

# BARCELONA HOUSING CONSORTIUM 2018 REPORT



**Consorci  
de l'Habitatge  
de Barcelona**

Generalitat de Catalunya  
Ajuntament de Barcelona



## CONTENTS

<b>Presentation and functions</b> .....	4
<b>Governing and management bodies</b> .....	6
<b>Activity assessment for 2018</b> .....	10
Other important events that took place in 2018 .....	13
Budget settlement for 2018.....	14
<b>Management results</b> .....	18
<b>Information media</b> .....	22
The Consortium's website.....	23
Communication campaigns.....	25
<b>Consortium's lines of activity</b> .....	28
Barcelona Housing Offices Network.....	29
Renovation grants for buildings and dwellings.....	32
– Call for grant applications for 2018 .....	32
– The subsidy programme for lift installations.....	38
– Managing habitability certificates.....	40
Barcelona Register of Applicants for Social Housing.....	42
Decent use of housing.....	59
– Information, legal advice and mediation on housing.....	59
– Barcelona's Rental Housing Pool .....	64
– Granting right of use of private dwellings to the Barcelona Social Emergencies Board.....	67
– Subsidies for housing payments.....	68
<b>Barcelona Social Housing Council</b> .....	74
<b>Work targets for 2019</b> .....	88

1

# PRESENTATION AND FUNCTIONS



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

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

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

### THE CONSORTIUM CARRIES OUT THE FOLLOWING FUNCTIONS:

- Planning public-housing initiatives within the Barcelona municipal area.
- Planning developments directly or in collaboration with other public-housing bodies in Barcelona.
- Promoting a policy for affordable rented dwellings, especially for young people and other groups with special requirements.
- Planning neighbourhood remodelling and renovation initiatives that need to be carried out in Barcelona.
- Scheduling and promoting renovations, repairs and improvements in existing neighbourhood public-housing developments.
- Where necessary, overseeing, managing and monitoring initiatives carried out by personalised organisations tasked with managing public housing.

- Managing publicly-owned housing and, through delegation, publicly owned land allocated for housing belonging to the authorities in the consortium, intended for satisfying the right of city residents to decent and suitable housing.
- Through delegation, the management of land owned by other authorities in the city.
- Drafting, processing and approving regulations for establishing the criteria used in selecting and accessing public housing.
- Designing citizen-assistance policies related to housing and, in particular, managing the Barcelona Register of Applicants for Social Housing.
- Carrying out activities that promote housing renovations, by approving the planning, scheduling, management and implementation tools necessary for their effectiveness.
- Carrying out activities for promoting housing-rent subsidies and grants and approving all the planning, scheduling, management and implementation tools necessary for their effectiveness.
- Comprehensively managing social-housing pools and approving the planning, scheduling, management and implementation tools necessary for their effectiveness.

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

# 2

## GOVERNING AND MANAGEMENT BODIES



## The Consortium is divided up into the following bodies:

### EXECUTIVE AND MANAGERIAL

#### Chair of the Consortium

##### **Francesc Damià Calvet i Valera**

Minister for the Department of Territory and Sustainability

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

#### Deputy Chair of the Consortium

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

Councillor for Housing at Barcelona City Council

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

#### General Board

President of the Barcelona Housing Consortium  
Vice-president of the Barcelona Housing Consortium

Representatives of the Catalan Government:

**Agustí Serra Monté**, Secretariat of Urban Habitat and Territory

**Judith Gifreu Font**, Director of the Catalan Housing Agency

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

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

**Albert Civit Fons**, Director of the Catalan Land Institute

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

Representatives of Barcelona City Council:

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

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

**Jordi Amela i Abella**, Head of the Department of Urban Regeneration

**Àngels Mira Cortadellas**, Manager of the Municipal Institute of Housing and Renovation

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

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

#### Standing Committee

Representatives of the Catalan Government:

**Judith Gifreu Font**

**Jaume Fornt i Paradell**

**Albert Civit Fons**

**Jordi Sanuy i Aguilar**

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 from Barcelona City Council, appointed by the General Board from among its members.

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

## Manager's Office of the Consortium

### 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 the Steering Committee.

## Secretariat

### Immaculada Ribas i Algueró

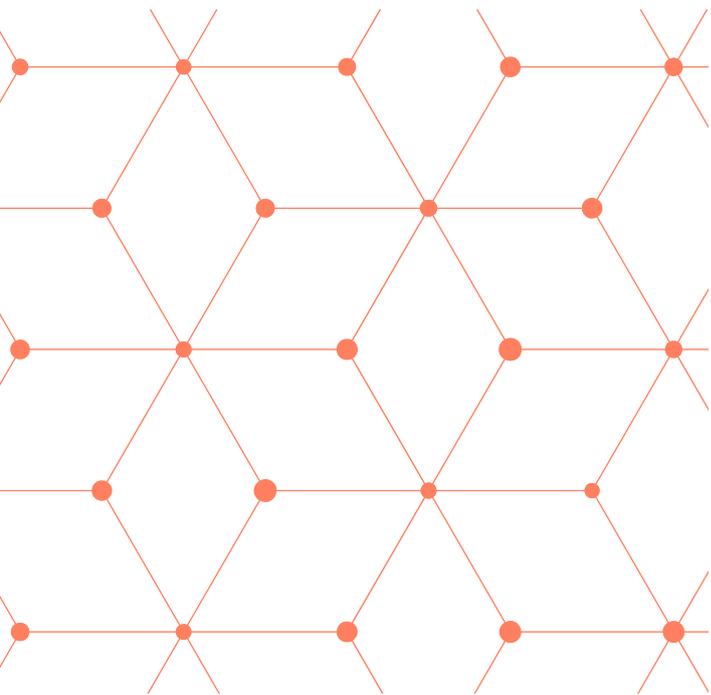
The General Board has to appoint a Secretary with the appropriate qualities for the position, who may or may not be a member of the General Board. The Secretary has to take the minutes of the agreements reached at the meetings of the General Board and the Steering Committee.

## 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 companies involved in the planning and construction of housing, private associations of developers and builders, social-support associations and organisations concerned with housing access, cooperative organisations, the local residents' movement, unions, social foundations, universities and professional associations, among others.





# 3

## ACTIVITY ASSESSMENT FOR 2018

Barcelona



## AGREEMENTS AND ACTIVITIES OF THE GOVERNING BODIES

The Consortium's Steering Committee held three ordinary meetings: on 2 May, 30 May (teleconference) and 18 December 2018. The Consortium's General Board held three ordinary meetings: on 21 March (teleconference), 2 May and 18 December, along with an extraordinary meeting on 21 September 2018.

The following agreements were reached during those meetings:

### Standing Committee

- Approval of the 2018 general call for renovation subsidies, with an initial budget of €14,395,000.

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- Approval of the 2018 call for grant applications under the programme for the renovation of the interior of dwellings to be included in the Barcelona Rental Housing Pool and for adapting housing for people in vulnerable situations in the City of Barcelona, with an initial budget of €6,000,000.

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- Approval of the 2018 call for renovation grant applications in the City of Barcelona, aimed at people and owner associations that are in vulnerable situations, in residential buildings also classified as highly complex, with a budgetary allocation of €12,184,500.

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- Approval of the 2018 call for applications for rental-payment loans in the City of Barcelona, with an initial budget of €9,000,000.

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- Approval of the 2018 call for applications for social-emergency allowances resulting from mediation in the City of Barcelona, with a budget allocation of €3,000,000.

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- Approval of the 2018 call for applications for the awarding of subsidies for the inclusion of dwellings in the Barcelona Rental Housing Pool programme, with an initial budgetary allocation of €1,000,000.

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- Approval of the authorisation and awarding of expenses for favourably resolving loan and grant applications made in 2017 for paying rent, and for the inclusion of flats in Barcelona's Rented Housing Pool, with amounts charged to the 2017 liquidity surpluses in the 2018 budget.

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- Approval of the call for applications for social-emergency allowances for the maintenance of rental housing and those arising from mediation in the City of Barcelona for 2019, conditioned by the existence of a loan with a maximum initial contribution of €1,500,000.

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- Approval of the 2019 call for grant applications for the interior renovation of flats on the open market which are included in Barcelona's Rental Housing Pool, with a budgetary allocation of €300,000, conditioned by the existence and availability of credit in the 2019 financial year.

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- Approval of the 2019 call for grant applications for the inclusion of dwellings in the Barcelona Rental Housing Pool programme, with a budgetary allocation of €500,000, conditioned by the existence and availability of credit in the 2019 financial year.

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- Approval of credit modification relating to the renovation of communal elements and the Efficient Block subsidy, for a total amount of €6,800,000.

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- Approval for extending the 2018 subsidy campaign to the renovation of common elements, with an extension to the budgetary allocation of €6,371,168.82.
- Approval for awarding a direct grant to Habitat Futura, for the management of the Efficient Block, for the amount of €250,000.
- Approval of the agreement between the Barcelona Housing Consortium and the Official Architects' Association of Catalonia relating to high-complexity properties.
- Approval of the agreement between the Barcelona Housing Consortium and the Catalan Housing Agency for facilitating access to the ITE (PITE) IT management platform.
- Approval for modifying the registration application for the Barcelona Register of Applicants for Social Housing (RSHPOB).



## General Board

- Approval of the change in the Consortium's registered address, which is established at the offices on Carrer del Doctor Aiguader, 24, in Barcelona.
- Approval of the balance sheet, the profit and loss statement, the budget settlement report and the economic report for the 2017 financial year.
- Approval of the inclusion of the liquidity surpluses from the 2017 financial year, for the amount of €61,211,336.54.
- Approval of credit modifications for the amount of €6,800,000 due to credit re-estimations and transfers between budgetary items.
- Approval of the collaboration agreement between the Housing Consortium and the Municipal Institute of Housing and Renovation, for the comprehensive management of Barcelona's Housing Offices Network and technical assistance for the Consortium's economic and financial management, along with the management of IT systems and legal advice during the 2018 financial year.
- Approval of the collaboration agreement between the Consortium and the Barcelona Municipal Institute for Urban Landscape for the management of renovation programmes in Barcelona for the 2018 financial year.
- Giving an account of the Resolution of 29 January 2018, of the Department of Home Affairs, Public Administrations and Housing, concerning authorisation of the annual transfer to Barcelona Housing Consortium for financing the operational and investment expenses of the organisation for the 2018 financial year.
- Approval of the one-off amendment and the consolidated text of the terms and conditions regulating the award of subsidies for the inclusion of dwellings into the Barcelona Rental Housing Pool programme in 2018.
- Approval of the one-off amendment and the consolidated text of the terms and conditions regulating the awarding of loans for rental payments in the city of Barcelona in 2018.

- Approval of the one-off amendment and the consolidated text of the terms and conditions regulating the awarding of social-emergency loans for the maintenance of rental housing and those arising from mediation in the City of Barcelona.

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  - Approval of the allocations that the Barcelona Housing Consortium had to make in the 2018 financial year.

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  - Giving an account of the Resolution of 22 March 2018, whereby the Manager of the Barcelona Housing Consortium approves delegation of the signature. This delegation has been revoked with effect from 2 May 2018.

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  - Determining Barcelona City Council's and the Government of Catalonia's contribution for the acquisition of housing for social policies, with the aim of obtaining 350 dwellings over the next four years.

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  - Determining the allocation of €40,000,000 for the acquisition of housing from financial organisations, through the use of first-refusal and pre-emptive rights, which include contributions of €20,000,000 from each of the consortium administrations. Approval of the prioritisation criteria for the acquisition of these dwellings.

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  - Joint backing and promotion by the City Council and the Generalitat for the temporary expropriation of the usufruct of dwellings for social-rental use in the City of Barcelona.

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  - Backing promotional programmes for dwellings to be used for social rentals and a study of the solution involving temporary housing.

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  - Approval of the Income and Expenditure Budget for 2019, conditioned by the approval of the definitive budget or, where appropriate, the extended budget of the consortium's administrations.

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- Approval of the collaboration agreement between the Consortium and the third-sector organisation Hàbitat 3, for the implementation of the programme for the right-of-use of housing for social purposes in the City of Barcelona and for assisting people in emergency situations.

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  - Approving an addendum to the agreement for transfers from the Catalan Housing Agency to the Consortium, for the amount of €1,027,476.90, to cover the operational expenditure of the body in 2018, and €600,000 to help to pay for rental dwellings registered in the Rental Housing Pool allocated to social policies.

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  - Ratifying the agreement for acquiring dwellings in the City of Barcelona for social purposes, through first-refusal and pre-emptive rights, under joint ownership between the Municipal Institute of Housing and Renovation and the Catalan Housing Agency, when the acquisition price of the property is greater than €80,000.

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## OTHER SIGNIFICANT EVENTS THAT TOOK PLACE IN 2018

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

- To appoint the Consortium's Data Protection Officer.
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## BUDGET SETTLEMENT FOR 2018

The budget for the 2018 financial year could not be approved by Parliament, so the initial budget was extended from 2017, in accordance with Instruction 1/2017 of the Catalan Government, which establishes the criteria for applying the extension of budgets from the 2017 financial year.

For this reason, the budget in force during the 2018 financial year provided for €43.15 million of income and expenditure. Following several credit amendments corresponding to €3.45 million and the incorporation of the allocated liquidity surplus for the amount of €61.21 million, a final draft budget of €107.81 million was reached.

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

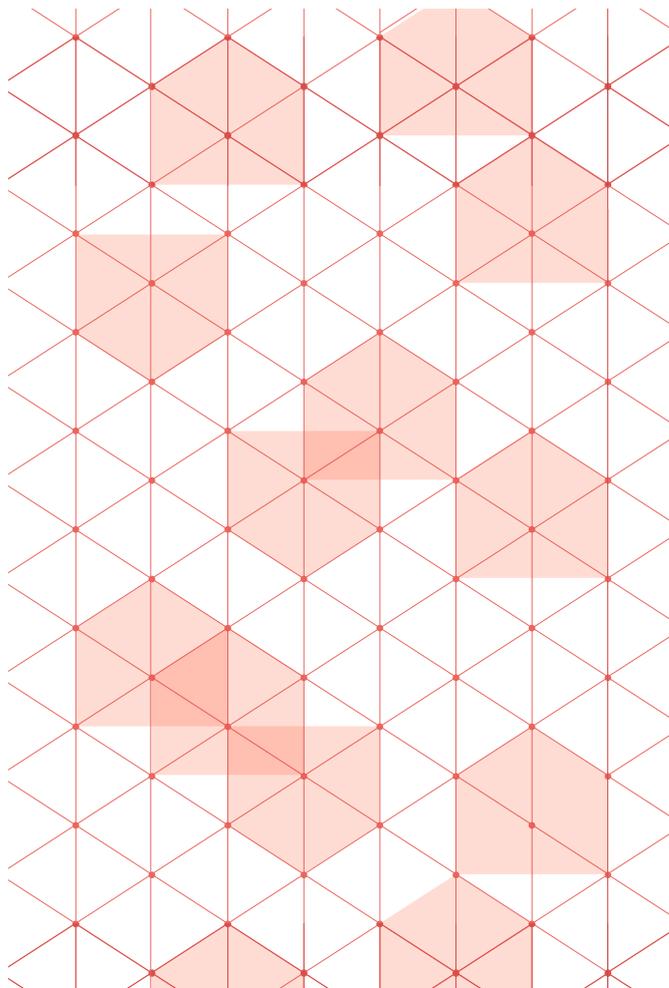
The established entitlements at the close of the 2018 financial year came to €43.02 million, corresponding to the following concepts:

- €6.01 million for current transfers of authorities in the consortium allocated to current expenses.
- €28.58 million allocated to the comprehensive-renovation areas.
- €8.40 million allocated to rental-grant payments for financially vulnerable people.
- €26,282.50 from other reimbursements from current transactions and allocated to new campaigns, as well as other financial incomes applied to the result of the financial year.

The application of incomes has been used to cover the current expenditure of the bodies collaborating in the Barcelona Housing Consortium, which are the Municipal Institute of Housing and Renovation and the Municipal Institute of Urban Landscape and Quality of Life, for a total amount of €6.01 million, to finance the management responsibilities formalised through their respective management commissions.

During that financial year, €18.11 million in subsidies was granted for the renovation of Barcelona dwellings, and rental grants for a total amount of €8.45 million were awarded.

