

# M17

BARCELONA  
HOUSING  
CONSORTIUM

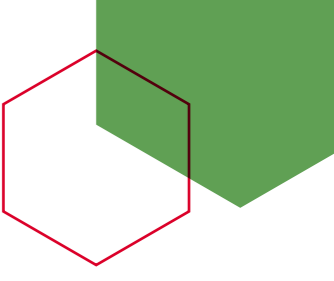
2017 REPORT





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# 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.**

The Barcelona Housing Consortium is tasked with carrying out the functions, activities and services that it is exclusively granted, under Article 85 of the Barcelona Municipal Charter, relating to public housing within the Barcelona municipal area. 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.
- Monitoring, overseeing and following up initiatives carried out, where necessary, by personalised entities tasked with managing public housing.

- Managing publicly-owned housing and, on delegation, publicly owned housing-allocated land of the authorities in the consortium, intended for realising the right of citizens to access decent and suitable housing.
- Managing, on delegation, land owned by other authorities in the city.
- Drafting, processing and approving the regulations for establishing the criteria for selecting and accessing public housing.
- Designing citizen-assistance policies relating to housing and, in particular, managing the Barcelona Register of Officially Protected Housing Applicants.
- Carrying out activities for promoting housing renovations, by approving the planning, scheduling, management and implementation tools necessary for their effectiveness.
- Carrying out activities for promoting housing-rent grants and allowances and approving all the planning, scheduling, management and implementation tools 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 lacks human resources of its own, commissions the municipal authority's other specialist entities 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

##### **Meritxell Borràs i Solé**

Minister at the Catalan Ministry of Governance, Public Authorities and Housing  
The Chair of Consortium falls to the Minister at 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

##### **Josep Maria Montaner i Martorell**

Barcelona City Councillor for Housing at Barcelona City Council  
The Deputy Chair of the Consortium is appointed 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 Barcelona Housing Consortium  
Deputy Chair of the Barcelona Housing Consortium

Representatives of the Catalan Government:

**Carles Sala i Roca**, Secretary for Housing and Urban Improvement

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

**Albert Toledo i Pascual**, Director of Housing Development

**Francesc Damià Calvet i Valera**, Director of the Catalan Land Institute

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

**Joan Batlle i Bastardas**, Director of Social Housing Programmes

Representatives of Barcelona City Council:

**Francisco Javier Burón Cuadrado**, Manager for Housing and Renovation

**Antoni Fernandez Pérez**, Director of Resources at the Manager's Office for Presidency and Economy

**Xavier Olivella Echevarne**, Manager of the Institute of Urban Landscape and Quality of Life

**Àngels Mira Cortadellas**, Manager of the Municipal Housing Trust

The General Board is the Consortium's highest government 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 sets 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 granted.

#### • Standing Committee

Representatives of the Catalan Government:

**Jaume Fornt i Paradell**, the President

**Francesc Damià Calvet i Valera**

**Jordi Sanuy i Aguilar**

**Albert Toledo i Pascual**

Representatives of Barcelona City Council:

**Josep Maria Montaner i Martorell**, the Deputy President

**Francisco Javier Burón Cuadrado**

The Standing Committee is made up of four representatives of the Catalan Government and two of 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, and which exercises the powers granted to it under Article 13.

#### • **Manager's Office of the Consortium**

##### **Francisco Javier Burón Cuadrado**

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

#### • **Secretary's Office**

##### **Immaculada Ribas i Algueró**

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 enterprises involved in housing planning and construction, social-support associations and entities for housing access, cooperative entities, the local residents' movement, unions, social foundations, universities and professional associations.



# 3

## ACTIVITY ASSESSMENT FOR 2017

### AGREEMENTS AND ACTIVITIES OF THE GOVERNMENT BODIES

The Consortium's Steering Committee held three ordinary meetings: 8 March; 5 July and 28 November 2017. The Consortium's General Board held three ordinary meetings: 8 March; 28 June and 28 November 2017.

#### The following agreements were reached during those meetings:

- **Standing Committee**

Approval of the 2017 call for Barcelona grant applications, aimed at property owners' associations and owners of residential-housing buildings, for the renovation of communal elements, in order to promote the renovation of Barcelona's existing stock of buildings and dwellings, with special emphasis on energy-renovation work, with an initial budgetary allocation of €12,000,000.

Approval of the amendment to the 2017 call for registrations and grant applications for renovations, to raise the overall amount budgeted for grants to €20,107,140.68 funded by budget items 870.0001 and 780.0001.

Approval of the 2017 call for Barcelona grant applications, aimed at residential-building owners' associations in a vulnerable situation, under the provisions set out in that call, for renovating common elements, in order to promote the renovation of the existing stock of buildings in Barcelona, with an overall budget of €12,184,500.

Approval of the 2017 call for grant applications under the programme for arranging dwellings for people in vulnerable situations in Barcelona, with an initial budget of €5,000,000.

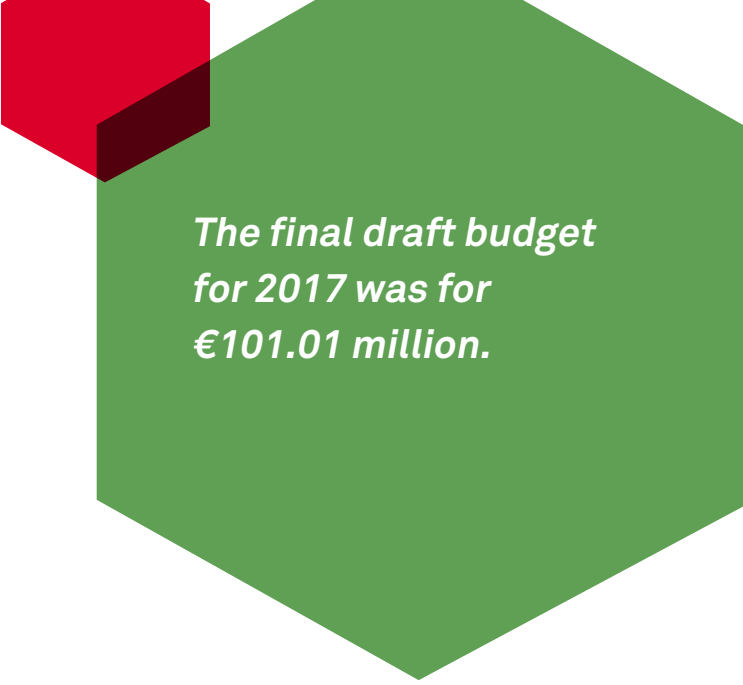
Approval of the 2017 call for applications for allowances for rent payments in Barcelona, held on a competitive basis and aimed at Barcelona residents, tenants renting a dwelling that constitutes their usual and permanent home, provided that they have low or moderate income that puts their social integration at risk, with an initial budget of €7,500,000.

Approval of the extension of the call for applications for rent-payment allowances in Barcelona for 2017 with a budget of €3,700,000, funded by budget item 480.0001 of the Barcelona Housing Consortium. Amendment to sections 5(d), 5(g) and 8(3) of the call for applications.

Approval of the 2017 call for applications for subsidies for the renovation of housing blocks in the neighbourhoods of Canyelles and Sud-oest del Besòs under a specific agreement signed between Barcelona City Council, the Barcelona Municipal Housing Trust, the respective local residents' associations and with assistance from the Secretariat for Housing at the Catalan Regional Offices, with a budget of €1,813,784.78.

Approval of the 2017 call for applications for social-emergency allowances resulting from mediation in Barcelona, with a budget of €1,500,000.

Approval of the 2017 call for applications for subsidies for the inclusion of dwellings in the Barcelona Rental Housing Pool programme, aimed at people who own a free-market dwelling that they will make available to Barcelona's Rental Social Housing Pool and where the requirements established by this call are met, with an initial budget of €500,000.



**The final draft budget for 2017 was for €101.01 million.**

Approval of the amendment to the application form for access to a dwelling provided by the Emergency Board.

#### • General Board

Approval of the inventory balance, the budget settlement, report on the activities carried out, the results of the Consortium's management and the incorporation of the treasury surplus for the financial years prior to 2017.

Approval of the collaboration agreement between the Housing Consortium and the company Societat Municipal Barcelona Gestió Urbanística SA, for the comprehensive management of Barcelona's housing offices and technical assistance for the Consortium's economic and financial for the 2017 financial year. Finally, the Junta General convened for the 28 November 2017 ratified the agreement to transfer the agreement's management over to the Barcelona Municipal Housing Trust.

Approval of the collaboration agreement between the Consortium and the Barcelona Municipal Institute for Urban Landscape for the renovation programmes' management in Barcelona for the 2017 financial year.

Approval of the collaboration agreement between the Consortium and the Municipal Housing Trust for legal advice and the management of the Consortium's information systems for 2017.

Approval of the collaboration agreement between the Consortium and the City Council's municipal company Foment de Ciutat SA, for contributing towards the funding for the call for grant applications for vulnerable-building renovations.

Approval of the allocations that the Barcelona Housing Consortium had to make in 2017.

Approval of the Barcelona Housing Consortium's procedure for the call for applications, holding of meetings and adoption of agreements through the use of electronic media. Face-to-face sessions were continued to enable the adoption of agreements requiring a qualified majority under the Consortium's Articles of Association.

Approval of the income and expenses budget for the 2018 financial year, for the sum of €32.94 million, subject to approval of the budgets of the Catalan Government and Barcelona City Council for 2018, or the extension of the 2017 budget, where necessary.

Approval of the annexes to the General Board's agreement of 13 October 2016, approving the amendment to the rules governing the Barcelona Housing Pool, for the purposes of establishing guaranteed collection of rental income.

Approval of the one-off amendment to the terms and conditions regulating the award of subsidies for the inclusion of dwellings in the Barcelona Rental Housing Pool programme, specifically affecting Condition 5 and Condition 7(3).

Approval of credit amendments for the amount of €3,333,333.33 to the budgetary item allocated to renovation grants, and for the amount of €600,000 to the budgetary item allocated to grants for paying housing rent assigned to social policies within the area of Barcelona.

Approval of the extension of credit for €8,184,500 for item 780.0001 allocated to renovation grants for vulnerable buildings under the Neighbourhood Plan within the area of Barcelona.

Approval of the amounts corresponding to the General Board and the Steering Committee for credit allotments and supplements and budgetary variations, under Article 11(i) and Article 13(e) of the Articles of Association.

#### OTHER IMPORTANT EVENTS THAT TOOK PLACE IN 2017

The Manager, acting in accordance with the Consortium's Articles of Association, approved the following:

Extension of the deadline for application submissions for allowances for the rental payments in Barcelona referred to in the 2016 call for applications.

Extension of the deadline for presenting applications for allowances for rental payments in Barcelona relating to the 2016 call for applications.

#### BUDGET SETTLEMENT FOR 2017

The 2017 budget approved by the Catalan Parliament on 28 March 2017 (Official Journal of the Catalan Government (DOGC) 7340 30.3.2017) provided for €43.15 million of income and expenditure which, following several credit amendments corresponding to €12.12 million and the incorporation of the allocated surplus corresponding to €45.75 million, a final draft budget of €101.01 million was made.



As in previous years, this budget provided for the management of the Barcelona Housing Offices Network's services and the advice and information services; the running of the Register of Officially Protected Housing Applicants; management and renovation grants and rent grants, as well as management of the social and youth housing pools.

The established entitlements at the close of the 2017 financial year came to €49.27 million corresponding to the following concepts:

• **€6.01 million for current transfers of authorities in the consortium allocated to current expenses.**

• **€34.66 million allocated to the comprehensive-renovation areas.**

• **€8.60 million allocated to rent-grant payments for financially vulnerable people.**

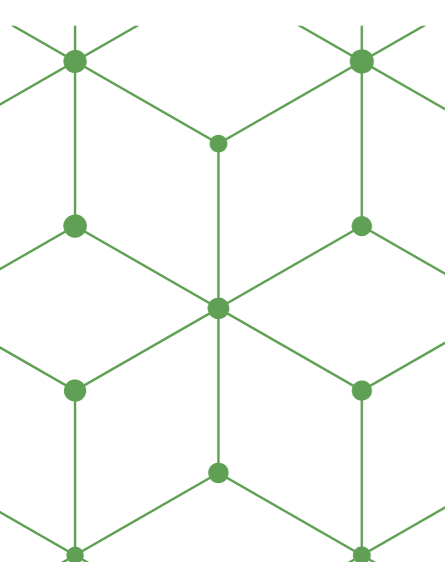
Application of the income was used for covering the current expenses of the Barcelona Housing Consortium's collaborators, which are Barcelona Gestió Urbanística SA, the Municipal Institute for Housing and Renovation and the Institute for Urban Landscape and Quality of Life, for the total amount of €6.01 million, as funding for the management assignments formally made under the respective agreements.

That financial year saw subsidies granted for renovations of Barcelona's dwellings corresponding to €21.09 million and rent grants awarded corresponding to a total of €6.70 million.

Extendible income and expense items were maintained so the call for renovation-grant applications could be increased.

Barcelona Housing Consortium  
2017 financial year (31 December 2017)  
Implementation statement of income budget

	ECON.	FUNC.	PARLIA- MENTARY BUDGET	DRAFT AMENDMENT	FINAL DRAFT	ESTABLISHED ENTITLEMENTS	PAID-UP ENTITLEMENTS	COLLECTED	PENDING IMPLE- MENTATION STATEMENT
From the Catalan Government (former Dept. of Governance, Public Authorities and Housing (GAPIH)) 2017 current year	410.0004	431.0	2,246,000.00	0.00	2,246,000.00	2,246,000.00	2,246,000.00	2,246,000.00	0.00
Housing Agency. 2017 current year contribution	440.7215	431.0	1,027,500.00	600,000.00	1,627,500.00	1,627,476.90	1,627,476.90	941,853.88	23.10
From Barcelona City Council. 2017 current year contribution	460.0009	431.0	2,741,014.00	0.00	2,741,014.00	2,741,014.00	2,741,014.00	2,741,014.00	0.00
From Barcelona City Council 2017 social-emergency allowance	460.0009	431.0	10,800,000.00	0.00	10,800,000.00	8,600,000.00	8,600,000.00	0.00	2,200,000.00
Other financial income	534.0001	431.0	0.00	0.00	0.00	3,759.97	3,759.97	3,759.97	-3,759.97
From the Catalan Government-Renovation	710.0004	431.0	3,000,000.00	0.00	3,000,000.00	3,000,000.00	3,000,000.00	3,000,000.00	0.00
Housing Agency. Renovation Canyelles Besòs	744.0001	431.0	2,000,000.00	0.00	2,000,000.00	0.00	0.00	0.00	2,000,000.00
Other current transaction reimbursements	381.0001	431.0	0.00	0.00	0.00	74,309.02	74,309.02	71,439.28	-74,309.02
Municipal Housing Trust. Renovation Canyelles Besòs Conv. 2017	760.0001	431.0	863,000.00	0.00	863,000.00	0.00	0.00	0.00	833,000.00
From the IMPU. Generic subsidies for renovating Barcelona dwellings	763.0001	431.0	10,500,000.00	0.00	10,500,000.00	9,465,491.16	9,465,491.16	2,549,619.42	1,034,508.84
2017 renovation (Social rights) PMH	763.0001	431.0	10,000,000.00	3,333,333.33	13,333,333.33	13,333,333.33	13,333,333.33	0.00	0.00
To families and inst. Contrib. City Council (SRs)	799.0001	431.0	0.00	8,184,500.00	8,184,500.00	8,184,500.00	8,184,500.00	0.00	0.00
Treasury surplus to be assigned (2016)	870.0001	431.0	0.00	45,747,067.78	45,747,067.78	0.00	0.00	0.00	0.00
<b>Total</b>			<b>43,147,514.00</b>	<b>57,864,901.11</b>	<b>101,012,415.11</b>	<b>49,275,884.38</b>	<b>49,275,884.38</b>	<b>11,553,686.55</b>	<b>5,989,462.95</b>



Barcelona Housing Consortium  
2017 financial year (31 December 2017)  
Implementation statement of expenditure budget

ITEM	ECON.	FUNC.	PARLIA- MENTARY BUDGET	CREDIT AMEND.	FINAL CREDIT	AUTHO- RIZED	AVAILABLE	MANDA- TORY	PAYMENT ORDERED	PAYMENT MADE	AVAIL. CREDIT
To the City Council's Companies (BAGUR)	469.0001	431.0	2,599,935.79	0.00	2,599,935.79	2,599,935.79	2,599,935.79	2,599,935.79	2,599,935.79	2,599,935.79	0.00
To the City Council's Companies (PMHB)	469.0001	431.0	2,599,958.79	0.00	2,599,958.79	2,599,935.69	2,599,935.69	2,599,935.69	2,599,935.69	2,599,935.69	23.10
To other corporate entities (IMPU)	469.0002	431.0	814,619.42	0.00	814,619.42	814,619.42	814,619.42	814,619.42	814,619.42	814,619.42	0.00
To families. Social Emergencies Barcelona City Council	480.0001	431.0	10,800,000.00	0.00	10,800,000.00	8,600,000.00	6,524,822.38	344,902.64	344,902.64	344,902.64	2,200,000.00
To families and non-profit institutions-PMHB HOUSING FUND	480.0001	431.0	0.00	600,000.00	600,000.00	600,000.00	600,000.00	0.00	0.00	0.00	0.00
To families and non-profit institutions (IMPU)	780.0001	431.0	10,500,000.00	-3,000,000.00	7,500,000.00	5,000,000.00	0.00	0.00	0.00	0.00	2,500,000.00
To families and non-profit institutions (PMHB)	780.0001	431.0	10,833,000.00	2,333,333.33	13,166,333.33	12,000,000.00	11,992,548.96	9,553,718.37	8,942,261.52	8,930,962.12	1,166,333.33
To families and non-profit institutions-Canyelles Besos	780.0001	431.0	2,000,000.00	0.00	2,000,000.00	0.00	0.00	0.00	0.00	0.00	2,000,000.00
To families and non-profit institutions-High-complexity building	780.0001	431.0	0.00	12,184,500.00	12,184,500.00	12,184,500.00	0.00	0.00	0.00	0.00	0.00
To families and non-profit institutions (Cat Gov).	780.0002	431.0	3,000,000.00	0.00	3,000,000.00	3,000,000.00	2,995,927.97	657,325.45	468,514.59	468,514.59	0.00
2015 surpluses. To families. Social emergencies	480.0001	431.0	0.00	3,732,682.72	3,732,682.72	3,732,682.72	3,401,789.43	3,260,431.61	3,260,431.61	3,260,431.61	0.00
2016 surpluses. To families. Social emergencies	480.0001	431.0	0.00	7,599,193.56	7,599,193.56	7,569,003.69	3,307,246.50	3,097,479.48	3,096,070.74	3,096,070.74	30,189.87
2013 Surpluses (to families and non-profit instit.) (Cat Gov)	870.0001	431.0	0.00	37,501.80	37,501.80	37,501.80	37,501.80	31,876.00	31,876.00	31,876.00	0.00
2013 Surpluses (to families and non-profit instit.) (City Council)	870.0001	431.0	0.00	1,527,358.13	1,527,358.13	1,527,358.13	1,515,664.89	747,962.43	747,962.43	747,962.43	0.00
2014 Surpluses (to families and non-profit instit.) (Cat Gov)	870.0001	431.0	0.00	529,535.23	529,535.23	529,535.23	529,535.23	353,022.09	330,474.15	330,474.15	0.00
2014 surpluses (Council) To families and non-profit institutions	870.0001	431.0	0.00	953,552.11	953,552.11	953,552.11	953,552.11	504,358.25	448,245.98	448,245.98	0.00
2014 surpluses (to families and non-profit institutions) (BAGURSA)	870.0001	431.0	0.00	68,306.00	68,306.00	68,306.00	0.00	0.00	0.00	0.00	0.00
2015 surpluses (IMPU) To families and non-profit institutions	870.0001	431.0	0.00	64,696.81	64,696.81	64,276.95	64,276.95	37,428.28	37,428.28	37,428.28	419.86
2015 Surpluses (Canyelles-Besos AHC-Mnpal Housing Trust)	870.0001	431.0	0.00	14,036,746.52	14,036,746.52	14,036,746.52	12,364,304.48	0.00	0.00	0.00	0.00
2015 surpluses (to families and non-profit institutions) (BAGURSA)	870.0001	431.0	0.00	380,395.96	380,395.96	380,395.96	172,963.40	0.00	0.00	0.00	0.00
2015 surpluses (to families and non-profit COUNCIL SUBSID. ITE)	870.0001	431.0	0.00	2,010,091.28	2,010,091.28	2,010,091.28	1,957,288.50	1,451,428.09	1,170,073.98	1,170,073.98	0.00
2015 surplus (to fam. and non-profit instit.) (Cat Gov) (Ministry)	870.0001	431.0	0.00	937.42	937.42	937.42	937.42	937.42	937.42	937.42	0.00
2016 Surpluses (IMPU to families and non-profit instit)	870.0001	431.0	0.00	12,894,031.91	12,894,031.91	12,894,031.91	12,890,353.14	7,250,841.45	4,594,136.09	4,594,136.09	0.00
2016 Surpluses (to families and non-profit instit) (Catalan Government)	870.0001	431.0	0.00	678,705.33	678,705.33	678,705.33	677,825.90	503,348.90	503,348.90	503,348.90	0.00
2016 Surpluses (Canyelles-Besos AHC-Mnpal Housing Trust)	870.0001	431.0	0.00	833,333.00	833,333.00	833,333.00	691,990.94	0.00	0.00	0.00	0.00
2016 surpluses (to families and non-profit institutions) (BAGURSA)	870.0001	431.0	0.00	400,000.00	400,000.00	400,000.00	0.00	0.00	0.00	0.00	0.00
<b>Totals</b>			<b>43,147,514.00</b>	<b>57,864,901.11</b>	<b>101,012,415.11</b>		<b>66,693,020.90</b>	<b>33,809,551.36</b>	<b>29,991,155.23</b>	<b>29,979,855.83</b>	



# 4

## MANAGEMENT RESULTS

### WORK GOALS ACHIEVED IN 2017

#### • Housing Office Network.

Housing offices' assistance activities were up by 22.4% on the previous year.

#### • Decent use of housing

##### Advice consultations

Following the trend seen over the last few years, there was a continued sustained increase in the number of legal-advice consultations given in housing offices, with practically 36.2% more applicants than in the previous year.

##### Rental Housing Pool

Launched in 2016, the 'Tu tens la clau' [You've got the key] campaign represented the relaunching of the Pool as a benchmark programme for offering citizens affordable housing.

The advantages for owners were revised to ensure the Rental Housing Pool would be a competitive alternative for them.

Guaranteed rent collection, subsidies for housing-interior work, incentives for technical, legal and social inclusion and accompaniment helped to bring about a notable increase in the number of dwellings on offer throughout 2017.

The Rental Housing Pool saw an increase in its accumulated procurements in 2017, thanks to the increase in procurements and restraint in the number of resolutions.

##### Grants for housing payments

The Housing Consortium published two calls

for grant applications: one referring to social-emergency allowances resulting from mediation with a total budget of €1,500,000 and another referring to allowance for rent payments with a total budget of €11,200,000.

The Housing Consortium published a new line of subsidies for including dwellings in the Barcelona Rental Housing Pool programme as a new negotiation tool for the mediation service renting. The total budget was for €500,000.

The Catalan Housing Agency published its call for rent-payment grant applications for specific groups.

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

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

##### Bringing privately owned dwellings into the public housing pool and preventing evictions

€1,500-subsidies were promoted for vacant dwellings, as one of the incentives for bringing privately owned dwellings over to the public housing pool.

