre Baró, Block F	Av. Escolapi Càncer, 10-12	Nou Barris	IMHAB	Affordable rent	47
Puigcerdà/Maresme	Carrer Puigcerdà, 100-104	Sant Martí	IMHAB	Elderly and Surface right	75
Casernes de Sant Andreu, Ed. C	Pg Torras i Bages, 143	Sant Andreu	IMHAB	Elderly people	152
Bon Pastor G1 (IV stage)	Carrer Salomó, 1-7	Sant Andreu	IMHAB	People affected by urban planning	38
Bon Pastor H1 (IV stage)	Carrer 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)	Carrer Biosca, 20-28	Sant Andreu	IMHAB	People affected by urban planning	60
Bon Pastor I1 (IV stage)	Carrer Novelles, 2-10	Sant Andreu	IMHAB	Social and affordable rent	54
Carrer Espronceda, 133-135	Carrer Espronceda, 133	Sant Martí	COHOUSING	Cohousing	20
Marina Prat Vermell S10 P25	Carrer Ulldecona, 26-28	Sants-Montjuïc	COHOUSING	Cohousing	32
Pg Joan de Borbó Comte de Barcelona, 11	Pg Joan de Borbó Comte de Barcelona, 11	Ciutat Vella	COHOUSING	Cohousing	8
PAU 1 Roquetes - FR 18.1a	Carrer Pla dels Cirerers, 2-4	Nou Barris	COHOUSING	Cohousing	29
Lluís Borrassà	Carrer Lluís Borrassà, 23-25	Sant Martí	IMHAB	Social rent	54
Marina Prat Vermell S10 P24	Carrer Cal Cisó, 49-59	Sants-Montjuïc	IMHAB	Social and affordable rent	108
Germanetes GG	Carrer Viladomat, 142	Eixample	IMHAB	Elderly people	47
TOTAL					830

In the pipeline

New-build developments in the pipeline, 2020							
Development	Address	District	Operator	Destination	Spanish government	Dwellings	
Torre Baró, Block E	Av. Escolapi Càncer, 27-33	Nou Barris	IMHAB	Social rent	Construction tender	31	
MPGM HD Ciutat de Granada	Carrer Ciutat de Granada, 95-97	Sant Martí	IMHAB	Social rent	Project	18	
Illa Glòries	Gran Via, 830-848	Eixample	IMHAB	Affordable rent and Surface rights	Project	238	
MPGM HD Penitents	Ctra. Sant Cugat, 26	Gràcia	IMHAB	Social rent	Construction tender	34	
Porta Trinitat Vella	Ctra. Ribes, 51-65	Sant Andreu	IMHAB	Elderly people and Social Rent	Construction tender	139	
Marina Prat Vermell S8 D1+D2	Carrer Acer, 10	Sants-Montjuïc	IMHAB	Affordable rent and Surface rights	Construction tender	234	
22@Morocco (industrialised promotion)	Carrer Marroc, 180-182	Sant Martí	IMHAB	Affordable rent	Construction tender	45	
22@Pallars (industrialised development)	Carrer Pallars, 477-493	Sant Martí	IMHAB	Affordable rent	Construction tender	34	
Cobega HD1 (industrialised development)	Carrer Binèfar, 22	Sant Martí	IMHAB	Social rent	Construction tender	30	
Cobega HD2 (industrialised development)	Ptge. Arriassa	Sant Martí	IMHAB	Social rent	Construction tender	40	
Casernes de Sant Andreu, Ed. J	Carrer Fernando Pessoa, 53-57	Sant Andreu	IMHAB	Young people	Construction tender	60	
Casernes de Sant Andreu, Ed. A	Carrer Víctor Colomer, 6-12	Sant Andreu	IMHAB	Social rent	Construction tender	84	
Marina Prat Vermell S10 P22	Carrer Ulldecona, 2-10	Sants-Montjuïc	IMHAB	Social rent	Construction tender	72	
MPGM HD Antiga Quirón	Av. Mare de Déu de Montserrat, 5-11	Gràcia	IMHAB	Elderly people	Construction tender	83	+14 shelters
Trinitat Nova UA3 Block E	Carrer Palamós, 81	Nou Barris	IMHAB	Social rent and affordable rent	Project	96	

