

MEMÒRIA 2022

Barcelona Municipal
Institute of
Housing and
Renovation

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Services for city residents



1.1. HOUSING OFFICE NETWORK

The Barcelona Housing Offices (HO) are places where city residents 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, which comprises the Government of Catalonia and Barcelona City Council, although these services are provided by the Barcelona Municipal Institute of Housing and Renovation (IMHAB).

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

In 2022, the number of services offered by the Housing Office Network remained similar to that of 2021. The most frequent type of services were related to housing payment grants and Officially Protected Social Housing Applicants Register procedures. In all, the HOs carried out 173,122 actions

	Renovation	Registration and allocations	Grants for housing payments	Housing pool	Decent use of housing	Habitability certificates	Other housing issues	TOTAL
Ciutat Vella	572	2,705	4,859	605	1,404	781	1,836	12,762
Eixample	146	1,488	3,997	386	1,181	86	274	7,558
Sants-Montjuïc	456	1,637	4,125	334	1,270	703	752	9,277
Les Corts	123	966	3,202	243	499	154	858	6,045
Sarrià-Sant Gervasi	93	453	1,318	82	311	102	82	2,441
Gràcia	442	1,021	3,265	193	951	664	161	6,697
Horta-Guinardó	353	1,738	3,642	489	1,227	470	119	8,038
Nou Barris	163	2,362	5,316	646	1,599	49	1,061	11,196
Zona Nord Nou Barris	2	306	315	49	20	1	30	723
Sant Andreu	413	1,894	3,272	351	736	582	90	7,338
Sant Martí	186	4,388	5,855	724	1,337	243	598	13,331
TOTAL	2,949	18,958	39,166	4,102	10,535	3,835	5,861	85,406

2022	All HO	2022	All HO
Total face-to-face processes	85,406	Rental email processes	43,888
HO email processes	35,774	HAB-ET calls from HO	8,054
Total			173,122

1.2. HOUSING SERVICES AND GRANTS

The IMHAB manages most of the resources for protecting Barcelona citizens' 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

Financial aid is available to city residents through the Barcelona Housing Consortium, which is managed by the IMHAB, when they have difficulty meeting their housing payments. 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 Catalan Government and the Spanish State.



Evolution of the subsidy allocation figures

Cases approved per year	2017	2018	2019	2020	2021	2022
Fair rent	1,949	1,767	1,496	462	421	363
Rent-payment subsidies for the elderly				1,127	1,218	1,347
Particularly urgent cases	519	300	225	773	1,184	702
Rent subsidies	4,935	5,338	4,399	4,120	5,360	4,806
BHC rent-payment grants	2,283	2,169	2,137	2,165	2,403	1,445
Compensation for property owners						138
Bo Jove						1,873
Rent-payment subsidies for young people						2,835
TOTAL	9,686	9,574	8,257	8,647	10,586	13,509
Budget	€ 24,140,295	€ 23,878,495	€ 21,283,022	€ 23,068,446	€ 27,312,968	€ 41,116,52

• Other subsidies

There are other subsidy programmes, such as those for the inclusion of housing in the Barcelona Rental Housing Pool (228 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 Offices.

Subject of the advice	2017	2018	2019	2020	2021	2022
Rent	11,375	11,315	10,222	7,230	7,471	5,942
Community of property owners	1,707	1,099	1,079	501	130	73
Purchase	215	98	99	82	3	12
Harassment	51	35	41	19	20	11
Ofideute ⁽¹⁾	272	153	120	38	53	23
Rent mediation ⁽²⁾	1556 ⁽³⁾	1520 ⁽⁴⁾	1273 ⁽⁵⁾	825 ⁽⁶⁾	1245 ⁽⁷⁾	890 ⁽⁸⁾
TOTAL	15,176	14,220	12,834	8,695	8,922	6,951

(1) Under way since July 2012. The figure corresponds to the number of cases initiated per year.

(2) Under way since October 2012.

(3) Includes 319 situations analysed.

(4) Includes 331 situations analysed.

(5) Includes 334 situations analysed.

(6) Includes 143 situations analysed.

(7) Includes 243 situations analysed.

(8) Includes 192 situations analysed.

• Anti-Residential Exclusion Unit

The basic function of the IMHAB's Anti-Residential Exclusion Unit (UCER) is to take proactive action to prevent and deal with evictions. To that end, it centralises information about eviction processes in the city, activates mediation processes to prevent evictions, assists people affected through the Intervention Service for Situations of Housing

Loss and Squatting (SIPH0), and mediates in cases of economic vulnerability where squatting becomes precarious. In 2022, SIPHO supported a total of 4,657 people, of whom 1,531 were minors.

Evaluation of actions and comparison

	2017	2018	2019	2020	2021	2022	2017–2022
New cases attended to by the SIPHO	2,351	2,270	2,288	1,668	2,267	1,881	12,725

Total number of people affected	Adults	Minors	Total (*)
Ciutat Vella	490	189	679
Eixample	293	128	421
Sants-Montjuïc	396	205	601
Les Corts	95	27	122
Sarrià-Sant Gervasi	65	33	98
Gràcia	120	61	181
Horta-Guinardó	399	171	570
Nou Barris	511	340	851
Sant Andreu	341	189	530
Sant Martí	416	188	604
TOTAL	3,126	1,531	4,657

(*) Corresponding to cases from January to December 2022

Total solutions cases	Emergencies or Contingencies Committee	Grants mediation	Social rental	Residential resource	Mediation pool	Reallocation pool	Own solution	Total (*)
TOTAL	212	62	131	259	36	51	1,462	2,213

(*) Analysis of the definitive solutions reported in 2022

• 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 city districts to coordinate action by the districts and the Discipline Anti-Harassment Unit. The ongoing penalty proceedings 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.



Total number of housing discipline cases in progress or filed up to 2022

		In progress		Filed	
Types of housing discipline action		Case	Dwel.	Case	Dwel.
Permanently unoccupied	Vacant dwelling declaration	65	65	24	30
	Disciplinary proceedings for permanently unoccupied dwellings:	8	16	43	67
	Expropriation of vacant dwellings (Act 4/2016)	4	4	12	12
	Disciplinary proceedings for failure to register with the Register of Vacant and Occupied Homes	-	-	6	6
Total permanently unoccupied dwellings		77	85	85	115
Conservation orders (Decree 1/2015)		3	3	8	8
Total conservation orders (Decree 1/2015)		3	3	8	8
Disciplinary proceedings DL 1/2015		3	3	8	8
Total disciplinary proceedings DL 1/2015		3	3	8	8
Mobbing/Property discrimination		6	11	15	16
Total mobbing/property discrimination		6	11	15	16
Improper use of social housing		6	6	241	243
Total improper use of social housing		6	6	241	243
Substandard housing	Declaration of substandard housing	9	10	8	8
	Disciplinary proceedings for substandard housing	7	7	6	6
Total substandard housing		16	17	14	14
Overcrowding		4	4	2	2
Total overcrowding		4	4	2	2
No offer of social rent		20	20	40	45
Total no offer of social rent		20	20	40	45
Guarantee the rental or established price	Non-compliance with the obligation to publish the reference index	9	-	24	-
	Non-compliance with the legal rental price	1	1	7	7
Total guarantee the rental or established price		10	1	31	7
Non-compliance with the obligation to keep 30% for social housing (HPO)		-	-	-	-
Total non-compliance with the obligation to keep 30% for social housing (HPO)		0	0	0	0
Total number of cases and dwellings		145	150	444	458



• 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.

A new feature that should be mentioned here is the investment of €4.86M from the Next Generation funds. To achieve these objectives, over the last few years it has been necessary to reformulate the city's renovation policy in order to proactively address the most vulnerable groups and areas.

This process has included drawing up the Neighbourhood Plan and the highly complex properties programme, which proactively assists and accompanies communities in improving their buildings.

The annual call for applications has also been reinforced with the creation of grants for improving housing interiors, aimed at vulnerable groups, and conditioning grants to comply with rental terms set out in the Urban Rental Act (LAU) and with rental price index prices.

Effects of the pandemic

The effects of the pandemic on these grants could be seen not only in terms of the effects of lockdown but also the associated restrictions, which hindered in-person attention and made it difficult for households to carry out renovation processes.

• New features of the call

The main novelty in the 2022 call for renovation grants is the incorporation of specific programmes for the most vulnerable families and communities. And a standout example of these is the Highly Complex Properties Programme in the Neighbourhood Plan, which is designed to renovate properties that do not benefit from the grants in ordinary calls because of their socio-economic situation.

Besides that, urban renewal programmes have been launched in areas such as the Besòs and Canyelles to improve the surroundings and quality of life of their inhabitants.

In the case of vacant housing and vertical properties, there is a condition attached to the grants: that for five years they must be included in the city's Affordable Rentals Pool. The goal of this change is to boost the supply of affordable housing. Moreover, the amount of money available for improving the living conditions in flats included in Barcelona's Rental Pool has increased, with grants of up to €20,000.

In fact, increasing the renovation grants for including flats in the Affordable Rental Pool to €20,000 has been a key factor in getting hold of affordable housing. A total of 167 grants linked to this initiative were awarded in 2022, thus facilitating a bigger supply of affordable rental housing in the city.

And to drive the renovation programmes, especially the New Generation funds, the Barcelona Renovation Office (ORB) has been opened. This office facilitates access to renovation grants and offers advice on the interventions that need to be carried out. It also has a specific team for issuing renovation permits, which speeds up the procedures for getting the grants.