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

As for families facing legal proceedings for unpaid rent, incentives of up to €6,000 are aimed at paying for rent arrears and, in other cases, there are incentives to owners for €1,500. Both cases require a lease to be signed within the framework of the housing pool with the same household unit.



## • Register of applicants for social housing

### Registrations and allocations

A slight rise in the registration level was observed. There are currently 36,577 registered household units, representing a 19.4% increase compared to the previous year.

All the dwellings included in the allocation processes carried out represented a total of 164 second-allocation flats and 101 first-allocation flats.

### Social Emergency Housing Board

In 2017 a total of 213 emergency cases were considered and a dwelling allocated from the Social Rent Stock. What is more, a total of 551 social-emergency applications due to loss of housing were analysed, representing a 3.2% increase compared to the previous year.

## • Renovation grants

Calls for renovation-grant applications for 2017 were issued, bringing an incentive to renovation initiatives promoting sustainability and energy efficiency.

Housing offices managed all the habitability-certificate applications they were submitted, as well as the applications that they were forwarded for processing, following their submission to their area services.



# 5

## INFORMATION MEDIA



### THE CONSORTIUM'S WEBSITE

The Consortium's website is a digital space providing citizens with full information on the housing services and procedures that it offers. The website was created to provide a first step for anyone interested that makes it easy to find information on rent grants, the Housing Pool and other services. It is ultimately a meeting space for offering citizens guidance on carrying out the procedures for applying for the grants and support programmes that are provided face to face at the Barcelona Housing Offices Network.

The space has been complementing a municipal website (<http://habitatge.barcelona>) since 2016 which acts as a gateway to all housing services in the city irrespective of their provider. The integration of the Consortium's services into this website has helped to create a single meeting point and to specifically redirect users to each particular section. This has led to an increase in the number of visits to not just the housing portal but also the Consortium's website, which

are of increasing quality (longer duration and to more precise content).

More specifically, 2017 saw the Consortium's website, [www.consorcihabitatgebcn.cat](http://www.consorcihabitatgebcn.cat), receive a total of 347,686 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, its average number of monthly visits reaches 28,974, of which almost 50% are made through tablets and mobile phones. The favourite language used for consultations is Spanish (63%).

The digital project for disseminating digital housing contents includes several interior improvements that are slowly being introduced for improving citizen access to information. That way, the housing website's products are worked on together, despite being separate websites, to ensure the validity of their information, their utility, the connections between them and, therefore, a more efficient experience with users.

VISITS TO THE WEBSITE	2011	2012	2013	2014	2015	2016	2017	ACCUMULATED
Housing website*	455,483	400,293	375,816	348,243	227,159	228,183	251,247	2,286,424
<a href="http://www.consorcihabitatgebcn.cat">www.consorcihabitatgebcn.cat</a>	177,970	171,600	226,442	190,994	219,510	255,770	347,686	1,589,972
<a href="http://www.registrehabitatgebcn.cat">www.registrehabitatgebcn.cat</a>	129,334	131,968	138,645	125,299	111,017	99,461	157,599	893,323
<b>Total</b>	<b>762,787</b>	<b>703,861</b>	<b>740,903</b>	<b>664,536</b>	<b>557,686</b>	<b>583,414</b>	<b>756,532</b>	<b>4,769,719</b>

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

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

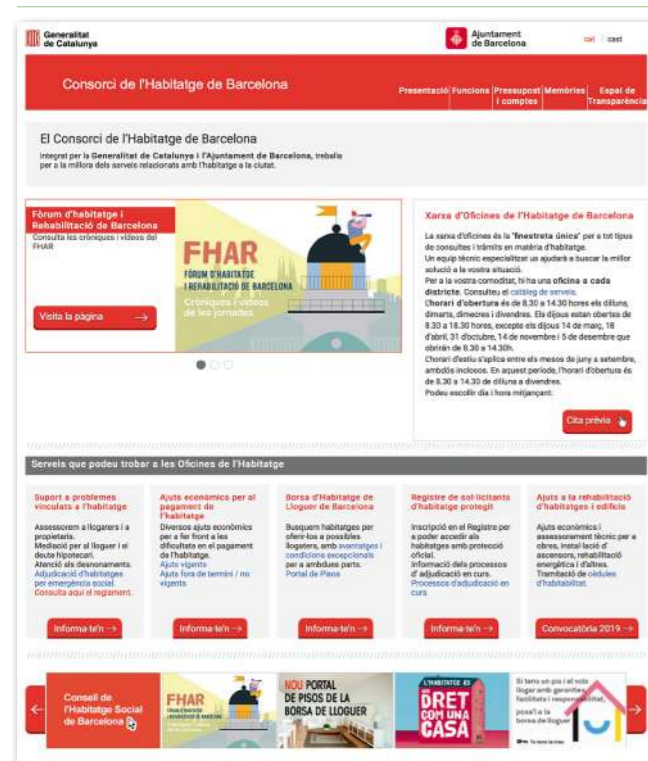
A campaign was launched from September to November 2016 entitled 'L'habitatge és un dret com una casa' [Housing is a basic right] to activate the new Housing portal, this time with its own URL, [habitatge.barcelona.cat](http://habitatge.barcelona.cat), and used as a gateway to all the housing websites.

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

**In 2017, the number of visits to the Consortium's website rose by 36% compared to the previous year**

In 2017, the Consortium's website was updated several times for publishing updated content, as was the Housing portal, for ensuring information was coherent and consistent.

The Rental Housing Pool's flats portal and the Social Housing Council's intranet are on the Consortium's website. The website contributes to the consolidation of the new habitatge.barcelona platform specialising in housing issues, and redirects visits to other specialist portals, such as the Register of Applications, the Municipal Housing Trust, the Housing portal for the Barcelona Metropolitan Area and other pages on housing issues.



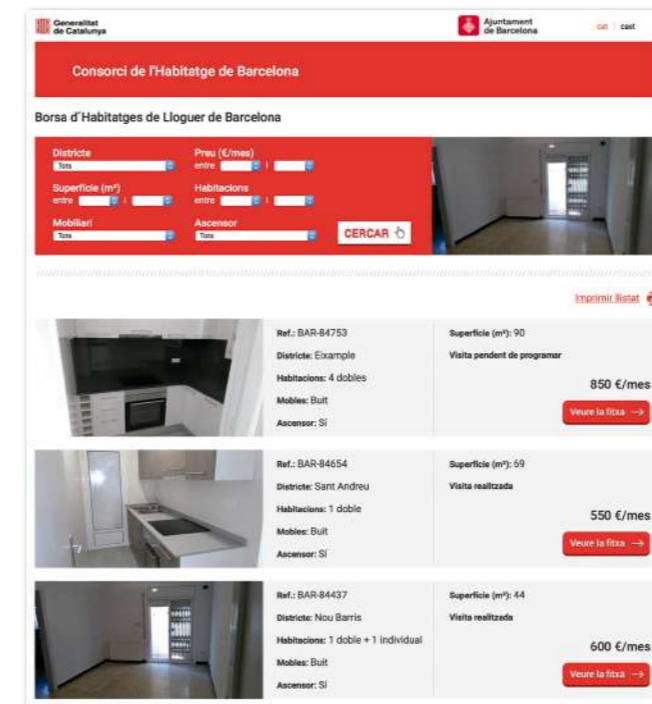
**• The Barcelona Rental Housing Pool's flats portal**

Barcelona's Rental Housing Pool has its own flats portal, as a tool for providing access to relevant information on available dwellings and where citizens 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 their visits more efficiently.

**The Pool's flats portal received a total of 15,998 visits this year, representing 4% of the visits to the Consortium's website**



**• The renovation procedures simulator**

This tool offers users a guide on grant-application procedures and gives them a rough calculation of the subsidies they may opt for.

Housing offices have specialist staff for clearing up any queries on the application process and the procedure for renovation grants.



## COMMUNICATION CAMPAIGNS

Whereas 2016 saw the launch of a city-wide communication campaign by Barcelona City Council, 2017 saw the application of its further developments that were used for improving the scope of housing information. This line of communication was carried out following a similar style, tone and graphic line to keep it consistent in the area 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 aims to launch comprehensively in the city, besides promoting services to ensure assistance to people with basic housing needs. Which is why, following the thread of the previous campaign, the various services and issues have been dealt with by putting people at the very centre, consistently in line with the Barcelona Plan for Right to Housing for 2016-2025.

Hence the production of leaflets on the catalogues of services at Barcelona's housing offices and the renovation grants. Leaflets on the Rental Housing Pool have likewise been updated. Digital banners and materials have also been produced for displaying contents inside the municipal websites and thereby provide public access.



### • Renovating the look of housing offices

A project was started throughout 2017 for renovating the look of housing offices from a holistic perspective that takes account of not just the aesthetics side but also the functional side regarding the signage and accessibility from an information point of view. Housing offices are the gateway for citizens to the portfolio of housing services, which is why accessibility of information, displays of services and contents and the materials made available are communication elements that require cross-cutting work for improving the overall experience of users.

A personalised diagnosis was therefore started in each of the offices from the pilot/lab experience of the new Ciutat Vella Housing Office. A process under way which would conclude with an image manual of the offices, interventions and improvements in the entity's corporate image and in a renovation of the signage and information materials made available to citizens. The process would finish in 2018 with an office-by-office renovation of these elements.



### • December 2017: distribution of the Barcelona housing guide

A specific guide for citizens offering information on every housing grant and service was launched, aimed at presenting all housing-related services in the city.

This completely new guide included the various services, calls for grant applications, grants and housing-related issues. It was published in several newspapers and distributed to Barcelona housing offices as well as other centres such as local, civic and social-services centres.

# 6

## CONSORTIUM'S LINES OF ACTIVITY



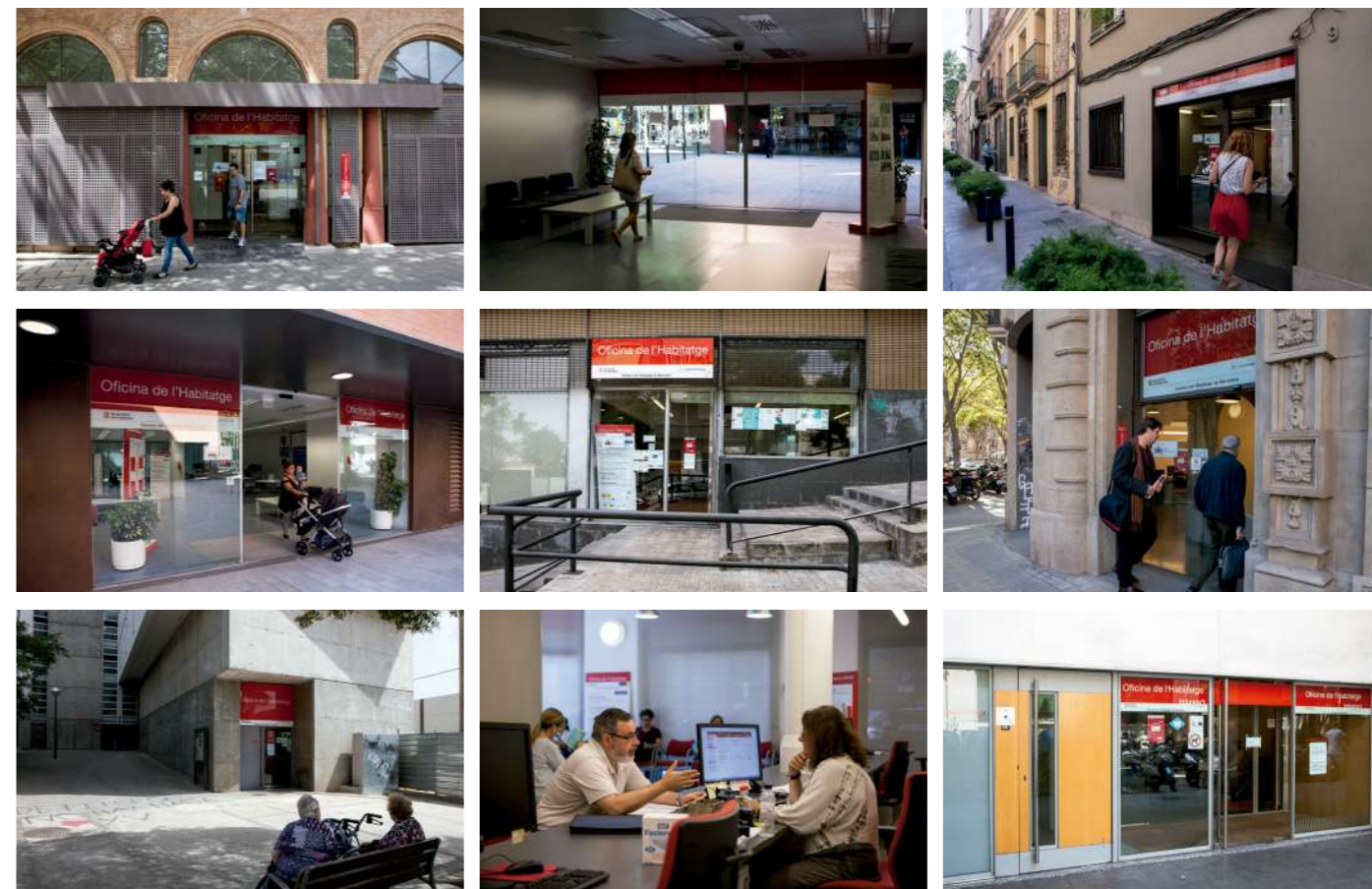
### BARCELONA HOUSING OFFICES NETWORK

Notable new developments in 2017 included:

Bringing in-house information staff on board at housing offices, with a consequent improvement in their employment conditions.

Integrating staff attached to BAGURSA, which is dedicated to housing services commissioned by the Barcelona Housing Consortium's management, and to the Municipal Housing Trust, which was replaced under the agreements entered into between the BHC and BAGURSA.

*The number of cases of assistance in housing offices rose by 22.4% compared to 2016.*





• **The offices' catalogue of services**

**Renovation grants**

- Renovation grants for housing blocks or dwellings.
- Liftinstallation grants.
- Technical advice for renovating work and energy renovation.
- Habitability certificates.

**Access to protected and social housing**

- Information on social-housing developments: for purchase, renting, building leases and dwellings for special needs.
- The functions of the Barcelona Register of Officially Protected Housing Applicants.
- Allocation of social dwellings.
- Allocation of dwellings for social emergencies.

**Decent use of housing**

- Information and legal advice on housing issues.
- Ofideute: advice on mortgage-payment arrears.
- Mediation over rent, incorporation 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 Dwelling and/or Squatted Premises

**Grants for housing payments**

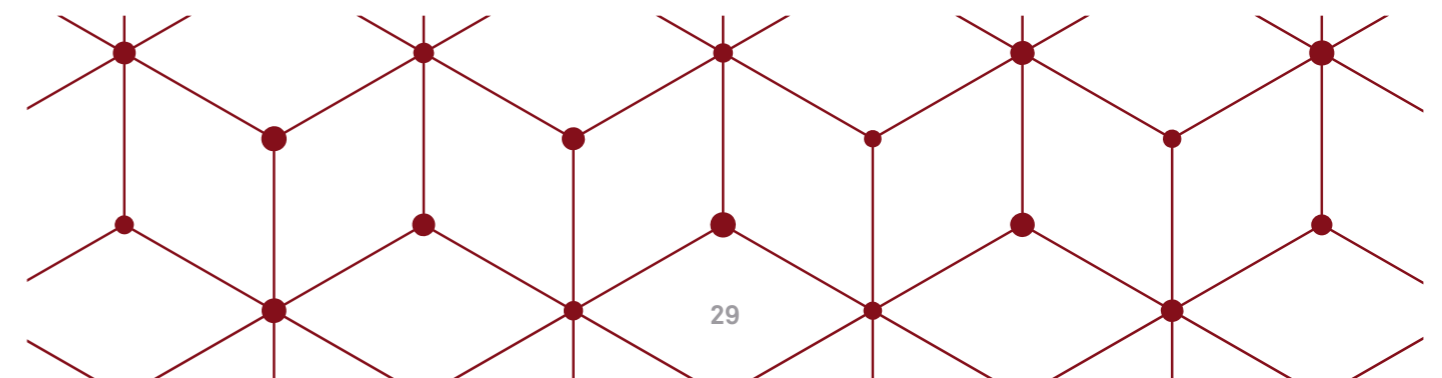
- Fair rent: rent-payment allowances.
- Special-emergency allowances: for rent or mortgage-payment arrears and for access to housing for evicted people.
- Rent-payment subsidies.
- Basic Emancipation Allowance (limited to those currently in place).
- Allowances for rent and social-emergency payments resulting from mediation in Barcelona.

**Barcelona's Rental Housing Pool**

- Attracting private dwellings to the public housing pool and managing leases, intended for people with difficulties accessing the private market.
- Processing habitability certificates and energy-efficiency certificates of dwellings included in the Pool.
- Grants for carrying out habitability work on dwellings allocated to the Pool, as part of the call for renovation-grant applications.
- Incentives of €1,500 for attracting private dwellings to the public Pool or for regularising legal proceedings in process for rent arrears, of up to €6,000.
- Grant equivalent to 50% of the Property Tax (IBI) due for owners of dwellings included in the Pool.
- Legal, technical and social advice, for the Pool's dwellings.

**Complementary services**

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



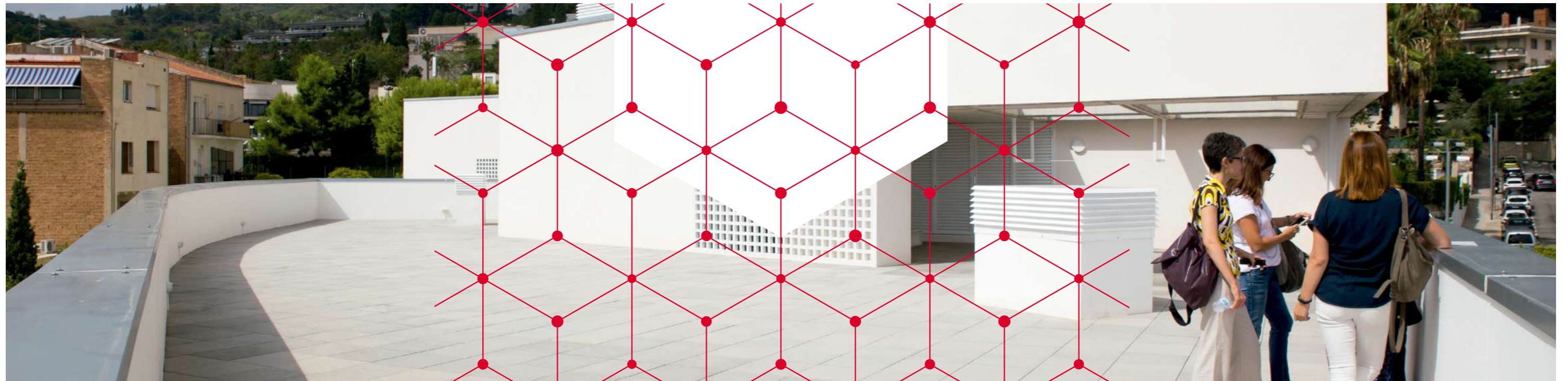
• List of assistance provided in 2017

HOUSING OFFICE	REGISTER AND ALLOCATIONS	RENT GRANTS	HOUSING POOL	RENOVATION	DECENT USE OF HOUSING	HABITABILITY CERTIFICATES	TOTAL
Ciutat Vella	12,932	15,278	2,891	283	5,497	737	37,618
Eixample	7,005	9,052	2,440	570	3,979	314	23,360
Sants-Montjuïc	8,018	12,323	1,932	417	4,134	98	26,922
Les Corts	4,799	4,974	1,464	194	2,043	183	13,657
Sarrià - Sant Gervasi	3,488	4,843	737	1,130	2,346	328	12,872
Gràcia	6,367	8,753	2,100	308	3,171	124	20,823
Horta-Guinardó	6,292	10,072	2,406	621	4,173	150	23,714
Nou Barris	12,687	22,926	3,431	652	6,910	265	46,871
Sant Andreu	7,531	10,568	2,427	950	3,239	843	25,558
Sant Martí	16,729	14,156	3,129	626	5,271	811	40,722
<b>Total</b>	<b>85,848</b>	<b>112,945</b>	<b>22,957</b>	<b>5,751</b>	<b>40,763</b>	<b>3,853</b>	<b>272,117</b>

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

LINE	2013	2014	2015	2016	2017
Lawyers	6,796	7,081	8,079	9,766	13,297
Experts in renovation	1,465	5,334	4,827	4,103	1,441
<b>Total</b>	<b>8,261</b>	<b>12,415</b>	<b>12,906</b>	<b>13,869</b>	<b>14,738</b>

MULTI-CHANNEL ASSISTANCE	2013	2014	2015	2016	2017	ACCUMULATED
Consultations attended to face to face	152,596	146,152	190,232	222,271	272,117	983,368
Web visits (Consortium, BCN, Register)	740,903	664,536	557,686	583,414	756,532	3,303,071
Consultations attended by telephone (010)	23,251	16,733	16,587	15,447	31,856	103,874
<b>Total</b>	<b>916,750</b>	<b>827,421</b>	<b>764,505</b>	<b>821,132</b>	<b>1,060,505</b>	<b>4,390,313</b>







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

## RENOVATION GRANTS FOR BUILDINGS AND DWELLINGS

### • Call for grant applications for 2017

Since the approval of the specific terms and conditions governing renovation grants for Barcelona, in December 2009, by the Barcelona Housing Consortium's General Board, all grants in the city had been allocated under the 'single call' criteria by the Consortium, the body entrusted with these powers. The terms and bases came about in response to the previous situation which appeared too complex, when there had been several authorities acting in the same area, several regulations and criteria for allocating grants and various places for processing such grants.

The Consortium's calls 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 2017 call followed the initiative lines established in the 2016 call and incorporated renovation grants for dwelling interiors, as well as the reflections contributed under the framework of the Barcelona Observatory for Architectural Renovation; the aim was to promote improvements in the quality of buildings and dwellings, under the principles of accessibility, habitability and energy efficiency.

A specific call was approved for the areas of Canyelles and Sud-Oest del Besòs.

Note the following initiatives eligible for subsidies, included for the purposes of improving and expanding the 2017 call's programmes:

- Priority programmes receive 50% and the others up to 25% of subsidies.
- Simplification of administrative procedures and processes.
- Simplification of technical criteria.
- Prioritising work on structural pathologies, accessibility and energy improvement.
- The social-cohesion programme for family units with fewer financial resources, for all work included in the call.
- The introduction of new re-naturalisation elements and new uses of spaces (green roofs and terrace gardens).
- A grant of up to €20,000 for enabling the incorporation of vacant dwellings requiring renovation work into the Social Rental Housing Pool.
- The introduction of new grants for improving the habitability of dwellings.

The first call for renovation-grant applications for dwelling interiors for vulnerable people was published in 2017. Small basic reforms that would increase independence and quality of life to a considerable extent. The grants were for up to €20,000.

A call for renovation-grant applications for high-complexity estates which would be consolidated in 2018. This was the first time that we had located estates where action needed to be taken. Thanks to a UPC study, we detected Barcelona's most vulnerable estates and, given their complexity – badly structured, without property managers etc.–, the required special accompaniment for obtaining subsidies. This was what the programme was aimed at carrying out.



### The 2017 call for grant applications, total number of cases approved for renovation grants

The final result of these calls was that the Housing Consortium allocated grants totalling €31.4 million, representing a private investment of €91.3 million in 2017. These grants enabled 1,321 cases to be processed, benefitting 18,292 of the city's dwellings.

