

BARCELONA HOUSING CONSORTIUM

REPORT 2021



A photograph of a modern building courtyard. The building features a facade of white corrugated metal panels. Balconies on the right side have metal railings and chain-link fencing. Some balconies have items like a green mat and a colorful object. The sky is clear blue. A large red geometric shape is overlaid on the left side, containing the text 'CONTENTS'. At the bottom, there is a red geometric pattern of interconnected lines.

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1. PRESENTATION AND FUNCTIONS

The Barcelona Housing Consortium is made up of the Government of Catalonia and Barcelona City Council, and it works to improve housing-related services in the city.

Within Barcelona's municipal boundaries,

it is tasked with carrying out public housing functions, activities and services that it is exclusively granted, under Article 85 of the Barcelona Municipal Charter. More specifically, it is responsible for planning, scheduling and managing public-housing policies for both owned and rented dwellings.

It may also perform other housing-related functions, activities and services established by the authorities in the consortium.

THE CONSORTIUM CARRIES OUT THE FOLLOWING FUNCTIONS:

- Planning public-housing initiatives within the Barcelona municipal area.
- Planning developments directly or in collaboration with other public-housing entities in Barcelona.
- Promoting a policy for affordable rented dwellings, especially for young people and other groups with special requirements.
- Planning the neighbourhood remodelling and renovation initiatives that need to be carried out in Barcelona.
- Planning and promoting renovations, repairs and improvements in existing neighbourhoods with public housing developments.
- Carrying out the control, supervision and monitoring of the actions carried out, if applicable, by the personalised bodies in charge of the management of public housing.
- Managing the public housing estate and, with prior delegation, the public land estate intended for housing of the consortia administrations intended to make effective the right of citizens to access decent and adequate housing.
- Managing, with prior delegation, the land whose ownership corresponds to other administrations in the city.
- Drafting, processing and approving the regulations for establishing the criteria for selecting and accessing public housing.
- Designing the policies to provide attention to citizens in matters of housing and, in particular, manage the Applicants Register for officially protected housing in Barcelona.
- Carrying out activities for promoting housing renovations, by approving the planning, scheduling, management and implementation tools necessary for their effectiveness.
- Promoting housing rental subsidies and benefits, approving all the planning, programming, management and execution instruments necessary for their effectiveness.
- Comprehensively managing the social housing pools and approving the planning, scheduling, management and implementation tools necessary for their effectiveness.

For the purposes of carrying out these tasks and achieving all the goals, the Consortium, which has no human resources of its own, engages the municipal authority's other specialist bodies with managing the respective initiative programmes under the corresponding agreements.



2. GOVERNING AND MANAGEMENT BODIES

The Consortium is divided up into the following bodies:

EXECUTIVE AND MANAGERIAL

• Chair of the Consortium

Francesc Damià Calvet i Valera

Minister of Territory and Sustainability

Replaced during the year 2021 by **Jordi Puigneró i Ferrer**, Minister of Digital Policies and Territory

The Chairmanship of the Consortium falls to the Minister of the Catalan government ministry with jurisdiction over housing. One of the functions of the Chair is to represent the Consortium, as well as convene and preside over the General Board and other meetings.

• Deputy Chair of the Consortium

Lucía Martín González

Councillor for Housing and Rehabilitation of Barcelona City Council

The Deputy Chair of the Consortium is designated by the Mayor of Barcelona. He/she is the acting Chair during the Chair's absence and carries out the functions delegated to him/her.

• General Board

Chair of the Housing Consortium of Barcelona.

Deputy chair of the Housing Consortium of Barcelona

Representatives of the Catalan Government: **Agustí Serra Monté**, secretary of the Urban and Territorial Agenda, replaced in 2021 by **Carles Sala Roca**, Secretary of Housing and Social Inclusion.

Jaume Fornt i Paradell, Director of the Catalan Housing Agency.

Albert Toledo i Pascual, Director of Housing Development.

Albert Civit Fons, Director of the Catalan Land Institute, replaced in 2021 by **Mercè Conesa i Pagès**, Director of the Catalan Land Institute,

Jordi Sanuy i Aguilar, Director of Housing Construction and Renovation Quality.

Silvia Grau i Fontanals, Operational Director of Emergency Actions in Housing Matters of the Catalan Housing Agency.

Representatives of Barcelona City Council:

Laia Bonet Rull, Deputy Mayor for the 2030 Agenda, Digital Transition, Sports and Territorial and Metropolitan Coordination.

Laia Claverol Torres, Manager of the Municipal Institute of Social Services

Francisco Javier Burón Cuadrado, Manager for Housing of the City Council.

Gerard Capó Fuentes, Manager of the Municipal Institute of Housing and Renovation of Barcelona.

The General Board is the Consortium's highest governing body. It consists of a dozen members: the Chair, the Deputy Chair and ten members appointed by the authorities in the consortium, six of whom represent the Catalan Government and four Barcelona City Council.

Broadly speaking, it could be said that it establishes the Consortium's general orientation and guidelines in line with the goals of its Articles of Association and approves the general action plans and sectoral programmes that are agreed.

• Standing Committee

Representatives of the Catalan Government:

Jaume Fornt i Paradell, Director of the Catalan Housing Agency.

Albert Civit Fons, Director of the Catalan Land Institute.

Jordi Sanuy i Aguilar, Director of Housing Construction and Renovation Quality.

Representatives of Barcelona City Council

Lucia Martín González, Councillor for Housing at Barcelona City Council.

Francisco Javier Burón Cuadrado, Manager for Housing at Barcelona City Council.

The Standing Committee is made up of four representatives of the Catalan Government and two from Barcelona City Council, appointed by the General Board from among its members.

It is the collegiate body that proposes the guidelines and general orientation of the Consortium's functions to the General Board, in line with the goals of its Articles of Association, exercising the powers granted to it under Article 13.

- **Manager's Office of the Consortium**

Gerard Capó Fuentes

The Consortium's highest one-person executive body, the manager's office, applies and implements the agreements of the General Board and the Steering Committee.

- **Secretary's Office**

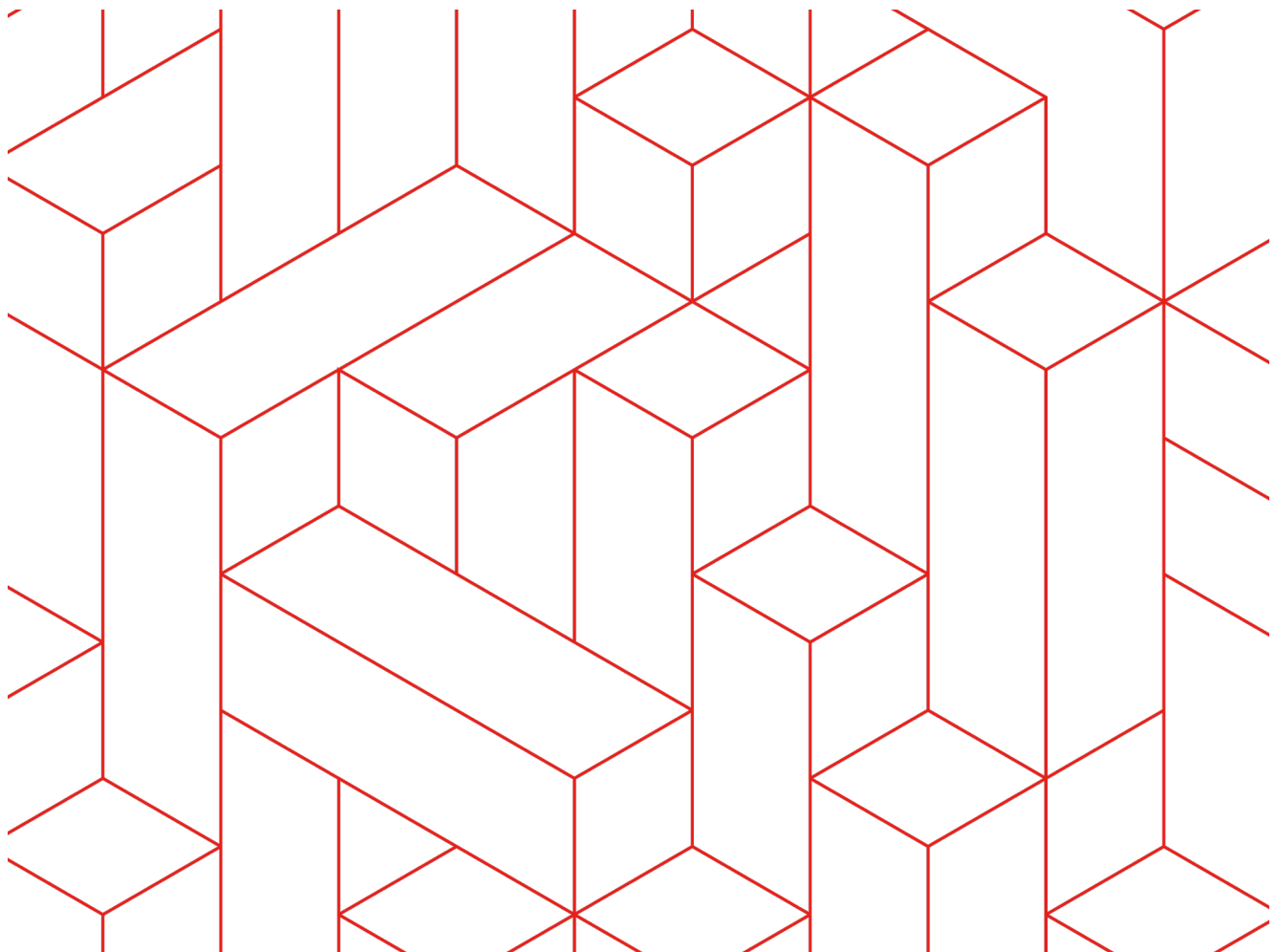
Alicia Rius Porta

The General Board has to appoint a Secretary with the appropriate qualities for the position, who may or may not be a member of the General Board. The Secretary has to take the minutes of the agreements reached at the meetings of the General Board and the Steering Committee.

CONSULTATIVE AND PARTICIPATORY

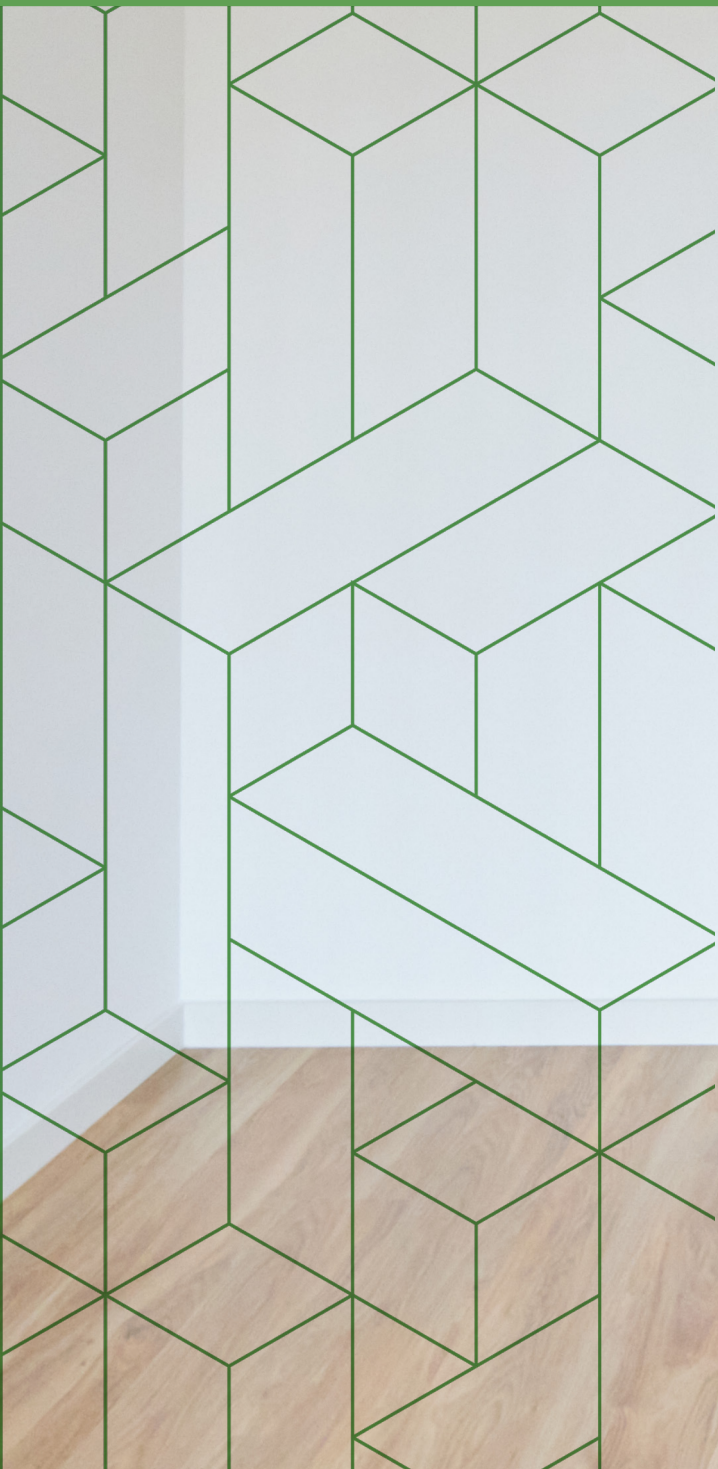
- **Social Housing Council**

The Barcelona Social Housing Council (BSHC) comes under the framework of the Barcelona Housing Consortium, which is made up of the Catalan Government and Barcelona City Council, as a consultative and participatory body on housing policies in the city. Its members not only include the municipal and regional authorities but also public bodies and companies involved in the planning and construction of housing, private associations of developers and builders, social-support associations and organisations concerned with housing access, cooperative organisations, the local residents' movement, unions, social foundations, universities and professional associations, among others.





3. ACTIVITY ASSESSMENT FOR 2021



AGREEMENTS AND ACTIVITIES OF THE GOVERNING BODIES

The Consortium's Standing Committee held three ordinary meetings (not in person): on 17 June, 21 September and 15 December 2021. The Consortium's General Board held two ordinary meetings: on 17 June and 15 December 2021.

The following agreements were reached during those meetings:

• Standing Committee

- Approval of the 2021 call for applications for rental-payment loans in the City of Barcelona.
- Approval of the 2021 call for grant applications for the renovation of communal elements in the city of Barcelona.
- Approval of the 2021 call for renovation grants in the city of Barcelona for the urban complex of the Besòs i el Maresme neighborhood (IMU).
- Approval of the 2021 call for renovation grants in the city of Barcelona for the urban area of Canyelles (IMU).
- Approval of the 2021 call for renovation grants in the city of Barcelona for owners who are in a vulnerable situation in residential buildings within the scope of the Neighbourhood Plan (FAC).
- Approval of the modification of the 2021 call for granting of emergency social benefits derived from mediation in Barcelona city, due to the increase in the budget.
- Approval of the modification of the 2021 call for granting rental-payment loans in Barcelona city, due to the increase in the budget.
- Approval of the extension to the 2021 call for grants for the interior renovation of homes to be included in the Barcelona Rental Housing Pool.
- Approval of the 2021 call for vulnerable home interiors limited to the unresolved requests from the 2017 and 2018 calls.
- Approval of the 2021 call for vulnerable home interiors.
- Approval of the 2021 call for grants for the renovation of home interiors to contribute to minimising the economic and social impact of Covid-19 in the city of Barcelona, limited to unresolved applications of the 2020 call.
- Approval of a collaboration agreement with the Barcelona Municipal Institute of Urban Planning (IMU) for the renovation of an urban complex in the Besòs and Maresme neighbourhood and establishing the IMU itself as a collaborating entity.
- Approval of a new collaboration agreement with the Barcelona Municipal Institute of Urban Planning (IMU) for the renovation of the urban complex in the Canyelles neighbourhood.
- Approval of the amendment to the agreement approving the 2021 call for renovation grants in the city of Barcelona for the urban area of the Besòs and Maresme neighbourhoods..
- Approval of the amendment of the 2021 call for applications for grants for the renovation of the urban area of Canyelles in the city of Barcelona published in the DOGC 8525 of 19 November 2021 and in the BOPB of 15 October 2021.
- Approval of the amendment to the agreement approving the 2021 call for renovation grants in the city of Barcelona for property owners who are in a vulnerable situation in residential buildings within the scope of the Neighbourhood Plan
- Approval of the 2022 call for the granting of social emergency economic benefits derived from mediation in the city of Barcelona, conditional on the availability of credit.
- Approval of the 2022 call for grants for the interior renovation of homes to be included in the Barcelona Rental Housing Pool, conditional on the availability of credit.

- Approval of the 2022 call for the granting of subsidies for the inclusion of homes in the Rental Housing Pool programme of the city of Barcelona, conditional on the availability of credit.
- Approval of the modification of the 2021 call for granting of emergency social benefits derived from mediation in Barcelona city, due to the increase in the budget.
- Approval of the one-off amendment and the revised text of the terms and conditions regulating the award of subsidies for the inclusion of dwellings into the Barcelona Rental Housing Pool.
- Approval of the incorporation by way of addendum to the purposes of the collaboration agreement between the Barcelona Housing Consortium and the private foundation Hàbitat3 of the Third Social Sector, relating to the programme for the transfer of housing for social purposes in the city of Barcelona, the management of the housing programmes for temporary use (HUT) and Reallotgem.cat (REA 1).
- Approval of the amendment of the 2021 call for grants for the interior renovation of homes to be incorporated into the Barcelona Rental Housing Pool.
- Approval of the 2022 call for grants for the interior renovation of homes to be included in the Barcelona Rental Housing Pool, conditional on the availability of credit.
- Approval of the 2022 call for the granting of subsidies for the inclusion of homes in the Rental Housing Pool programme of the city of Barcelona, conditional on the availability of credit.
- Approval of the 2021 call for applications for rental-payment loans in the City of Barcelona.
- Approval of the modification of the 2021 call for granting rental-payment loans in Barcelona city, due to the increase in the budget.
- Approval of the 2021 call for grant applications for the renovation of communal elements in the city of Barcelona.
- Approval of the 2021 call for renovation grants in the city of Barcelona for the urban complex of the Besòs i el Maresme neighborhood (IMU).
- Approval of the 2021 call for renovation grants in the city of Barcelona for the urban area of Canyelles (IMU).
- Approval of the 2021 call for renovation grants in the city of Barcelona for owners who are in a vulnerable situation in residential buildings within the scope of the Neighbourhood Plan (FAC).
- Approval of the 2021 call for vulnerable home interiors limited to the unresolved requests from the 2017 and 2018 calls.
- Approval of the 2021 call for vulnerable home interiors.
- Approval of the 2021 call for grants for the renovation of home interiors to contribute to minimising the economic and social impact of Covid-19 in the city of Barcelona, limited to unresolved applications of the 2020 call.
- Approval of a collaboration agreement with the Barcelona Municipal Institute of Urban Planning (IMU) for the renovation of an urban complex in the Besòs and Maresme neighbourhood and establishing the IMU itself as a collaborating entity.
- Approval of a new collaboration agreement with the Barcelona Municipal Institute of Urban Planning (IMU) for the renovation of the urban complex in the Canyelles neighbourhood.
- Approval of the amendment to the agreement approving the 2021 call for renovation grants in the city of Barcelona for the urban area of the Besòs and Maresme neighbourhoods..
- Approval of the amendment of the 2021 call for applications for grants for the renovation of the

urban area of Canyelles in the city of Barcelona published in the DOGC 8525 of 19 November 2021 and in the BOPB of 15 October 2021.

- Approval of the amendment to the agreement approving the 2021 call for renovation grants in the city of Barcelona for property owners who are in a vulnerable situation in residential buildings within the scope of the Neighbourhood Plan
- Approval of the 2022 call for grants for the interior renovation of homes to be included in the Barcelona Rental Housing Pool, conditional on the availability of credit.

• **General Board**

- Approval of the collaboration agreement between the Housing Consortium and the Municipal Institute of Housing and Renovation of Barcelona, for the integral management of the Barcelona Housing Offices and technical assistance and support for economic and financial management, legal advice and management of information systems, to the Consortium, during the 2021 financial year.
- Approval of the amendment to the basis of implementation of the budget.
- Approval of the collaboration agreement between the Housing Consortium and the Municipal Institute of Urban Landscape and Quality of Life, for the management of calls for grants for renovation and technical support to the housing offices in Barcelona for the year 2021.
- Approval of the budget settlement statement, the balance sheet, the profit and loss statement and the financial report corresponding to the 2020 financial year, with the corresponding economic and financial audit report for the 2020 financial year.
- Approval of the incorporation of the surpluses of the 2020 financial year, with a report on the incorporation of authorisations.

- Report on the change in the amount of the Incorporation of surpluses from the 2020 to 2021 financial year due to the detection of a material error.
- Approval of various credit amendments.
- Report on the credit amendments due to the manager's credit generation for the 2020 financial year.
- Report on the new appointments of the representatives of the Government of Catalonia to the General Board of the Consortium.
- Approval of the Barcelona Housing Consortium budget proposal for 2022.
- Approval of the incorporation by way of addendum to the purposes of the collaboration agreement between the Barcelona Housing Consortium and the private foundation Hàbitat3 of the Third Social Sector, relating to the programme for the transfer of housing for social purposes in the city of Barcelona, the management of the housing programmes for temporary use (HUT) and Reallotgem.cat (REA 1).
- Follow-up of fiscal consultations on the cooperation agreement between the Government of Catalonia and the Catalan Housing Agency with the Barcelona City Council and its instrumental bodies and the Barcelona Housing Consortium itself for the common housing project in the city.
- Approval of the one-off amendment and the revised text of the terms and conditions regulating the award of subsidies for the inclusion of dwellings into the Barcelona Rental Housing Pool.
- Account for the generation of more credit to various revenue budget items for the year 2021.
- Explanation of fiscal consultations on the possible cooperation agreement between the Government of Catalonia and the Catalan Housing Agency with the Barcelona City

Council and its instrumental bodies and the Barcelona Housing Consortium itself for the common housing project in the city, and the functioning of the Consortium, and valuation of its fiscal impacts, especially VAT.

- Approval of the collaboration agreement between the Housing Consortium and the Municipal Institute of Housing and Renovation of Barcelona, for the integral management of the Barcelona Housing Offices and technical assistance and support for economic and financial management, legal advice and management of information systems, to the Consortium, during the 2021 financial year.
- Approval of the collaboration agreement between the Housing Consortium and the Municipal Institute of Urban Landscape and Quality of Life, for the management of calls for grants for renovation and technical support to the housing offices in Barcelona for the year 2021.

OTHER SIGNIFICANT EVENTS THAT TOOK PLACE IN 2021

- Funding deficit in the financial contributions corresponding to both administrations in relation to the operating expenses of the Consortium.
- Proposal for possible amendments to the Law on the right to housing to be included in the Law to accompany the budgets of the Government of Catalonia.
- Analysis of the criterion on the possession of owned homes for registration in the Register of applicants for officially protected housing.
- Deficit in the application of the operating agreement between the Consortium and the IMHAB.
- Explanation of the ESAL agreement signed by Barcelona City Council with the representative entities of cooperatives and housing foundations and assessment of the approval

routes for these entities as social housing developers by the AHC.

- Information on Next Generation funds.
- Information on Resolution DSO/3559/2021, of 26 November regarding the call for aid in the form of loans to homeowner associations for the financing of renovation works on residential buildings.
- Information on the negotiation between Gencat and MITMA on the line of ICO guarantees.

BUDGET SETTLEMENT FOR 2021

The Public Finances Act of Catalonia establishes that, if for any reason the budget is not approved on 1 January, the previous year's budget is considered automatically extended in terms of its initial provisions. In the 2021 financial year, no budget was approved; therefore, the 2020 budget was extended to the 2021 financial year. The budget for the 2020 financial year was approved by the Government and presented to Parliament on 29 January 2020; the initial budget of the Barcelona Housing Consortium was 41,064,650.30 euros.

After various credit amendments introduced in the extended budget, the final credits stood at 112.9 million euros, 48.6 million to be financed with resources from the same budget and 64.3 million with the liquidity surplus.

Through the 2021 budget, and as in previous years, it also provided for the management of the Barcelona Housing Office Network's services and the advice and information service they offer; the operation of Barcelona's Register of Applicants for Social Housing; renovation management and grants, rental subsidies, and the management of housing pool and young persons' housing pool.

The rights recognised in the execution of the 2021 budget were for a total of 48.7 million euros, in order to finance:

- 9 million euros for the provision of services by the Municipal Institute of Housing and Renovation of Barcelona (IMHAB) and the Municipal Institute of Urban Landscape (IMPU) for the collaboration agreements signed with these entities as employees of Barcelona City Council.
- 28.6 million euros allocated to the comprehensive-renovation areas
- 7.3 million euros allocated to rent-grant payments for financially vulnerable people.
- 3.8 million euros to meet the obligations of the multi-year agreement formalised in March 2019 with the private foundation H abitat3, for a total amount of 18.9 million euros, to deploy a transfer programme of housing for social purposes and providing assistance to people in emergency situations.

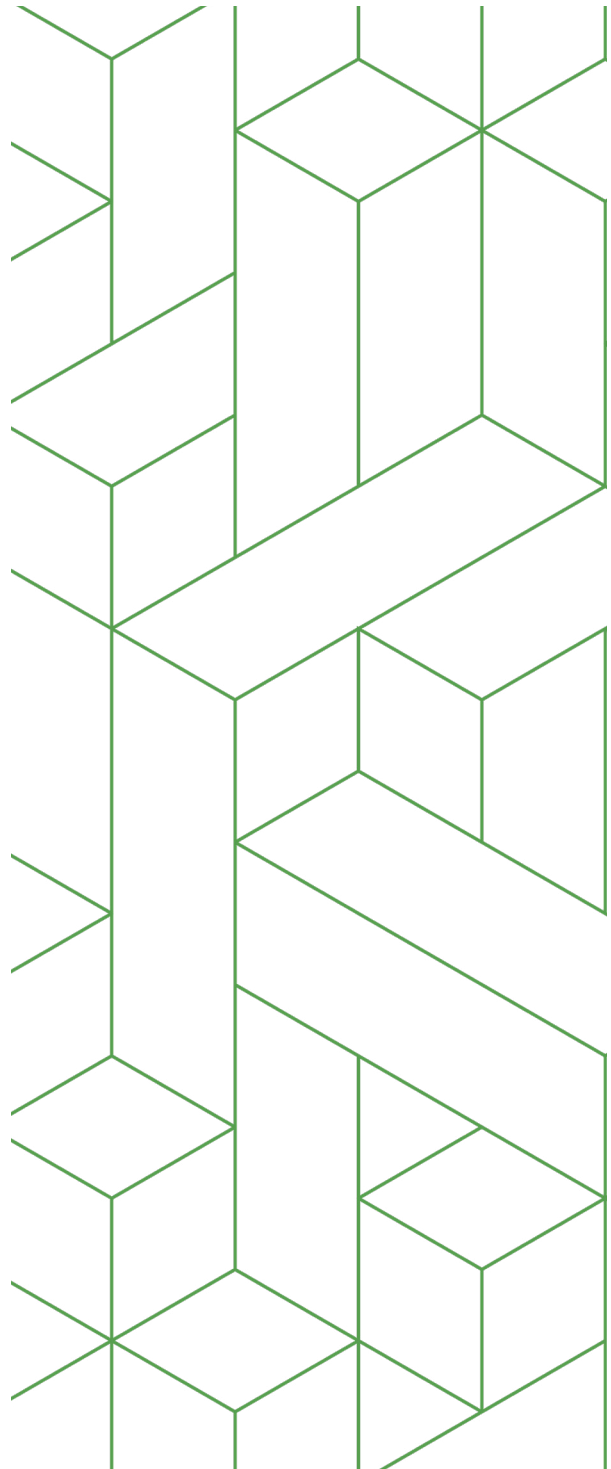
The obligations finally recognised due to the services received from the IMHAB and the IMPU, which make up the structure of the Consortium's activities, coincided with the budget forecast, which includes the cost of partial VAT associated with the provision of services in 2021; in total, 9 million euros.

