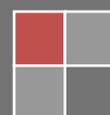


2016

HOLICOB PROJECT

Evaluation Report

Prepared by:
Edin Osmanbegović, PhD





HOLICOB

Report on Activities for HOLICOB Project Performance Evaluation

Prepared by:

Edin Osmanbegović, PhD, Associate Professor
Faculty of Economics, University in Tuzla

DECEMBER 2016

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List of Abbreviations

HOLICOB – Housing and Living Conditions in Bosnia Project

CENSOR – NGO Centre to Support Organizations, Tuzla

B&H – Bosnia and Herzegovina

EXECUTIVE SUMMARY

Overview of the Project

This report provides performance evaluation of activities for the project “Housing and Living Conditions in Bosnia” (the HOLICOB project) for period January to December 2016.

The HOLICOB project is coordinated by the Swedish Union of Tenants, Aros-Gävle region (international project coordinator) and is implemented by the NGO “Centre to Support Organizations” – CENSOR, Tuzla, B&H in cooperation with partner CSOs in Tuzla and Sarajevo. The HOLICOB project is financed by the Olof Palme Centre.

The Swedish Union of Tenants interest in the HOLICOB project are to gather deeper understanding of cultural, social and financial knowledge from housing in Bosnia, expert parallel work, to exchange knowledge between young people, to create “Advisory board” on Internet and to produce long term strategies for housing.

The overall objectives of the HOLICOB projects are as follows:

- to contribute to long term strategic work for housing and living conditions for people in Tuzla and Sarajevo;
- to provide new perspectives on the subjects by using the competence of SCOs;
- to give strong input to the debate on housing and living conditions; and
- to involve young people to be active in the process of providing better housing and living conditions.

Background of the HOLICOB project

The HOLICOB project addresses housing and living conditions in Bosnia and Herzegovina with a focus on the housing and living conditions in collective housing units in two urban cities, Tuzla and Sarajevo.

Implementation of the project started in 2014. During the first year of implementation a baseline survey on understanding of problems facing different population groups in terms of their housing and living conditions was provided. The project targeted four population groups: students, unemployed persons, tenants and tenant’s boards. Furthermore, activities on the HOLICOB project were set to produce a SWOT analysis for housing and living conditions of targeted population groups.

The initial survey on housing and living conditions of the above mentioned targeted groups, combined with SWOT analysis resulted in the following conclusions:

- Students and unemployed persons (and, in general, young people) living conditions are not adequate in terms of their ability to lead independent lives. Smaller portion of students and unemployed persons are solving their housing issues by renting flats, while significant number of students is considering buying a flat or a house, while majority of unemployed persons (due to the lack of income) rely on the heritage.

- Tenants' boards are more informed about the rights and obligations in respect to common part of the building maintenance than tenants. As the overall research showed, it is worrying that neither tenants nor tenants' boards do not have absolute sense of ownership on the common parts of the building they are living in. It is expected that some of the necessary repairs is not tenants' obligation, but the city's communal services or city's authorities, which is absolutely wrong perception.
- Regulatory framework assessment showed that some regulation on housing and living does exists, but it refers more to the building management issues and general provisions on housing ownership. None of the existing laws (except one regulation on leasing and buying city flats for young people in City of Sarajevo) regulates housing issues and needs of young people – students and unemployed. Furthermore, existing laws are not harmonized across the country and are not being implemented to the full potential by the executive power.

In the year 2015, based on the recommendation provided in the HOLICOB Project evaluation report for 2014, focus of the HOLICOB project was slightly shifted towards students, as this is the most vulnerable population in respect to housing and living conditions. In 2015 the following activities were implemented:

- Survey analysis with a focus to assess capacity and willingness for activities among youth population, as well as obtaining information about students' knowledge of public advocacy;
- Interviews with local lawyers experts in order to advance the knowledge on the national and laws on housing and living with focus on laws on apartment leasing;
- Workshops and round tables with a focus of generating SWOT analysis in regards students and youth populations involvement to improve housing and living conditions;
- Public hearing and other activities related to producing recommendations and suggestions on the *Draft law on use, management and maintenance of the common parts of the building and equipment* which were submitted to the Ministry of Spatial Planning and Environment of Tuzla Canton;
- TV and newspaper media campaign for promoting the HOLICOB project, focusing on providing information on international good practices related to housing and living conditions of different population groups.