DISTRICT	CASES	SOCIAL COHESION	HOUSING	SUBSIDY	BUDGET
Ciutat Vella	147	3	1,505	€3,526,114.28	€11,310,417.21
Eixample	224	1	3,757	€6,227,954.32	€19,887,334.48
Sants-Montjuïc	145	4	2,209	€3,696,184.94	€10,097,334.94
Les Corts	60	1	1,346	€1,536,095.66	€4,822,234.10
Sarrià - Sant Gervasi	175	0	1,793	€3,429,981.85	€10,827,863.00
Gràcia	121	4	1,557	€2,759,979.39	€7,448,102.77
Horta-Guinardó	123	6	1,727	€2,877,914.56	€7,514,973.52
Nou Barris	120	0	1,522	€3,082,513.73	€6,584,845.38
Sant Andreu	91	3	1,233	€2,233,060.52	€6,276,936.01
Sant Martí	115	1	1,643	€2,055,239.45	€6,530,364.65
<b>Total</b>	<b>1,321</b>	<b>23</b>	<b>18,292</b>	<b>€31,425,038.70</b>	<b>€91,300,406.06</b>

Detail of the initiatives carried out in each of the 2017 renovation-grant programmes allocated by the Barcelona Housing Consortium.

PROGRAMME	INITIATIVE	INITIATIVES	BUDGET	SUBSIDY
<b>Structural work</b>	Foundations, vertical and horizontal structure	249	€17,060,014.17	€6,691,292.28
	Façades	437	€19,914,718.72	€4,708,732.20
	Terraces	198	€4,586,320.80	€1,768,730.65
<b>Non-structural work</b>	Dividing walls	39	€854,180.56	€339,439.74
	Inner patios	205	€3,893,031.64	€928,808.99
	Hallways and staircases	94	€2,514,897.36	€651,558.56
	Lifts	196	€16,385,265.50	€8,078,639.70
<b>Accessibility</b>	Removing barriers with itinerary and new lift stops	116	€3,692,749.53	€870,826.09
	General communal utility systems	299	€7,000,491.18	€1,784,610.47
<b>Facilities</b>	Unification of TV aerials	14	€44,262.86	€11,749.58
	Re-arrangement of air-conditioning appliances	0	€0.00	€0.00
	Incorporation of new technologies	5	€31,722.13	€14,352.38
	Fire prevention systems	2	€9,441.27	€2,360.34
	Direct water supply	92	€1,246,009.01	€371,516.14
	Improving thermal or acoustic insulation	157	€4,158,151.95	€1,781,109.84
<b>Sustainability and energy renovation</b>	Installing alternative energies	0	0	0
	Obtaining habitability certification	218	€3,027,670.62	€2,674,457.04
<b>Habitability</b>	Adapting existing facilities	0	0	0
	Sustainability and energy renovation	0	0	0
	Adapting for interior mobility	0	0	0
<b>Other</b>	ITE	393	€656,350.88	€617,323.08
	Individual lift-installation grants	9	€61,917.07	€30,141.26
	Individual structure-installation grants	14	€254,175.32	€56,721.70
	Preliminary report	5	€84,429.83	€42,668.66
	Initiatives not allowed	185	€5,824,605.66	€0.00
<b>Total</b>		<b>2,927</b>	<b>€91,300,406</b>	<b>€31,425,039</b>



• **Grants for social cohesion**

To help families with fewer financial resources and to promote agreements from owners of residential-housing buildings wishing to carry out renovation work but unable to do so owing to the incapacity of some owners to bear the costs, the call for renovation-grant applications introduced social grants, which were extended in 2017 to cover all the work included in the call.

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.

**Grants offered a subsidy of up to 100% of the work's expenses, for owners with an income below twice the IRSC (Income Sufficiency Indicator for Catalonia, corresponding to roughly €24,000 a year).**

• **New line of grants for subsidising the costs of drafting Technical Building-Inspection Reports (IITE)**

A new line of grants was introduced in 2015 under the call for grant applications for promoting the conservation of the existing stock of housing blocks. The line was continued in 2017.

This programme involved allocating 10% grants for subsidising technical building-inspection reports on buildings in estates where renovation grants were applied for. They could also access a specific grant of 80% for buildings where work was not carried out but which met some of the following conditions:

- Buildings over a hundred years old located in an overall-renovation area (ARI).
- Buildings located in housing estates built between 1950-1970.
- Buildings where applications for renovation grants had been made over the last ten years.



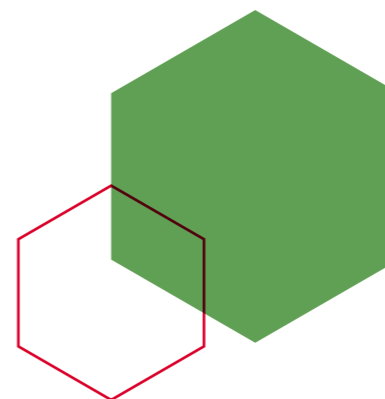
### • The grants programme for lift installations

The grants programme for lift installations was included in the call for renovation-grant applications for improving the accessibility of housing blocks

Accessibility improvements do not just involve functional optimisations 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 for enabling lift installations. This assistance model is based on proximity to citizens for speeding up information, procedures and grant payments.

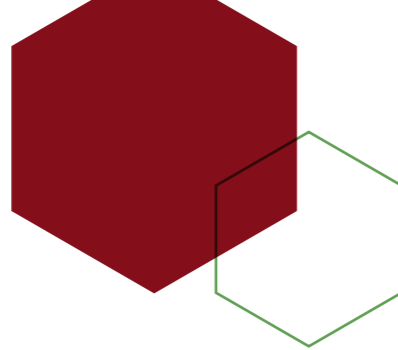
**2017 saw the approval of 194 applications for grant allocations for 196 installed lifts, benefitting a total of 2,472 dwellings.**



### Grants for lift installations and their complementary work, in 2017

DISTRICT	CASES	SOCIAL COHESION	HOUSING	SUBSIDY	BUDGET
Ciutat Vella	24		281	€1,097,120.83	€2,578,029.06
Eixample	27		376	€1,521,374.94	€3,572,476.78
Sants-Montjuïc	20		235	€843,866.74	€1,889,214.61
Les Corts	5		63	€179,394.31	€389,005.16
Sarrià - Sant Gervasi	13		103	€605,557.98	€1,583,639.28
Gràcia	27	3	328	€1,157,660.76	€2,508,120.04
Horta-Guinardó	34	6	435	€1,477,676.86	€3,248,599.43
Nou Barris	23		422	€1,339,423.26	€2,432,043.49
Sant Andreu	15		172	€691,812.63	€1,386,469.34
Sant Martí	6		57	€235,164.17	€489,191.63
<b>Total</b>	<b>194</b>	<b>9</b>	<b>2,472</b>	<b>€9,149,052.48</b>	<b>€20,076,788.82</b>

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



### Managing habitability certificates

Habitability certificates are an administrative document which confirms that a dwelling meets the minimum habitability conditions provided for under current regulations and is suitable for allocation for people's residence, without prejudice to the performance of other authorised activities.

In 2017, 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.

Housing offices managed all the habitability-certificate applications that were submitted in person and online, as well as the applications that were forwarded for processing, following their submission to their area services.

**The Housing Office Network processed habitability certificates for 14,925 flats.**

### Applications by case's processing office

### Applications, by submission office

HOUSING OFFICE	APPLICATIONS	HOUSING
Ciutat Vella	214	214
Eixample	196	204
Sants-Montjuïc	27	32
Les Corts	521	522
Sarrià - Sant Gervasi	348	367
Gràcia	345	349
Horta-Guinardó	56	59
Nou Barris	160	160
Sant Andreu	300	300
Sant Martí	366	377
<b>Housing Offices</b>	<b>2,533</b>	<b>2,584</b>
BCN area services	7,401	8,347
Virtual-procedures office	13,246	13,246
Other local offices	290	305
<b>Total Barcelona</b>	<b>23,470</b>	<b>24,482</b>

HOUSING OFFICE	APPLICATIONS	HOUSING
Ciutat Vella	1,207	1,207
Eixample	1,377	1,377
Sants-Montjuïc	1,235	1,240
Les Corts	1,600	1,601
Sarrià - Sant Gervasi	1,277	1,290
Gràcia	1,480	1,480
Horta-Guinardó	1,197	1,197
Nou Barris	1,365	1,365
Sant Andreu	1,604	1,604
Sant Martí	2,564	2,564
<b>Housing Offices</b>	<b>14,906</b>	<b>14,925</b>
BCN area services	8,564	9,557
<b>Total Barcelona</b>	<b>23,470</b>	<b>24,482</b>

### Number of inspections carried out

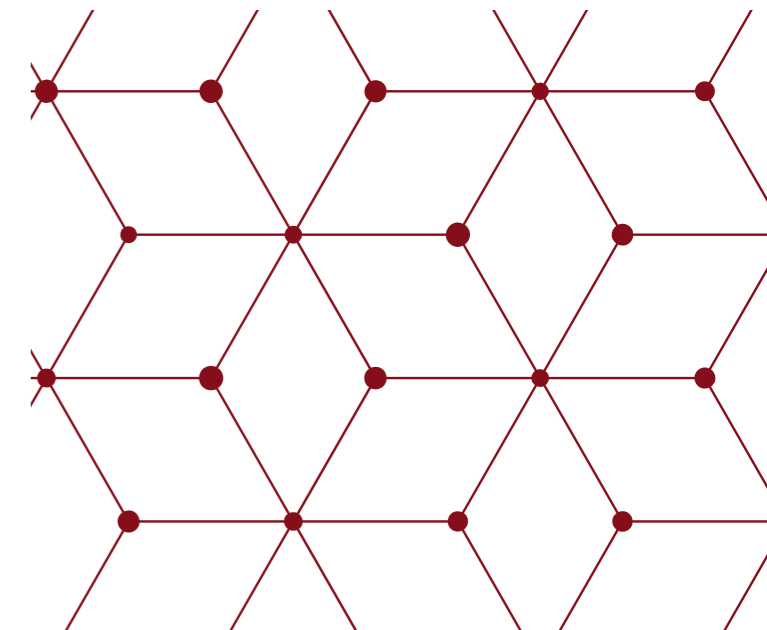
District	Inspections
Ciutat Vella	78
Eixample	40
Sants-Montjuïc	6
Les Corts	4
Sarrià - Sant Gervasi	43
Gràcia	6
Horta-Guinardó	114
Nou Barris	17
Sant Andreu	11
Sant Martí	5
<b>Housing Offices</b>	<b>324</b>
BCN area services	217
<b>Total</b>	<b>541</b>

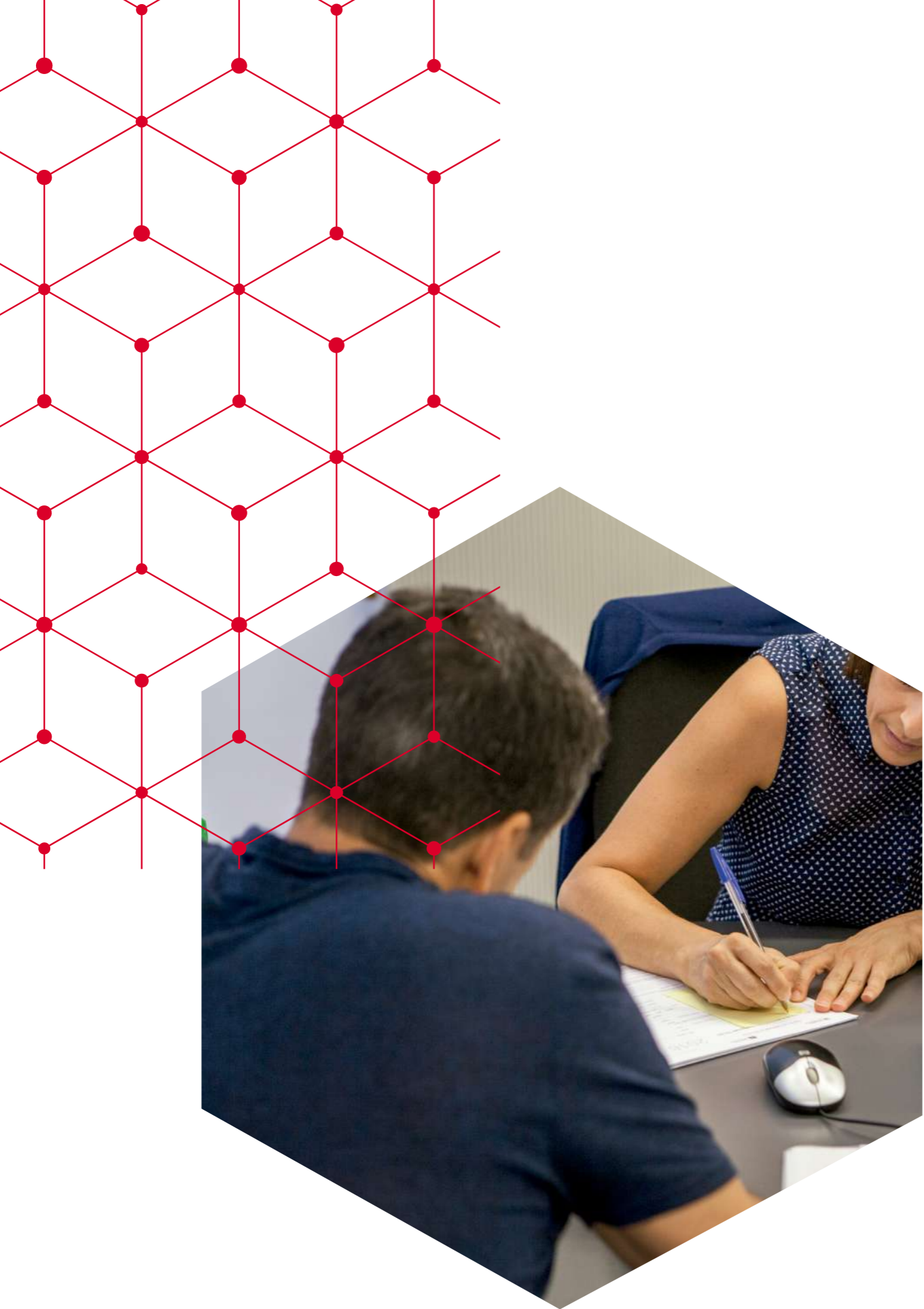
**Barcelona's housing offices issued habitability certificates for a total of 14,018 of the city's dwellings.**

**The offices' experts carried out a total of 324 inspections.**

### Habitability certificates issued in 2017

DISTRICT	USED DWELLINGS	NEW DWELLINGS	TOTAL No. OF DWELLINGS
Ciutat Vella	1,011	3	1,014
Eixample	1,257	2	1,259
Sants-Montjuïc	1,177	6	1,183
Les Corts	1,501	7	1,508
Sarrià - Sant Gervasi	1,192	18	1,210
Gràcia	1,399	-	1,399
Horta-Guinardó	1,108	1	1,109
Nou Barris	1,347	-	1,347
Sant Andreu	1,462	-	1,462
Sant Martí	2,526	1	2,527
<b>Total No. of housing offices</b>	<b>13,980</b>	<b>38</b>	<b>14,018</b>
BCN area services	7,596	1,375	8,971
<b>Total Barcelona</b>	<b>21,576</b>	<b>1,413</b>	<b>22,989</b>





### BARCELONA REGISTER OF APPLICANTS FOR SOCIAL HOUSING

In 2017, the Register continued with the allocation processes that had commenced in the previous year, as well as the tasks and initiatives referred to in the new registrations.

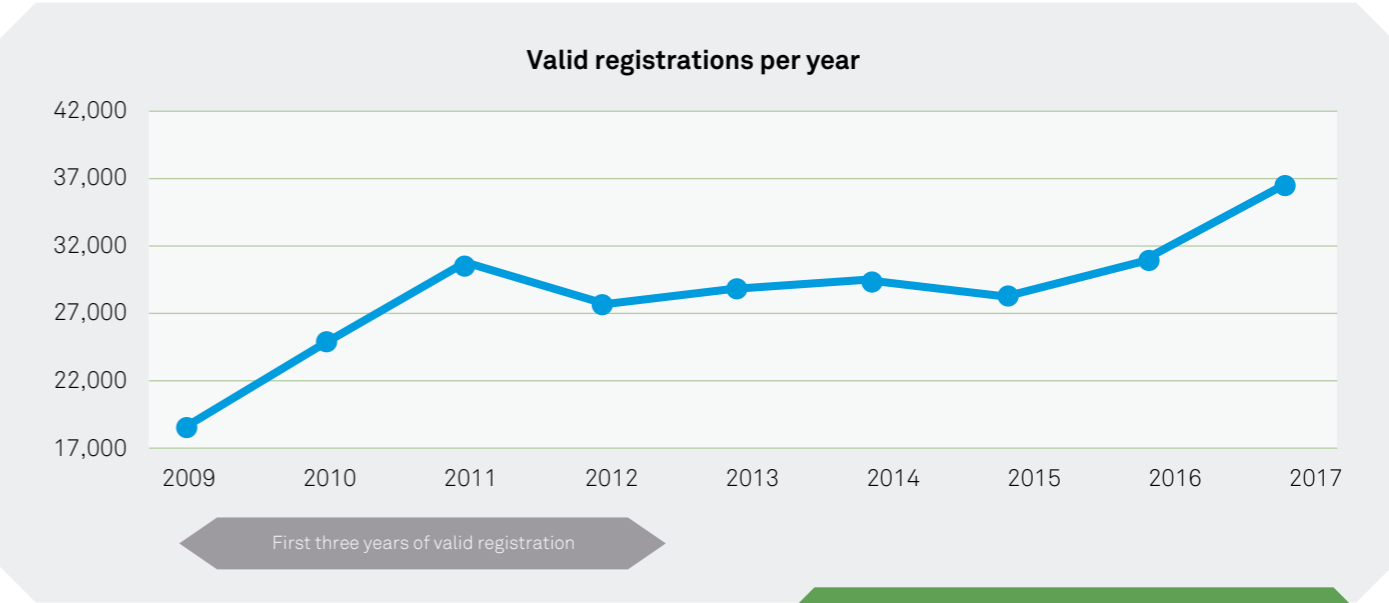
Note the following:

The number of valid registrations on 31 December 2017 was 36,577 housing units (71,924 people), representing a 19.4% increase compared to the previous year's registrations.

A total of 164 second-allocation flats and 101 first-allocation flats were included in the allocation processes held in 2017, under the draw system and the needs-scale system.

• **Registration with the Register of Social Housing Applicants**

2017 saw the highest number of registrations since the first few years when the Register went into service.



**In 2017, the number of household units with valid registrations rose by 19.4%.**

• Profile of registered household units

Household units by number of registered people

DISTRICT	HOUSEHOLDS UNITS	REGISTERED PEOPLE	TOTAL POPULATION (1)	% OF THE DISTRICT'S POPULATION
Ciutat Vella	3,831	7,896	102,250	7.72%
Eixample	4,368	7,175	267,184	2.69%
Sants-Montjuïc	4,902	9,442	182,354	5.18%
Les Corts	1,159	1,831	82201	2.23%
Sarrià - Sant Gervasi	1,264	1,849	149,734	1.23%
Gràcia	2,228	3,592	121,566	2.95%
Horta-Guinardó	3,816	7,314	169,187	4.32%
Nou Barris	4,629	9,515	166,805	5.70%
Sant Andreu	3,937	7,577	147,693	5.13%
Sant Martí	6,443	11,999	236,163	5.08%
Not registered as city residents/No record	n/a	3,734	n/a	n/a
<b>Total</b>	<b>36,577</b>	<b>71,924</b>	<b>1,625,137</b>	<b>4.43%</b>

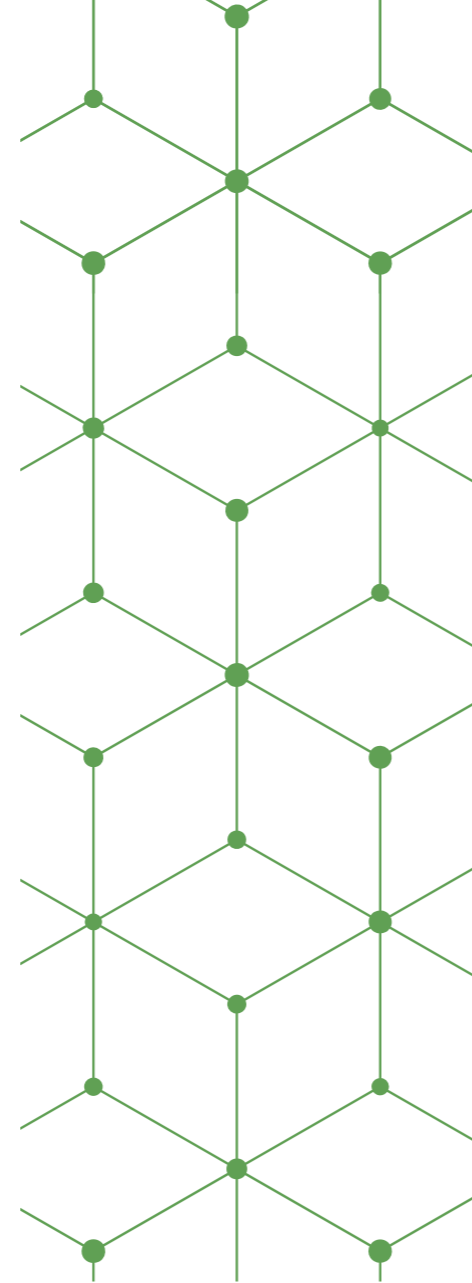
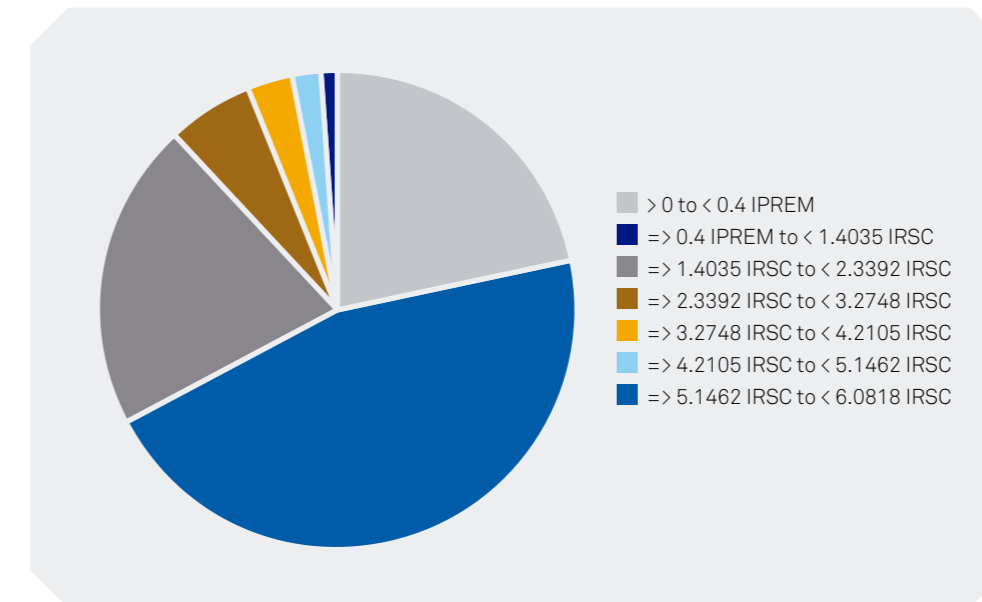


