

REPORT 2018

Barcelona Municipal Institute of Housing and Renovation

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1

Services for city residents



1.1. SERVICES FOR CITY RESIDENTS

• Housing Office Network

The Barcelona Housing Offices are places where people can go to resolve housing issues. They have technical teams who specialise in offering personalised assistance. The network of offices is promoted by the Barcelona Housing Consortium, which comprises the Government of Catalonia and Barcelona City Council, although these services are provided by the Barcelona Municipal Institute of Housing and Renovation (IMHAB). Every district has a Housing Office that offers a variety of services, including information on available subsidies and advice on legal matters.

	2017	2018	2017-2018
Housing Offices Network Services	272,117	272,386	544,503

Details of Housing Office Network services provided in 2018

	Registration and allocations	Grants for housing payments	Housing pool	Decent use of housing	Renovation	Habitability certificates	TOTAL
Ciutat Vella	12,143	14,126	2,907	4,997	222	1,248	35,643
Eixample	7,576	8,833	2,539	3,303	342	319	22,912
Sants-Montjuïc	8,608	11,675	1,294	3,857	483	166	26,083
Les Corts	5,782	5,630	2,565	2,086	332	385	16,780
Sarrià - Sant Gervasi	4,182	4,808	821	2,377	743	1188	14,119
Gràcia	6,166	9,619	1,627	2,916	376	155	20,859
Horta-Guinardó	7,391	10,443	2,953	4,228	458	194	25,667
Nou Barris	11,653	18,529	3,409	6,107	423	188	40,309
Sant Andreu	10,833	12,582	2,717	4,002	804	773	31,711
Sant Martí	15,771	13,348	3,122	4,547	707	808	38,303
TOTAL	90,105	109,593	23,954	38,420	4,890	5,424	272,386

1.2. SERVICES AND HOUSING GRANTS

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

• Grants for housing payments

Financial aid is available through the Barcelona Housing Consortium, which is managed by the IMHAB, for city residents struggling to meet their housing payment obligations. In order to help the most vulnerable groups and prevent them from losing their homes, there are several programmes providing non-repayable funds for rent or mortgage payments. These grants are funded by the City Council, the Government of Catalonia and the Spanish Government.



Evolution of the subsidy allocation figures

Aid programme	2017	2018	2017-2018
Fair-rent applications approved per year	1,949	1,767	3,716
Special-emergency applications approved per year	519	323	842
Rent subsidies	4,935	5,338	10,273
BHC rent-payment aid	2,138	1,990	4,128
TOTAL aid allocated	9,541	9,418	18,959
Budget	€23,859,824.72	€23,582,995.39	€47,442,820.11

• Other subsidies

There are other subsidy programmes, such as those for the inclusion of housing in the Barcelona Rental Housing Pool (179 cases approved).

• Advice and mediation

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

Subject of the advice	2017	2018	2017-2018
Rent	11,375	11,315	22,690
Community of property owners	1,707	1,099	2,806
Purchase	215	98	313
Harassment	51	35	86
Ofideute (1)	272	153	425
Rent-related mediation (2)	1,556 (3)	1,520 (4)	3,076
TOTAL	15,176	14,220	29,396

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

(2) Under way since October 2012.

(3) Includes 319 situations analysed.

(4) Includes 331 situations analysed.

• Unit to Counter Residential Exclusion

The IMHAB has a Unit against Residential Exclusion [Unitat contra l'Exclusió Residencial (UCER)] whose basic function is to act proactively to prevent and deal with evictions. It does this by centralising information on eviction processes in the city, starting mediation processes to prevent people from being thrown out, supporting affected parties through the Loss of Housing and/or Occupancy Intervention and Mediation Service in

the city of Barcelona (SIPHO) and carrying out mediation in cases of precarious occupation or squatting where people are in a situation of economic vulnerability.

In 2018 SIPHO supported a total of 6,371 people, of which 2,354 were minors.

Evaluation of actions and comparison

	2017	2018	2017-2018
New cases attended by the SIPHO	2,351	2,270	4,621

Analysis of housing-loss risk situations in the city of Barcelona

Total No. of people affected	Adults	Minors	Total (*)
Ciutat Vella	529	278	807
Eixample	443	185	628
Sants-Montjuïc	683	441	1,124
Les Corts	64	35	99
Sarrià - Sant Gervasi	50	22	72
Gràcia	203	88	291
Horta-Guinardó	466	266	732
Nou Barris	675	466	1,141
Sant Andreu	460	262	722
Sant Martí	444	311	755
TOTAL	4,017	2,354	6,371

(*) Cases from January to December 2018.

Total solutions cases	Emergency or contingency committee	Grants mediation	Social rental	Housing resource	Mediation pool	Reallocation pool	Own solution	Total (*)
TOTAL	193	97	114	186	23	55	1,420	2,088

(*) Analysis of the definitive solutions reported in 2018

• Housing discipline

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

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

Disciplinary cases involving permanently vacant dwellings

Inspections carried out by the Inspection Services Department [Direcció de Serveis d'Inspecció (DSI)] and sent to the Discipline Unit up to 31/12/2018	1,243	Result of the property inspection, vacant	340
		Result of the property inspection, occupied	878
		Unlocatable	25

Anomalous-use declaration (DUA in Catalan) proceedings for permanently vacant dwellings

District	DUA* cases opened	DUA cases initiated	Penalty proceedings initiated	Penalty cases in progress
Ciutat Vella	31	19	3	3
Eixample	74	4	1	6
Sants-Montjuïc	56	3	0	0
Les Corts	6	1	0	0
Sarrià - Sant Gervasi	13	2	0	0
Gràcia	44	5	0	0
Horta-Guinardó	18	9	0	2
Nou Barris	107	40	2	6
Sant Andreu	82	46	2	4
Sant Martí	93	48	5	1
TOTAL	524	177	13	22

Expropriation cases under Act 4/2016

District	Procedure in progress	Closed
Ciutat Vella	1	1
Eixample	0	1
Sants-Montjuïc	0	1
Les Corts	0	0
Sarrià - Sant Gervasi	0	0
Gràcia	1	0
Horta-Guinardó	1	0
Nou Barris	4	0
Sant Andreu	1	4
Sant Martí	2	1
TOTAL	10	8

Penalty proceedings for failure to register in the Register of Vacant Dwellings and Dwellings Occupied by Squatters

District	Procedure in progress	Concluded
Ciutat Vella	1	0
Eixample	0	0
Sants-Montjuïc	0	1
Les Corts	0	0
Sarrià - Sant Gervasi	0	0
Gràcia	0	0
Horta-Guinardó	0	0
Nou Barris	0	0
Sant Andreu	1	1
Sant Martí	1	2
TOTAL	3	4

Cases applying conservation orders under Article 4 of Executive Decree 1/2015

Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí
0	0	2	0	0	0	0	0	2	2
				6					

Penalty proceedings under Article 3 of Executive Decree 1/2015

Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí
0	0	2	0	0	0	0	0	1	2
				5					

Actions for substandard housing

Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí
1	1	0	0	1	0	1	1	1	0
				6					



Property harassment penalty proceedings

District	Procedure in progress	Closed
Ciutat Vella	6	4
Eixample	5	1
Sants-Montjuïc	0	0
Les Corts	0	1
Sarrià - Sant Gervasi	0	0
Gràcia	0	0
Horta-Guinardó	0	0
Nou Barris	1	0
Sant Andreu	0	0
Sant Martí	0	0
TOTAL	12	6

Actions for overcrowding

District	Procedure in progress	Concluded
Ciutat Vella	2	0
Eixample	0	0
Sants-Montjuïc	1	1
Les Corts	0	0
Sarrià - Sant Gervasi	0	2
Gràcia	0	0
Horta-Guinardó	0	0
Nou Barris	0	0
Sant Andreu	0	0
Sant Martí	0	0
TOTAL	3	3

• Renovation grants

Barcelona City Council believes that fostering renovation initiatives should be one of the cornerstones of housing policies, as these actions serve to guarantee the right to decent housing, improve the quality of people's lives and their well-being. They also help in the fight against energy vulnerability.