New-build developments in the pipeline, 2020						
Development	Address	District	Operator	Destination	Spanish government	Dwellings
Trinitat Nova UA3 Block I	Carrer Palamós, 88	Nou Barris	IMHAB	Building lease	Construction tender	67
MPGM HD Veneçuela	Carrer Veneçuela, 96-106	Sant Martí	IMHAB	Elderly people and Social Rent	Construction tender	140 +15 shelters
MPGM Torrent Monges - NH	Carrer General Vives, 4-6	Sarrià - Sant Gervasi	COHOUSING	Cohousing	Land tender	17
Trinitat Nova Block H	Carrer S'Agaró, 33-35	Nou Barris	IMHAB	Affordable rent and Surface rights	Construction tender	83
MPGM Carmel - Ai04 + OE.03	Carrer Murtra, 12-16	Horta-Guinardó	IMHAB	Social rent	Project	21
Roquetes AA3	Via Favència, 271-275	Nou Barris	IMHAB	Affordable rent and Surface rights	Project	104
Presó Trinitat Vella A18.03	Carrer Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	Project	82
Presó Trinitat Vella A18.01	Carrer Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	Project	55
Marina Prat Vermell S10 P15	Carrer Cal Cisó, 44-48	Sants-Montjuïc	HMB	Affordable rent	Scheduled tender	60
Marina Prat Vermell S10 P23	Carrer Ulldecona, 16-24	Sants-Montjuïc	HMB	Affordable rent	Scheduled tender	65
Surroundings of Sagrera PAU1 FR02 UP5	Carrer Sagrera, 52-58	Sant Andreu	HMB	Affordable rent	Scheduled tender	106
PAU2 R5 barracks	Pg Torras i Bages, 136-138	Sant Andreu	HMB	Affordable rent	Scheduled tender	112
MPGM HD Vidal i Barraquer	Av. Cardenal Vidal i Barraquer, 37-43	Horta-Guinardó	IMHAB	Social rent	Project tender	84 +33 shelters
Illa Sibèria FR4	Carrer Badajoz, 11-15	Sant Martí	COMMERCIAL	Affordable rent	Land tender	54

New-build developments in the pipeline, 2020						
Development	Address	District	Operator	Destination	Spanish government	Dwellings
Can Batlló UP5c	Carrer Constitució, 49	Sants-Montjuïc	COOPERATIVE	Affordable rent and Surface rights	Land tender	48
Casernes PAU2 R4-a	Pg Torras i Bages, 126-128	Sant Andreu	COOPERATIVE	Affordable rent and Surface rights	Land tender	80
La Clota LCR -FR 3.2	Av. Estatut de Catalunya, 15-17	Horta-Guinardó	COOPERATIVE	Affordable rent and Surface rights	Land tender	136
Trinitat Nova Block F	Carrer Aiguablava, 74-76	Nou Barris	COHOUSING	Cohousing	Land tender	27
Casernes PAU2 R4-e	Pg Torras i Bages, 130-134	Sant Andreu	COHOUSING	Cohousing	Land tender	35
Can Batlló UP5b	Carrer Constitució, 43	Sants-Montjuïc	COHOUSING	Cohousing	Land tender	45
Alzina / Pl. Manuel Torrente (ATRI)	Carrer Alzina, 6-8	Gràcia	IMHAB	Social rent	Scheduled tender	7
Sant Antoni Maria Claret (ATRI)	Carrer Sant Antoni Maria Claret, 138-146	Eixample	IMHAB	Social rent	Scheduled tender	46
CAP Fort Pienc (Bingo Billares)	G. V. Corts Catalanes, 724-726	Eixample	IMHAB	Social rent	Scheduled tender	112
MPGM Degà Bahí AA1 Edifici A2	Newly created location	Sant Martí	IMHAB	People affected by urban planning	Scheduled tender	23
MPGM Estació de Sants AA 1-c	Carrer Riera de Tena, 54-56	Sants-Montjuïc	IMHAB	People affected by urban planning	Scheduled tender	24
Lisbon	Carrer Lisboa, 63	Horta-Guinardó	IMHAB	People affected by urban planning	Scheduled tender	65
Ferran Junoy / Ciutat d'Asunción	Carrer Ferran Junoy, 104-108	Sant Andreu	IMHAB	Young people	Scheduled tender	150
TOTAL						3,086

3.2. DEVELOPMENTS BY 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-awardee cooperatives have drawn up building plans over the course of 2018 and some have commenced construction.