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



Barcelona Housing Consortium  
**2018 financial year (31 December 2018)**  
**Implementation statement of income budget**

Budget description	Budget item	Budget forecasts			Recognised collection rights	Net recognised collection rights	Net collection	Entitlements pending collection	Prevision surplus/defect
		Initial	Modifications	Definitive					
Other current-transaction reimbursements	381.0001	-	-	-	22,950.90	22,950.90	20,818.08	2,132.82	22,950.90
From the Catalan Government (T and S Department) Current 2018	410.0008	2,246,000.00	-	2,246,000.00	2,246,000.00	2,246,000.00	1,123,000.02	1,122,999.98	-
Housing Agency. 2018 current year contribution	440.7215	1,027,500.00	570,000.00	1,597,500.00	1,597,476.90	1,597,476.90	1,491,853.85	105,623.05	(-)23.10
City Council BCN Emergency rental-payment aid for 2018	460.0009	10,800,000.00	(-)2,200,000.00	8,600,000.00	7,830,942.10	7,830,942.10	941,075.17	6,889,866.93	(-)769,057.90
From Barcelona City Council. 2018 current year contribution	460.0009	2,741,014.00	-	2,741,014.00	2,741,014.00	2,741,014.00	2,233,924.83	507,089.17	-
Other financial income	534.0001	-	-	-	3,331.60	3,331.60	3,331.60	-	3,331.60
		16,814,514.00	(-)1,630,000.00	15,184,514.00	14,441,715.50	14,441,715.50	5,814,003.55	8,627,711.95	(-)742,798.50
From the Generalitat (T and S Department) Renovation. 2018	710.0004	3,000,000.00	-	3,000,000.00	3,000,000.00	3,000,000.00	1,500,000.00	1,500,000.00	-
Housing Agency. Renovation Canyelles Besòs 2018	744.0001	2,000,000.00	-	2,000,000.00	-	-	-	-	(-)2,000,000.00
IMHAB Canyelles Besòs CONV. 2018	763.0001	833,000.00	-	833,000.00	-	-	-	-	(-)833,000.00
2018 renovation (Social rights) (IMHAB)	763.0001	10,000,000.00	(-)3,999,999.67	6,000,000.33	6,000,000.33	6,000,000.33	1,899,988.51	4,100,011.82	-
Renovation 2018 (EU) (IMPU)	763.0002	10,500,000.00	9,082,543.82	19,582,543.82	19,582,543.82	19,582,543.82	3,814,616.27	15,767,927.55	-
		26,333,000.00	5,082,544.15	31,415,544.15	28,582,544.15	28,582,544.15	7,214,604.78	21,367,939.37	(-)2,833,000.00
Incorporation of 2017 social liquidity surplus	480.0001	-	13,232,278.13	13,232,278.13	-	-	-	-	-
Incorporation of 2017 AHC liquidity surplus	780.0001	-	7,854,249.34	7,854,249.34	-	-	-	-	-
Incorporation of 2017 City Council liquidity surplus	780.0001	-	558,663.19	558,663.19	-	-	-	-	-
Incorporation of 2017 Generalitat liquidity surplus	780.0001	-	2,749,322.27	2,749,322.27	-	-	-	-	-
Incorporation of 2017 IMHAB liquidity surplus	780.0001	-	19,581,457.64	19,581,457.64	-	-	-	-	-
Urgent inclusion of 2017 liquidity surpluses IMPU Renovation	780.0001	-	15,753,380.37	15,753,380.37	-	-	-	-	-
Urgent inclusion of 2017 liquidity surpluses IMU renovation (BAGURSA)	780.0001	-	1,481,985.60	1,481,985.60	-	-	-	-	-
		-	61,211,336.54	61,211,336.54	-	-	-	-	-
<b>Total</b>		<b>43,147,514.00</b>	<b>64,663,880.69</b>	<b>107,811,394.69</b>	<b>43,024,259.65</b>	<b>43,024,259.65</b>	<b>13,028,608.33</b>	<b>29,995,651.32</b>	<b>(-)3,575,798.50</b>

Barcelona Housing Consortium  
 2018 financial year (31 December 2018)  
 Implementation statement of expenditure budget

Item	Budget item	Budget forecasts			Authorised expenditure	Committed expenditure	Net recognised debentures	Payments	Debentures pending payment as at 31 December
		Initial	Amendments	Definitive					
To City Council companies (IMHAB)	469.0001	5,199,894.58	-	5,199,894.58	5,199,894.58	5,199,874.59	5,199,874.59	5,199,874.59	-
To other corporate entities (IMPU)	469.0002	814,619.42	-	814,619.42	814,619.42	814,616.27	814,616.27	814,616.27	-
To families. Social Emergencies, Barcelona City Council	480.0001	10,800,000.00	(-)2,200,000.00	8,600,000.00	7,400,000.00	1,798,626.72	320,576.21	320,576.21	-
Balances To families. Rent subsidies	480.0001	-	13,232,278.13	13,232,278.13	13,197,752.21	13,086,026.69	6,958,564.00	6,958,564.00	-
To families and non-profit institutions. Housing fund	480.0001	0.00	570,000.00	570,000.00	569,997.88	569,997.88	569,997.88	569,997.88	-
Balances IMHAB Housing Fund	480.0001	-	600,000.00	600,000.00	600,000.00	599,995.21	599,995.21	599,995.21	-
		16,814,514.00	12,202,278.13	29,016,792.13	27,782,264.09	22,069,137.36	14,463,624.16	14,463,624.16	-
To families and non-profit institutions. Communal elements	780.0001	13,500,000.00	9,082,543.82	22,582,543.82	22,582,543.82	22,080,762.08	11,397,880.12	8,844,262.72	2,553,617.40
Balances Renovation. Communal elements	780.0002	-	15,324,478.89	15,324,478.89	15,119,451.26	14,335,973.49	5,610,090.53	4,776,730.85	833,359.68
To families and non-profit institutions. Interiors of housing-pool dwellings	780.0001	10,833,000.00	(-)3,999,999.67	6,833,000.33	6,000,000.00	2,290,974.17	1,069,268.54	982,629.54	86,639.00
To families and non-profit institutions. Canyelles Besòs	780.0001	2,000,000.00	-	2,000,000.00	-	-	-	-	0.00
Balances. High-complexity buildings (IMHAB+IMPU)	780.0002	-	12,184,500.00	12,184,500.00	12,184,500.00	6,067,231.10	28,037.07	2,773.80	25,263.27
Balances. Vulnerable dwelling interiors (IMPU)	780.0002	-	5,000,000.00	5,000,000.00	5,000,000.00	709,519.82	-	-	-
Balances Canyelles Besòs (AHC+ IMHAB)	780.0002	-	14,870,079.52	14,870,079.52	13,056,295.42	13,056,295.42	-	-	-
	26,333,000.00	52,461,602.56	78,794,602.56	73,942,790.50	58,540,756.08	18,105,276.26	14,606,396.91	3,498,879.35	(-)2,833,000.00
<b>Total</b>	<b>43,147,514.00</b>	<b>64,663,880.69</b>	<b>107,811,394.69</b>	<b>101,725,054.59</b>	<b>80,609,893.44</b>	<b>32,568,900.42</b>	<b>29,070,021.07</b>	<b>3,498,879.35</b>	<b>(-)3,575,798.50</b>



# 4

## MANAGEMENT RESULTS



## WORK TARGETS ACHIEVED IN 2018

### Housing Office Network

The level of activity in housing offices was maintained in terms of the number of people assisted, while the management of waiting times was improved with the introduction of queue managers (Qmatic).

### Decent use of housing

#### Advice

- In 2018, over 12,000 legal-advice interviews on housing matters were conducted in housing offices and the number of rent-mediation procedures also remained stable.

#### Barcelona's Rental Housing Pool

- The “**Tu tens la clau**” [The Key in Your Hand] campaign, launched in 2016, was reinforced. This enabled the consolidation of the Housing Pool as a leading programme for offering city residents affordable housing.
- The **advantages have shown owners** that the Housing Pool is a competitive alternative for them.

Guaranteed rent collection, subsidies for housing-interior work, incentives for technical, legal and social inclusion and support all helped to increase the number of dwellings on offer during 2018.

- There was an increase in the Housing Pool's accumulated procurements in 2018, due to an increase in the number of contracts 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 €3,000,000 and another referring to benefits for rental payments, with a total budget of €9,000,000.
- The Housing Consortium published a new line of subsidies for including dwellings in the Barcelona Rental Housing Pool programme, as a new negotiating tool for the rent-mediation service.
- 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 benefited from such grants during the previous year.
- The Catalan Housing Agency published its call for rent-payment subsidies intended for new applicants.

### Procuring housing and avoiding evictions

- In order to bring more privately-owned dwellings into the public housing pool, the €1,500 subsidy for vacant dwellings was publicised as one of the incentives.
- An intervention and support unit has been set up in housing offices to deal with housing pressure, with the aim of analysing the detected situations, carry out a diagnosis and design an intervention strategy.
- Mediation-linked incentives were consolidated, so evictions could be prevented and families could remain in their homes. As for families facing legal proceedings for unpaid rent, incentives of up to €6,000 are aimed at paying for rent arrears and, in other cases, there are €1,500 incentives for owners. Both cases require a lease to be signed within the framework of the housing pool and with the same household unit.

## Register of applicants for social housing

### Registration and adjudications

- The increase in the number of registrations seen in recent years continued. There are currently **40,896 registered household units**, representing a 11.8% increase on the previous year.
- All the dwellings included in the allocation processes undertaken represented a total of **133 second-allocation flats** and **52 first-allocation flats**.

### Housing committee for social emergencies

- In 2018, there were a total of 614 social-emergency applications due to loss of housing, representing a 11.4% increase on the previous year.

## Renovation grants

- The following calls for renovation-grant applications **were carried out in 2018**:
  - Communal elements
  - Dwelling interiors (pool and vulnerable)
  - High-complexity properties
- **Housing offices managed all the habitability-certificate applications** submitted to them, as well as the applications forwarded for processing, following their submission to their area services.
- The 2018 calls for renovation-grant applications included two new criteria for the protection of tenants: **A rental-price index and increasing the length of rental contracts**.





5

INFORMATION  
MEDIA



## THE CONSORTIUM'S WEBSITE

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

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

More specifically, in 2018, the Consortium's website, [www.bcn.cat/consorcihabitatge/ca](http://www.bcn.cat/consorcihabitatge/ca), received a total of **353,249 visits** and it became a leading website in the field of housing, alongside the Housing portal and the Register of Applicants' website. As for the Consortium, its average number of monthly visits rose to 29,437, of which almost **60% were made using tablets and mobile phones**. The favourite language used for consultations is Spanish (66%).

The digital project for disseminating digital housing content includes several internal improvements that are being introduced to improve the general public's access to information. This means that the housing website's products are worked on as a whole, although they are separate websites, in order to ensure the validity of their information, their usefulness, the connections between them and, therefore, a more efficient experience for visitors.

Visits to the website	2011	2012	2013	2014	2015	2016	2017	2018	Accumulative
Housing website*	455,483	400,293	375,816	348,243	227,159	228,183	251,247	426,601	2,713,025
<a href="http://www.bcn.cat/consorcihabitatge/ca">www.bcn.cat/consorcihabitatge/ca</a>	177,970	171,600	226,442	190,994	219,510	255,770	347,686	353,249	1,943,221
<a href="http://www.registrehabitatgebcn.cat">www.registrehabitatgebcn.cat</a>	129,334	131,968	138,645	125,299	111,017	99,461	157,599	176,053	1,069,376
<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>955,903</b>	<b>5,725,622</b>

\* The statistics system has changed since October 2013, eliminating visits that include internet robots. This has led to a drop in the number of visits by nearly 20%.

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

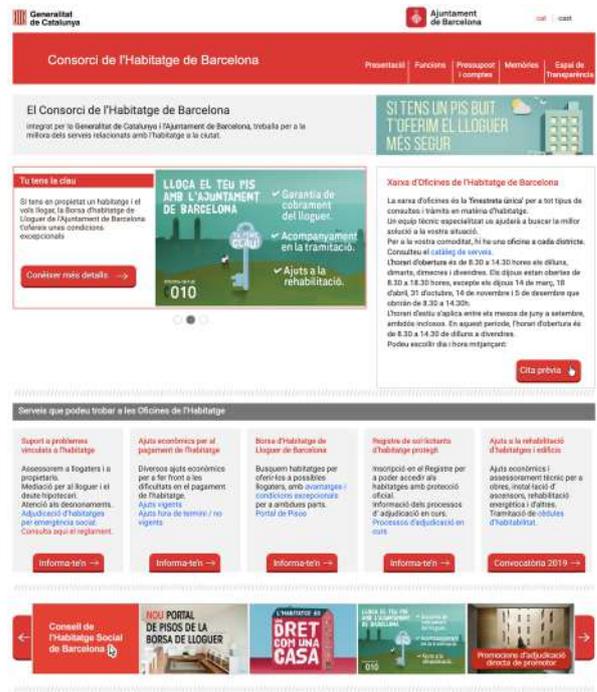
A campaign was launched from September to November 2016 entitled "L'habitatge és un dret com una casa" [Housing is a basic right], in order to activate the new Housing portal, this time with its own URL, [habitatge.barcelona.cat](http://habitatge.barcelona.cat), and used as a gateway to all the housing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

In fact, from 2011 onwards, the redistribution of the visits led to a gradual rise in single visits, in proportion to the total number of visits recorded.

In 2018, the number of visits to the Consortium's housing portal rose by 70% compared to the previous year.

In 2018, the Consortium's website and the Housing Portal were updated several times with new data, to ensure that the information was coherent and consistent.

The Consortium includes other specialised websites, including the Barcelona Rental Housing Pool's flats portal, the Applicants Register website and the Social Housing Council's intranet. Together with the Housing Portal, it is also used to redirect visitors to the various available services, such as the Barcelona Metropolitan Area's Housing Portal and other housing websites.

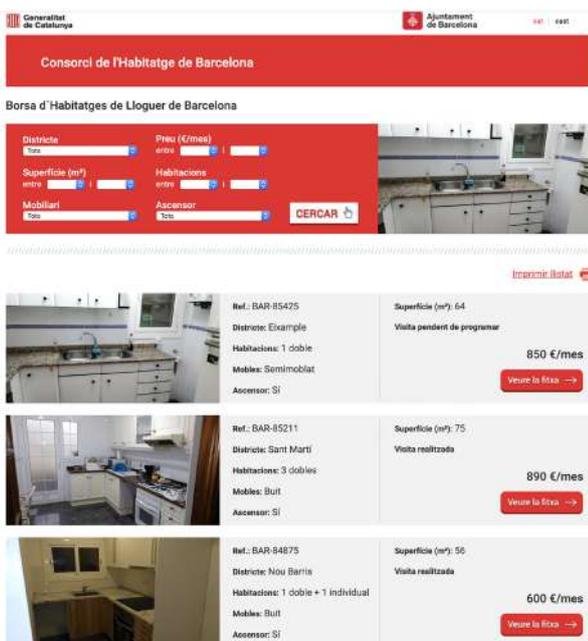


### The Barcelona Rental Housing Pool's flats portal

Barcelona's Rental Housing Pool has its own Flats Portal, as a tool for providing access to relevant information on available dwellings. This means that city residents registered with the Pool have a better way of choosing the flats they wish to visit.

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

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



## COMMUNICATION CAMPAIGNS

In 2018, the Consortium carried out two large-scale communication campaigns concerning its services. It promoted a campaign to showcase the renovation grants, under the slogan “if we renovate our flat, our standard of living improves”. It also launched a new campaign for procuring flats for the Pool, which kept the slogan “The Key in Your Hand”.

It also continued with the line of communication begun in 2016 with Barcelona City Council’s city-wide campaign “L’habitatge és un dret com una casa” [Housing is a basic right]. Therefore, in 2018, measures were implemented that improved the scope of housing information. A similar style, tone and graphic line was used in order to maintain cohesion 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, as well as promoting services to ensure assistance to people with basic housing needs. For this reason, following the line of the previous campaign, the various services and issues are organised to focus on people, which is also consistently in line with the Barcelona Plan for Right to Housing for 2016-2025.

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

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## Renovating the appearance of housing offices

In 2018, a project to improve the appearance of housing offices from a holistic perspective was launched. It took into account not just the aesthetics but also the functional side, with regard to information signage and accessibility. Housing offices are the gateway for city residents to the city's portfolio of housing services. Therefore, the accessibility of information, the showcasing of services and contents and the available materials are communication elements that require cross-cutting work in order to improve the overall user experience.

A personalised diagnosis of each office was therefore initiated, using the experience gained from the pilot/lab experience at the new Ciutat Vella Housing Office. An ongoing process which will conclude with an office-image manual, interventions and improvements in the organisation's corporate image and in a renovation of the signage and information materials made available to city residents.



## December 2018: distribution of the Barcelona housing guide

In order to publicise all the city's housing services, the City Council and the Housing Consortium promoted a specific guide for city residents, containing information on all available housing grants and services.

This completely new guide included the various services, grant-application campaigns, grants and housing-related issues. It was published in several newspapers, distributed door-to-door throughout Barcelona and made available in housing offices, as well as other centres such as neighbourhood, civic and social-services centres, among others.





# 6

## THE CONSORTIUM'S LINES OF ACTIVITY





## BARCELONA HOUSING OFFICES NETWORK

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

For 2018, the following should be noted:

- Consolidating housing office information and legal-advice workers as in-house personnel, with their inclusion in the Municipal Agreement, favouring the same conditions for all office personnel.
- Adapting office hours to other municipal public-information facilities, in accordance with the agreement on common working conditions for Barcelona City Council civil servants and workers.

## The housing office catalogue of services:

### Renovation grants

- Financial aid for renovating buildings and dwellings.
- Financial aid for renovating high-complexity properties.
- Renovation grants for the interior of dwellings to be included in Barcelona's Social Rental Housing Pool and the interiors of vulnerable dwellings.
- Technical advice for renovation work and energy renovation.
- Habitability certificates.

### Access to protected and social housing

- Information on social-housing promotions: for purchase, renting, building leases and dwellings for special needs.
- Registration in the Barcelona Register of Social Housing Applicants.
- Allocation of social dwellings.

### Social-emergency committee

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

### Decent use of housing

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

### 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.
- Subsidies for rent and social-emergency payments resulting from mediation in the City of Barcelona.

### Barcelona's Rental Housing Pool

- Procurement of private dwellings to the public housing pool and managing leases, intended for people who have difficulty in accessing the private market.
- Processing habitability certificates and energy-efficiency certificates for dwellings included in the Pool.
- Financial aid for carrying out habitability work on dwellings allocated to the Pool, as part of the application campaign for renovation grants.
- Incentives of €1,500 for attracting private dwellings to the Pool or for regularising ongoing legal proceedings for rent arrears, of up to €6,000.
- A subsidy equivalent to 50% of the Property Tax (IBI) for owners of dwellings included in the Pool.
- Legal, technical and social advice for dwellings included in the Pool.