To achieve these objectives, over the last few years it has been necessary to reformulate the city's renovation policy in order to proactively address the most vulnerable groups and areas. This process has included implementing the

Neighbourhood Plan and defining the programme for highly complex properties, which proactively helps and supports communities to improve their buildings.

The annual call for applications has also been reinforced with new grants for vulnerable groups to improve the interior of dwellings and making grants conditional on compliance with the rental terms set by the LAU and with the prices of the rental price index.

Data

	2017	2018	2017-2018
Total amount subsidised for renovations	€31,425,039	€32,338,957	€63,763,996



Call for applications for 2018. Total number of approved renovation grant cases

District	Cases	Social cohesion	Residential	Subsidy	Budget
Ciutat Vella	101	1	1,245	€3,885,458.49	€10,946,397.69
Eixample	169	1	2,706	€4,618,576.45	€14,525,653.95
Sants-Montjuïc	132	2	1,810	€3,520,611.50	€9,518,556.79
Les Corts	21	0	294	€459,034.70	€1,575,705.11
Sarrià - Sant Gervasi	105	0	818	€1,644,088.74	€4,855,605.67
Gràcia	100	0	1,266	€2,248,699.59	€6,285,403.57
Horta-Guinardó	122	6	1,414	€3,006,359.98	€7,080,287.61
Nou Barris	101	5	1,320	€4,751,142.01	€9,602,163.03
Sant Andreu	100	3	1,949	€6,283,047.26	€20,460,215.83
Sant Martí	96	0	1,395	€1,921,938.08	€4,724,459.70
TOTAL	1,047	18	14,217	€32,338,956.80	€89,574,448.95

Call for applications for 2018. Communal elements. Total cases approved

District	Cases	Social cohesion	Residential	Subsidy	Budget
Ciutat Vella	88	1	1,196	€2,843,985.09	€9,345,922.40
Eixample	156	1	2,693	€4,400,118.29	€14,019,354.94
Sants-Montjuïc	110	2	1,748	€2,704,428.66	€8,275,464.02
Les Corts	18	0	291	€399,034.70	€1,500,712.01
Sarrià - Sant Gervasi	101	0	814	€1,579,675.40	€4,790,199.23
Gràcia	99	0	1,265	€2,228,699.59	€6,262,311.32
Horta-Guinardó	104	6	1,373	€2,381,301.44	€6,265,520.80
Nou Barris	68	5	1,119	€2,034,829.66	€5,752,262.66
Sant Andreu	76	3	1,801	€4,205,713.88	€17,332,404.45
Sant Martí	58	0	1,327	€1,202,964.83	€3,879,355.00
TOTAL	878	18	13,627	€23,980,751.54	€77,423,506.83

Call for applications for 2018. Housing pool home interiors. Total cases approved

District	Cases	Social cohesion	Residential	Subsidy	Budget
Ciutat Vella	8	0	8	€121,222.56	€138,177.66
Eixample	13	0	13	€218,458.16	€506,299.01
Sants-Montjuïc	18	0	18	€302,129.80	€447,030.43
Les Corts	3	0	3	€60,000.00	€74,993.10
Sarrià - Sant Gervasi	4	0	4	€64,413.34	€65,406.44
Gràcia	1	0	1	€20,000.00	€23,092.25
Horta-Guinardó	15	0	15	€269,142.32	€289,950.42
Nou Barris	25	0	25	€395,910.01	€410,156.46
Sant Andreu	14	0	14	€252,498.63	€285,716.89
Sant Martí	35	0	35	€587,199.35	€620,403.25
TOTAL	136	0	136	€2,290,974.17	€2,861,225.91

Call for applications for 2018. High-complexity properties. Total cases approved

District	Cases	Social cohesion	Residential	Subsidy	Budget
Ciutat Vella	5	0	41	€920,250.84	€1,462,297.63
Eixample	0	0	0	€0.00	€0.00
Sants-Montjuïc	4	0	44	€514,053.04	€796,062.34
Les Corts	0	0	0	€0.00	€0.00
Sarrià - Sant Gervasi	0	0	0	€0.00	€0.00
Gràcia	0	0	0	€0.00	€0.00
Horta-Guinardó	3	0	26	€355,916.22	€524,816.39
Nou Barris	8	0	176	€2,320,402.34	€3,439,743.91
Sant Andreu	10	0	134	€1,824,834.75	€2,842,094.49
Sant Martí	3	0	33	€131,773.90	€224,701.45
TOTAL	33	0	454	€6,067,231.09	€9,289,716.21

A grant scheme for the interior renovation of vulnerable dwellings was also put in place in 2018 but, at the time of writing, the allocation decision has not yet been published.

• Rental Housing Pool

The Barcelona Rental Housing Pool (BHLB) provides mediation services between the owners of vacant flats and possible tenants to increase the number of flats available at affordable rents and facilitate access to them for households that meet the housing pool eligibility requirements.

On the one hand, the owners of vacant dwellings who agree to include them in the Pool will have the certainty of knowing that the terms of the contract will be observed, as well as benefiting from various incentives and subsidies in exchange for including their flat in the Pool. On the other hand, people looking for a home will be able to access a housing pool with guarantees and get a tenancy at an affordable price.

Evaluation of the data

	2017	2018
Total BHLB contracts in force	767	867

Rental Housing Pool	2017	2018
Inclusive agreements	226	165
New rental contracts	184	191
Average rental income (€/month)	€560	€576
IBI subsidy	556	471

The number of dwellings leased in 2018 exceeded the number obtained during the year. This was due to the leasing of dwellings obtained in previous years.

- **Programme for assigning private dwellings**

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



Evolution of the figures

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

1.3. PROJECTS

• Vacant housing census

To encourage the use of dwellings as primary residences and reduce the number of vacant dwellings, a detailed picture of the situation as regards vacant dwellings in the city must be obtained and incentives to get any vacant properties identified back in use must be provided. In order to achieve this, the Vacant Dwellings Census was created in 2016. This is a study to identify empty dwellings in Barcelona and is scheduled to end in 2019.

The aim is to inform various municipal departments of its results to obtain private housing for the Rental Pool, improve housing with defects through the renovation service, impose penalties on dwellings being used as tourist rentals without authorisation, impose penalties on dwellings owned by financial institutions that have been vacant for more than two years and identify commercial premises available for transfer, sale or rent in order to refer them to the Reempresa project.

• Methodology

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

The work is based on cross-referencing two types of data that, according to the method used, should enable the initial identification of supposedly vacant homes. Data available from the municipal register is cross-referenced with data on a home's water consumption. The sum of these two parameters makes it possible to obtain lists of dwellings, which the research teams use to carry out checks in the field.

This working method requires that, if in doubt, flats be visited three to five times at different times of day to check that they really are vacant.

Data

Vacant housing census	2016	2017	2018	TOTAL
Neighbourhoods where vacant-flat census carried out	1st stage, 6 neighbourhoods	2nd stage, 11 neighbourhoods	3rd stage, 24 neighbourhoods ¹	41
Vacant dwellings detected	1,098	2,551	2,738	6,387
% vacant dwellings in the neighbourhoods	1.42%	1.56%	1.28%	1.20%

1 The census in the Sant Martí district (eight new neighbourhoods) was also completed in 2018, but the figures for dwellings from the Rental Pool are still unavailable.