Data

	2017	2018	2019	2020	2021	2022	2017–2022
Total amount subsidised for renovations	€31,425,039	€32,338,957	€21,047,048	€16,448,678	€18,988,039	€10,624,102.98	€130,871,863

Call for applications for 2022. Total number of cases approved for renovation grants					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	52	2	241	€981,840.74	€1,938,624.63
Eixample	76	0	501	€1,492,772.66	€4,599,268.80
Sants-Montjuïc	103	0	478	€1,568,082.94	€3,412,380.75
Les Corts	19	0	93	€263,789.77	€524,141.20
Sarrià-Sant Gervasi	29	0	217	€434,864.43	€1,155,590.05
Gràcia	54	0	164	€720,819.78	€1,566,180.32
Horta-Guinardó	117	1	501	€1,839,036.08	€3,675,124.44
Nou Barris	124	5	380	€1,777,596.23	€3,432,313.97
Sant Andreu	64	0	119	€648,406.36	€886,441.39
Sant Martí	80	0	302	€896,893.99	€1,721,755.28
TOTAL	718	8	2,996	€10,624,102.98	€22,911,820.83



Call for applications for 2022. Communal elements. Total cases approved					
District	Cases	Social cohesion	Dwellings	Subsidy	Budget
Ciutat Vella	19	2	210	€547,886.01	€1,464,374.04
Eixample	30	-	455	€955,055.09	€4,017,144.62
Sants-Montjuïc	28	-	403	€672,262.59	€2,334,597.44
Les Corts	3	-	77	€74,007.33	€306,070.50
Sarrià-Sant Gervasi	15	-	203	€291,840.81	€998,219.50
Gràcia	14	-	124	€328,143.40	€1,173,300.23
Horta-Guinardó	28	1	413	€895,368.56	€2,690,176.55
Nou Barris	22	5	283	€726,179.04	€2,312,073.23
Sant Andreu	6	-	61	€96,976.62	€315,143.26
Sant Martí	12	-	234	€239,919.25	€1,011,800.08
TOTAL	177	8	2,463	€4,827,638.70	€16,622,899.45

Call for applications for 2022. Housing pool home interiors. Total cases approved			
District	Applications/dwellings	Subsidy	Budget
Ciutat Vella	16	€318,413.32	€358,709.18
Eixample	15	€296,527.42	€340,934.03
Sants-Montjuïc	30	€558,155.29	€740,118.25
Les Corts	5	€99,558.44	€127,846.70
Sarrià-Sant Gervasi	3	€60,000.00	€74,346.93
Gràcia	7	€137,631.65	€137,835.36
Horta-Guinardó	28	€500,964.08	€542,244.45
Nou Barris	32	€561,328.68	€630,152.23
Sant Andreu	9	€175,770.02	€195,638.41
Sant Martí	22	€344,607.46	€397,587.92
TOTAL	167	€3,052,956.36	€3,545,413.46

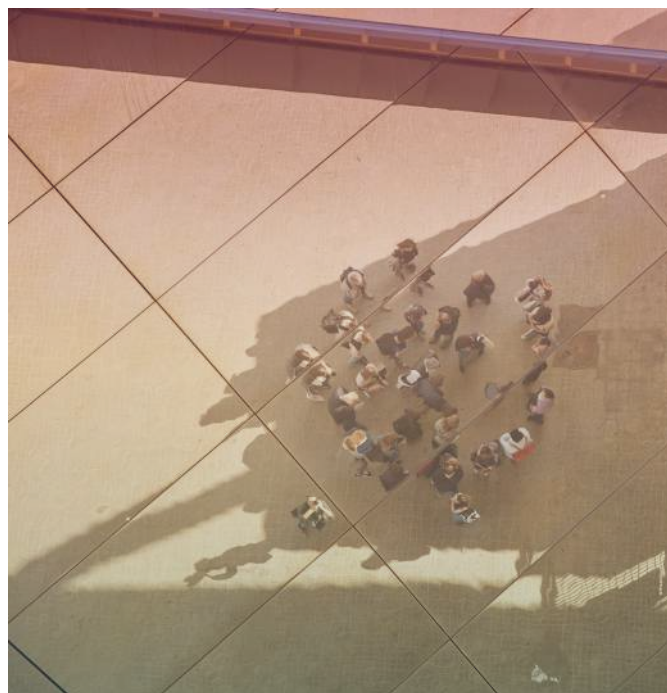


Call for applications for 2022. Vulnerable housing interiors.* Total cases approved			
District	Applications/dwellings	Budget	Subsidy
Ciutat Vella	15	€115,541.41	€115,541.41
Eixample	31	€241,190.15	€241,190.15
Sants-Montjuïc	45	€337,665.06	€337,665.06
Les Corts	11	€90,224.00	€90,224.00
Sarrià-Sant Gervasi	11	€83,023.62	€83,023.62
Gràcia	33	€255,044.73	€255,044.73
Horta-Guinardó	60	€442,703.44	€442,703.44
Nou Barris	65	€490,088.51	€490,088.51
Sant Andreu	49	€375,659.72	€375,659.72
Sant Martí	46	€312,367.28	€312,367.28
TOTAL	366	€2,743,507.92	€2,743,507.92

• 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.



Data

	2017	2018	2019	2020	2021	2022	2017-2022
Total BHLB contracts in force	767	867	920	956	1,085	1,223	59.45%

Rental Housing Pool	2017	2018	2019	2020	2021	2022
Inclusive agreements	226	165	152	140	167	245
New rental contracts	184	191	155	115	235	258
Average rental income (€/month)	€560	€576	€602	€659	€634	€621
IBI subsidy	556	471	654	287	262	276

The leasing of homes in 2018, 2019, 2021 and 2022 exceeds the number "captured" in the same year, as the flats leased were added to the pool in previous years

• Programme for assigning private dwellings

This is a public-social collaboration programme 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	2021	2022
Contracts signed assigning dwellings to the Pool	250	250	262	314	403 ⁽¹⁾	424 ⁽²⁾
Average rent for owners (€/month)	€565	€571	€780	€671	€734	€805
Rental contracts						
Dwellings with leases signed as of 31/12	249	244	235	266	328	338
Average rent for tenants (€/month)	€145	€145	€156	€131	€126	€126
Homes First rental contract programme				2020	2021	2022
Dwellings with leases signed as of 31/12				21	37	49
Average rent for tenants (€/month)				€48	€53	€52
HUT lease agreement programme				2020	2021	2022
Temporary housing units as of 31/12				85	130	130
Temporary housing with leases signed as of 31/12				21	117	72

(1) 358 Emergency Committee, and 45 Homes First
 (2) 373 Emergency Committee, and 51 Homes First

1.3. PROJECTS

• Metropolitan Housing Observatory

Structure and presentation

The Barcelona Metropolitan Housing Observatory (O-HB) is a supra-municipal instrument headed by Barcelona City Council, the Barcelona Metropolitan Area (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 matter in the metropolitan area.

During 2022, the O-HB has 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 and reports on housing in the metropolitan area and the city is provided through the data viewer available online.

The indicators used are structured as follows: people and households; housing stock; construction and renovation; housing market; problems with permanence; and housing policies. Thanks to the quality of the indicators, the O-HB produces annual reports that break down the housing situation in the AMB. In 2022, it studied rental supply and demand by quarter, the housing situation during the pandemic, potential renovation strategies and so on.





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 in Catalan) is the legal instrument for accessing officially protected housing (HPO) or housing with special services for groups with special needs in Barcelona. Any household looking for one of these types of housing must register with the RSHPOB.

• Data and evolution

A decrease can be seen in the number of registrations recorded in the last year. There are currently 30,257 registered household units, a figure representing a 17% decrease from 2017.

This decrease is due to the change in the regulations regarding the renewal of applications registered with the RSHPO, which will be done every year rather than every three years.

	2017	2018	2019	2020	2021	2022	2017–2022
Current entries	36,577	40,896	44,598	42,114	30,763	30,257	-17.28%

Register of Social Housing Applicants 2022					
	Household units registered	Registered applicants	Total population according to the municipal register of residents as of 1 January	% of the district population	% of all registered applicants
Ciutat Vella	2,743	5,748	106,028	5.4%	9.5%
Eixample	3,546	5,860	266,857	2.2%	9.7%
Sants-Montjuïc	3,672	6,982	183,770	3.8%	11.5%
Les Corts	874	1,436	81,074	1.8%	2.4%
Sarrià-Sant Gervasi	927	1,422	148,201	1.0%	2.3%
Gràcia	1,732	2,878	121,915	2.4%	4.8%
Horta-Guinardó	3,338	6,232	172,109	3.6%	10.3%
Nou Barris	4,297	8,728	170,736	5.1%	14.4%
Sant Andreu	3,595	6,889	149,826	4.6%	11.4%
Sant Martí	5,533	10,490	239,465	4.4%	17.3%
*Unregistered persons	n/a	3,861	n/a	n/a	6.4%
TOTAL	30,257	60,526	1,639,981	3.7%	100.00%

• Allocating social housing

A total of 447 social housing allocations were made through the RSHPOB in 2022, of which 244 were new-builds and 203 were second allocations.

	2017	2018	2019	2020	2021	2022	2017–2022
Allocations of new-builds processed	76	437	412	192	173	244	1,534
Second allocations processed	153	213	188	148	229	203	1,134
TOTAL	229	650	600	340	402	447	2,668

HPO allocation, 2022											
Jan-Dec 22	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	0	1	52	0	2	9	0	0	0	180	244
	0.0%	0.4%	21.3%	0.0%	0.8%	3.7%	0.0%	0.0%	0.0%	73.8%	
Second allocations processed	25	8	33	13	8	3	25	32	24	32	203
	12.3%	3.9%	16.3%	6.4%	3.9%	1.5%	12.3%	15.8%	11.8%	15.8%	

• 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 2022, although the Emergency Committee had fewer flats available, a total of 263 were awarded. At the same time, a further 403 cohabitation units accessed the system and 1,260 applications were accepted. That reflects the effort made to respond to current needs despite the limited availability of housing.

2. ACCESS TO SOCIAL HOUSING AND MANAGING THE PUBLIC HOUSING STOCK

	2017	2018	2019	2020	2021	2022	2017–2022
New applications submitted	551	614	486	210	450	403	2,714
Applications approved with housing allocated	213	201	202	153	228	263	1,260
Applications approved pending allocation of housing as of 31/12	232	443	599	567	610 ⁽¹⁾	671 ⁽²⁾	671
Alternative solutions	30	26	11	17	42	25	151

(1) In addition, in 59 cases, the people were temporarily housed in a tourist let (HUT)

(2) In addition, in 24 cases, the people were temporarily housed in a tourist let (HUT)



2.2. THE PUBLIC HOUSING STOCK MANAGED BY THE IMHAB – DWELLINGS

The housing stock managed by IMHAB continued to grow significantly during 2022, and by 31 December had reached a figure of 9,553 public dwellings. Most of these (8,656) are for rent while the rest (897) are surface-right based.