The calls for aid and subsidies approved in 2021, financed both with budget resources and with the liquidity surplus, totalled 72.1 million euros, were distributed as follows: renovation grants 49.6 million euros and 16.6 million euros corresponding to rent subsidies, social emergency and housing pool. Resources were also committed due to the agreement formalised with the Habitat3 Foundation for a total amount of 5.9 million euros and a collaboration agreement with the AHC for the rental housing fund of 0.6 million euros.

The obligations recognised in 2021 due to subsidies and grants (including those corresponding to the agreement with the Habitat Foundation3) totalled 33.92 million euros, broken down as follows: renovation grants, 21.95 millions of euros; rent subsidies,

8.74 million euros, and Fundaci  H abitat agreement, 3.23 million euros.

At the end of the budget, the committed resources, in phase D of budget execution, add up to a total of 81.1 million euros: 9 million euros for the provision of services; 49.6 million euros corresponding to renovation grants; 5.9 million euros to the agreement with the Habitat3 Housing Foundation, and the rest, 16.6 million euros, to rent subsidies.



Barcelona Housing Consortium
Fiscal year 2021 (31 December 2021)
Implementation statement of income budget

Budget application	Budget description	Initial	Credit amendments	Final allocation	Recognised collection rights
2021-3810001	Other current transaction reimbursements	-	-	-	63,436.02
2021-4100004	From the TiS Department	2,246,000.00	-	2,246,000.00	2,246,000.00
2021-4407215	From the Catalan Housing Agency	14,334,251.37	(-)8,371,695.67	5,962,555.70	5,962,555.76
2021-4600001	From Barcelona City Council	5,768,000.00	2,635,178.77	8,403,178.77	8,403,178.77
2021-4630001	From the Municipal Institute of Social Services	689,295.00	(-)689,295.00	-	-
2021-4600009	From the Municipal Institute of Housing and Renovation	6,027,103.93	(-)2,582,002.83	3,445,101.10	3,445,101.10
2021-5340001	Other financial income	-	-	-	8.422.21
2021-7100004	From the TiS Department	3,000,000.00	-	3,000,000.00	3,000,000.00
2021-7407215	From the Catalan Housing Agency	1,000,000.00	(-)1,000,000.00	-	-
2021-7630003	From Barcelona City Council	-	23,060,000.00	23,060,000.00	23,060,000.00
2021-7630001	From the Municipal Institute of Urban Landscape and Quality of Life	8,000,000.00	(-)8,000,000.00	-	-
2021-7630007	From the Municipal Institute of Urban Planning	-	2,500,000.00	2,500,000.00	2,500,000.00
2021-8700001	Liquidity surplus from previous years	-	64,309,690.11	64,309,690.11	-
		41,064,650.30	71,861,875.38	112,926,525.68	48,688,693.86

Barcelona Housing Consortium
Fiscal year 2021 (31 December 2021)
Implementation statement of expenditure budget

STATE OF EXPENDITURE BUDGET SETTLEMENT - YEAR 2021

Budget application	Budget description	Initial	Credit amendments	Final allocation	Authorised
2021- 431-2270013	Technical works	7,404,919.30	593,838.32	7,998,757.62	7,998,757.62
2021- 431-2270014	Technical works	-	1,000,812.08	1,000,812.08	1,000,812.08
2021- 431-4800001	To families	16,968,000.00	373,086.04	17,341,086.04	16,559,193.39
2021- 431-4820001	To other non-profit institutions and other corporate bodies	4,691,731.00	3,022,034.84	7,713,765.84	5,945,763.78
2021- 431-7800001	To families	12,000,000.00	66,872,104.10	78,872,104.10	55,296,120.43
		41,064,650.30	71,861,875.38	112,926,525.68	86,800,647.30

Revoked collection rights	Cancelled collection rights	Net recognised collection rights	Ratio % CR	Net collection	Ratio % collection	Rights pending collection as at 31 December	Forecast surplus/deficit
-	-	63,436.02	0.00	63,436.02	100.00	-	63,436.02
-	-	2,246,000.00	100.00	2,246,000.00	100.00	-	-
-	-	5,962,555.76	100.00	4,271,521.64	71.64	1,691,034.12	0.06
-	-	8,403,178.77	100.00	0.00	-	8,403,178.77	-
-	-	0.00	-	-	-	-	-
-	-	3,445,101.10	100.00	3,445,101.10	100.00	-	-
-	-	-	-	8,422.21	100.00	-	8,442.21
-	-	3,000,000.00	100.00	3,000,000.00	100.00	-	-
-	-	0.00	0.00	-	0.00	-	-
-	-	23,060,000.00	100.00	0.00	0.00	23,060,000.00	-
-	-	0.00	0.00	-	0.00	-	-
-	-	2,500,000.00	100.00	2,500,000.00	100.00	-	-
-	-	0.00	0.00	-	0.00	-	-
-	-	48,688,693.86		15,534,480.97		33,154,212.89	71,858.29

Committed expenditure	Ratio % E	Net recognised obligations	Ratio % O	Payments	Ratio % Payment	Obligations pending payment Thursday 31 December	Credit surpluses
7,998,757.62	100.00	7,998,757.62	100.00	6,613,125.62	82.68	1,385,632.00	-
1,000,812.08	100.00	1,000,812.08	100.00	1,000,812.08	100.00	-	-
16,559,193.39	95.49	8,741,369.02	52.79	8,734,776.52	99.92	6,592.50	8,599,717.02
5,945,763.78	77.08	3,225,673.09	54.25	2,730,213.53	84.64	495,459.56	4,488,092.75
49,596,120.43	62.88	21,952,972.76	44.26	21,002,186.00	95.67	950,786.76	56,919,131.34
81,100,647.30	71.82	42,919,584.57	52.92	40,081,113.75	93.39	2,838,470.82	70,006,941.11



4. MANAGEMENT RESULTS

WORK GOALS ACHIEVED IN 2021

• Housing Office Network.

The level of activity of the housing offices in the number of services is maintained and the management of waiting times is improved with the implementation of the Qmàtic system.

- Relocation and expansion of the Sant Martí Housing Office.
- Opening of the offices that were still closed after the pandemic (Gràcia, Horta, Sarrià and North Zone of Nou Barris).
- Continuous training for office staff.
- Although some services of the offices were already being managed since the beginning of the year by the "Habitatge et truca" (HAB-ET [Housing call back service]) service, the management of all the catalogue services was consolidated under external management in June.

• Decent use of housing

Advice

In 2021, the number of legal advice applications on housing matters at housing offices was over 7,600, and in rental mediation procedures, the number exceeded 1,200 situations.

Procuring housing and avoiding evictions

An intervention and support unit has been set up in housing offices to deal with housing pressure, with the aim of analysing the detected situations, carry out a diagnosis and design an intervention strategy.

Mediation-linked incentives were consolidated, so evictions could be prevented and families could remain in their homes.

As for families facing legal proceedings for unpaid rent, the incentive of up to 6,000 euros is aimed at paying rent arrears and, in other cases, the incentive of 1,500 euros is for owners.

Both cases require a lease to be signed within the framework of the Barcelona Rental Housing Pool.

Rental Housing Pool

The accumulated leases signed of the Rental Housing Pool in 2021 increased significantly by accumulating the management not carried out in 2020 due to the pandemic

The advantages for the owners: guaranteed collection of rental income, the subsidy for interior renovation work, incentives for inclusion and the technical, legal and social support continue to be a proposal that is very greatly valued by the owners.

Procurement of housing and avoiding evictions

The inclusion of new homes in the Pool has remained constant given that the owners have considered the Pool a safe alternative in the face of an unstable market due to the tension in the employment situation of tenants due to the covid crisis (furlough schemes, etc.)

Grants for housing payments

The Housing Consortium published two calls: one referring to social emergency benefits derived from mediation, with a total budget of 2,030,000 euros, and the other referring to rent payment benefits, with a total allocation of 7,470,000 euros.

The Catalan Housing Agency published the call for rent-payment subsidies for the elderly.

The Catalan Housing Agency published the call for rent-payment subsidies for new applicants.

The Catalan Housing Agency published the call for emergency social welfare benefits to deal with emergency housing situations.

The Housing Consortium published a new line of subsidies for the inclusion of homes in the Barcelona Housing Rental Pool programme as a new negotiation tool for the rental mediation service.

The Catalan Housing Agency published its call for rent-payment grant applications intended for groups that had not benefited from such grants during the previous year.

• Register of social housing applicants

Registrations and allocations

There is a decrease in the volume of registrations recorded in the last year. There are currently 30,763 registered households, a figure that represents a 27% decrease compared to the previous year.

This decrease is due to the change in the regulations in relation to the renewal of applications registered with the RSHPO, which will be done from every year rather than every three. In each renewal process, 50% of the applications tend to drop out, although the figure later recovers, as is the case.

The homes included in the allocation processes carried out included a total of 184 second allocation flats and 252 first allocation flats, which represents an increase of 30.5% and 103.2%, respectively, as well as the homes included in the allocation processes of the previous year.

Housing committee for social emergencies

In 2021, there were a total of 450 social-emergency applications due to loss of housing, representing a 114% increase on the previous year.

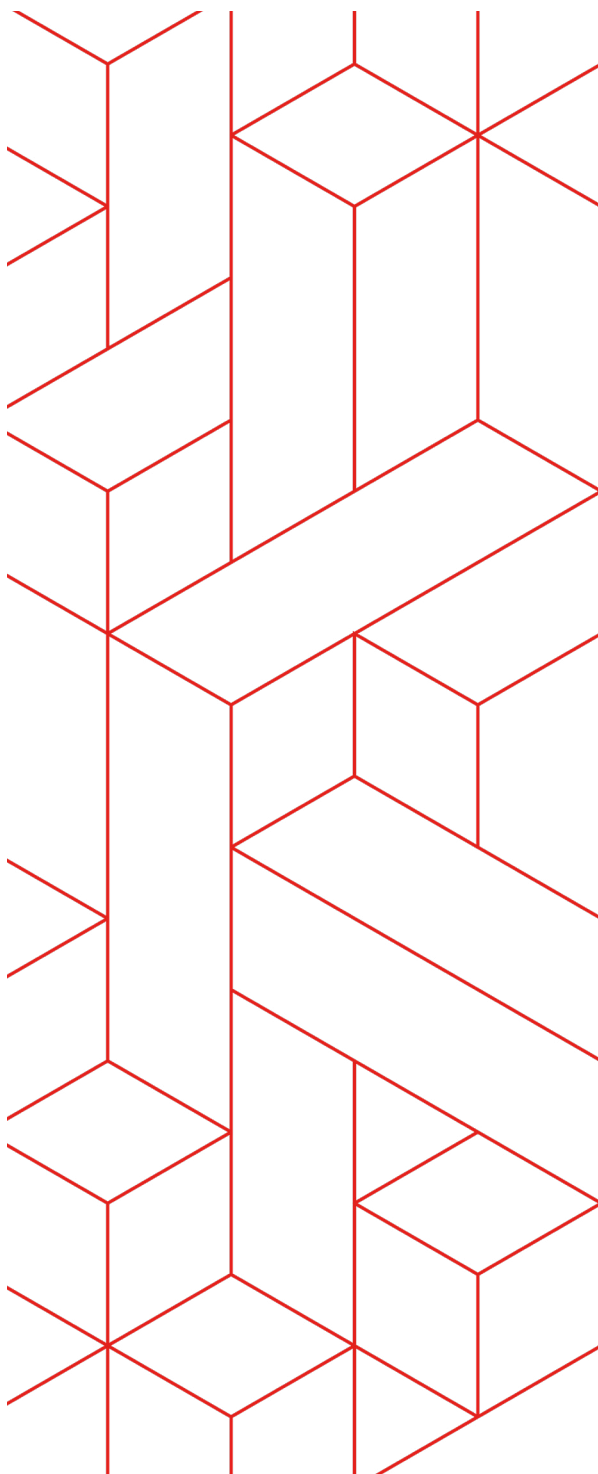
• Renovation grants

The following calls for renovation grants have been carried out for the year 2021:

- Common elements
- Home interiors (pool)
- Home interiors (vulnerable)
- Home interiors (vulnerable new applicants)
- High complexity properties
- High complexity properties (new applications)

- High complexity properties (Habita Carmel)
- Residential buildings in the southwest neighbourhood of Besòs
- Canyelles urban group

The housing offices managed all the habitability-certificate applications submitted at the offices as well as the applications forwarded for processing, following their submission to their regional services offices and those presented online.





5. MEDIA INFORMATION



THE CONSORTIUM'S WEBSITE

The Consortium's website is a digital space providing city residents with comprehensive information What housing services and procedures that it offers. The website was created to provide a first step for anyone interested, making it easy to find information on rental grants, the Housing Pool and other services. It is ultimately a meeting place that offers city residents guidance on how to carry out the grant-application procedures and in-person support programmes at the Barcelona Housing Offices Network.

The space has been co-hosted on a municipal website (<https://habitatge.barcelona/ca>) since 2016, which acts as a gateway to all housing services in the city irrespective of their provider. The inclusion of the Consortium's services into this website has helped to create a single meeting point. while also redirecting users to each specific section. This has led to an increase in the number of visits, not only to the Housing portal but also the Consortium's website. These visits are of an increasingly high quality (longer duration and accessing specific content).

More specifically, 2021 saw the Consortium's website, www.consorcihabitatgebcn.cat, receive a total of **330,740 visits** and become a benchmark website, alongside the Housing portal and the Register of Applicants' website, in the field of housing. As for the Consortium, the monthly average of visits is **27,562**, of which a little more than **60% are made via tablets and mobiles**. The preferred language for consultation is Catalan (**60%**).

The digital project for disseminating digital housing content includes several internal improvements that are being introduced to improve the general public's access to information. This means that the housing web products are worked on together even if they are different websites in order to guarantee the validity of the information, its usefulness, the interconnection and, therefore, a more efficient user experience.



In **2021**, visits to the **Registry's website** increased by **46%** compared to the previous year.



These accounted for **320,352 visits to the pool website**.

Visits to the website	2011-13	2014	2015	2016	2017	2018	2019	2020	2021	Accumulated
Housing website*	1,231,592	348,243	227,159	228,183	251,247	426,601	466,140	749,748	857,671	4,786,584
http://www.bcn.cat/consorcihabitatge/es	576,012	190,994	219,510	255,770	347,686	353,249	402,849	309,649	330,740	2,986,459
www.registrehabitatgebcn.cat	399,947	125,299	111,017	99,461	157,599	176,053	197,010	162,082	236,623	1,665,091
Total	2,207,551	664,536	557,686	583,414	756,532	955,903	1,065,999	1,221,479	1,425,034	9,438,134

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

•The Housing portal was hosted on the *Hàbitat Urbà* 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.

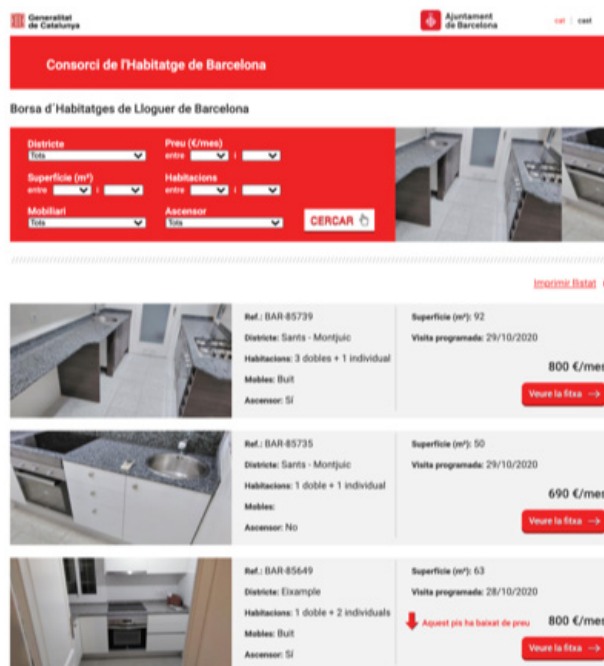
•A campaign was launched from September to November 2016 entitled 'L'habitatge és un dret com una casa' [Housing is a basic right], in order to activate the new Housing portal, this time with its own URL, habitatge.barcelona.cat, and used as a gateway to all the housing websites.

•In fact, the redistribution of visits has caused unique visitors to rise gradually since 2011 in proportion to the total number of visits.

In 2021, updates were made to both the Consortium website, in order to publish updated content, and to the Barcelona Housing portal, to ensure that the information was coherent and consistent.

The Consortium has other specialised web spaces by subject, such as the **apartment portal** of the Barcelona Rental Housing Pool, the website of the Applicants Register and the **intranet of the Social Housing Council**. Together with the Housing Portal, it is also used to redirect visitors to the various available services, such as the Barcelona Metropolitan Area's Housing Portal and other housing websites.

means that city residents registered with the Pool have a better way for choosing the flats they wish to visit.



Thanks to this tool, anyone registered with the Pool can manage online applications for visits to the dwellings that interest them and also apply for a reminder of their registration details, in case they have forgotten the user and password access details.

In addition, it facilitates the management of the experts tasked with assessing candidates for dwellings and provides them with tools for organising visits more efficiently.

COMMUNICATION CAMPAIGNS

In 2021, due to the covid-19 pandemic, a communication effort was made to explain to citizens the regulatory changes in housing as a result of the health situation and its effects on the economy and housing, as well as the resources that have been made available to them in response to this context. In this sense, special spaces have been opened in the different housing communication channels to explain the new ways of contacting the Consortium, such as

- **The Housing Pool apartment portal for Rentals in Barcelona**

Barcelona's Rental Housing Pool has its own Flats Portal as a tool for providing access to relevant information on available dwellings. This

the "Habitatge et truca" service, for personalised telephone assistance, or the information with frequently asked questions related to all housing regulations arising from the declaration of the state of alert.

of housing policies. Seven groundbreaking ceremonies for new developments will also be organised, four information sessions on blocks of flats acquired by Barcelona City Council as part of the expansion of the public housing stock, and two open days open for new housing developments in the city.



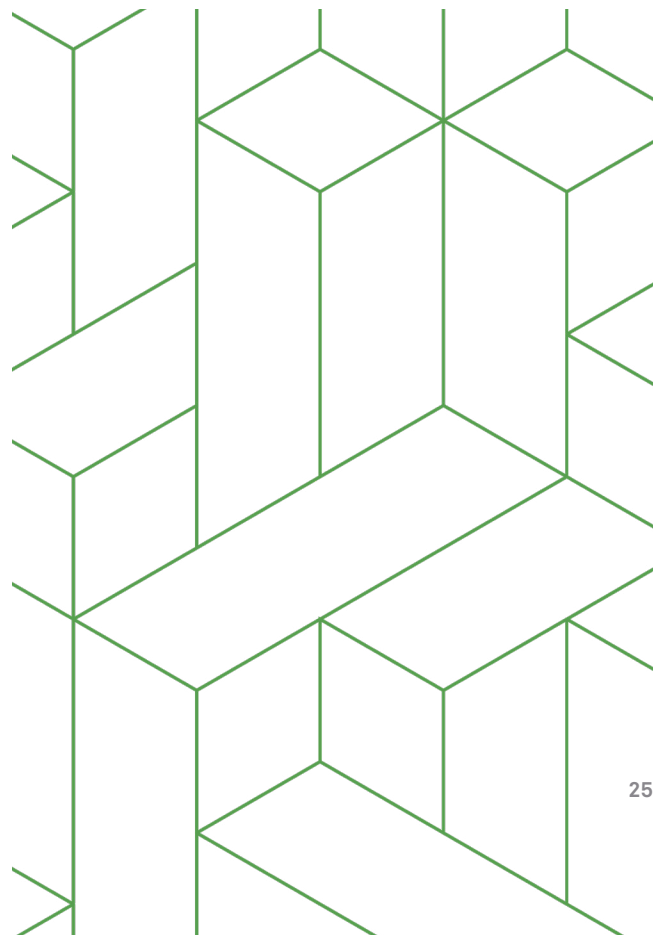
The communication line for municipal housing services has remained in place. In 2021, communication products were distributed that have served to improve the range of housing information. The style, tone and a graphic line similar to that of previous years was followed in order to maintain cohesion in terms of information.



Housing is a basic human right which contributes to social integration and quality of life. Housing policies are part of the social policies that Barcelona City Council promotes in an integrated way in the city, promoting services that guarantee assistance to people in their basic housing needs. For this reason, the different services and issues are discussed, placing people at the epicentre, also following the line of the Barcelona Right to Housing Plan 2016-2025.

In consequence, leaflets explaining the catalogues of services on offer at Barcelona's housing offices were produced. Digital banners and materials were also produced for displaying contents on municipal websites, thereby facilitating access for the general public.

Over the course of 2021, it was possible to partially recover face-to-face activity, with events open to citizens such as the Barcelona Housing and Renovation Forum (FHAR), on public-private collaboration in the promotion



6. THE CONSORTIUM'S LINES OF ACTIVITY



BARCELONA HOUSING OFFICES NETWORK

The Consortium offers its services through Barcelona's Network of Housing Offices.

For 2021 the following should be mentioned:

- Implementation of queue managers in all housing offices to improve access.
- Implementation of new indicators to improve management and citizen assistance.
- Consolidation of the security service in the offices.



• The offices' catalogue of services

Renovation grants

- Renovation grants of residential buildings.
- Renovation grants of highly complex properties.
- Renovation grants of home interiors through the pool.
- Renovation grants of the interiors of homes of people in vulnerable situations.
- Renovation grants of residential buildings in the southwest neighbourhood of Besòs.

- Renovation grants in the city of Barcelona in 2021 for the Canyelles urban complex.
- Technical advice for renovation work and energy renovation.
- Habitability certificates.

Grants for housing payments

- Fair rent: rent-payment allowances.
- Special-emergency allowances: for rent or mortgage-payment arrears and for access to housing for evicted people.
- Renewals of the complementary benefit to provide continuity in the payment of rent and the allowance to deal with situations of loss of housing.
- Rent-payment subsidies.
- Rent-payment subsidies for the elderly.
- Subsidies for rent and social-emergency payments arising from mediation in the city of Barcelona.
- Rent-payment allowances in the city of Barcelona.

Access to protected and social housing

- Information on social housing promotions (purchase, rent, leaseholds) and housing for special needs.
- Registration in the social housing applicants register in Barcelona.
- Allocation of social housing.

Rental Housing Pool

- Procurement of private dwellings to the public housing pool and managing leases, intended for people who have difficulty in accessing the private market.
- Processing of habitability certificates and energy-efficiency certificates of dwellings included in the Pool.
- Financial aid for carrying out habitability work on dwellings allocated to the Pool, as part of the application campaign for renovation, grants of up to 20,000 euros.
- Incentives of 1,500 euros for attracting private dwellings or for regularising legal proceedings in process for rent arrears, of up to 6,000 euros.
- Discount of 95% of the total property tax due during the lifetime of the social lease agreement.
- Legal, technical and social advice for housing in the pool.

Social-emergency committee

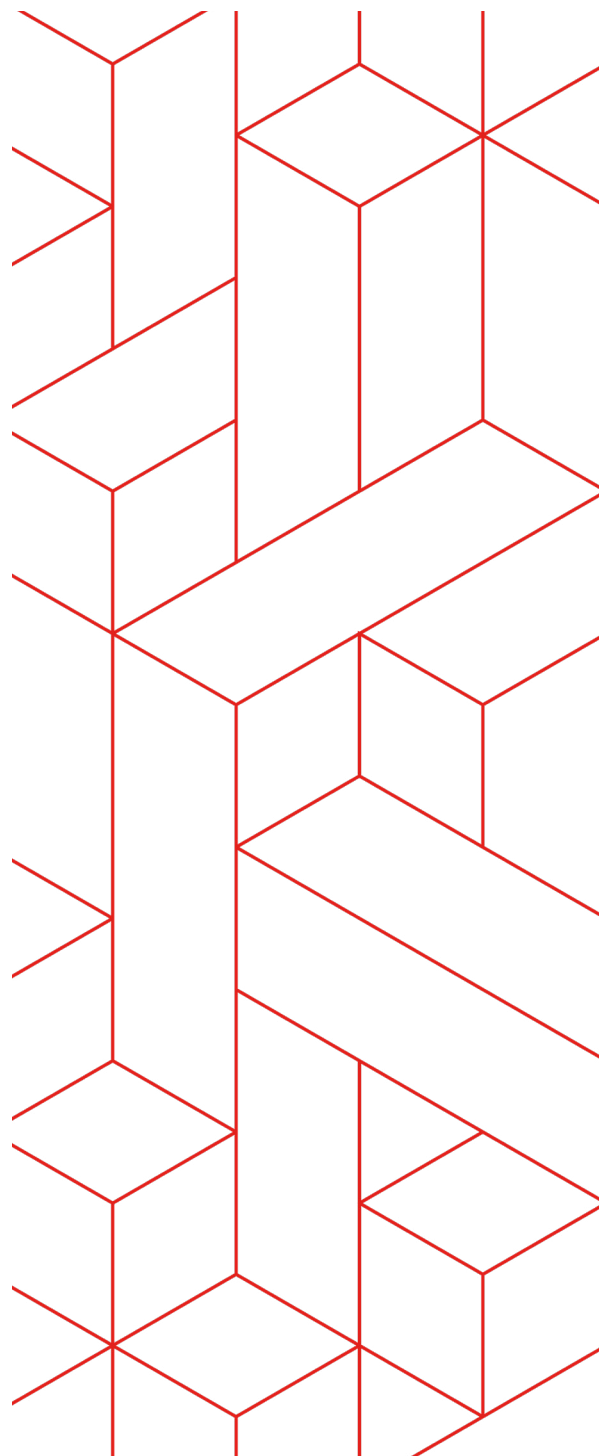
- Allocation of dwellings for social emergencies from the Social Housing Pool or other temporary residential resources.

Decent use of housing

- Information and legal advice on housing.
- Ofideute: advice on mortgage-payment arrears.
- Mediation concerning rent, the inclusion of new negotiation tools: rent-payment grants and incentives for including dwellings in the Barcelona Rental Housing Pool.
- Intervention service in response to Loss of Housing and Squatting.

Complementary services

- Information on other services and allowances for dwellings Avalloguer, Social Inclusion Housing Network.