2

Access to social housing and managing the public housing stock



2.1. THE APPLICANTS REGISTER

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

Data and evolution

	2017	2018
Current entries	36,577	40,896

Register of Social Housing Applicants 2018					
	Household units registered	Registered applicants	Total population according to the municipal register of residents as of 1 January	% of the population in the district	% of total applicants registered
Ciutat Vella	4,108	8,513	102,138	8.33%	10.48%
Eixample	4,875	8,116	266,754	3.04%	9.99%
Sants-Montjuïc	5,572	10,743	182,184	5.90%	13.22%
Les Corts	1,279	2,032	82,182	2.47%	2.50%
Sarrià - Sant Gervasi	1,434	2,137	149,837	1.43%	2.63%
Gràcia	2,525	4,242	121,593	3.49%	5.22%
Horta-Guinardó	4,396	8,553	170,249	5.02%	10.53%
Nou Barris	5,012	10,480	168,327	6.23%	12.90%
Sant Andreu	4,484	8,730	148,560	5.88%	10.74%
Sant Martí	7,211	13,683	237,112	5.77%	16.84%
* Unregistered persons	n/d	4,033	n/d	n/d	4.96%
TOTAL	40,896	81,262	1,628,936	4.99%	100.00%

• Allocating social housing

A total of 650 social housing allocations were made through the RSHPOB in 2018. Of these, 437 were new-builds and 213 were second allocations.

	2017	2018	2017-2018
Allocations of new-builds processed	76	437	513
Second allocations processed	153	213	366
TOTAL	229	650	879

HPO allocation, 2018											
Jan - Dec. 2018	Ciutat Vella	Eixample	Sants-Montjuïc	Les Corts	Sarrià - Sant Gervasi	Gràcia	Horta-Guinardó	Nou Barris	Sant Andreu	Sant Martí	TOTAL
Allocations of new-builds processed	18	0	128	0	35	0	0	0	1	255	437
	4.12%	0.00%	29.29%	0.00%	8.01%	0.00%	0.00%	0.00%	0.23%	58.35%	
Second allocations processed	23	12	40	7	5	6	32	19	12	57	213
	10.80%	5.63%	18.78%	3.29%	2.35%	2.82%	15.02%	8.92%	5.63%	26.76%	

• Emergency committee

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

	2017	2018	2017-2018
New applications submitted	551	614	1,165
Applications approved with housing allocated	213	201	414
Applications approved pending allocation of housing as of 31/12	232	443	675
Alternative solutions	30	26	56

- **The public housing stock managed by the IMHAB – dwellings**

The housing stock managed by the IMHAB continued to rise significantly over 2018, and by 31 December the number of public dwellings had reached 8,212. The majority of dwellings (7,450) are for rent, while the rest (762) are surface right-based.

67% (4,971) of the dwellings managed by IMHAB are owned by them and the rest belong to other bodies such as Barcelona City Catalan Land Institute (INCASÒL) or to financial entities that have transferred the housing.

Affordable housing stock managed by the IMHAB	2017	2018
Rented dwellings	7,267	7,450
Surface-right dwellings	721	762
TOTAL	7,988	8,212

Characteristics of the housing stock managed as of 31/12/2018:

Distribution by district						
Housing stock managed by the IMHAB as of 31/12/2018	Rental housing stock	%	Surface-right housing stock	%	TOTAL	%
Ciutat Vella	1,908	25.61%	142	18.64%	2,050	24.96%
Eixample	88	1.18%	0	0.0%	88	1.18%
Sants-Montjuïc	807	10.83%	23	3.02%	830	10.11%
Les Corts	98	1.32%	0	0.0%	98	1.32%
Sarrià - Sant Gervasi	56	0.75%	0	0.0%	56	0.75%
Gràcia	161	2.17%	48	6.30%	209	2.55%
Horta-Guinardó	459	6.16%	289	37.93%	778	9.11%
Nou Barris	1,461	19.61%	0	0.0%	1,461	19.61%
Sant Andreu	1,222	16.40%	1	0.13%	1,223	14.89%
Sant Martí	1,182	15.87%	259	33.99%	1,441	17.55%
* Outside BCN city	7	0.09%	0	0.0%	7	0.09%
TOTAL	7,450	100.0%	762	100.0%	8,212	100.0%

Analysis by owner:

Housing stock managed by the IMHAB as of 31/12/2018	Rental housing stock	%	Surface-right housing stock	%	TOTAL	%
IMHAB	4,971	66.72%	762	100.0%	5,733	69.81%
Barcelona City Council	1,208	16.22%	0	0.0%	1,208	16.22%
Public Works	448	6.02%	0	0.0%	448	6.02%
INCASÒL	652	8.74%	0	0.0%	652	8.74%
Financial Entities	171	2.30%	0	0.0%	171	2.30%
TOTAL	7,450	100.0%	762	100.0%	8,212	100.0%

Other characteristics of the rental stock managed by the IMHAB:

Average rent in 2018	
Rent in €100 increments	Residential
From €0 to €99	1,327
From €100 to €199	2,458
From €200 to €299	1,850
From €300 to €399	624
From €400 to €499	491
More than €500	178

Average rent	€211 per month
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Housing stock managed by the IMHAB with subsidised rent	2017	2018
Housing for senior citizens	1,311	1,340
Housing with grants from the Social Rental Fund	1,138	1,129
TOTAL	2,449	2,469

- **Assistance for users of the public housing stock**

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

For any issues relating to the public housing stock, the IMHAB has a specialist technical team that can provide general information or carry out related procedures.

The number of support services for users of the public housing stock stood at 27,875, following a slight increase during 2018.



IMHAB User Support Office	2017	2018	2017-2018
In-person assistance	9,710	10,119	19,829
Telephone assistance	10,083	11,704	21,787
Online assistance	5,260	6,052	11,312
TOTAL	25,053	27,875	52,928

• Contracts

Managing public housing includes the allocation and handover of available flats to those households that need them at any given time in accordance with current regulations, following a proposal from the RSHPOB, the emergency committee or others. In 2018, the IMHAB allocated a total of 552 dwellings, of which 265 were new-builds and 287 were second-hand. It also delivered 625 dwellings, 245 new-build and 380 dwellings in rotation.



Allocation and handover of IMHAB dwellings

Allocation of IMHAB dwellings	2017	2018	2017-2018
New-build	198	265	463
Properties in rotation	299	287	586
TOTAL	497	552	1,049

Handover of IMHAB dwellings	2017	2018	2017-2018
New-build	256	245	501
Properties in rotation	276	380	656
TOTAL	532	625	1,157

• Inspection and management of the stock

In order to monitor the proper use of IMHAB dwellings and to keep them in good condition, various types of inspections are carried out. In 2018, 589 inspections were carried out. Over half of them (392) were flat-monitoring tasks. Citations have also been issued, users have been accompanied on visits to the dwellings they have been allocated, there has been collaboration in the recovery of homes and attendance at administrative or legal procedures.

Inspections of the housing stock managed by the IMHAB	2017	2018
Citations	49	51
Inspections	370	392
Administrative procedures	50	40
Legal evictions	42	61
Recovery of dwellings by renunciation	40	45
Visits	n/d	n/d
TOTAL	551	589



• Protection and guardianship of property

It is occasionally necessary to open litigious cases in order to protect the stock managed by the IMHAB. During 2018, the number of open litigious cases increased to 362 compared to previous years.

The majority of the causes for which cases were opened have been for non-payment.