Table of income (€) by household unit's members

MEMBERS	0.4 IPREM / 0.37 IRSC	1 IPREM / 0.93 IRSC	1.5 IPREM / 1.40 IRSC	2.5 IPREM / 2.33 IRSC	3.5 IPREM / 3.27 IRSC	4.5 IPREM / 4.21 IRSC	5.5 IPREM / 5.14 IRSC	6.5 IPREM / 6.08 IRSC	6.5 IRSC
1	3,976.07	9,940.19	14,910.28	24,850.48	34,790.67	44,730.86	54,671.05	64,611.24	69,053.66
2	4,099.05	10,247.62	15,371.42	25,619.05	35,866.67	46,114.29	56,361.90	66,609.52	71,189.34
3	4,275.35	10,688.38	16,032.57	26,720.94	37,409.32	48,097.70	58,786.07	69,474.45	74,251.25
4 or more	4,417.86	11,044.65	16,566.97	27,611.64	38,656.30	49,700.95	60,745.61	71,790.26	76,726.29

Distribution by income



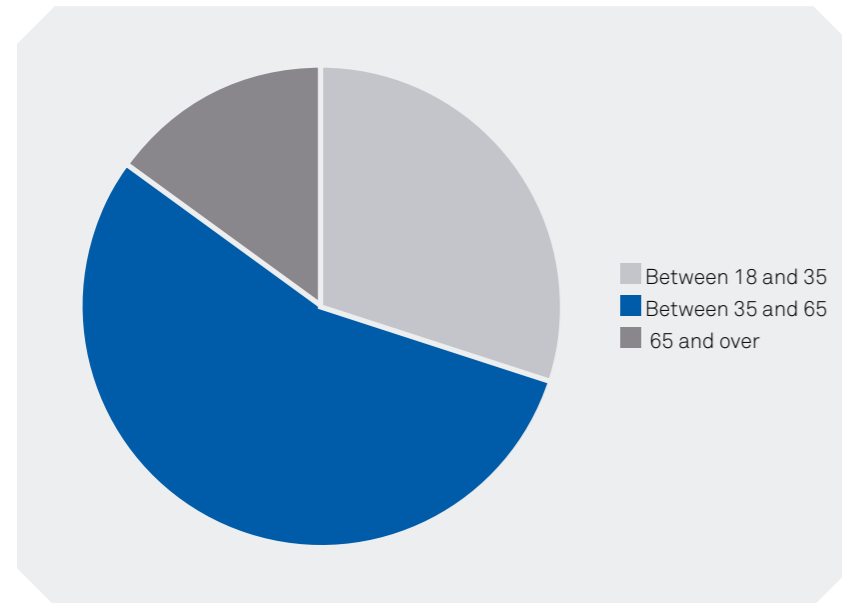
Household units in districts by income (€)

INCOME IN RELATION TO IPREM / IRSC 2016	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	875	843	1,137	259	276	386	837	1076	826	1,257	7,772
From > 0.4 IPREM to < 1.4035 IRSC	2,082	1,891	2,213	512	553	1013	1,775	2,287	1,745	2,839	16,910
From > 1.4035 IRSC to < 2.3392 IRSC	653	1028	1033	247	260	549	819	899	932	1,467	7,887
From > 2.3392 IRSC to < 3.2748 IRSC	156	367	307	86	99	186	255	251	284	562	2,553
From > 3.2748 IRSC to < 4.2105 IRSC	40	149	130	37	47	56	94	78	108	211	950
From > 4.2105 IRSC to < 5.1462 IRSC	23	60	58	13	24	28	24	35	36	72	373
From > 5.1462 IRSC to < 6.0818 IRSC	2	30	22	5	5	9	10	3	5	35	126
From > 6.0818 IRSC to < 6.5 IRSC	0	0	2	0	0	1	2	0	1	0	6
<b>Total</b>	<b>3,831</b>	<b>4,368</b>	<b>4,902</b>	<b>1,159</b>	<b>1,264</b>	<b>2,228</b>	<b>3,816</b>	<b>4,629</b>	<b>3,937</b>	<b>6,443</b>	<b>36,577</b>

### Registered household units, by age per district

AGE OF APPLICANTS	CIUTAT VELLA	EIXAMPLE	SANTS-MONTJUÏC	LES CORTS	SARRIÀ - SANT GERVASI	GRÀCIA	HORTA-GUINARDÓ	NOU BARRIS	SANT ANDREU	SANT MARTÍ	TOTAL
From > 18 to <35	823	1,348	1,582	376	331	669	1202	1,516	1,365	2,360	11,572
From >35 to <65	2,366	2,360	2,735	586	699	1197	2,102	2,672	2,151	3,404	20,272
> 65	642	660	585	197	234	362	512	441	421	679	4,733
	<b>3,831</b>	<b>4,368</b>	<b>4,902</b>	<b>1159</b>	<b>1,264</b>	<b>2,228</b>	<b>3,816</b>	<b>4,629</b>	<b>3,937</b>	<b>6,443</b>	<b>36,577</b>

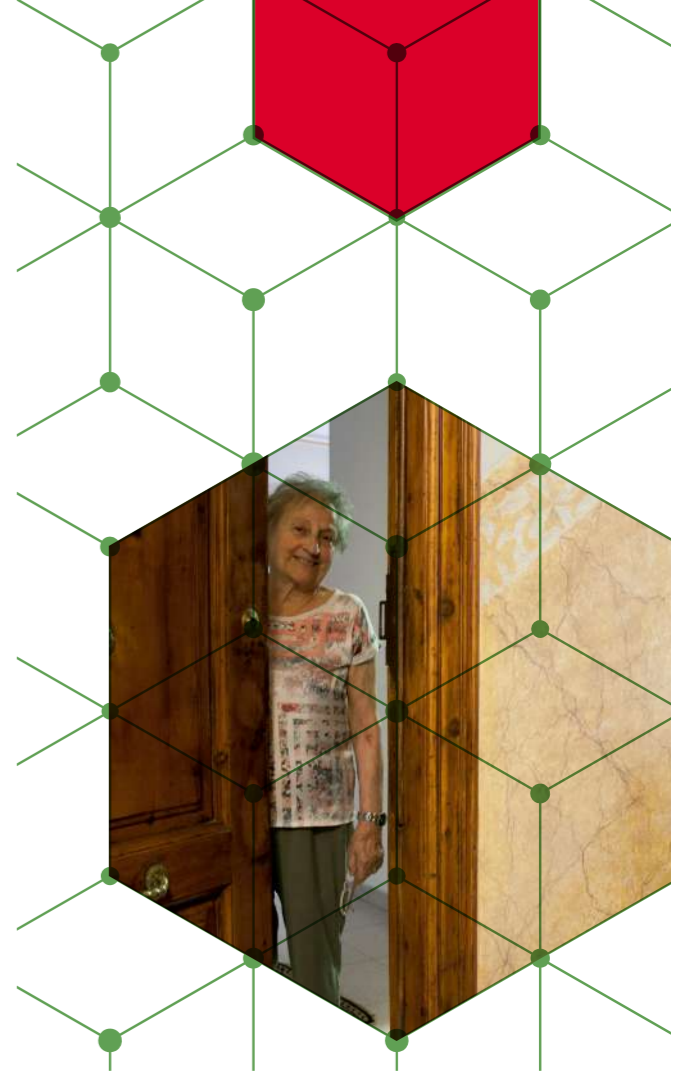
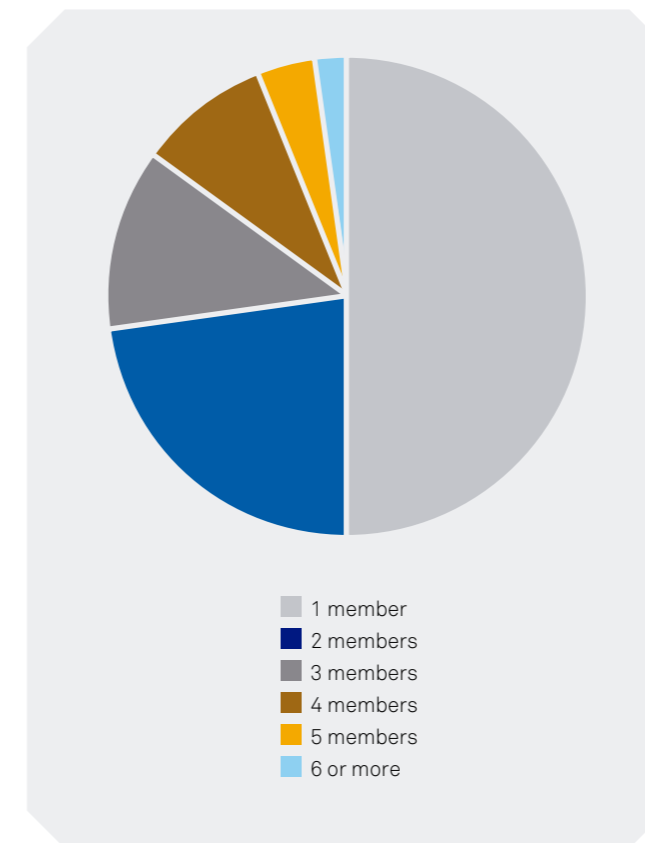
### Distribution by age



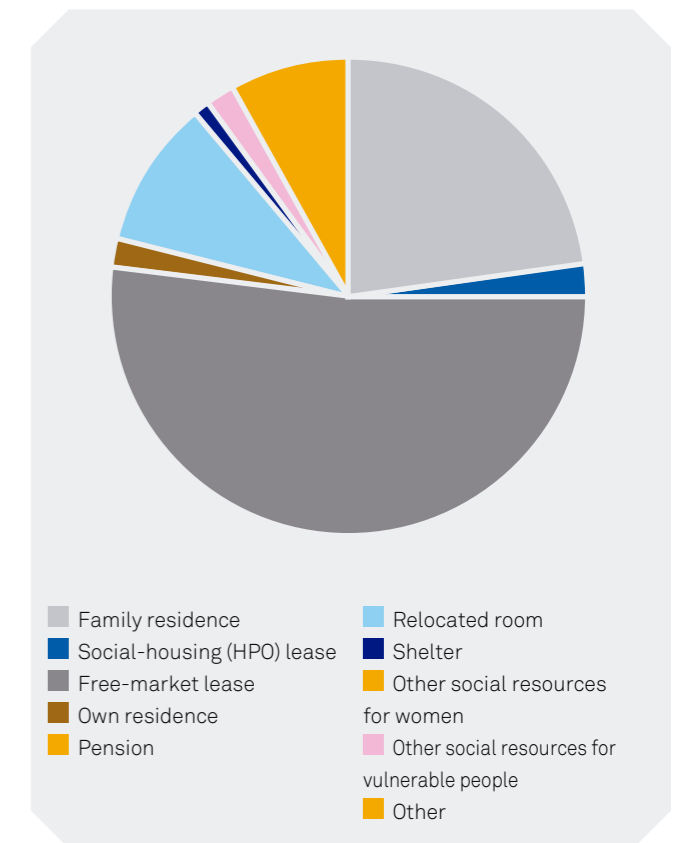
### Registered household units with all members over the age of 65

REQUESTING SOCIAL HOUSING FOR ELDERLY PEOPLE	Count
<b>3,522</b>	
1 member	2,839
2 members	683
<b>NOT REQUESTING SOCIAL HOUSING FOR ELDERLY PEOPLE</b>	<b>603</b>
1 member	438
2 members	159
3 members	6
<b>Total</b>	<b>4,125</b>

### Distribution by household unit's member



### Distribution by current residence

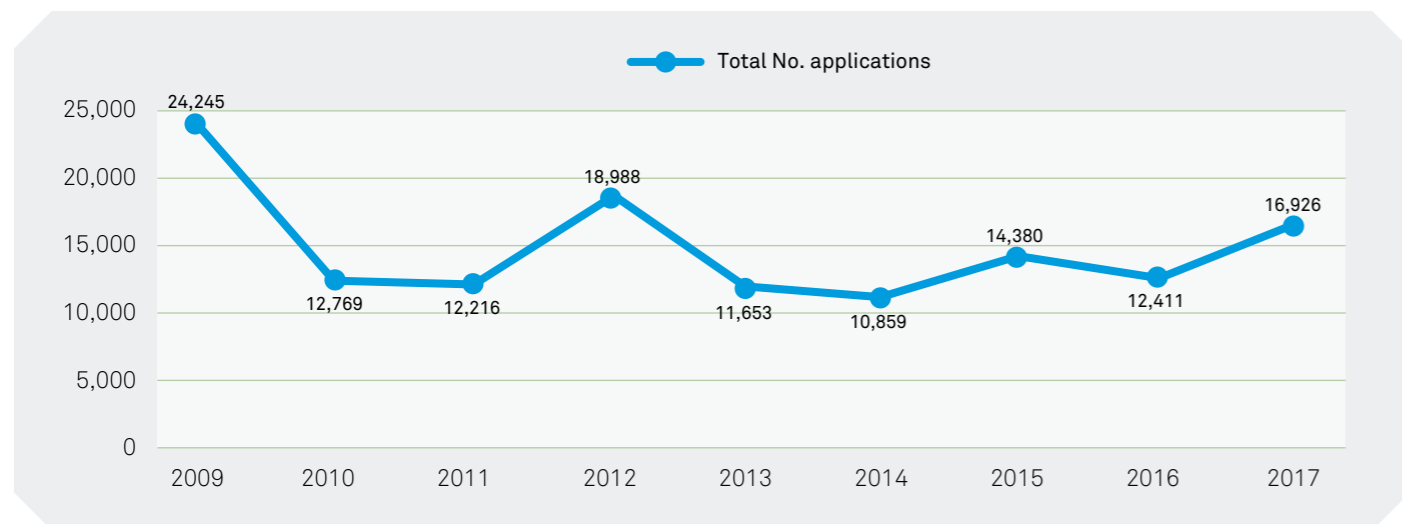




• Register's developmental data

Development of applications since the register first came into service

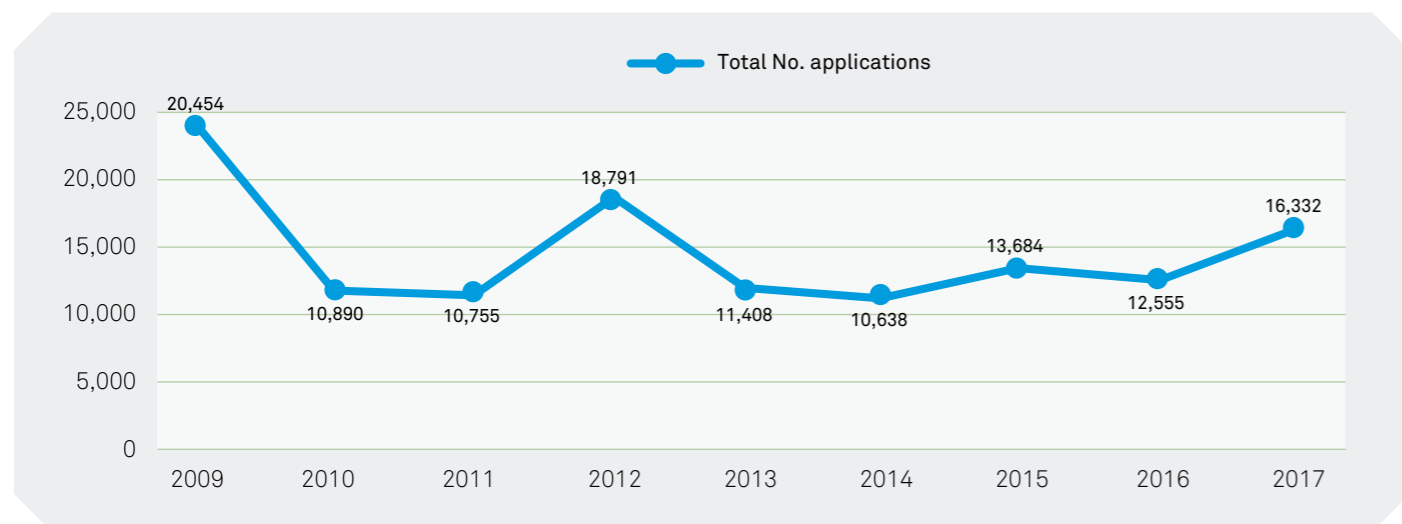
	2009	2010	2011	2012	2013	2014	2015	2016	2017	Total
Applications	24,245	12,769	12,216	18,988	11,653	10,859	14,380	12,411	16,926	134,447



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

Development of resolutions since the register first came into service

	2009	2010	2011	2012	2013	2014	2015	2016	2017	TOTAL
Resolutions	20,454	10,890	10,755	18,791	11,408	10,638	13,684	12,555	16,332	125,507



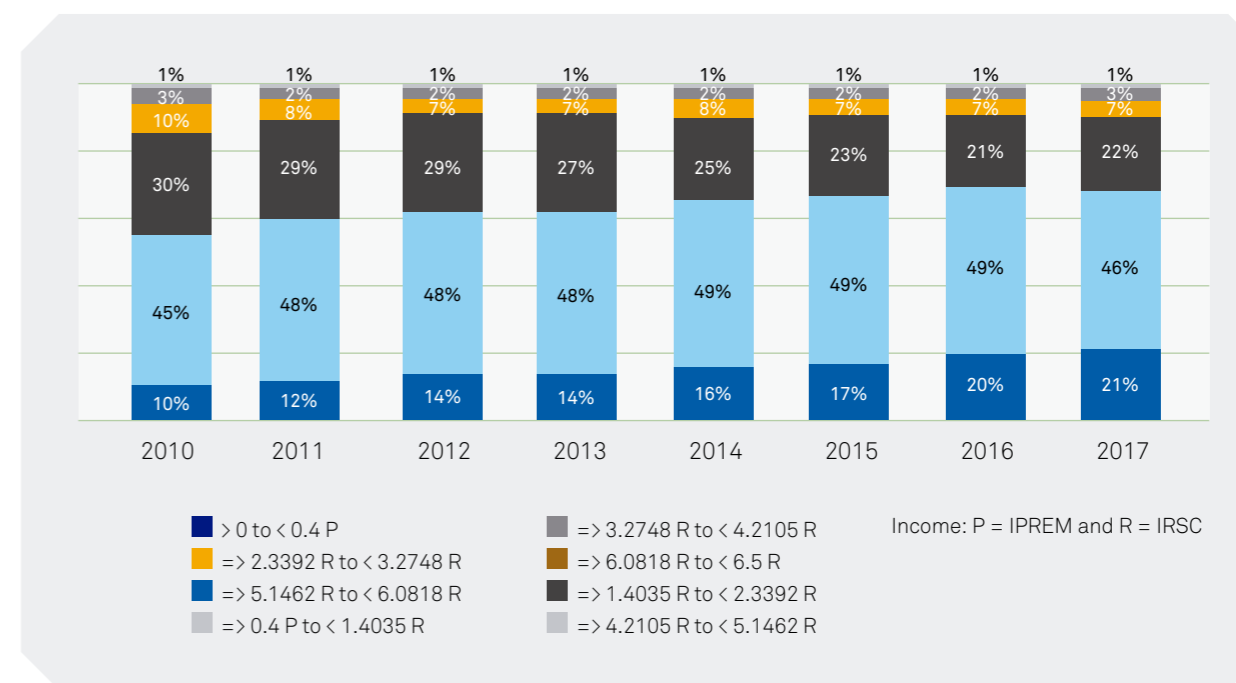
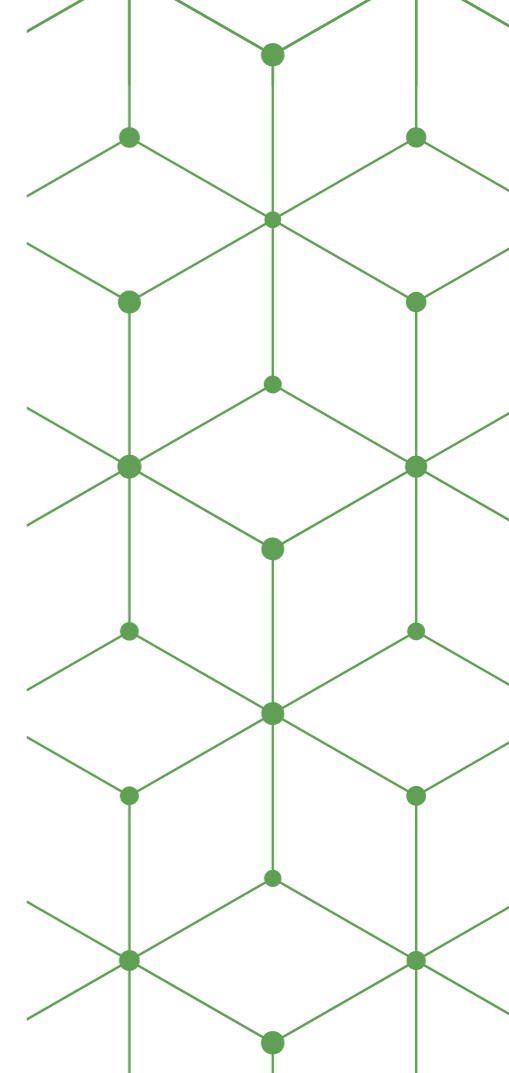
2009 was the year that the Register of Applicants for Social Housing first went into service

• 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

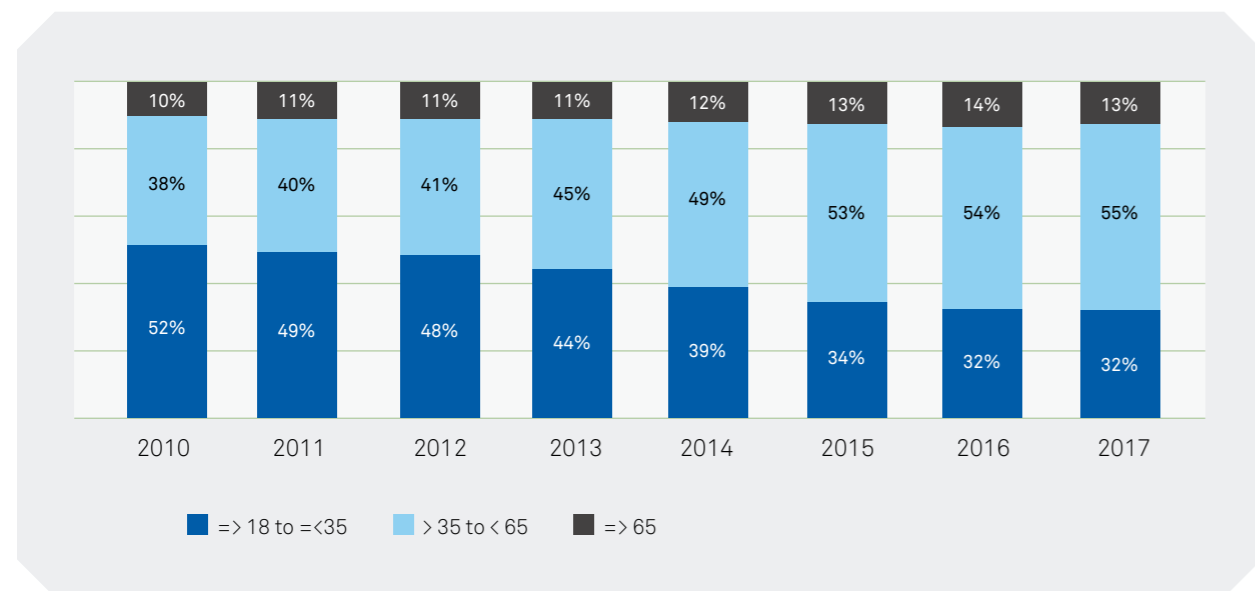
A trend of family impoverishment continued to be observed, above all for the lower-income groups.