### Complementary services

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



## List of assistance provided in 2018

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

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

Line	2013	2014	2015	2016	2017	2018
Lawyers	6,796	7,081	8,079	9,766	13,297	12,512
Renovation experts	1,465	5,334	4,827	4,103	1,441	1,225
<b>Total</b>	<b>8,261</b>	<b>12,415</b>	<b>12,906</b>	<b>13,869</b>	<b>14,738</b>	<b>13,737</b>

Multi-channel assistance	2013	2014	2015	2016	2017	2018	Accumulative
In-person consultations	152,596	146,152	190,232	222,271	272,117	272,386	<b>1,255,754</b>
Website visits (Consortium, BCN, Register)	740,903	664,536	557,686	583,414	756,532	955,903	<b>4,258,974</b>
Telephone consultations (010)	23,251	16,733	16,587	15,447	31,856	35,800	<b>139,674</b>
<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>1,264,089</b>	<b>5,654,402</b>

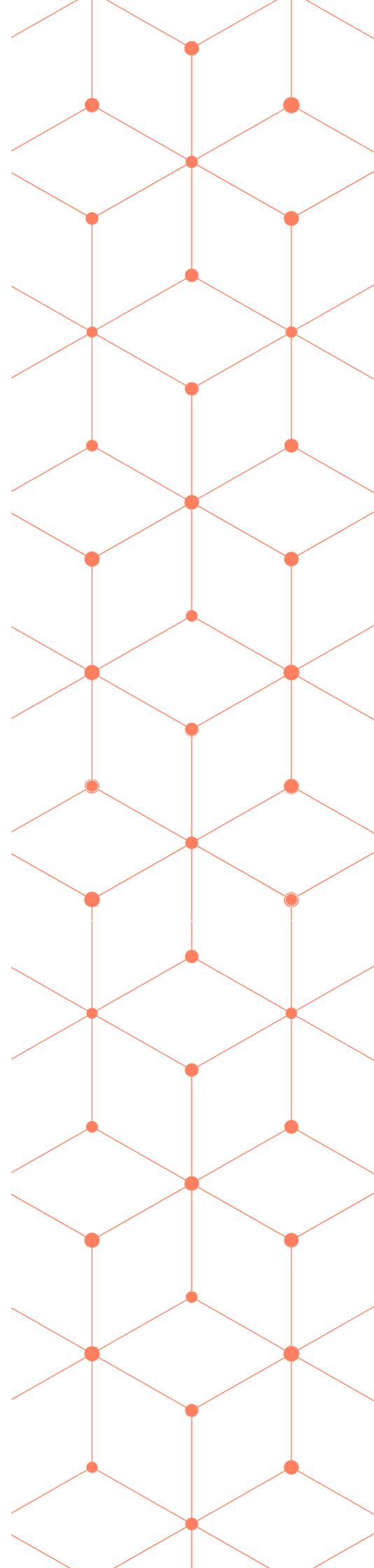
## RENOVATION GRANTS FOR BUILDINGS AND DWELLINGS

### 2018 Call for grant applications

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

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

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



The 2018 campaign maintained the lines of action established for the 2017 campaign.

The following interventions are eligible for subsidies:

INITIATIVES		% SUBSIDY	LIMIT			
ENERGY SAVINGS AND SUSTAINABILITY	Passive initiatives (façades, courtyards, roofs and party walls)	Intervention on the whole building	40%	The lower amount between €3,000/flat and €30,000/building		
		Partial intervention	25%			
		Intervention on voids and solids	30%	≤ 20 dwellings. €30,000	21<dwellings <40 €40,000	> 41 dwellings €50,000
		Intervention on voids or solids	25%			
	Active interventions	Solar energy	50%	The lower amount between €3,500/flat and €60,000/building		
		Green roofs	40%	€30,000		
Generation						
STRUCTURAL DEFECTS		35% (*)	The lower amount between €3,000/flat and €30,000/building			
			≤ 30 dwellings. €30,000	31<dwellings ≤ 60 €40,000	> 60 dwellings €50,000	
ACCESSIBILITY	Lifts	Interiors	35% (*)	€30,000		
		Exteriors		€50,000		
		Practical itinerary				
	Removal of architectural barriers		25%	€30,000		
COMMUNAL INSTALLATIONS	General		20%	€30,000, scalable according to N° of homes		
				≤ 20 dwellings. €30,000	21<dwellings < 40 €40,000	> 41 dwellings €50,000
	Direct water supply		40%	€30,000, scalable according to N° of homes		
Removal of fibre cement		25%	€30,000			
NON-STRUCTURAL WORK	façades, courtyards, stairs and vestibules		15%	€20,000		
SOCIAL COHESION	(Income < 3IRSC)		100%	No limit and entry in the registry		

Second Structural Analysis Agreement, Nou Barris-Nou Barris Residents Association

Executive projects with Master Plan interventions

(\*) In the following neighbourhoods, the subsidies will be 50%, with an upper limit of €30,000. For exterior lifts, this limit will be increased by €20,000. El Raval; El Gòtic; Barceloneta; Sant Pere, Santa Caterina i la Ribera; Poble-sec; Besòs i el Maresme; Bon Pastor; Can Peguera; Les Roquetes; La Prosperitat; Torre Baró, and El Carmel.

The first grant-application campaign for vulnerable people to renovate the interiors of their dwellings was published in 2017. Small basic reforms that would greatly increase their independence and quality of life, with grants of up to €20,000.

In 2018, the campaign for dwelling interiors had two lines: dwellings to be included in Barcelona City Council's Social Housing Pool and the interiors of the dwellings of vulnerable people.

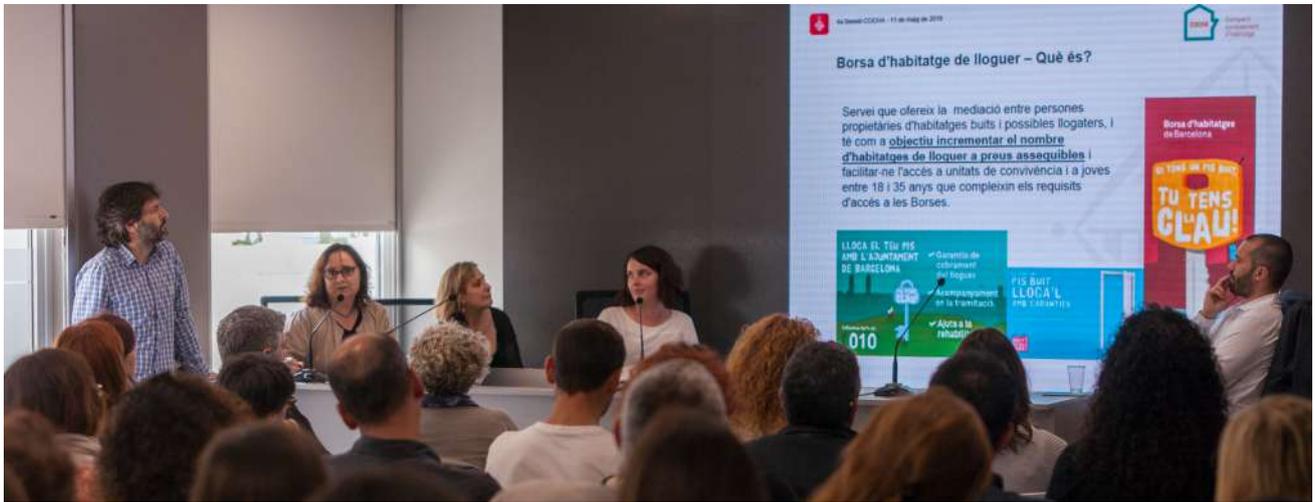
The campaign for high-complexity properties was also published. This was the first time that we had located properties where action needed to be taken. Thanks to a UPC study, we detected Barcelona's most vulnerable properties and, given their complexity –badly structured, without property administrators etc.–, they required special support for obtaining

subsidies. The high-complexity properties team carried out this support and the campaign was consolidated in 2018. Construction work was initiated in many properties where an official agreement had been reached.

### 2018 grant application campaign: total number of applications approved for communal-elements grants

The final result of these campaigns was that the Housing Consortium allocated grants for a total of **€23.98 million**, which represents a private investment of **€77.42 million** in 2018. These grants enabled **878 cases** to be processed, benefiting **13,627 city dwellings**.

District	Cases	Social cohesion	Housing	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	-	291	€399,034.70	€1,500,712.01
Sarrià - Sant Gervasi	101	-	814	€1,579,675.40	€4,790,199.23
Gràcia	99	-	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	-	1,327	€1,202,964.83	€3,879,355.00
<b>Total</b>	<b>878</b>	<b>18</b>	<b>13,627</b>	<b>€23,980,751.54</b>	<b>€77,423,506.83</b>



2018 Campaign, total number of approved cases for interior-renovation grants to be included in the Barcelona City Council Rental Social Housing Pool.

District	Cases	Housing	Subsidy	Budget	Budget
Ciutat Vella	8	8	€121,222.56	€138,177.66	€9,345,922.40
Eixample	13	13	€218,458.16	€506,299.01	€14,019,354.94
Sants-Montjuïc	18	18	€302,129.80	€447,030.43	€8,275,464.02
Les Corts	3	3	€60,000.00	€74,993.10	€1,500,712.01
Sarrià - Sant Gervasi	4	4	€64,413.34	€65,406.44	€4,790,199.23
Gràcia	1	1	€20,000.00	€23,092.25	€6,262,311.32
Horta-Guinardó	15	15	€269,142.32	€289,950.42	€6,265,520.80
Nou Barris	25	25	€395,910.01	€410,156.46	€5,752,262.66
Sant Andreu	14	14	€252,498.63	€285,716.89	€17,332,404.45
Sant Martí	35	35	€587,199.35	€620,403.25	€3,879,355.00
<b>Total</b>	<b>136</b>	<b>136</b>	<b>€2,290,974.17</b>	<b>€2,861,225.91</b>	<b>€77,423,506.83</b>

2018 grant application campaign: total number of approved applications for high-complexity properties.

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



Details of the initiatives carried out in each of the 2018 Communal-elements renovation campaigns allocated by the Barcelona Housing Consortium.

Programme	Action	Actions	Budget	Subsidy
Structural work	Foundations, vertical and horizontal structure	168	€9,163,831.38	€4,229,324.32
	Façades	278	€13,499,278.96	€3,411,792.03
	Terraces	185	€4,937,119.64	€1,604,622.78
Non-structural work	Dividing walls	31	€669,823.63	€214,381.96
	Inner patios	168	€3,284,519.59	€804,989.86
	Hallways and staircases	76	€2,426,299.80	€573,364.42
Accessibility	Lifts	199	€16,176,119.18	€7,246,790.88
	Removing barriers with itinerary and new stops	101	€3,395,295.19	€853,047.96
Installations	General communal utility systems	202	€4,336,104.42	€1,090,388.76
	Unification of TV aerials	11	€49,009.48	€16,862.91
	Re-arrangement of air-conditioning appliances	1	€22,046.21	€5,511.55
	Incorporation of new technologies	1	€2,999.39	€749.85
	Fire prevention systems	1	€455.81	€91.17
Sustainability and energy renovation	Direct water supply	48	€850,812.61	€263,091.36
	Improving thermal or acoustic insulation	75	€12,669,244.89	€2,376,189.42
	Installing alternative energies	95	€1,438,748.56	€861,373.97
Other	ITE	207	€362,242.48	€350,571.89
	Individual lift-installation grants	12	€71,665.78	€34,848.46
	Individual structure-installation grants	6	€83,799.38	€42,757.99
	Preliminary report	6	€ -	€ -
	Initiatives not allowed	425	€3,984,090.45	€ -
<b>Total</b>		<b>2,296</b>	<b>€77,423,507</b>	<b>€23,980,752</b>

## Grants for social cohesion

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

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

## The grants programme for lift installations

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

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

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

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

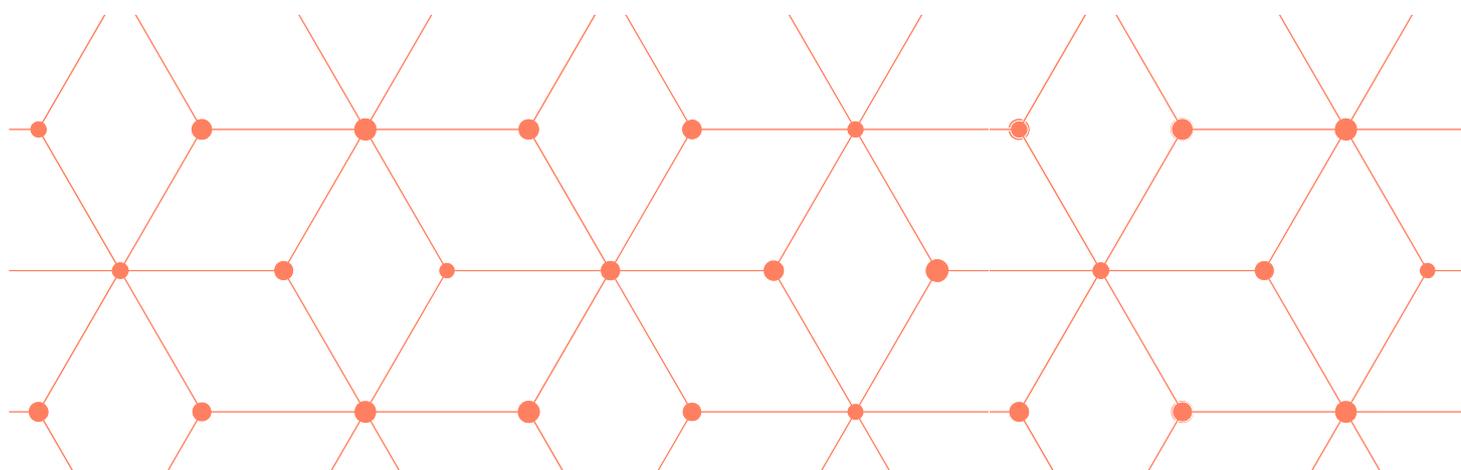


In 2018, 196 applications for grant allocations were approved, for **199 installed lifts**, benefiting a total of **2,494 dwellings**.

## Grants for lift installations and complementary work, in 2018

District	File	Social cohesion	Hab.	Subsidy	Budget
Ciutat Vella	23	-	281	€879,744.50	€2,281,793.23
Eixample	37	1	510	€1,423,445.61	€3,568,481.96
Sants-Montjuïc	17	2	194	€678,770.54	€1,433,179.91
Les Corts	2	-	29	€71,475.88	€142,951.77
Sarrià - Sant Gervasi	4	-	36	€120,966.11	€309,366.97
Gràcia	24	-	279	€894,409.24	€2,005,020.72
Horta-Guinardó	45	6	634	€1,700,620.06	€3,966,670.39
Nou Barris	21	1	271	€788,306.92	€1,781,981.48
Sant Andreu	18	2	191	€697,887.78	€1,474,558.49
Sant Martí	5	-	69	€154,882.02	€378,124.65
<b>Total</b>	<b>196</b>	<b>12</b>	<b>2,494</b>	<b>€7,410,508.66</b>	<b>€17,342,129.57</b>

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



## Managing habitability certificates

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

In 2018, 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.

Barcelona's housing offices managed all the habitability-certificate applications that were submitted in person or online, as well as applications that were forwarded for processing, following their submission to their area services.

The Housing Office Network processed habitability certificates for **17,597 flats**.

### Applications, by submission office

Housing office	Applications	Housing
Ciutat Vella	67	68
Eixample	175	282
Sants-Montjuïc	107	112
Les Corts	1,071	1,161
Sarrià - Sant Gervasi	585	746
Gràcia	259	269
Horta-Guinardó	71	71
Nou Barris	198	198
Sant Andreu	298	299
Sant Martí	280	290
<b>Housing Offices</b>	<b>3,111</b>	<b>3,496</b>
BCN area services	3,133	4,439
Virtual-procedures office	16,560	16,570
Other local offices	210	211
<b>Total Barcelona</b>	<b>23,014</b>	<b>24,716</b>

### Applications by case-processing office

Housing office	Applications	Housing
Ciutat Vella	1,609	1,613
Eixample	1,797	1,800
Sants-Montjuïc	1,584	1,584
Les Corts	1,932	1,932
Sarrià - Sant Gervasi	1,878	1,879
Gràcia	1,741	1,741
Horta-Guinardó	1,640	1,640
Nou Barris	1,588	1,588
Sant Andreu	1,885	1,885
Sant Martí	1,935	1,935
<b>Housing Offices</b>	<b>17,589</b>	<b>17,597</b>
BCN area services	5,307	6,966
Not assigned	118	153
<b>Total Barcelona</b>	<b>23,014</b>	<b>24,716</b>

### Number of inspections carried out

District	Inspections
Ciutat Vella	81
Eixample	27
Sants-Montjuïc	8
Les Corts	20
Sarrià - Sant Gervasi	42
Gràcia	7
Horta-Guinardó	122
Nou Barris	4
Sant Andreu	95
Sant Martí	16
<b>Housing Offices</b>	<b>422</b>
BCN area services	52
<b>Total</b>	<b>474</b>

Barcelona's housing offices issued **habitability certificates** for a total of **16,129 of the city's dwellings**.

Specialists from the offices carried out a total of **422 inspections**.

### Habitability certificates issued

District	Used dwellings	New dwellings	Total N°. of dwellings
Ciutat Vella	1,299	8	1,307
Eixample	1,608	-	1,608
Sants-Montjuïc	1,448	-	1,448
Les Corts	1,797	1	1,798
Sarrià - Sant Gervasi	1,675	1	1,676
Gràcia	1,698	2	1,700
Horta-Guinardó	1,473	-	1,473
Nou Barris	1,547	-	1,547
Sant Andreu	1,806	1	1,807
Sant Martí	1,765	-	1,765
<b>Total No. of housing offices</b>	<b>16,116</b>	13	16,129
BCN area services	4,190	1,547	5,737
<b>Total Barcelona</b>	<b>20,306</b>	1,560	21,866

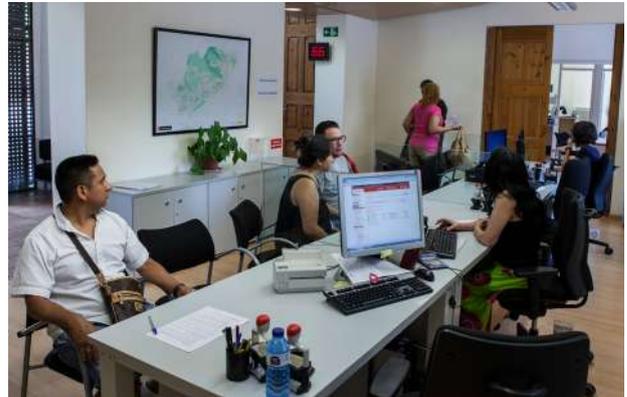


## BARCELONA REGISTER OF APPLICANTS FOR SOCIAL HOUSING

In 2018, the Register continued with the allocation processes initiated in the previous year, as well as the tasks and initiatives regarding new registrations.