Recommendations for the third year of the project implementation were directed to the following activities:

- Lobbying executive government to enforce existing laws as well as other laws regulating housing and living conditions.
- Lobbying for harmonization of regulation on apartment leasing on the federation or the state level, as well as putting the pressure on political executives to enforce existing laws on leasing as well as other laws regulating housing and living conditions.
- Lobbying for establishing of Registers of flats, flats with central heating and Register of buildings with forced maintenance management; Register of lift maintenance service companies.
- More aggressive campaign to promote new adopted laws and changes in existing regulation among different population groups such as tenants, tenants' board members and building maintenance companies.

- More aggressive public advocacy campaigns for laws enforcement and laws harmonization with EU legislation.
- To organize seminars to educate students about public advocacy methods since students expressed positive attitudes toward joining public advocacy campaigns.
- Lobbying for young people to be more engaged in the tenants boards, since evidence from the field shows many positive examples of excellent building maintenance with creative ideas and flexibility of young people.

Based on the provided recommendations from previous years, the midterm log-frame for 2016-2019 defined the following outputs:

Output 1 To set up a tenants' association similar to the Swedish model based on social media

Output 2 To develop products packages including tools and methodology that can be offered to the public sector and CSO organizations for example local tenants organizations

Output 3 To change current legislation regarding leasing and buying properties for youth in B&H

Findings, Conclusions and Recommendations

Findings

- Activities of the HOLICOB project have new additional dimension. All the activities are more focused on resolving housing and living condition problems of young people and students in Bosnia and Herzegovina.
- Project activities are mainly related to strong media campaign, mainly using social media such as Facebook, Instagram and YouTube.
- Activities of the HOLICOB project are directed to improving young people knowledge on how to express, analyse and resolve their problems regarding housing and living conditions. Most important problems young people and students face are related to poor living condition in dorms, poor regulation of apartment leasing and financial constrains for purchasing own house or flat.

Conclusions

- Based on the evaluation of the activities related to output 1, it can be concluded that all defined activities on creating social media based model for promoting housing and living conditions issues were implemented. The HOLICOB project is more visible on different social media.
- Based on the evaluation of the activities related to output 2, sufficient number of product packages were created and disseminate to different organizations

current and potential partners on the project. Additionally, all documents are uploaded on to the project website and are available to general public.

- Based on the evaluation of the activities related to output 3, it can be concluded that activates on engaging students to discuss and actively engage in resolving their housing and living conditions issues. In respect to active role in lobbying for legislation change, it can be concluded that legislative system is still rigid and changes in legislation are very slow and not quite transparent.

Recommendations

- Problem of poor living conditions is common problem for all Balkan countries, such as Serbia, Montenegro, Macedonia and Albania. In that respect, in order to assure regional character of the project, it would be useful to conduct the impact evaluation of the project. The purpose of impact evaluation would be to show the change in perception among project targeted groups on housing and living conditions problems, as well as the change in legislation and authorities' activities in changing housing and living conditions in two mayor B&H cities, Tuzla and Sarajevo, where the HOLICOB project was implemented
- Project activities should continue to target students and young people in terms of increasing their involvement in discussing and actively working in resolving problems of poor living standards in dorms, problems of financing new homes, legislation on leasing apartments and other identified problems regarding housing and living conditions.
- As the HOLICOB project is being more recognized in the region, this can be used as the opportunity for finding and initiating cooperation with stakeholders in the area of housing in Serbia, Kosovo and other countries in the Region. First steps should be to imitate regional cooperation with CSOs who already expressed the interest to extend the HOLICOB project.

Continuation of lobbying executive government to enforce existing laws and create new laws governing housing and living conditions as well as lobbying for harmonization of regulation on apartment leasing on the federation or the state level. Furthermore it is necessary to continue putting pressure on political executives to enforce existing laws on leasing as well as other laws regulating housing and living conditions.