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 USAGE RIGHTS

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:** Stemming 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.
- **Halting real estate speculation:** Based on acquiring buildings with acquisition operations under way, where it was detected that the aim of refurbishing the building was to raise existing rents and, therefore, there was a risk of the residents being replaced.

TOTAL dwellings acquired 2017-2020				
	2017	2018	2020	2017-2020
Dwellings for purchase or first refusal and pre-emptive rights	185	42	79	504
Dwellings with usage rights	103	26	0	147
TOTAL	288	68	79	651

Detail of the acquisitions of 2020			
	Number of buildings	Number of dwellings	Total price of acquisition
Dwellings for purchase or first refusal and pre-emptive rights	2	79	€12,483,958
“Detached” dwellings		39	€2,790,307.96
Buildings	2	40	€7,086,500.00
Dwellings with usage rights	0	0	-
SAREB		0	-
BuildingCenter		0	-
TOTAL	2	216	€12,628,108

• Entire properties

In 2020 two entire properties were acquired with a total of 40 dwellings:

List of entire properties acquired in 2020					
Address	District	Dwellings	Purchase price	Estimated renovation cost	Purchase route
Pons i Gallarza, 105-117,i Renart, 51	Sant Andreu	8	€745,000.00	€414,000.00	Exercise of appraisal MPGM
Carrer Cal Cisó, 50-58	Sants- Montjuïc	32	€6,341,500.00	-	Exchange / dation in payment
TOTAL		40	€7,086,500.00	€414,000.00	

4

Procurement

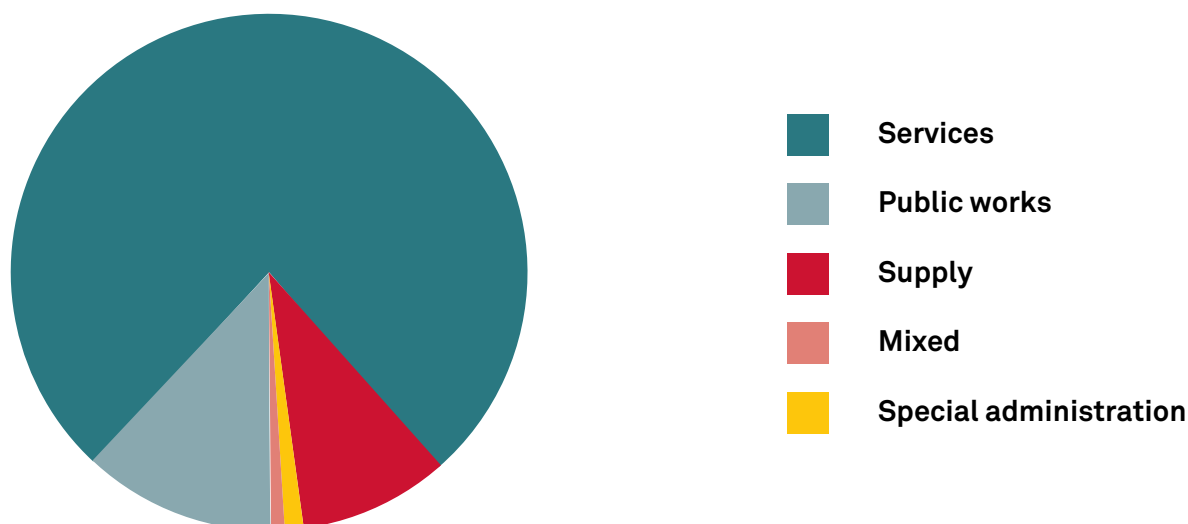


The procurement services have worked in a cross-cutting manner in order to promote the relevant procurement procedures as required by law in order to execute the planned services. In this way, work has been done to offer maximum transparency, resolution and speed in

each of the procurement procedures driven by the institution.