Note the following:

- The number of valid registrations on 31 December 2018 was 40,896 household units (81,262 people), representing a 11.8% increase on the previous year's registrations.
- A total of 133 second-allocation flats and 52 first-allocation flats were included in the allocation processes held in 2018, under the draw system and the needs-scale system.
- In 2018, a total of 19,406 registration applications for the Register were recorded, which represents an increase of 14.65% on the applications recorded during the previous year.

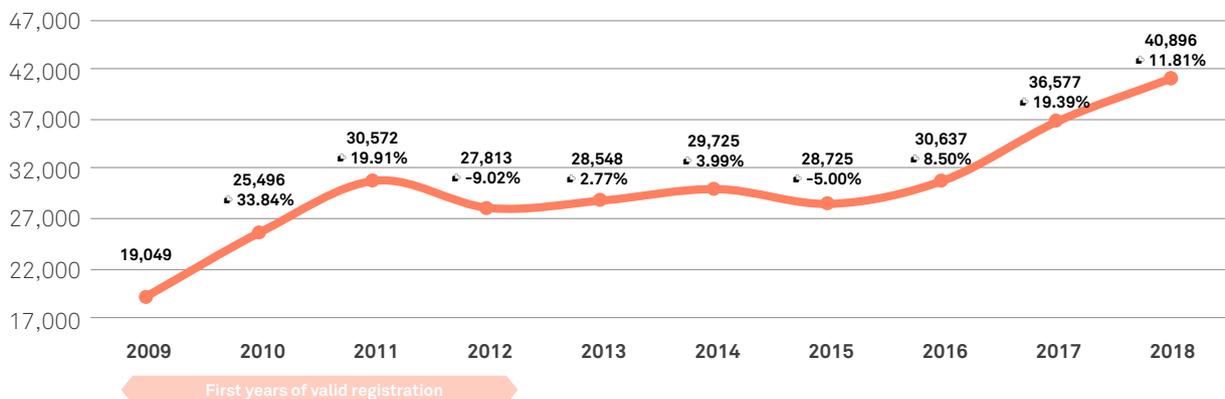


### Registration with the Register of Applicants for Social Housing

In 2018, the highest number of registrations were recorded since the first few years after the Register came into service.

In 2018, the number of household units with valid registrations rose by 11.8%.

Valid registrations per year



## Register's developmental data

Development of applications since the register first came into service

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Total
<b>Applications</b>	24,245	12,769	12,216	18,988	11,653	10,859	14,380	12,411	16,926	19,406	153,853



The Register of Applicants for Social Housing first came into service in 2009.

## Profile of registered household units

Household units by number of registered people

District	Household units	People registered	Total population <sup>(1)</sup>	% of the district's population
<b>Ciutat Vella</b>	4,108	8,513	102,138	8.33%
<b>Eixample</b>	4,875	8,116	266,754	3.04%
<b>Sants-Montjuïc</b>	5,572	10,743	182,184	5.90%
<b>Les Corts</b>	1,279	2,032	82,182	2.47%
<b>Sarrià - Sant Gervasi</b>	1,434	2,137	149,837	1.43%
<b>Gràcia</b>	2,525	4,242	121,593	3.49%
<b>Horta-Guinardó</b>	4,396	8,553	170,249	5.02%
<b>Nou Barris</b>	5,012	10,480	168,327	6.23%
<b>Sant Andreu</b>	4,484	8,730	148,560	5.88%
<b>Sant Martí</b>	7,211	13,683	237,112	5.77%
Not registered as city residents / No record	n/a	4,033	n/a	n/a
<b>Total</b>	<b>40,896</b>	<b>81,262</b>	<b>1,628,936</b>	<b>4.99%</b>

(1) Total population by district as of 1 January 2018.

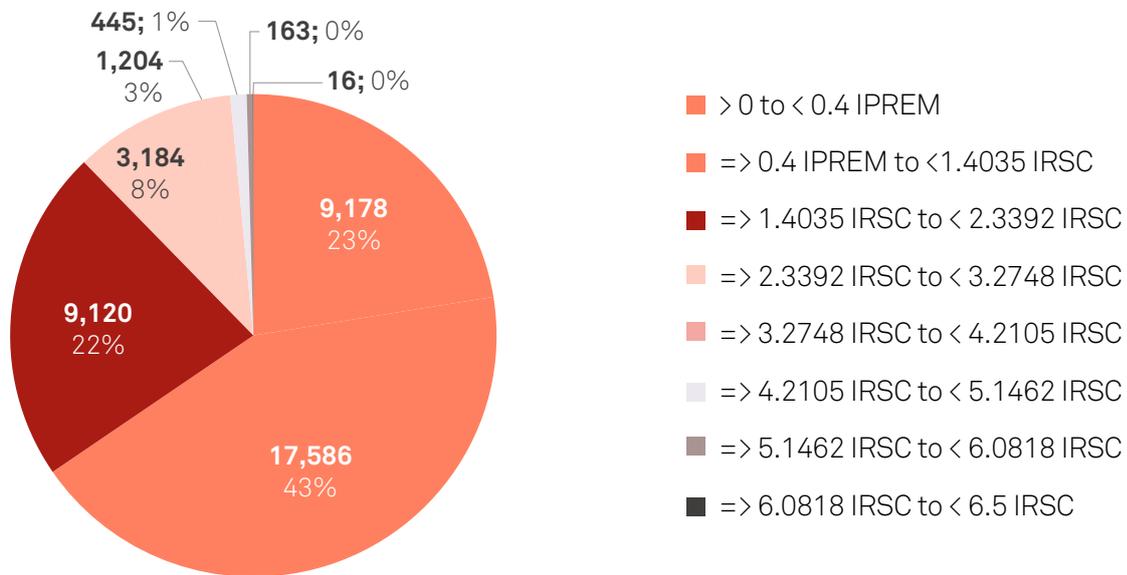
### Household units in districts by income (€)

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	1027	982	1341	270	359	476	1034	1244	1012	1433	9,178
From > 0.4 IPREM to <1.4035 IRSC	2,078	1,941	2,403	509	550	1048	1,899	2,380	1,855	2,923	17,586
From > 1.4035 IRSC to < 2.3392 IRSC	728	1189	1203	308	318	627	970	983	1095	1,699	9,120
From > 2.3392 IRSC to < 3.2748 IRSC	194	457	398	113	110	242	327	287	339	717	3,184
From > 3.2748 IRSC to < 4.2105 IRSC	53	196	148	47	56	83	121	83	133	284	1204
From > 4.2105 IRSC to < 5.1462 IRSC	22	76	50	18	30	42	30	29	39	109	445
From > 5.1462 IRSC to < 6.0818 IRSC	5	32	27	11	10	6	12	5	10	45	163
From > 6.0818 IRSC to < 6.5 IRSC	1	2	2	3	1	1	3	1	1	1	16
	4,108	4,875	5,572	1279	1,434	2,525	4,396	5,012	4,484	7,211	40,896

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

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

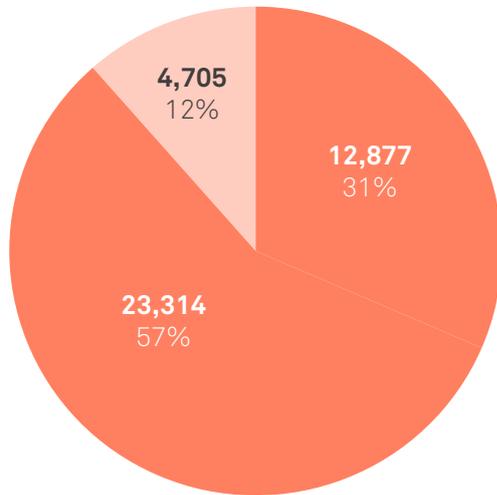
### Distribution by income



### Registered household units, by age and district

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 > 18 to < 35	901	1,522	1,789	441	374	751	1,401	1,573	1,537	2,588	12,877
From > 35 to < 65	2,582	2,700	3,176	672	842	1,417	2,482	2,974	2,510	3,959	23,314
> 65	625	653	607	166	218	357	513	465	437	664	4,705
	4,108	4,875	5,572	1,279	1,434	2,525	4,396	5,012	4,484	7,211	40,896

### Distribution by age



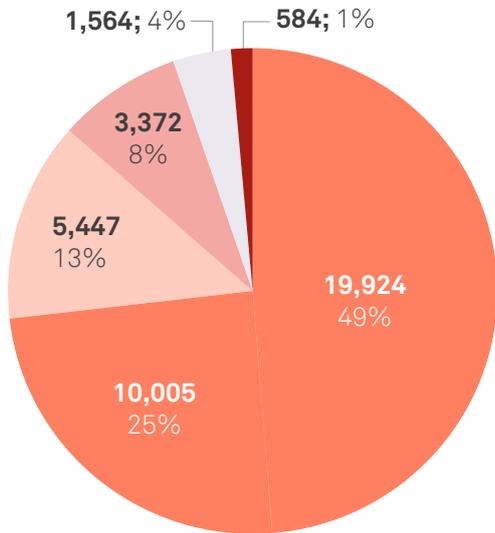
- Between 18 and 35
- Between 36 and 65
- 65 or over

### Household units where all members are over the age of 65

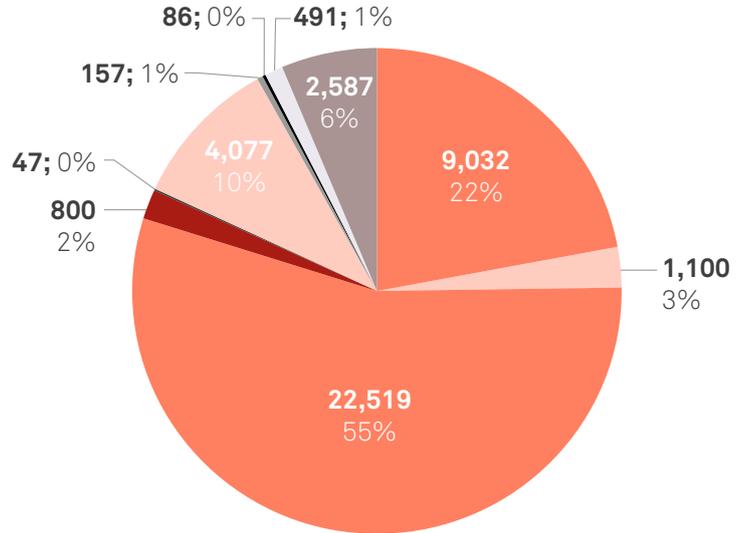
<b>Requesting social housing for senior citizens</b>	<b>3,385</b>
1 member	2,734
2 members	651
<b>Not requesting social housing for senior citizens</b>	<b>665</b>
1 member	494
2 members	165
3 members	6
<b>Total</b>	<b>4,050</b>



Distribution by members of household unit



Distribution by current residence



- 1 member
- 2 members
- 3 members
- 4 members
- 5 members
- 6 or more

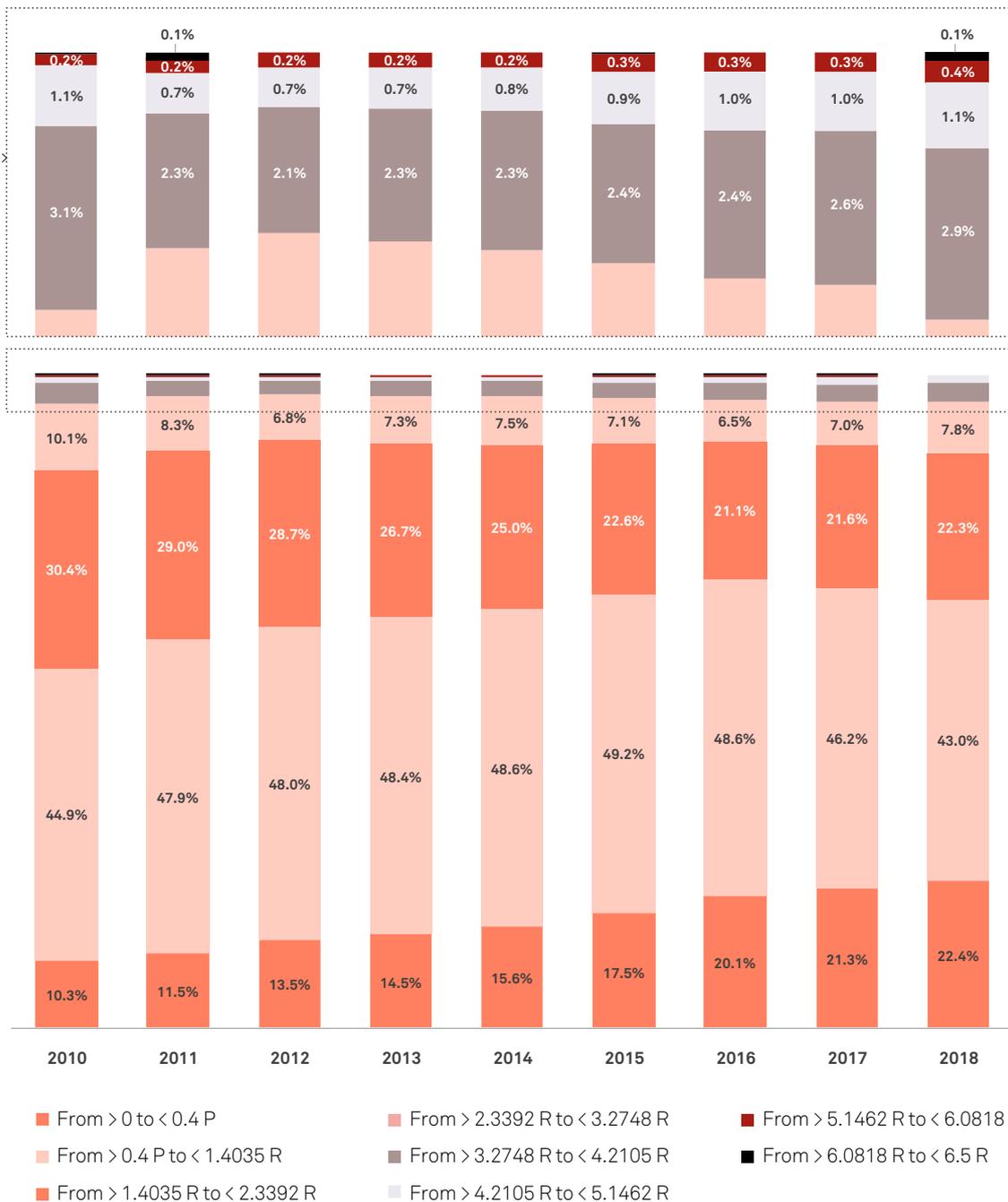
- Family residence
- Social-housing (HPO) lease
- Free-market lease
- Own residence
- Pension
- Sublet room
- Shelter
- Other social resources for women
- Other social resources for vulnerable people
- Other

## Development of housing-applicant profiles

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

### Income

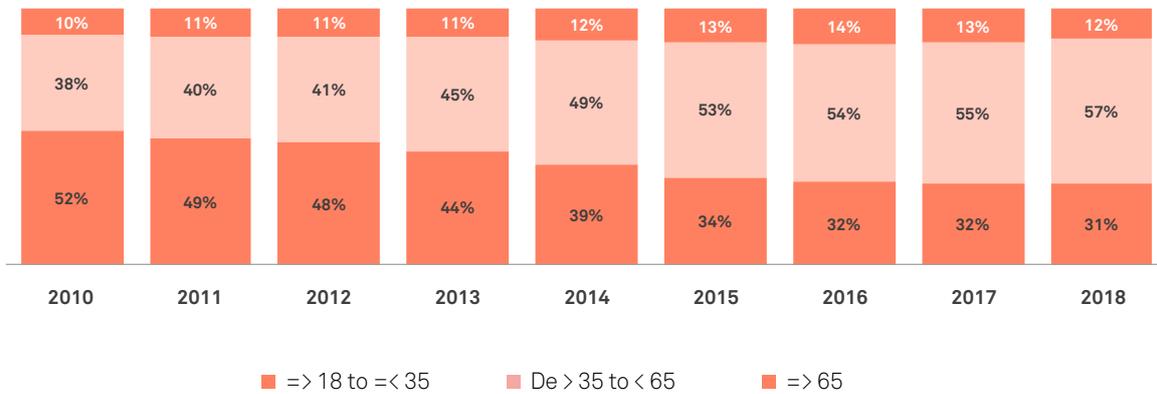
A trend of family impoverishment continued to be observed, especially in the lower-income groups.