68% (6496) 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	2021	2022	2017–2022
Rented dwellings	7,267	7,450	7,695	7,817	8,200	8,656	19.11%
Surface-right dwellings	721	762	796	872	872	897	24.41%
TOTAL	7,988	8,212	8,491	8,689	9,072	9,553	19.59%

Characteristics of the housing stock managed as of 31/12/2022:

Housing stock managed by the IMHAB as of 31/12/2022	Rental housing stock	%	DS housing stock	%	TOTAL	%
Ciutat Vella	1,973	22.79%	140	15.61%	2,113	22.12%
Eixample	283	3.27%	0	0.0%	283	2.96%
Sants-Montjuïc	1,093	12.63%	49	5.46%	1,142	11.95%
Les Corts	79	0.91%	0	0.0%	79	0.83%
Sarrià-Sant Gervasi	71	0.82%	0	0.0%	71	0.74%
Gràcia	179	2.07%	48	5.35%	227	2.38%
Horta-Guinardó	507	5.86%	298	33.22%	805	8.43%
Nou Barris	1,784	20.61%	0	0.0%	1,784	18.67%
Sant Andreu	1,290	14.90%	1	0.11%	1,291	13.51%
Sant Martí	1,390	16.06%	361	40.25%	1,751	18.33%
*Outside BCN city	7	0.08%	0	0.0%	7	0.07%
TOTAL	8,656	100.0%	897	100.0%	9,553	100.0%

Analysis by owner:						
Housing stock managed by the IMHAB as of 31/12/2022	Rental housing stock	%	DS housing stock	%	TOTAL	%
IMHAB	5,599	64.68%	897	100.0%	6,496	68.00%
Barcelona City Council	2,215	25.59%	0	0.0%	2,215	23.19%
INCASÒL	658	7.60%	0	0.0%	658	6.89%
Financial Entities	184	2.13%	0	0.0%	184	1.93%
SAREB	145	1.68%	0	0.0%	145	1.52%
BuildingCenter	38	0.44%	0	0.0%	38	0.40%
BBVA	1	0.01%	0	0.0%	1	0.01%
TOTAL	8,656	100.0%	897	100.0%	9,553	100.0%

Other characteristics of the rental stock managed by IMHAB

Average rental cost 2022:	
Rent in €100 increments	%
From €0 to €99	14%
From €100 to €199	27%
From €200 to €299	30%
From €300 to €399	14%
From €400 to €499	8%
More than €500	7%

Average rent

Housing stock managed by the IMHAB with subsidised rent	2017	2018	2019	2020	2021	2022	2017–2022
Housing for senior citizens	1,311	1,340	1,384	1,384	1,433	1,433	9.31%
Housing with grants from the Social Rental Fund	1,138	1,129	1,014	974	961	1,503	32.07%
TOTAL	2,449	2,469	2,398	2,358	2,394	2,936	19.89%

• Assistance for users of the public housing stock

The Barcelona Municipal Institute of Housing and Renovation office is the meeting point for people allocated public housing and users to resolve any issues relating to housing, business premises and parking, currently administered by the IMHAB and spread throughout the city.

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

In recent years, there has been a significant increase in the number of services they have provided. In fact, the number in 2022 was nearly double that of 2017, at almost 45,000.

Between 2017 and 2022, the IMHAB Help and Information Office on Housing and Renovation dealt with a total of 219,499 requests. This positive trend in the support service is reflected in the different kinds of support provided: 78,956 were dealt with in person, 65,675 by phone and 74,868 by means of online formats.

This generally positive trend indicates growing demand and more confidence in the services offered by the IMHAB, and particularly how important they are in helping the public in the area of housing and renovation.

Help and Information Office	2017	2018	2019	2020	2021	2022	2017–2022
In-person assistance	9,710	10,119	12,044	14,932	16,252	15,899	78,956
Telephone assistance	10,083	11,704	7,431	13,805	12,567	10,085	65,675
Online assistance	5,260	6,052	7,269	15,251	21,236	19,800	74,868
TOTAL	25,053	27,875	26,744	43,988	50,055	45,784	219,499

• 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.



• Inspection and management of the stock

In order to monitor the proper use of IMHAB dwellings and to keep them in good condition, various types of inspections are carried out. In 2022, 460 were carried out, half of which (234) constituted flat monitoring tasks.

A new feature of the system since 2021 is that “Summonses” are no longer part of inspection and management of the public housing stock. Users have also been accompanied on visits to the

dwellings they have been allocated, received help in recovering their homes, and assisted in administrative or legal evictions. Moreover, these visits are done by a management support team. Consequently, they are now a residual function of inspection.

	2017	2018	2019	2020	2021	2022
Summonses*	49	51	41	17	0	0
Inspections	370	392	353	231	333	234
Administrative evictions	50	40	50	16	12	16
Legal evictions	42	61	87	29	16	43
Recovery of dwellings by renunciation	40	45	76	45	46	71
Visits	n/a	n/a	79	127	136	67
TOTAL	551	589	686	465	543	460

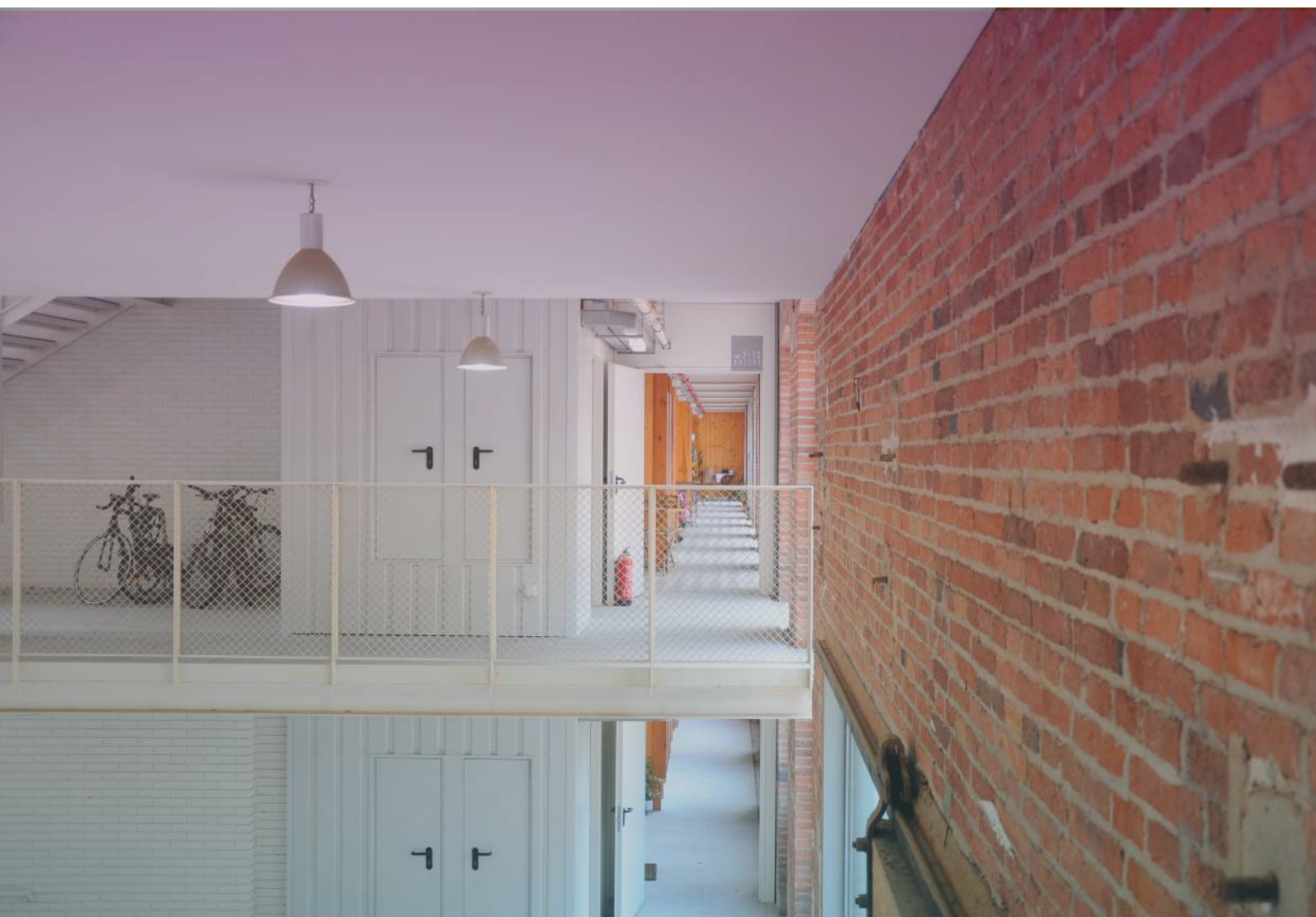
• Protection and guardianship of property

It is occasionally necessary to open litigious cases in order to protect the stock managed by the IMHAB. During 2022, the number of open litigious cases dropped significantly compared to previous years, to 54. The main cause for which cases were opened was precarious occupation.

Protection and guardianship of housing stock managed by the IMHAB	2018	2019	2020	2021	2022
Ongoing litigious cases	362	205	164	67	54
Dwellings	360	198	164	67	53
Commercial premises	0	4	0	0	1
Car parks	2	3	0	0	0
Closed litigious cases	283	243	109	73	110
Dwellings	279	233	106	70	104
Commercial premises	1	2	1	2	4
Car parks	3	8	2	1	2
Cases with recovery of the debt in non-payment cases	205	148	53	21	41
No lawsuit	78	75	30	10	20
With lawsuit	127	73	23	11	21
Total debt recovered through cases closed (in €)	€702,000.28	€570,245.95	€237,926.00	€123,330.95	n/a
Evictions carried out	30	45	17	14	36
Occupied dwellings	16	25	9	6	21
Vacant housing	14	20	8	8	15
Dwellings recovered*	48	61	29	22	n/a

Litigious cases ongoing and closed in 2022 by procedure

Litigious cases	Ongoing	%	Closed	%
Non-payment	11	21%	41	38%
Non-permitted transfer	1	2%	1	1%
Death	7	13%	13	12%
Non use	0	0%	1	1%
Misuse	0	0%	0	0%
Precarious	23	43%	28	26%
Summary guardianship	4	8%	10	9%
Cohousing	0	0%	0	0%
Term	2	4%	9	8%
Atypical	5	9%	6	6%
TOTAL	53		109	



• Public Housing Prevention, Intervention and Mediation Service (SPIMH)

The work of the Prevention, Intervention and Mediation Service (SPIMH in Catalan) covers prevention, support, dialogue, mediation and guarantees in the area of public housing. It has various objectives, such as preventing situations of particular vulnerability suffered by families living in this type of housing; improving community

harmony; reducing arrears rates; and analysing the socio-economic circumstances of families in cases of evictions, occupations and regularisations, in order to propose appropriate solutions.