During 2020, 142 procurement cases were opened, listed here by type:

Type of procurement procedures:	
Mixed	1
Public works	17
Services	109
Supply	14
Special administration	1
	142



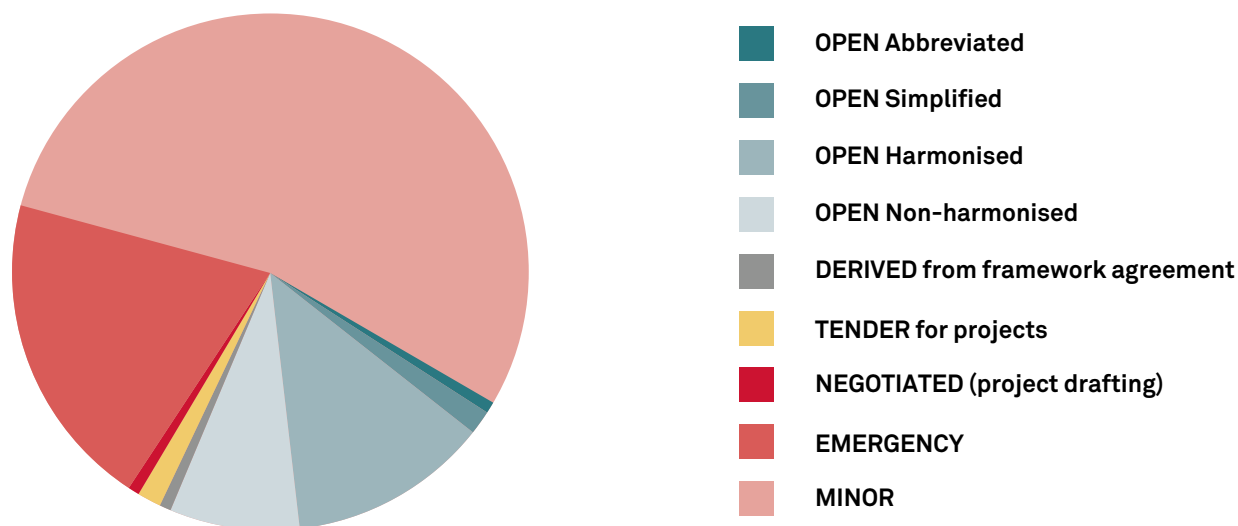
Of the total cases open in 2020, 10 cases were divided into lots:

Number of cases	Type of contract	Total number of lots
10	Services (26) / Construction work (4) / supplies (14)	44

As of 31 December, of the 142 cases opened in 2020, 109 cases had been awarded, 26 were pending award and 7 were cancelled.

According to the tender procedure, they are divided into:

PROCEDURE	OPEN Abbreviated	1
PROCEDURE	OPEN Simplified	2
PROCEDURE	OPEN Harmonised	17
PROCEDURE	OPEN Non-harmonised	11
PROCEDURE	DERIVED From Framework Agreement	1
TENDERS	PROJECT TENDERS	2
PROCEDURE	NEGOTIATED (project drafting)	1
CONTRACT	EMERGENCY	27
CONTRACT	MINOR	73
		135



As well as the 109 cases awarded, 13 contracts were also awarded corresponding to cases initiated in the year 2019.