INTRODUCTION

Overview of the HOLICOB Project

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The HOLICOB project is coordinated by the Swedish Union of Tenants, Aros-Gävle region (international project coordinator) and is implemented by the CSO “Centre to Support Organizations” – CENSOR, Tuzla, B&H in cooperation with partner CSOs in Tuzla and Sarajevo. The HOLICOB project is financed by the Olof Palme Centre.

The Swedish Union of Tenants interest in the HOLICOB project are to gather deeper understanding of cultural, social and financial knowledge from housing in Bosnia, expert parallel work, to exchange knowledge between young people, to create “Advisory board” on Internet and to produce long term strategies for housing.

The overall objectives of the HOLICOB projects are as follows:

- to contribute to long term strategic work for housing and living conditions for people in Tuzla and Sarajevo;
- to provide new perspectives on the subjects by using the competence of SCOs;
- to give strong input to the debate on housing and living conditions; and
- to involve young people to be active in the process of providing better housing and living conditions.

During the implementation of the project in 2014 and 2015, the main goals were to:

- increase of internal capacities and knowledge about existing legal framework regarding to the tenants living conditions;
- inform relevant stakeholders, increase their capacities and cooperation regarding tenants living conditions;
- increase awareness on tenants living conditions among target groups;
- present to broader public the efficient working model of good housing structure.

Background of the HOLICOB project

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Implementation of the project started in 2014. During the first year of implementation a baseline survey on understanding of problems facing different population groups in terms of their housing and living conditions was provided. The project targeted four population groups: students, unemployed persons, tenants and tenant’s boards. Furthermore, activities on the HOLICOB project were set to produce a SWOT analysis for housing and living conditions of targeted population groups.

The initial survey on housing and living conditions of the above mentioned targeted groups, combined with SWOT analysis resulted in the following conclusions:

- Students and unemployed persons (and, in general, young people) living conditions are not adequate in terms of their ability to lead independent lives. Smaller portion of students and unemployed persons are solving their housing issues by renting flats, while significant number of students is considering buying a flat or a house, while majority of unemployed persons (due to the lack of income) rely on the heritage.
- Tenants' boards are more informed about the rights and obligations in respect to common part of the building maintenance than tenants. As the overall research showed, it is worrying that neither tenants nor tenants' boards do not have absolute sense of ownership on the common parts of the building they are living in. It is expected that some of the necessary repairs is not tenants' obligation, but the city's communal services or city's authorities, which is absolutely wrong perception.
- Regulatory framework assessment showed that some regulation on housing and living does exist, but it refers more to the building management issues and general provisions on housing ownership. None of the existing laws (except one regulation on leasing and buying city flats for young people in City of Sarajevo) regulates housing issues and needs of young people – students and unemployed. Furthermore, existing laws are not harmonized across the country and are not being implemented to the full potential by the executive power.

In the year 2015, based on the recommendation provided in the HOLICOB Project evaluation report for 2014, focus of the HOLICOB project was slightly shifted towards students, as this is the most vulnerable population in respect to housing and living conditions. In 2015 the following activities were implemented:

- Survey analysis with a focus to assess capacity and willingness for activities among youth population, as well as obtaining information about students' knowledge of public advocacy;
- Interviews with local lawyers experts in order to advance the knowledge on the national and laws on housing and living with focus on laws on apartment leasing;
- Workshops and round tables with a focus of generating SWOT analysis in regards students and youth populations involvement to improve housing and living conditions;
- Public hearing and other activities related to producing recommendations and suggestions on the *Draft law on use, management and maintenance of the common parts of the building and equipment* which were submitted to the Ministry of Spatial Planning and Environment of Tuzla Canton;
- TV and newspaper media campaign for promoting the HOLICOB project, focusing on providing information on international good practices related to housing and living conditions of different population groups.

Recommendations for the third year of the project implementation were directed to the following activities:

- Lobbying executive government to enforce existing laws as well as other laws regulating housing and living conditions.
- Lobbying for harmonization of regulation on apartment leasing on the federation or the state level, as well as putting the pressure on political executives to

enforce existing laws on leasing as well as other laws regulating housing and living conditions.

