



SOCIETY

The National Housing Institute handles a total of 682 inquiries

This is the highest number since the service was created, surpassing last year's 663

From October 1st to November 20th, the most intense volume of demands was recorded, with 163

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During these 11 months of 2023, the National Housing Institute (INH) has received a total of 682 inquiries regarding housing, the highest number since this response service to citizen inquiries was created, before as the Housing Office.

In this sense, the number of inquiries attended to has not stopped growing year after year: during 2020 (since the end of February) 444 inquiries were registered; in 2021 they grew to 554; in 2022 they reached 663 and, this year, until November 20th, the INH has attended to 682. It should be noted that during the month of October and until November 20th a more intense volume has been registered of inquiries received, with 163 requests for information.

From January to October this year, among the most frequent queries, which represent 74.3% of the total, 21.6% refer to doubts about the extension of the lease and the procedure for recover the home for own or family use or, also, on the protection and incentive measures approved by the Government.

On the other hand, 17.7% of the queries dealt with by the INH ask for information on the requirements and documentation to present for the administration's housing aid and, with smaller percentages, 10, 5% goes to sheltered housing; 8.8%, on the update of the IPC of income from lease contracts; 6.6%, on consumption and its distribution; 3.9%, on the requirements and documentation to be submitted to request the exemption from the Property Transfer Tax (ITP); 3.1%, on the notice that the tenant must give to the lessor, and



► The headquarters of the National Housing Institute.

2.8%, on damage and repairs to the properties.

Finally, the INH has also answered

various inquiries, which represent 25.7% of the total, among which stand out questions about

the return of deposits, the revision of the clauses of the lease contract, debts and the community of owners, among others. Type of user requesting information / The majority of inquiries received by the INH between January and October this year, whether in person, by telephone or by e-mail, come in 48% of cases from tenants; 17% come from people who own homes or buildings and the remaining 35% from real estate companies, management companies, individuals or other Government departments or other institutions in the country.

In fact, throughout these al-

most four years since the Housing Office came into operation, the number of inquiries that do not come from tenants or owners has been growing, with the exception of this 2023 when the number of inquiries from tenants has grown.

In addition to the type of inquiry, since August of this year the INH also collects, if applicable and for statistical purposes, the date of signing the rental contract and the parish where the home of applicant people is located. Most of the requests for information handled by the INH from this date come from people with contracts signed between 2014 and 2018 (54%

21.6% of frequent inquiries refer to doubts about the extension of the lease contract

of queries) - that is, with an age of five to 10 years-, followed by contracts signed between 2009 and 2013 (20%) - with an age of 10 to 15 years- and contracts signed after 2019 (18%) - of less than five years-.

THE FUNCTIONS OF THE INH // It should be remembered that the Executive created the Housing Office on February 25th, 2020, so that people who needed it could go to it and clarify their doubts regarding housing. Its functions, which consisted of providing information services, guidance, advice and resolution of doubts about housing to all citizens, were assumed by the INH from April 1st of this year, when it signed with the Government an agreement that attributes to it the functions carried out to date by the Housing Office. ≡

The figures

444 claims were registered during the first year of the INH

25.7% are miscellaneous inquiries, such as the return of deposits

6.6% are about consumption and its distribution

17.7% ask for information on government grants

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HEALTH

The separation of the Emergency Service and the SUM has already started

Until now, the SUM team went out to look for potentially critical patients in the street and left the Emergency Service.

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The head of the Emergency Service and the SUM, Ivette Ruiz, announced last Monday morning that the partial separation between the Emergency Department and the urgent medical service (UM) has already been launched. The doctor detailed that this measure was taken to provide better care and make the service «more fluid».

Until now, what happened was that the SUM team went out to look for potentially critical patients in the street and left the Emergency department, with the problem that the waiting time could be increased. In the same way, this team attended to ordinary patients, but who, as Ruiz explained, had to stay a while longer in the service and, having to leave to attend to the patients in the street, caused that job to have to take on another colleague or that the patient in question had to wait for the professional who was treating him to return.

In this sense, Ruiz detailed that the staff will continue to be the same as those who work in the Emergency Service, but «when they have out-of-hospital guards they will be off duty», she said while recalling that this is a separation of functions that pursues the goal of decongesting the unit.

For this reason, the team will no longer be providing service in the Emergency Department to dedicate itself only to pre-hospital activity.

Specifically, it is a team made up of a doctor, a nurse and a technician and they will be on duty 24 hours a day. However, the head of the Emergency Service clarified that, at the moment, the workforce has not yet been fully covered in terms of doctors and that, for this reason, during the months of November and December the figure of the doctor will be displaced for 12 hours. «In theory, by the month of January this issue should have been resolved and all the pre-hospital team for first departure will be displaced from the Emergency Service» pointed out Ruiz, adding that the fact of dislocating this team will not lead to, in no case, leave the Emergency Service with less staff. «What we couldn't do was leave the service lame.

That's why we had to hire staff». In relation to this topic, she admitted that it is complicated to find a profile of an Emergency doctor that meets the needs of the country: «It is an uncommon profile, because it is multi-purpose. Not only does he have to be in the Emergency Department, but he has to be assisting in a hospital, he has to get in an ambulance, etc.»

Ruiz also added that in the



► The ambulance entrance of the Emergency Service of the Hospital Nostra Senyora de Meritxell.



Ivette Ruiz

HEAD OF THE EMERGENCY SERVICE AND SUM



«What we couldn't do was leave the emergency service paralyzed. That's why we had to hire staff»

«The pre-hospital team will not be in the emergency department, but will be in another area waiting for an exit»

event that there is a large influx of people in the Emergency Service, as long as it is a justified need and that all the coordinators agree, the 'displaced' team will be able to assist in the service. «We are aware that we have a team that is displaced from the service and that is not providing assistance, but if at some point there is a vital need, they will have to attend,» said the head of the Emergency Service.

For now and as indicated by Ruiz, this measure will be permanent. However, the doctor emphasized that «we are trying to start the measures before the winter season because it is easier to assess the internal circuits when we have less traffic». In relation to this fact, the head of the unit pointed out that the SUM makes about four or five departures a day, although she assured that the average can decrease or increase depending on whether it is high or low season. ≡

Assessment of the onset of reverse referral and respiratory virus

► The head of the Emergency Service made a very positive assessment of the application of reverse referral, which has begun to be carried out with the aim of reducing the influx of Emergency Departments. Although it is still too early to give data, because it has only been implemented a few weeks ago, «all the patients who have been referred have obtained the response that was expected», she detailed, adding that at the moment, the service of Emergency is attending to an average of 90 adult patients a day. On the other hand, with regard to care for children, Ruiz explained that there has been an increase, reaching 25 visits a day, due to the increase in cases with respiratory syncytial virus (RSV) compared a few months ago.