Protection and guardianship of housing stock managed by the IMHAB	2017	2018
Ongoing litigious cases	305	362
Residential	297	360
Commercial premises	1	0
Car parks	7	2
Closed litigious cases	236	283
Residential	225	279
Commercial premises	2	1
Car parks	9	3
Cases with debt recovery in cases of non-payment	195	205
No lawsuit	71	78
With lawsuit	124	127
Total debt recovered through closed cases (in €)	€693,802.21	€702,000.28
Procedures carried out	29	30
Occupied dwellings	9	16
Vacant housing	20	14
Dwellings recovered*	31	48

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

Litigious cases ongoing and closed in 2018 by procedure

Litigious cases	Ongoing	%	Closed	%
Non-payment	272	75.1%	239	84.5%
Non-permitted transfer	0	0.0%	4	1.4%
Death	18	5.0%	10	3.5%
Non use	3	0.8%	1	0.4%
Misuse	1	0.3%	0	0.0%
Precarious	55	15.2%	0	0.0%
Cohousing	0	0.0%	22	7.8%
Term	8	2.2%	5	1.8%
Atypical	5	1.4%	2	0.7%
TOTAL	362	100.0%	283	100.0%



- **Public Housing Protection, Intervention and Mediation Service (SPIMH)**

The Public Housing Protection, Intervention and Mediation Service (SPIMH) carries out prevention, assistance, dialogue, mediation and guarantee work in the field of public housing. It has various aims, such as preventing situations of particular vulnerability affecting families in this type of housing; improving community harmony; reducing delinquency rates; analysing the socio-economic circumstances of families in cases of evictions, squats and regularisations to propose appropriate solutions, and more.

Type of SPIMH intervention	2017	2018 (*)
Reception	144	169
Conflict	30	34
Payment arrears	256	275
Disputes and payment arrears	-	-
Evictions	53	34
Regularisation	123	532
Monitoring contractual obligations	77	212
Banks	-	-
Rent Grants and Housing Pool	54	25
TOTAL	737	1,281

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

• Maintenance and renovation

During 2018 the maintenance and renovation of the entire public housing stock has continued. This is a task that includes the usual actions of repair and adaptation as well as extraordinary actions of greater scope.

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

Renovation, maintenance and adaptation of dwellings in the public rental stock 2018

	Adapting interiors	Repairs and maintenance	Total no. of dwellings	Cost intervention housing units
2018	337	4,444	4,781	€4,442,342

Neighbourhood Remodelling 2018

Type of intervention	Promotion	Residential	Amount	Status
Installation of lift	C/ Alfons El Magnànim, 60	12	€101,961.10	In progress
Improvement initiatives	C/ Duran i Bas, 16	11	€375,306.42	In progress

Extraordinary improvement adaptations 2018

Type of intervention	Promotion	Residential	Amount	Status
Chromatic renovation and improved energy efficiency	Pg. Santa Coloma, 55-71	207	€1,804,819.70	Completed
Renovation of façade elements	C/ Cera, 51	28	€22,341.19	Completed
	C/ Fonollar, 11-17	16	€12,069.97	Completed
	C/ Flassaders, 23	14	€111,118.34	Completed
	C/ Coure, 10	70	€101,601.95	In progress
	C/ Arenes de Sant Pere, 5	4	€40,291.93	Completed
Renovation of communal elements	C/ Tigre, 6	10	€9,664.55	Completed
	C/ Sant Isidre, 1-3, stairways A, B, C, D, E, F and G	-	€70,437.42	Completed
	C/ Santa Elena, 2	24	€103,048.82	Completed

Renovation of entire properties acquired, 2018

Promotion	Residential	Amount	Status
Sant Pere Mitjà, 65	5	€558,428.00	Completed
Arc de Sant Pau, 16	8	€356,411.90	In progress
Robador, 43	7	€781,866.00	In progress
Sant Ramon, 1	11	€960,270.00	In progress

Renovation of entire properties acquired, in the pipeline, 2018

Promotion	Dwellings ¹	Status
Robador, 25 and 27	13	Tender stage
Robador, 33	20	Project-drafting stage
Botella, 16-16B	11	Project-drafting stage
Ptge. Gaiolà, 15	8	Project-design stage
Hospital, 116	21	Project-design stage
Joan de Borbó, 44-45	19	Project-design stage
Lancaster, 7, 9, 11	42	Project-design stage
Reina Amàlia, 10	8	Project-design stage
Rubén Darío, 73	6	Project-design stage

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



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

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

As regards commercial premises, the total number of units managed in 2018 was 503.

	2017	2018
Managed	484	503

In terms of parking, the total number of spaces managed in 2018 was 2,795. During this period, 52 spaces were sold and 1,860 were leased.

	2017	2018
Managed	2,660	2,795
Sales	39	52
Leases	1,855	1,860

• Aparcaquí Programme

The Aparcaquí programme to commercialise the rental of parking spaces aims to mobilise parking spaces not linked to homes, that is, spaces which are not allocated along with the flat. In 2018, 988 new parking spaces were managed under this programme.

	2017	2018
New Aparcaquí registrations	66	98

3

Promotion of new-builds and acquisitions



3.1. NEW-BUILD PROMOTIONS

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

The plan for developments in progress has made it possible for all the city's operators, public as well as private and social, to increase the production of affordable housing but with a key

difference: a large increase in developments for rent and other more stable models such as cohousing while maintaining municipal ownership of the land. That has enabled a significant change in the model for developing affordable housing in the city.

Development of new-builds on municipally-owned land

	2017	2018	2017-2019
New-builds delivered	272	270	542
New-builds completed	135	28	163
New-builds under construction	326	502	502
Dwellings at the planning stage (competition + drafting + works tender)	2,800	2,376	5,176
TOTAL	3,533	3,176	6,383

New-build developments, 2018

Status	IMHAB		REPRESENTATIVE OPERATORS		TOTAL	
	Residential	Residential	Residential	Residential	Residential	Residential
Handed over	5	226	2	44	7	270
Completed	--	--	1	28	1	28
Under construction	11	502	--	--	11	502
At the planning stage (tender + drafting + works tender processes)	24	2,185	6	191	30	2,376
TOTAL	40	2,913	9	263	49	3,176

- **Handed over**

New-build developments delivered, 2018

Promotion	Address	District	Operator	Purpose	Residential
Pere IV / Josep Pla	C/ Pere IV, 455	Sant Martí	IMHAB	Elderly people, social rental and surface rights	83
Can Batlló UP4	C/ Constitució, 31	Sants-Montjuïc	IMHAB	Social rental, surface rights and people affected by urban planning	26
Can Batlló UP8	C/ Parcerisa, 6	Sants-Montjuïc	IMHAB	Social rental, surface rights and people affected by urban planning	26
Quatre Camins	C/ Vista Bella, 7-9	Sarrià - Sant Gervasi	IMHAB	Senior citizens	44
Tànger	C/ Tànger, 40	Sant Martí	IMHAB	Social rental	47 +20 shelters
Princesa, 49	C/ Princesa, 49	Ciutat Vella	COHOUSING	Cohousing	5
GARDUNYA - FEM CIUTAT	Pl. Gardunya, 1	Ciutat Vella	COOPERATIVE	Affordable rent and surface rights	39
TOTAL					270

- **Completed**

Completed new-build developments, 2018

Promotion	Address	District	Operator	Purpose	Residential
Can Batlló UP7	C/ Constitució, 83-89	Sants-Montjuïc	COHOUSING	Cohousing	28
TOTAL					28