Type of SPIMH intervention	2017	2018(*)	2019	2020	2021	2022	2017–2022
Reception	144	169	143	72	79	214	821
Conflict	30	34	21	24	40	39	188
Payment arrears	256	275	230	67	597	329	1,754
Evictions	53	34	14	7	8	49	165
Regularisation	123	532	287	173	256	196	1,567
Monitoring contractual obligations	77	212	15	21	5	11	341
Rent Grants and Housing Pool	54	25	-	195	-	-	274
TOTAL	737	1,281	710	559	985	838	5,110

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

• Maintenance and renovation

Maintenance and renovation of the entire public housing stock continued throughout 2022. This includes the usual repair and adaptation actions as well as extraordinary actions of greater scope.

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

Renovation, maintenance and adaptation of dwellings in the public rental stock in 2022

Maintenance and adaptation of the rental stock managed by IMHAB	Dwellings	Amount
Adapting interiors	310	€2,689,847
Repairs and maintenance	8,371	€3,123,863
TOTAL	8,681	€5,813,710

Extraordinary improvement actions 2022.

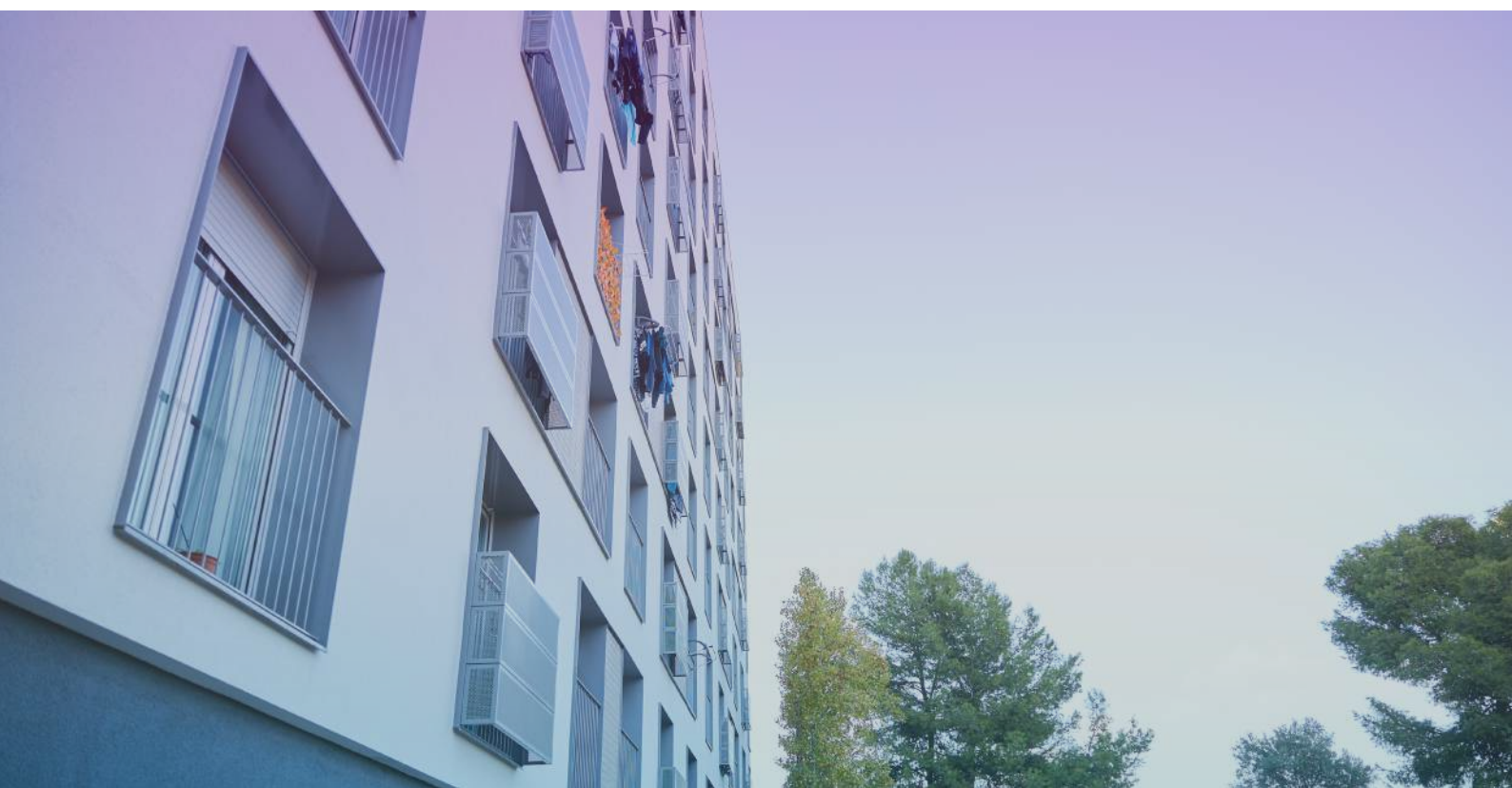
Type of intervention	Development	Dwellings	Amount
Demolition of skylight and attic	C. Junta de Comerç, 26	18	€97,655.04
Protection and repair of cornice with a net for detached masonry	C. Nou de la Rambla, 37	20	€11,679.90
TOTAL		38	€109,334.94

Renovation of entire properties acquired, 2022

Renovation of entire properties acquired in progress, 2022			
Development	Dwellings	Amount	Status
C/ Hospital 116	17	€2,067,011.00	Under construction
C/ Robador, 33	20	€1,874,350.00	Under construction
C/ Botella, 16-16B	11	€2,184,416.00	Under construction
C/ Lancaster, 7, 9, 11	29	€3,927,040.00	Under construction

Renovation of entire properties acquired, in the pipeline, 2022		
Development	Dwellings ¹	Status
C/ Rubén Darío, 73	7	Work out to tender
C/ Aragó, 317	11	Project-drafting stage
Ptge. Gaiolà, 15	9	Project-drafting stage
C/ Reina Amàlia, 10	10	Project-drafting stage

¹The final number of dwellings in all the properties in the project-design stage may vary according to the winning project. The dwellings planned for the tender have been considered.



2.3. THE PUBLIC HOUSING STOCK MANAGED BY THE IMHAB – COMMERCIAL PREMISES AND CAR PARKS

As well as housing, the IMHAB is also responsible for the administration of commercial premises and car parks that are usually part of the buildings containing the dwellings managed by it.

The total number of premises managed in 2022 was 556.

	2017	2018	2019	2020	2021	2022
Managed	484	503	511	517	549	556

With regard to car parks, the total number of spaces managed in 2022 was 3,713. During this period, four spaces were sold and 2,027 were leased.

	2017	2018	2019	2020	2021	2022
Managed	2,660	2,795	2872	2,953	3,111	3,713
Sold	39	52	15	12	5	4
Leased	1,855	1,860	1,834	1,828	1,949	2027

• 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 2022, 78 new parking spaces were incorporated into this programme.

	2017	2018	2019	2020	2021	2022
New Aparcaquí registrations	70	168	119	22	16	78

3

Development of new-builds and acquisitions



3.1. NEW-BUILD DEVELOPMENTS

One of the cornerstones of the city's housing policy is expanding the public housing stock, and one of the strategies for achieving this goal is the development of new-builds, which is carried out through the IMHAB and other designated 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 rental housing 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.

	2017	2018	2019	2020	2021	2022
New-builds delivered	272	270	74	81	136	112
New-builds completed	135	28	68	84	166	343
New-builds under construction	326	502	602	830	1,187	1,695
Dwellings at the planning stage (competition + drafting + works bidding)	2,800	2,376	2,522	3,086	3,315	2,484
TOTAL	3,533	3,176	3,266	4,081	4,804	4,634

A total of 945 dwellings were delivered between 2017 and 2022, but at the close of 2022, a further 343 were finished but had not been handed over. Also, at the end of 2022, there were 1,695 under construction and 2,484 at the planning stage.

Summary of new-build developments, listed by operator and status, 2022						
	IMHAB		REPRESENTATIVE OPERATORS		TOTAL	
Status	Developments	Dwellings	Developments	Dwellings	Developments	Dwellings
Handed over	2	80	1	32	3	112
Completed	7	335	1	8	8	343
Under construction	17	1,590	1	105	18	1,695
At the planning stage (competition + drafting + works tender processes)	14	869	31	1,615	45	2,484
TOTAL	40	2,874	34	1,760	74	4,634

Handed over

New-build developments delivered, 2022					
Development	Address	District	Operator	Purpose	Dwellings
PAU 1 Roquetes - FR 18.1a	C/ Pla dels Cirerers, 2-4	Nou Barris	COHOUSING	Cohousing	32
Bon Pastor G1 (4th stage)	C/ Salomó, 1-7	Sant Andreu	IMHAB	People affected by urban planning	38
Bon Pastor H1 (4th stage)	C/ Novelles, 1-3	Sant Andreu	IMHAB	People affected by urban planning	42
TOTAL					112

Completed

Completed new-build developments, 2022					
Development	Address	District	Operator	Purpose	Dwellings
Bon Pastor I1 (IV stage)	C. Novelles, 2-10	Sant Andreu	IMHAB	Social and affordable rent	54
Puigcerdà/ Maresme	C/ Puigcerdà, 100-104	Sant Martí	IMHAB	Affordable rent and surface rights	75
Lluís Borrassà	C/ Lluís Borrassà, 23-25	Sant Martí	IMHAB	Social rental	54
Torre Baró, Block F	Av. Escolapi Càncer, 10-12	Nou Barris	IMHAB	Affordable rental	47
Bon Pastor G2 (4th stage)	C/ Biosca, 20-28	Sant Andreu	IMHAB	People affected by urban planning	60
Torre Baró, Block E	Av. Escolapi Càncer, 31-33	Nou Barris	IMHAB	Social rental	31
Pg. Joan de Borbó Comte de Barcelona, 11	Pg. Joan de Borbó Comte de Barcelona, 11	Ciutat Vella	COHOUSING	Cohousing	8
Vallcarca AA3 (II stage)	Av. Vallcarca, 95	Gràcia	IMHAB	People affected by urban planning	14
TOTAL					343