## Age

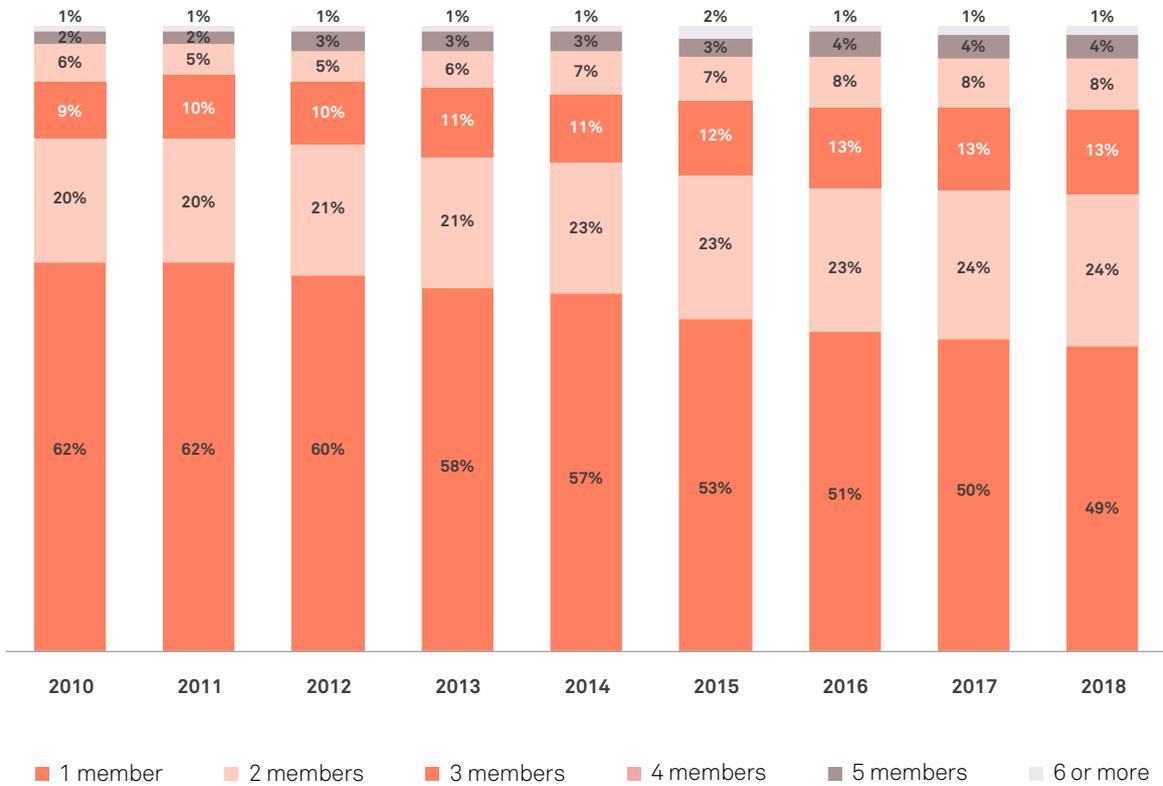
There has been a continuing reverse trend in demand in relation to the age of applicants: during the early years of the Register, most applicants were under the age of 35, representing 52%, while the group of people aged between 35 and 65 represented 38%

of the total. Today, the group of people aged between 35 and 65 represent 57%, while the younger group accounts for 31% of applicants. There has been a slight increase in the number of people over the age of 65, from 10% in 2010 to 12% today.



### Number of household-unit members

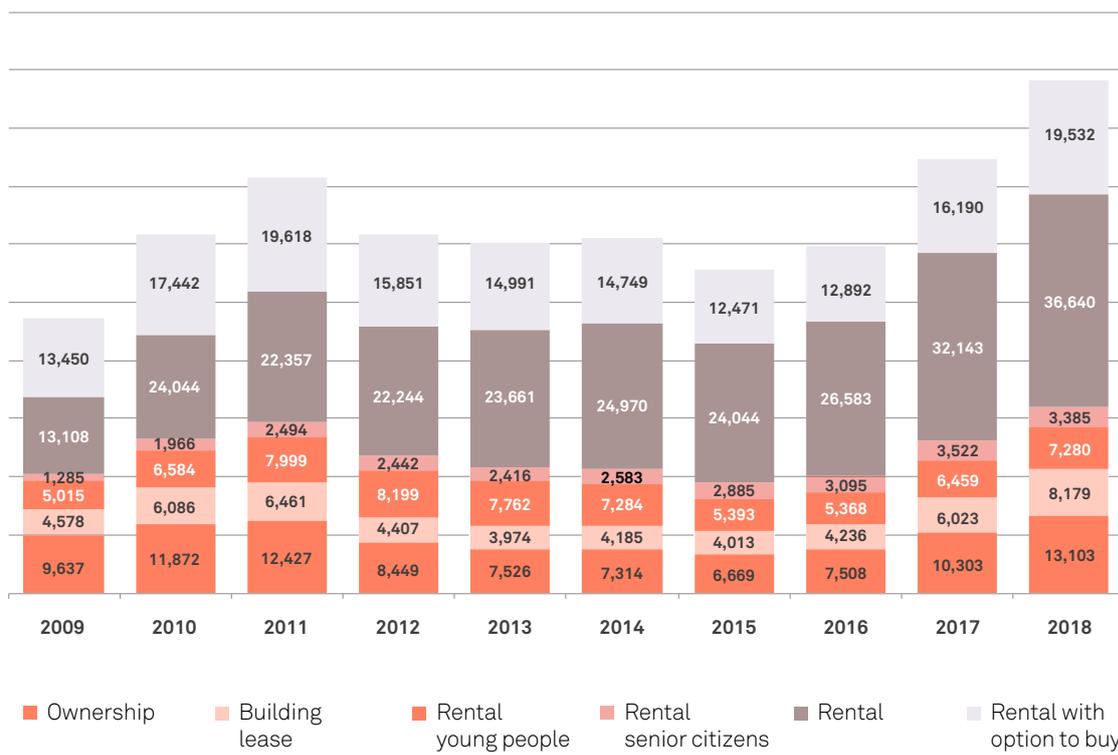
The composition of household units has also changed over time: during the Register of Applicants' first years, single-member household units were the biggest group (62%). Today, that percentage is down to 49%, with more household units having more than one member, the majority with two or three members.



### Type of protection requested

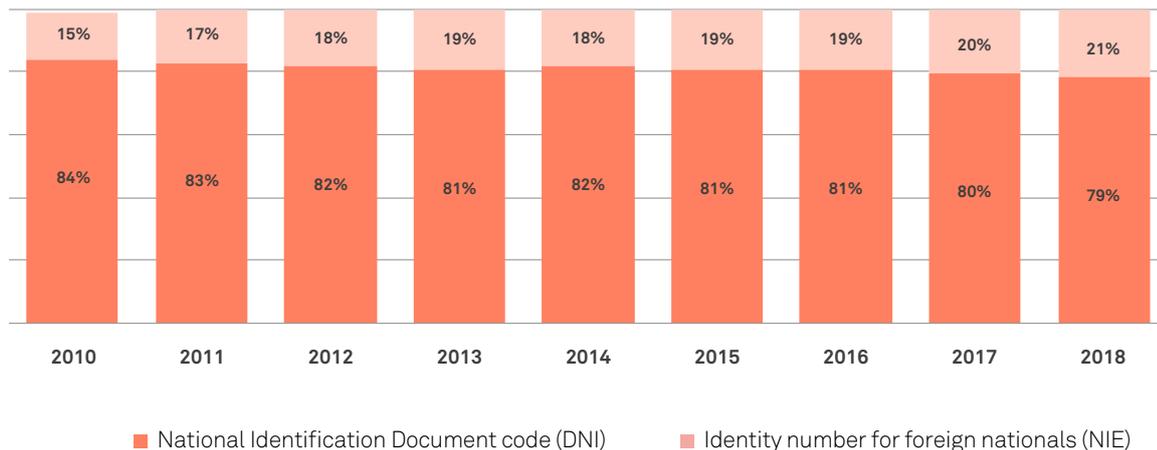
The type of housing protection applied for also continued to vary over the years, with rental leases gradually becoming the most requested form.

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

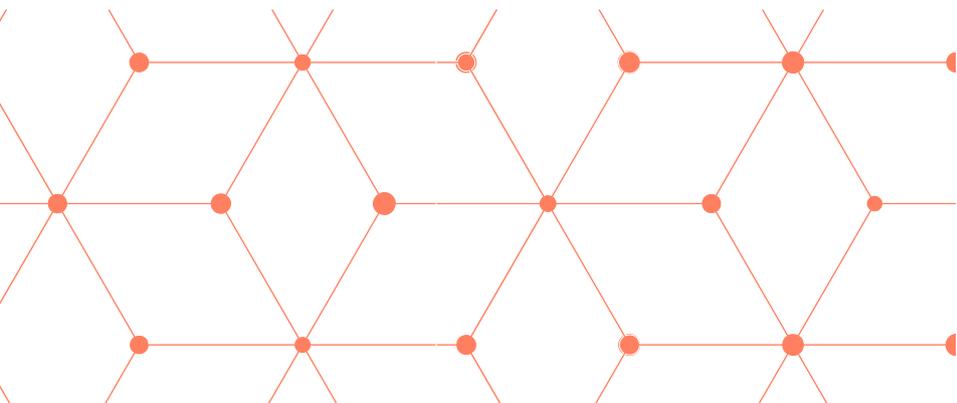


## Nationality

There continued to be a slight increase in number of registered NIE compared to DNI identity numbers.



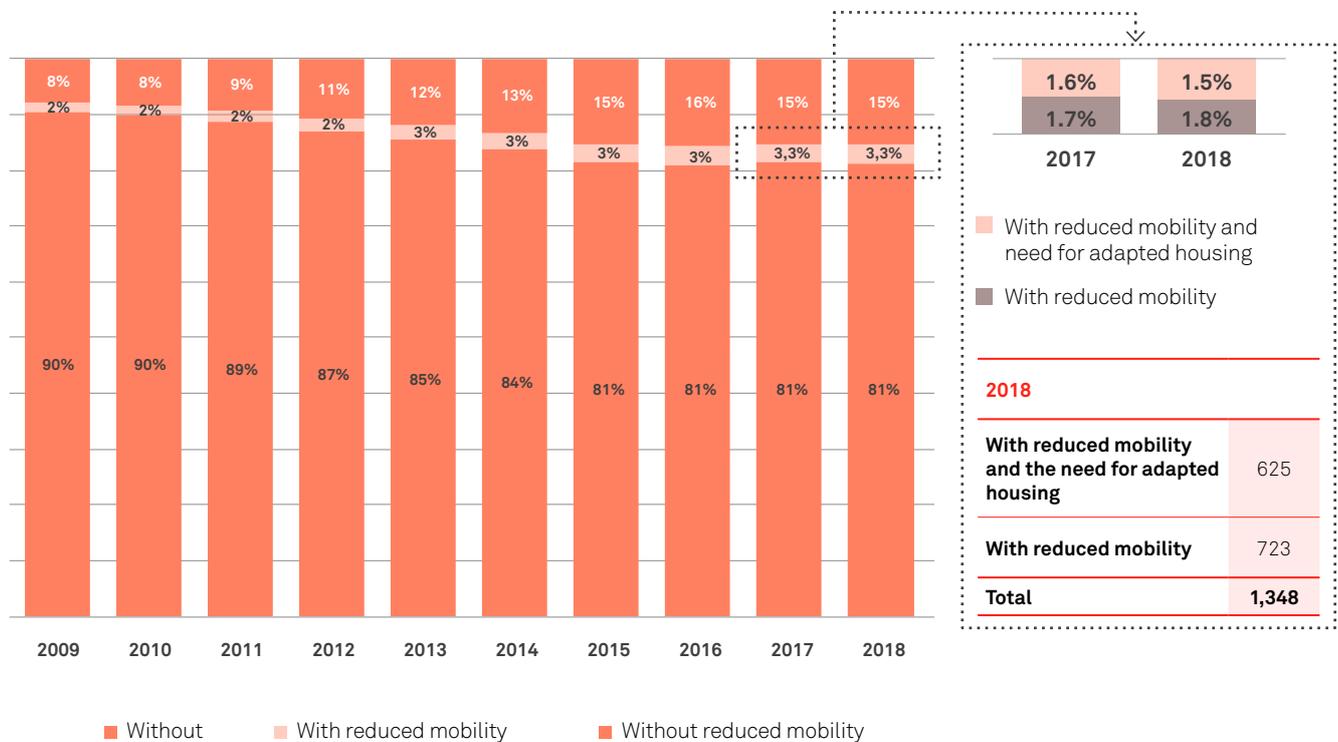
Nationality	2010		2011		2012		2013		2014		2015		2016		2017		2018	
	Dec	%																
<b>National Identification Document code (DNI)</b>	21,457	84%	25,277	83%	22,798	82%	23,159	81%	24,327	82%	22,901	81%	24,690	81%	29,137	80%	32,141	79%
<b>NIE</b>	4,039	16%	5,295	17%	5,015	18%	5,425	19%	5,398	18%	5,337	19%	5,947	19%	7,440	20%	8,755	21%
	<b>25,496</b>		<b>30,572</b>		<b>27,813</b>		<b>28,584</b>		<b>29,725</b>		<b>28,238</b>		<b>30,637</b>		<b>36,577</b>		<b>40,896</b>	



### Members with disabilities

In absolute data, there was a continued increase in the number of household units with a member suffering from a disability, rising to nearly double the figure for the early years of the Register, from 10% in 2010 to 19% at present. Note that of this 19%, 3% corresponds to people with reduced mobility\* (although that percentage has also increased, from the initial figure of 2%), of which 1.53% required an adapted dwelling.

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



Disability	2009		2010		2011		2012		2013		2014		2015		2016		2017		2018	
	Dec	%																		
<b>With no</b>	17,236	90%	22,903	90%	27,151	89%	24,214	87%	24,414	85%	24,933	84%	22,991	82%	24,767	81%	29,760	81%	33,249	81%
<b>With reduced mobility</b>	307	2%	477	2%	602	2%	626	2%	735	3%	850	3%	932	3%	1,051	3%	1,195	3%	1,348	3%
<b>Without reduced mobility</b>	1,507	8%	2,116	8%	2,819	9%	2,973	11%	3,436	12%	3,942	13%	4,315	15%	4,822	16%	5,622	16%	6,299	16%
	<b>19,049</b>		<b>25,496</b>		<b>30,572</b>		<b>27,813</b>		<b>28,584</b>		<b>29,725</b>		<b>28,238</b>		<b>30,637</b>		<b>36,577</b>		<b>40,896</b>	

## Awarding social housing

One new allocation process was implemented in 2018, using a needs-scale system:

### Grant-application campaigns initiated in 2018

<b>Baremació</b>	36 Can Batlló dwellings to be let to socially and financially vulnerable people
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Data from “first allocations” carried out in 2018 comes from campaigns initiated in 2015 (Senior Citizens and Ciutat Vella), whose management continued throughout 2016, 2017 and 2018, and from the promotion campaigns in Can Batlló and Pere IV that began in 2017, along with the Tànger campaign, direct management with developers and other dwellings located at various sites in the City of Barcelona.

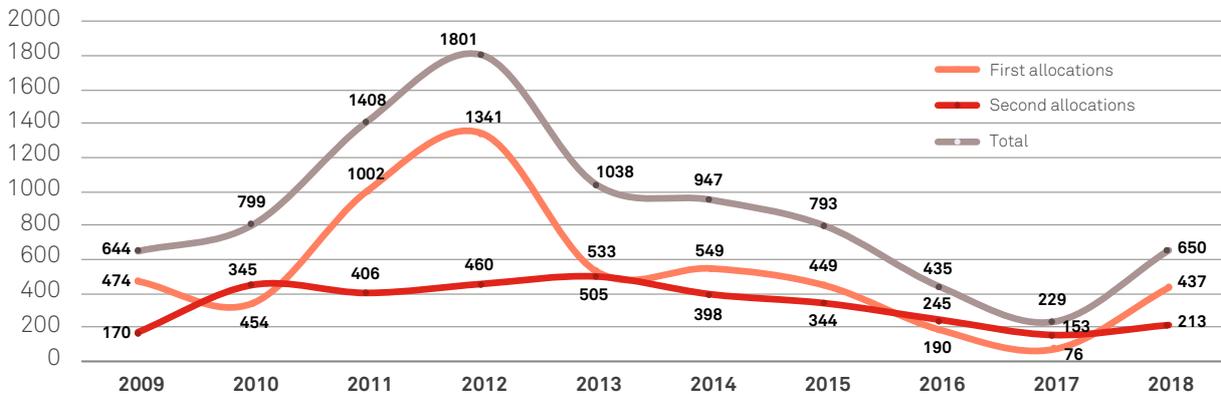


### Type of allocation

<b>New</b>	437
<b>Used</b>	213
<b>Total</b>	650

Since the register was created, **31,638 applicants** have entered the allocation process for **4,911 dwellings** (6.44 applicants per dwelling).

Development of allocation procedures



## Allocation procedures in 2018 for housing-allocation campaigns:

	Housing-allocation campaigns *	Tenure system	Allocation procedures
<b>CAMPAIGNS MANAGED BY THE BARCELONA HOUSING CONSORTIUM</b>			
Allocation procedures in 2018 for campaigns initiated in 2018			
<b>Baremació</b>	36 Tanger dwellings to be let to socially and financially vulnerable people	Social rent	38
Allocation procedures in 2018 for campaigns initiated in other years			
<b>Baremació</b>	178 assisted-housing dwellings with services for senior citizens	Social rent	169
	10 Can Batlló dwellings to be let to socially and financially vulnerable people	Social rent	29
	85 rental dwellings in the district of Ciutat Vella	Rental	15
<b>Draw</b>	Social rental housing in several developments in Barcelona	Rental	5
	26 surface-right dwellings in the Can Batlló development	Building lease	12
	42 surface-right dwellings in the Pere IV development	Building lease	58
<b>CAMPAIGNS MANAGED DIRECTLY BY THE DEVELOPERS</b>			
Allocation procedures in 2018 for campaigns initiated in other years			
<b>Selling</b>	Developer-management dwellings for sale	Ownership	109
<b>Building lease</b>	Surface-right dwellings in the Pere IV development	Building lease	1
<b>Rental</b>	Developer-management dwellings for rent	Rental	1
	In addition, used-dwelling allocation procedures that were managed		213
<b>Total 2018</b>			<b>650</b>

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

Housing	Successful applications	Allocated	Awaiting allocation	Waived allocations	Withdrawn allocations	Refused allocations
<b>4,911</b>	31,638	4,764	5	9,919	11,659	5,291

### Main reasons for waived allocations

In 2018, the percentage of waived allocations relating to financial issues (financial situation, dwelling price and rejected mortgages) rose to 29%, compared to the previous year, when they accounted for 15% of all waived allocations.