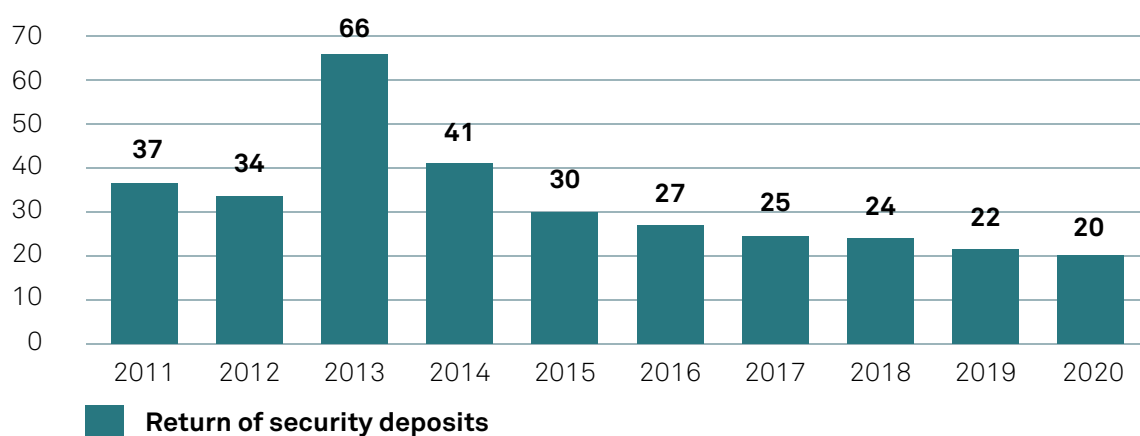
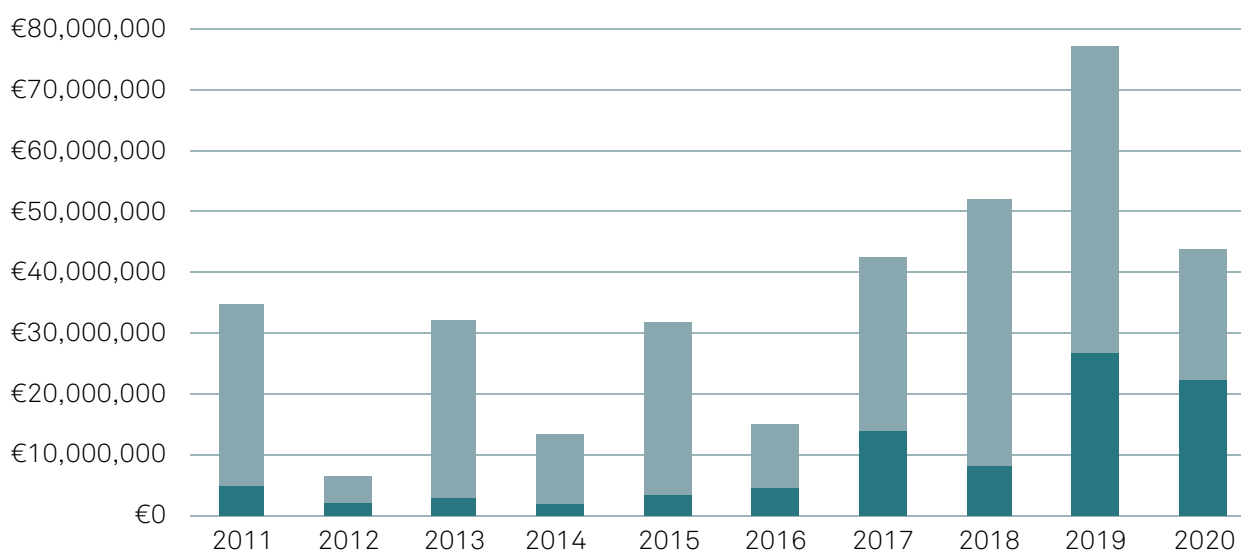
During the 2020 period, 122 contracts were awarded, of which the following data stand out:

TENDER VALUE (including VAT)	€44,225,980.44
AWARD VALUE (including VAT)	€38,994,687.48

With regard to construction contracts, which represent the bulk of procurements in financial terms (84.61% of the total tendered), the average decrease in construction tenders was 11.95%; in the case of services (13.99% of the total tendered), the average decrease was 12.22% and, finally, in the case of supplies (1.40% of the total tendered), the average decrease in tenders was 0.83%.