Under construction

New-build developments under construction, 2022					
Development	Address	District	Operator	Purpose	Dwellings
Marina Prat Vermell S10 P24	C/ Cal Cisó, 49-59	Sants-Montjuïc	IMHAB	Social and affordable rent	108
Casernes de Sant Andreu, Bldg.	Pg. Torras i Bages, 143	Sant Andreu	IMHAB	Senior citizens	152
Trinitat Nova UA3 Block I	C/ Palamós, 70	Nou Barris	IMHAB	Leasehold	67
Marina Prat Vermell S10 P22	C/ Ulldecona, 2-10	Sants-Montjuïc	IMHAB	Social rental	72
Porta Trinitat	Ctra. Ribes, 53-65	Sant Andreu	IMHAB	Elderly people and social rental	139
MPGM HD Ciutat de Granada	C. Ciutat de Granada, 95-97	Sant Martí	IMHAB	Social rental	18
MPGM HD Veneçuela	C/ Veneçuela, 96-106	Sant Martí	IMHAB	Elderly people and social rental	140
Illa Glòries (4 blocks)	Gran Via, 830-848; Plaça de les Glòries, 1-7; C/ Encants Vells, 1-15; C/ Castillejos, 158-162	Eixample	IMHAB	Affordable rent and surface rights	238
Trinitat Nova UA3 Block E	C. Palamós, 81	Nou Barris	IMHAB	Social and affordable rent	95
MPGM HD Antiga Quirón	Av. Mare de Déu de Montserrat, 5-11	Gràcia	IMHAB	Senior citizens	83
Trinitat Vella Prison A18.03	C/ Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	41
Marina Prat Vermell S8 D1+D2	C/ Acer, 10	Sants-Montjuïc	IMHAB	Affordable rent and surface rights	234
22@Pallars (industrialised development)	C/ Pallars, 477-493	Sant Martí	IMHAB P+O	Affordable rental	42
Cobega HD1 (industrialised development)	C/ Binèfar, 22	Sant Martí	IMHAB P+O	Social rental	24
Cobega HD2 (industrialised development)	Ptge. Arriassa (Dolores Iturbe, 13 - Ca n'Oliva)	Sant Martí	IMHAB P+O	Social rental	40
Bon Pastor H3 (4th stage)	Pg. Mollerussa, 58-62	Sant Andreu	IMHAB	Social and affordable rent	50
Germanetes GG	C/ Viladomat, 142	Eixample	IMHAB	Senior citizens	47
La Clota LCR - FR 3.2	Av. Estatut de Catalunya, 15-17	Horta-Guinardó	COOPERATIVE	Affordable rent and surface rights	105
TOTAL					1,695

New-build developments in the pipeline, 2022					
Dwellings	Address	District	Operator	Purpose	Dwellings
CAP Fort Pienc (Bingo Billares)	G. V. Corts Catalanes, 724-726	Eixample	IMHAB	Social rental	64
Roquetes AA3	Via Favència, 271-275	Nou Barris	IMHAB	Affordable rental	108
Trinitat Vella Prison A18.01	C/ Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	53
22@ Illa Nubiola FR7 and 7@	C/ Marroc, 128-134	Sant Martí	IMHAB	Social rental	85
Av. Paral·lel 100-102 b	Av. Paral·lel, 100-102 b	Eixample	IMHAB	Social rental	70
C/ Castillejos, 190	C/ Castillejos, 190	Eixample	IMHAB	People affected by urban planning	43
Colònia Castells E1a	C/ Entença, 233	Les Corts	IMHAB	People affected by urban planning	54
MPGM HD Penitents	Ctra. Sant Cugat, 26	Gràcia	IMHAB	Social rental	34
Trinitat Nova Block H	C/ S'Agaró, 33-35	Nou Barris	IMHAB	Affordable rent and surface rights	83
MPGM Carmel - Ai04 + OE.03	C/ Murtra, 12-16	Horta-Guinardó	IMHAB	Social rental	20
MPGM HD Vidal i Barraquer	Av. Cardenal Vidal i Barraquer, 37-43	Horta-Guinardó	IMHAB	Social rental	84
22@ Marroc (industrialised development)	C. Marroc, 180-182	Sant Martí	IMHAB P+O	Affordable rental	45
Casernes de Sant Andreu, Bldg. A	C/ Víctor Colomer, 6-12	Sant Andreu	IMHAB P+O	Social rental	70
Casernes de Sant Andreu, Bldg. J	C/ Fernando Pessoa, 53-57	Sant Andreu	IMHAB P+O	Young people	56
MPGM Torrent Monges - NH	C/ General Vives, 4-6	Sarrià-Sant Gervasi	COHOUS.	Cohousing	16
Illa Sibèria FR4	C/ Badajoz, 11-15	Sant Martí	COMMERCIAL	Affordable rental	42
Casernes PAU2 R4-e	C/ Teresa Boronat i Fabra, 10-12	Sant Andreu	COHOUS.	Cohousing	35
Can Batlló UP5b	C/ Constitució, 43	Sants-Montjuïc	COHOUS.	Cohousing	31
Borders Via Augusta FR18.5 and 6	Via Augusta, 375-381 and 383-387	Sarrià-Sant Gervasi	Non-profit EI	Cohousing	26
Borders Via Augusta FR18.4	Via Augusta, 389-393	Sarrià-Sant Gervasi	Non-profit EI	Cohousing	14
UA1 MPGM Glòries-Meridiana FR14	C/ Bolívia, 25-29.	Sant Martí	Non-profit EII	Affordable rental	76
Rosend Arús (Building)	C. Rosend Arús, 36 and 38	Sants-Montjuïc	Non-profit EI	Cohousing	7
MPGM Vallcarca, Building B	Av. Vallcarca, 110X	Gràcia	Non-profit EI	Affordable rental	36

3. DEVELOPMENT OF NEW-BUILDS AND ACQUISITIONS

MPGM Vallcarca, Building A	C/ Gustavo Bécquer, 11X	Gràcia	Non-profit EI	Cohousing	24
MPERI Raval VP-119	C. Sant Martí, 12-16	Ciutat Vella	Non-profit EI	Affordable rental	44
Mont-ral/Letamendi	C/ Mont-ral, 37 and 39; C/ Dr. Letamendi, 99 and 103	Horta-Guinardó	Non-profit EII	Affordable rental	38
Marina Prat Vermell S10 P23	C/ Ulldecona, 16-24	Sants-Montjuïc	HMB	Affordable rental	64
Marina Prat Vermell S10 P21 + S8 Eq2	C/ Ulldecona, 11X	Sants-Montjuïc	Non-profit EI	Social rental	85
Marina Prat Vermell S10 P15	C/ Cal Cisó, 44-48	Sants-Montjuïc	HMB	Affordable rental	60
Joan de Borbó (Building)	Pg. Joan de Borbó Comte de Barcelona, 44-45	Ciutat Vella	Non-profit EI	Affordable rental	18
Sagrera surroundings PAU1 FR02 UP5	C/ Gran de la Sagrera, 52- 58	Sant Andreu	HMB	Affordable rental	106
Cobega UMP2 2.2	C/ Binèfar, 26	Sant Martí	Non-profit EI	Affordable rental	46
PAU2 R5 barracks	Pg. Torras i Bages, 136-138	Sant Andreu	HMB	Affordable rental	110
Casernes PAU2 R4-a	Pg. Torras i Bages, 126-128	Sant Andreu	Non-profit EII	Cohousing	80
Can Batlló UP5a	C/ Mossèn Amadeu Oller, 17-21	Sants-Montjuïc	Non-profit EI	Cohousing	40
22@ Sector Badius FR2	C/ Pere IV, 115	Sant Martí	Non-profit EI	Cohousing	17
Trinitat Nova , Block A	C/ Palamós, 55-63	Nou Barris	Non-profit EIII	Cohousing	59
Sant Pau Gym	Rda. Sant Pau, 46	Ciutat Vella	COMMERCIAL	Affordable rental	36
Can Batlló UP5c	C/ Constitució, 49	Sants-Montjuïc	COOPS.	Affordable rental	48
Trinitat Nova Block F	C/ Aiguablava, 74-76	Nou Barris	COHOUS.	Cohousing	27
Font de la Guatlà - Turó	C/ Gessamí, 13	Sants-Montjuïc	Non-profit EIII	Cohousing	8
22@ Zamora, 60	C/ Zamora, 60	Sant Martí	HMB	Affordable rental	75
22@ Marroc, 191	C/ Marroc, 191	Sant Martí	HMB	Affordable rental	96
22@ Àvila, 96	C/ Àvila, 96-100	Sant Martí	HMB	Affordable rental	34
Cobega UMP3	Via Trajana, 17-19	Sant Martí	HMB	Affordable rental	217
TOTAL					2,484

3.2. DEVELOPMENT BY OTHER OPERATORS

• Cohousing

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

• The ESAL agreement

Barcelona City Council has reaffirmed its commitment to public-private collaboration in expanding the public housing stock. Thanks to this agreement, initiated in 2020, the most representative organisations in the cooperative sector envisage the construction of 1,000 new homes in the coming years, which will make it possible to speed up the execution times of the works and offer a rapid response to the demand for affordable housing. In this context, the city has this year launched a competition for cooperatives to build housing for leasing on a municipally owned site at C/ Gessamí, 11-13, in the Font de la Guatlilla neighbourhood.

With the aim of strengthening collaboration with Barcelona City Council, these organisations work together to eradicate homelessness and prevent evictions, thus reinforcing their commitment to public housing.

This agreement includes the participation of some of the most important organisations in managing social and cooperative housing, such as the Association of Social Housing Administrators (GHS), the Social and Solidarity Economy Network (XES), the Federation of Housing Cooperatives of Catalonia (FCHC) and the Housing Coordinator (Cohabitac).



3.3. PURCHASE OF DWELLINGS AND TRANSFER OF USUFRUCT RIGHTS

The policy of acquiring private housing for affordable social rentals continued in 2022. These acquisitions were carried out under three basic premises:

- **Opportunity:** arising 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 due to the replacement of the local population.
- **Halting property 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 with, therefore, the risk of the residents being replaced.