MESURES COVID-19
DESINFECTEM I NETEGEM AQUEST EDIFICI DIARIAMENT

← T →
MESURES COVID-19
PER A LA SALUT DE TOTHOM
RESPECTEU LA DISTÀNCIA
DE SEGURETAT DE 2 METRES

Gràcies per la
vostra col·laboració



• List of services carried out during 2021

Housing Office	Renovation	Register and allocations	Rent subsidies	Housing pool	Decent use of housing	Habitability certificates	Total face-to-face processes (A)
Ciutat Vella	193	24,264	7,580	699	2,727	3	14,323
Eixample	15	3,299	5,977	752	1,625	5	10,531
Sants-Montjuïc	38	2,134	7,145	435	1,482	6	11,207
Les Corts	47	2,092	5,865	723	1,306	12	10,522
Sarrià - Sant Gervasi	8	2,608	178	47	212	1	640
Gràcia	2	200	3,443	217	891	5	5,792
Horta-Guinardó	9	1,227	3,436	523	1,407	1	7,139
Nou Barris	10	1,762	5,891	717	2,228	5	10,673
Zona Nord Nou Barris	6	306	611	57	23	0	1,003
Sant Andreu	13	3,374	5,700	657	957	3	10,704
Sant Martí	16	5,459	8,176	729	1,987	5	16,372
All of the HOs	193	24,264	54,002	5,556	14,845	46	98,906

Housing Office	Rental e-mail processes	HAB-ET calls from HOs	HO e-mail processes	Online processes (B)	Total HO processes (A+B)	Number of people assisted
Ciutat Vella	4,356	589	5,473	10,418	24,741	6,101
Eixample	3,785	393	1,401	5,579	16,110	5,313
Sants-Montjuïc	4,355	568	2,258	7,181	18,388	5,561
Les Corts	3,786	201	3,513	7,500	18,022	5,087
Sarrià - Sant Gervasi	0	209	1,707	1,916	2,556	586
Gràcia	3,786	242	3,839	7,867	13,659	3,099
Horta-Guinardó	3,785	348	1,961	6,094	13,233	3,524
Nou Barris	4,356	665	4,493	9,514	20,187	6,700
Zona Nord Nou Barris	0	0	0	0	1,003	605
Sant Andreu	3,788	300	3,295	7,383	18,087	5,568
Sant Martí	4,358	429	7,180	11,967	28,339	8,593
All of the HOs	36,355	3,944	35,120	75,419	174,325	50,737

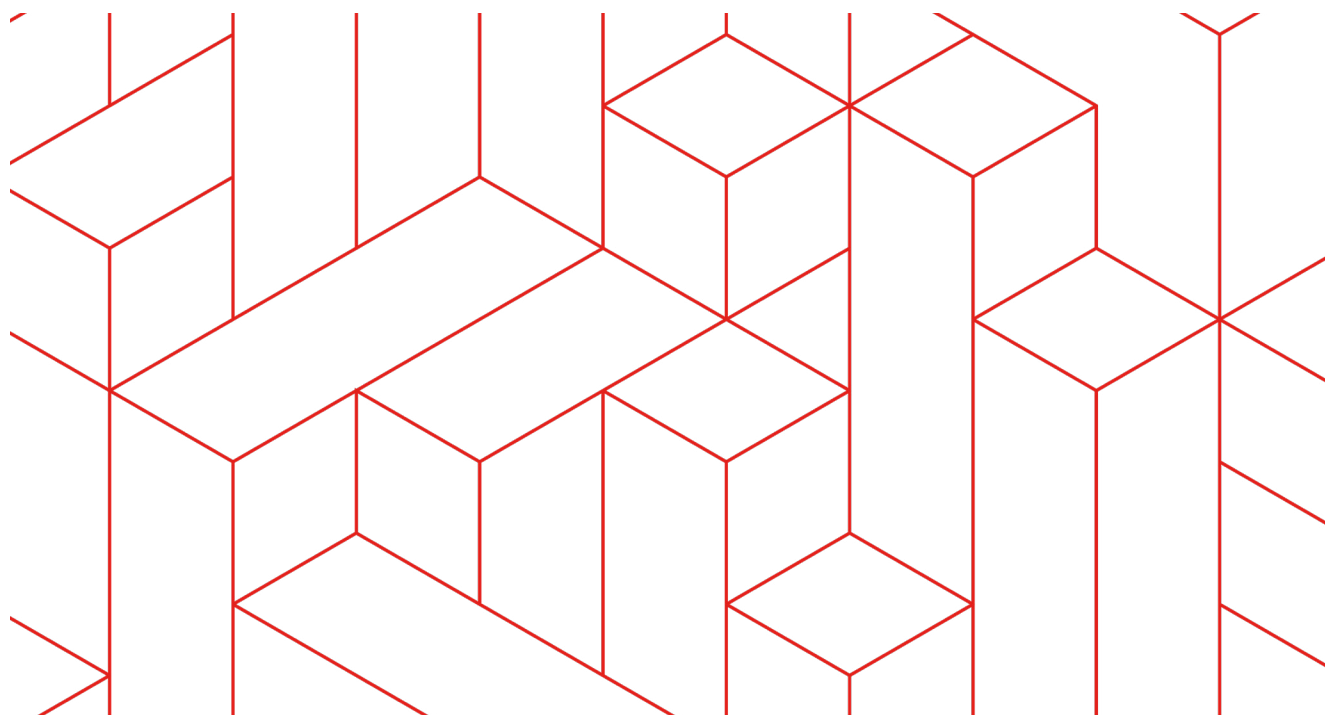
Of the types of assistance given, the following fell to specialist staff

Line	2013	2014	2015	2016	2017	2018	2019	2020	2021
Lawyers	6,796	7,081	8,079	9,766	13,297	12,512	11,400	7,813	7,604
Renovation experts	1,465	5,334	4,827	4,103	1,441	1,225	954	2,266 ⁽¹⁾	1,731
Total	8,261	12,415	12,906	13,869	14,738	13,737	12,354	10,079	9,335

⁽¹⁾These correspond to 407 face-to-face services plus 1,859 HAB-ET calls made during the lockdown due to the closure of offices.

Multi-channel assistance	2013	2014	2015	2016	2017	2018	2019	2020	2021	ACCUMULATED
In-person consultations	152,596	146,152	190,232	222,271	272,117	272,386	236,752	84,666 ⁽¹⁾	98,906	1,676,078
Website visits (Consortium, BCN, Registry)	740,903	664,536	557,686	583,414	756,532	955,903	1,065,999	1,221,479	1,420,548	7,967,000
Telephone consultations (010)	23,251	16,733	16,587	15,447	31,856	35,800	28,598	56,177	106,960	331,409
Total	916,750	827,421	764,505	821,132	1,060,505	1,264,089	1,331,349	1,362,322	1,626,414	9,974,487

⁽¹⁾Procedures corresponding to the first quarter of 2020 and face-to-face visits made after the state of alert.



RENOVATION GRANTS FOR BUILDINGS AND DWELLINGS

• Call for grant applications for 2021

The Consortium's campaigns for renovation-grant applications provide a simpler model for processing applications, improve and speed up the management of grants, through pro-active initiatives from the Barcelona Housing Offices Network (more advice and information).

The announcement of calls for competitive bids is planned for the first time with the publication of the new regulatory terms for renovation grants for specific homes in the city of Barcelona as approved by the General Board of the Barcelona Housing Consortium on 21 December 2020.

Through competitive bids, the submitted applications are compared with the aim of establishing an order of priority between them when granting subsidies, in accordance with a series of evaluation criteria set out in the call.

The grants for the 2021 call for common elements are awarded on a competitive bid basis. Outside the competitive bid, a financial reserve of 200.00 euros was created for actions that only contemplated accessibility improvements. The call has maintained the lines of action established in the 2020 call, with slight amendments to the barriers and including the granting of subsidies through competitive bids.

The following interventions are eligible for subsidies:

Actions		% Subvention	Limit
Structure	Structural defects	35% (*)	€3,000 per home or ≤ 30 homes €30,000 31 < homes < 60 €40,000 > 60 homes €50,000
Reduction of the building's energy demand	Façades	Partial performance 25%	€3,000 per home or
	Roofs and terrace roofs		
	Dividing walls	Overall performance 35%	≤ 20 homes €30,000 21 < homes < 40 €40,000 > 40 homes €50,000
	Open-air terraces and patios		
	Green roofs (<50% terraced roof surface)	40%	€3,000
Communal installations	Water, gas, electricity and sanitation	20%	€3,000 per home or ≤ 20 homes €30,000 21 < homes < 40 €40,000 > 40 homes €50,000
	Direct water supply	30%	€3,000 per home or ≤ 20 homes €30,000 21 < homes < 40 €40,000 > 40 homes €50,000
	Asbestos removal	35%	€3,000
	Solar energy	50%	€3,500 per home or €60,000 building
Accessibility	Lifts	35% (*)	Interiors €30,000 Exteriors €50,000
	Accessibility improvement	25%	€30,000
	Stairs and halls	20%	€20,000
Social cohesion (income < 3IRSC)		100%	No limit and entry in the registry

(*) The percentages could be increased with the supplementary grants specified in the annexes to the call.

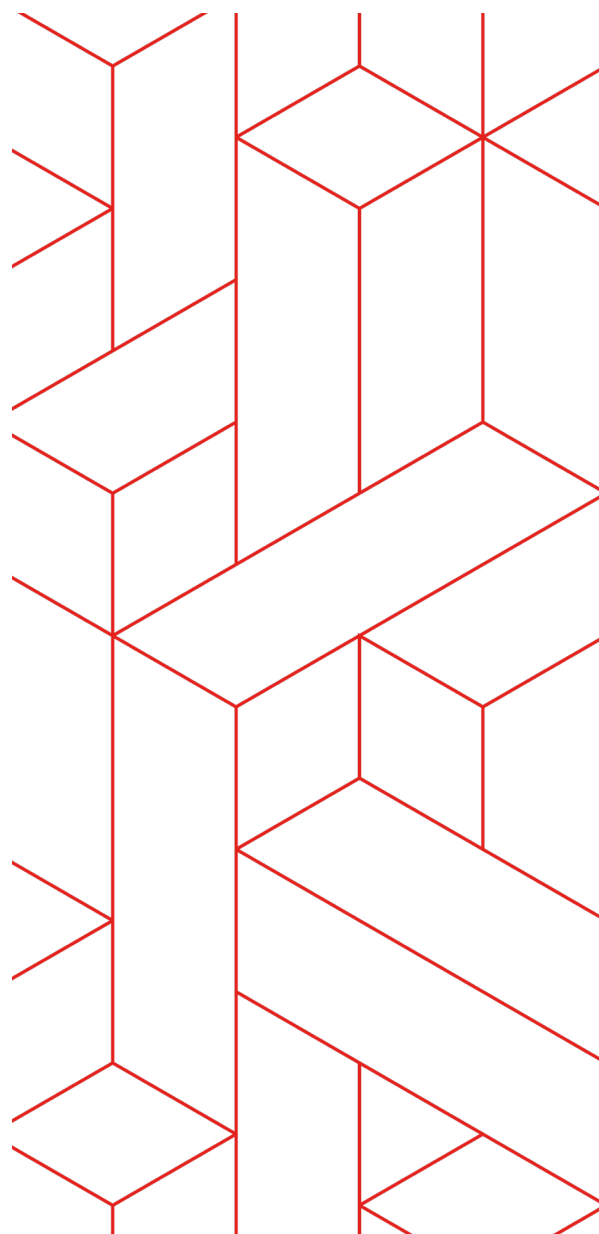
Renovation grants have **knock-on effects**, as they enable local residents to stay in their dwellings, have an impact on **sustainability, habitability, innovation and energy efficiency** and improve the urban landscape.

In addition to the call for common elements, two calls for housing interiors were published:

- The call for grants for the renovation of home interiors of homes to be included in the Barcelona Rental Housing Pool, aimed at people who own a home on the free market, which they making available in the Housing Pool for Rentals in Barcelona and which subsidises actions of up to 20,000 euros to make the home habitable or adapt the facilities inside the home and improve habitability.
- The call for grants is addressed to owners of homes for residential use for the reconditioning of homes for people in a situation of vulnerability, to guarantee the minimum conditions of habitability, safety, accessibility, hygiene and efficiency energy, by carrying out basic reforms of those homes in which people in a vulnerable situation have established their usual and permanent residence, with a maximum subsidy of 9,000 euros. This call for applications has not been published since 2018, and this year it includes a line of "functional adaptation actions" with the aim of facilitating the daily life activities of people with disabilities, in addition to the lines already provided for in previous years.

The call for highly complex properties was also announced. This is the result of a first study carried out in 2017 on residential vulnerability in Barcelona and a second study entitled "Prediagnosis of residential building in areas of vulnerability in the city of Barcelona". The most tangible result of these studies was the delivery of different lists by district and neighbourhood detailing the prioritisation of the 402 most vulnerable properties in the areas covered by the Neighbourhood Plan. Out of these properties, 267 studies have been

carried out to determine whether they meet the first three criteria set out in the FAC calls for applications for grants (60% of the property is usual and permanent housing, no more than 30% of the property is concentrated and it was built before 1993). The result was that 199 properties have predictably fulfilled these first three criteria. Among them, 116 collaboration, accompaniment and technical, social and legal advice agreements have been signed. Lastly, 86 properties have signed the second agreement for the execution of works and have submitted applications for subsidies. 604 applications for individual grants have been processed and work has been completed on 81 properties. A total of 16.2 million euros was committed in renovation grants in this period.





• **2021 grant application campaign: total number of applications approved for**

communal-elements grants

The final result of this call has been the Housing Consortium has directly awarded grants for an amount of **8.35 million euros**, and this meant a private investment of **24.49 million euros** in 2021. These grants enabled **325 applications** to be processed, benefiting **4,539 city dwellings**.

District	Disciplinary actions	Social cohesion	Dwellings	Budget	Subvention
Ciutat Vella	32	2	338	€3,831,624.50	€1,291,249.45
Eixample	37	2	703	€3,635,264.26	€1,003,872.30
Sants-Montjuïc	33	3	509	€3,291,073.65	€839,067.97
Les Corts	12	-	240	€1,769,530.91	€289,963.63
Sarrià - Sant Gervasi	21	-	255	€1,837,038.53	€439,202.51
Gràcia	35	1	363	€2,380,209.61	€686,656.46
Horta-Guinardó	56	5	796	€4,452,651.73	€1,404,170.09
Nou Barris	38	5	649	€3,940,358.46	€1,265,857.20
Sant Andreu	21	2	343	€2,175,551.94	€580,151.34
Sant Martí	20	-	343	€2,186,552.54	€545,818.61
Total	305	20	4,539	€29,490,856.13	€8,346,009.56

• **2021 Call, total number of approved applications for interior-renovation grants to be included in the Barcelona City Council Rental Social Housing Pool.**

District	Applications/ dwellings	Budget	Subvention
Ciutat Vella	17	€324,870.47	€287,576.04
Eixample	19	€373,827.22	€353,206.63
Sants-Montjuïc	17	€324,595.20	€310,303.82
Les Corts	1	€20,068.76	€20,000.00
Sarrià - Sant Gervasi	1	€20,000.00	€20,000.00
Gràcia	7	€157,026.16	€140,134.15
Horta-Guinardó	19	€353,656.07	€350,237.32
Nou Barris	22	€356,348.31	€344,441.28
Sant Andreu	11	€271,381.53	€209,912.07
Sant Martí	21	€388,478.35	€352,525.44
Total	135	€2,590,252.07	€2,388,336.75

• **2021 Call*, total number of approved applications for the Barcelona City Council's housing subsidies for vulnerable persons**

District	Applications/ dwellings	Budget	Subvention
Ciutat Vella	3	€25,076.28	€25,076.28
Eixample	5	€51,623.07	€51,623.07
Sants-Montjuïc	6	€54,993.52	€54,993.52
Les Corts	1	€8,963.63	€8,963.63
Sarrià - Sant Gervasi	4	€35,503.26	€35,503.26
Gràcia	5	€43,339.18	€43,339.18
Horta-Guinardó	14	€131,653.80	€131,653.80
Nou Barris	13	€101,619.71	€101,619.71
Sant Andreu	10	€68,512.98	€68,512.98
Sant Martí	10	€94,133.82	€94,133.82
Total	71	€615,419.25	€615,419.25

(* Applications resolved in 2021 corresponding to the 2018 call.

• **2021 Call, total number of approved applications for high-complexity properties.**

District	Disciplinary actions	Social cohesion	Dwellings	Budget	Subvention
Ciutat Vella	0	14	0	€2,012,853.64	€1,275,488.27
Eixample	-	-	-	-	-
Sants-Montjuïc	-	-	-	-	-
Les Corts	-	-	-	-	-
Sarrià - Sant Gervasi	-	-	-	-	-
Gràcia	-	-	-	-	-
Horta-Guinardó	-	-	-	-	-
Nou Barris	1	7	4	€102,498.68	€113,730.00
Sant Andreu	3	27	25	€1,342,922.23	€1,211,710.47
Sant Martí	-	-	-	-	-
Total	4	48	29	€3,458,274.55	€2,844,908.60

• **2021 grant application campaign: total number of approved applications for high-complexity properties New applications**

District	Disciplinary actions	Social cohesion	Dwellings	Budget	Subvention
Ciutat Vella	2	2	29	€556,260.31	€215,104.54
Eixample	-	-	-	-	-
Sants-Montjuïc	-	-	-	-	-
Les Corts	-	-	-	-	-
Sarrià - Sant Gervasi	-	-	-	-	-
Gràcia	-	-	-	-	-
Horta-Guinardó	1	2	4	€262,136.48	€209,078.22
Nou Barris	-	-	-	-	-
Sant Andreu	2	13	15	€358,866.22	€358,866.18
Sant Martí	-	-	-	-	-
Total	5	17	48	€1,177,263.01	€783,048.94

• **2021 Call, total number of approved applications for grants in the Besòs and Canyelles regeneration area.**

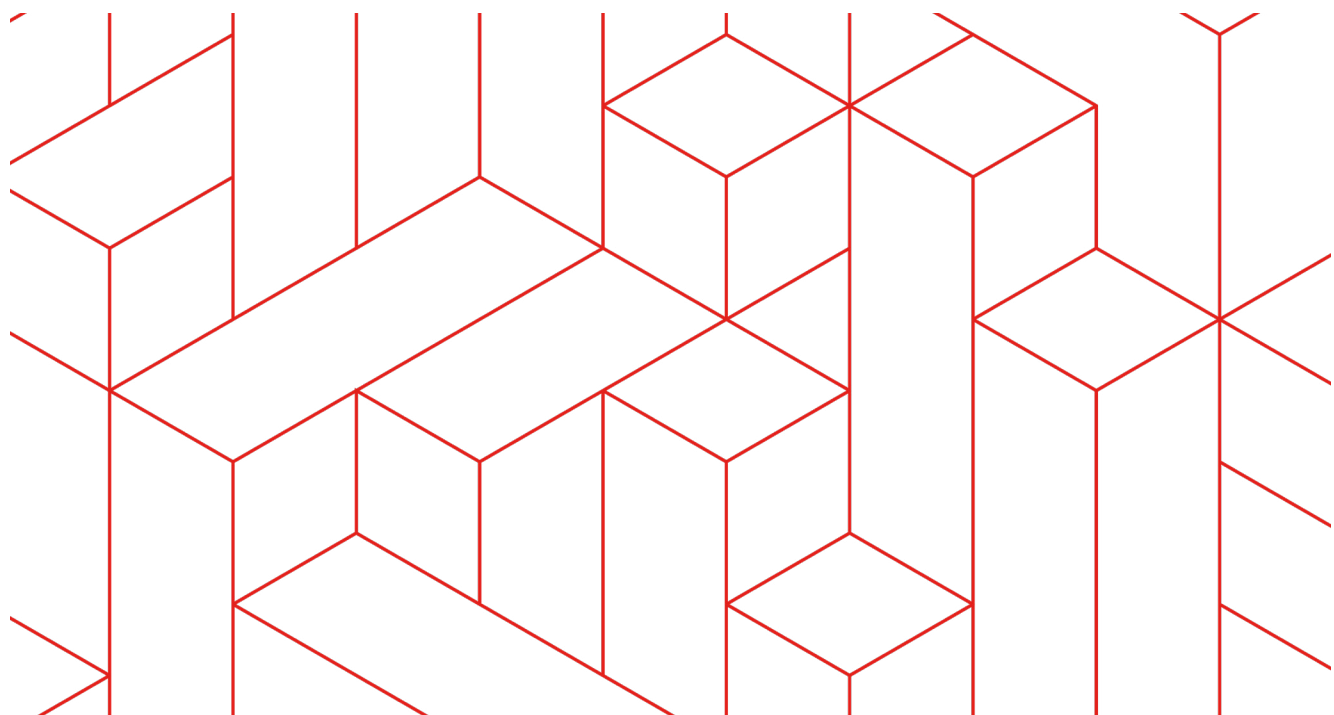
District	Disciplinary actions	Dwellings	Budget	Subvention
Ciutat Vella	-	-	-	-
Eixample	-	-	-	-
Sants-Montjuïc	-	-	-	-
Les Corts	-	-	-	-
Sarrià - Sant Gervasi	-	-	-	-
Gràcia	-	-	-	-
Horta-Guinardó	-	-	-	-
Nou Barris	5	186	€3,027,715.50	€2,573,559.87
Sant Andreu	-	-	-	-
Sant Martí	0	0	€1,657,124.08	€1,436,755.93
Total	5	186	€4,684,839.58	€4,010,315.80



• Details of the actions carried out in each of the programmes of the 2021 call for grants for the renovation of common elements granted by the Barcelona Housing Consortium.

Programme	Action	Actions	Budget	Subvention
Structural work	Foundations, vertical and horizontal structure	44	€3,375,702.99	€824,790.04
Non-structural work	Façades	28	€1,464,837.75	€379,188.30
	Terraces	50	€1,956,230.98	€510,210.60
	Dividing walls	8	€209,263.31	€38,186.84
	Inner patios	36	€816,370.39	€216,090.77
	Hallways and staircases	19	€612,208.47	€130,434.60
Accessibility	Lifts	134	€11,385,809.52	€4,016,709.85
	Removing barriers with itinerary and new bus stops	75	€3,298,160.37	€794,721.66
Installations	General communal utility systems	69	€1,416,526.16	€284,903.96
	Unification of TV aerials	2	€4,481.45	€898.31
	Re-arrangement of air-conditioning appliances	2	€23,105.30	€3,390.06
	Incorporation of new technologies	0	-€	-€
	Fire prevention systems	0	-€	-€
	Direct water supply	15	€315,119.17	€85,095.46
Sustainability and energy renovation	Improving thermal or acoustic insulation	63	€3,363,412.27	€840,803.25
	Installing alternative energies	19	€215,130.95	€85,645.92
Other	ITE	1	€2,900.14	€2,900.14
	Individual lift-installation grants	12	€76,648.31	€40,536.27
	Individual structure-installation grants	8	€84,514.73	€59,503.53
	Preliminary report	1	€122,849.13	€32,000.00
	Initiatives not allowed	41	€908,747.78	-€
Total		646	€29,490,856.13	€8,346,009.56

* (The amounts of the budget for individual grants do not add up to the total, as they are included in the homeowners' association file.)



• Grants for social cohesion

In order to help families with fewer economic resources and favour the agreement of homeowners' associations that wish to undertake renovation work but who cannot do so because some of the owners cannot afford the expenditure, the renovation-grant campaign introduced a social subsidy, which was **extended to all work covered by the campaign in 2017**.

Grants were allocated individually and registered with the Registry of Owners; recipient owners were under the obligation to pay back the grants as soon as the ownership of their dwelling changed hands. This therefore ensured that such allocated grants would be repaid once a property changes hand while enabling other applicants to apply for such complementary grants.

The grant consists of a **subsidy of up to 100%** of the cost of the work, for owners with an income below three times the amount of the IRSC (Income Sufficiency Indicator for Catalonia).

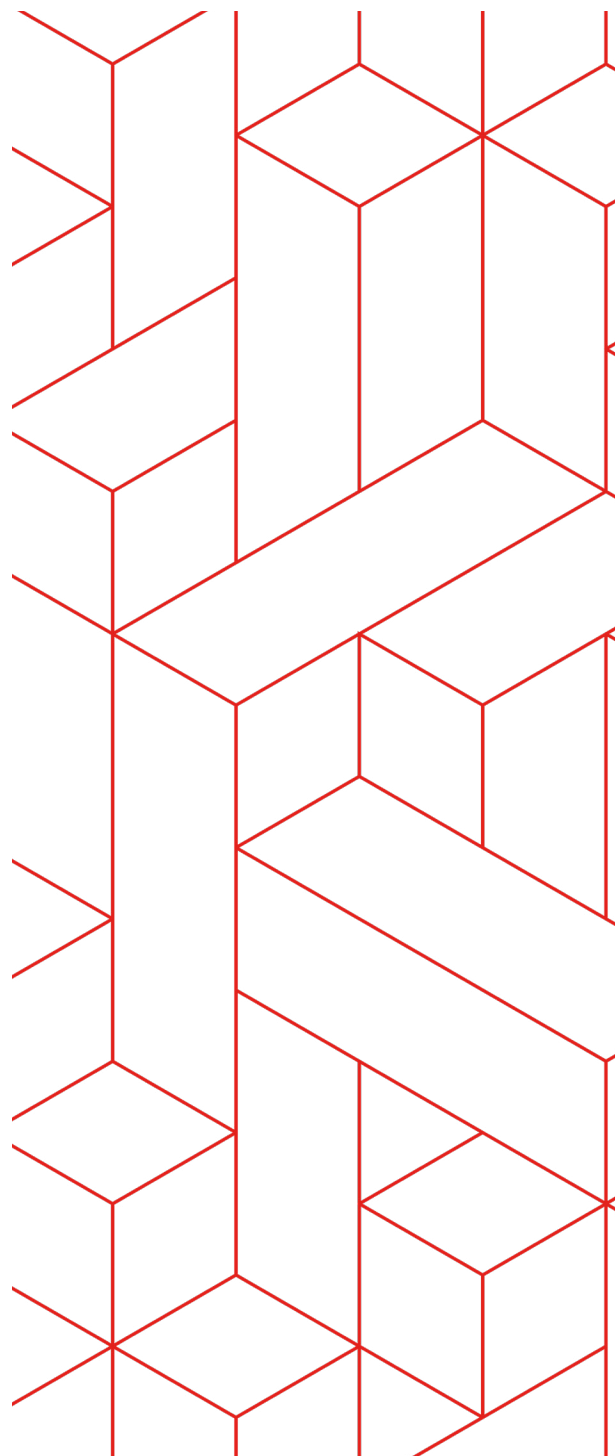
• The grants programme for lift installations

The grants programme for lift installations was included in the Call for renovation-grant applications, with the aim of improving accessibility to residential buildings..

Accessibility improvements do not just involve the functional optimisation of buildings but also represent a social improvement, as they enable the owners and users of the dwellings, especially in the case of elderly people, to strengthen their ties in the neighbourhood.

Experts from the Housing Office Network provide residential-building owners with the resources for finding technical solutions that make lift installations possible. This type of assistance is based on proximity to city residents, in order to speed up information, procedures and grant payments.

In 2021, 120 applications for grant allocations were approved, for **134 installed lifts**, benefiting a total of **1,513 dwellings**.





• **Grants for lift installations and complementary work, in 2021**

District	Disciplinary actions	Dwellings	Budget	Subvention
Ciutat Vella	13	122	€1,259,646.20	€542,253.17
Eixample	5	74	€619,732.81	€165,712.13
Sants-Montjuïc	9	102	€804,040.40	€293,141.90
Les Corts	1	8	€158,045.20	€30,000.00
Sarrià - Sant Gervasi	5	44	€516,633.66	€148,511.70
Gràcia	17	194	€1,410,304.98	€449,064.68
Horta-Guinardó	32	437	€2,762,220.72	€982,984.64
Nou Barris	19	269	€2,861,172.78	€1,005,586.04
Sant Andreu	12	137	€1,147,709.45	€359,809.35
Sant Martí	7	126	€820,472.62	€213,399.09
Total	120	1,513	€12,359,978.82	€4,190,462.70

This included complementary work (hallways, staircases, communal facilities) for lift installations. Social-cohesion applications are included.

• **Managing habitability certificates**

Habitability certificates are administrative documents which confirm that a dwelling meets the minimum habitability standards provided for under current regulations and that it is suitable for use as a residence for people, without prejudice to its use for other authorised activities.

In 2021, habitability certificates for brand-new and used buildings could be submitted to Barcelona Housing offices and to the headquarters of the Catalan Housing Agency's area services in Barcelona.

The Barcelona housing offices have managed all the applications for habitability certificates **submitted** at the **offices** themselves and those submitted **online**, as well as those which, once submitted to the **territorial services**, were sent to the offices for processing.