Subjective reasons for waiving allocations remained at nearly 30%. The main reasons included not liking the allocated flat or its location.

Waived allocations for personal reasons, or without any given reason, remained at 32%.

Waived allocations	2018		Total	
Financial situation/Unemployment	51	24%	2,304	23%
Far from work	1	1%	268	3%
Did not like the area	25	12%	1,603	16%
Did not like the flat	26	12%	1,444	15%
Already had a flat	17	8%	495	5%
Preferred another type	12	6%	425	4%
Refused mortgage	3	2%	201	2%
Dwelling price	5	3%	513	5%
Change in family composition	14	6%	283	3%
Others (1)	56	26%	2,383	24%
<b>Total</b>	<b>210</b>		<b>9,919</b>	

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



### Housing allocations for social-emergency situations

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

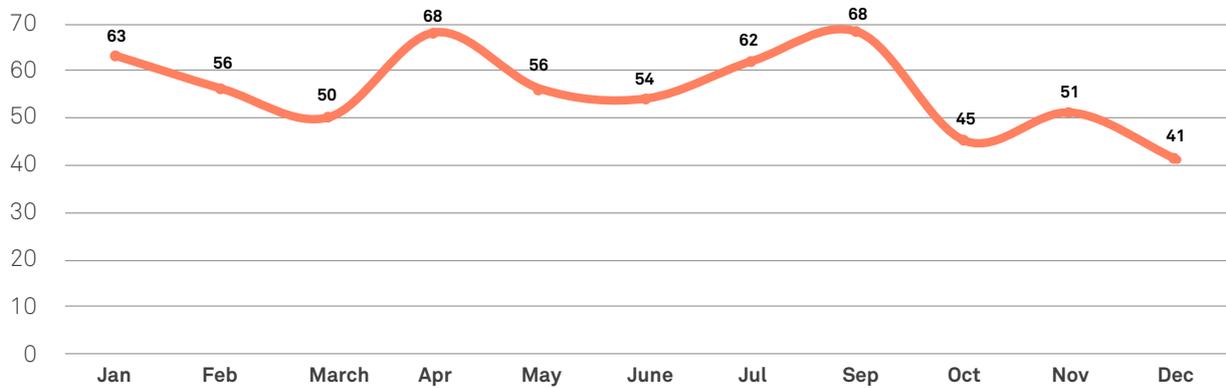
The Board is tasked with assessing cases that have been heard at Barcelona’s housing offices and with allocating dwellings from the Social Rental Housing Fund that are available at the time of the Board’s meeting.

### Assessment Board

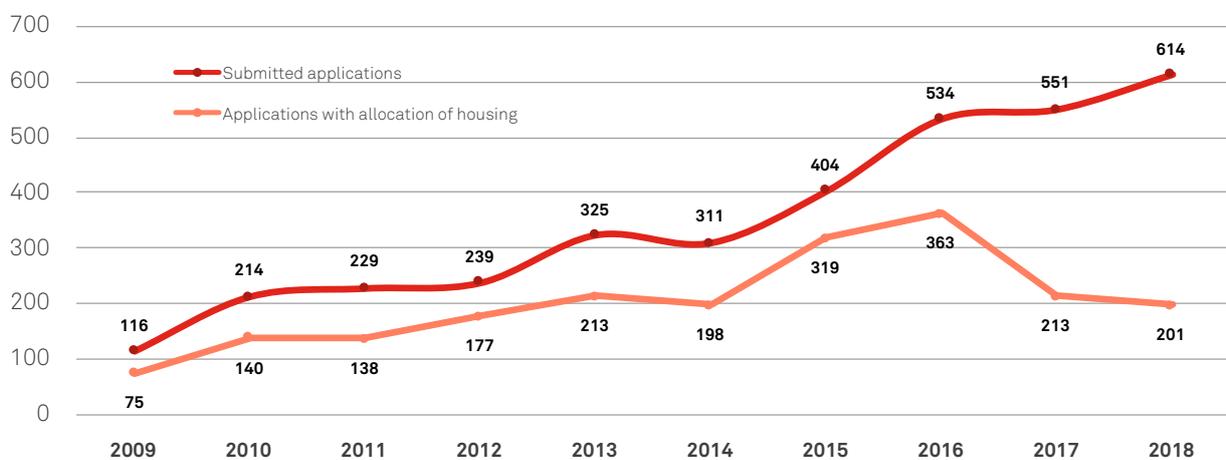
In 2018, eleven meetings were held by the Assessment Board, in order to allocate dwellings in response to emergency situations. A total of 614 new loss-of-home situations were analysed, with **a total of 201 emergency cases considered, and a dwelling from the Social Rental Housing Fund was allocated.** An alternative solution was found for the 26 remaining applications. 35 cases were still being processed on 31 December 2018.

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

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



### Development of submitted and considered applications



Applications	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Total
Submitted	116	214	229	239	325	311	404	534	551	614	3,537
Considered	75	140	138	177	213	198	319	363	213	201	2,037
% considered/ submitted	64.66%	65.42%	60.26%	74.06%	65.54%	63.67%	78.96%	67.98%	38.66%	32.74%	57.59%

### Distribution of considered applications, by district

Since 2009, the Allocation Board had considered **2,037 applications from household units due to social emergency situations.**

District	2009*	2010	2011	2012	2013	2014	2015	2016	2017	2018**	Total
Ciutat Vella	19	33	29	30	32	35	44	66	26	24	338
Eixample	5	6	7	11	17	15	32	31	25	19	168
Sants-Montjuïc	5	10	10	25	31	24	56	50	36	31	278
Les Corts	1	1	0	1	3	3	3	4	5	4	25
Sarrià-Sant Gervasi	5	7	3	3	6	4	7	11	8	6	60
Gràcia	2	6	2	6	7	7	13	15	9	14	81
Horta-Guinardó	7	20	21	16	24	25	41	46	19	24	243
Nou Barris	13	15	23	31	37	32	45	52	21	27	296
Sant Andreu	2	7	8	5	16	14	24	24	12	12	124
Sant Martí	16	35	35	49	40	39	54	64	52	40	424
<b>Total</b>	<b>75</b>	<b>140</b>	<b>138</b>	<b>177</b>	<b>213</b>	<b>198<sup>(1)</sup></b>	<b>319<sup>(2)</sup></b>	<b>363<sup>(3)</sup></b>	<b>213<sup>(4)</sup></b>	<b>201<sup>(5)</sup></b>	<b>2,037</b>

(1) An alternative solution was found for 7 other applications; (2) an alternative solution was found for 9 other cases; (3) an alternative solution was found for 13 other cases; (4) an alternative solution was found for 30 other cases; (5) an alternative solution was found for 26 other cases.

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

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

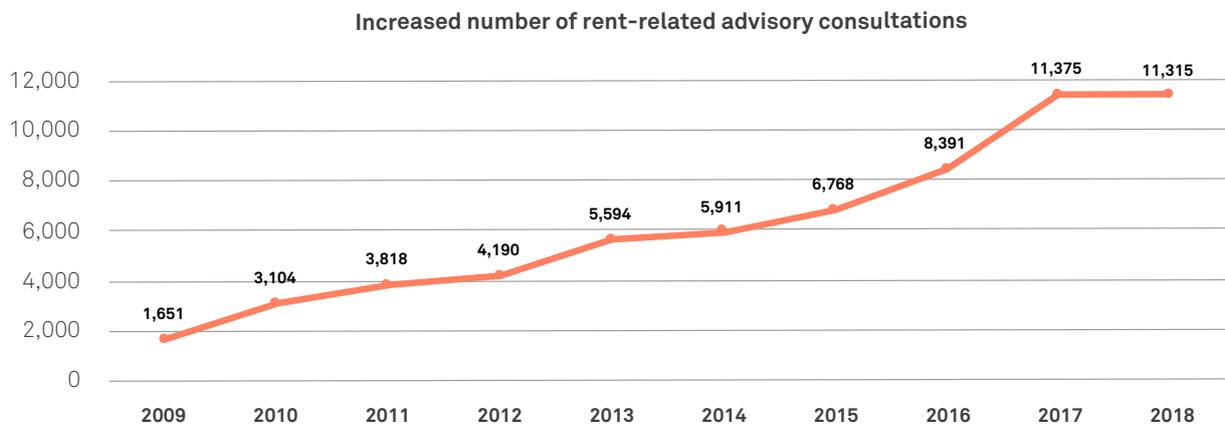


## DECENT USE OF HOUSING

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

## Housing information, legal advice and mediation

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



The assistance figures for 2018 remained stable in comparison to the previous year. **The largest number of cases of assistance involved rent, accounting for 90.51% of the total.**

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

Subject of the advice	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Total
Rental	1,651	3,104	3,818	4,190	5,594	5,911	6,768	8,391	11,375	11,315	<b>62,117</b>
Community of property owners	242	462	504	911	1,047	1,057	1,152	1,250	1,707	1,099	<b>9,431</b>
Purchasing	46	176	117	208	154	113	159	125	215	98	<b>1,411</b>
Social-emergency cases	116	214	229	215	325	311	404	534	--	--	<b>2,348</b>
Mobbing	82	42	26	18	30	22	27	45	51	35	<b>378</b>
Ofideute <sup>(1)</sup>				292	602	468	412	380	272	153	<b>2,579</b>
Rent mediation <sup>(2)</sup>				37	169	180	485	1,087 <sup>(3)</sup>	1,556 <sup>(4)</sup>	1,520 <sup>(5)</sup>	<b>5,034</b>
<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>14,220</b>	<b>83,298</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. (5) Includes 331 analysed situations.

## Property mobbing

A rise in the number of problematic situations was detected throughout 2018, where tenants found themselves at risk of losing their home through legal proceedings from owners. These situations were tackled through protection against possible property mobbing.

Housing Office legal services analysed a total of **35 new situations of possible coercive action** against tenants, and the corresponding mediation interventions were initiated between the parties involved, in order to resolve their disputes.

A new intervention unit was formed in order to reinforce this service, which collaborated directly with the housing offices in order to tackle these situations, especially those involving possible property mobbing. This unit

acts on properties referred to it by the housing offices. It makes a detailed analysis of each specific case, produces a diagnosis and an intervention strategy and then implements that strategy, in coordination with the Housing Discipline Unit where necessary. In regard to this line of action, the Housing Discipline Unit's use of administrative procedures against property-mobbing should be noted, as a new intervention tool to deal with these situations.

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

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

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

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

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

Of the total number of Ofideute cases where mediation had been completed, **36.8% involved a favourable agreement between the parties.**

## Rent-mediation service

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

In 2016, new negotiation tools were introduced, enabling the service to increase the number of situations analysed and tackled through mediation. We highlight the allowance-application campaign for maintaining rented dwellings and for mediation referrals and incentives for including dwellings subject to court proceedings into Barcelona's Rental

Housing pool, which helped to increase the possibilities for resolution and agreement that would prevent the loss of homes.

Mediations	2013	2014	2015	2016	2017	2018
Carried out	169	180	485	1,087 <sup>(1)</sup>	1,556 <sup>(2)</sup>	1,520 <sup>(3)</sup>
Completed	147	125	281	649	1,032	984
Being processed on 31/12			204	303	205	205
Completed with a favourable agreement	75	63	126	282	369	359
% agreement	51.02%	50.40%	44.83%	43.45%	35.75%	36.48%

(1) Includes 135 analysed situations.  
 (2) Includes 319 analysed situations.  
 (3) Includes 331 analysed situations.

Since becoming operational in October 2012, **4,997 mediation cases have been undertaken, through Housing Office legal services**, of which 3,218 have been finalised, with a favourable agreement between the parties being reached in 44% of the cases.

## Other housing-related initiatives

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

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

Functions requiring implementation are grouped into four areas:

- Reception and support for new public-housing tenants to help them integrate into the housing environment and the local-resident community.
- Mediation in disputes, in collaboration with all the stakeholders (promoters, social services) for implementing the best intervention strategy.
- Analysis and assessment of possible cases of rent arrears, or difficulties in paying the rent, and the proposed action.



- Monitoring tenants' contractual obligations and action in the face of possible non-compliance.

In 2018, the Public-Housing Protection, Intervention and Mediation Service **intervened in more than 1,200 cases.**

Type of intervention	2015	2016	2017	2018
Reception	91	126	144	169
Conflict	49	34	30	34
Payment arrears	158	135	256	275
Disputes and payment arrears		4		
Evictions	13	35	53	34
Regularisation	24	54	123	532
Monitoring contractual obligations	18	32	77	212
Banks	74	1		
Rent grants and Housing Pool		14	54	25
<b>Total No. interventions</b>	<b>427</b>	<b>435</b>	<b>737</b>	<b>1,281</b>

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

### 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 support is needed by families going through eviction processes, to prevent such evictions from occurring or to manage and minimise the effects of losing a home.

The SIPHO Service acts preventively in situations involving the possible loss of a home, by offering the necessary support 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, where that is not possible, minimise the effects that such losses can cause.

#### The functions carried out focus on:

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

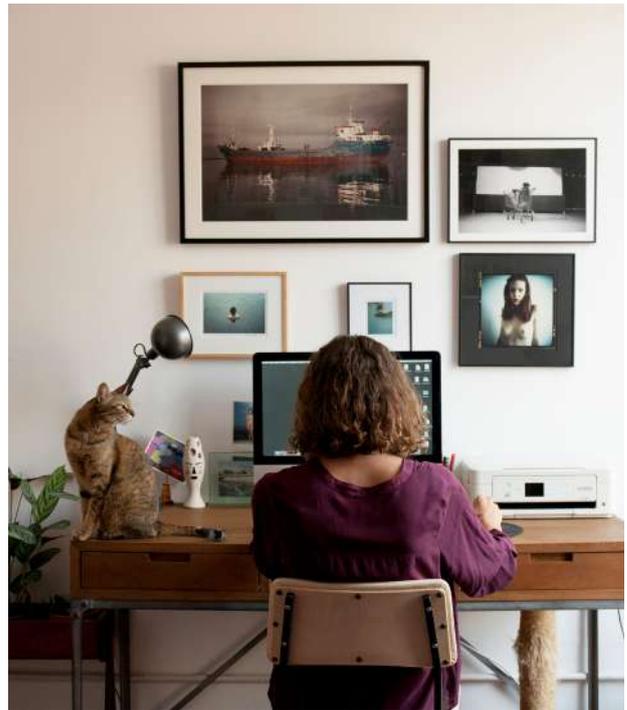
## BARCELONA'S RENTAL HOUSING POOL

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 in Your Hand] campaign, aimed at boosting the Rental Housing Pool as an affordable housing alternative.
- The campaign led to the offer of 533 dwellings, 165 of which were included in the Pool at the end of that year. 22% of the inspected dwellings required renovation work to make them habitable.
- Advantages for the property owners were maintained, placing special emphasis on the following:
  - Guaranteed receipt of rent payments.
  - Subsidies for work on dwelling interiors.
  - Incentives for including vacant dwellings or regularising dwellings where legal action has been taken over rent arrears.
  - Technical, legal and social support.
- The Housing Pool's additions in 2017 led to the signing of **191 new contracts, thereby recovering** the rate of acquisition it enjoyed in previous years.
- Accumulated and current additions, in 2018, given the improved additions and contained number of resolutions, resulted in 867 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 maintained, with the aim of preventing evictions and enabling families to keep their homes.

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

## Advantages of renting a flat through the Pool

- Municipal guarantee of receipt of rent or “Avalloguer” (universal cover for payment defaults, for 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 flat habitability, of up to €20,000.
- Incentives of €1,500 for the inclusion of a vacant dwelling and incentives of up to €6,000 for regularising dwellings involved in legal actions.

## Indicators for Barcelona's Rented Housing Pool

Current contracts	2005-2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	Current 2018
<b>Social Rental Housing Pool</b>	193	131	163	90	97	57	87	39	29	155	165	<b>617</b>
<b>Youth Housing Pool</b>	468	166	129	96	47	35	28	13	13	29	26	<b>250</b>
<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>191</b>	<b>867</b>

Analysis of rental income	2012	2013	2014	2015	2016	2017	2018
<b>Average rent for the Pool (€/m<sup>2</sup>)</b>	8.42	8	7.69	8.59	8.64	9.18	<b>9.76</b>
<b>Average rent on the market (€/m<sup>2</sup>)</b>	11.7	10.7	11.35	11.89	12.4 <sup>(1)</sup>	13.21	<b>13.61</b>
<b>Δ Pool rent / market rent</b>	-27%	-26%	-32%	-28%	-30%	-31%	<b>-28%</b>

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

Analysis of demand								Analysis of the supply							
	2012	2013	2014	2015	2016	2017	2018		2012	2013	2014	2015	2016	2017	2018
<b>Applications</b>	1,675	2,212	3,000	3,566	4,344	6,470	<b>8,904</b>	<b>Housing</b>	260	173	105	53	72	226	<b>165</b>
<b>Formalised</b> (accumulated and pending occupation)	144	92	115	52	42	184	<b>191</b>	<b>Brought into the Pool</b>	144	92	115(1)	52	42	184	<b>191</b>
<b>Dwellings allocated</b>	-27%	-26%	-32%	-28%	-30%	-31%	<b>-28%</b>	<b>Leased</b>	-27%	-26%	-32%	-28%	-30%	-31%	<b>-28%</b>
<b>Subsidies for owners, equivalent to 50% of the IBI</b>															
		<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>						
<b>Average rent for the Pool (€/m<sup>2</sup>)</b>		52,228	46,003	46,422	43,507	49,131	50,616	--	--						
<b>Average rent on the market (€/m<sup>2</sup>)</b>		426	364	335	309	339	342	556	<b>471</b>						
<b>Δ Pool rent / market rent</b>		123	126	139	141	145	148	--	--						

### “Tu tens la clau” campaign for attracting private dwellings

In 2018, the “Tu tens la clau” [The Key in Your Hand] campaign, which was initiated in 2016, was reinforced, with the aim of attracting dwellings to Barcelona’s Rental Housing Pool.