## Age

There has been a continuing reverse trend in demand in relation to applicants' ages: most applicants were under the age of 35, representing 52% during the Registry's early years, while the group made up of people aged between 35 and 65 represented 38%. Today, the

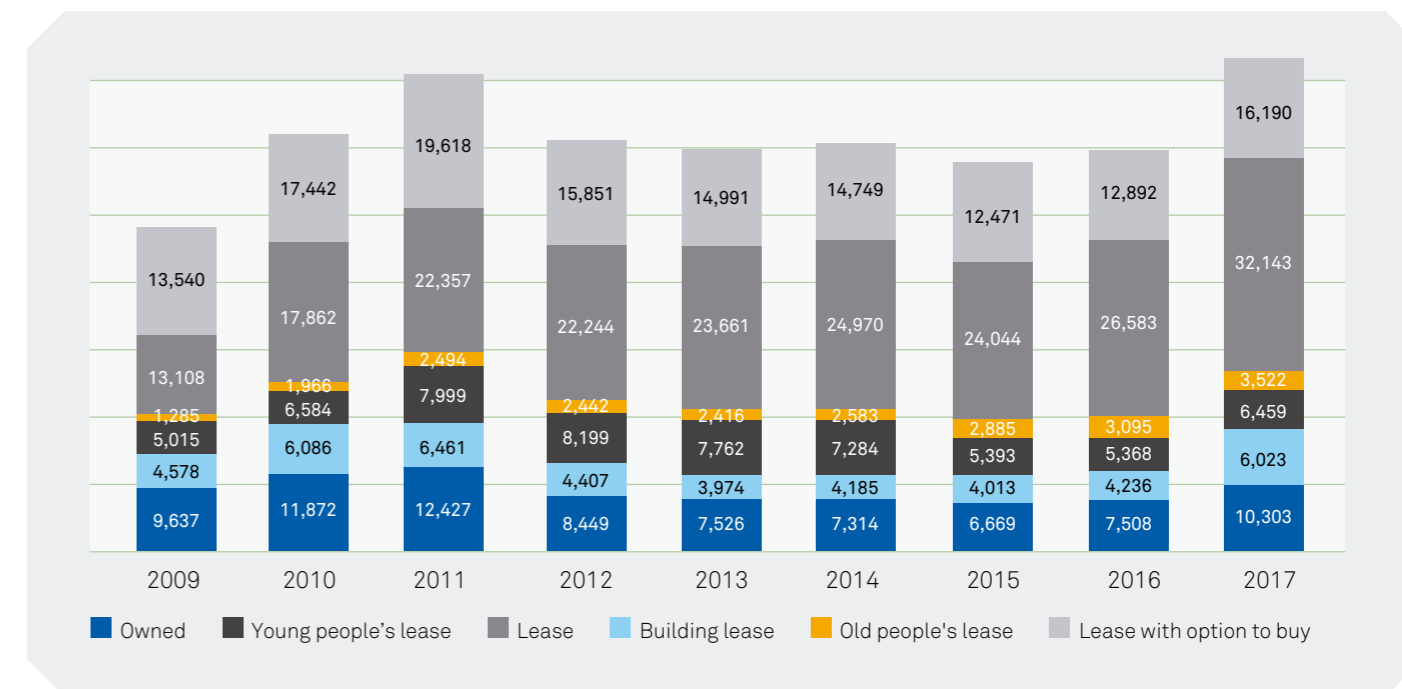
group made up of people aged between 35 and 65 represent 55% and the youngest group 32% of applicants. There has been a slight increase in the number of people over the age of 65, from 10% in 2010 to 13% today.



## Type of protection requested

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

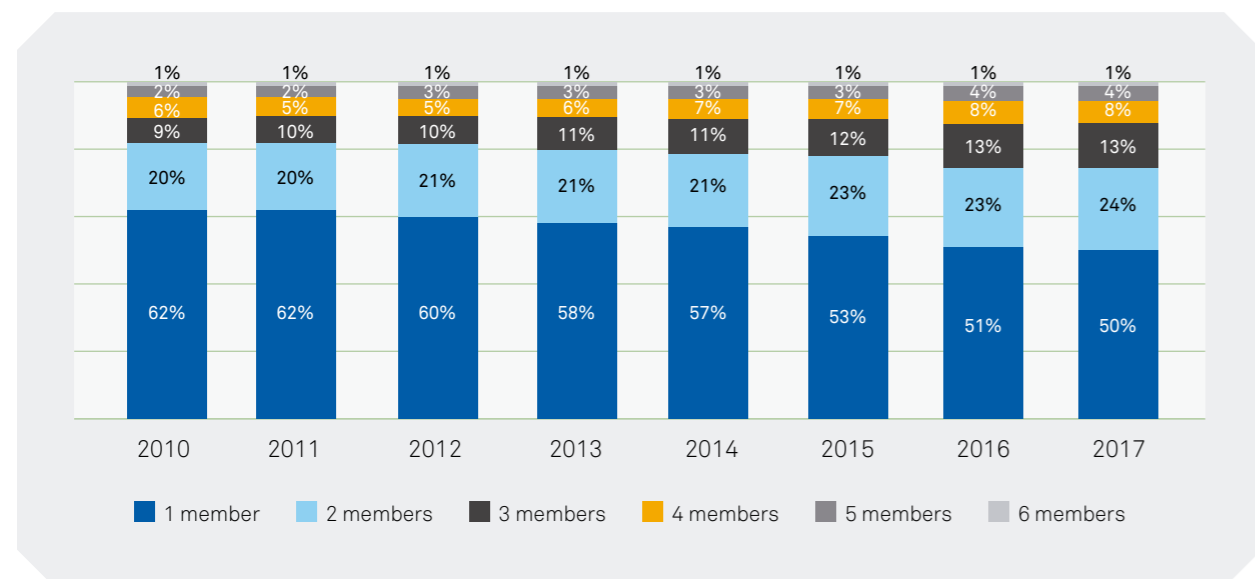
Note that the same applicant can request more than one type of housing tenure.



## Number of members

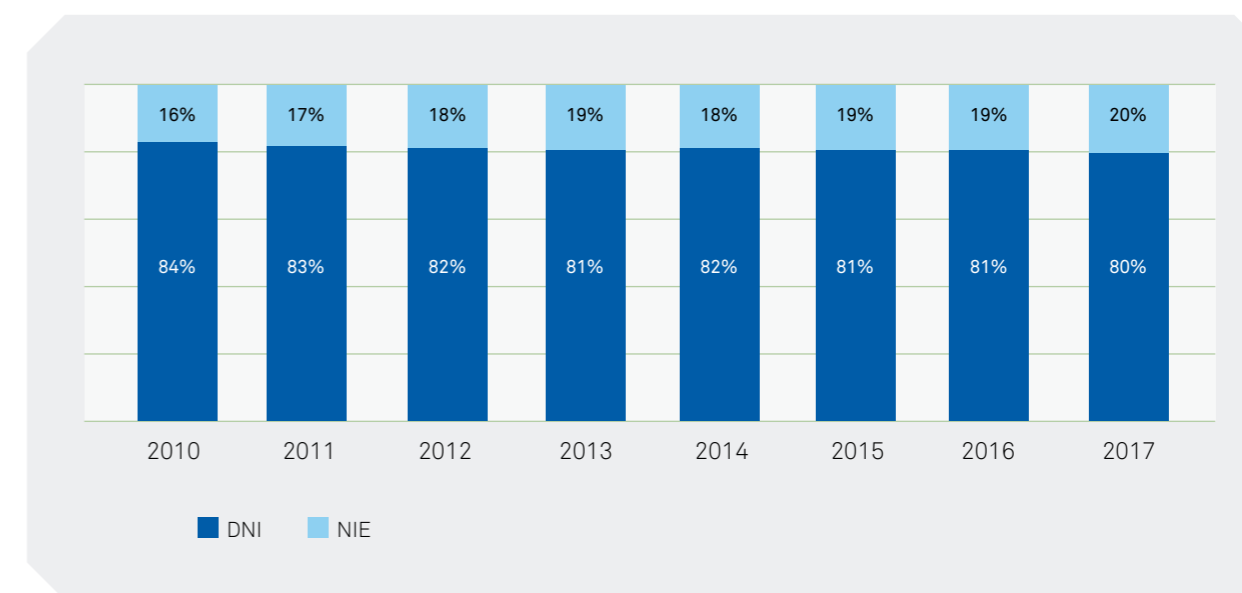
A change in the composition of household units was also seen over time: during the Register of Applicants' first years, single-member household units were the majority group (62%).

Today's percentage is down to 50%, with more household units with more than one member, especially two and three members.



## Nationality

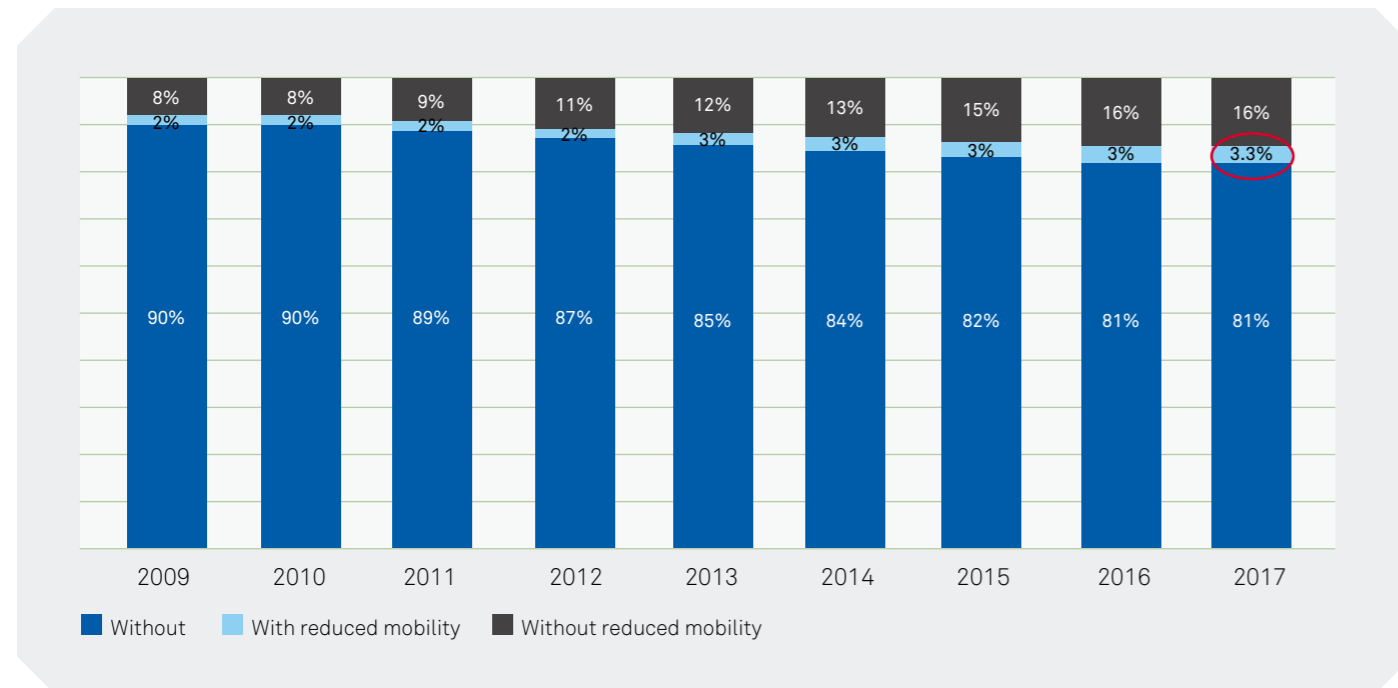
A slight increase in number of registered NIEs compared to DNIs continued.



## Members with disabilities

There was a continued increase in absolute data in the number of household units with a member with a disability, which grew to nearly twice the initial figures, from 10% in 2010 to 19% at present. Note that of this 19%, 3% correspond

to people with reduced mobility\* (despite that percentage's initial increase, it represented 2%), of which 1.57% required an adapted dwelling.



3.3% 1.6% with reduced mobility and need for adapted housing  
1.7% with reduced mobility

Since 2017, data on household units with reduced mobility have been divided up between household units with reduced mobility and household units with reduced mobility and need for adapted housing.

## Allocation of dwellings

Four new allocations processes were implemented in 2017: three by draw and one by a needs-scale system:

Calls for grant applications commenced in 2017 \*

Allocation Method	Description
Baremació	10 Can Batlló dwellings for renting out to socially and financially vulnerable people
Draw	Social rental housing in several developments in Barcelona
	26 surface-right dwellings in the Can Batlló development
	42 surface-right dwellings in the Pere IV development

\* Other available dwellings were allocated through these calls' lists, in addition to those from the specific development.



Data from 'first allocations' carried out in 2017 come from calls commenced in 2015 (Renfe-Rodalies and Ciutat Vella developments), whose management continued between 2016 and 2017, and from the development calls in Can Batlló, direct management with developers and other dwellings located in several sites in Barcelona.

Type of allocation

New	76
Used	153
<b>Total</b>	<b>229</b>

## Allocation procedures in 2017 for housing-allocation calls:

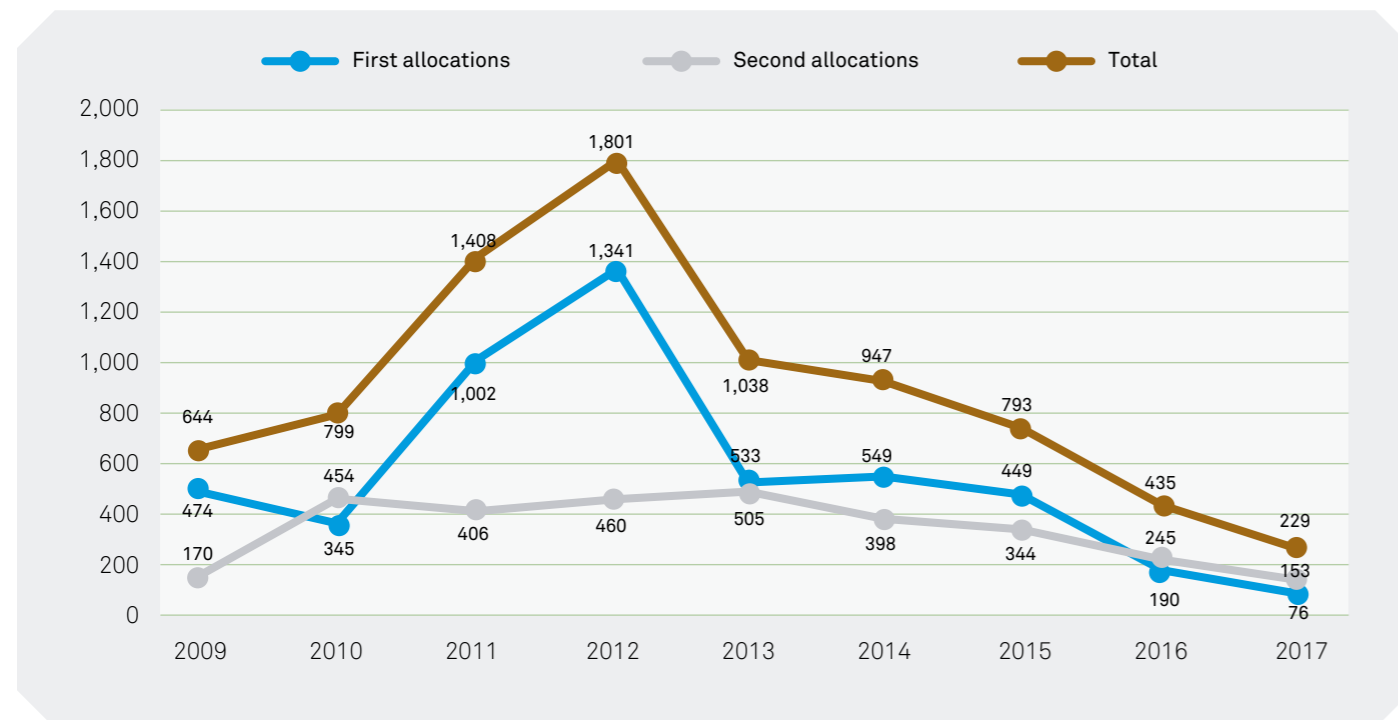
Calls for housing allocations *		Tenure system	Allocation procedures
ALLOCATION PROCEDURES IN 2017 OF CALLS COMMENCED IN 2017			
Baremació	10 Can Batlló dwellings for renting out to socially and financially vulnerable people	Social rent	11
Draw	Social rental housing in several developments in Barcelona	Rental	5
	26 surface-right dwellings in the Can Batlló development	Building lease	40
ALLOCATION PROCEDURES IN 2017 OF CALLS COMMENCED IN OTHER YEARS			
Draw	85 rental dwellings in the Ciutat Vella district	Rental	5
	120 surface-right dwellings in the Renfe-Rodalies development	Building lease	5
	Surface-right dwellings in the Pere IV development	Building lease	1
Selling	Promoter-management dwellings for sale	Ownership	9
In addition, used-dwelling allocation procedures			153
<b>Total 2017</b>			<b>229</b>

\* Other available dwellings were allocated through these calls' lists, in addition to those from the specific development.

Since the register was created, 30,433 applicants have responded to calls for entering the allocation process for 4,726 dwellings (6.44 applicants per dwelling).

Housing	Successful applications	Allocated	Awaiting allocation	Waived allocations	Withdrawn allocations	Refused allocations
4,726	30,433	4,201	19	9,709	11,372	5,132

### • Development of allocation procedures



### Main reasons for waived allocations

In 2017, the percentage of waived allocations relating to financial issues (financial situation, dwelling price and rejected mortgages) dropped to 12%, compared to the previous year when they represented 55% of all waived allocations.

Subjective reasons for waiving allocations remained at close to 40%. Notable reasons mainly included not liking the allocated flat or its location.

On the other hand, personal reasons or waived allocations without reasons remained at 38%.

WAIVED ALLOCATIONS	2017		TOTAL	
Financial situation/ Unemployment	22	12%	2,253	23%
Far from work	0	0%	267	3%
Did not like the area	32	17%	1,578	16%
Did not like the flat	23	12%	1,418	15%
Already had a flat	14	7%	478	5%
Preferred another type	21	11%	413	4%
Refused mortgage	0	0%	198	2%
Dwelling price	5	3%	508	5%
Change in family composition	16	9%	269	3%
Others (1)	54	29%	2,327	24%
<b>Total</b>	<b>187</b>		<b>9,709</b>	

### • Housing allocations for social-emergency situations

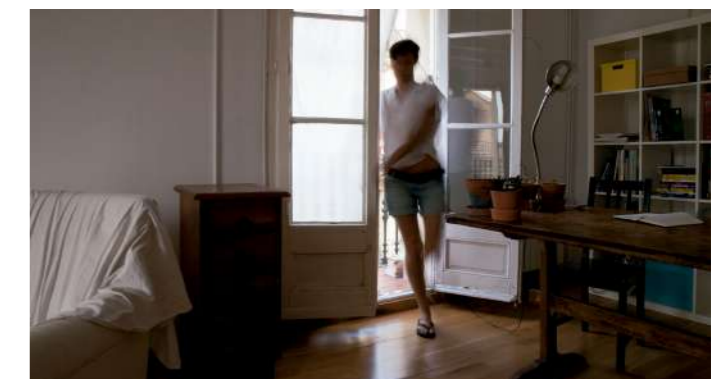
For cases of vulnerability and imminent loss of home, the Housing Consortium has dwellings at its disposal from the Social Rental Housing Fund which it allocates through the Barcelona Social Emergencies Board.

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.

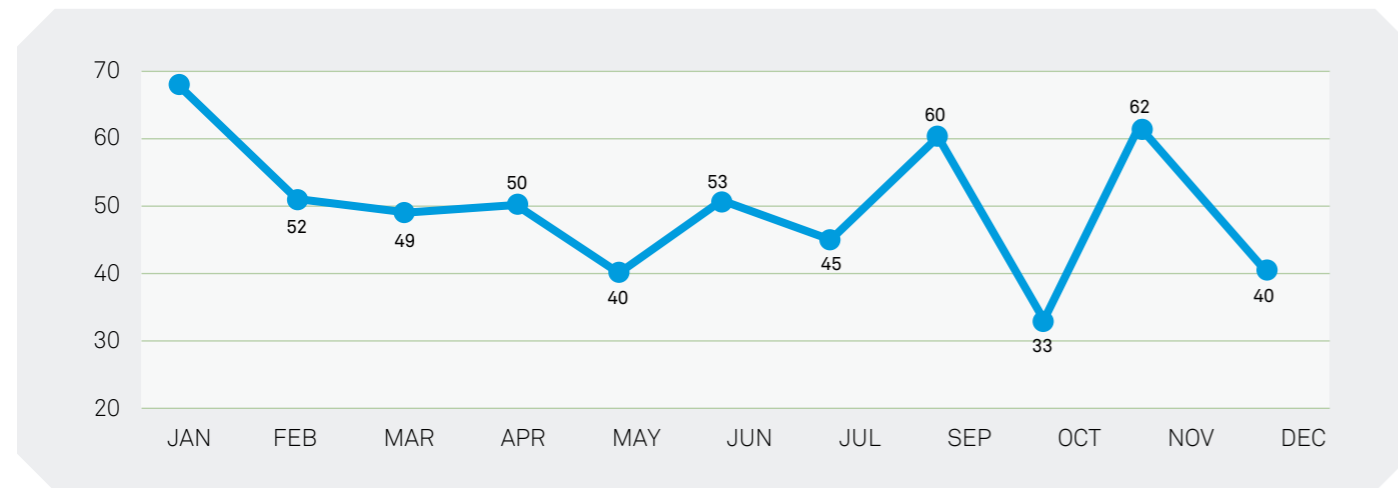
### Assessment Board

2017 saw eleven meetings held by the Assessment Board for allocating dwellings in response to emergency situations, during which a total 551 new situations of loss of homes were analysed and a total 213 emergency cases accepted for consideration, and a dwelling from the Social Rental Housing Fund allocated. An alternative solution was found for the 30 other applications. Forty-eight cases were being processed on 31 December 2017.

There were 232 cases favourably assessed by the Emergencies Board and awaiting allocation of a dwelling on 31 December 2017.



### Applications analysed by the Assessment Board in 2017



\* No meetings were held by the Board in August.