TOTAL dwellings acquired 2017–2022							
	2017	2018	2019	2020	2021	2022	2017–2022
Dwellings for purchase or first refusal and pre-emptive rights	185	42	198	79	377	279	1160
Dwellings with usufruct rights	103	26	18	-	-	-	147
TOTAL	288	68	216	79	377	279	1307

Detail of the acquisitions in 2022			
	Number of buildings	Number of dwellings	Total price of acquisition
Dwellings for purchase or first refusal and pre-emptive rights	10	279	€41,096,232.16
“Detached” dwellings		22	€2,950,241.41
Buildings	10	257	€38,145,990.75
Dwellings with usufruct rights	0	0	-
SAREB		0	-
BuildingCenter		0	-
TOTAL	10	279	€41,096,232



- **Entire properties**

In 2022, 10 properties were acquired, with a total of 257 dwellings:

List of entire properties acquired in 2022					
Address	District	Dwellings	Purchase price	Estimated renovation cost	Purchase route
C/ Arai, 3	Ciutat Vella	11	€3,971,921	€1,782,600	Direct purchase
C/ Jaume Giralt, 7	Ciutat Vella	15	€3,500,000	€32,130	Exercise right of first refusal MPGM
C/ Villarroel, 102	Eixample	8	€4,000,000	€770,600	Exercise right of first refusal MPGM
C/ Consell de Cent, 155	Eixample	8	€1,900,000	€322,590	Exercise right of first refusal MPGM
C/ Radas, 39	Sants-Montjuïc	8	€1,050,000	€434,200	Exercise right of first refusal MPGM
C/ Mare de Déu de Port, 179-183	Sants-Montjuïc	97	€6,021,458	-	Direct purchase
C/ Torrent de les Flors, 142 (C/ Sant Salvador, 112)	Gràcia	11	€4,899,378	-	Exercise right of first refusal MPGM
C/ Teodor Llorente, 6-8	Horta-Guinardó	25	€1,418,234	-	Direct purchase
CORP Cobega (Block 3 C/ José Garrido Gámez, 24)	Sant Martí	64	€10,000,000	-	Exchange
C/ Navas de Tolosa, 245	Sant Martí	10	€1,385,000	€549,410	Exercise right of first refusal MPGM
TOTAL		257	38,145,991	3,891,530	

4

Procurement



Fiança	
Renda mes de NOVEMBRE	196,70 €
TOTAL	216,70 €
	413,40 €

Us recordem les mesures de prevenció contra la COVID-19:

- Aconsellem portar mascareta sense vàlvules
- Mantenir les distàncies entre persones
- Arribar puntualment (no abans ni després de l'hora indicada)
- Venir acompanyats mentre en carem mesures excepcionals
- No portar guants i fer higiene de mans a l'entrada al centre
- Seguir les indicacions del personal

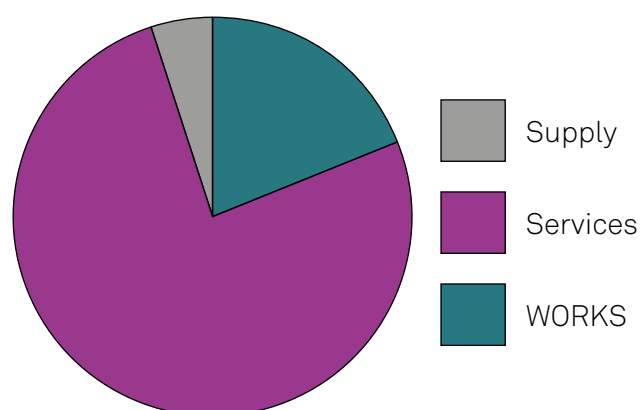
Ajuntament

Departament de Cultura i Comunicació
Distribució: Bústia de correu, o al tel. 91 12 12 12

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. This way, efforts were made to offer maximum transparency, resolution and speed in each of the procurement procedures furthered by the institution.

During the 2022 financial year, 189 procurement files were opened which, by type of contract, are broken down as follows:

Type of procurement procedures:	
WORKS	36
Services	144
Supply	9
	189



In accordance with the tendering procedure, the files started in 2022 can be divided into the following:

PROCEDURE	OPEN ABRIDGED	6
PROCEDURE	SIMPLIFIED OPEN	6
PROCEDURE	OPEN HARMONISED	20
PROCEDURE	OPEN NOT HARMONISED	18
PROCEDURE	DERIVED FROM FRAMEWORK AGREEMENT	9
PROCEDURE	NEGOCIATED WITHOUT ADVERTISING	10
CONTRACT	EMERGENCY	3
CONTRACT	MINOR	117
		189

Of all the files opened in 2022, 12 were divided into a total of 15 lots, so the number of contracts to be awarded was 204.

As of 31 December, the processing of the 204 contracts was as follows:

CONTRACTS AWARDED AS OF 31/12/2022	159
CONTRACTS PENDING AWARD	26
CONTRACTS DECLARED VOID	6
CONTRACTS ANNULLED	13
TOTAL	204

Besides the 162 contracts initiated and awarded in 2022, another 24 contracts were awarded that were initiated in 2021, meaning that the total number of contracts awarded in 2022 was 183.

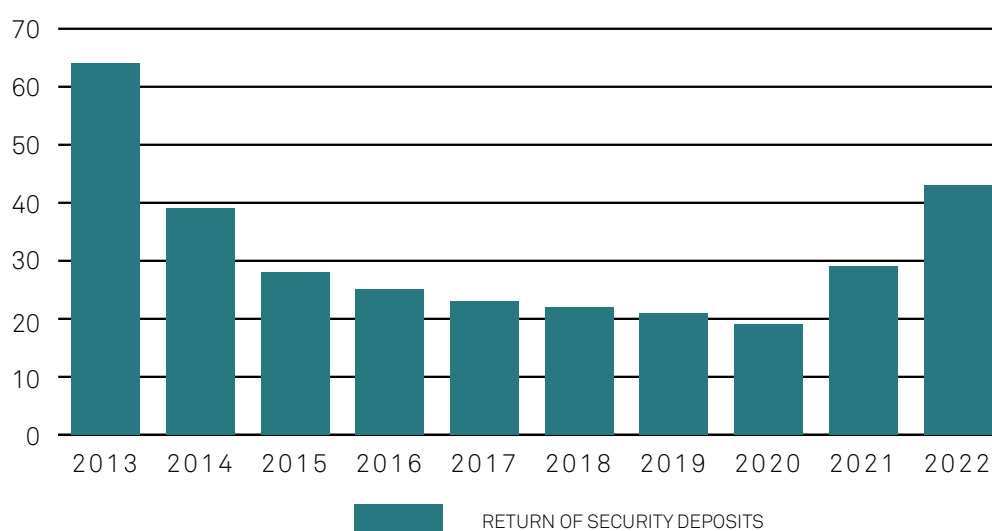
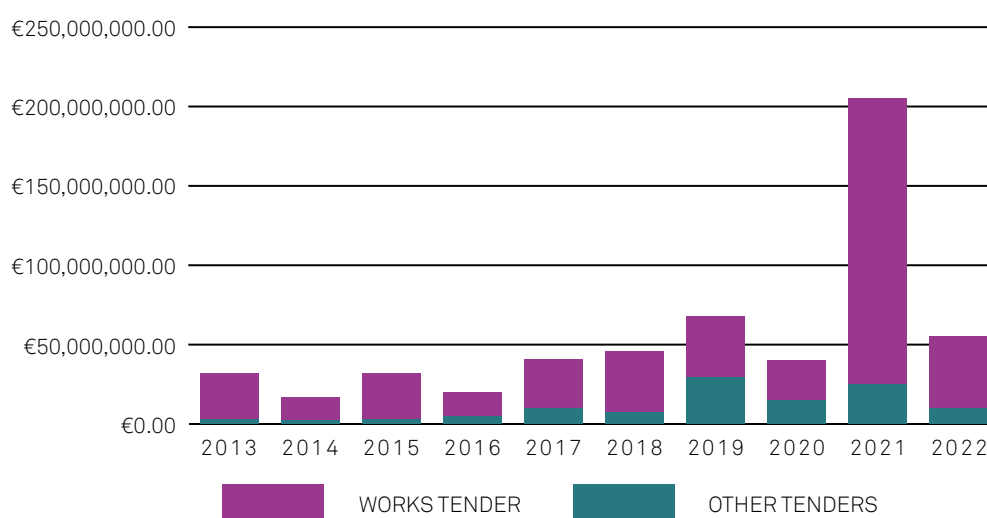
	Number of contracts	Amount (excluding VAT)	Amount (including VAT)
Open	43	€47,461,184.64	€53,038,363.97
Simplified open	7	€5,943,301.84	€6,578,774.16
Abridged simplified open	4	€169,795.16	€205,452.14
Negotiated without advertising	7	€1,100,673.66	€1,331,815.13
Based on a framework agreement	7	€431,231.81	€521,790.49
Minor	112	€1,577,677.79	€1,907,355.14
Emergency processing	3	€1,053,635.35	€1,274,898.77
Total	183	€57,737,500.24	€64,858,449.80

In economic terms, the contracts awarded can be divided up in the following manner:

	% Total tendered	Average lowering	Amount awarded
WORKS	76.66%	9.97%	€49,722,041.03
SERVICES	22.84%	5.03%	€14,814,467.75
SUPPLY	0.50%	1.54%	€321,941.02
TOTAL	100.00%		€64,858,449.80

The IMHAB Procurement Department has also processed:

- **Final return of security deposits** provided by contractors, once the corresponding guarantee period had elapsed. During 2022, 36 requests for the return of security deposits were processed for IMHAB files and 10 for BAGURSA files.
- **Contract modifications** awarded in 2022. During 2022, 11 modifications to works were processed for the amount of €8,231,503.95 (including VAT) and eight modifications to services for the amount of €1,241,333.52 (including VAT). Total amount of the modifications: €8,372,837.47 (VAT included).
- **Health and Safety Plans** In 2022, 41 Health and Safety Plans drawn up by works contractors were processed and approved.
- **Extensions** During 2022, 15 extensions were processed amounting to a total of €1,856,162.10 (VAT included).
- **Indemnities** One indemnity for works totalling €159,149.03.