• **Applications, by submission office**

Housing office	Applications	housing
Ciutat Vella	1	1
Eixample	1	1
Sants-Montjuïc	-	-
Les Corts	-	-
Sarrià - Sant Gervasi	-	-
Gràcia	-	-
Horta-Guinardó	-	-
Nou Barris	-	-
Sant Andreu	3	3
Sant Martí	109	109
Total	114	114
BCN area services	981	3,698
Virtual-procedures office	24,805	24,821
Other local offices	55	69
Total for Barcelona	25,955	28,702

• Applications by processing office


Housing office	Applications	housing
Ciutat Vella	2,803	2,803
Eixample	2,520	2,520
Sants-Montjuïc	3,549	3,549
Les Corts	575	575
Sarrià - Sant Gervasi	1	1
Gràcia	2,847	2,847
Horta-Guinardó	2,834	2,834
Nou Barris	2,907	2,907
Sant Andreu	2,800	2,800
Sant Martí	2,581	2,581
Total	23,417	23,417
BCN area services	2,537	5,284
Not assigned	1	1
Total for Barcelona	25,955	28,702


• Habitability certificates issued in 2021

District	Used dwellings	New dwellings	Total number of dwellings
Ciutat Vella	2,401	8	2,409
Eixample	2,468	2	2,470
Sants-Montjuïc	3,216	1	3,217
Les Corts	524	-	524
Sarrià - Sant Gervasi	4	-	4
Gràcia	2,423	-	2,423
Horta-Guinardó	2,507	-	2,507
Nou Barris	2,734	-	2,734
Sant Andreu	2,665	-	2,665
Sant Martí	2,046	2	2,048
Total no. of housing offices	20,988	13	21,001
BCN area services	1,946	2,979	4,925
Total for Barcelona	22,934	2,992	25,926

• Number of inspections performed

District	Inspections
Ciutat Vella	67
Eixample	14
Sants-Montjuïc	33
Les Corts	1
Sarrià - Sant Gervasi	-
Gràcia	19
Horta-Guinardó	94
Nou Barris	6
Sant Andreu	37
Sant Martí	5
Total	276
BCN area services	55
Total for Barcelona	331

 The Housing Office Network processed habitability certificates for **23,417 flats**.

 Barcelona's housing offices issued **habitability certificates** for a total of **21,001 of the city's dwellings**.

Specialist personnel from the offices carried out a total of **331 inspections**.



SERVICI DE PROTECCIÓ OFICIAL

RSN 128660

responsabilitat de Barcelona, amb NIF P-5801915-1,
representat pel seu Gerent, Sr. GERARD CAPD

BARCELONA

RSN 128660

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BARCELONA REGISTER OF APPLICANTS FOR SOCIAL HOUSING

In 2021, the Register continued with the allocation processes initiated in the previous year, as well as the tasks and initiatives regarding new registrations.


Note the following:

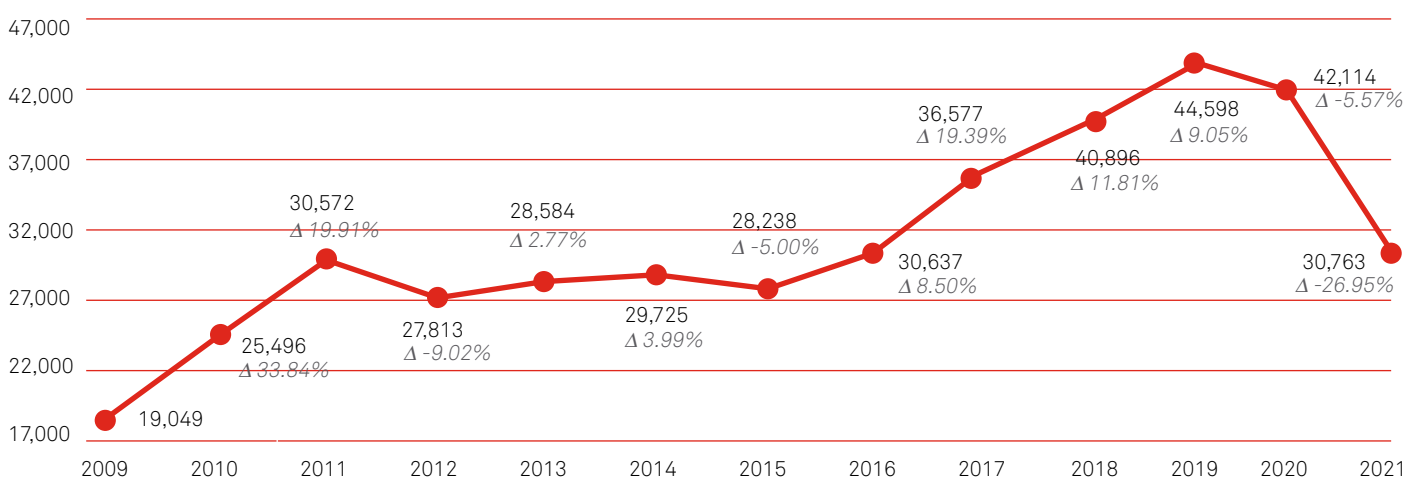
- A total of **184 second-allocation flats** and **252 first-allocation flats** were included in the allocation processes held in 2021, under the draw system and the needs-scale system.
- The number of **valid registrations** on 31 December 2021 was **30,763 household units** (61,475 people), representing a 27% decrease on the previous year's registrations.
- In 2021, a total of **30,255 applications** were received by the Registry, of which 9,517 have been registrations, 2,583 modifications and 18,155 renewals, which represents an increase of 76% in registrations, 3% in modifications and 562% in renovations. The increase over the previous year in the total number of applications is 183%.

- With regard to **deregistrations** from the Registry, in 2021 there was an **increase of 173%** compared to the previous year due to the change in the validity of the applications registered in the RSHPO.

• Entry in the Register

The upward trend in the last few years in terms of registrations in the Registry was interrupted in 2021 due to a change in the regulations regarding the validity of applications registered in the RSHPO, which changed from three years to one year.

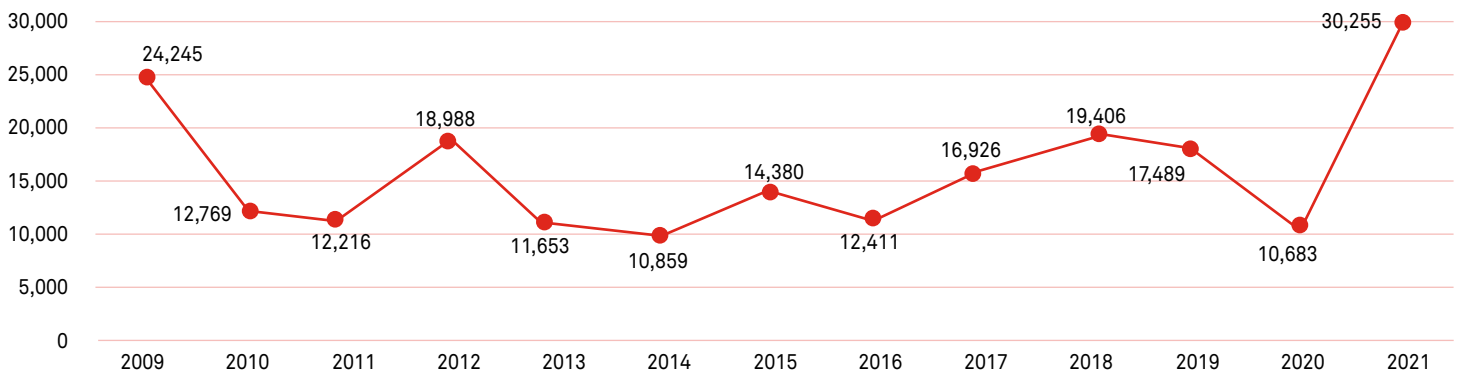
 In 2021, the number of household units with valid registrations fell by 27%.



First three years of valid registration

• **Trend data of the Registry. Trend in the number of applications since the Registry began operating**

Applications	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Total
Registration	22,840	9,168	8,049	8,400	6,764	6,306	7,913	8,449	10,857	11,226	10,142	5,420	9,517	125,051
Modification	1,405	3,601	4,167	3,940	2,899	2,716	3,102	2,893	4,076	4,546	4,758	2,519	2,583	43,205
Renovation				6,648	1,990	1,837	3,365	1,069	1,993	3,634	2,589	2,744	18,155	44,024
Total	24,245	12,769	12,216	18,988	11,653	10,859	14,380	12,411	16,926	19,406	17,489	10,683	30,255	212,280



2009 was the year that the Register of Applicants for Social Housing first went into service

• **Profile of registered household units. Household units by number of registered people**

District	Household units	People registered	Total population ⁽¹⁾	% of the district's population
Ciutat Vella	2,888	6,078	109,672	5.5%
Eixample	3,659	6,085	269,349	2.3%
Sants-Montjuïc	3,812	7,263	187,026	3.9%
Les Corts	915	1,471	81,576	1.8%
Sarrià - Sant Gervasi	1,016	1,546	149,201	1.0%
Gràcia	1,778	3,036	123,276	2.5%
Horta-Guinardó	3,317	6,357	173,944	3.7%
Nou Barris	4,045	8,460	173,552	4.9%
Sant Andreu	3,646	7,049	151,537	4.7%
Sant Martí	5,687	10,812	241,181	4.5%
Not registered/Not specified:	n/a	3,318	n/a	n/a

⁽¹⁾ Total population by district as of 1 January 2021

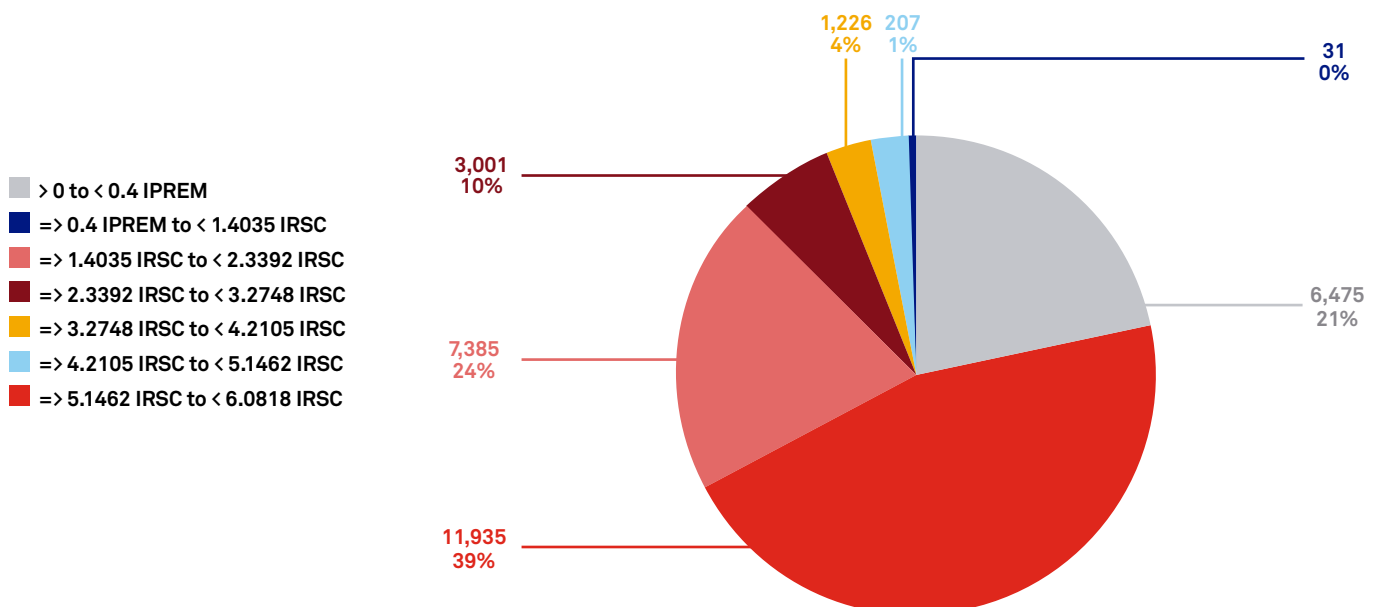
• Household units in districts, by income (€)

Income in relation TO IPREM/IRSC 2020	Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí	Total
From > 0 to < 0.4 IPREM	703	765	854	194	188	332	710	980	692	1,057	6,475
From ≥ 0.4 IPREM to < 1.4035 IRSC	1,394	1,277	1,512	319	411	616	1,266	1,719	1,374	2,047	11,935
From ≥ 1.4035 IRSC to < 2.3392 IRSC	571	911	870	241	243	458	805	919	946	1,421	7,385
From ≥ 2.3392 IRSC to < 3.2748 IRSC	154	420	360	97	84	221	321	270	395	679	3,001
From ≥ 3.2748 IRSC to < 4.2105 IRSC	47	180	146	42	50	92	142	88	146	293	1,226
From ≥ 4.2105 IRSC to < 5.1462 IRSC	14	63	45	13	24	46	49	47	69	123	493
From ≥ 5.1462 IRSC to < 6.0818 IRSC	5	37	23	6	14	12	18	18	21	63	217
From ≥ 6.0818 IRSC to ≤ 6.5 IRSC	0	6	2	3	2	1	6	4	3	4	31
	2,888	3,659	3,812	915	1,016	1,778	3,317	4,045	3,646	5,687	30,763

• Income table (€) by household unit's members

Members	0.4 IPREM	1 IPREM	1 IRSC	1.4035 IRSC	2.3392 IRSC	3.2748 IRSC	4.2105 IRSC	5.1462 IRSC	6.0818 IRSC	6.5 IRSC
1	4,010.45	10,026.12	10,623.64	14,910.28	24,850.48	€34,790.67	€44,730.86	€54,671.05	€64,611.24	69,053.66
2	4,134.48	10,336.21	10,952.21	15,371.42	€25,619.05	€35,866.67	€46,114.29	€56,361.90	€66,609.52	71,189.34
3	4,312.31	10,780.77	11,423.27	16,032.57	€26,720.94	€37,409.32	48,097.70	€58,786.07	€69,474.45	74,251.25
4 or more	4,456.05	11,140.13	11,804.04	16,566.97	27,611.64	38,656.30	49,700.95	60,745.61	71,790.26	76,726.29

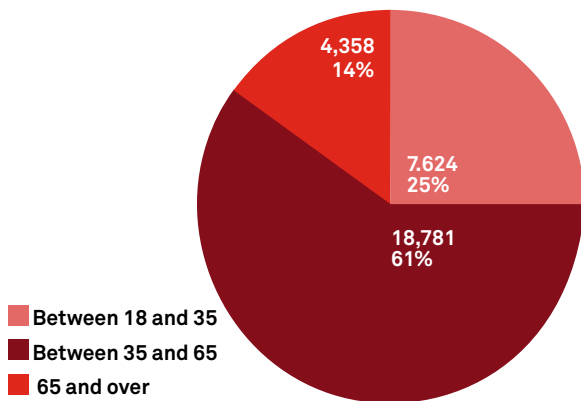
• Distribution by income



• Household units registered, by age and by district

Income in relation TO IPREM/IRSC 2020	Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí	Total
From ≥ 18 to ≥ 35	499	893	898	260	206	388	788	1,025	976	1,691	7,624
< 35 to < 65	1,862	2,161	2,395	509	612	1,108	2,035	2,539	2,188	3,372	18,781
≥ 65	527	605	519	146	198	282	494	481	482	624	4,358
	2,888	3,659	3,812	915	1,016	1,778	3,317	4,045	3,646	5,687	30,763

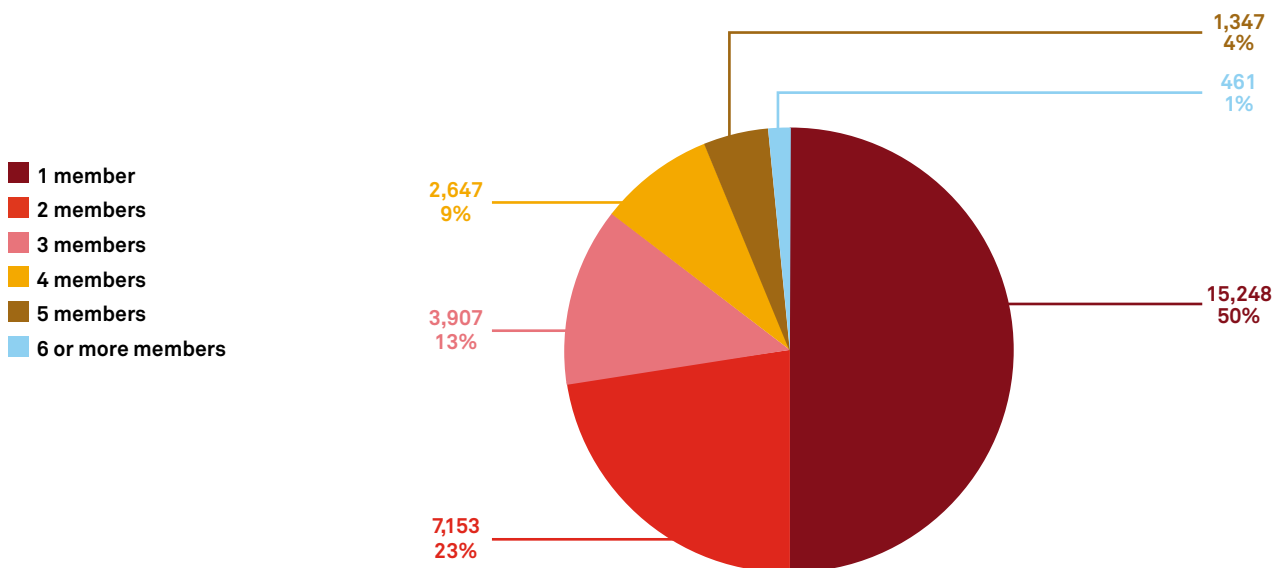
• Distribution by age



• Registered household units, with all members over 65

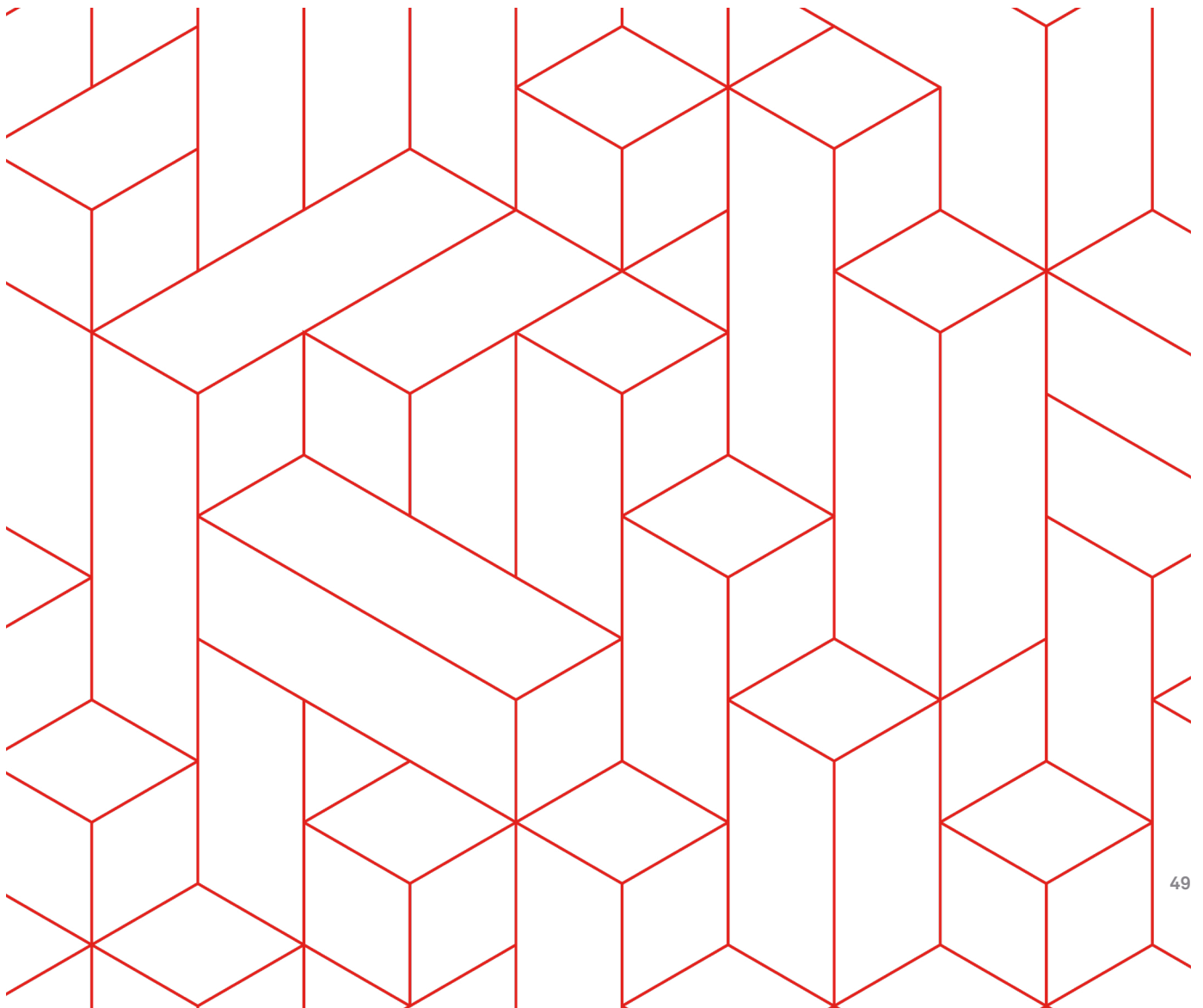
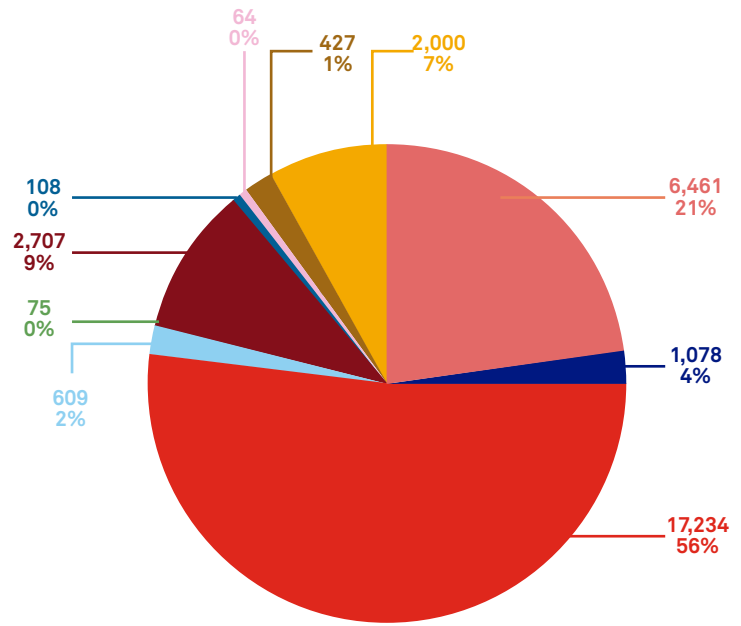
Requesting social housing for the elderly	2,957
1 member	2,447
2 members	510
Not requesting social housing for the elderly	761
1 member	570
2 members	186
3 members	5
Total	3,718

• Distribution by household unit's member



• **Distribution by current residence**

- Family residence
- Social-housing (HPO) lease
- Free-market rent
- Own residence
- Pension
- Sublet room
- Shelter
- Other social resources for women
- Other social resources for vulnerable people
- Other

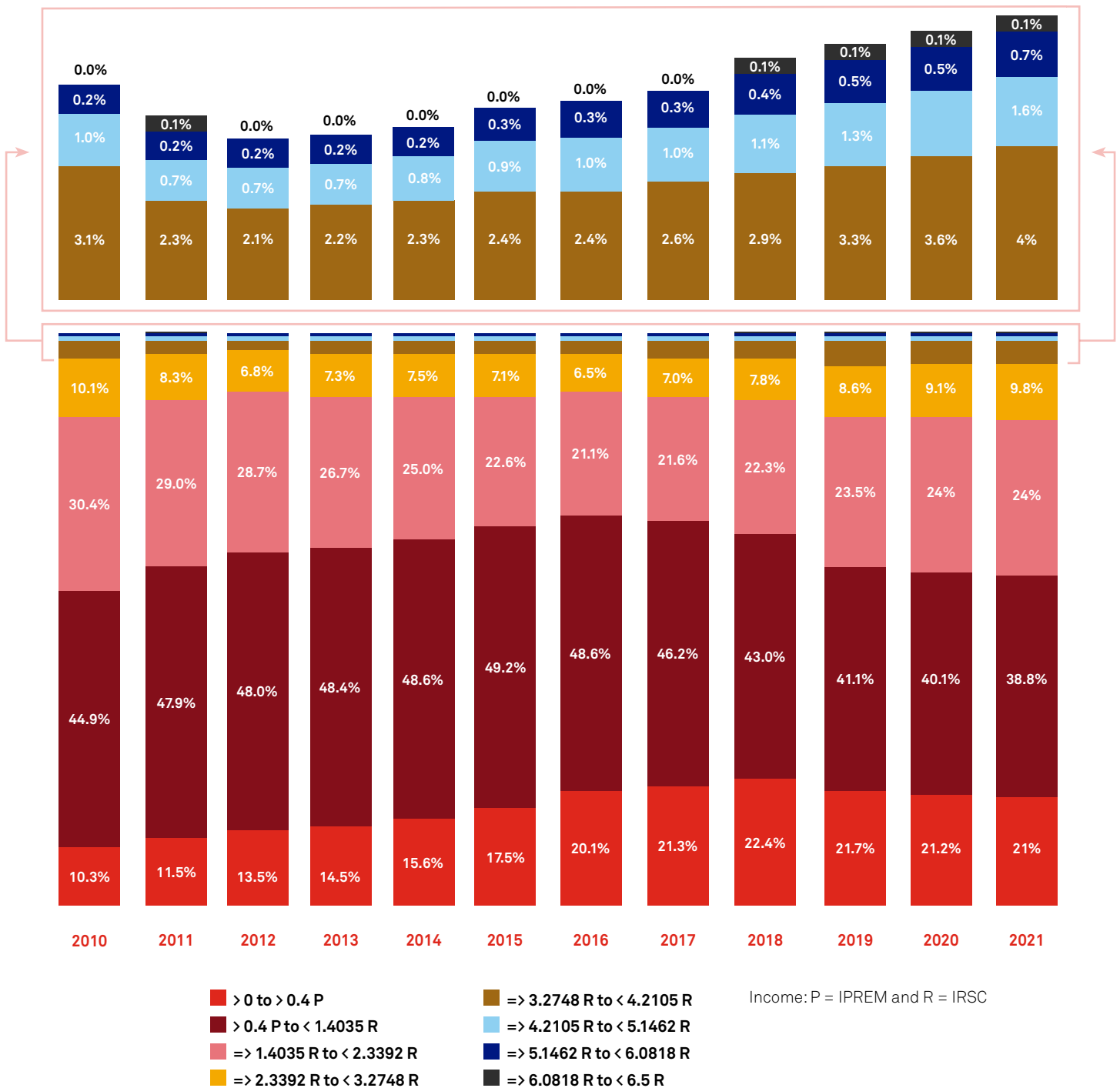


• **Development of housing-applicant profiles**

The profiles of applicant household units are under constant development, as a result of the current situation shown in the following charts, above all regarding the variables of income, age, number of members making up units, nationality, requested housing system and disability.