- **Under construction**

New-build developments under construction*, 2018

Promotion	Address	District	Operator	Purpose	Residential
Germanetes GG	C/ Viladomat, 142	Eixample	IMHAB	Senior citizens	47
Germanetes LLS	C/ Comte Borrell, 159	Eixample	IMHAB	Social rental	35
Vores Via Augusta FR18.2	Via Augusta, 401-403	Sarrià - Sant Gervasi	IMHAB	Affordable rental	13
Bon Pastor G1 (4th stage)	C/ Salomó, 1	Sant Andreu	IMHAB	People affected by urban planning	38
Bon Pastor G2 (4th stage)	C/ Biosca, 52	Sant Andreu	IMHAB	People affected by urban planning	60
Bon Pastor H3 (4th stage)	Pg. Mollerussa, 58	Sant Andreu	IMHAB	Social rental and affordable rent	50
Bon Pastor H1 (4th stage)	C/ Isona, 1	Sant Andreu	IMHAB	People affected by urban planning	42
Bon Pastor I1 (4th stage)	C/ Mur, 4	Sant Andreu	IMHAB	Social rental and affordable rent	54
Can Fabra	C/ Parellada, 9	Sant Andreu	IMHAB	Young people	46
Sancho de Àvila (2nd stage)	Pl. Dolors Piera, 6	Sant Martí	IMHAB	Surface rights	68
Alí Bei	C/ Alí Bei, 102	Eixample	IMHAB	Senior citizens	49 +15 shelters
TOTAL					502

**Additionally, at the end of 2018, the first 12 APROP accommodation units (C/ Nou de St. Francesc, 10) were under construction.*

- **Planning stage**

New-build developments in the pipeline, 2018

Promotion	Address	District	Operator	Purpose	Status	Residential
Vallcarca AA3 (2nd stage)	Av. Vallcarca, 93-95	Gràcia	IMHAB	People affected by urban planning	Draft project	14
Casernes de Sant Andreu, Ed. C	Pg. Torras i Bages, 143	Sant Andreu	IMHAB	Senior citizens	Draft project	152
Trinitat Nova Block H	C/ S'Agaró, s/n	Nou Barris	IMHAB	Affordable rent and surface rights	Draft project	83
Lluís Borrassà	C/ Lluís Borrassà, 23-35	Sant Martí	IMHAB	Social rental	Draft project	54
Marina Prat Vermell S10 P24	C/ Uldecona, 12-14	Sants-Montjuïc	IMHAB	Social rental and affordable rent	Draft project	108
Puigcerdà/ Maresme	C/ Puigcerdà, 100-102	Sant Martí	IMHAB	Elderly people and surface rights	Draft project	75
Torre Baró, Block F	Av. Escolapi Càncer, 10	Nou Barris	IMHAB	Social rental	Draft project	47
Illa Glòries	Gran Via, 830-846	Eixample	IMHAB	Affordable rent and surface rights	Draft project	238
Carrer Espronceda, 133-135	C/ Espronceda, 133	Sant Martí	COHOUSING	Cohousing	Draft project	20
Marina Prat Vermell S10 P25	C/ Uldecona, 26-28	Sants-Montjuïc	COHOUSING	Cohousing	Draft project	32
PAU 1 Roquetes - FR 18.1a	C/ Pla dels Cirerers, 2-4	Nou Barris	COHOUSING	Cohousing	Draft project	29
Pg. Joan de Borbó Comte de Barcelona, 11	Pg. Joan de Borbó Comte de Barcelona, 11	Ciutat Vella	COHOUSING	Cohousing	Draft project	8
Marina Prat Vermell S8 D1+D2	C/ Acer, s/n	Sants-Montjuïc	IMHAB	Affordable rent and surface rights	Project tender	238
Porta Trinitat Vella	Ctra. Ribes, 51-65	Sant Andreu	IMHAB	Elderly people and social rental	Project tender	139
Roquetes AA3	Via Favència, 271-275	Nou Barris	IMHAB	Affordable rent and surface rights	Project tender	120

3. PROMOTION OF NEW-BUILDS AND ACQUISITIONS

Trinitat Nova UA3 Block E	C/ Palamós, 81	Nou Barris	IMHAB	Affordable rental	Project tender	104
Trinitat Nova UA3 Block I	C/ Palamós, 88	Nou Barris	IMHAB	Surface rights	Project tender	71
Torre Baró, Block E	Av. Escolapi Càncer, 27-33	Nou Barris	IMHAB	Affordable rental	Project tender	32
MPGM HD Ciutat de Granada	C/ Ciutat de Granada, 95-97	Sant Martí	IMHAB	Social rental	Project tender	18
MPGM HD Antiga Quirón	Av. Mare de Déu de Montserrat, 5-11	Gràcia	IMHAB	Senior citizens	Project tender	86 +10 shelters
MPGM HD Penitents	Ctra. Sant Cugat, 2x	Gràcia	IMHAB	Social rental	Project tender	34
Presó Trinitat Vella A18.03	C/ Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	Project tender	86
Presó Trinitat Vella A18.01	C/ Pare Pérez del Pulgar, s/n	Sant Andreu	IMHAB	People affected by urban planning	Project tender	71
MPGM Carmel - Ai04 + OE.03	C/ Murtra, 12-16	Horta-Guinardó	IMHAB	Senior citizens	Project tender	24
MPGM HD Veneçuela	C/ Veneçuela, 96-106	Sant Martí	IMHAB	Elderly people and social rental	Project tender	140 +22 shelters
Marina Prat Vermell S10 P22	C/ Uldecona, 2-10	Sants-Montjuïc	IMHAB	Social rental	Project tender	83
MPGM HD Vidal i Barraquer	Av. Cardenal Vidal i Barraquer, 37-43	Horta-Guinardó	IMHAB	Social rental	Project tender	84 +33 shelters
Marina Prat Vermell S10 P21 + S8 Eq 2	No name (Motors/Tortosa), 7	Sants-Montjuïc	IMHAB	Social rental	Land tender	84
UA1 MPGM Glòries-Meridiana FR14	C/ Bolívia, 23-27	Sant Martí	FOUNDATION	Affordable rental	Land tender	85
MPGM Torrent Monges - NH	C/ General Vives, 4-6	Sarrià - Sant Gervasi	COHOUSING	Cohousing	Land tender	17
TOTAL						2,376

3.2. DEVELOPMENTS BY OTHER OPERATORS

• Cohousing

The push for cohousing in Barcelona is part of a strategy for promoting new forms of access and relationships with housing. This model, created by the very people who have created a cooperative together and want to have their own home, ensures access to long-term, affordable, decent housing, avoids speculation and fosters community management.

In addition, Barcelona City Council-driven projects include environmental and social return criteria.

Following the award of five sites with surface rights in 2017, the awardee cooperatives drew up building plans over the course of 2018, and some have commenced construction.



LA BALMA



Adreça:	c. Espronceda, 131-135
Barri:	Provençals del Poble Nou
Districte:	Sant Martí
Composició:	20 habitatges, 2 locals comercials i espais comunitaris

UN EDIFICI DE COHABITATGE
HABITATGES I ESPAIS
COL·LECTIVA, UN
BERT AL BARRI

del concurs
Barcelona
tatge
una
durant
tge
n

habitatges, 2 locals comercials i un seguit d'espais comunitaris que han de permetre enriquir la vida en comunitat, la convivència i enfortir els lligams amb l'entorn del barri. S'ha finançat amb l'entitat Fiare i té un pressupost d'obra de 1.800.000 €.

- **Purchase of dwellings and transfer of usufruct rights**

In 2018 the policy of acquiring private housing for affordable and social rentals continued. These acquisitions were based on three basic premises:

- Opportunity: arising from the chance to acquire buildings and dwellings at a suitable price.
- Anti-gentrification effects: based on prioritising acquisitions in areas under particular pressure to replace the local population.
- Stopping speculative operations: based on acquiring buildings with ongoing acquisition operations in which it had been detected that the aim of refurbishing the building was to increase rent, with a risk of residents being forced out.