### Distribution, by district, of considered applications

DISTRICT	2009	2010	2011	2012	2013	2014	2015	2016	2017	TOTAL
Ciutat Vella	18	33	29	30	32	35	44	66	26	313
Eixample	5	6	7	11	17	15	32	31	25	149
Sants-Montjuïc	5	10	10	25	31	24	56	50	36	247
Les Corts	1	1	0	1	3	3	3	4	5	21
Sarrià - Sant Gervasi	5	7	3	3	6	4	7	11	8	54
Gràcia	2	6	2	6	7	7	13	15	9	67
Horta-Guinardó	7	20	21	16	24	25	41	46	19	219
Nou Barris	13	15	23	31	37	32	45	52	21	269
Sant Andreu	3	7	8	5	16	14	24	24	12	113
Sant Martí	16	35	35	49	40	39	54	64	52	384
<b>Total</b>	<b>75</b>	<b>140</b>	<b>138</b>	<b>177</b>	<b>213</b>	<b>198(1)</b>	<b>319(2)</b>	<b>363(3)</b>	<b>213(4)</b>	<b>1,836</b>

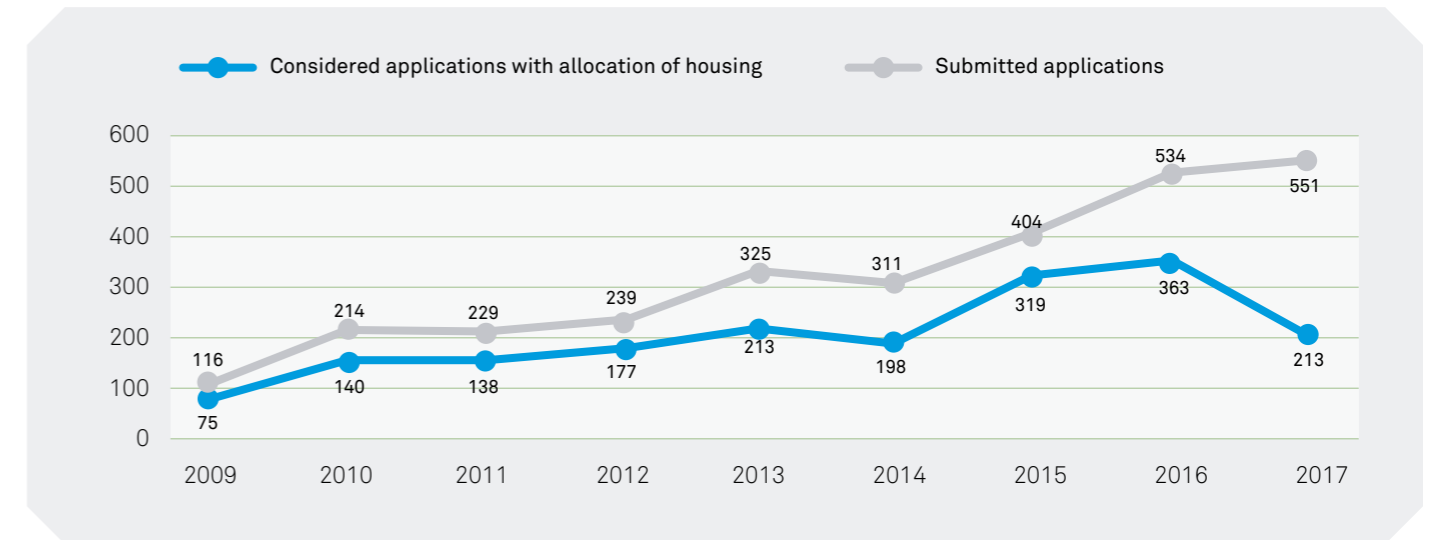
(1) An alternative solution was found for seven other applications; (2) an alternative solution was found for nine other applications;

(3) an alternative solution was found for 13 other applications; (4) an alternative solution was found for 30 other applications;

The Allocation Board had accepted for consideration requests from 1,836 housing applicants since 2009 on account of social emergencies.

### Development of submitted and considered applications

Applications	2009	2010	2011	2012	2013	2014	2015	2016	2017	Total
Submitted	116	214	229	239	325	311	404	534	551	2,923
Considered	75	140	138	177	213	198	319	363	213	1,836
<b>% considered/ submitted</b>	<b>64.66%</b>	<b>65.42%</b>	<b>60.26%</b>	<b>74.06%</b>	<b>65.54%</b>	<b>63.67%</b>	<b>78.96%</b>	<b>67.98%</b>	<b>38.66%</b>	<b>62.81%</b>



## DECENT USE OF HOUSING

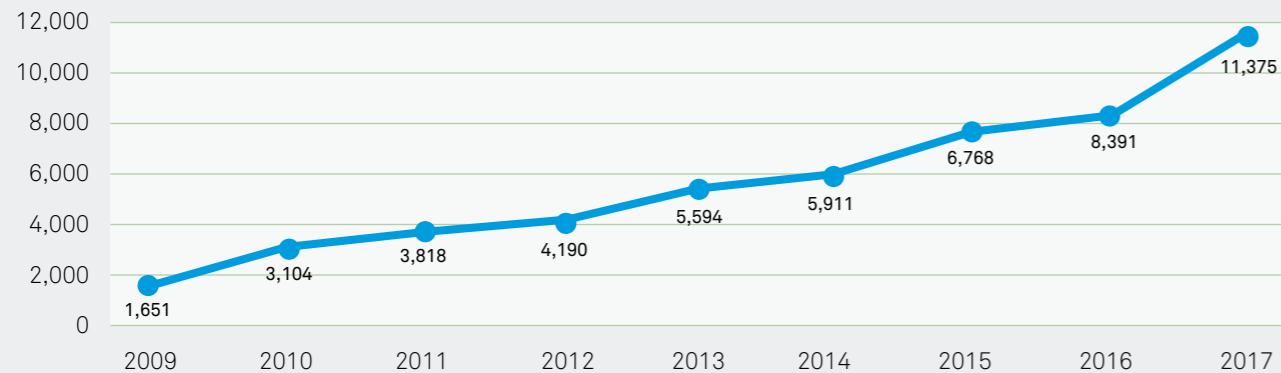
The development of the current social and economic situation caused greater demand for this line of the Consortium's activity, which increased in almost each of its management areas.

### • Information, legal advice and mediation on housing

The information and legal-advice service on housing continued to be offered, through specialist lawyers, at the Housing Office Network.

### Increased number of rent-related advisory consultations

Assistance data in 2017 continued the rising trend it had seen over the last few years. The largest number of cases of assistance involved rent, representing 85.54% of the total.



## Demand for information service relating to decent use of housing

Subject matter of the advice	2009	2010	2011	2012	2013	2014	2015	2016	2017	Total
Rental	1,651	3,104	3,818	4,190	5,594	5,911	6,768	8,391	11,375	50,802
Community of property owners	242	462	504	911	1,047	1,057	1,152	1,250	1,707	8,332
Purchasing	46	176	117	208	154	113	159	125	215	1,313
Social-emergency cases	116	214	229	215	325	311	404	534	--	2,348
Bullying	82	42	26	18	30	22	27	45	51	343
Ofideute <sup>(1)</sup>				292	602	468	412	380	272	2,426
Rent mediation <sup>(2)</sup>				37	169	180	485	1,087 <sup>(3)</sup>	1,556 <sup>(4)</sup>	3,514
<b>Total</b>	<b>2,137</b>	<b>3,998</b>	<b>4,694</b>	<b>5,871</b>	<b>7,921</b>	<b>8,062</b>	<b>9,407</b>	<b>11,812</b>	<b>15,176</b>	<b>69,078</b>

(1) In use since July 2012, the figure corresponds to cases started per year.

(2) In use since October 2012.

(3) Includes 135 analysed situations.

(4) Includes 319 analysed situations.

### • Property mobbing

A rise in the number of problematic situations was detected throughout 2017, where tenants found themselves at risk of losing their home through legal proceedings from owners, and which were tackled through protection against possible property mobbing.

This rise in number could be linked to an increase in financial expectations as a result of the recovery of the property market and the general economic situation. That year saw a total of 51 new situations of possible coercive action against tenants analysed by the housing offices' legal services, where corresponding mediation interventions were started between parties to resolve their disputes.



• **Information and advice service on mortgage-payment arrears (Ofideute)**

The purpose behind Ofideute is to assist citizens' consultations over difficulties relating to mortgage payments and their contractual liabilities.

The service is also offered for interceding between families and mortgagees, to broker suitable solutions adapted to the current payment capacities of the parties concerned, which enable their credit to be returned and prevent them from losing their homes; or otherwise to reach an inexpensive termination of the loan.

People requesting this service had been assisted by housing offices since July 2012, which analysed their financial situations and, if necessary, proposed the most appropriate solution for referral to the Ofideute service, which, in turn, was tasked with interceding with mortgagees in each case.

**Ofideute cases (by year of case's start)**

	2014	2015	2016	2017
Ciutat Vella	43	45	53	13
Eixample	25	26	19	14
Sants-Montjuïc	48	31	50	25
Les Corts	14	16	7	6
Sarrià - Sant Gervasi	6	2	2	0
Gràcia	3	8	19	8
Horta-Guinardó	81	56	25	27
Nou Barris	117	115	105	92
Sant Andreu	29	24	16	27
Sant Martí	102	89	84	60
<b>Total</b>	<b>468</b>	<b>412</b>	<b>380</b>	<b>272</b>



**Of the total number of Ofideute cases whose mediation had finished, almost 50% were with a favourable agreement between the parties.**

• **Rent-mediation service**

Launched in October 2012, the rent-mediation service was aimed at assisting citizens in situations where they had difficulties with paying their rent but who intended to start, where necessary, negotiations with their property's owner to find the most suitable solution for keeping their home.

2016 saw the introduction of new negotiation tools for this service representing an increase in the number of situations analysed and tackled through mediation. We highlight the call for allowance applications for keeping hold of rented dwellings and for mediation referrals and incentives for including dwellings with court proceedings in Barcelona's Rental Housing pool, which helped to increase the possibilities for resolution and agreement for preventing loss of homes.

**Since its launch in October 2012, 3,477 situations had been analysed, through the housing offices' legal services, of which 2,234 were completed, and a favourable agreement between the parties reached in 45% of the cases.**

Mediations	2013 <sup>(1)</sup>	2014	2015 <sup>(2)</sup>	2016 <sup>(3)</sup>	2017 <sup>(5)</sup>
Carried out	169	180	485	1,087 <sup>(4)</sup>	1,556 <sup>(6)</sup>
Finished	147	125	281	649	1,032
Finished with a favourable agreement	75	63	126	282	369
% agreement	51.02%	50.40%	44.83%	43.45%	35.75%

(1) Included data from the last quarter of 2012.  
 (2) 31 December 2015 saw 204 mediations in progress.  
 (3) 31 December 2016 saw 303 mediations in progress.  
 (4) Included 135 analysed situations.  
 (5) 31 December 2017 saw 205 mediations in progress in 2017.  
 (6) Included 319 analysed situations.

• **Other housing-related initiatives**

**Public-Housing Protection, Intervention and Mediation Team**

The end of 2014 saw the launch of this service aimed at acting in dwellings that were public, social or managed under a public programme and basically included or eligible for inclusion in the Social Rental Housing Fund.

Functions requiring implementation were focused on four areas:

Reception and accompaniment for new public-housing tenants for integration into the housing environment and with the local resident community.

Mediation in disputes, in collaboration with all the players (promoters, social services) for implementing the best intervention strategy.

Analysis and assessment of possible cases of payment arrears or rent-payment difficulties and proposed action.

Monitoring tenants' contractual obligations and action in the face of possible payment defaults.

Type of intervention	2015	2016	2017
Reception	91	126	144
Conflict	49	34	30
Payment arrears	158	135	256
Disputes and payment arrears		4	
Evictions	13	35	53
Regularisation	24	54	123
Monitoring contractual obligations	18	32	77
Banks	74	1	
Rent grants and Housing Pool		14	54
<b>Total No. interventions</b>	<b>427</b>	<b>435</b>	<b>737</b>

**In 2017, the Public-Housing Protection, Intervention and Mediation Service intervened in cases involving more than 700 dwellings.**

**Intervention and mediation service in response to situations involving loss of home and/or squatted premises in Barcelona (SIPHO)**

The SIPHO Service works in cases where social accompaniment 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 acts preventively in situations involving the possible loss of a home, by offering the necessary accompaniment for the household units affected, acting as communicators and promoting mediation processes with the tenants and owners concerned, so as to reach agreements between the parties that help people to keep their homes, attempt to prevent loss of housing or, should that not be possible, minimise the effects that such losses can cause.

**HOUSEHOLDS UNITS ASSISTED BY DISTRICT, 2017**

	CASES	% OF THE TOTAL	DISTRICT HOUSEHOLDS	% OF TOTAL HOUSEHOLDS
Ciutat Vella	373	15.87%	40,692	0.92%
Eixample	217	9.23%	112,558	0.19%
Sants-Montjuïc	389	16.55%	73,887	0.53%
Les Corts	46	1.96%	33,004	0.14%
Sarrià - Sant Gervasi	53	2.25%	56,344	0.09%
Gràcia	100	4.25%	52,621	0.19%
Horta-Guinardó	276	11.74%	69,388	0.40%
Nou Barris	390	16.59%	66,312	0.59%
Sant Andreu	256	10.89%	59,174	0.43%
Sant Martí	251	10.68%	94,395	0.27%
<b>BARCELONA</b>	<b>2,351</b>	<b>100.00%</b>	<b>658,375</b>	<b>0.36%</b>

The functions carried out were centred on:

Action on evictions and evictions affecting vulnerable people and families who require specialist social and educational accompaniment for managing and minimising the effects of losing their homes.

Immediate, intensive, preventive and proactive intervention.

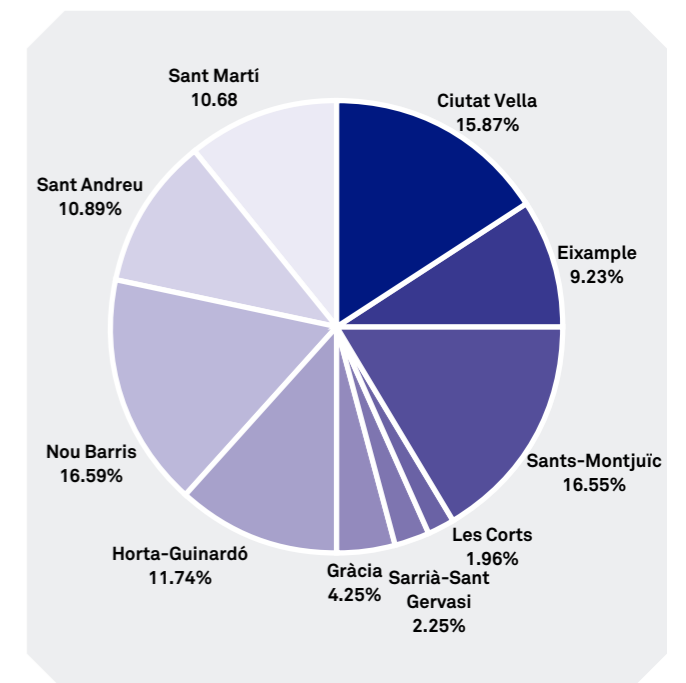
The service also acts in cases of squatting.

Assistance in response to evictions

Social accompaniment.

Communication and mediation.

Analysis and diagnosis of unstable and vulnerable residential situations.





### • Barcelona's Rental Housing Pool

The Rental Housing Pool offers mediation services between the owners of vacant dwellings and potential tenants, with the aim of increasing the number of rental dwellings 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.

November 2016 saw the launch of the 'Tu tens la clau' [The key's in your hand] campaign, aimed at boosting the Rental Housing Pool as an affordable housing alternative.

The campaign led to the offer of 1,113 dwellings, 226 of which were included in the Pool at the end of that year. 55% of the dwellings inspected required renovation work to make them habitable.

Advantages for owners were improved to boost the Pool, with the emphasis on the following:

Guaranteed receipt of rent payments.

Subsidies for interior work on dwellings.

Incentives for including vacant dwellings or regularising dwellings where legal action has been taken over rent arrears.

Technical, legal and social accompaniment.



The Housing Pool's additions in 2017 led to the signing of 184 new contracts, thereby recovering its previous two years' pace of additions.

Accumulated and current additions, in 2017, given the improved additions and contained number of resolutions, resulted in 767 contracts.

The proposals were followed on, so the Pool could be linked to other grants (for the Pool's expansion, implicit and especially urgent), so that tenants could keep their homes or have easier access to one.

Mediation-related incentives were implemented 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, on condition that the situation would be regularised through the signing of a lease with the same family or household unit under the framework of the Pool.

### Advantages to renting a flat through the Pool

Municipal guarantee of receipt of rent or 'avalloguer' (universal cover for payment defaults, up to six months).

Free technical, legal and social advice and monitoring.

Free lease-management service.

Insurance

- Legal defence for payment defaults.
- Household multi-risk.

Processing habitability and energy-efficiency certificates.

Subsidies equivalent to 50% of the Property Tax (IBI).

Subsidies, for work on habitability of flats, of up to €20,000.

Incentives for €1,500 for inclusion of a vacant dwelling and incentives for regularising dwellings involved in legal actions, of up to €6,000.

### Indicators for Barcelona's Rented Housing Pool

CURRENT ADDITIONS	2005-008	2009	2010	2011	2012	2013	2014	2015	2016	2017	CURRENT IN 2017
Social Rental Housing Pool	193	131	163	90	97	57	87	39	29	155	520
Youth Housing Pool	468	166	129	96	47	35	28	13	13	29	247
<b>Total No. of leases</b>	<b>661</b>	<b>297</b>	<b>292</b>	<b>186</b>	<b>144</b>	<b>92</b>	<b>115</b>	<b>52</b>	<b>42</b>	<b>184</b>	<b>767</b>

RENT ANALYSIS	2012	2013	2014	2015	2016	2017
Pool's average rent (€/m <sup>2</sup> )	8.42	8	7.69	8.59	8.64	9.18
Market's average rent (€/m <sup>2</sup> )	11.7	10.7	11.35	11.89	12.4(1)	13.21
<b>Pool rent/market rent</b>	<b>-27%</b>	<b>-26%</b>	<b>-32%</b>	<b>-28%</b>	<b>-30%</b>	<b>-31%</b>

SOURCE: Barcelona City Council's Department of Statistics.

### ANALYSIS OF THE DEMAND

Applications	2012	2013	2014	2015	2016	2017
Formalised	1,675	2,212	3,000	3,566	4,344	6,470
Dwellings allocated	144	92	115	52	42	184

### ANALYSIS OF THE OFFER

Housing	2012	2013	2014	2015	2016	2017
Brought into the Pool	260	173	105	53	72	226
Leased	144	92	115	52	42	184

### SUBSIDIES FOR OWNERS EQUIVALENT TO 50% IBI

	2011	2012	2013	2014	2015	2016 (2)	2017
Amount (€)	52,228	46,003	46,422	43,507	49,131	50,616	---
Approved cases	426	364	335	309	339	342	556
Average amount per subsidy	123	126	139	141	145	148	---

(2) Provisional data.

### 'Tu tens la clau' campaign for attracting private dwellings

A specific campaign was launched, under Barcelona City Council's corporate campaign, entitled, 'L'habitatge és un dret com una casa' [Housing is a fundamental right], in November 2016, to attract private dwellings for inclusion into Barcelona's Rental Housing Pool.

'Tu tens la clau' is aimed at owners of private dwellings eligible for renting out and offered by the Pool as an alternative with specific advantages.

DISTRICT	MANAGED DWELLINGS
Ciutat Vella	95
Eixample	109
Sants-Montjuïc	132
Les Corts	29
Sarrià - Sant Gervasi	26
Gràcia	73
Horta-Guinardó	163
Nou Barris	175
Sant Andreu	136
Sant Martí	175
<b>Total</b>	<b>1,113*</b>

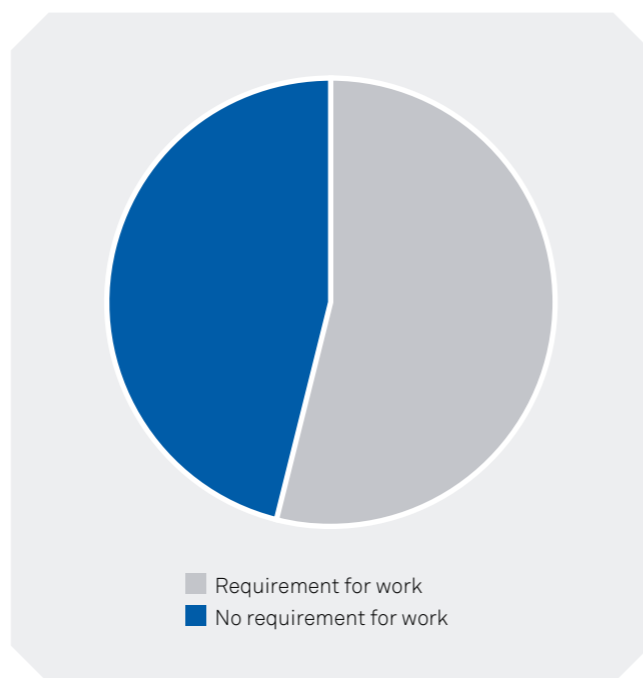
\*Included 301 dwellings managed in 2016, under the campaign.

This specific campaign helped to relaunch the Pool as a benchmark programme for offering citizens affordable housing.

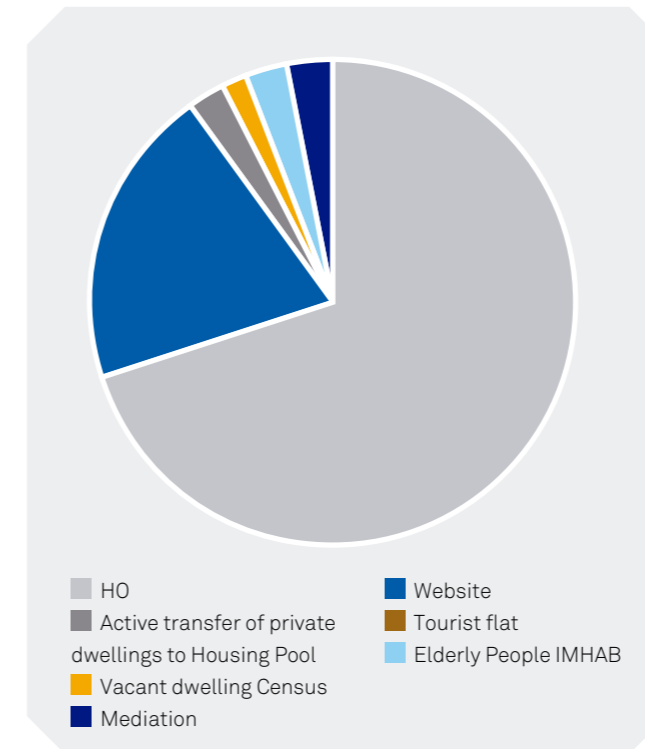
The increased number of additions would continue throughout 2018, as 55% of the dwellings required habitability work.



### Dwellings requiring work



### Origin of the leases



The new owners' main information and reception channel was the Housing Office Network, which was completed with the Housing Website.

### Granting right of use of private dwellings to Barcelona's Social Emergencies Board

The goal of adding 250 dwellings to the Pool was achieved in 2016, under a collaboration agreement signed between Barcelona City Council and the Hàbitat3 Tercer Sector Social Private Foundation on 23 December 2015, to manage the programme for granting the use of vacant dwellings to the Housing Pool. No increase in the number of leases was therefore seen in 2017 and the programme's activity was centred on socially monitoring families provided with homes and managing replacement dwellings where dwellings are no longer habitable.

### Indicators for the programme for granting use of private dwellings to the Pool

#### Granting vacant dwellings to the Pool in 2017

Signed contracts for granting dwellings to the Pool	250
Average rental for owners	€565
<b>Leases in 2017</b>	
Dwellings with leases signed on 31/12/2017	249
Average rent for tenants	€145

Social support continued in 2017 for especially vulnerable people and families, given housing under the programme, to monitor the proper use of the dwelling and compliance with contractual obligations.



### • Subsidies for housing payments

Results from the 2017 management of the programmes for fair rent, special-emergency allowances, basic emancipation allowance, subsidies for rent payments and allowances for rent and social-emergency payments resulting from mediation in Barcelona.

'Fair rent'. Rent-payment allowances: 2,071 cases in Barcelona were processed, 1,950 in housing offices.

Special emergency allowances for rent/ mortgage arrears and for access to housing for people evicted from their homes: 811 cases in Barcelona were processed, 808 in housing offices.

Basic emancipation allowance recorded 140 incidents relating to the applicants' changes of situation, consultations and complaints.

Rent-payment subsidies: 6,065 cases in Barcelona were processed, 6,052 in housing offices.

Subsidies for including dwellings in Barcelona's Rental Housing Pool: 292 cases were processed in Barcelona.

Allowances for rent and social-emergency payments resulting from mediation in Barcelona: 2,298 cases were processed.

### 'Fair rent'. Rent-payment allowances

In 2016 such grants, which were awarded by the Catalan Government, were generally aimed at people who were already beneficiaries of previous calls for grant applications.