• **Income**

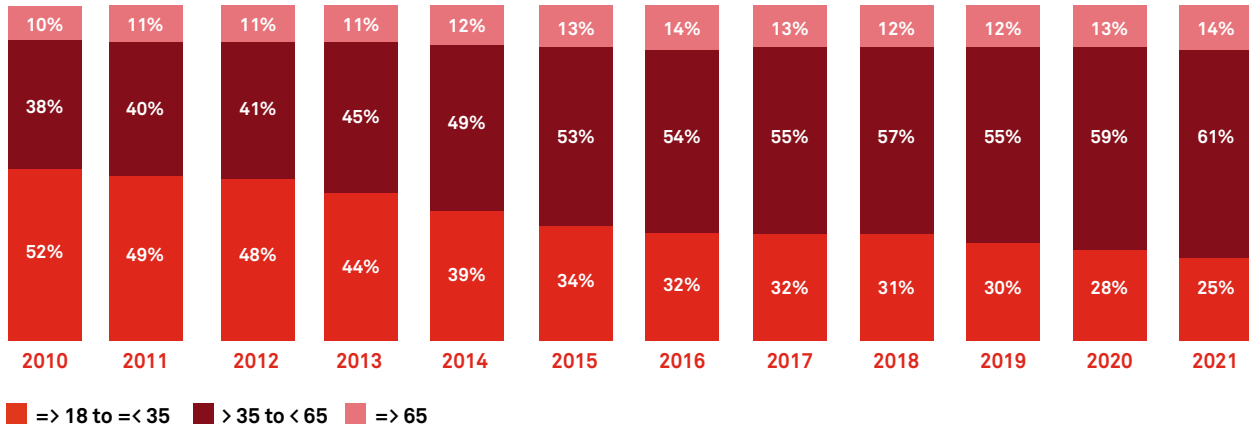
A slight improvement has been maintained in recent years with regard to the trend in the impoverishment of families demanding housing detected in previous years, especially in the lower income brackets.



• Age

There has been a continuing reverse trend in demand in relation to the age of applicants: during the early years of the Register, most applicants were under the age of 35, representing 52%, while the 35 to 65-year old

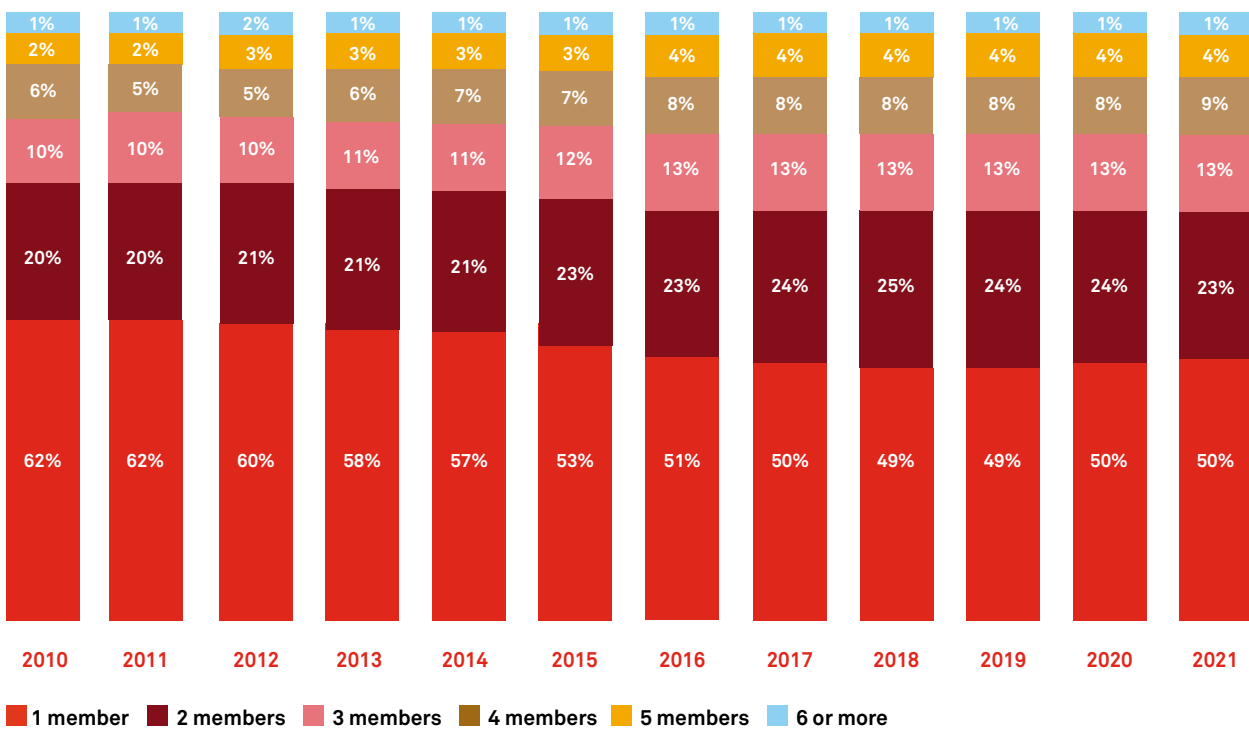
group represented 38% of the total. Today, the 35-65-year old group make 61%, while the younger group accounts for 25% of applicants. There has been a slight increase in the number of people over the age of 65, from 10% in 2010 to 14% today.



• Number of household-unit members

A change in the composition of household units was also seen over time: during the Register of Applicants' first years, single-member household units were the majority group (62%). In the last six years, there has been a stagnation in the composition of household units by number

of members. Single-member household units account for 50% of registrations in the HPO Applicants Register, while those with two or three members account for 23% and 13%, respectively. They are followed by household units with four members.

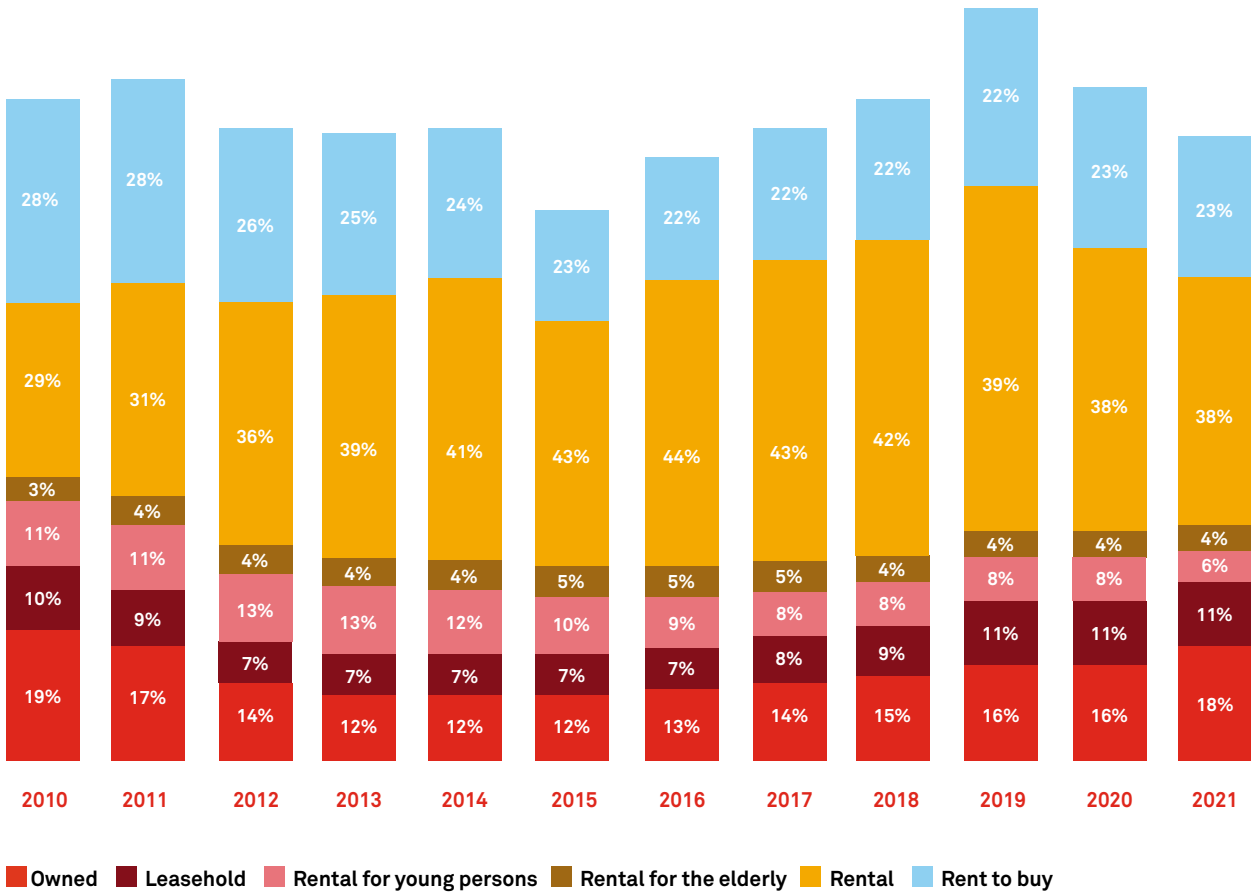


• **Type of protection requested**

The type of housing protection applied for also continued to vary over the years, with rental leases being the most requested form. A certain

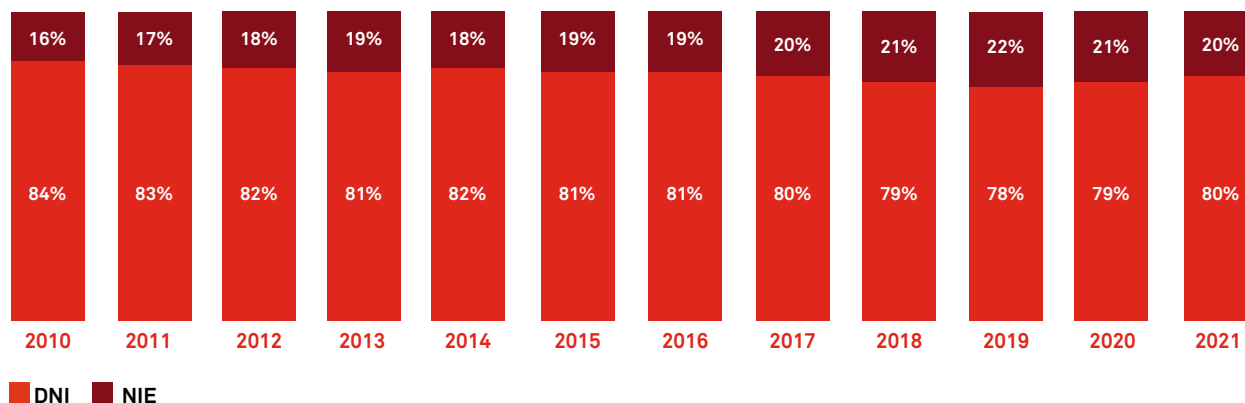
stabilisation can be observed, compared to 2020, in terms of the % of the different types sought.

Note that the same applicant can request more than one type of housing tenure.



• Nationality

The proportion of people registered with a foreigner's identity card (NIE) or Spanish National Identity Document (DNI) has remained practically the same over time:

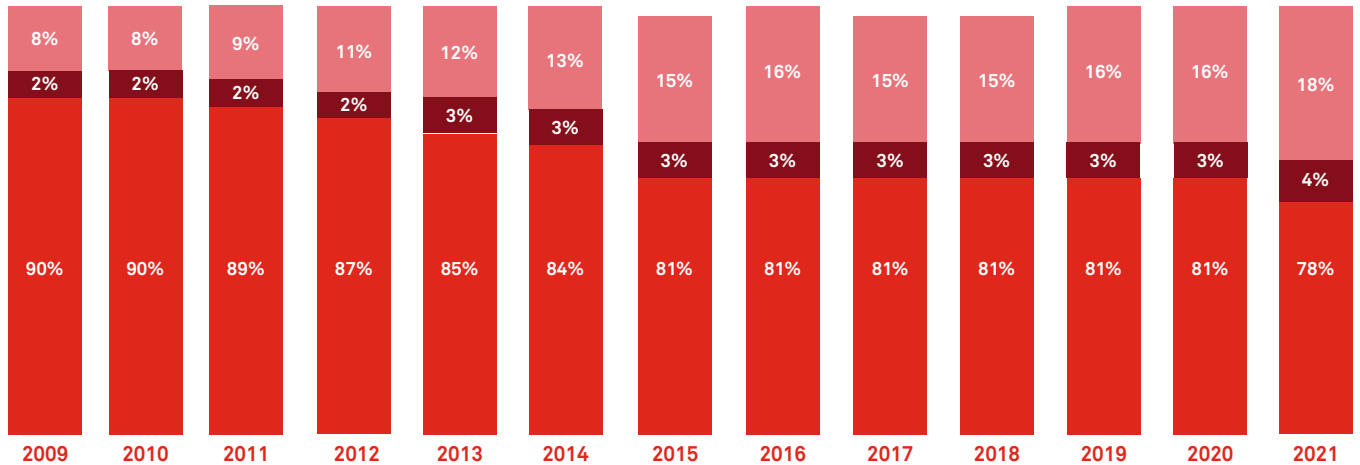


Nationality	2012		2013		2014		2015		2016		2017		2018		2019		2020		2021	
	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%
DNI	22,798	82%	23,159	81%	24,327	82%	22,901	81%	24,690	81%	29,137	80%	32,141	79%	34,966	78%	33,140	79%	24,475	80%
NIE	5,015	18%	5,425	19%	5,398	18%	5,337	19%	5,947	19%	7,440	20%	8,755	21%	9,632	22%	8,974	21%	6,288	20%
	27,813		28,584		29,725		28,238		30,637		36,577		40,896		44,598		42,114		30,763	

• **Members with disabilities**

Since 2015, there has been a stabilisation of the percentage with respect to the rest of the household units with one of their members with

a disability, which stands at 22%. Among these 22%, 4% are people with reduced mobility* (although this percentage has also increased: initially it was 2%), of whom 1.9% need adapted housing, and this has been the trend since 2017.



■ No disability ■ With reduced mobility ■ Without reduced mobility

* Since 2017, data on household units with reduced mobility have been divided into household units with reduced mobility and household units with reduced mobility as well as the need for adapted housing.

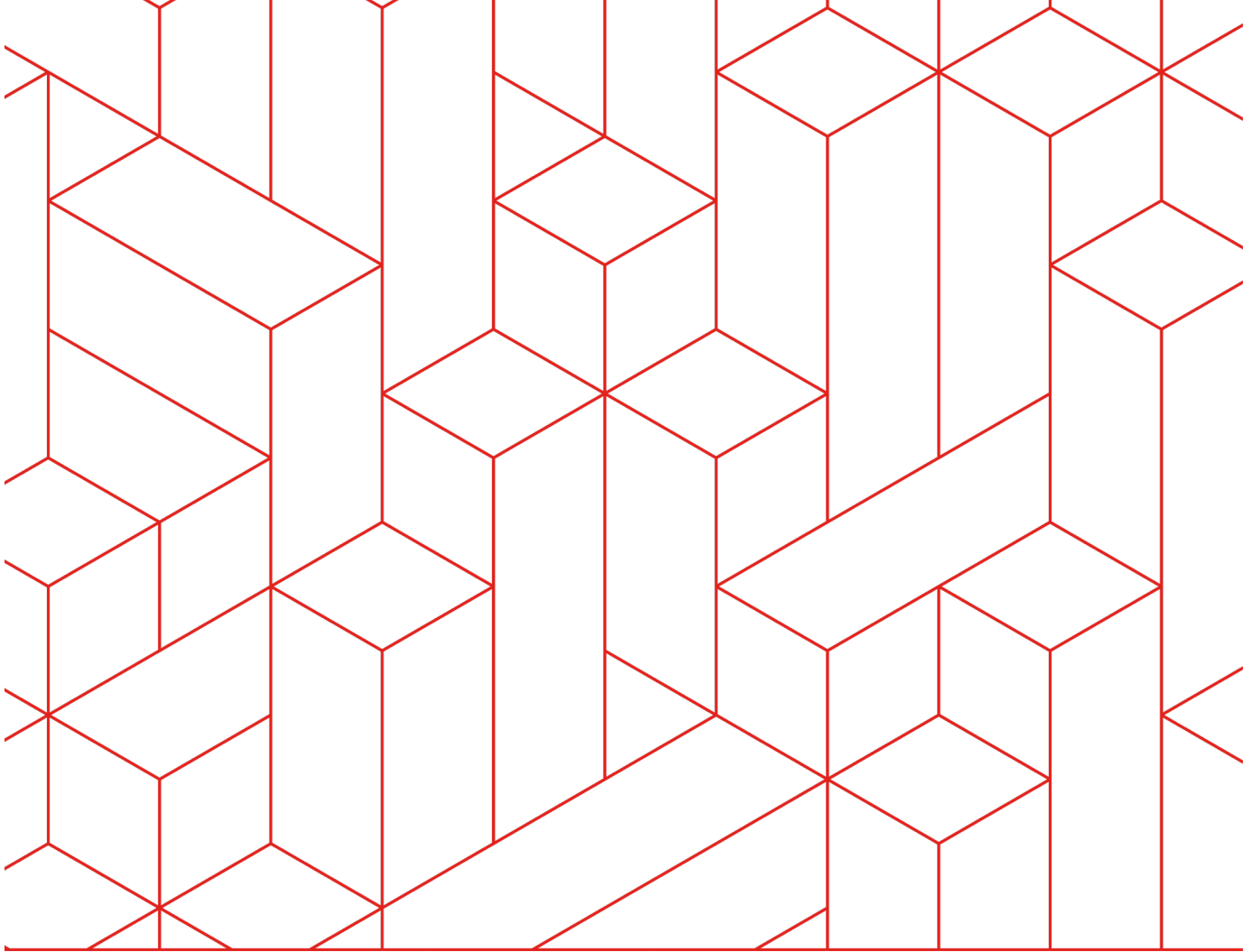
2019

With reduced mobility and the need for adapted housing	738
With reduced mobility	575
Total	1,313

Year	With reduced mobility and the need for adapted housing (%)	With reduced mobility (%)
2019	1.5%	1.9%
2020	1.5%	2.0%
2021	2.4%	1.9%

■ With reduced mobility and the need for adapted housing
■ With reduced mobility

	2012		2013		2014		2015		2016		2017		2018		2019		2020		2021	
	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%	Dec	%
With no	24,214	87%	24,414	85%	24,933	84%	22,991	82%	24,767	81%	29,760	81%	33,249	81%	36,180	81%	33,904	81%	24,073	78%
With reduced mobility	626	2%	735	3%	850	3%	932	3%	1,051	3%	1,195	3%	1,348	3%	1,492	3%	1,487	3%	1,313	4%
Without reduced mobility	2,973	11%	3,436	12%	3,942	13%	4,315	15%	4,822	16%	5,622	16%	6,299	16%	6,926	16%	6,723	16%	5,377	18%
Total	27,813		28,584		29,725		28,238		30,637		36,577		40,896		44,598		42,114		30,763	



• **Allocation of dwellings**

Over the course of 2021, four new allocation processes were carried out, three by means of a draw and one by means of a selection process:

The data of the "first allocations" made during 2021 come from the Ciutat Vella call for applications started in 2015, from the Pere IV and Can Batlló calls for applications started in 2017 and from the Tànger call for applications started in 2018, with which new-build homes have been managed that are different from those of the promotion, from the Can Fabra, Sancho de Àvila and Sovelles calls for applications started in 2019, from the Cal Cisó and Gent Gran Alí Bei calls for applications started in 2021 and from the Maresme, Marina del Prat Vermell and Cobega-Rambla Guipúscoa calls for applications, as well as other housing located in different areas of the city of Barcelona.

Grant-application campaigns initiated in 2021

Draw	27 leasehold dwellings in the Maresme development
	60 dwellings for rent in the Marina del Prat Vermell development
	64 dwellings for rent in the Cobega-Rambla Guipúscoa development
Selection process	97 dwellings for socially and financially vulnerable persons

Type of allocation

New	173
Used	229
Total	402

• Allocation procedures in 2021 for housing-allocation calls

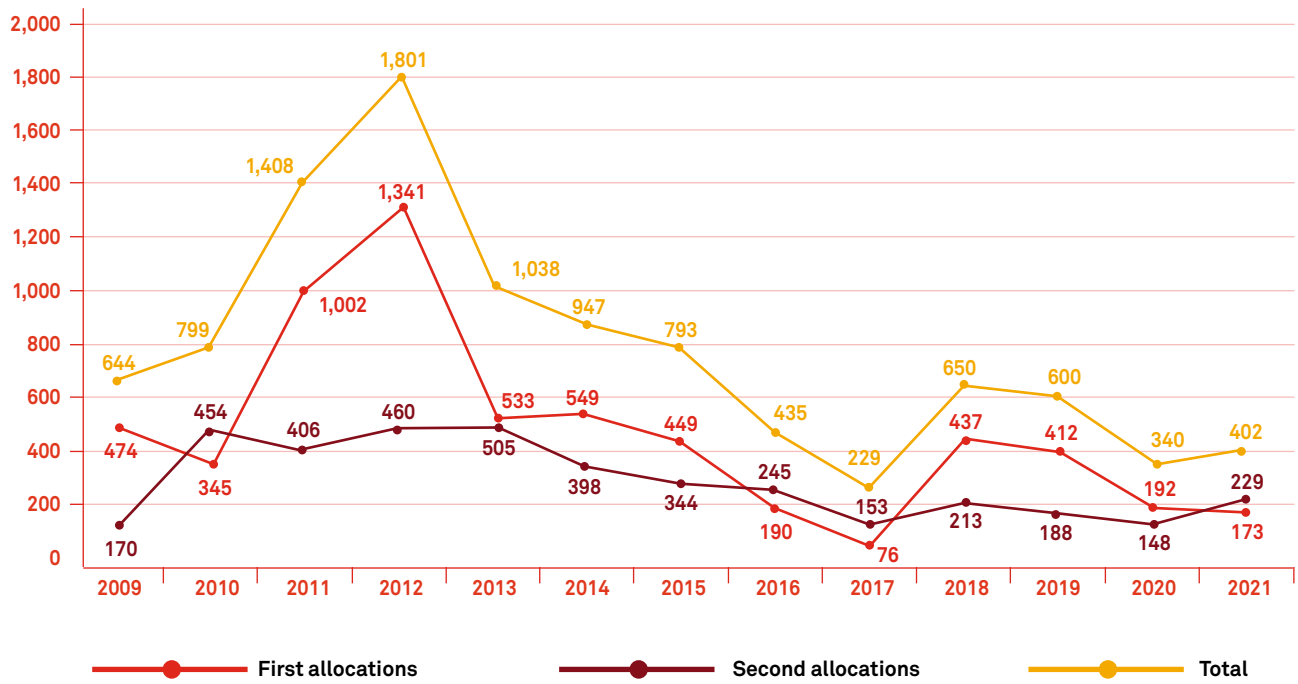
	Housing-allocation calls*	Tenancy system	Allocation procedures
Calls managed by the Barcelona Housing Consortium			
Allocation procedures in 2021 for campaigns initiated in 2021			
Draw	64 dwellings for rent in the Cobega-Rambla Guipúscoa development	Rent	33
	60 dwellings for rent in the Marina del Prat Vermell development	Rent	17
	27 leasehold dwellings in the Maresme development	Rent	11
Allocation procedures in 2021 for campaigns initiated in other years			
Selection process	49 housing units with services for the elderly in the Alí Bei development	Social rent	67
	36 Tànger dwellings to be let to socially and financially vulnerable people	Social rent	2
	10 Can Batlló dwellings to be let to socially and financially vulnerable people	Social rent	2
Draw	60 dwellings for general sale in the Sovelles development	Ownership	17
	17 dwellings for rent in the Cal Cisó development	Rent	5
	Social rental housing in several developments in Barcelona	Rent	5
	68 leasehold dwellings in the Sancho de Ávila-II development	Leasehold	4
	42 surface-right dwellings in the Pere IV development	Leasehold	4
	41 dwellings for rent in the Can Fabra development	Rent	3
	85 rental dwellings in the Ciutat Vella district	Rent	3
In addition, procedures for the award of managed second allocation housing			229
Total			402

* Other available dwellings were allocated through the lists of these campaigns, in addition to those from the specific development.

34,728 applicants have been contacted since the Register was set up for the process of allocating 5,991 homes.

Dwellings	5,991
Awardees contacted	34,728
Allocated	5,744
Pending allocation	97
Pending management	746
Waived allocations	10,583
Withdrawn allocations	11,985
Refused allocations	5,573

• Development of allocation procedures



• Principal reasons for waiving allocations

In 2021, the percentage of waived allocations relating to financial issues (financial situation, dwelling price and mortgage rejections) decreased to 11% compared to the previous year, when they accounted for 27% of all waived allocations.

Subjective reasons for waiving increased to 47%. Among these causes, the main reasons are not liking the area where it is located and not liking the flat.

Waived allocations for personal reasons, or without any given reason, remained at 29%.

WAIVED ALLOCATIONS	2021		TOTAL	
Financial situation/ Unemployment	11	6%	2,420	23%
Far from work	3	2%	277	3%
Did not like the area	39	20%	1,729	16%
Did not like the flat	42	22%	1,530	15%
Already had a flat	21	11%	551	5%
Preferred another type	10	5%	460	4%
Refused mortgage	3	2%	222	2%
Dwelling price	6	3%	537	5%
Change in family composition	5	3%	307	3%
Others ⁽¹⁾	49	26%	2,550	24%
Total	189		10,583	

(1) Others: no reason; personal reasons, parallel allocation proceedings.

HOUSING ALLOCATIONS FOR SOCIAL-EMERGENCY SITUATIONS

The Housing Consortium has dwellings from the Social Rental Housing Fund at its disposal for cases of vulnerability and imminent loss of home, which it allocates through the Barcelona Social Emergencies Board.

The Board is tasked with assessing cases that have been heard at Barcelona's housing offices and with allocating dwellings from the Social Rental Housing Fund that are available at the time of the Board's meeting.

• Assessment Board

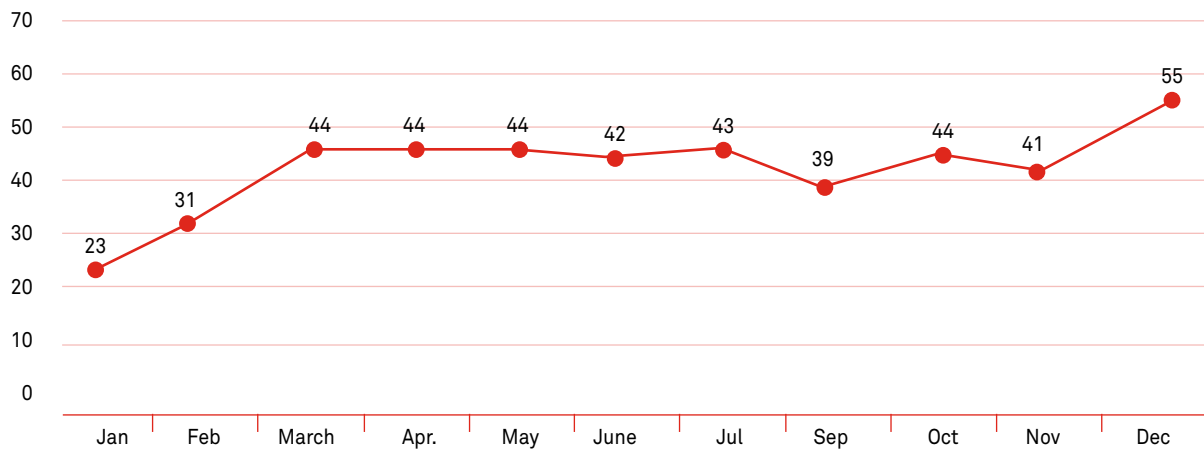
In 2021, eleven meetings were held by the Assessment Board, in order to allocate dwellings in response to emergency situations. A total of 450 new loss-of-home situations were analysed, with **a total of 228 emergency cases considered, with 209 dwellings from the Social Rental Housing Fund was allocated.**

An alternative solution was found for 42 applications. 24 cases were still being processed on 31 December 2021.

The number of cases favourably assessed by the Emergency Committee and pending allocation of housing, as of 31 December 2021, was 669 (59 cases temporarily allocated in HUT).