This Department also processed:

- **The definitive returns of security deposits** provided by contractors, once the corresponding guarantee period elapsed. In 2020, 20 security deposit return requests were processed.
- **Amendments to contracts** awarded in 2020 (1) and previous years (9). 2 construction contract amendments totalling €824,770.16 (including VAT) were processed in 2020; 7 service contract amendments totalling €281,859.54 (including VAT) and the amendment of 1 contract for construction work awarded from BAGURSA totalling €33,768.98 (including VAT). Total amount of the amendments: 1,140,398.68 euros (including VAT).
- **Extensions.** During the year 2020 a total of 37 extensions have been processed, of which 25 correspond to IMHAB services (16 extensions planned for 10,036,214.85 euros, VAT included, and 9 emergency extensions for 432,250.25 euros, VAT included) and 12 in forced extensions from BAGURSA for 2,619,246.48 euros (VAT included).
- **Compensation** arising from the suspension agreements due to COVID-19 corresponding to 4 cases for a total of 23,834.45 euros.



5

Financial management



5.1. BALANCE

Balance as of 31 December 2020 (in euros)

ASSETS	31/12/2020
NON-CURRENT ASSETS	455,895,962.95
Intangible fixed assets	1,924,157.35
IT applications	1,924,157.35
Tangible fixed assets	448,878,428.02
Dedicated housing in use	3,351,869.51
Social centre	5,969,950.27
Rental properties	303,131,290.88
Sites of developments destined for rental	39,759,887.10
Sites of developments for leasehold sale	31,257,421.76
Other assets	987,913.26
Fixed assets under construction	64,420,095.24
Long-term financial investments	5,093,377.58
Credits to third parties	5,025,982.41
Other financial assets	67,395.17
CURRENT ASSETS	169,392,455.20
Stock	61,274,741.71
Completed developments pending sale	15,840,876.66
Developments in progress	26,302,201.13
Sites for developments destined for sale	19,131,663.92
Dwellings under construction for exchange	0.00
Trade and other accounts receivable	71,027,528.82
Clients by sales and service supplies	8,357,691.65
Clients, group companies and associates	62,524,220.16
Personal	2,302.62
Assets for current tax	143,314.39

ASSETS	31/12/2020
CURRENT ASSETS	169,392,455.20
Short-term financial investments	1,289,950.73
Credits to third parties	1,289,950.73
Other financial assets	0.00
Short-term accruals	2,231,623.19
Cash and cash equivalent liquid assets	33,568,610.75
Treasury	33,568,610.75
TOTAL ASSETS	625,288,418.15

NET EQUITY AND LIABILITIES	31/12/2020
NET EQUITY	312,919,028.86
Own funds	52,530,596.67
Heritage	48,805,109.58
Contributions from Barcelona City Council	3,460,886.07
Profit (loss) for the year	264,601.02
Subsidies, donations and legacies received	260,388,432.19
NON-CURRENT LIABILITIES	166,160,598.21
Long-term provisions	0.00
Other provisions	0.00
Long-term payables	165,660,910.54
Payables to credit institutions	165,372,416.55
Other financial liabilities	288,493.99
Liabilities for deferred tax	499,687.67
CURRENT LIABILITIES	146,208,791.08
Short-term provisions	334,673.10
Short-term payables	9,086,431.56
Payables to credit institutions and others	8,529,230.16
Other financial liabilities	557,201.40

NET EQUITY AND LIABILITIES	31/12/2019
CURRENT LIABILITIES	146,208,791.08
Commercial trade and other accounts payable	17,633,434.79
Suppliers	5,105,265.38
Suppliers, group companies and associates	10,717.08
Various creditors	10,122,672.07
Staff, remuneration pending payment	885,925.72
Other debts with public administrations	1,508,854.54
Short-term accruals	119,154,251.63
TOTAL NET EQUITY AND LIABILITIES	625,288,418.15