#### NUMBER OF GRANTS IN 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%
<b>Total</b>	<b>9,887</b>	<b>9,181</b>	<b>93%</b>

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

### Special-emergency allowances

This is an allowance from the Catalan Government where the Barcelona Housing Consortium is tasked with examining and processing cases. It is only applicable in the cases involving people evicted from their homes that the Consortium is also responsible for proposing solutions.

These allowances are aimed at protecting against possible legal action for eviction for rent defaults or for mortgage foreclosure for 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	APPLICATIONS SUBMITTED				Total	Grants allocated	% awarded/ submitted
	Rental	Mortg. payments	Evictions	Unemployed			
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(1)	731	59	97		887	611	69%
2017(2)	676	40	95		811	519	64%
<b>Total</b>	<b>4,644</b>	<b>407</b>	<b>417</b>	<b>656</b>	<b>6,124</b>	<b>3,761</b>	<b>61%</b>

### Subsidies for rent payments

The second call for subsidy applications for rent payments was published by the Ministry of Public Works, in accordance with Chapter III of 'Royal Decree 233/2013, of 5 April', regulating the Plan for promoting rental housing, building renovation and urban regeneration and renovation for 2013-2016.

The Catalan Housing Agency, acting in line with Chapter III of that Royal Decree, published Resolution GAH/939/2016, of 5 April, approving the regulatory terms and conditions for allocations, on a competitive basis, of subsidies for rent payments and publishing the call for 2016.

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%
<b>Total</b>	<b>13,155</b>	<b>10,716</b>	<b>81%</b>

**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 applications for grants managed by the Barcelona Housing Consortium.

**They were allowances for tenants to remain in their rental housing and for families, resulting from mediations carried out by the Housing Office Network.**

**The Housing Consortium's Standing Committee approved the following:**

In March, the 2017 call for applications for social emergency allowances resulting from mediations in Barcelona, which was published in official gazettes on 29 March; and on 7 April, with a budget of €1,500,000.

In July 2017, the 2017 call for applications for rent-payment allowances in Barcelona, which was published in official gazettes on 18 September, and subsequent amendments published on 18 and 20 December with a total budget of €11,200,000.

**The target groups for the 2017 call for mediation were as follows:**

- Household units signing a rental housing lease, following the conclusion of their stay and process for inclusion in a housing resource from the Barcelona Inclusion Housing Network or in a residential resource for women victims of gender violence 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 at the request of the Assessment Board for allocating dwellings for social emergencies have lost their regular home and sign a new rental contract.
- Household units assisted by the Barcelona Housing Offices Network's mediation service and which:
  - Have signed a rental lease through the Barcelona's Rental Housing Pool.
  - Have agreed to a minimum reduction of €50 per month in rent receipts and on the condition that they submit their requests within a maximum period of 90 days as from the effective date of the agreed reduction signed with the owner. As an exception, rent-reduction agreements are not required where a legal action has started against rent-payment defaults.
  - Were beneficiaries of allowances resulting from mediation in Barcelona from the 2016 call, which came to an end within the recognised period before the last quarter of 2017. Such exceptions are established for household units in vulnerable situations and facing possible residential exclusion, so that they can continue living in their regular home.

- 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.

2017	Submitted	Awarded	Awarded/ submitted
<b>Total</b>	<b>269</b>	<b>203</b>	<b>75%</b>

Target groups of the 2017 call for applications for rent-payment allowances were beneficiaries of the social-emergency allowances enabling tenants to continue living in their rented homes and for allowances resulting from mediation in Barcelona corresponding to the 2015 call for allowance applications.

Year	Submitted	Awarded	Awarded/ submitted
2015	3,827	2,920	76%
2016	2,453	2,141	87%
2017	2,029	1,935	95%
<b>Total</b>	<b>8,309</b>	<b>6,996</b>	<b>84%</b>

There were 32 appeals corresponding to renovation applications and 10 mediations on the concluding date of this report.

## Basic emancipation allowance (RBE)

This is a support grant under Royal Legislative Decree 20/2011, of 30 December, on emergency budgetary, tax and finance measures, which 20,005 young people had applied for by the end of 31 December 2016, for allocating basic emancipation. Of those applications, 19,317 were approved, providing 17,354 people and totalling €69,775,354.

### Development of current cases per year

RBE	2009-010	2011	2012	2013	2014	2015	2016	2017
<b>Current cases(1)</b>	<b>27,441</b>	<b>17,506</b>	<b>5,579</b>	<b>3,148</b>	<b>1,491</b>	<b>854</b>	<b>704</b>	<b>0</b>

(1) Source: Catalan Housing Agency.

### Summary of the development of approved cases

2017 saw the allocation of a total of 9,227 rent- and mortgage-payment grants, under programmes for basic emancipation rent, fair rent, special-emergency allowances, rent-payment subsidies and municipal rent-payment allowances.

GRANT PROGRAMMES	2014	2015	2016	2017
Fair-rent cases approved per year	2,535	2,522	2,175	1,949
Special-emergency cases approved per year	1,032	626	611	519
Subsidies for rent payments		2,200	3,581	4,935
BHC rent-payment grants		2,920	2,356	2,138
RBE current cases per year	1,491	854	704	0
<b>Total No. grants allocated</b>	<b>5,058</b>	<b>9,122</b>	<b>9,427</b>	<b>9,541</b>
<b>Budget</b>	<b>€9,859,966.91</b>	<b>€19,972,953.25</b>	<b>€21,945,778.07</b>	<b>€23,859,824.72</b>

## Other rent grants

Besides the programmes described above, there are other rent-payment grant programmes for specific groups, such as grants for paying rental deposits and the first month of rent for Barcelona's Rental Housing Pool flats.

RENT GRANTS, PROCESSED CASES	NUMBER
Basic emancipation allowance (current on 31/12/2017)	0
Fair rent	2,071
Special-emergency allowances	811
Subsidies for rent payments	6,065
BHC rent-payment grants	2,298
Grants for paying rental deposits and first month of rent	6
Subsidies for including dwellings into the BHLLB	292
<b>Total</b>	<b>11,543</b>

2017 saw a total of 11,543 cases of grants managed in Barcelona.

# 7

## BARCELONA SOCIAL HOUSING COUNCIL



### INTRODUCTION

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

This Council, then, responded 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 space for discussions, participation and sharing was therefore created, enriching the municipal-area housing policy.

It was in the framework of the Barcelona Housing Consortium, made up of the Catalan Government and Barcelona City Council, that the Barcelona Social Housing Council (BSHC) was created as a consultative and participatory body on housing policy in the city.

## THE SOCIAL HOUSING COUNCIL'S FUNCTIONS

Advising on all the issues that the Barcelona Housing Consortium and the Catalan Government Authority ask them for its opinions on.

Providing information on draft municipal byelaws and other general provisions that affect housing.

Generating debate on the main tools of municipal housing policy and putting together proposals for action, by drafting its own reports, aimed at the Housing Consortium and the authorities that make it up.

Monitoring and assessing compliance with Barcelona's Housing Plans.

Monitoring and assessing compliance with Barcelona's Renovation Plans.

Monitoring and assessing compliance with the Act on Right to Housing in Catalonia and with the plans that are implemented by the Catalan Government, in Barcelona's area of application.

Taking part in the process for defining new indicators associated with the city's housing market.

Launching activities and organising day events and talks around the social-housing priorities established by this Council.

Using information and communication technologies for extending the debate on housing policies to all citizens.

Taking part in the drafting of the participatory reports compiled in the area of Barcelona's housing policies.

Drafting participatory reports and implementing its own participatory processes for transfer to the City Council or the city and Consortium's governing bodies.

## 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 Full Council Meetings, a Standing Committee and work groups. Taking part in it are its Chair, First and Second Deputy Chairs, voting members and Technical Secretary.

Full Council Meetings are made up of more than a hundred voting members representing the Catalan Government and the City Council as well as municipal political party groups, public bodies and enterprises relating to housing planning and construction, sectoral municipal participation councils, non-profit social entities, associations and entities providing social support for housing access, cooperative-member entities, local-resident movements, unions, social foundations, universities, professional associations and so on.

The Standing Committee is made up of the Chair, the First and Second Deputy Chairs and up to a dozen further members, belonging to Full Council Meetings and appointed by the Chair from among the various sectors represented at Full Council Meetings, following consultation at the body itself.

In 2015, the Barcelona Social Housing Council took in the entities making up the Joint Committee in Barcelona (created in 2011).

## RENOVATION OF THE COUNCIL'S REGULATIONS

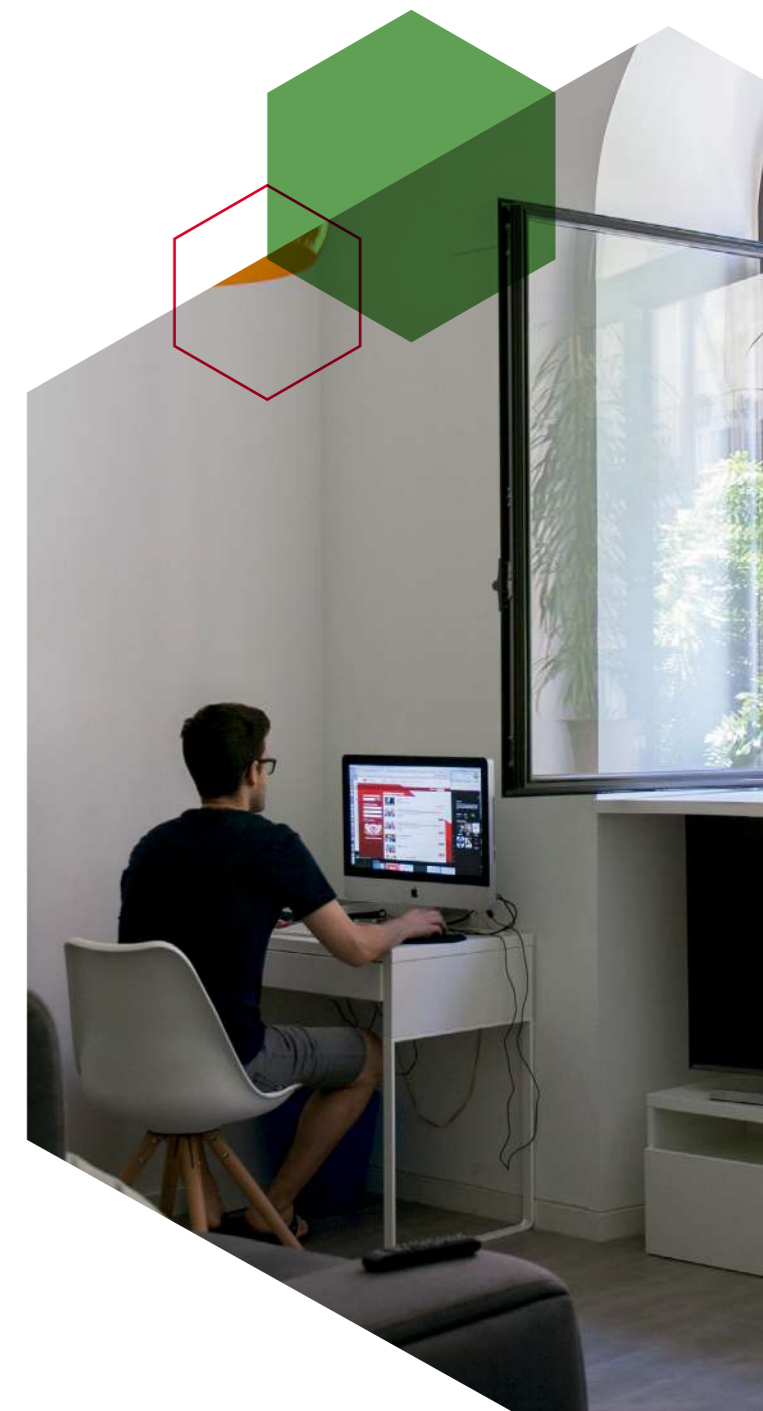
October 2017 saw Barcelona City Council approve new rules regulating citizen participation, providing a new framework defining and clarifying the channels of political participation, the necessary resources for implementing them and a system of guarantees for ensuring the proper use and efficiency of those channels.

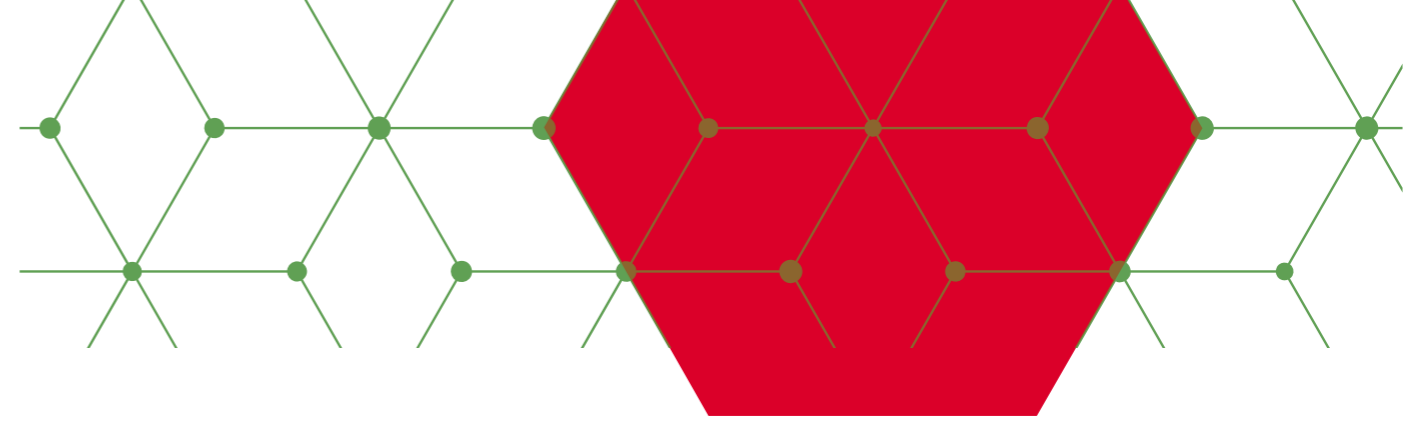
These new regulations provided a strong boost to citizen initiatives, fostered direct-democracy channels, opted for a hybrid participation between digital and face-to-face worlds and put special emphasis on guaranteeing an inclusive participation that would take account of the population's diversity and needs.

The SHC's Secretary launched a renovation process for the internal regulations, in operation since the Council's creation, in order to adapt the Social Housing Council's running to the new rules. The process was started through the creation of a work group that reviewed the old regulations to incorporate the points that had not been covered there and thereby bring order to participation, renovate posts and incorporate or retire members of the Council, among other things. One of the regulations' new features was also aimed at opening the way for incorporating remote media for monitoring meetings.

## INTERNAL WORK

A summary of the state of the Council's work groups, whose goal was to optimise and bring greater efficiency and dynamics to the participation and work carried out by the Council's voting members in the various tasks and challenges set out throughout the year can be found below.





## CONCLUDED WORKING GROUPS

### • Coordination, prevention and protocol-review work group

This group was created to improve initiatives for preventing evictions, obtain earlier information on evictions and improve coordination between the Authority's various areas. District-eviction boards were set up as a result of the efforts of this work group, aimed at sharing information on cases on its date of launch and deciding on the best intervention strategy through a cross-cutting and comprehensive approach.

The work group, which the area's organisations took part in, helped with the revision of eviction action protocols and contributed content to the design of the action circuit for the Unit against Residential Exclusion (UCER) and the Mediation Service in response to Loss of Housing and/or Squatted Premises (SIPH0), in their inter-relations with the other services intervening during evictions (social services, area, housing office, etc.) Once the circuit was operational and its monitoring established, the work group concluded its activity.

#### Members taking part:

The PSC Municipal Party Group, the Ciutadans Municipal Party Group, the PP Municipal Party Group, the CUP Municipal Party Group, the CiU Municipal Party Group, the Catalan Housing Agency, the Nou Barris Management's Office, the Management's Office for Housing, the Barcelona Promoters' Association (APCE), the Secretariat for Relations with the Catalan Government's Justice Administration, the Ombudsman, the ProHabitatge Associations, FAVB, the Catalan Federation of 1st-Person Mental Health Organisations, Càritas, AV Ciutat Meridiana, 500x20 Association, PAH, Platform for the Right to Decent Housing, Família i Benestar Social Foundation, Assís Centre d'Acollida, OCUC, Hàbitat 3 Foundation, Sant Joan de Déu Serveis Socials, Catalan Social Workers' Association, Barcelona Court Representatives' Association, Barcelona Lawyers' Association, (ICAB), Housing Office Network, Decent Use of Housing (Consortium /BAGURSA), Barcelona Provincial Council's Housing Office, Register of Applicants (Consortium/BAGURSA), Banc Sabadell, Bankia, Anticipa Real State, BBVA, CaixaBank.

Led by the Manager of the Municipal Institute for Social Services and the Councillor for Housing.

### • Work group for attracting vacant dwellings to the housing pool

This group was established with the goal of bringing continuity to the work started by the measure's monitoring committee for detecting and promoting the renting out of vacant dwellings, whose aim was to monitor the inspection programme's process.

The work lines established in the group over the previous years led to the launch or strengthening of the programme for attracting private dwellings to the City Council's Housing Pool, and provided a larger budget for the agreement signed with the third Sector Round Table, the information campaign for raising awareness

among citizens on the social use of housing, the compilation of a Barcelona vacant dwelling census and analysis of the first results and inspection of the social housing pool, while defining the priority areas of action.

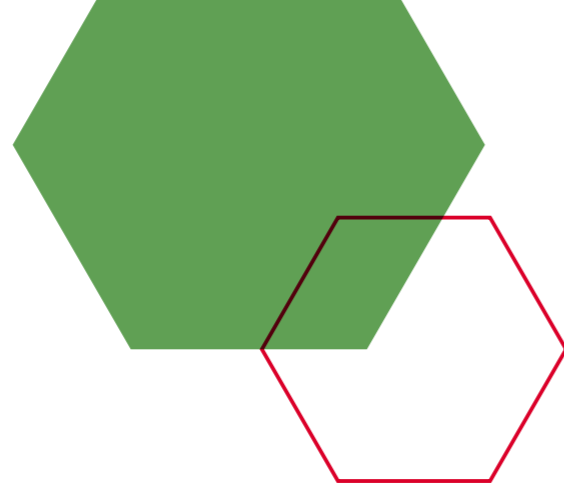
The challenges set in 2016 over the work group's continuity were taken up through the creation of new work groups, such as the one for Preventing the Expulsion of Local Residents and the one for the Industrial Production of Sustainable Housing, which had new work lines corresponding to the demands raised with the Mobilisation work group.

#### Members taking part:

PSC Municipal Party Group, CUP Municipal Party Group, ERC Municipal Party Group, Nou Barris Management's Office, CCOO Habitatge Entorn, Barcelona Promoters' Association (APCE), Catalan Drug Addicts' Federation (ABD), Ombudsman, ProHabitatge Association, FAVB, PAH, the 500x20 Association, Mambré Foundation, the DESC Observatory, Família i Benestar Social Foundation, OCUC, the Hàbitat 3 Foundation, Criteria, Barcelona Lawyers' Association (ICAB), Consell Social UPC, Housing Office Network, Banc Sabadell, Bankia, CaixaBank, BuildingCenter, Anticipa Real State, BBVA.

Led by the Director of Renovation Programmes, (Consortium / BAGURSA) and the Councillor's Office for Housing.





• **Squatted premises work group**

During the last few years, the group’s aim was to study the possible ways for regularising squats, specifically those of longer than two years, in a vulnerable situation and which did not create problems of coexistence; squats of more than one year where criteria for establishing links in the area (integration) were assessed and, finally, squats of under one year in exceptional circumstances, established through a Social Services report. Progress was made in the regularisation of these situations by amending

the Emergencies Regulations, which included an annexe aimed at resolving regularisations of squatted dwellings and the possibility of registering in cases of squatted dwellings where there was no authorising legal title. The SIPHO, an intermediation and mediation service in response to situations of housing loss or squats in Barcelona, was the service tasked with centralising the approach to dealing with this problem.

**Members taking part:**

PSC Municipal Party Group, Ciutadans Municipal Party Group, PP Municipal Party Group, CiU Municipal Party Group, Catalan Housing Agency, Barcelona Promoters’ Association (APCE), Ombudsman, FAVB, Càritas, AV Ciutat Meridiana, Third-Sector Round Table, DESC Observatory, 500x20 Association, Provivienda, Foment Habitatge Social Foundation, OCUC, Hàbitat3 Foundation, Barcelona Lawyers’ Association (ICAB), Consell Social UPC, Office for Non-Discrimination(OND), Youth Board (CJB), Banc Sabadell, Anticipa Real State, Catalan Federation of Savings Banks, CaixaBank, BuildingCenter, CEVASA expert.

Led by the Councillor’s Office for Housing.

**OPERATIVE WORK GROUPS**

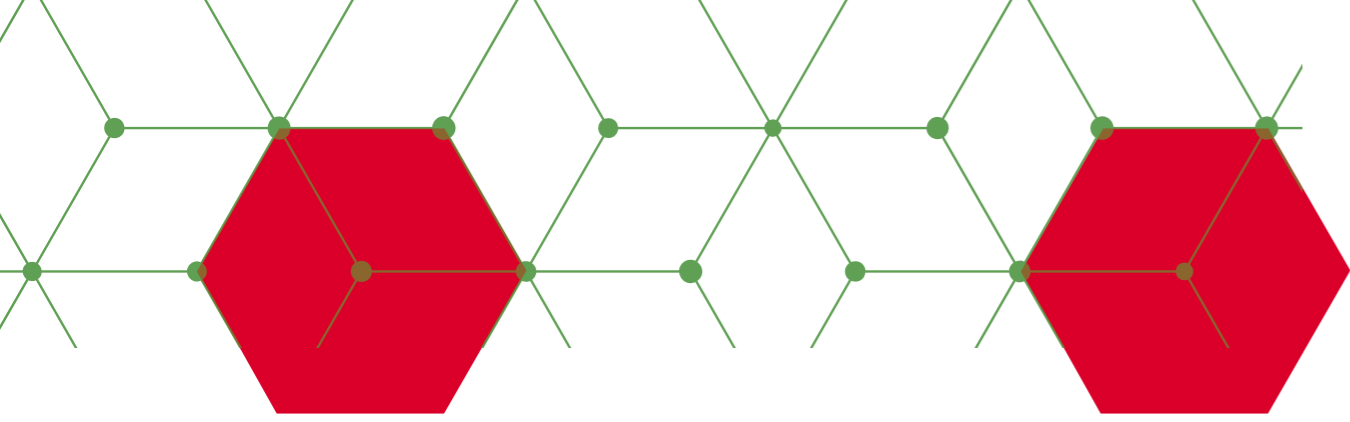
• **Renovation work group**

This aim behind this work group was to extend the debate with the Council’s members on the conclusions and proposals made regarding the Calls for renovation-grant applications being launched year after year. The work carried out by this work group can be seen in the 2016 and 2017 calls for renovation-grant applications and, in that same line, the WG remained open for continuing the debate and taking stock of the annual calls.

**Members and entities taking part:**

PSC Municipal Party Group, Ciutadans Municipal Party Group, PDeCAT Municipal Party Group, CUP Municipal Party Group, Management’s Office for Resources (Gender Mainstreaming Department), 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 Director of Renovation Programmes, (Consortium/BAGURSA) and the Councillor’s Office for Housing.



• **Cooperative Housing Board**

This space is aimed at providing the tools for promoting various types of cooperative housing in the city and new usage model to improve public 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 Barcelona's players that have a key role in promoting this new model of housing tenure.