TOTAL dwellings acquired 2017-2018			
	2017	2018	2017-2018
Dwellings for purchase or first refusal and pre-emptive rights	185	42	227
Dwellings with usufruct rights	103	26	129
TOTAL	288	68	356

2018			
	Number of buildings	Number of dwellings	Total price of acquisition
Dwellings for purchase or first refusal and pre-emptive rights	4	42	€6,521,828
Individual dwellings		4	€291,360
Buildings	4	38	€6,230,468
Dwellings with usufruct rights	0	26	€251,100
SAREB		26	€251,100
BuildingCenter		0	-
TOTAL	4	68	€6,772,928



- **Whole properties**

In 2018, 4 whole properties providing a total of 38 dwellings were acquired:

List of entire properties acquired in 2018					
Address	District	Residential	Purchase price	Estimated renovation cost	Purchase route
Aragó, 317	Eixample	11	€2,000,000.00	€282,960.00	First-refusal rights
Elkano, 61	Sants-Montjuïc	16	€2,576,000.00	€293,000.00	First-refusal rights
Rosend Arús, 36-38	Sants-Montjuïc	4	€641,300.00	€643,500.00	First-refusal rights
Plaça Eivissa, 17	Horta-Guinardó	7	€1,013,168.25	€521,620.00	Direct acquisition
TOTAL		38	€6,230,468.25	€1,741,080.00	

4

Procurement



The procurement services worked in a cross-cutting manner in order to promote the relevant procurement procedures, as required by law, in order to execute the planned services. In this way, efforts were made to offer maximum transparency, resolution and speed in each of the procurement procedures furthered by the institution.

In 2018, 108 procurement procedures were opened, which are categorised by type as follows:

Hybrid	1
Public works	4
Services	94
Gas, water and electricity	9
TOTAL	108

Depending on the tender procedure, they are divided into:

PROCEDURE	Abbreviated OPEN	3
PROCEDURE	Simplified OPEN	2
PROCEDURE	Harmonised OPEN	6
PROCEDURE	OPEN Non-harmonised	8
TENDERS	FOR PROJECT-DRAFTING Harmonised	2
NEGOTIATED PROCEDURE	(work management and project-drafting)	11
MINOR	CONTRACT	74
CONTRACT	BASED ON A FRAMEWORK AGREEMENT	1

As of 31 December, of the 108 cases opened in 2018, 95 had been allocated and the remaining 13 were pending allocation. Furthermore, 15 contracts corresponding to cases initiated in 2017 were also adjudicated.

In 2018, 110 contracts were adjudicated, including the following:

TENDER AMOUNT	€53,449,438.43
ADJUDICATION AMOUNT	€42,540,948.36

With regard to construction contracts, which account for the bulk of all contracts in financial terms (82.80% of those put out to tender), the average reduction in construction tenders was 22.67%. As for service contracts, the figure was 9.97%, which means that there was an average reduction in tenders of 20.41%.

This Department also processed:

- Returns of final guarantees given by contractors after the end of the applicable guarantee period. In 2018, 24 guarantee return requests were processed.
- Modifications of contracts awarded in previous years. 2 service modifications and 1 modification of a contract awarded by BAGURSA (in the latter case for a total of €37,768.63 including VAT) were processed in 2018.
- Health and safety plans. In 2018, 17 health and safety plans drawn up by works contractors were processed for approval.
- Extensions. During 2018, 17 service extensions (2 IMHAB extensions: 1 planned, 1 forced; and 15 BAGURSA extensions: 4 planned, 11 forced), for a total of €3,535,207.14 including VAT, were processed.

...nencatats s'han de realitzar a l'habitatge del causant a menys que s'indiqui el contrari.
...per la pròpia persona llogatera.

VUITENA.- RESPONSABILITAT I OBLIGACIONS

- a) La realització d'obres de qualitat menys i les modificacions a substitució de instal·lacions. En tot cas, les obres de qualitat menys i les modificacions a substitució de instal·lacions quedaran a benefici de l'arrendatari, sense que els autoritzats s'arran a càrrec del llogater. El permís municipal, serà tant a l'arrendatari i reclamació en cap moment.
- b) Tenir en l'estat llogat totes les instal·lacions, equips i antenes i mantenir-les en bon estat.
- c) La col·locació a l'habitatge de telèfon, telèfon mòbil, aire condicionat i balcons.
- d) La col·locació a l'habitatge de...
- e) La col·locació a l'habitatge de...

Rosa Miquel

- a) Destacar la persona llogatera de cap lloguer.
- b) La persona llogatera designi per tal de realitzar obres de reparació que...
- c) Observar les normes de bon veïnatge i policia urbana.

NOVENA.- OBLIGACIONS DE L'ARRENDADOR

És obligació de...

5

Financial management



5.1. REVIEW

Balance as of 31 December 2018

ASSETS	31/12/2018
NON-CURRENT ASSETS	405,899,035.88
Intangible fixed assets	1,113,701.94
IT applications	1,113,701.94
Tangible fixed assets	397,100,484.64
Dedicated housing in use	3,351,869.51
Social centre	4,174,852.73
Rental properties	306,276,716.61
Sites of developments destined for rental	25,741,368.78
Sites of developments for sale with surface rights	29,420,094.70
Other assets	572,868.92
Fixed assets under construction	27,562,713.39
Long-term financial investments	7,684,849.30
Credits to third parties	7,682,454.13
Other financial assets	2,395.17
CURRENT ASSETS	181,471,709.88
Stock	41,752,537.61
Completed developments pending sale	16,731,888.96
Developments in progress	14,344,945.36
Sites for developments destined for sale	9,482,834.60
Dwellings under construction for exchange	1,192,868.69
Trade and other accounts receivable	114,164,322.79
Clients by sales and service supplies	6,625,020.43
Clients, group companies and associates	107,460,185.32

Staff	1,265.07
Assets for current tax	77,851.97
Short-term financial investments	1,274,460.04
Credits to third parties	1,274,460.04
Other financial assets	0.00
Short-term accruals	1,581,839.00
Cash and cash equivalent liquid assets	22,698,550.44
Treasury	22,698,550.44
TOTAL ASSETS	587,370,745.76
NET EQUITY AND LIABILITIES	31/12/2018
NET EQUITY	301,205,496.45
Own funds	52,601,365.92
Heritage	48,673,792.01
Contributions from Barcelona City Council	3,460,886.07
Profit (loss) for the year	466,687.84
Subsidies, donations and legacies received	248,604,130.53
NON-CURRENT LIABILITIES	146,626,933.30
Long-term provisions	563,090.22
Other provisions	563,090.22

Long-term payables	145,596,585.48
Payables to credit institutions	145,596,585.48
Other financial liabilities	226,597.23
Liabilities for deferred tax	467,257.60
CURRENT LIABILITIES	139,538,316.01
Short-term provisions	1,479,790.56
Short-term payables	9,053,686.54
Payables to credit institutions and others	8,663,665.06
Other financial liabilities	390,021.48
Commercial trade and other accounts payable	15,114,637.00
Suppliers	3,192,587.18
Suppliers, group companies and associates	2,066.58
Various creditors	9,168,503.33
Staff, remuneration pending payment	576,275.26
Other debts with public administrations	2,175,204.65
Short-term accruals	113,890,201.91
TOTAL NET EQUITY AND LIABILITIES	587,370,745.76