5.2. PROFIT AND LOSS ACCOUNTS

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

ONGOING OPERATIONS	31/12/2020
Net amount of business turnover	31,873,392.71
Sales	7,898,606.83
Provision of services	
Leases	23,974,785.88
Supplies	-6,641,072.01
Cost of sales	-6,641,072.01
Stock impairment variation	0.00
Other operating income	12,660,398.26
Accessory income and other current management revenue	2,892,491.74
Subsidies of use	9,767,906.52
Staff expenditure	-12,469,704.18
Wages, salaries and similar expenses	-9,674,446.95
Social security contributions	-2,795,257.23
Other operating expenditure	-15,174,467.25
External Services	-13,217,795.37
Taxes	-2,307,421.81
Losses, impairment and variation in supplies for commercial operations	350,749.93
Other current management expenses	0.00
Fixed-asset depreciation	-7,922,428.95
Other results	0.00
RESULT OF USE	2,326,118.58
Financial revenue	281,803.35
From negotiable securities and other financial instruments	281,803.35
From third parties	281,803.35

Financial expenditure	-2,343,320.91
For debts with third parties	-2,343,320.91
FINANCIAL RESULT	-2,061,517.56
PRE-TAX RESULTS	264,601.02
Tax on profits	0.00
RESULTS OF THE FINANCIAL YEAR FROM ONGOING OPERATIONS	264,601.02
INTERRUPTED TRANSACTIONS	31/12/2020
Results from financial year arising from discontinued transactions, net of taxes	0.00
RESULT	264,601.02

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, from 2017 to 2020 the number of IMHAB staff increased by nearly 23%. Additionally, in October 2019 the contracts of 25 professionals from REGESA were subrogated, and they joined the municipal housing team.

	2017	2018	2019	2020	↗ 2017-2020
Total IMHAB employees as of 31/12	194	209	219	239	23.20%

Additionally on 1/10/2029 25 people were subrogated from REGESA.

Distribution of people working at IMHAB as of 31/12/2020			
	Total	Average age	% of women
Managers	4	51.50	25.00%
Department heads	11	52.91	72.73%
Technicians	100	45.78	66.00%
Administration and assistants	98	46.24	69.39%
Other	26	52.13	79.10%
TOTAL	239	48.95	62.44%

Staff subrogated from REGESA 01/10/2019			
	Total	Average age	% of women
Department head	1	50.00	100.00%
Area head	4	55.50	100.00%
Administrative head	3	59.67	66.66%
Senior high-level manager	3	53.33	33.33%
Senior mid-level manager	4	54.75	75.00%
Auxiliary technician	1	42.00	100.00%
Administrative officer 1st class	8	48.88	87.50%
Administrative officer 2nd class	1	36.00	100.00%
Total	25	50.02	

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

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

The year 2020 was so exceptional that we have had to adapt to a new way of working, especially during the period when our archive staff were under lockdown during the state of alarm (from March 14 until partial in-person work returned, at the beginning of June). During the three months of lockdown, thanks to the already digitised documentation, we were able to respond to external inquiries of historical information, as well as to our internal users for the necessary processing.

The number of documentary requests received by the Department during 2020 was around 1900, from both external and internal users, which led to the consultation or loan of about 4000 documents.

Documentary reproductions to cater to these queries (photographs, blueprints, and textual documents) and during the lockdown and remote working period have been over 13000 digitalisations sent to users, eliminating paper reproductions.

In terms of the document transfers that the 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 135 boxes and 739 loose documents to archive in their files.

The most relevant actions regarding definitive treatment and conservation with the maximum guarantees have been made with external support and have consisted in the preparation of a transfer to the Contemporary Municipal Archive of Economic Documentation from 1928 to 2015 (461 boxes).

On the other hand, the project started by the City History Museum for the future Cases Barates Museum, in the neighbourhood of Bon Pastor, with the collaboration of the IMHAB in several programmes (one relating to investigation and research), required the consultation of all the records of the people that occupied these houses (around 785) from when they were built, from the year 1927, to the last occupants that, during the remodelling of the neighbourhood, have gone to the newly built flats, with the fourth phase now completed. From the IMHAB archive service we provided more than a thousand records and documentation in reference to these groups (plans, photographs, etc.), as well as the inventories of the documentation already transferred to the Contemporary Municipal Archive. The documentalist who has worked directly in our offices has been emptying out data and information, which have been collected in a database. We have provided a copy that will be definitive when the documentary project ends and that will help to reconstruct the daily life of several generations of the so-called *Cases Barates* [cheap houses].