It centred its action throughout 2017 on the debate over the assessment of the first invitation to tender for public land for building cooperative housing, as well as a second invitation to tender for plots of land for social housing developers. This discussion space was used for analysing procedures and collecting proposed improvements.

**Members and entities 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 Promoters' Association (APCE), Seira Foundation, Comunitària, Straddle3 constructors SL, Catalan Federation of Housing Cooperatives, Borsa Social, Perviure, Ecopromoció, Gicoop. Associació Casa Alternativa, Spanish Association of 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, Ítaca Foundation, Becohousing, Cooperativa Parkfarm SL, Can70, Barcelona Provincial Council's Housing Office, Caixa d'Enginyers, Triodos Bank, Cajamar, Caja Laboral, Fiare Banca Ètica, Coop57 Foundation.

Led by the Secretary of the Cooperative Housing Board, the Manager's Office for Housing, the Secretary of the PMHB and the Councillor's Office for Housing.

• **Regulation amendment and participation work group**

This work group was created in 2017 with a twofold goal:

- To renew regulations for adaptation to the Barcelona Citizen-Participation Regulations and to resolve issues such as renewing posts, commitments to the speedy delivery of document and the acceptance or expulsion of the Council's members.
- For 2018, there was still work to be done on the work group's second goal: the debate over the creation or improvement of participation spaces and channels within the very Council (review of the intranet, etc.)

**Members and entities taking part:**

PDeCAT Municipal Party Group, CUP Municipal Party Group, Catalan Land Institute, Barcelona Promoters' Association (APCE), Secretariat for Relations with the Catalan Government's Justice Administration, DESC Observatory, Platform for the Right to Decent Housing, Família i Benestar Social Foundation, OCUC, Catalan Social Workers' Association, Anticipa Real State.

Led by the Council's Secretariat.

• **Energy-poverty work group**

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

The debate was centred on the study of the legal framework and overlapping of Act 24/2015 with the new Spanish Royal Decree on Social Tariffs. The group worked to boost coordination between the various existing players in the Catalan area, so as to offer a coordinated response to the needs arising from this situation.

**Members and entities taking part:**

Housing Office Network, Ús Digne de l'Habitatge (Consortium/BAGURSA), FAVB, DESC Observatory, Management Agents' Association, PDeCAT Municipal Party Group, ERC Municipal Party Group, Som Energia, Energy 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.

Led by the Deputy Mayor for Social Rights.



• **Work group for sustainable industrial housing production**

The reasons for the creation of this new space stem from the City Council's wish to deal with the slow production of public housing in an open way that takes account of numerous players to find loopholes that may help to 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 housing generation. As for the housing emergency, there are few sectors that can be dealt with by the private sector; most are dealt with by the public or public-private sector, and there are others that remain directly neglected. We need, then,

to assess the demand that is not being dealt with and to find solutions for responding to it. This group's goals also included pooling experiences and valid precedents used in other European regions and cities, as well as debating on the various options currently being studied by the City Council (Amsterdam's experience with prefabricated student flats, German solutions for responding to the refugee crisis, prefabricated modules for buildings where the volume of the La Casa por el Tejado building had not been used up, etc.)

**Members and entities taking part:**

Catalan Housing Agency, Barcelona Provincial Council's Housing Office, Catalan Association of Building Promoters and Builders (APCE), Família i Benestar Social Foundation, Foment de l'Habitatge Social Foundation, DESC Observatory, PAH, Serveis Socials Hospital Sant Joan de Déu, Celobert, Catalan Federation of Housing Cooperatives, UPC Social Council, Barcelona Association of Quantity Surveyors and Technical Architects, Catalan Architects' Association (Barcelona branch), Management Agents' Association, PDeCAT Municipal Party Group, CEVASA expert, Homeless People's Network, ITEC, Incasòl, Councillor's Office for Architecture, Landscape and Heritage, Urban Model Department.

Led by the Councillor for Housing at Barcelona City Council

• **Work group against local resident expulsion**

Collecting the petition put together by several members of the Council, this workspace was created with the main aim of analysing the problems of gentrification, above all in processes where local residents are expelled from entire blocks and looking for joint initiatives to tackle those problems. The first initiatives included making a diagnosis, based on cases detected in the area, of the number of entire estates that had changed hands over the last few months and of the identity of the owners and

method of conveyance; debating and working on the number of organisational changes needed for tackling this new problem (advice, renovation permits etc.); as well as studying other future initiatives, such as a campaign for informing and raising awareness among tenants liable to suffer harassment, seeing that citizen protection and knowledge were considered priorities.

**Members and entities taking part:**

Renovation and Decent Use of Housing (Consortium/BAGURSA), FAVB, DESC Observatory, PAH, PDeCAT Municipal Party Group, City Council's Legal Services, Ens Plantem, Xarxa de Blocs en Lluita, El Poblenou Local Residents' Association, Fem Sant Antoni Platform.

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

## SUMMARY OF ACTIVITIES

### • Work sessions that were held:

#### Regulation amendment and participation work group

The group met on 13 March with six people attending. The meeting examined the first proposed amendment to the Barcelona Social Housing Council's regulations.

It met on 20 March. It examined the proposals agreed to at the previous meeting and made progress in the proposal's work. Six people attended.

It met on 20 April Overview of draft work and debate on the amendment proposals. The group agreed to a draft text for continuing their processing. Six people attended.

#### • Renovation work group

It met on 16 March to pool the basic lines of the policy on renovation, as well as the 2017 call for renovation-grant applications. Eighteen people attended.

#### • Cooperative Housing Board

It met on 22 June to pool the features of the cooperative housing competition under way and the imminent invitation to tender for land plots for social housing developers and to deal with the issue of MPGM-Aparcaments. Forty-four people attended.

Note the numerous technical-assistance meetings in this group held with various entities

that tendered (or aimed to tender) in the contractual processes. The assistance was open to all the board's entities where required.

#### • Energy-poverty work group

It met on 16 October to deal with and assess the state of the public policies implemented over the matter of energy poverty and also tackled future challenges and state policies over energy poverty in Barcelona. Twenty-five people attended.

A subcommittee met on 16 November exclusively devoted to debating and sharing information and strategies on operations and legal opinions, with the aim of creating a space for sharing proposals on how to make the new Act on Social Tariffs end up affecting Barcelona in the best possible way, both short term and long term. Eighteen people attended.

#### • Work group for sustainable industrial housing production

The first meeting of the new work group was held on 23 October to create a new space for debate and building knowledge on the issue. Twenty-one people attended.

#### • Work group against local resident expulsion

This work group's first meeting was held on 30 October to create this shared new space's strategy between players from the City Council and civil society. Twenty-seven people attended.

### • Two Standing Committee meetings were held

The first, on 22 March, attended by 17 people.

The second, on 18 October, attended by 21 people.

### • A full meeting was held:

On 5 April 2017, where stock was taken of the close of 2016 of the Barcelona Right to Housing Plan's main initiatives. Sixty-five people attended.

### • Holding, collaborating in or taking part in day events:

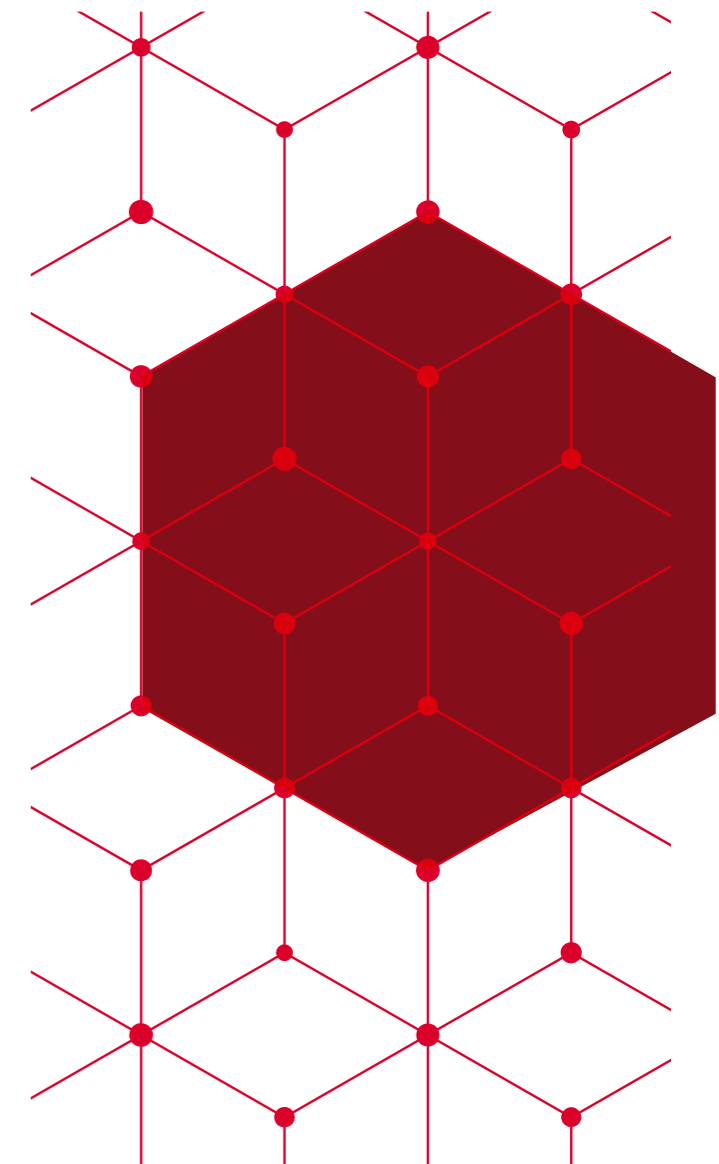
A day event was held on 23 May 2017, as part of the Construmat Building Fair, entitled 'Habitatges que fan ciutat' and dealing with issues such as accessible housing and the various aspects intended to enable the existing housing pool to be maintained and re-generated. It included discussions on renovation, the mechanisms for tackling gentrification and the challenges for bringing about affordable rents and new housing models.

Day events on future housing challenges were held on 14 and 15 November at the Smart City Expo World Congress, where Barcelona City Council organised a programme of activities, talks and debates on housing. On the one hand, a meeting was held between members of Eurocities, the network of large European cities. On the other hand, a chat was organised on the Barcelona Metropolitan Housing Observatory where the goals and challenges of the City Council's new project were explained.

All in all, 274 people took part in the Barcelona Social Housing Council's various spaces.

THE COUNCIL, IN FIGURES IN 2017

Number of members	109
Full Council meetings	1
Standing Committees	2
Work group, monitoring committee and other discussion space meetings	9
Participants	274
Newsletters/news	11/117



## LIST OF BARCELONA SOCIAL HOUSING COUNCIL'S 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  
 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)  
 Lacol Cooperative of Architects  
 Celobert

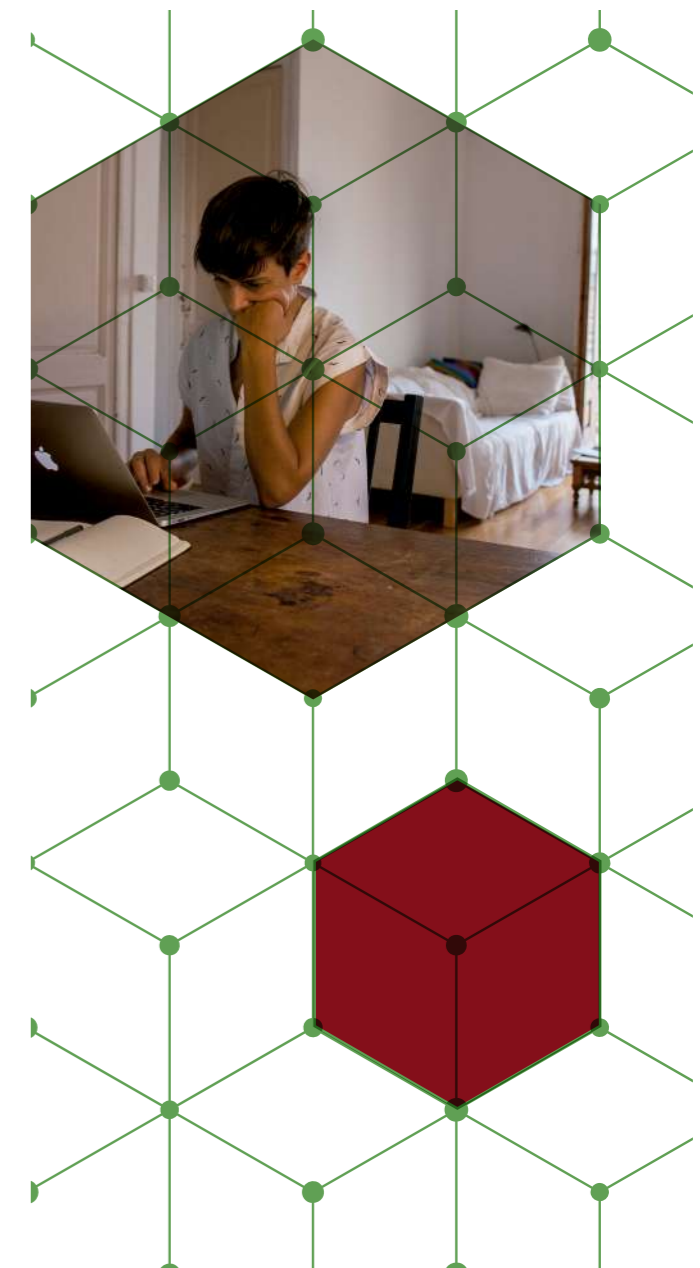
Sostre Cívic Association  
 Judges de Barcelona [Barcelona Judges]  
 Public Prosecutor's Office of the High Court of Justice of Catalonia  
 Secretariat for Relations with the Justice Administration  
 Ombudsman  
 Barcelona Federation of Residents' Associations (FAVB)  
 Ciutat Meridiana Local Residents' 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  
 ECOM Federation  
 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

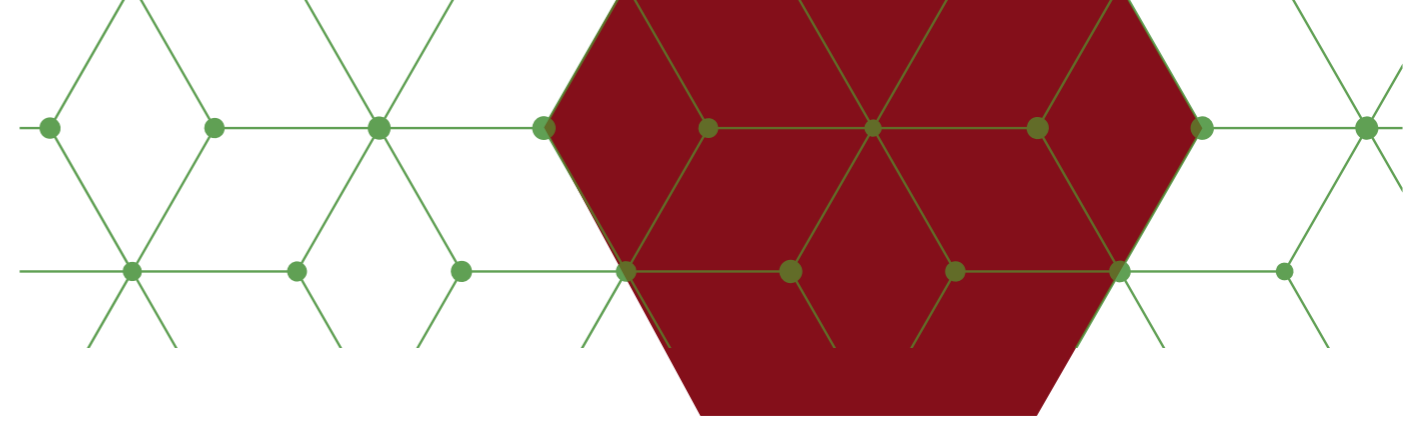
Catalan Management Agents' Association  
 Property Registrars' Association  
 Barcelona Association of Quantity Surveyors and Technical Architects  
 Catalan Lawyers' Association  
 Property Agents' Association  
 Catalan Social Workers' Association  
 Catalan Court Representatives' Association  
 Social 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 Register of Applicants. (Consortium/BAGURSA)  
 Department of Renovation. (Consortium/BAGURSA)  
 Banco de Santander  
 ANTICIPA Real State  
 ABANCA  
 CaixaBank  
 Banco Popular  
 BBVA  
 Banc Sabadell  
 BANKIA  
 Buildingcenter  
 Habitatge Assequible - Obra Social La Caixa

Catalan Federation of Savings Banks  
 Two experts in housing

### Observers

PSC Municipal Party Group  
 Ciutadans Municipal Party Group  
 PdeCat Municipal Party Group  
 PP Municipal Party Group  
 CUP - Capgirem Barcelona Municipal Party Group  
 ERC Municipal Party Group





## OUTREACH

### • BSHC's Information Newsletter

In 2017, eleven newsletters were emailed featuring 120 news items on new legislative developments and information on housing and which could be of interest to the BSHC's members. The BSHC's Newsletter reaches close to three hundred people directly. The Council also has a website where all citizens can access its newsletters' contents. Some of the documents distributed over the year were as follows:

- The Barcelona Tenants' Union is here to champion the right to housing and fight for affordable, stable, secure and decent housing.
- Barcelona City Council opens ten new energy advice points to boost its championing of energy rights.
- The Catalan Government gives the green light to 27 municipalities to adopt a rental price index for presenting price trends in the property market, promoting transparency and preventing property speculation.
- The Barcelona Metropolitan Housing Observatory is here. Created by Barcelona City Council, Barcelona Provincial Council, the Barcelona Metropolitan Area and the Catalan Government, the Metropolitan Housing Observatory is an organisation that will centralise all the information and studies on the matter made in this region.
- The Barcelona Municipal Housing Trust has secured a €125 million loan from the European Investment Bank (EIB) to build 2,198 social rental dwellings, which will enable funding of up to 50% of the total cost of the project to develop 23 new housing developments in eight of Barcelona's districts.
- According to the Idealista portal, room rental prices increased by 15.8% last previous year in Barcelona, the city with the most expensive rooms in Spain.
- The Catalan Government raises €18.5 million through its vacant housing tax, which it will re-invest in the Catalan public housing pool.
- The Council of Europe Development Bank (CEB) is to fund the building of 2,322 social rental-housing dwellings in the city with €59 million. The credit will cover 23% of the cost of 26 flat developments provided for under the Right to Housing Plan for 2016-2025.
- Co-housing, a more social and ecological model. Co-housing is a very common collective-property model in northern European countries. The first projects of this kind in Barcelona were launched with the building of 110 flats on five plots of land handed over by the City Council to several local residents' cooperatives.
- The City Council buys a building in Eixample for social housing. The City Council has spent €5.85 million purchasing the building at C/ Còrsega 394, in the Dreta de l'Eixample neighbourhood, to create social housing. The project will be run by the Municipal Housing Trust, the organisation that manages public housing in Barcelona.
- The City Council launches two invitations to tender for the construction of 300 social housing dwellings. Barcelona City Council has launched two public invitations to tender for the construction of 300 social housing dwellings on four plots of land in the city. Two of these plots of land will be allocated to housing cooperatives through building leases and the other two to foundations and non-profit entities, to create affordable rental housing.
- 2017 saw close to 10,000 Barcelona households assisted for problems relating to energy poverty, preventing around 4,000 cuts in basic utility supplies. From now on, municipal initiatives in the area of energy poverty are to be presented in a new work group with social entities, local residents' associations and utility suppliers taking part.
- A public-private entity is to expand the affordable rental housing pool. Barcelona City Council and the Barcelona Metropolitan Area are to go ahead with creating the Metròpolis Habitatge, a public-private company that will be building affordable rental housing. The company will be behind the creation of 4,500 affordable public rental flats in the Barcelona Metropolitan Area within an 8-10 year period.

# 8

## WORK GOALS FOR 2018

### THE FOLLOWING ARE PROPOSED AS SPECIFIC GOALS:

#### • **Housing Office Network.**

- Extension of the Nou Barris Housing Office to the district's headquarters.
- Creation of a branch in the Zona Nord de Nou Barris.
- Study for examining a new model of housing offices.

#### • **Decent use of housing**

- Following up the study group 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.
- Establishing the Barcelona Housing Consortium's rent-payment grants as a Barcelona housing office resource for tackling possible situations of loss of housing.
- Transferring powers for processing specially urgent cases for rent- or mortgage-payment arrears, where the Barcelona Housing Consortium takes over the processing of the cases until proposals in favour or against are made.
- Boosting the Pool through the creation of a SPECIALIST ASSISTANCE SERVICE FOR OWNERS that speeds up management with property owners and increases the Pool's growth and procurement.

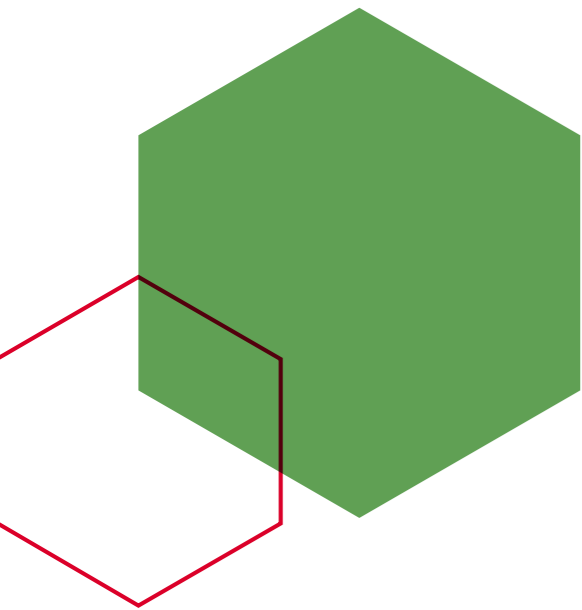
#### • **Renovation grants**

- Two new lines of action will be introduced:
  - The arrangement programme in dwelling interiors. A specific call will be approved here aimed at vulnerable people and incorporating dwellings into Barcelona City Council's social renting-housing pool.
  - The building-renovation programme under individual agreements. This programme will involve renovating buildings that are in a specially vulnerable situation, where work can be carried out directly through the acting authority. These grants fall under the respective jurisdictions of Barcelona City Council's Neighbourhood Plan, for cases within this area, and the Barcelona Housing Consortium for cases outside it.
- The call for renovation-grant applications for 2018, besides reducing the subsidy percentages, incorporates two new determining factors for owners with rented flats:
  - Extension of lease terms to five years.
  - That rental prices remain under the Catalan Housing Agency's reference index.

### • Register of Officially Protected Housing Applicants

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- Launching an invitation to tender for developing a new information system that covers all housing services and interconnects with the various public authorities. It is aimed at enabling faster procedures, greater flexibility for possible amendments, improved knowledge of each case, monitoring and more effective responses.



### • Budgetary goals

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The 2018 budget, pending approval from the Catalan Parliament (4-5-2018), provided for €32.94 million of income and expenses.

As with the previous budgets, for 2017 and 2016, it provided the funding for the Housing Office Network's management and for the advice and information service supplied: the running of the Barcelona Register of Applicants for Social Housing, the management of rent grants and the management of the social and young people's housing pools.

As for the income budget totalling €32.94 million, €6.01 million were for current transfers from authorities in the consortium and €18.33 million for funding renovation grants from the call for 2018, and €8.6 million for the 2018 call for rent payment grants.

The Barcelona Housing Consortium's current expenditure corresponded to the transfers to be made over the financial year to the municipal entities tasked with carrying out the management entrusted to the Consortium throughout the year, and formalised under the respective collaboration agreements with the Municipal Institute of Housing and the Municipal Institute of Urban Landscape and Quality of Life.



**M17**

**Barcelona Housing Consortium**

2017 Report