5.2. PROFIT AND LOSS ACCOUNTS

Profit and loss account for the year ending 31 December 2018

ONGOING OPERATIONS	31/12/2018
Net amount of business turnover	29,889,868.88
Sales	6,623,724.05
Provision of services	
Leases	23,266,144.83
Supplies	-4,017,218.28
Cost of sales	-4,449,833.24
Stock impairment variation	432,614.96
Other operating income	12,255,066.60
Accessory income and other current management revenue	4,212,192.01
Subsidies of use	8,042,874.59
Staff expenditure	-9,432,952.25
Wages, salaries and similar expenses	-7,359,669.02
Social security contributions	-2,073,283.23
Other operating expenditure	-19,037,752.55
External Services	-15,684,700.75
Taxes	-3,206,403.28
Losses, impairment and variation in supplies for commercial operations	-146,648.52
Other current management expenses	0.00
Fixed-asset depreciation	-6,902,255.74
Other results	0.00
RESULT OF USE	2,754,255.74

Financial revenue	393,453.11
From negotiable securities and other financial instruments	393,453.11
From third parties	393,453.11
Financial expenditure	-2,855,091.27
For debts with third parties	-2,855,091.27
FINANCIAL RESULT	-2,286,200.44
PRE-TAX RESULTS	468,556.22
Tax on profits	-1,868.38
PROFIT OR LOSS FOR THE FINANCIAL YEAR FROM	
ONGOING TRANSACTIONS	466,556.22
INTERRUPTED TRANSACTIONS	
Profit or loss for the financial year from	
interrupted operations, after tax	0.00
RESULT	466,687.84

6

Human Resources



With the aim of streamlining administrative organisation and improving the effectiveness of the service and the efficiency of the allocation of public resources, on 19 January 2017 Barcelona City Council's Government Commission resolved to reorganise Barcelona Urban Planning Management Company (BAGURSA) services and activities.

As a result, on 1 July 2017 the number of workers in the Barcelona Municipal Housing Trust (PMHB) increased by 84 due to the inclusion of BAGURSA's housing services.

This led to a change in the structure of the organisation, which was split into five service departments, and to the Barcelona Municipal Housing Trust becoming the Barcelona Municipal Institute of Housing and Renovation, on 29 January 2018.

	2017	2018
Total IMHAB employees as of 31/12	194	209

Breakdown of people working at IMHAB as of 31/12/2018

	Total	Average age	% of women
Managers	5	50.80	40.00%
Department heads	10	51.10	60.00%
Technicians	97	44.41	64.94%
Administration and assistants	94	44.80	64.89%
Others	3	60.00	33.33%
TOTAL	209	45.28	

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Archive and documents



The IMHAB archive contains documents from the departments relating to scheduled transfers of documents for future processing and storage (and, therefore, for transfer to the municipal archives when the time comes) or for the purpose of applying the access and deletion rules.

These documents, which can be both graphic and text-based, are what internal and external users will be able to request access to in accordance with various requirements:

Reasons for requesting access in 2018 included:

- Research projects by students at various universities as part of programmes or masters' degrees or doctoral theses on matters such as housing construction, urban planning and history
- Matters relating to the organisation's developments (22 requests, 231 documents)
- Exhibitions, publications and cultural activities requiring plans, photographs, films and other records stored in our archive (11 requests, 63 documents)
- Technical queries by private individuals for diagnostic studies, to carry out repairs or to remove architectural barriers, among other reasons
- Consultations of various archives by the districts for urban development and other actions and by other public authorities and organisations (17 requests, 32 documents)

There were 1,998 document requests in 2018 from external and internal service users, resulting in the consultation or loan of 3,779 documents.

There were 522 document reproductions in relation to these consultations (plans and text-based documents).

As regards internal document transfers, there were a total of 15 transfers, 479 boxes and 1,604 loose documents to be filed in its files.

With regard to the documents held by it, the municipal archive manages and controls all document requests, subsequent returns and the archiving of new documents for internal service users.

Applications

	Applications	Documents
External users		
External consultation	15	73
Remote consultation	63	199
Subtotal	78	272
Internal users		
In person	67	97
Remote consultation	259	449
Loan	1594	2961
Subtotal	1920	3507
TOTAL	1,998	3,779

Copies

REPRODUCTIONS AT USERS' REQUEST	
Blueprints	347
Text	175
TOTAL	522

Transfers to the archive

No. of transfers	15
Boxes	479
Loose documents	1604



8

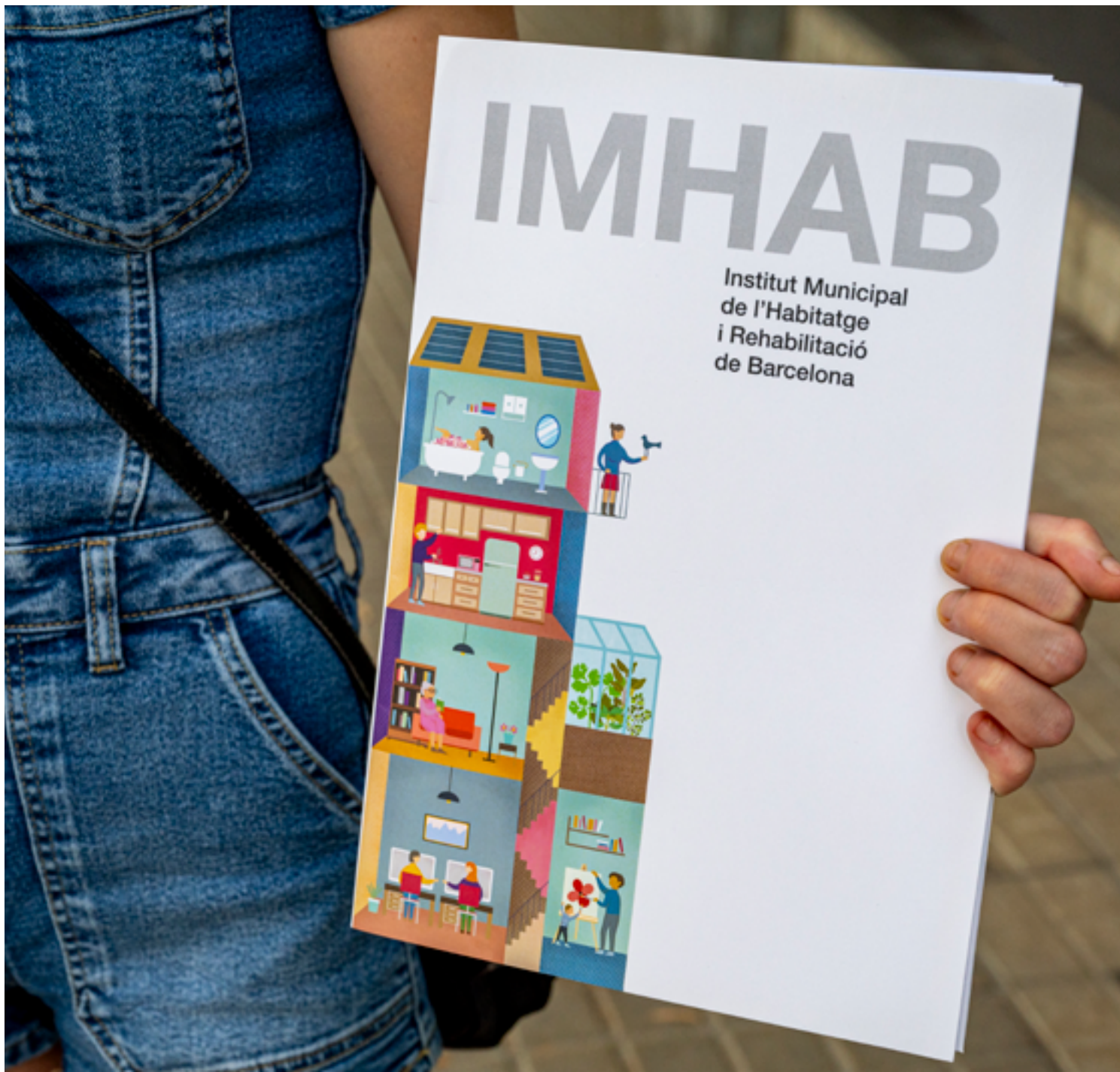
Communication



8.1. CORPORATE IDENTITY AND NARRATIVE

Since the name change and the establishment of the new IMHAB, a great effort has been made to fully establish the new corporate brand. Various merchandising materials (notebooks, pens and folders) have thus been created to help the institution's users and employees to gradually become familiar with the new brand and name.