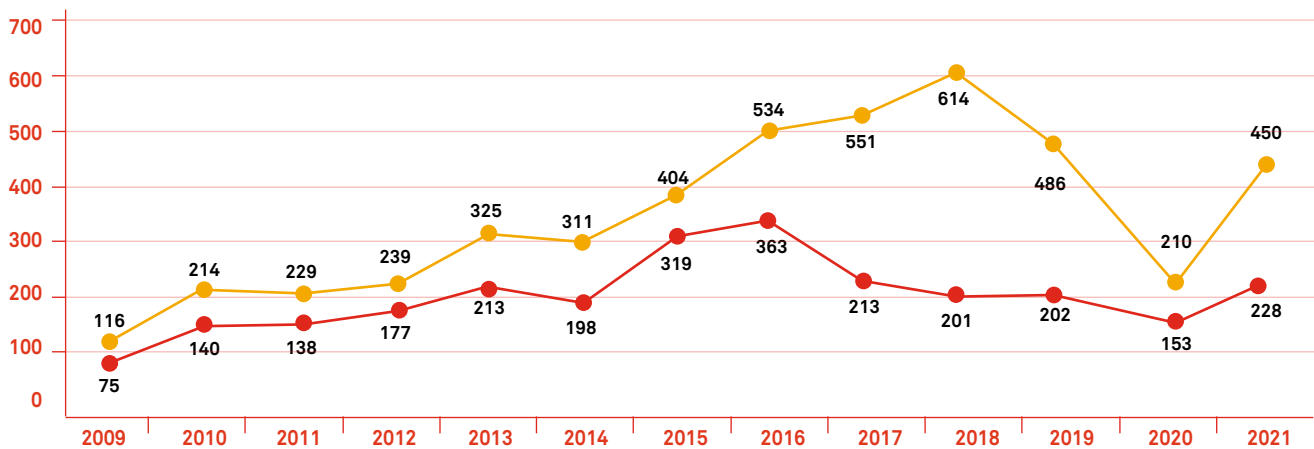
• **Applications analysed
by the Assessment Board in 2021**



No meetings are held by the Board in August

• **Development of submitted and considered applications**

Applications	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Total
Presented	116	214	229	239	325	311	404	534	551	614	486	210	450	4,683
Accepted	75	140	138	177	213	198	319	363	213	201	202	153	228	2,620
% accepted/ presented	64.66%	65.42%	60.26%	74.06%	65.54%	63.67%	78.96%	67.98%	38.66%	32.74%	41.56%	72.86%	50.67%	55.95%



—●— Applications presented —●— Applications accepted with the allocation of dwellings

The number of applications for social emergencies submitted in the last year has stabilised, given that as a result of the pandemic, the central government has established a moratorium on applications that will end next November, a fact that contributes to this stabilisation in demand.



Since 2009, the Allocation Board had accepted **2,620 applications from household units due to social emergency situations.**

• Distribution of accepted applications, by district

DISTRICT	2009*	2010	2011	2012	2013	2014	2015	2016	2017	2018**	2019***	2020****	2021*****	TOTAL
Ciutat Vella	19	33	29	30	32	35	44	66	26	24	27	23	28	416
Eixample	5	6	7	11	17	15	32	31	25	19	23	16	31	238
Sants-Montjuïc	5	10	10	25	31	24	56	50	36	31	35	28	33	374
Les Corts	1	1	0	1	3	3	3	4	5	4	4	4	3	36
Sarrià - Sant Gervasi	5	7	3	3	6	4	7	11	8	6	6	0	6	72
Gràcia	2	6	2	6	7	7	13	15	9	14	10	8	9	108
Horta-Guinardó	7	20	21	16	24	25	41	46	19	24	22	14	25	304
Nou Barris	13	15	23	31	37	32	45	52	21	27	28	15	32	371
Sant Andreu	2	7	8	5	16	14	24	24	12	12	13	16	18	171
Sant Martí	16	35	35	49	40	39	54	64	52	40	34	29	43	530
Total	75	140	138	177	213	198⁽¹⁾	319⁽²⁾	363⁽³⁾	213⁽⁴⁾	201⁽⁵⁾	202⁽⁶⁾	153⁽⁷⁾	228⁽⁷⁾	2,620

(1) In 7 other applications an alternative solution was found; (2) In 9 other applications an alternative solution was found; (3) In 13 other applications an alternative solution was found; (4) In 30 other applications an alternative solution was found; (5) In 26 other applications an alternative solution was found; (6) In 11 other applications an alternative solution was found; (7) In 17 other applications an alternative solution was found; (8) In 42 other applications an alternative solution was found.

(*) An error in the data for 2009 has been amended. Previous annual reports stated that in the districts of Ciutat Vella and Sant Andreu, the estimated number of applications was 18 and 3, respectively, while the correct figures are 19 and 2.

(**) In 2018, the total number of accepted applications does not coincide with the total number of dwellings allocated. This is the result of some waived allocations, withdrawals and squatting carried out after the allocation. In 2018, the number of dwellings allocated through the Emergency Board was 197.

(***) In 2019, the total number of accepted applications does not coincide with the total number of dwellings allocated. This is the result of some waived allocations, withdrawals and squatting carried out after the allocation. In 2019, the number of dwellings allocated through the Emergency Board was 192.

(****) In 2020, the total number of accepted applications does not coincide with the total number of dwellings allocated. This is the result of some waived allocations, withdrawals and changes in housing pending to be carried out. In 2020, the number of dwellings allocated through the Emergency Board was 143.

(*****) In 2021, the total number of accepted applications does not coincide with the total number of dwellings allocated. This is the result of some waived allocations, withdrawals and changes in housing pending to be carried out. In 2021, the number of dwellings allocated through the Emergency Board was 209.

DECENT USE OF HOUSING

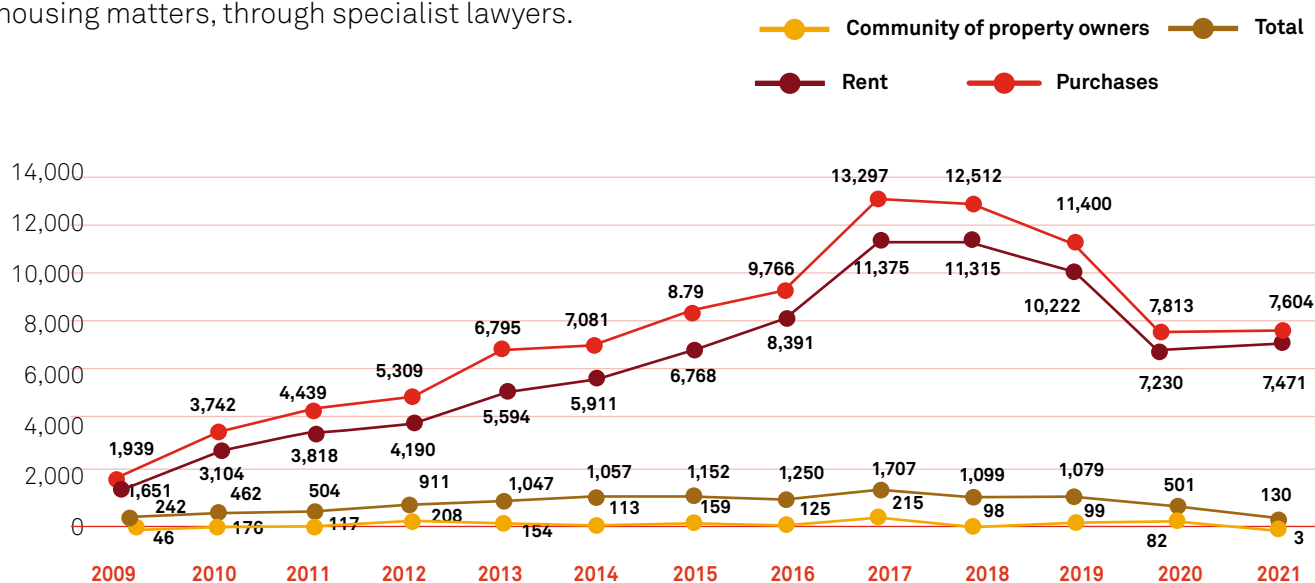
The development of the current economic and social situation has kept demand high for this line of the Consortium's activities.

- **Information, legal advice and mediation on housing**

The Housing Office Network continued to offer its information and legal-advice service on housing matters, through specialist lawyers.



The assistance figures for 2021 have fallen slightly in comparison to the previous year. **The largest number** of cases of assistance **involved rent**, accounting for 79.89% of the total. The reason for this decline corresponds directly to the effect of the confinement due to the covid-19 social and health crisis.



- **Demand for the information service in regard to the decent use of housing**

Subject matter of the advice	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	TOTAL
Rent	1,651	3,104	3,818	4,190	5,594	5,911	6,768	8,391	11,375	11,315	10,222	72,339	7,471	87,040
Community of property owners	242	462	504	911	1,047	1,057	1,152	1,250	1,707	1,099	1,079	501	130	11,141
Purchases	46	176	117	208	154	113	159	125	215	98	99	82	3	1,595
Social-emergency cases	116	214	229	239	325	311	404	534	551	614	486	210	450	4,683
Harassment	82	42	26	18	30	22	27	45	51	35	41	19	20	458
Ofideute ⁽¹⁾				292	602	468	412	380	272	153	120	38	53	2,790
Rent mediation ⁽²⁾				37	169	180	485	1,087 ⁽³⁾	1,556 ⁽⁴⁾	1,520 ⁽⁵⁾	1,273 ⁽⁶⁾	825 ⁽⁷⁾	1,246 ⁽⁸⁾	8,377
Total	2,137	3,998	4,694	5,895	7,921	8,062	9,407	11,812	15,727	14,834	13,320	8,905	9,372	116,084

1) Running since July 2012, the figure corresponds to cases initiated per year; (2) running since October 2012; (3) includes 135 situations analysed; (4) includes 319 situations analysed; (5) includes 331 situations analysed; (6) includes 334 situations analysed; (7) includes 143 situations analysed; (8) includes 243 situations analysed.



Il portem
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• Property mobbing

A rise in problematic situations was detected throughout 2021, where tenants found themselves at risk of losing their home through legal proceedings from owners. These situations were tackled through protection against possible property mobbing.

A total of **20 new situations of possible coercive action** against tenants was analysed by the Housing Office legal services and the relevant mediation interventions were initiated between the parties involved, in order to resolve their disputes.

A new intervention unit was formed in order to reinforce this service, which collaborated directly with the housing offices in order to tackle these situations, especially those involving possible property mobbing. This unit takes action against properties referred to it by the housing offices. It makes a detailed analysis of each specific case, produces a diagnosis and an intervention strategy and then implements that strategy, in coordination with the Housing Discipline Unit where necessary. In regard to this line of action, the Housing Discipline Unit's

use of administrative procedures against property-mobbing should be noted, as a new intervention tool to deal with these situations.

• Property mobbing

Ofideute aims to assist city residents with their difficulties relating to mortgage payments and their contractual liabilities.

The service may also intercede between families and the financial organisations that granted the mortgages, in order to broker suitable solutions adapted to the current payment capacities of the parties concerned, making it possible for their credit to be returned and preventing the loss of their homes; or otherwise reaching an inexpensive termination of the loan.

Housing offices have been assisting people in this regard since July 2012. They analyse their financial situations and, if necessary, propose the most appropriate solution for referral to the Ofideute service, which, in turn, is tasked with interceding with the mortgage lenders in each case.

Ofideute applications (by year of case's start)

	2014	2015	2016	2017	2018	2019	2020	2021
Ciutat Vella	43	45	53	13	3	2	0	0
Eixample	25	26	19	14	2	4	2	2
Sants-Montjuïc	48	31	50	25	27	10	8	7
Les Corts	14	16	7	6	1	3	4	1
Sarrià - Sant Gervasi	6	2	2	0	0	0	0	3
Gràcia	3	8	19	8	4	3	0	4
Horta-Guinardó	81	56	25	27	20	20	1	8
Nou Barris	117	115	105	92	45	40	0	1
Sant Andreu	29	24	16	27	13	6	1	5
Sant Martí	102	89	84	60	38	32	22	22
Total	468	412	380	272	153	120	38	53

• Rent-mediation service

Launched in October 2012, the rent-mediation service aims to assist city residents in situations where they find it difficult to pay their rent, with the intention of opening negotiations with the property owner, where necessary, in order to find the most suitable solution that enables the tenants to keep their home.

In 2016, new negotiation tools were introduced, enabling the service to increase the number of situations analysed and tackled through mediation. We highlight the call for applications for allowances for maintaining rented dwellings and for mediation referrals and incentives for

including dwellings subject to court proceedings into Barcelona's Rental Housing pool, which helped to increase the possibilities for resolution and agreement that would prevent the loss of homes.



Since becoming operational in October 2012, **8,340 mediation cases** have been undertaken, through the **Housing Office legal services**, of which 4,951 have been finalised, with a favourable agreement between the parties being reached in 43% of the cases.

Mediations	2013	2014	2015	2016	2017	2018	2019	2020	2021
Performed	169	180	485	1,087 ⁽¹⁾	1,556 ⁽²⁾	1,520 ⁽³⁾	1,273 ⁽⁴⁾	825 ⁽⁵⁾	1,245 ⁽⁶⁾
Complete	147	125	281	649	1,032	984	662	388	683
Being processed on 31/12			204	303	205	205	277	294	319
Completed with a favourable agreement	75	63	126	282	369	359	274	221	378
% agreement	51.02%	50.40%	44.83%	43.45%	35.75%	36.48%	44.05%	56.95%	55.34%

(1) Includes 135 situations analysed; (2) Includes 319 situations analysed; (3) Includes 331 situations analysed; (4) Includes 334 situations analysed; (5) Includes 143 situations analysed; (6) Includes 243 situations analysed.

OTHER HOUSING-RELATED INITIATIVES


• Public-Housing Protection, Intervention and Mediation Team

This service was launched at the end of 2014. It operates in dwellings that are public, social or managed as part of a public programme. In general, they are included or eligible for inclusion in the Social Rental Housing Fund.

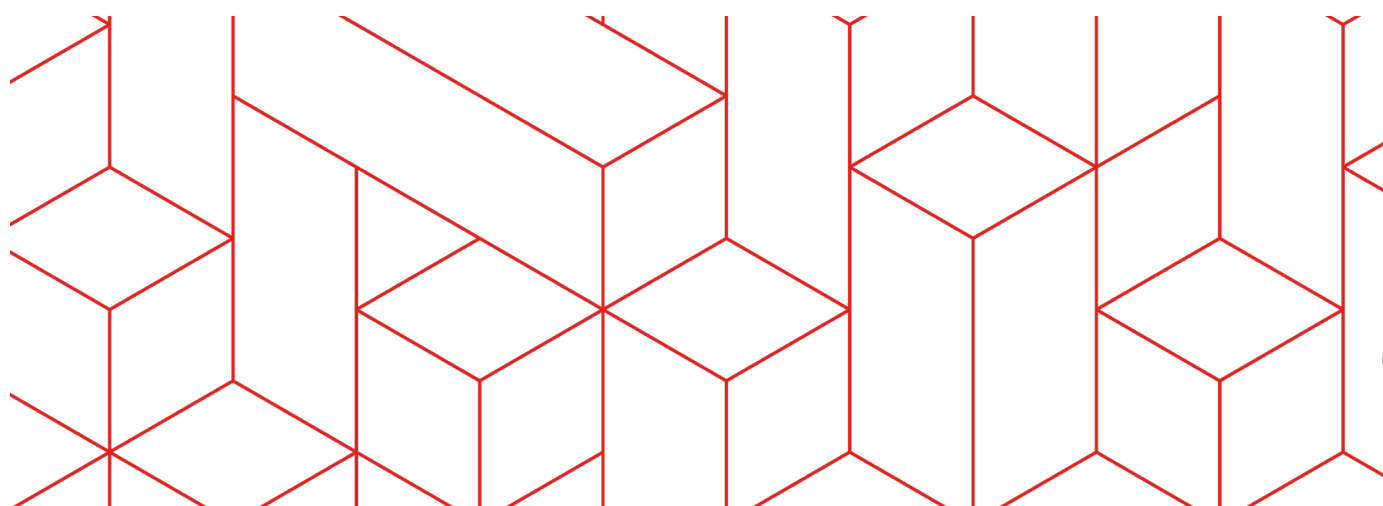
Functions requiring implementation were focused on four areas:

- Reception and support for new public-housing tenants to help them integrate into the housing environment and the local-resident community.

- Mediation in disputes, in collaboration with all the stakeholders (promoters, social services) for implementing the best intervention strategy.
- Analysis and assessment of possible cases of rent arrears, or difficulties in paying the rent, and the proposed action.
- Monitoring tenants' contractual obligations and action in the face of possible non-compliance.

 In 2021, the Public-Housing Protection, Intervention and Mediation Service intervened in **cases involving more than 980 dwellings**.

Type of intervention	2015	2016	2017	2018	2019	2020	2021
Reception	91	126	144	169	143	73	79
Conflict	49	34	30	34	21	24	40
Payment arrears	158	135	256	275	230	67	597
Disputes and payment arrears		4					
Evictions	13	35	53	34	14	7	8
Regularisation	24	54	123	532	287	183	256
Monitoring contractual obligations	18	32	77	212	15	21	5
Banks	74	1					
Rent grants and Housing Pool		14	54	25		195	
Total No. interventions	427	435	737	1,281	710	570	985



• Intervention and mediation service in response to situations involving loss of home or squatting in Barcelona (SIPHO)

The SIPHO Service works in cases where social support is needed by families going through eviction processes, to prevent such evictions from occurring or to manage and minimise the effects of losing a home.

The SIPHO service intervenes preventively in situations of possible loss of housing, providing the necessary support to the affected households, developing communication functions, and promoting mediation procedures with the people involved and the owners, in order to reach agreements between the parties that favour the maintenance of the home, try to prevent the loss of the home and, in case it is not possible, reduce the effects that this loss can generate.

The functions carried out were centred on:

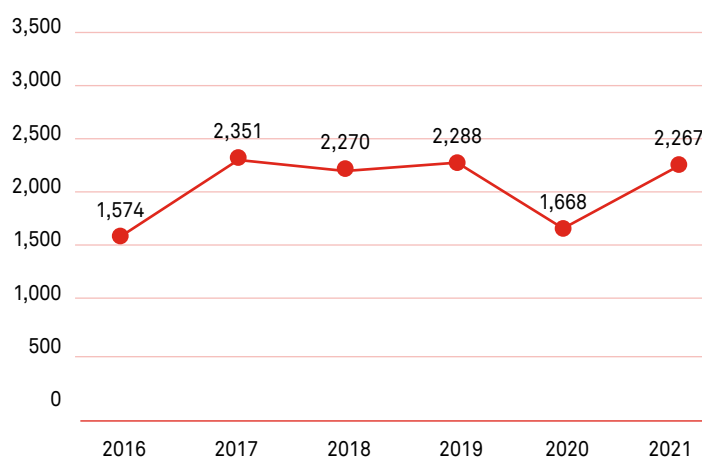
- Action on evictions and forced evictions affecting vulnerable people and families who require specialised social and educational support for managing and minimising the effects of losing their homes.
- Immediate, intensive, preventive and proactive intervention.
- The service also acts in cases of squatting.
- Assistance in the case evictions.
- Social support.
- Communication and mediation.
- Analysis and diagnosis of unstable and vulnerable residential situations.

HOUSEHOLDS UNITS ASSISTED BY DISTRICT, 2021

	Cases	% of the total	District households	% of total households
Ciutat Vella	372	16.41%	44,505	0.84%
Eixample	233	10.28%	117,935	0.20%
Sants-Montjuïc	288	12.70%	77,820	0.37%
Les Corts	36	1.59%	33,215	0.11%
Sarrià - Sant Gervasi	76	3.35%	57,010	0.13%
Gràcia	116	5.12%	55,015	0.21%
Horta-Guinardó	275	12.13%	71,555	0.38%
Nou Barris	370	16.32%	68,285	0.54%
Sant Andreu	216	9.53%	61,685	0.35%
Sant Martí	285	12.57%	97,055	0.29%
Barcelona	2,267	100%	684,080	0.33%

NEW CASES OF SITUATIONS OF RISK OF HOMELESSNESS DETECTED DURING THE YEAR

Barcelona	2016	2017	2018	2019	2020	2021	Total
	1,574	2,351	2,270	2,288	1,668	2,267	12,418



BARCELONA RENTAL HOUSING POOL

The Rental Housing Pool offers mediation services between owners of empty homes and potential tenants, with the aim of increasing the number of rental homes at affordable prices.

It is answerable to the Consortium and managed through the housing offices and the technical action programme department for the decent use of housing and rent-payment grants.

- The offer managed was 1,050 homes, of which 167 were included in the Pool at the end of the year. 57% of the dwellings inspected required renovation work to make them habitable.
- The advantages for homeowners have been maintained, with a special emphasis on:
 - Guaranteed receipt of rent payments.
 - Subsidies for works on the home's interior.
 - Incentives for including vacant dwellings or regularising dwellings where legal action has been taken over rent arrears.
 - 95% discount on property tax (IBI).
 - Technical, legal and social support.
- 235 new contracts were signed in 2021 through the Pool.
- The accumulated and current contracts for the year 2021 stood at 1,085.

Continuity is given **to the proposals to link the Pool with other grants**(to contracts, implicit, of special urgency), so that tenants can keep their homes or have better possibilities of obtaining one. In particular, the tenants of the Pool have been able to apply for specific grants due to Covid.

Despite the increase in arrears due to the covid crisis, support has been given to tenants and landlords to find specific solutions for each case.

Mediation incentives were maintained, with the aim of preventing evictions and enabling families to keep their homes.

For families facing legal action, the incentive was for up to 6,000 euros, on condition that the situation would be regularised through the signing of a lease with the same family or household unit, within the framework of the Pool.



• Advantages of renting a flat through the Pool

- Municipal guarantee of collecting the rent or 'Avalloguer' (universal cover for rent arrears, for up to six months).
- Free technical, legal and social advice and monitoring.
- Free lease-management service.
- Insurance.
- Legal defence for payment arrears.

- Household multi-risk.
- Processing of habitability and energy-efficiency certificates.
- 95% discount on property tax (IBI).
- Subsidies, for work on habitability of flats, of up to 20,000 euros.
- Incentives of 1,500 euros for the inclusion of a vacant dwelling and incentives of up to 6,000 euros for regularising dwellings involved in legal actions.

• Barcelona Rental Housing Pool indicators

Current contracts	2005–2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Current 2021
Social Rental Housing Pool	193	131	163	90	97	57	87	39	29	155	165	129	104	202	823
Youth Housing Pool	468	166	129	96	47	35	28	13	13	29	26	16	11	33	262
Total No. of leases	661	297	292	186	144	92	115	52	42	184	191	155	115	235	1,085

Analysis of rental income	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Average rent for the Pool (€/m ²)	8.42	8	7.69	8.59	8.64	9.18	9.76	10.77	10.98	10.45
Average rent on the market (€/m ²)	11.7	10.7	11.35	11.89	12.4(1)	13.21	13.61	13.95	13.89	13.21
Pool rental/market rental	-27%	-26%	-32%	-28%	-30%	-31%	-28%	-23%	-21%	21%

(1) Source: Barcelona City Council's Department of Statistics.

Analysis of demand

Applications	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Formalised (accumulated and pending occupation)	1,675	2,212	3,000	3,566	4,344	6,470	8,904	10,314	10,762	12,009
Dwellings allocated	144	92	115	52	42	184	191	155	115	235

Analysis of the supply

Dwellings	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Brought into the Pool	260	173	105	53	72	226	165	152	140	167
Leased	144	92	115 ⁽¹⁾	52	42	184	191	155	115	235

(1) The number of lease agreements for 2021 exceeds the number of dwellings available in 2021, as it includes dwellings acquired in 2020.

Until 2019, owners who have kept their homes rented through the Pool could apply for a subsidy equivalent to 50% of the property tax (IBI) payable. In 2020, this subsidy will be replaced by a 95% discount on the IBI tax rate, once the declaration of a property of special interest or municipal use has been requested for their homes.

95% deduction on the property tax (IBI)	2020	2021
Approved applications	569	262

Subsidies for owners, equivalent to 50% of the IBI	2011	2012	2013	2014	2015	2016	2017	2018 ⁽²⁾	2019 ⁽²⁾
Amount (€)	52,228	46,003	46,422	43,507	49,131	48,125	74,401	67,486	97,297
Approved applications	426	377	348	319	361	342	556	471	654
Average amount per subsidy	123	126	139	141	145	149	141	144	149

(1) Provisional data.

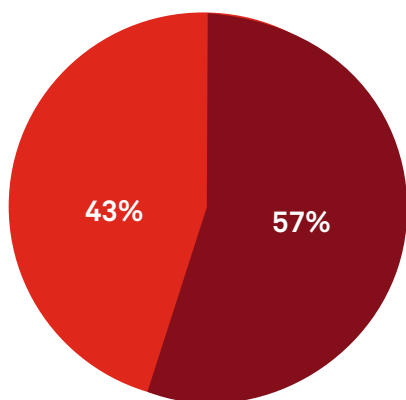
The advantages for homeowners as a whole continue to be a very competitive proposition, especially in cases where the dwellings need work to make them habitable.

57% of the dwellings contracted have subsidised works with an average amount of 17,690 euros per dwelling.

The main channel of information and capture of new homeowners has been the **Housing website and the HAB-ET call-back service "Habitatge et truca"**, as a result of the covid situation and to the detriment of the entries from the HO and those coming from Mediation.

• **Dwellings requiring work**

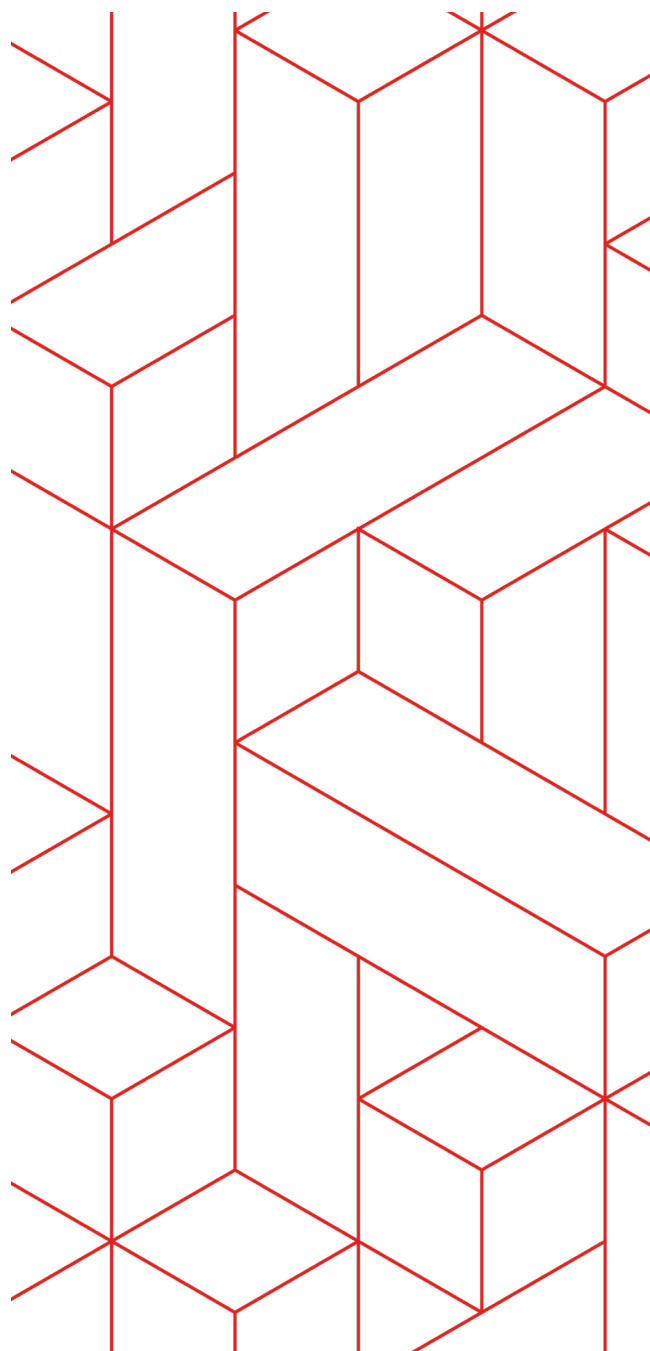
- No work required
- Work required



Means of contact with owners

HOs	Website	Prospecting	Mediation	HAB-ET	Other
3%	44%	9%	4%	36%	4%

District	Dwellings under management 2021
Ciutat Vella	147
Eixample	111
Sants-Montjuïc	122
Les Corts	22
Sarrià - Sant Gervasi	18
Gràcia	72
Horta-Guinardó	139
Nou Barris	169
Sant Andreu	87
Sant Martí	163
Total	1,050



- CESSION OF PRIVATE HOUSING TO THE BARCELONA SOCIAL EMERGENCIES BOARD AND THE HOUSING FIRST PROGRAMME

On 7 March 2019, a new agreement was signed between the Barcelona Housing Consortium and the private foundation Hàbitat3 Tercer Sector Social, which extends the management of the cession programme from 250 to 350 dwellings allocated to the Emergency Board. In addition, it also takes over the management of the dwellings included in the "Housing First" programme by the Department of Social Care for the Homeless of the Directorate of Social Intervention Services - Social Rights to oversee the 50 dwellings currently available and to increase them by 25 more, for a total of 76 units.