5

Financial management



5.1. REPORT

Balance sheet as of 31 December 2022 (in euros)

ASSETS	31/12/2022
NON-CURRENT ASSETS	762,044,662.26
Intangible fixed assets	2,061,092.50
IT applications	2,061,092.50
Tangible fixed assets	757,083,866.28
Dedicated housing in use	3,351,869.51
Social centre	3,289,490.45
Rental properties	340,355,126.78
Properties assigned to the City Council	189,606,019.74
Sites of developments destined for rental	17,525,785.06
Sites of developments for sale with surface rights	47,249,481.78
Other assets	783,459.15
Fixed assets under construction	154,922,633.81
Long-term financial investments	2,899,703.48
Credits to third parties	2,821,060.66
Other financial assets	78,642.82
CURRENT ASSETS	184,851,035.19
Stock	104,413,188.54
Completed developments pending sale	15,099,238.10
Developments in progress	76,315,568.09
Sites for developments destined for sale	11,306,283.35
Dwellings under construction for exchange	1,692,099.00
Trade and other accounts receivable	37,439,179.95
Clients by sales and service supplies	9,263,321.55
Clients, group companies and associates	28,176,037.29
Staff	-178.89
Assets for current tax	0.00
Short-term financial investments	1,059,028.20
Credits to third parties	1,059,028.20
Other financial assets	0.00
Short-term accruals	2,380,236.75
Cash and cash equivalent liquid assets	39,559,401.75
Treasury	39,559,401.75
TOTAL ASSETS	946,895,697.75

NET EQUITY AND LIABILITIES	31/12/2022
NET EQUITY	567,538,775.17
Own funds	58,879,759.69
Heritage	49,184,433.94
Contributions from Barcelona City Council	3,460,886.07
Profit (loss) for the year	6,234,439.68
Subsidies, donations and legacies received	508,659,015.48
NON-CURRENT LIABILITIES	261,869,202.62
Long-term provisions	0.00
Other provisions	0.00
Long-term payables	261,258,733.99
Payables to credit institutions	260,840,742.61
Other financial liabilities	417,991.38
Liabilities for deferred tax	610,468.63
CURRENT LIABILITIES	117,487,719.66
Short-term provisions	113,000.00
Short-term payables	12,574,148.43
Payables to credit institutions and others	11,654,271.12
Other financial liabilities	919,877.31
Commercial trade and other accounts payable	27,983,659.67
Suppliers	9,753,983.76
Suppliers, group companies and associates	119,278.07
Various creditors	13,985,809.48
Staff, remuneration pending payment	848,801.77
Other debts with public administrations	3,275,786.59
Short-term accruals	76,816,911.56
TOTAL NET EQUITY AND LIABILITIES	946,895,697.45



5.2. PROFIT AND LOSS ACCOUNT

Profit and loss accounts corresponding to the year ending 31 December 2022 (in euros)

ONGOING OPERATIONS	31/12/2022
Net amount of business turnover	31,689,722.37
Sales	693,004.25
Provision of services	
Leases	30,996,718.12
Supplies	-698,667.99
Cost of sales	-698,667.99
Stock impairment variation	0.00
Other operating income	23,528,460.69
Accessory income and other current management revenue	3,295,592.36
Subsidies of use	20,232,868.33
Staff expenditure	-13,912,823.58
Wages, salaries and similar expenses	-10798266.02
Social security contributions	-3,114,557.56
Other operating expenditure	-26,722,645.37
External services	-24,405,644.61
Taxes	-1,910,392.84
Losses, impairment and variation in supplies for commercial operations	-406,607.92
Other current management expenses	0.00
Fixed-asset depreciation	-9,481,177.60
Allocation of non-financial fixed-asset subsidies	364,317.30
Other results	0.00
RESULT OF USE	4,767,185.82

Financial revenue	3,768,185.80
From negotiable securities and other financial instruments	3,768,185.80
From third parties	181,656.88
From third parties (subsidy interest)	3,586,528.92
Financial expenditure	-2,209,606.81
For debts with third parties	-3,267,406.49
Capitalisation of finance costs	1,057,799.68
FINANCIAL RESULT	1,558,578.99
PRE-TAX RESULTS	6,325,764.81
Tax on profits	-91,325.13
RESULTS OF THE FINANCIAL YEAR FROM ONGOING OPERATIONS	6,234,439.68

INTERRUPTED TRANSACTIONS	31/12/2022
Results from financial year arising from discontinued transactions, net of taxes	0.00
RESULT	6,234,439.68

6

Human Resources



The increase in projects to guarantee access to decent housing in the city and the expansion of municipal housing services have also led to an increase in the human resources allocated to this sphere. Thus, from 2017 to 2022, the number of IMHAB staff increased by nearly 45%.

	2017	2018	2019	2020	2021	2022	2017–2022
Total IMHAB employees as of 31/12	194	209	219	239	257	282	45.36%

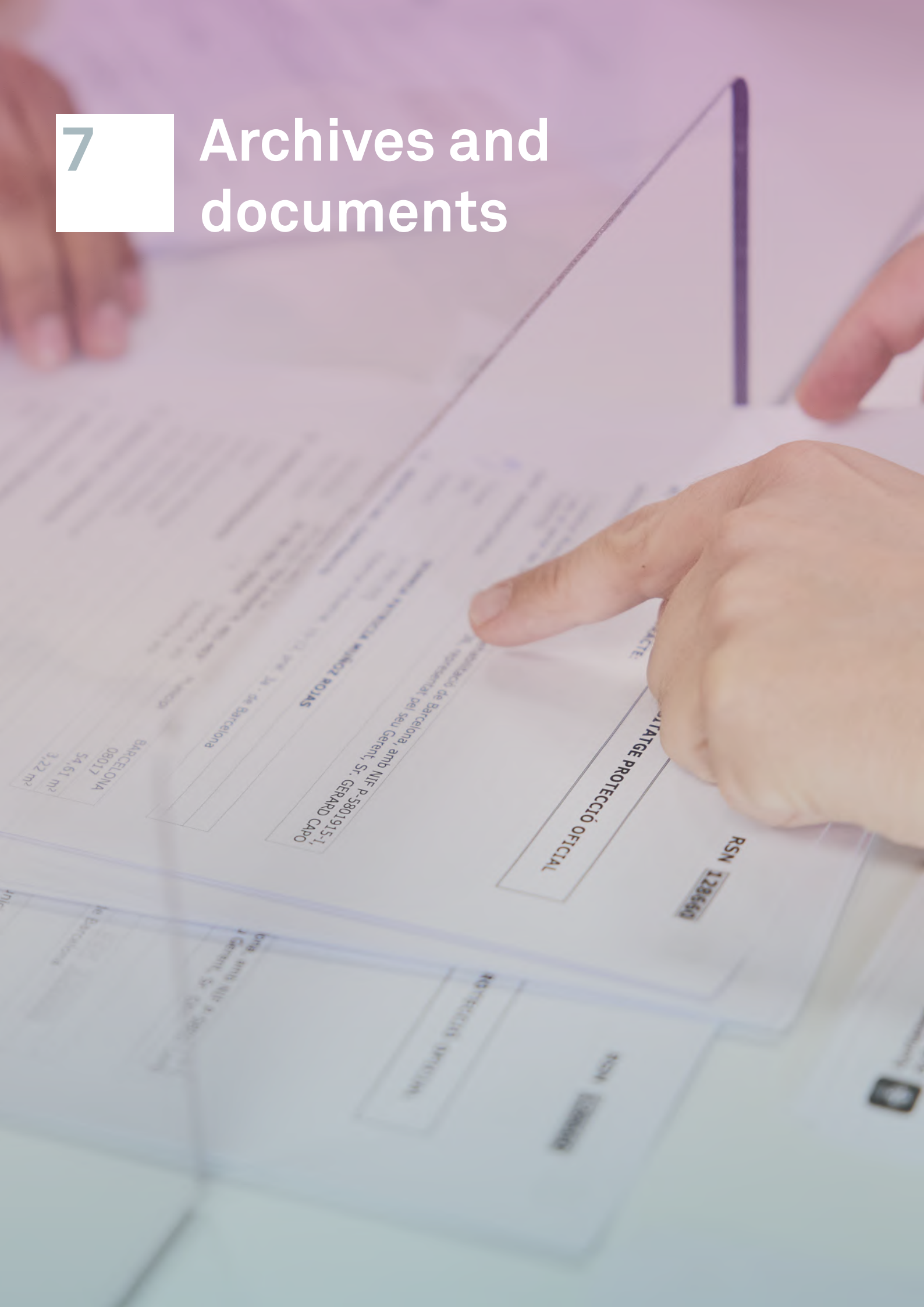
Additionally, on 01/10/2019, 25 people were subrogated from REGESA.

Breakdown of people working at IMHAB as of 31/12/2022			
	Staff	Age	% Female
Managers	4	55	0.00%
Department heads	12	54	83.33%
Technicians	114	47	60.52%
Admin staff and assistants	108	47	65.74%
Other	3	57	
REGESA	23	55	78.26%
Posts to be filled	18		
TOTAL	282	52.50^(*)	

(*) The average age is for the positions covered (264)

7

Archives and documents



The IMHAB archives maintain, classify, store and takes care of all administrative and graphic documents generated as a result of the work of the different departments that make up the institute.

The archives include a historical archive with photographs, plans, projects and other documentation on the main interventions that have transformed the city through the construction and renovation of various areas.

In 2022, we dealt with 32 queries from external users for technical, research or dissemination purposes. We are in charge of informing, advising and providing copies of the documentation requested for publications, exhibitions and documentaries, and we even offer the loan of models for exhibitions. This material may come from our archives or other IMHAB services.

A notable example is the model of the Can Fabra project, requested by the Mies van der Rohe Foundation for an exhibition travelling round European capitals. We also loaned Eduard Aunós's model of the *Casas Barates* [Cheap Houses] for the exhibition "Living in Barcelona", organised by the City History Museum (MUHBA). We have also worked with the MUHBA on other projects, providing them with historical photographs of the neighbourhoods. Many of these images were used in the "Accommodating Majorities" exhibition at the Bon Pastor Museu de les Cases Barates, inaugurated in March this year. The documents in our archives have been key in this research.

Our audiovisual documents, assigned for preservation at the Filmoteca de Catalunya, have also been requested for housing documentaries and City Council programmes, such as the Neighbourhood Plan.

Internal user enquiries have increased significantly, reaching a total of 1,812 direct enquiries. These enquiries are resolved remotely and almost immediately, either by sending scanned documentation – this way we have added 10,143 new documents to the archives – or by lending physical files, totalling 1,900. That has meant an increase in the total number of documents requested – 3,712 – compared to the previous year.

With regard to the transfer of documentation that the departments have sent to the archives to be treated and preserved in the future, we have received a total of 18 transfers, almost double that of last year. These transfers include 625 boxes and 1,948 loose documents that must be filed in their respective folders, prior to being checked for entry into the archives' database. Nevertheless, there appears to be a slight downward trend in these transfers.

Finally, we have certified that we have destroyed 5,122 kg of documents, copies and work material through a social integration company contracted for this purpose.

Requests

REQUESTS	
External users	
External consultation	4
Remote consultation	27
Subtotal	31
Internal users	
In person	175
Remote consultation	1,354
Subtotal	1,529
Total	1,560
DOCUMENTS	
Consulted	1,812
Loaned to the offices	1,900
Total	3,712

Copies

COPIES AT USERS' REQUEST	
TOTAL	10,143

Transfers to the archives

No.	18
Boxes	625
Loose documents	1,948
Destruction of surplus documents, copies:	5,122 kg



8

Communication



Throughout the year, the communication strategy, based on promoting a single voice for housing, independently of the bodies involved (Barcelona City Council, IMHAB, Barcelona Housing Consortium, etc.) has been consolidated. The objective has been to offer Barcelona's citizens a compact, clear and identifiable image when it comes to explaining housing policies and disseminating municipal programmes and services.