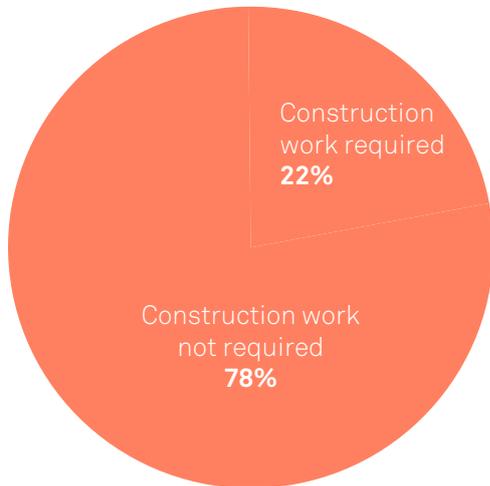
“Tu tens la clau” is aimed at owners of private dwellings that are eligible for renting out. The Pool is offered as an alternative that has specific advantages.

The main information and reception channel for new owners is the **Housing Office Network**, which is complemented with the **Housing Website**.

District	Dwellings under management 2018
Ciutat Vella	58
Eixample	49
Sants-Montjuïc	65
Les Corts	13
Sarrià - Sant Gervasi	11
Gràcia	21
Horta-Guinardó	82
Nou Barris	103
Sant Andreu	42
Sant Martí	89
<b>Total</b>	<b>533</b>

Contact method with owners				
HOs	Website	GG	Change of dwelling	SIPHO
71%	26%	2%	0%	1%

Dwellings requiring work



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

The increased number of additions would continue throughout 2019, as **22% of the dwellings required habitability work, and their availability was dependent on the work being completed.**

**GRANTING RIGHT-OF-USE OF PRIVATE DWELLINGS TO THE BARCELONA 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 Private Foundation, which is part of the Catalan Third Social Sector, on 23 December 2015, to manage the programme for granting the Housing Pool the use of vacant

dwellings. Therefore, there was no increase in the number of leases in 2018 and the programme's activity was centred on socially monitoring families provided with homes and managing replacement dwellings where dwellings are no longer considered to be habitable.

Social support continued in 2018 for especially vulnerable people and families, given housing under the programme, to monitor the proper use of the dwelling and compliance with contractual obligations.

**Indicators for the programme for granting right-of-use of private dwellings to the Pool**

**Granting vacant dwellings to the Pool in 2018**

Signed contracts for granting dwellings to the Pool	250
Average rental for owners	€571
<b>Leases in 2018</b>	
Dwellings with leases signed on 31/12/2018	244
Average rent for tenants	€145

## GRANTS FOR HOUSING PAYMENTS

Results from the 2018 management of fair-rent programmes, special-emergency allowances, basic emancipation allowance, subsidies for rent payments and allowances for rent and social-emergency payments resulting from mediation in the City of Barcelona.

- **“Fair rent”.** Rent-payment allowances: 1,986 cases were processed in Barcelona, 1,876 of them in housing offices.
- Special emergency allowances for rent/mortgage arrears and for access to housing for people evicted from their homes: 622 cases in Barcelona were processed, 514 of them in housing offices.
- Basic emancipation allowance recorded 25 incidents relating to the applicants’ changes of situation, consultations and complaints.
- Rent-payment subsidies: 6,664 cases in Barcelona were processed, 6,645 of them in housing offices.
- Subsidies for including dwellings in Barcelona’s Rental Housing Pool: 231 cases were processed in Barcelona.
- Allowances for rent and social-emergency payments resulting from mediation in Barcelona: 2,156 cases were processed.

### “Fair rent”. Rent-payment allowances

In 2018, these grants, which were awarded by the **Catalan Government**, were generally aimed at people who were already beneficiaries of previous grant-application campaigns.

#### Number of “Fair Rent” grants in the city

Year	Submitted	Awarded	Awarded/ submitted
2014	2,807	2,535	90%
2015	2,704	2,522	93%
2016	2,305	2,175	94%
2017	2,071	1,949	94%
2018	1,986	1,767	89%
<b>Total</b>	<b>11,873</b>	<b>10,948</b>	<b>92%</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 cases involving people evicted from their homes, where the Consortium is also responsible for proposing solutions.

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

Year	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 <sup>(1)</sup>	731	59	97	--	887	611	69%
2017 <sup>(2)</sup>	676	40	95	--	811	519	64%
2018 <sup>(3)</sup>	490	41	91	--	622	323	52%
<b>Total</b>	<b>5,134</b>	<b>448</b>	<b>508</b>	<b>656</b>	<b>6,746</b>	<b>4,084</b>	<b>61%</b>

(1) 1 case was still being processed on 31 December.

(2) 27 cases were still being processed on 31 December.

(3) 276 cases were still being processed on 31 December.

### Rent-payment subsidies

In accordance with Chapter III of Royal Decree 106/2018, of 9 March, which regulates the 2018-2021 Rent-Payment Subsidies Plan, the fourth call for rental-payment subsidy applications was published.

The Catalan Housing Agency, acting in accordance with Chapter III of that Royal Decree, published Resolution GAH/921/2018, of 14 April, approving the regulatory terms and conditions for allocation of subsidies for rent payments, on a competitive basis, and published the call for 2018.

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

Year	Submitted	Awarded	Awarded/ submitted
2015	2,880	2,200	76%
2016	4,210	3,581	85%
2017	6,065	4,935	81%
2018	<b>6,664</b>	<b>5,338</b>	<b>80%</b>
<b>Total</b>	<b>19,819</b>	<b>16,054</b>	<b>81%</b>

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

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

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

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

- In June, the 2018 call for applications for social-emergency allowances resulting from mediations in Barcelona, which was published in official gazettes on 4 and 11 June, with a budget of €3,000,000.
- In September 2018, the 2018 call for rent-allowance applications in Barcelona, which was published in official gazettes on 5 September, and subsequent amendments published on 18 and 20 December, with a total budget of €9,000,000.

**Target groups for the 2018 call for mediation were as follows:**

- Household units signing a rental housing lease, following the conclusion of their stay and their process for inclusion in a Barcelona Inclusion Housing Network's housing resource, or in a residential resource for women who are gender-violence victims, where the reference service is SARA (Service for Assistance, Recovery and Shelter) or ABITS (Agency for a Comprehensive Approach to Sex Work) at Barcelona City Council, as well as people who, on request from the Assessment Board for allocating dwellings for social emergencies, have lost their habitual home and sign a new rental contract.
- Household units assisted by the Barcelona Housing Offices Network's mediation service and which:
  - Have signed a rental contract through Barcelona's Rental Housing Pool.
  - Have agreed to a minimum reduction of €50 per month in rent receipts, provided that they submit their requests within a maximum period of 120 days, as from the effective date of the agreed reduction signed with the owner. As an exception, rent-reduction agreements are not required where legal action concerning rent-payment defaults has been initiated.

- 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.

2018	Submitted	Awarded	Awarded/ submitted
<b>Total</b>	<b>305</b>	<b>254</b>	<b>83%</b>

Target groups of the 2018 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 2017 call for allowance applications.

Year	Submitted	Awarded	Awarded/ submitted
<b>2015</b>	3,827	2,920	<b>76%</b>
<b>2016</b>	2,453	2,141	<b>87%</b>
<b>2017</b>	2,029	1,935	<b>95%</b>
<b>2018</b>	1,851	1,736	<b>94%</b>
<b>Total</b>	<b>10,160</b>	<b>8,732</b>	<b>86%</b>

There were 41 ongoing appeals corresponding to renovation applications and 5 mediations on the day that this report was concluded.



## Basic emancipation allowance (RBE)

This is an allowance granted under Royal Legislative Decree 20/2011, of 30 December, on emergency budgetary, tax and finance measures. By the end of December 2016, 20,005 young people had applied for this basic emancipation income. Of those applications, 19,317 were approved, of which 17,354 people have been paid or are in the process of being paid, for a total amount of €69,775,354.

## Development of current cases per year

RBE	Current cases <sup>(1)</sup>
2009-2010	27,441
2011	17,506
2012	5,579
2013	3,148
2014	1,491
2015	854
2016	704
2017	0
2018	0

(1) Source: Catalan Housing Agency.

## Summary of the development of approved cases

In 2018, a total of 9,418 rent- and mortgage-payment grants were allocated, through programmes for basic emancipation rent, fair rent, special-emergency allowances, rent-payment subsidies and municipal rent-payment allowances.

Aid programme	2015	2016	2017	2018
Fair-rent cases approved per year	2,522	2,175	1,949	1,767
Special-emergency cases approved per year	626	611	519	323
Rent-payment subsidies	2,200	3,581	4,935	5,338
BHC rent-payment grants	2,920	2,364	2,138	1,990
RBE current cases per year	854	704	0	0
<b>Total No. grants allocated</b>	<b>9,122</b>	<b>9,435</b>	<b>9,541</b>	<b>9,418</b>
<b>Budget</b>	<b>€19,972,953.25</b>	<b>€21,301,959.59</b>	<b>€23,859,824.72</b>	<b>€23,582,995.39</b>

## Other rent grants

In addition to 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, as well as incentive grants for including dwellings in Barcelona's Rental Housing Pool programme.

Rent grants, processed cases	Number
Basic emancipation allowance (current on 31/12/2018)	0
Fair rent	1,986
Special-emergency allowances	622
Rent-payment subsidies	6,664
BHC rent-payment grants	2,156
Grants for paying rental deposits and first month of rent	--
Subsidies for including dwellings into the BHLLB	231
<b>Total</b>	<b>11,659</b>

In 2018, there were a total of **11,659 cases of grants** managed in the City of Barcelona.

# 7

# BARCELONA SOCIAL HOUSING COUNCIL



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

The BSHC was set up on 26 February 2007, representing an opportunity for making effective a new **citizen-participation forum on the subject of housing**, aimed at providing a means for generating opinions and proposals, as well as promoting their analysis.

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

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

## THE SOCIAL HOUSING COUNCIL'S FUNCTIONS

- Advising on all the issues that the Barcelona Housing Consortium, Barcelona City Council and the Catalan Government Authority ask its opinion on.

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- Providing information on draft municipal by-laws and other general provisions that affect housing.

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- 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 its constituent authorities.

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- Monitoring and assessing compliance with Barcelona's Housing Plans.

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- Monitoring and assessing compliance with Barcelona's Renovation Plans.

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- 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.

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

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- Launching activities and organising sessions and talks concerning the social-housing priorities established by this Council.

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

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

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

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## THE COUNCIL'S ORGANISATION

The Barcelona Social Housing Council is the Consortium's consultative and participatory body, governed by regulations, the Consortium's Articles of Association and the City Council's Rules for citizen participation. The Council is divided up into a Full Meeting, a Standing Committee and working groups. Taking part in it are its Chair, First and Second Deputy Chairs, voting members and the Technical Secretary.

Full Meetings are made up of more than a hundred voting members, representing the Catalan Government and the City Council as well as municipal political groups, public bodies and enterprises relating to housing planning and construction, sectoral municipal participation councils, non-profit social entities, associations and organisations providing social support for housing access, cooperative-member organisations, 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, pertaining to Full Meetings and appointed by the Chair from among the various sectors represented at Full Meetings, following consultation at the body itself.

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

## RENOVATION OF THE COUNCIL'S REGULATIONS

In October 2017, Barcelona City Council approved new rules regulating citizen participation, providing a new framework that defined and clarified the channels of political participation, the necessary resources for implementing them and a system of guarantees for ensuring the proper use and effectiveness 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 in-person formats and put special emphasis on guaranteeing an inclusive participation that would take into account the diversity and needs of the population.

The SHC's Secretary initiated a process to renovate the body's internal regulations, in force 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 working group that reviewed the old regulations, in order to incorporate the points that were lacking and thereby reorganise participation, renew posts and incorporate or retire members of the Council, among other things. The new regulations also aimed to pave the way for the inclusion of remote media for monitoring meetings.

## INTERNAL WORK

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

## CONCLUDED WORKING GROUPS

### MPGM Monitoring Committee working group

Barcelona City Council is promoting various measures concerned with increasing affordable housing. In this regard, in June 2018, the Ecology, Urban Planning and Mobility Commission approved modifications to the General Metropolitan Plan (PGM) relating to the allocation of public housing on consolidated urban land and the area of first-refusal and pre-emptive rights.

The planned modifications to the PGM were interrelated in the sense that they had a direct effect on urban planning and the protection of habitual dwellings, as well as on expanding the pool of affordable housing.

In order to support the processing of these measures, a participative process was defined that made it possible to approach the general public and compile various perspectives and considerations about its content, with a view to the provisional approval of the regulation at the Full Council Meeting, and for its

subsequent definitive approval by the Catalan Government's Barcelona Urban Planning Subcommittee.

This process was held during the public-scrutiny period, with the aim of taking all of the contributions into consideration during the drafting of the final document.

#### Members and organisations taking part:

OCUC, Barcelona Regional, PAH BCN, Association of Catalan Architects, Association of Registrars, Association of Surveyors, Association of Barcelona Estate Agents, CAATEEB, APCE, Family and Social Well-being Foundation, Catalan Round Table of Third Social Sector Organisations, DESC Observatory, FIBS Foundation, ERC Municipal Group, Grup Demòcrata Municipal Group, C's Municipal Group and CUP Municipal Group.

Led by the Manager's Office for Urban Ecology.

### Working group for Regulation amendment and participation

This group was created to renew regulations and adapt them to the Barcelona Citizen-Participation Regulations, as well as to resolve other issues, including the renewal of posts, commitments to the speedy delivery of documents and the acceptance or expulsion of Council members.

This work has been carried out for two years, beginning prior to the approval of the municipal regulations on participation and revised after approval.

#### Members and organisations taking part:

PDeCAT Municipal Group, CUP Municipal 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.

## OPERATIONAL WORKING GROUPS

### Renovation working group

This aim behind this working group was to extend the debate with the Council's members on the conclusions and proposals made regarding the renovation-grant campaigns being launched year after year. The work carried out by this working group can be seen in the 2016, 2017 and 2018 renovation-grant campaigns and, in the same vein, the WG continues to debate and take stock of the annual campaigns.

#### Members and organisations taking part:

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

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

### Cooperative Housing Board

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

In 2018, it focused on the debate concerning the assessment of the first tender of public land for building cooperative housing, as well as a second tender of plots of land for social housing developers. This forum was used for analysing procedures and compiling proposed improvements.

#### Members and organisations taking part:

Catalan Housing Agency, Commissioner for Cooperative, Social and Solidarity Economy, Barcelona Housing Consortium, La Borda, LaCol, Celobert, CCOO (Habitatge Entorn), EcoLAB CanNova, Barcelona 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, Can 70, Barcelona Provincial Council's Housing Office, Caixa d'Enginyers, Triodos Bank, Cajamar, Caja Laboral, Fiare Banca Ètica, Coop57 Foundation, La Dinamo, La Mangala, Llar Jove, the Public Health Agency and La Corrala.

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

## Energy-poverty working group

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

The debate focused on a study of the legal framework and social benefit. The group worked to foster coordination between the various existing stakeholders in the Catalan area, so as to offer a coordinated response to the needs arising from this situation, including energy companies and the social fabric.

### Members and organisations taking part:

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

Led by the Deputy Mayor for Social Rights.



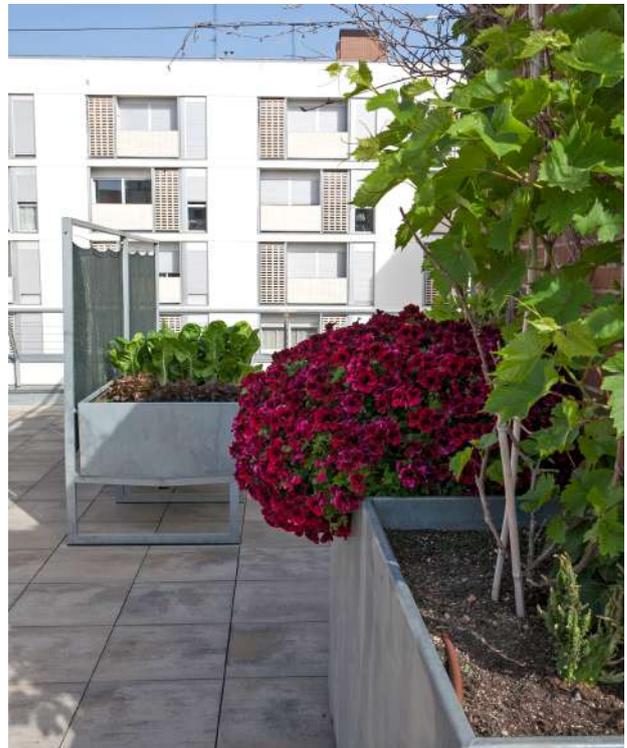
## Working group for sustainable industrial housing production

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

### Members and organisations 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, Hospital Sant Joan de Déu Social Services, 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 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



## Working group against local-resident expulsion

In response to the petition put together by several members of the Council, this workspace was created with the main aim of analysing the problem of gentrification processes, especially in cases where local residents are expelled from entire blocks, and of seeking 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 buildings that had changed hands over the previous 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, given that citizen protection and knowledge were considered to be priorities.