The cession programme maintained the uptake of dwellings, and allocated the new dwellings to replace the planned dwellings that were withdrawn at the end of the cession and to supply the Emergency Board for new allocations, in order to reach the target of 350 dwellings set out in the agreement.

With regard to the "Housing First" programme, almost all 50 initial dwellings ceded by the organisations that provide social monitoring of the people participating in the programme have been covered, and the autonomy of these people to assume the duties and obligations inherent to a lease agreement has been boosted. Work continues to achieve the objective of the agreement, 76 dwellings.

Despite the difficulties of the pandemic, 2021 created an opportunity to collaborate with the tourist accommodation operators, who had a surplus of accommodation due to the lack of tourists and with whom agreements were signed to cede accommodation in order to incorporate it as temporary-HUT accommodation for families on the Emergency Board's waiting list. The families were provided with furniture storage and social support until they are provided with a permanent home by the Emergency Board.

The rehousing programme REALLOTGEM was also launched in conjunction with the AHC. In a first phase of tests, vacant privately-owned dwellings that could be included in the programme by signing a contract directly with the AHC were overseen, so that the agency itself could make them available to the Emergency Board (Reallotgem 1), and protocols were drawn up to manage the acquisition of dwellings with tenants who are in the process of being evicted, so that they can be regularised through the signing of a new lease agreement with the AHC (Reallotgem 2).

• Indicators of the housing cession programme

Cession of housing in 2021	
Signed cession contracts	403
Average rental for owners	€734
Lease agreements in 2021	
Dwellings with leases signed as at 31/12/2021	328
Average rent for tenants	126 euros
Housing First (Primer la Llar) lease agreement programme 2020	
Dwellings with leases signed as at 31/12/2021	37
Average rent for tenants	53 euros
HUT lease agreement programme	
Temporary housing as at 31/12/2021	130
Temporary housing with leases signed as at 31/12/2021	117
Reallotgem programme lease agreements	
Dwellings captured as at 31/12/2021	5
Dwellings with leases signed as at 31/12/2021	4



In 2021, social support was maintained for particularly vulnerable people and families, accommodated as part of the Primer la llar, HUT and Reallotgem 1 social housing programmes, in order to monitor the proper use of housing and the fulfilment of contractual obligations.

• Rent-payment subsidies

Results of the management up to 2021 of the following programmes: fair rent, special emergency benefits, rent-payment subsidies, rent-payment subsidies for the elderly and financial benefits for the payment of rent and social emergency derived from mediation in the city of Barcelona.

- Fair rent. Benefits for rent payments: 440 cases have been processed in Barcelona.
- Special emergency allowances for rent/ mortgage arrears and for access to housing for people evicted from their homes: 1,621 cases were processed in Barcelona.
- Rent-payment subsidies: 10,012 cases were processed in the city of Barcelona.
- Subsidies for the inclusion of homes in the Barcelona Rental Housing Pool programme: 216 cases were processed in the city of Barcelona.
- Subsidies for rent and social-emergency payments resulting from mediation in Barcelona and rent-payment allowances: 2,369 cases processed.
- Renewals of the supplementary benefit to provide continuity to the payment of rent and the benefit to assist in situations of loss of housing: 67 cases were processed in the city of Barcelona.
- Rent-payment subsidies for the elderly: 1,473 cases were processed in the city of Barcelona.



'Fair rent'. Rent-payment allowances

Housing offices are tasked with examining and processing the cases well as proposing motions for their resolution.

Number of "Fair Rent" subsidies in the city of Barcelona

Year	Submitted	Awarded	Awarded/ submitted
2014	2,807	2,535	90%
2015	2,704	2,522	93%
2016	2,305	2,175	94%
2017	2,071	1,949	94%
2018	1,986	1,767	89%
2019	1,716	1,496	87%
2020	1,853	1,589	86%
2021	1,913	1,639	86%
Total	17,355	15,672	90%

Rent-payment subsidy renewals

In 2021, this subsidy awarded by the Government of Catalonia was generally aimed at people who were already beneficiaries of previous calls.

Number of rent-payment subsidy renewals

Year	Submitted	Awarded	Awarded/ submitted
2020	470	462	98%
2021	440	421	96%
Total	910	883	97%

Rent-payment subsidies for the elderly

The Catalan Housing Agency published the **RESOLUTION TES/585/2021, of 23 February approving the call for public competitive bidding for rent-payment subsidies for the elderly.**

Number of Rent-payment subsidies

Year	Submitted	Awarded	Awarded/ submitted
2020	1,383	1,127	81%
2021	1,473	1,218	83%
Total	2,856	2,345	82%

Special-emergency allowances

It is a grant from the Government of Catalonia, and the Barcelona Housing Consortium is in charge of examining and processing the cases. It is only available for people evicted from their homes, where the Consortium is also responsible for proposing solutions.

These allowances are aimed at protecting against possible legal action for eviction due to rent defaults or mortgage foreclosure due to payment defaults; they enable applicants and their household to continue living in their home and facilitate access to housing for those who have been evicted from their home.

Year	Rent	Mortg. payments	Evictions	Unemployed individuals	Covid related rent	Total	Subsidies allocated	% awarded/ submitted
2012	684	82				766	485	63%
2013	795	87	32			914	488	53%
2014	799	75	104	656		1,634	1,032	63%
2015	959	64	89			1,112	626	56%
2016	731	59	97			887	611	69%
2017	676	40	95			811	519	64%
2018	491	40	91			621	300	48%
2019	363	22	64			449	225	50%
2020	623	17	41			681	360	53%
2021 ¹	860	33	145		583	1,621	1,146	71%
Total	6,981	519	757	656	583	9,496	5,792	61%

(1) 2021: 527 cases were still being processed on 31 December.

Renewals of the complementary benefit to provide continuity in the payment of rent and the allowance to deal with situations of loss of housing.

RESOLUTION TES/2464/2020, of 23 September which establishes the procedure for control and verification of compliance with the requirements for the renewal of the complementary benefit to give continuity to the payment of the rent and the benefit to address situations of loss of housing, obtained under Resolution TES/1969/2019, of 12 July which establishes the conditions for access to special emergency financial benefits from the Catalan Housing Agency.

The aim of the resolution is to establish the procedure for control and verification of compliance with the requirements for the renewal of complementary benefits to give continuity to the payment of the rent and the benefit to address situations of loss of housing, obtained under Resolution TES/1969/2019, of 12 July in accordance with the provisions of its Article 10.

The purpose of renewing the right to receive these benefits is to make it possible for the applicant and the applicant's household to remain in their home, and to prevent the social exclusion that the loss of the home that constitutes their habitual and permanent residence entails or could entail.

Number of rent-payment subsidy renewals

Year	Submitted	Awarded	Awarded/ submitted
2021	67	38	57%
Total	67	38	57%

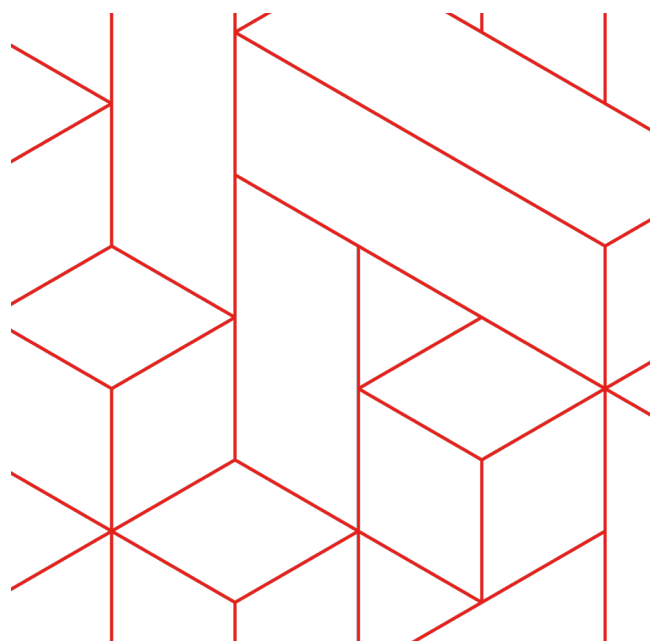
Rent-payment subsidy

In accordance with Chapter III of Royal Decree 106/2018, of 9 March which regulates the 2018-2021 housing rental subsidy plan, the fourth call for rent-payment subsidies was published.

The Catalan Housing Agency published resolution **TES/985/2021, of 7 April, approving the regulatory bases for the award, on a competitive basis, of subsidies for the payment of rent, and RESOLUTION TES/1169/2021, of 13 April, opening the call for applications for the 2021 subsidy.**

Housing offices are tasked with examining and processing cases, as well as proposing motions for their resolution, whether in favour or against.

Year	Submitted	Awarded	Awarded/ submitted
2015	2,880	2,200	76%
2016	4,210	3,581	85%
2017	6,065	4,935	81%
2018	6,664	5,338	80%
2019	8,553	4,399	51%
2020	8,601	4,120	48%
2021	10,012	5,360	53%
Total	46,985	29,933	64%



Allowances for rent and social-emergency payments resulting from the Barcelona Housing Consortium's mediation in Barcelona.

Barcelona City Council's budget for allocating payment grants for rental housing enabled the launch of two calls for grant applications, managed by the Barcelona Housing Consortium.

These are allowances for tenants to remain in their rental housing and for those families referred following mediations carried out by the Housing Office Network.

The Housing Consortium's Standing Committee approved the following:

- In December 2020 it approved the 2021 call for applications for social emergency allowances resulting from mediations in Barcelona, which was published in official gazettes on 16 and 23 April 2021.
- On 21 September 2021, it approved the amendment to the 2021 call for granting of emergency social benefits derived from mediation in the city of Barcelona, with the increase in the budget for subsidies.
- In June 2021, it approved the 2021 call for rent-allowance applications in Barcelona, which was published in official gazettes on 4 August 2021, with a total budget of 7,000,000 euros.
- On 21 September 2021, it approved the amendment to the 2021 call for granting rental-payment allowances with the increase in the budget for subsidies.

The target groups for the 2021 call for mediation were as follows:

- Household units signing a housing lease agreement, following the conclusion of their stay and their process for inclusion in a Barcelona Inclusion Housing Network's housing resource, or in a residential resource for women who are gender-violence victims, where the reference service is SARA (Service for Assistance, Recovery and Shelter) or ABITS (Agency for a Comprehensive Approach to Sex Work) at Barcelona City Council, as well as people who, on request from the Assessment Board for allocating dwellings for social emergencies, have lost their habitual home and sign a new lease agreement.
- Household units assisted by the Barcelona Housing Offices Network's mediation service:
 - Must have signed a lease agreement through the Barcelona Rental Housing Pool.
 - Have agreed to a minimum reduction of 50 euros per month in the rent, provided that they submit their requests within a maximum period of 120 days, as from the effective date of the agreed reduction signed with the owner. On an exceptional basis, the requirement of the rental repayment agreement will not be enforceable if legal proceedings have been initiated for non-payment of rental payments or if there has been an official notification of a claim for the rent arrears by the owner.
 - That they have received a reliable communication from the owner warning them of the termination of the lease agreement and, through the mediation services of the housing offices, they are in a position to maintain it.

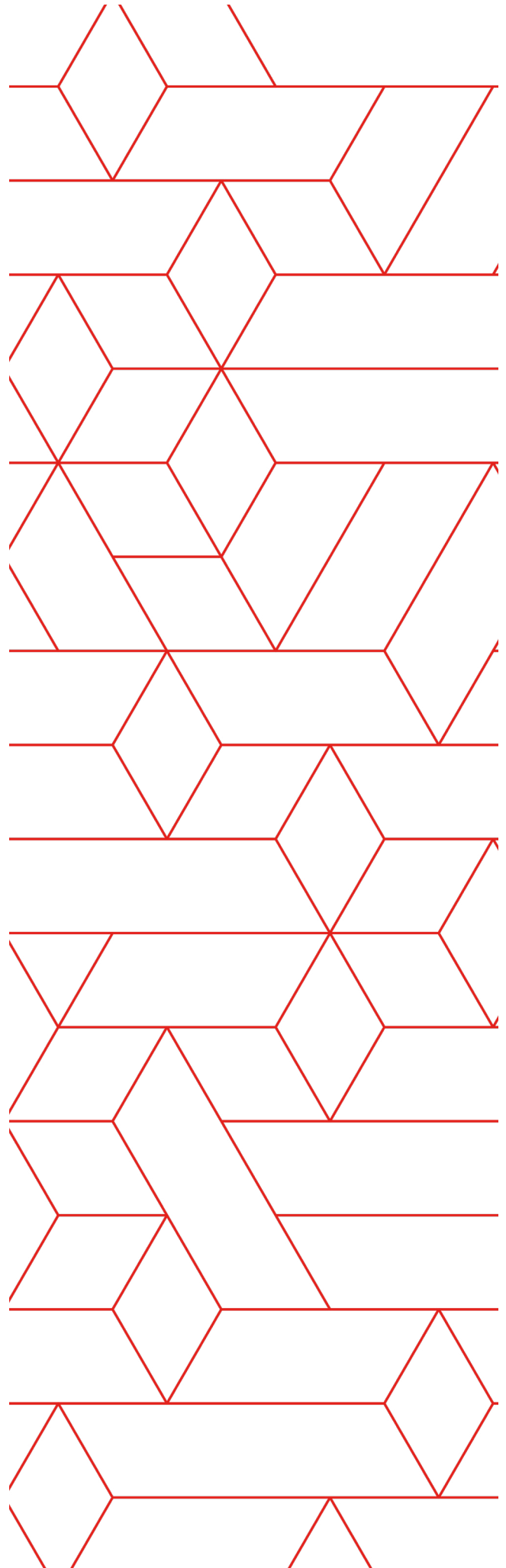
- Household units that have been beneficiaries of temporary guaranteed grants or the support service for accessing housing allocated by Barcelona City Council's Area of Social Rights.

Year	Submitted	Awarded	Awarded/ submitted
2019	297	240	81%
2020	396	324	82%
2021	500	409	82%
Total	1,193	962	81%

The target groups of the 2021 call for rent subsidies were the beneficiaries of the rent subsidies in the city of Barcelona corresponding to the 2020 call and the beneficiaries of the social emergency economic benefits derived from the mediation in the city of Barcelona in 2020.

Year	Submitted	Awarded	Awarded/ submitted
2015	3,827	2,920	76%
2016	2,453	2,141	87%
2017	2,029	1,935	95%
2018	1,851	1,736	94%
2019	1,839	1,763	96%
2020	1,867	1,745	93%
2021	1,869	1,781	95%
Total	15,735	14,021	89%

At the time this report went to press, 35 appeals had been lodged for renewal and mediation applications, of which 28 have already been resolved.



Summary of the development of approved applications

In 2021, a total of 10,373 rent- and mortgage-payment subsidies were allocated, through programmes for fair rent, special-emergency subsidies, rent-payment subsidies and municipal rent-payment allowances.

GRANT PROGRAMMES	2015	2016	2017	2018	2019	2020	2021
Fair-rent applications approved per year	2,522	2,175	2.1.949	1,767	1,496	462	421
Rent-payment subsidies for the elderly	-	-	-	-	-	1,127	1,218
Special-emergency applications approved per year	626	611	519	300	225	360	1,184
Rent-payment subsidy	-	-	-	-	-	590	-
BHC rent-payment subsidy	2,200	3,581	4,935	5,338	4,399	4,120	5,360
BHC rent-payment subsidy	2,920	2,364	2,138	1,990	2,003	2,069	2,190
RBE current applications per year	854	704	0	0	0	0	0
Total No. grants allocated	9,113	9,435	9,541	9,395	8,123	8,728	10,373
Budget	€19,957,660.25	€21,301,959.59	€23,859,824.72	€23,582,995.39	€21,059,822.32	€22,924,445.79	€26,984,468.44

Other rent subsidy

In addition to the programmes described above, there are other rental subsidy programmes for specific groups. These are grants for paying rental deposits and the first month of rent for Barcelona's Rental Housing Pool flats, as well as incentive grants for including dwellings in Barcelona's Rental Housing Pool programme.

Rent subsidies, processed applications	Number
Subsidies for including dwellings into the BHLLB	213

7. BARCELONA SOCIAL HOUSING COUNCIL



INTRODUCTION

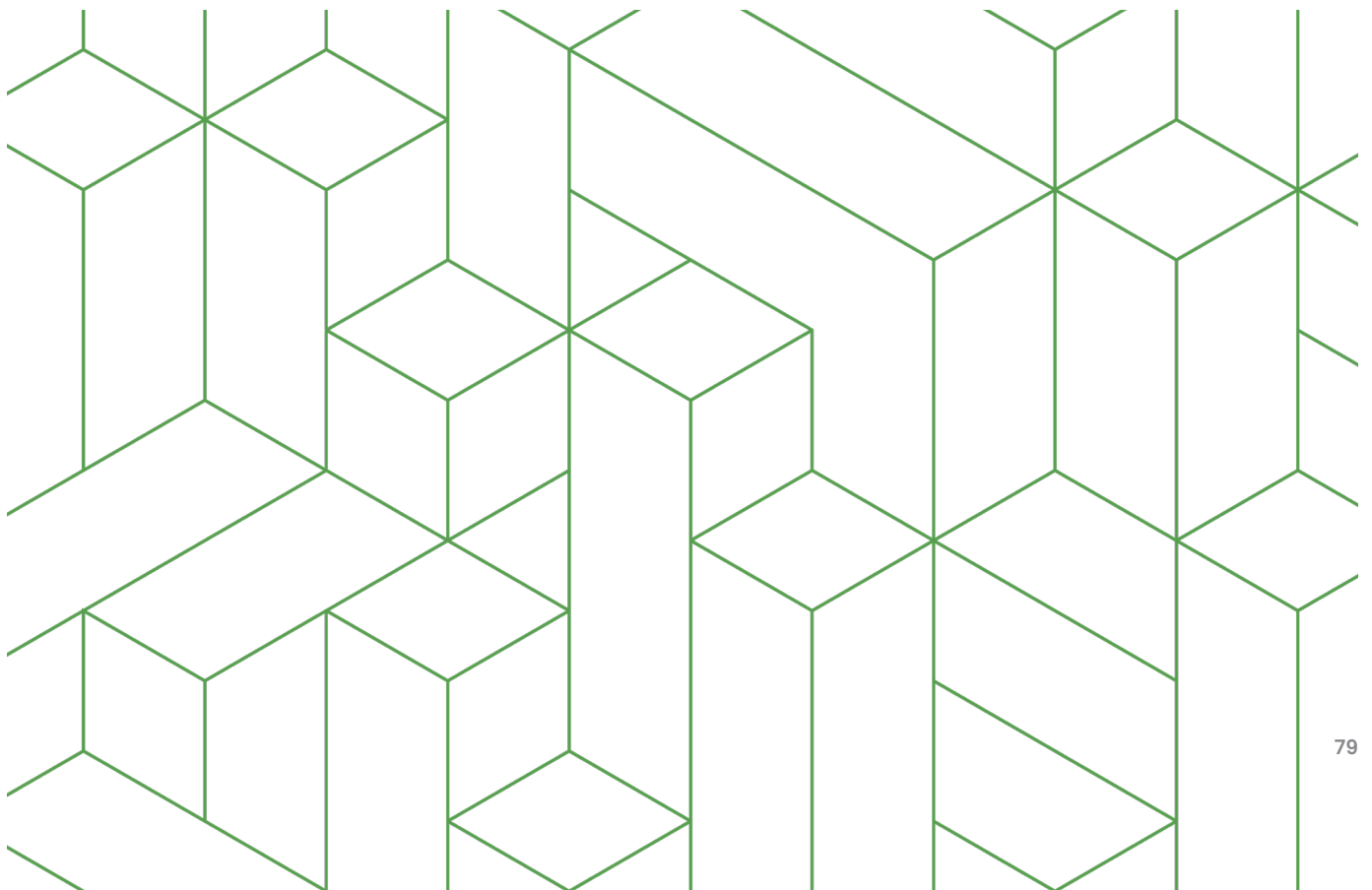
Barcelona Social Housing Council (BSHC) is a consultative and participatory body on the city's housing policy. **It was created as part of the Barcelona Housing Consortium**, which consists of the Catalan Government and Barcelona City Council.

The BSHC was set up on 26 February 2007, representing an opportunity for making effective a new citizen-participation space on the matter of housing, aimed at providing a tool for generating opinions and proposals and at promoting their analyses.

The Social Housing Council came about from the experiences of the social-housing working group at Barcelona City Council's Municipal Social Welfare Council. The specificity and importance of the issues compelled the Barcelona Housing Consortium to create the BSHC and provide it with a broad representation of the various social stakeholders, some more specific functions and deeper involvement in, and monitoring of, issues relating to housing policy and the Consortium's activity.

This Council was therefore created in response to a new social framework where housing had become a priority issue at all levels, and which therefore needed a new participatory framework guaranteeing representativeness and plurality. A forum for discussions, participation and sharing was therefore created, enriching the municipal housing policy.

In 2015, the Barcelona Social Housing Council took over the bodies making up the Joint Committee on evictions in Barcelona (created in 2011).



FUNCTIONS OF THE SOCIAL HOUSING COUNCIL

- Promote coordination and collaboration between citizens' organisations and associations, representatives of the professional sectors and municipal representatives for the promotion of participatory processes and participatory reports and their submission to the City Council or to the relevant bodies of Barcelona City Council or the Administration of the Generalitat.
- Advise on all the issues as requested by the Barcelona Housing Consortium, Barcelona City Council and the Catalan Government Authority.
- Through the chairman of the Consortium and in accordance with the provisions of article 17.a of these regulations, they can also request the opinion of the Social Housing Council, the District Councils and the sectoral councils of Barcelona City Council, as well as representative associations with aims related to social housing.
- Submit proposals for action to the General Meeting of the Consortium, either on the initiative of the Standing Committee or on the initiative of the Plenary Session of the Council, so that the Consortium may proceed to call upon, as appropriate, the City Council of Barcelona, the Generalitat de Catalunya or other public administrations that are competent in the matter.
- Review the proposals for action proposed by the General Meeting of the Consortium regarding possible appeals from other public administrations; evaluate them, debate them and actively inform the Board.
- Report on, monitor and evaluate compliance with the Barcelona Housing Rights Plan, the Catalan Housing Rights Plan and the Law on the Right to Housing, as well as other public policies related to housing of the Barcelona City Council and the Administration of the Generalitat in the city of Barcelona. The balance sheet and the annual monitoring and compliance report are available to Council members on the Council's intranet.
- Report on the drafting of municipal byelaws and other general provisions that affect housing and on the municipal actions corresponding to its sector of activity.
- Participate in the process of defining new binding indicators in the city's housing market.
- Approve the annual report.
- Approve its own internal rules and regulations.
- Prepare the proposal for the draft budget section of the Council for inclusion in the draft budget to be approved by the General Meeting of the Barcelona Housing Consortium.
- Demand, by means of an agreement adopted by an absolute majority, the convening of an ad hoc/ external participatory process.
- Any other consultative or participative function entrusted to it by the Consortium's Standing Committee, or which is included among the functions of the sectoral councils/participatory bodies established in the current regulations governing citizen participation in Barcelona City Council.

THE COUNCIL'S ORGANISATION

The Barcelona Social Housing Council is the Consortium's consultative and participatory body, governed by regulations, the Consortium's Articles of Association and the City Council's Rules for citizen participation. The Council is divided up into a Full Meeting, a Standing Committee and working groups. The Chair, the Vice-Chairs, the members or members of the Board and the Technical Secretary all participate in it.

The plenary assembly is made up of more than a hundred members, representing the Generalitat and the City Council, municipal political groups, public bodies and companies related to housing planning and construction, social housing developers and managers, construction companies, housing developers and owners, platforms and organisations for the defence of rights, foundations and federations of third-sector organisations, financial or real estate entities, cooperative organisations, university social councils, professional associations, individuals and representatives of the judiciary.

The Standing Committee is made up of the Chair, the Vice-Chairs and representatives of the different stakeholder groups and sectors belonging to the Plenary, chosen from each group and ratified by the Plenary.

INTERNAL WORK

A summary of the state of the Council's working groups, whose goal was to optimise the participation and the work carried out by the Council's voting members on the various tasks and challenges set out throughout the year, and make them more effective and dynamic, can be found below. It also reports on the meetings of the Standing Committee and the Plenary.

OPERATIONAL WORKING GROUPS

• **Renovation working group**

The aim of this working group is to move the debate with the members of the Council on the conclusions and proposals made regarding the calls for renovation grants that arise year after year. The work carried out by this working group has been reflected in the 2016, 2017 and 2018 calls for renovation grants. It did not meet in 2021.

Members and organisations taking part:

PSC Municipal Group, Ciutadans Municipal Group, PDeCAT Municipal Group, CUP Municipal Group, the Manager's Office for Resources (Gender Mainstreaming Department), the Catalan Housing Agency, CCOO Habitatge Entorn, Barcelona Promoters' Association (APCE), Celobert, Sostre Cívic, FAVB, ECOM Federation, Foment de l'Habitatge Social Foundation, Assís Centre d'Acollida, Hàbitat3 Foundation, Barcelona Association of Quantity Surveyors and Technical Architects, Management Agents' Association, Barcelona Chamber of Urban Property, Anticipa Real State.

Led by the Head of the Department for Promoting Renovation and the Councillor's Office for Housing.

• **Cooperative Housing Board**

This board aims to provide the necessary tools for promoting various types of cooperative housing in the city and new usage models that will improve the general public's access to housing. The result of the willingness of both the Councillor's Office for Housing and the Commissioner's Office for Social and Solidarity Economy to join forces, the Board is intended to bring together the stakeholders that play a key role in promoting this new model of housing tenure in Barcelona.

This group did not meet in 2021. The meeting was postponed until March 2022 due to the covid restrictions. At the same time, the ESAL Agreement has been under development, which was already advanced in the meetings of 2020. Promote coordination and collaboration between citizens' organisations and associations, representatives of the professional sectors and municipal representatives for the promotion of participatory processes and participatory reports and their submission to the City Council or to the relevant bodies of Barcelona City Council or the Administration of the Generalitat.