In 2022, a wide range of communication actions were 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 associations and other entities, positioning Barcelona as an international leader in social housing policies and creating a brand that identifies everyone working in housing, helping people to identify policies in this area.

With the return to normal after Covid-19, the department has been rebuilt in response to the urgent need to communicate all the IMHAB's activity. Given the increase in acts and events, as well as the new campaigns, the team has been strengthened to take on an important share of the workload.

Various acts were promoted in an original way in 2022, among others through open days, virtual tours, 360° renderings, tweets and tutorials. Every situation was faced with an original, innovative approach and a holistic vision, responding to needs with a dedication that often exceeded the stipulated working day. That often demanded a greater-than-normal effort, taking on tasks that were not really the responsibility of the Communications Department.

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



8.1. CORPORATE IDENTITY AND NARRATIVE

The main mission of the Barcelona Municipal Institute of Housing and Renovation (IMHAB) is to guarantee the right of all city residents to decent, suitable housing. To achieve this goal, the IMHAB has developed a strong corporate identity and a core message that are applied across the board in all our products and communication actions. Coherent communication ensures an effective and lasting impact on society and reinforces the institute's commitment to its mission.

The IMHAB's core message, based on fostering the right to a decent and suitable home, is a narrative that is constantly adapted to the needs and challenges arising in the city. To get this message across to every citizen, the institute makes use of a wide range of communication resources, such as targeted communication campaigns, digital channels, specific publications and public acts with the general public as well as experts in the sector. Furthermore, working with the media through the press and sponsored content service allows us to spread the word more widely and effectively.

Another notable aspect is the signage at housing offices and public housing worksites, which reinforces the IMHAB's presence in the city and strengthens its identity. In addition, the institute has continued to reinforce and consolidate its corporate identity ever since it was formally created in 2018. This effort includes implementing the new graphic identity in the right way, disseminating the IMHAB's mission and values in various spaces and formats, and producing marketing material that helps to strengthen the brand and its visibility among the city's residents.

All in all, the IMHAB has not only established itself as the reference body for housing management in Barcelona, it has also shown that it is firmly committed to its mission, adapting to changes in the social and urban context while maintaining effective and coherent communication with city residents.

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.

- **Rental Pool campaign.** This aimed to inform the public, especially housing owners, of Barcelona's Rental Housing Pool, run by the City Council. It sought to make property owners aware of the benefits of transferring their flats to the programme and stress the social responsibility implied in letting through this service. The campaign included both online and offline advertising strategies.
- **"Barcelona holds the key" campaign** This embraces all housing actions and emphasises the building of new public housing. With slogans such as "Housing is key" or "Barcelona holds the key" and an eye-catching aesthetic.
- **"Energy is power" campaign** A campaign to make city residents aware of their energy rights and position Barcelona City Council as a defender of people and their rights against supply companies. With the slogan "Energy is power", it focused on letting people know about the Energy Advice Points.
- **NGEU campaign** Campaign app, conceptualised and promoted by the Communications Department, on Next Generation renovation grants with European funds. Rollout of the website and production of the materials, adapted in various formats.



8.3. CONFERENCES AND NOTABLE EVENTS

- **Barcelona Housing and Renovation Forum (FHAR).** The FHAR is a Barcelona City Council Municipal Institute of Housing and Renovation (IMHAB) initiative launched in 2021, which aims to bring together professionals from the sector, public and private, in order to discuss, work on and assess the future of the right to housing in the city, just as we are overcoming a pandemic that poses new challenges. The 12 sessions at the latest edition were attended by international representatives from cities such as Paris, Berlin, Dublin, Vienna and Bologna, among others. And it was followed by over a thousand attendees.
- **Key handovers.** Ceremonies are organised periodically for handing over keys to the people allocated flats in the new public housing developments built by the IMHAB. Various keys to different developments have been handed over in 2022.
- **Welcome events at the acquired buildings** This year, welcome events have been held at the properties acquired by the City Council so that the tenants of the building have first-hand information about their transfer as public housing tenants.
- **First-stone laying ceremonies.** A series of first-stone laying ceremonies have been held to announce the start of work on the different public housing developments.
- **European Network for Housing Research.** This took place in Barcelona between 29 August and 1 September 2022. Barcelona is at the epicentre of academic research in the housing sector. This organisation, set up in 1988, brings together over 75 institutions and members from around the world, as well as people investigating and promoting research on housing matters. Starting with the forthcoming launch of the Housing Chair at the University of Barcelona, promoted jointly with the City Council, the IMHAB has organised a programme packed with activities, seminars and exhibitions on housing, especially those that have a bearing on what is being done in Barcelona.
- **Open days.** When the construction work on a housing development is finished, and just before the keys are handed over to the families who are going to live there, open days are organised to show it to the general public. Barcelona residents, especially those living in the area round the new development, are invited to take part in 30-minute guided tours to see the new flats. It is a way of highlighting the building quality of the new housing, as well as the importance of expanding the public stock.
- **Emergency Committee events.** In recent years, emphasis has been put on one of the key moments in the process of tackling the emergency, namely when the keys are handed over to vulnerable families that have been allocated an emergency flat. At these monthly occasions, the families sign the contract and receive the keys from the city housing councillor's office,
- **Public housing meetings.** A programme of meetings linked to district housing action leaflets designed to explain how the applicants' register works and which developments are up and running in their area, among other things. The meetings are run by register technical staff, housing managers and the city housing councillor's office.
- **NGEU grant meetings.** A series of neighbourhood talks to explain the renovation grants available through European funds, make city residents aware of the possibilities these funds offer, make it easier to understand the procedures and introduce the Municipal Renovation Office.

8.4. PUBLICATIONS

- **Diàlegs d'Habitatge** Periodical that presents the main conclusions of the conferences and seminars promoted by the IMHAB on relevant housing issues, and which also puts into context the issues dealt with in the different forums of debate. The various issues of *Diàlegs*, with their attractive design and journalistic language, act as a record of the meetings and allow their messages to reach a wider audience.
- **Qüestions d'Habitatge**. Periodical with academic and opinion articles on topical housing issues. They deal with issues related to specific municipal actions that call for an opinion and a political position. QH has a visual format, uses accessible language and is aimed at experts, academics and the media. It is part of a collection of publications promoted by the Communications Department.
- **Reports and balance sheets**. Various reports and balance sheets have been published on the work done by the municipal housing services.

8.5. DIGITAL CHANNELS

- **The housing portal**. New sections. In line with the desire for constant improvement in the Housing website, several new sections have been created to reflect the strategy and the services provided by Housing. These include a web page on housing with services for older people, a page on the agreement to develop affordable housing with social and cooperative developers, another on the industrialised development of public housing, and also pages covering the content of the most important seminars and congresses, among others.
- **Digital spaces of the Barcelona Housing Consortium**. The ongoing work to improve the Housing portal has continued. This 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, promote new calls for grant applications, provide information on new programmes, facilitate access to information and publish news. The Barcelona Housing Consortium (CHB) web portal continues to be updated and improved, thus ensuring coordination with CHB's other digital products. It also ensures the coherence of the digital spaces for managing different Consortium services, such as the website of the Register of Applicants for Officially Protected Housing in Barcelona (RSHPOB).
- **News**. The Housing website's news section is supplied with the most relevant information in the form of journalistic articles. This way, the main ideas of the narrative, news items and information about the Housing Service reach city residents.
- **Newsletters**. A housing newsletter is sent out once a month with the most noteworthy information. The housing newsletter system also includes three theme-based newsletters – one on energy rights, another on renovation and a third on the FHAR (Barcelona Housing and Renovation Forum) – which are sent out when there is content of interest for their target audience.



Data

In 2022, the Housing portal had 1,023,242 visits, which is equivalent to an increase of over 50% on the figure for 2019.

This website, together with the CHB and RSHPQB website, is seen as a digital reference space on housing issues.

Social media

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

Subject of the advice	2011	2012	2013	2014	2015	2016
Housing website*	455,483	400,293	375,816	348,243	227,159	228,183
www.consorci habitatgebcn.cat	177,970	171,600	226,442	190,994	219,510	255,770
www.registre habitatgebcn.cat	129,334	131,968	138,645	125,299	111,017	99,461
TOTAL	762,787	703,861	740,903	664,536	557,686	583,414

Subject of the advice	2017	2018	2019	2020	2021	2022	Cumulative
Housing website*	251,247	426,601	466,140	749,748	857,671	1,023,242	5,809,826
www.consorci habitatgebcn.cat	347,686	353,249	402,849	309,649	330,740	333,800	3,320,259
www.registre habitatgebcn.cat	157,599	176,053	197,010	162,082	236,623	268,387	1,933,478
TOTAL	756,532	955,903	1,065,999	1,221,479	1,425,034	1,625,429	11,063,563

1. The statistical system has been changing since October 2013, eliminating visits that include internet robots. There is a drop of about 20% in the number of visits.

2. 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 redirected to the new organisation website's URL. 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, while serving as a gateway to all the housing websites.

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

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 body, the IMHAB, work has been done to unite the entire workforce. This process encompasses various suggestions that prioritise the creation of a human network of interaction, exchange and sharing. This human network is the workforce, which needs a set of values to bring it together: a sense of belonging, recognition, appreciation and learning, among other things.

The first step, and a vital one, is to set up a working group, a driving force which allows us to join forces around different profiles that have an interest, desire and time to invest in the project. This group must be coordinated by the IMHAB Communications Department and the Human Resources Department. The second step is to work on the needs the organisation may have and apply the measures agreed on. Among others, the publication of a newsletter for employees and monthly sessions to share knowledge between the different teams have been implemented. A start has also been made on internal visits, with the aim of creating spaces so that the staff can visit developments, services and facilities. In addition, regular sessions are now being held with new members of the IMHAB staff where the manager officially welcomes them and gives them welcome kits containing corporate materials such as a notebook, pen and recent publications. These sessions are designed so new members of staff get a warm welcome from management. With the aim of sharing project experiences and their strengths and weaknesses, the Communications Department created the

“Sharing Housing Knowledge” cycle to generate a space where teams could discuss projects, procedures and methodology to encourage joint professional and personal growth.

Finally, we are continuing to promote the intranet as a sharing and meeting space for IMHAB staff. This space contains in-house news, the agenda, the organisation chart and the search engine for people, materials, regulations, manuals and circulars. The intranet, which is in the process of being improved, has emerged as a tool for cohesion and a sense of belonging for the entire IMHAB staff.