Signs with its creative identity have also been added to certain work spaces. Changes to the signs and identification of work spaces have been made not just in the main offices but also in some housing offices.



8.2. COMMUNICATION CAMPAIGNS

Participation in the Spanish Federation of Municipalities and Provinces (FEMP) network to prepare a state-wide campaign to raise awareness and encourage renovation.

IMHAB's communication and dissemination experience has helped bring our perspective to a shared project that, despite not applying to Barcelona in this case (the city already has a strong renovation campaign of its own), is useful and contributes through the experience gained in this project. This is a permanent collaboration, and the campaign was carried out in 2017 and 2018.

The campaign for obtaining private housing to use as affordable housing under the Barcelona Housing Pool programme has been reinforced and revamped. This has involved developing and acting under the "Housing is a basic right" umbrella campaign.

8.3. CONFERENCES AND NOTABLE EVENTS

This year, Barcelona City Council worked together with Fira de Barcelona's Smart City Congress, enabling IMHAB to hold a variety of activities, conferences and debates on the future challenges of housing. The aim was to link the issue of housing to the Smart City Congress and provide a place to share ideas, projects and goals in order to generate knowledge and cooperation among all visitors during the congress. IMHAB's data management system and method linked to the Barcelona Housing Observatory, as well as the city's Rental Housing Pool programme, among others, were presented under this partnership. The event was attended by 21,000 people.

The IMHAB also held a conference on Renovation Policies in Southern Europe at the Born Culture and Memory Centre to raise awareness of the importance of renovation for social well-being, energy efficiency and economic progress. The aim was to share opinions and experiences on housing renovation policies and their social impact, as well as to share best practices in funding for housing renovation and participate in a conversation on potential scalability and transferability across borders.

A temporary exhibition was held to publicise the Close Proximity Temporary Housing Programme (APROP), a new model of fast-construction, sustainably built, good quality homes in response to the eviction of residents from their neighbourhoods. The exhibition, which was organised by the Area of Social Rights and the IMHAB, included two examples of this type of accommodation and provided information on the features and goals of the project. The IMHAB held a conference under the title "Urgent: Innovative Public Housing Solutions" to examine the current situation of the right to housing in the city and reflect on alternative construction options.

The Cohousing Meeting, an exhibition with a festive component, was also held to welcome cooperative housing, explain this housing model to the public and present the status of the developments being promoted. The event featured organisations working in the field of cohousing in the city, such as local-resident cooperatives,

ethical and cooperative finance organisations and representatives of the City Council itself.

On a different note, the IMHAB took part in Renovation Week, an initiative organised by the Barcelona Association of Quantity Surveyors, Technical Architects and Building Engineers with the support of Barcelona City Council. The week concluded with the Renovation Fair, which featured a wide-ranging programme of activities for the public to help the city's residents understand the benefits of renovation. Close to 400 professionals registered for the technical parts of this event, which welcomed around 18,000 visitors in total.

The coordination of the IMHAB's participation in the 48h Open House festival was also given a push in the form of visits to unique public housing developments and actions to publicise and inform the public about the event. This included selecting the developments to be visited, liaising with the players involved and helping organise activities with the residents of housing developments for the elderly. Dissemination actions through press and corporate channels were also carried out. A total of four IMHAB developments were visited by thousands of people.

We also helped organise renovation-focused activities as part of Architecture Week 2018. This included visits to homes in the private housing stock all over the city undergoing unique renovation with municipal support, as well as a visit to the private housing renovation project at Passeig de Santa Coloma, 55-71 (Sant Andreu).

Finally, there were several key handovers:

- 100 dwellings (Fem Ciutat, FAVB cooperative: Carrer d'Inca, 1).
- 105 dwellings (Glòries development: Ciutat de Granada, 145).
- 25 dwellings (Pere IV development: Ca l'Isidret neighbourhood).
- 44 dwellings (Quatre Camins development: Carrer de Vista Bella, 7-9).
- 47 dwellings (Tànger development: Carrer de Tànger, 40).
- 39 dwellings (Gardunya – Fem Ciutat development: Plaça de la Gardunya, 1).



8.4. PUBLICATIONS

The entire Right to Housing Plan 2015-2025 was published in instalments in various digital publications during the year. The texts, documents and items used to draw up the plan were included in full. These publications provided comprehensive information and related contents in detail.

Furthermore, a special issue of *Qüestions d'Habitatge* (Issue no. 21) devoted solely to the Plan was also published. This set out the main themes and goals in detail to introduce and educate the public on the Plan. In order to reach as many people with links to the housing sector as possible, it was produced in three languages. It was also distributed in electronic format to people working in this sector and belonging to the IMHAB's networks and circuits.

A Barcelona Housing Services and Aid Guide, which provides information on all the services, financial support and grants provided by the Barcelona Housing Office Network, was also drawn up. Its aim is to give people as much

information as possible to ensure they know what to do if they need to use one of the housing services available.

In addition, all the information is provided, clearly and in condensed form, in a single publication aimed at the public. A run of 65,000 copies of the guide were printed and distributed all over the city.

A book edited by David H. Falagán in partnership with the Councillor's Office and Manager's Office for Housing and Renovation was also produced: "Innovation in affordable housing Barcelona 2015-2018" is a summary of all the housing initiatives carried out in Barcelona between 2015 and 2018.

It is split into three sections – diagnosis, management and implementation – and highlights the actions carried out that form the basis of a model of leading innovative housing policies. The book has been published both on paper and online and is available in Catalan, Spanish and English.



8.5. DIGITAL CHANNELS

The IMHAB's new website underwent a consolidation period with the deployment of new sections, including one on energy rights. A map of housing developments was also provided to help people identify the works in progress. All the contents of the old Municipal Housing Trust (PMH) website were gradually standardised, and sections and pages were gradually closed and moved to the new website.

This received a total of 279,269 visits (a monthly average of 31,029 visits), including 217,087 one-off visitors (a monthly average of 24,120). These figures bear witness to the website's good reception and increasing success as a key part of the IMHAB's communication.

Work on the new rent subsidy section to help people identify which grants are available has begun. Following its launch, it received 41,226 visits during the year.

The new renovation section has also been restructured and now includes its own page with direct, easy-to-understand explanations in layman's terms. As a result, it has gone from 206 hits in 2016 to 67,434 in 2018.

Regarding the publication of news, more articles for the general public have been published, although articles of interest to influential groups, such as guilds and professional associations, were also included. A great deal of activity has been moved to this section to help readers follow the IMHAB's day-to-day operations. As a result, the number of hits has gone from 7,415 in 2016 to 35,506 in 2018. In fact, this year it published 145 news stories of its own.

8.6. INTERNAL COMMUNICATION

Internally, we have been working with information exchange and experience platforms. This included holding work meetings to explain projects that are at the development stage. High-level events to help attendees understand, share and manage communication as a tool and draw up an internal communication manual were also held.