Members and organisations taking part:

Catalan Housing Agency, Commissioner for Cooperative, Social and Solidarity Economy, Barcelona Housing Consortium, La Borda, LaCol, Celobert, CCOO (Habitatge Entorn), EcoLAB CanNova, Barcelona Developers' Association (APCE), Seira Foundation, Comunitària, Straddle3 constructors SL, Federation of Catalan Housing Cooperatives, Borsa Social, Perviure, Ecopromoció, Gicoop. Associació Casa Alternativa, Asociación Española de Crowdfunding, UGT Qualitat Habitatge Social Llar Unió Catalònia, Vida en Comú, Cohabitar, Coop de Falç, Cohabitem Sarrià, Sostre Cívic, Roderal, Oikosvia, Col·lectiu Volta, FAVB, Gestió del Sòl, Fundació Ítaca, Becohousing, Cooperativa Parkfarm SL, Can70, Oficina d'Habitatge de la Diputació de Barcelona, Caixa d'Enginyers, Triodos Bank, Cajamar, Caja Laboral, Fiare Banca Ètica, Fundació Coop57, La Dinamo, La Mangala, Llar Jove, Agència de Salut Pública i La Corrala i Hàbitat3, Fundació Habitat 8 Impuls, Ruderal, La Magrana, La Xarxaire, Taula de Salut Comunitària de la Marina, Associació Abril Habitatge, Fem Ciutat, ServimCoop, Fundació Todo Ayuda, Barcelona Cessió d'Ús, La Innovadora, Arquitectura per la Convivència, La Chameta, Teb Habitatges, La Cooperatripa, La Domèstica de la Farga, Melrose, Cohabitatge Sant Andreu, Cohousing Barcelona.

Headed by the Cooperative Housing Board, the Manager's Office for Housing and the Councillor's Office for Housing.

ENERGY-POVERTY WORKING GROUPS

This working group began its activities in 2017, in response to demands from organisations and the general public for a body to monitor Barcelona City Council's implementation of energy-poverty policies. This is the body for improving and debating the strategies, mechanisms, policies and interventions implemented by the Authority through EAPs (energy-advice points).

- In 2021 it met on 30 June (with 14 attendees), and dealt with the following topics:
- Presentation of the 2020 EAP (energy advice points) report
- Current status of the agreements with energy companies and regularisation of supplies without an authorisation certificate and, in particular, the agreement with ENDESA.
- Gender violence protocol for supply cuts.

Members and organisations taking part:

Housing Office Network, Ús Digne de l'Habitatge (Consortium/BAGURSA), FAVB, DESC Observatory, Management Agents' Association, PDeCAT Municipal Group, ERC Municipal Group, Som Energia, Engineers Without Borders, El Risell, Alliance against Energy Poverty, Factor Energia, Nexus Energia, Municipal Institute for Social Services, Nou Barris Senior Citizen Sectoral Council, Hola Luz, EDP Energia, Endesa, Iberdrola, La Marina Community Health Board, Gas Natural Fenosa, Aigües de Barcelona, Carmel Amunt (El Carmel Community Plan), RMIT Europe, Aigua és Vida and Ecoserveis.

Headed by the Councillor's Office for Housing.

WORKING GROUPS FOR SUSTAINABLE INDUSTRIAL HOUSING PRODUCTION

The development of the working group's operations has been guided by Barcelona City Council's wish to tackle the slow production of public housing in an open way, and by including a wide range of stakeholders, working together to seek amendments that improve and speed up the production of sustainable housing. Traditional building involves several mechanisms that are unable to keep up with the pace of society's needs for additional housing. As for the housing emergency, there are few sectors that can be dealt with by the private sector; most are tackled by the public or public-private sector, and there are others that not dealt with at all. We therefore need to assess the demand that is not being dealt with and to find solutions that respond to it.

One of the objectives of this group is also to share experiences and valid precedents used in other European regions and cities, as well as to discuss the various options currently being studied by the city council. Specifically, it should be noted that the tender for the project and work, and the temporary construction of industrialised housing have been debated.

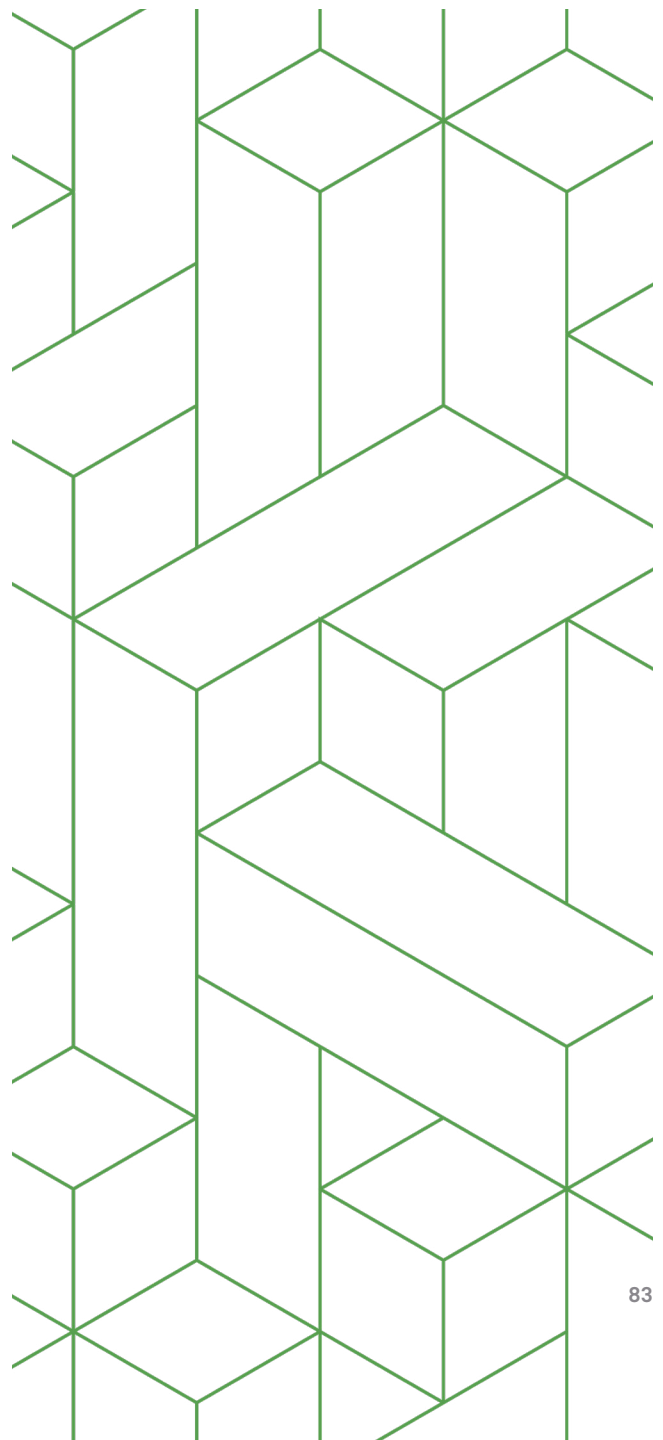
This group did not meet in 2021.

Members and organisations taking part:

Catalan Housing Agency, Housing Office of the Provincial Council of Barcelona, Association of Promoters and Builders of Buildings of Catalonia (APCE), Family and Social Welfare Foundation, Social Housing Promotion Foundation, DESC

Observatory, PAH , Social Services Hospital Sant Joan de Déu, Celobert, Federation of Housing Cooperatives of Catalonia, Social Council UPC, College of Technical Architects and Architects of Barcelona, College of Architects of Catalonia (Barcelona region), Col Association of Property Administrators, PDeCAT Municipal Group, CEVASA expert, Homeless Network, ITEC, Incasòl, Department of Architecture, Landscape and Heritage, Urban Model Directorate, La Casa por el Tejado, Builders and Works Guild of Barcelona, La Col and CompactHabit.

Headed by the Councillor's Office for Housing of the Barcelona City Council.



WORKING GROUP AGAINST LOCAL-RESIDENT EXPULSION, HOUSING DISCIPLINE

In response to the petition put together by several members of the Council, this workspace was created with the main aim of analysing the problem of gentrification processes, especially in cases where local residents are expelled from entire blocks of seeking joint initiatives to tackle those problems. Work has been done and periodically updated on the preparation of a diagnosis, based on the applications detected in the territory, of entire estates that have undergone (or are about to) transfer ownership, to whom and in what way; the strategic litigation of illegal evictions; the ORPIMO ordinance for major renovation licenses; a study on the freehold housing market in Barcelona, and the pre-design of a guide to defend the rights of tenants through a set of frequently asked questions, among other topics.

- In 2021 it met on 25 March (with 18 attendees), and dealt with the following topics:
- Presentation of the Report on the application of the moratorium on evictions of RDL/2020, studying the eviction orders between the 18th of January and the 28th of February 2021.
- Other issues.

Members and organisations taking part:

Renovation and Dignified Use of Housing (Consortium/Bagursa), FAVB, DESC Observatory, PAH, PDeCAT Municipal Group, City Council Legal Services, Ens Plantem, Blocs in Lluïta Network, Poblenou Neighbors Association, Fem Sant Platform Antoni, Resistim el Gòtic, Tenants Union, Public Health Agency and Sants Housing Group, Barceloneta Housing Commission and Official College of Social Work of Catalonia, Càritas, CCOO.

Headed by Cabinet Chief of the Councillor's Office at Barcelona City Council.

CIUTAT VELLA SECTORIAL HOUSING COUNCIL WORKING GROUP

As a result of the agreement reached by the Ciutat Vella Full District Council Meeting, this Council was constituted with the idea of working on the district's specific housing problems. The creation of this group means a change in the functioning of the BSHC's working groups, by incorporating a group that will work at district level and not at city level.

This working group did not meet in 2021, due to the covid-19 pandemic.

WORKING GROUP FOR THE REVISION OF THE PLAN FOR THE RIGHT TO HOUSING

The aim of the Plan for the right to housing 2016-2025 is to achieve the right to housing in the city of Barcelona with a set of goals and a series of strategies and actions to achieve them. Five years after its approval, it is necessary to evaluate the degree of compliance and the factors that have affected it, as well as the changes in the housing situation in the city. These changes make it necessary to review and redefine the lines that were designed at the time and, if necessary, add those that may be necessary due to the situation in which we find ourselves after 5 years.

This temporary working group has held three subject-related sessions of analysis and proposals:

- 1st session: enlargement of the housing stock, 2 June; 36 people attended.
- 2nd session: discipline and evictions, 6 July; 27 people attended.
- 3rd session: renovation, 14 July; 24 people attended.

Members and organisations taking part:

Junts per Catalunya Municipal Group, ERC Municipal Group, Sogeviso, ECOM Federation,

Barcelona Public Health Agency, Càritas/ Third Sector Round Table, DESC Observatory, APCE, La Barceloneta Housing Committee, OCUC, PAH, Barcelona Provincial Council, Housing Office, Hàbitat3, FAVB, ICAB, ABD, 500x20 Association, Som Energia, Federation of Housing Cooperatives, Social Housing Promotion Foundation, Perviure, Association of Property Administrators, INCASÒL, Housing Agency, COAC, Can70, Union of Property Owners, La Dinamo, Civic Support, Association of Property Developers, Immigration Council, IMU, Domèstica La Farga, Catalan Committee of Representatives of People with Disabilities, Area of Social Rights, Global Justice, Feminism and LGTBI, Barcelona Institute for Children and Adolescents, Advisory Council for the Elderly, Catalan Lifts Business Guild, Mutual Foundation of Property Owners, Association of Real Estate Agents.

Headed by the Councillor's Office for Housing of the Barcelona City Council.

PERMANENT COMMISSION

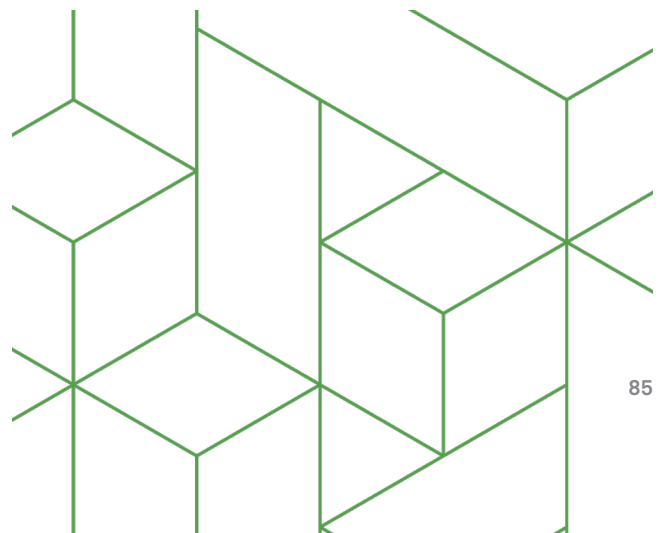
The Standing Committee, renewed in 2020, met for the first time in 2021.

The new Standing Committee has met three times

- On 9 March (with 20 attendees) the presentation of the new members of the Permanent Committee took place, followed by:
 - An explanation of the functions and expectations for 2021-2022 of the Standing Committee.
 - A review of the work carried out by the working groups.
 - The presentation of the application to the Alliance against Energy Poverty as a new member of the Council.
- On 8 September (with 17 attendees) an assessment was made of the review of the

Plan for the right to housing carried out in the working group that met in June and July and the assessment was organised by sectors represented in the Standing Committee, which will work in the following session. The application of COHABITAC as a new member of the Council was communicated. In addition, the work of the different working groups was reviewed and the topics for the November plenary session prepared. An explanation of the functions and expectations for 2021-2022 of the Standing Committee.

- On 5 October (with 12 people), the Committee worked on the following:
 - Based on the assessments of the different sectors represented, proposals for amendments and new proposals for the remaining five years of the implementation of the HDP are worked on with a view to its approval by the Plenary Session of the Council.
 - It explains that the new regulations state that after each municipal term of office, the representatives of the Council and, therefore, also the first vicechairmanship, must be renewed. Due to the situation in 2020 due to the covid pandemic, it was necessary to postpone it until 2021; it is proposed to the Standing Committee to put forward a proposal for a candidate.
 - It presents the application of the Alliance against Energy Poverty as a new member of the Council.
 - Two representatives are appointed for different municipal councils as requested by the Housing Council.





PLENARY SESSION

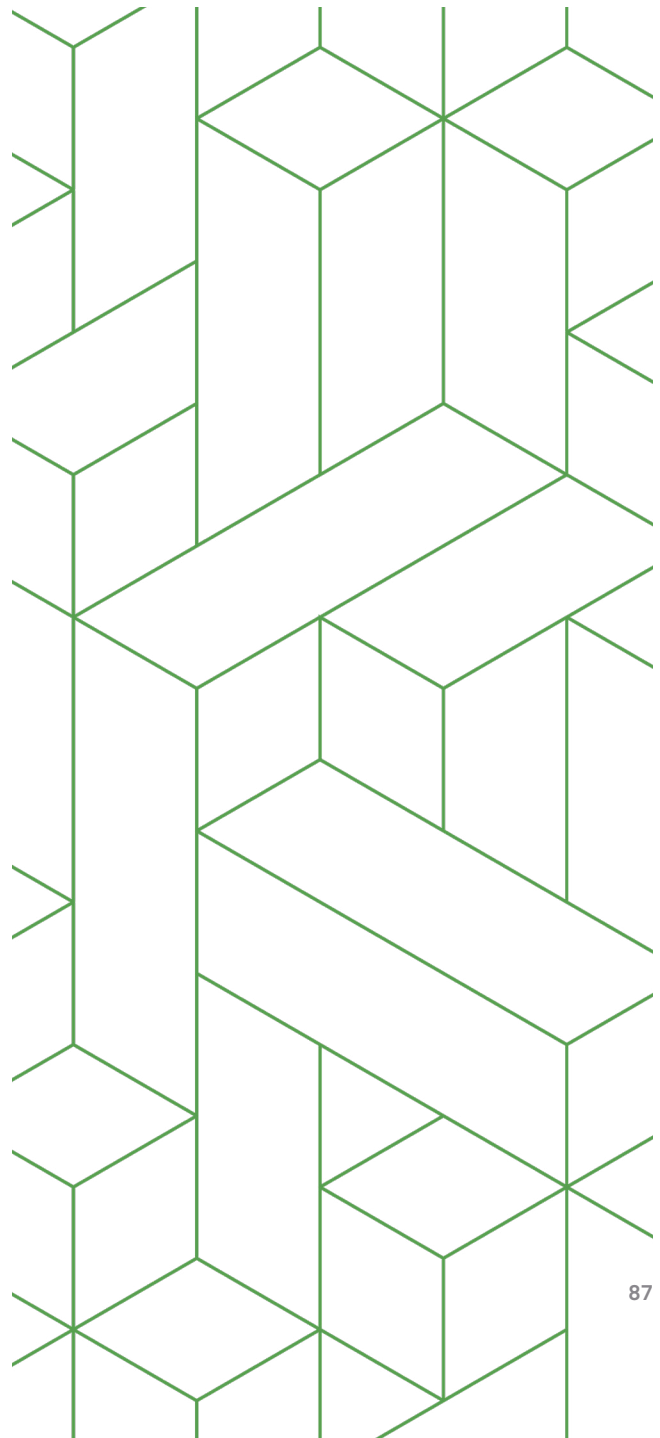
Two plenary sessions were held this year:

- On 27 January, in virtual format due to covid-19 (with 64 people), the following topics were presented:
 - Situation caused by covid.
 - Presentation of the 2019 balance sheet of the Plan for the right to housing and the first data for 2020.
 - Approval of the representatives of the Council groups by the Standing Committee.
 - Approval of the 2019 Council report.
 - Approval of CEVASA as a new member of the Housing Council.
- On 10 November, physical attendance at the Saló de Cent (with 61 people), the following was presented:
 - Five-year review of the Right to Housing Plan.
 - Approval of the Council's management during the previous year.
 - Presentation and approval by experts Montserrat Pareja and Elga Molina.
 - Approval of COHABITAC and the Alliance against Energy Poverty as new members of the Housing Council.
 - Election of Mr. Josep M. Puig on the recommendation of the Standing Committee for the First Vice-Chair of the Council.

All in all, 290 people took part in the Barcelona Social Housing Council's various spaces.

The Council, in figures for 2021

Number of members	117
Full meetings	2
Standing Committees	3
Work group, monitoring committee and other discussion space meetings	5
Participants	290



LIST OF BARCELONA SOCIAL HOUSING COUNCIL MEMBERS

Chair of the Social Housing Council

Councillor for Housing

First Deputy Chair

Platform for the Right to Decent Housing

Second Deputy Chair

Manager for Housing

Secretariat for Housing and Urban Improvement

Catalan Housing Agency

Councillor's Office for Social Rights

Councillor's Office for Ecology, Urban Planning and Mobility

Councillor's Office for Cycle of Life

Councillor's Office for Ciutat Vella

Councillor's Office for Sants-Montjuïc

Consell de Cent Association

Manager's Office for Social Rights

Manager's Office for Nou Barris

Barcelona Municipal Housing Trust

Barcelona Gestió Urbanística, SA (BAGURSA)

Municipal Institute of Urban Planning

Municipal Institute of Social Services

Municipal Institute for People with Disabilities

Municipal Institute of Urban Landscape and Quality of Life

Catalan Ministry of Labour, Social Affairs and Families

Catalan Energy Water

Barcelona Public Health Agency

Metropolitan Housing Consortium

Catalan Land Institute

REGESA

General Union of Workers (UGT)

Trade Union Confederation of Workers' Committees (CCOO)

Social Housing Quality Cooperative (part of the UGT)

Catalan Federation of Housing Cooperatives.

Catalan Association of Building Promoters and Builders (APCE)

Social Housing Managers of Catalonia (GHS)

Cohabitac

Cevasa

Lacol Cooperative of Architects

Celobert

Sostre Cívica Association

La Dinamo

Jutges de Barcelona [Barcelona Judges]

Public Prosecutor's Office of the High Court of Justice of Catalonia

Secretariat for Relations with the Justice Administration

Ombudsman

Barcelona Federation of Residents' Associations (FAVB)

Ciutat Meridiana Local Residents' Association

Catalan Consumers and Users Organisation (OCUC)

ATTAC Catalunya

Foment Habitatge Social Foundation

Càritas Diocesana

Família i Benestar Social Foundation

500X20 Association

Third Sector Round Table

ProHabitatge Association

Arrels Foundation

Mambré Foundation

Probens

Hàbitat3 Foundation

Economic, Social and Cultural Rights

Observatory (DESC)

Provivienda Association

Red Cross

Platform for People Affected by Mortgages

Union of Tenants

ECOM Federation

Alliance against Energy Poverty

Sanitària Sant Pere Claver Foundation

Sant Joan de Déu Serveis Socials

Catalan Federation of 1st-Person Mental Health Organisations

SER.GI (ECAS) Foundation

BENALLAR Foundation

Assís Shelter

Catalan Federation of Drug Addictions (ABD)

Barcelona Chamber of Urban Property

Catalan Architects' Association - Barcelona Branch

Catalan Industrial Engineers' Association

Catalan Management Agents' Association

Property Registrars' Association

Barcelona Association of Quantity Surveyors and Technical Architects

Catalan Lawyers' Association

Property Agents' Association
Catalan Social Workers' Association
Catalan Court Representatives' Association
Social Council of the University of Barcelona
Social Council of the Autonomous University of Barcelona
Social Council of the Polytechnic University of Catalonia
Social Council of Pompeu Fabra University
Social Council of Ramon Llull University
Municipal Social Welfare Council
Senior Citizens' Advisory Council
Municipal Immigration Council
Barcelona Youth Council (CJB)
Municipal Women's Council
Barcelona Economic and Social Council (CESB)
Office for Non-Discrimination (OND)
Housing Development and Management Office (BCN Provincial Council)
Housing Office Network
Department for the Decent Use of Housing (Consortium/BAGURSA)
Department of the Applicants Register (Consortium/BAGURSA)
Renovation Directorate (Consortium/BAGURSA)
Banco de Santander
ANTICIPA Real State
ABANCA
CaixaBank
BBVA
Banc Sabadell
Bankia
Buildingcenter
Habitatge Assequible - Obra Social La Caixa
Catalan Federation of Savings Banks
Two experts in housing

Observers

PSC Municipal Group
Ciutadans Municipal Group
Junts per Catalunya Municipal Group
PP Municipal Group
ERC Municipal Group
Barcelona pel Canvi Municipal Group
ERC Municipal Group



8. WORK TARGETS FOR 2022

The following are proposed as specific goals:

HOUSING OFFICE NETWORK

- Study for the comprehensive remodelling and modernisation of the facilities of the Housing Offices Network.
- Reopening of the Zona Nord office with the incorporation of the legal advice service and the SIPHO service.
- Continuity of measures to improve the management of HOs: mandatory appointment, unified IT application, floating information staff, etc.
- Consolidation of the HAB-ET ("Habitatge el truca") call back service, a telephone platform that manages the catalogue of services provided by housing offices.
- Coverage of the vacant positions of the housing offices managers.
- Reinforcement of information staff in the offices for specific grant campaigns.

DECENT USE OF HOUSING

- Consolidate the linking of the different programmes that form part of the Department of Decent Use of Housing (rental subsidies, housing stock, advisory and mediation services, intervention and mediation services, etc.) in order to optimise management.
- Improve coordination among the various housing services, social services with regard to situations involving the risk of someone losing their habitual dwelling, as well as intervention at the time of forced evictions.
- Establish channels of communication and stable working spaces with other systems and agents linked to housing emergencies in order to improve interventions and the effectiveness and efficiency of actions (Superior Court of Justice of Catalonia, Citizens Advice Service, Mossos d'Esquadra, etc.).

- Optimise the management of the different services of the Department by reinforcing their structure and organising their provision within the programmes for attracting housing, rental subsidies and mediation and assessment services.
- Improve coordination with the different services and programmes dependent on IMHAB, as well as with the other agents in the area, in order to improve the effectiveness and efficiency of actions.
- Monitor with the Catalan Housing Agency to simplify the various existing lines of housing payment grants and thereby provide better management for establishing a unified grants model within the Consortium's framework.
- Minimise the economic and social impact of covid-19.
- Consolidate the Barcelona Housing Consortium's rent-payment allowance as a resource for Barcelona's housing offices to deal with possible situations of housing loss.
- Reactivate the positioning of the pool through a new communication campaign.
- Implement new channels of communication with users of the pool (owners, applicants and tenants), as well as management alternatives, to adapt to the new paradigm that the Covid-19 crisis has caused, valuing online over in-person management.
- Participate in the development of the Habitat computer system (SIHAB), which will make it possible to share information on files with the different services and streamline management to improve work dynamics and decision-making.
- Reinforce programmes for attracting new dwellings, simplify procedures in order to speed up management processes with property owners and increase procurement and contracting.

- Review housing applications to update the real demand for housing in the pool.
- Consolidate the linkage of the different programmes related to the pool (grants, mediation, subsidies and incentives, etc.) to optimise management.

RENOVATION GRANTS

- Promote renovation with the calls provided with Next Generation EU European funds, under Regulation (EU) 2021/241 of the European Parliament and of the Council, of 12 February 2021, of the Recovery, Transformation and Resilience Plan, which will make it possible to promote the renovation of homes from the perspective of energy renovation. These funds aim to rehabilitate approximately 15,000 homes in the city of Barcelona and are part of Spain's Recovery, Transformation and Resilience Plan, the first pillar of which is aimed at strengthening public and private investment to reorient the production model, promoting the green transition, decarbonisation and energy efficiency. These calls will be based on Royal Decree 853/2021, of 5 October which regulates the grant programmes for residential renovation and social housing of the Recovery, Transformation and Resilience Plan, and will be based on the following programmes:

- Programme 1 - Subsidy programme for renovation actions at neighbourhood level.
- Programme 3 - Subsidy programme for renovation actions at building level.
- Programme 4 - Subsidy programme for improving energy efficiency in dwellings.
- Programme 5 - Subsidy programme for drafting the existing building book for renovations and drafting renovation projects.

The basic objective of the European Next Generation funds is that buildings and dwellings reduce a minimum consumption of non-renewable primary energy and a minimum reduction in demand according to the climate zone.

Royal Decree 853/2021, of 5 October regulates the subsidy programmes in the area of residential renovation and social housing of the Recovery, Transformation and Resilience Plan financed by the European Next Generation funds.

- Promote the specific call for housing interiors intended to incorporate homes into the social rental pool of Barcelona City Council.
- Finish works on all cases for the renovation of common elements and interiors of vulnerable homes from previous calls.

APPLICANTS REGISTER FOR SOCIAL HOUSING, ALLOCATION OF DWELLINGS AND SOCIAL EMERGENCY BOARD AND WITHIN THE FRAMEWORK OF THE DEVELOPMENT OF THE NEW HOUSING INFORMATION SYSTEM (SIHAB)

- Implement a new information system that should lead to less bureaucracy in the processing of cases, greater transparency in procedures and an improvement in management in general.
- Make use of the online channel as a priority channel to carry out the different procedures.
- Improve the different customer service channels.
- Establish the electronic file, which will contribute to a drastic reduction in paper usage.

BUDGETARY TARGETS

The budget for the 2022 financial year was approved on 29 December 2021 by Law 1/2021, of 29 December, concerning the budget of the Government of Catalonia for 2022.

As in the last approved budgets in 2020, this includes funding for the management of the Housing Office Network and the advice and information service they provide: the operations of Barcelona's Register of Applicants for Social Housing, the management of rent allowances, as well as the management of social housing and young-person housing pools.

Regarding the revenue budget, out of a total of 23.78 million euros, 6.7 million euros correspond to current transfers from the consortium administrations; 6.93 million euros are earmarked to finance renovation grants of the 2022 call, and 10.15 million for the 2022 call for rental-payment subsidies. In 2022, a credit modification will be made to include in the budget the agreement with Hàbitat3, 5.33 million euros, and the financing of the Next Generation funds of the European Union; 42.54 million euros, together with other adjustments that make up a final budget of 69.42 million euros.

The Barcelona Housing Consortium's current expenditure corresponds to transfers to be made over the financial year to the municipal organisations responsible for the management tasks entrusted to the Consortium during the year, and formalised under the respective collaboration agreements with municipal bodies, the Municipal Institute of Housing and Renovation and the Municipal Institute of Urban Landscape and Quality of Life.

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Report 2021