Regarding the elimination of documentation according to regulations and communication to the competent bodies of the treated economic series, 167 boxes have been eliminated.

Of the remaining documents certifying the destruction of the contracted social integration company, this year there have been a total of ,065 kilograms collected in 245 containers.

Applications

	Applications	Documents
External users		
External consultation	4	46
Remote Consultation	54	1,000
Subtotal	60	1,046
Internal users		
In person	27	546
Remote Consultation	1,775	651
Loan		1,254
Subtotal	1,802	2,451
TOTAL	1,862	3,497

Copies

Reproductions at the request of users	
Photographs	118
Maps	4
Text	12,881
TOTAL	13,003

Transfers to the Archives

No.	5
Boxes	135
Loose documents	739

Transfer to the Contemporary Municipal Archives

Document series:

Financial documentation	461 boxes
Destruction of surplus documents, copies:	2065 kilograms

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.

During 2020 the Department of Communication had to adapt to the consequences of the pandemic and health security measures. 100% online communication has been prioritised, the exchange of information on paper or tangible media has been dramatically diminished, all variations and modifications to attention services have been reported, and the housing website has been enhanced as an updated meeting space with the utmost accuracy possible.

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



8.1. PRIORITISING ONLINE COMMUNICATION

Careful work has been done to adapt the housing websites with messages about health recommendations, restrictions of face-to-face attention and the incorporation of new communication channels and services that customise remote contact, such as "Housing calls you".

The fluidity of information with the rest of the municipal networks has also been enhanced in order for housing information and services to be explained in a useful and understandable way, and for the contact channels for housing issues to be the easiest possible.

On the website, new sections linked to extraordinary measures have been added as a result of the pandemic and also more extensive sections regarding projects and services, such as the public housing stock user's office.

At the same time, a study of improvement and exploration of innovative mechanisms got under way to turn the website into a more efficient interactive meeting space and to enable its contents and elements to be remodelled.

And, lastly, a project has been set up to launch a housing bulletin for 2021.

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.

- **Housing capture campaign for the Rental Housing Pool:** Maintaining the motto "you have the key", on this occasion the emphasis has been placed on the facilities and the guarantees that it entails to rent a flat through this program and also on the social responsibility that it means to contribute to making Barcelona a fairer city
- **Dwelling purchase and acquisition campaign:** informative campaign about the policy of purchasing dwellings and entire buildings, both the effort and investment it represents for the City Council and the benefits it brings to the public.

In addition, the ongoing dissemination campaigns of all housing services have been continued, with messages that are present across all the usual channels. Online campaigns for renovation grants, rental grants, or increased public housing stock have been generated.

8.3. PUBLICATIONS

- **Qüestions d'Habitatge, 23.** "The Barcelona renovation model". In this issue the publication focusses on the advantages, challenges and potential of renovation as a transformative tool, especially after lockdown and, therefore, after the change of dynamics in people's homes.
- **Reports and balances:** Several reports and balances have been published detailing the management carried out by municipal housing services.

Data

During 2020 the housing portal had 749,748 visits, a figure that represents a very important increase compared to the previous year and that responds to the strengthening of digital channels and the effects of health security measures as a result of the pandemic. This website, together with the CHB and RSHPOB website, is positioned as a digital reference space on the housing subjects.

Visits to the website	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Accumulative
Housing website*	455,483	400,293	375,816	348,243	227,159	228,183	251,247	426,601	466,140	749,748	3,928,913
www.consorci habitatgebcn.cat	177,970	171,600	226,442	190,994	219,510	255,770	347,686	353,249	402,849	309,649	2,655,719
www.registre habitatgebcn.cat	129,334	131,968	138,645	125,299	111,017	99,461	157,599	176,053	197,010	162,082	1,428,468
Total	762,787	703,861	740,903	664,536	557,686	583,414	756,532	955,903	1,065,999	1,221,479	8,013,100

The statistics system has changed since October 2013, eliminating visits that include internet bots. There is a drop of about 20% in the number of visits.

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 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.

B Institut Municipal
de l'Habitatge
i Rehabilitació



**Ajuntament
de Barcelona**