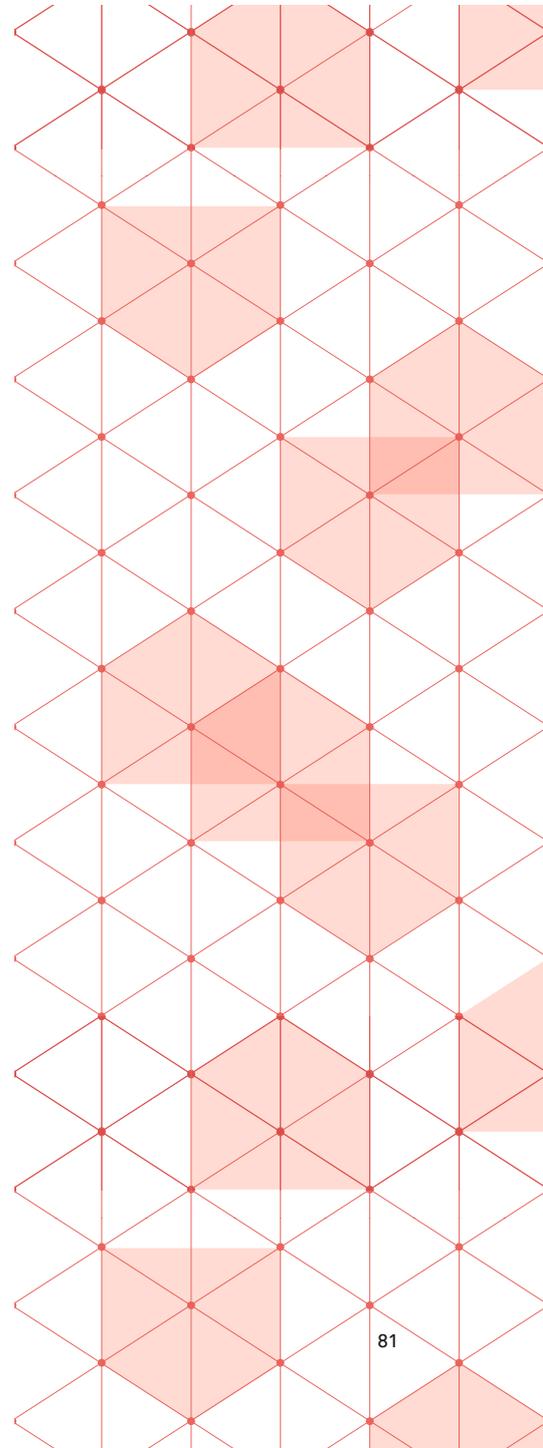
### Members and organisations taking part:

Renovation and Decent Use of Housing (Consortium/BAGURSA), FAVB, DESC Observatory, PAH, PDeCAT Municipal Group, City Council's Legal Services, Ens Plantem, Xarxa de Blocs en Lluita, El Poblenou Local Residents' Association, Fem Sant Antoni Platform, Resistim el Gòtic, Sindicat de Llogaters, Public Health Agency and Sants Housing Group, Barceloneta Housing Committee.

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

## Ciutat Vella Sectoral Housing Council Working Committee

As a result of the agreement reached by the Ciutat Vella Full District Council Meeting, this Council was constituted with the idea of working on the district's specific housing problems. The creation of this group signifies a change in the way the CHSB works, with the incorporation of a group that works on a district rather than a city level.



## SUMMARY OF ACTIVITIES

### Work sessions held:

- Regulation amendment and participation working group

The group met on 26 April, with 6 people attending. The meeting examined the proposed amendment to the Barcelona Social Housing Council's regulations, once the City Council's participation regulations had been approved.

The group met on 16 October, with 4 people attending. They reviewed the agreements proposed in the previous session and completed the details of the new regulation, leaving it ready for its full approval by the Standing Committee.

- MPMG Monitoring Committee working group

The group met on 3 July, with 14 people attending. There was a report on the context and background of the modification to the PGM regarding urban planning regulations for housing. The participative process to be developed within its framework was also presented, and the constitution of the Monitoring Committee was formalised.

The group met on 12 July, with 25 people attending, in order to hold a monographic debate on amending the PGM for public housing on consolidated urban roofs.

The group met on 16 July, with 15 people attending. The declaration of the area of first refusal and pre-emptive rights throughout the city, for buildings that meet certain conditions, was presented and the terms for building were defined, as established in current urban-planning legislation.

The group met on 18 September, with 14 people attending. There was a report on the main results from the participative process being implemented, as well as its forthcoming goals. There was also an informative report on the claims presented during the public-scrutiny period and on the changes and modifications included in the

documents arising from the debates held during the participative process. The WG was concluded.

- Renovation working group

The group met on 14 May to report on the closing of the 2017 campaigns, as well as the renovation grant campaign for 2018. 14 people attended.

- Cooperative Housing Board working group

The group met on 8 June to evaluate the first tender process for building sites and the status of the current projects. It also dealt with the forthcoming tender for buildings to be used as cooperative housing by granting right of use. 46 people attended.

It met on 17 December. It reviewed the co-housing promotions currently being carried out by the promoter cooperatives, and there was a report on the status of the negotiations for getting the ICF to facilitate funding for co-housing. 43 people attended.

- Energy-poverty working group

The group met on 19 April to present the study and diagnosis of the energy-poverty (EP) situation in the City of Barcelona, explain the result of one year of PAE (Energy Advice Points), the 2018 communication campaign and the application of state social benefit. 19 people attended.

- Working group for sustainable industrial housing production

The group met on 31 January to make a presentation, in which details were given concerning the aspects to be included in specifications for industrialised temporary housing, in order to make the best use of building sites that were not classified for housing; the criteria used as a basis for the new specifications for project and work tenders, currently being drafted, were also explained. Twenty-one people attended.

• **Working group against local-resident expulsion**

The group met on 17 February to present a study on the vertical property housing market in Barcelona, carry out an initial analysis of the cases, inform about Desokupa's strategic litigation and present the affidavit and the status of the project for modifying the by-law and offering an advice protocol for groups in the organisations. 33 people attended.

The group met on 3 May to explain the main actions carried out by the City Council: strategic litigation, presentation and delivery of the report on the blocks at risk and the rights of the tenants. 23 people attended.

The group met on 7 November and presented the status of the penalisation proceedings for property mobbing. The communication products, the FAQs leaflet and the Tenants Guide were also presented, along with the monitoring of the ORPIMO and the report on the HOs at risk of expulsion. 24 people attended.

• **Ciutat Vella Sectorial Housing Council Working Group**

The group held its first full meeting on 15 November in order to be constituted, approve its regulations, choose its officers and Standing Committee and discuss various subjects of interest. 30 people attended.

• **Standing Committee**

The first meeting was on 7 May, attended by 14 people. The Council's report was presented, the Full Meeting's order of business was approved and a new member was ratified.

The second meeting was held on 20 November, attended by 15 people. The proposed new Council regulation was approved, along with the agenda for the following months.

• **Plenary session**

On 27 June 2018, the lines of the new Urban Habitat Secretariat were presented, there was a closing balance for the main actions of Barcelona's Right to Housing Plan in 2017 and the inclusion of the Barcelona Public Health Agency as a new CHSB member was approved. 65 people attended.

• **Holding, collaborating or taking part in the conferences**

On 25 April, the Renovation Policies in Southern Europe conference was held, in order to share best practices in funding for housing renovation and to participate in a conversation about potential scalability and transferability across frontiers.

On 29 September, the Cooperative Housing Meeting was held, in order to present and debate on co-housing and the various models being employed in Barcelona and other cities.

All in all, 326 people took part in the Barcelona Social Housing Council's various forums.

**The Council, in figures for 2018**

Number of members	110
Full meetings	1
Standing Committees	2
Working group, monitoring committee and other discussion-forum meetings	15
Participants	326
Newsletters/news	5/60

## LIST OF BARCELONA SOCIAL HOUSING COUNCIL MEMBERS

### Chair of the Social Housing Council

Councillor for Housing and Renovation

### First Deputy Chair

Platform for the Right to Decent Housing

### Second Deputy Chair

Manager for Housing and Renovation

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 for Social Services

Municipal Institute for People with Disabilities

Municipal Institute of Urban Landscape and Quality of Life

Catalan Ministry of Employment, Social Affairs and Families

Catalan Energy Water

Barcelona Public Health Agency

Metropolitan Housing Consortium

Catalan Land Institute

REGESA

General Union of Workers (UGT)

Trade Union Confederation of Workers' Committees (CCOO)

Social Housing Quality Cooperative (part of the UGT)

Catalan Federation of Housing Cooperatives.

Catalan Association of Building Promoters and Builders (APCE)

Lacol Cooperative of Architects

Celobert

Sostre Cívic Association

Jutges de Barcelona [Barcelona Judges]

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

Secretariat for Relations with the Justice Administration

Ombudsman

Barcelona Federation of Residents' Associations (FAVB)

Ciutat Meridiana Local Residents' Association

Catalan Consumers and Users Organisation (OCUC)

ATTAC Catalunya

Foment Habitatge Social Foundation

Càritas Diocesana

Família i Benestar Social Foundation

500X20 Association

Third Sector Round Table

ProHabitatge Association

Arrels Foundation

Mambré Foundation

PROBENS

Hàbitat3 Foundation

Economic, Social and Cultural Rights Observatory (DESC)

Provivienda Association

Red Cross

Platform for People Affected by Mortgages

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 Applicants Register (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 2018, 5 newsletters were emailed featuring 120 news items on new legislative developments and information on housing and which could be of interest to BSHC members. The **BSHC Newsletter** is sent to nearly three hundred people directly. The Council also has a website where all city residents can access the content of its newsletters. Some of the documents distributed over the year were as follows:

- The Municipal Institute of Housing and Renovation is operational. Barcelona City Council has created the Municipal Institute of Housing and Renovation (IMHAB), a new body that is now responsible for the combined housing services of Barcelona Gestió Urbanística, SA and the Municipal Board of Trustees for Housing.
- Barcelona will have four new cohousing developments. Barcelona City Council has transferred the right-of-use of municipal sites to four local-resident cooperatives so that they can build new buildings in accordance with the city's cohousing model, which enables them to live there without being the owners or tenants, at below market price.
- Provisional local accommodation to increase the public-housing stock. This is the APROP project (local provisional accommodation) that provides for the construction of temporary flats that can be built much faster.
- The City Council stops the renovation work on two investment-fund buildings in the districts of Sants-Montjuïc and Sant Martí. The companies that own the buildings had carried out comprehensive renovation work without applying for the corresponding major-construction permit. Furthermore, in one of the cases, the company had not complied with their legal obligation of rehousing a tenant.



- The Energy Advice Points have assisted 23,000 people in a year. During their first year in service, the Energy Advice Points (EAP) have assisted 23,000 people, helping them to defend their energy rights and advising them on energy-saving and energy-efficiency measures. During this time, these information points for local residents have also prevented energy supplies from being cut off on 5,020 occasions.
  - New measures to defend tenants' rights In order to obtain construction permits, the owners must present an affidavit that expressly states their commitment to rehousing tenants and allowing them to return to their homes in cases where they have that right.
  - Various social organisations demand an increase in public housing. One of the proposed measures is to allocate 30% of the roofs of new buildings or large-scale renovation projects to public flats under municipal management.
  - The creation of Habitatge Metròpolis Barcelona, SA is approved. The Full Council Meeting has approved the creation of the company Habitatge Metròpolis Barcelona, SA, a public-private operator created by the City Council and the Barcelona Metropolitan Area, which will build 1,500 affordable rental flats in the city by 2024.
  - Barcelona condemns the shortcomings of the new Spanish Housing Plan. Barcelona City Council has denounced the fact that the new Spanish Housing Plan, which establishes the framework for Spanish housing policies for the next four years, has ignored the basic needs and claims of cities, such as measures to control the increase in rental prices and an increase in state spending on housing.
  - The census of empty flats detects 3,609 empty flats. The results of the first phase of the Census of Empty Flats, carried out in 17 Barcelona neighbourhoods (which represents 28.8% of all residential housing in the city), have now been published. In this initial phase, 3,609 empty flats have been detected, 1.52% of all flats in the city.
  - 2017 Report: evictions are down while the number of housing-emergency cases soars.
- Barcelona City Council has published its figures concerning the activities of the Unit Against Residential Exclusion (UCER), in a report that shows that, since 2014, evictions have gone down by 22%, while the number of families receiving attention for housing emergencies has increased by 245%. In 2017, UCER attended 2,351 new families at risk of residential exclusion.
- Experts and institutions reflect on renovation, a means of making dwellings decent to live in. This was affirmed by the speakers and participants in the Renovation Policies in Southern Europe conference, which brought together experts from various European countries in Barcelona on 25 April, along with representatives from various housing networks from the public and private sectors, among others.
  - Barcelona calls for the European Commission to implement urgent policies that guarantee the right to housing. During a meeting with Marianne Thyssen, the European Commissioner for Employment, Social Affairs and Inclusion, Laia Ortiz, Barcelona City Council's Deputy Mayor for Social Rights called for greater involvement from community institutions in the fight against poverty and social exclusion, as well as measures to make the right to housing a reality.
  - The Mayor calls for Congress to take measures to combat the housing emergency. On 9 May, Ada Colau, the Mayor of Barcelona, called for the Spanish Congress to change rental regulations in order to combat the emergency situation occurring in large cities such as Barcelona. Among other measures, Colau called for limitations on rent-price increases and a reform of the Urban Renting Act (URA) that would increase the minimum duration of rental contracts from three to five years.
  - Barcelona obliges Airbnb to remove 2,577 illegal tourist flats from its website. The City Council will initiate the corresponding disciplinary proceedings against each of the flats in question. This new list is added to a total of 1,500 flats that the City Council has detected in the last year and which Airbnb has removed from its website at the request of the municipal government.

8

WORK  
TARGETS  
FOR 2019



## The following are proposed as specific goals:

### HOUSING OFFICE NETWORK

- Remodelling of the Nou Barris Housing Office in the district's central offices.
- Development and consolidation of the antenna in the Zona Nord de Nou Barris.
- Introduction of measures to improve the management of HOs: mandatory prior appointment, unified IT application, floating information staff, etc.
- Approval, if necessary, of a new model for housing offices, in accordance with the commissioned studies.



### DECENT USE OF HOUSING

- Monitoring 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.
- Consolidating the Barcelona Housing Consortium's rent-payment allowance as a Housing Office resource for tackling possible loss-of-housing situations.
- Reinforcing programmes for attracting new dwellings, simplifying procedures in order to speed up management processes with property owners and increase procurement and contracting.
- Consolidating the new intervention unit within the framework of the Housing Offices, in order to tackle housing pressure from a comprehensive standpoint.
- Improving coordination among the various housing services and social services with regard to situations involving the risk of someone losing their habitual dwelling, as well as intervention at the time of forced evictions.

### RENOVATION GRANTS

- Approval for a specific campaign for interior renovation aimed at attracting dwellings to Barcelona City Council's Social Housing Rental Pool.
- Consolidating the renovation programme for vulnerable buildings (high-complexity properties). This programme consists of renovating buildings that are in a specially vulnerable situation.
- Optimising the management and improving the processing of cases in the 2019 application campaign for the renovation of communal elements.

### REGISTER OF APPLICANTS FOR SOCIAL HOUSING, ALLOCATION OF DWELLINGS AND SOCIAL EMERGENCY BOARD.

- Reviewing management procedures in order to shorten the time needed for processing, both with regard to assisting city residents and internal management.



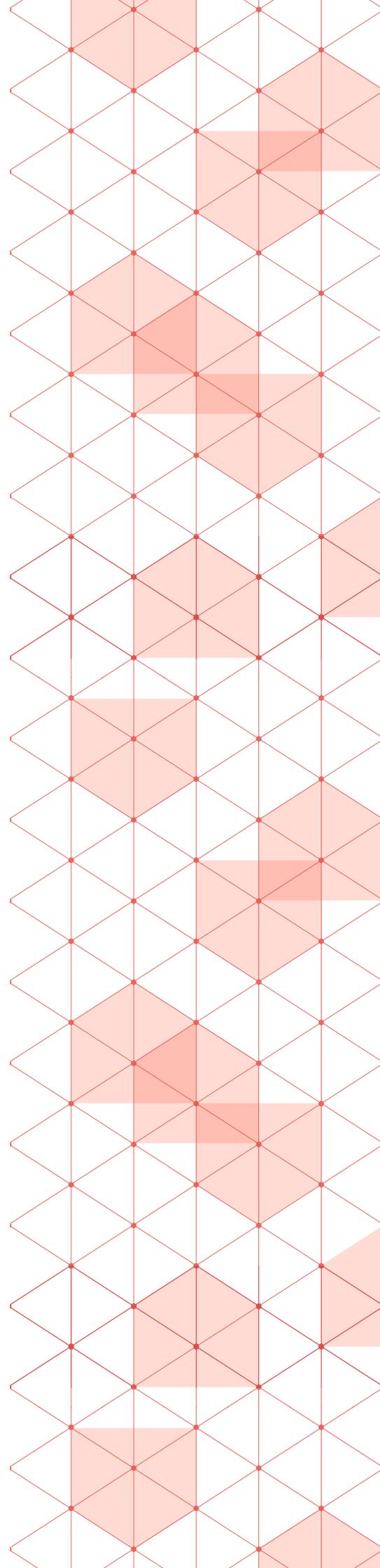
## BUDGETARY TARGETS

The proposed 2019 budget, pending approval from the Catalan Parliament (24/07/2019), provides for €19.95 million in income and expenditure.

As in the last approved budgets in 2017, this includes funding for the management of the Housing Office Network and the advice and information service they provide: the operations of Barcelona's Register of Applicants for Social Housing, the management of rent allowances, as well as the management of social housing and young-person housing pools.

With regard to the income budget totalling €19.95 million, €7.35 million was for current transfers from authorities in the consortium, €7 million for funding renovation grants from the 2019 campaign and €5.6 million for the 2019 campaign for rent-payment grants.

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



**M18**

**Barcelona Housing Consortium**

2018 Report

[www.bcn.cat/consorcihabitatge/ca](http://www.bcn.cat/consorcihabitatge/ca)