- Lobbying for establishing of Registers of flats, flats with central heating and Register of buildings with forced maintenance management; Register of lift maintenance service companies.
- More aggressive campaign to promote new adopted laws and changes in existing regulation among different population groups such as tenants, tenants' board members and building maintenance companies.
- More aggressive public advocacy campaigns for laws enforcement and laws harmonization with EU legislation.
- To organize seminars to educate students about public advocacy methods since students expressed positive attitudes toward joining public advocacy campaigns.
- Lobbying for young people to be more engaged in the tenants boards, since evidence from the field shows many positive examples of excellent building maintenance with creative ideas and flexibility of young people.

Based on the provided recommendations from previous years, the midterm log-frame for 2016-2019 defined the following outputs:

Output 1 To set up a tenants' association similar to the Swedish model based on social media

Output 2 To develop products packages including tools and methodology that can be offered to the public sector and CSO organizations for example local tenants organizations

Output 3 To change current legislation regarding leasing and buying properties for youth in B&H

Table 1 summarizes completed activities on the HOLICOB project for the year 2016 based on the log-frame.

Table 1: The HOLICOB project activities summary
for period January to December 2016 based on log-frame

Activities	Indicators	Target: Baseline + year (2016 outputs)	Outputs achieved in 2016
<p>Output 1</p> <p>To set up a tenants' association similar to the Swedish model based on social media</p>			
<p>List of activities connected to the output:</p> <p>1. Update the project's website to include a selection of standard legal questions and answers.</p> <p>2. Write legal information sheets, checklists and template of a tenancy agreement that can be downloaded and printed to be used by new tenants when they are renting a property.</p> <p>3. Develop a platform for tenants through social media by setting up a Facebook page.</p> <p>4. Offer individual legal advice from a housing law specialist lawyer.</p>	<p>1. Updated website</p> <p>2. Min. 3 documents</p> <p>3. FB profile at place</p> <p>4. min. 1 advice fortnightly</p>	<p>1. official website of CENSOR</p> <p>2. min. 3 documents relevant to the tenants</p> <p>3. min. 1 FB page</p> <p>4. min. 20 legal advices a year</p>	<p>Website regularly updated http://www.censorba.org/</p> <p>Legal Corner (LC) established within the project official website. The LC contains legal documents related to maintaining the common parts of building including draft of lease contract.</p> <p>FB page: HOLICOB Students Network</p> <p>Legal Corner and Forum designated areas for Q&A, active from September 2016 CENSOR associate lawyer provides legal advices on individual basis</p>

Table 1 (cont.)

<p>Output 2</p> <p>To develop products packages including tools and methodology that can be offered to the public sector and CSO organizations for example local tenants organizations.</p>			
<p>List of activities connected to the output:</p> <p>1. Develop product packages to train local CSO regarding housing and living conditions</p>	<p>1. Set of min. 8 documents distributed to 2 CSOs</p>	<p>1. 13 packages 5 delivered to min. 2 CSOs and other organizations</p>	<p>Product packages created and posted on the project website for public use.</p> <p>Students' organizations are given trainings to raise awareness on standard and living conditions.</p>
<p>Output 3</p> <p>To change current legislation regarding leasing and buying properties for youth in B&H.</p>			
<p>List of activities connected to the output:</p> <p>1. Consult with stakeholders through workshops and seminars</p> <p>2. Lobbying ministers, human rights and housing</p>	<p>1. Min. 2 events a year</p> <p>2. min. 1 advocacy document (amendments)</p>	<p>1. 30 events participants</p> <p>2. min. 1 amendment to the existing law</p>	<p>Four workshops and 2 seminars were conducted with more than 90 participants</p> <p>Membership in the Tuzla City Working Group for Youth Housing Issues and Mobility (creation of Youth Strategy for Tuzla City)</p> <p>Meeting with Sarajevo Canton Ministry of Urban Planning and Environment Protection representatives</p>

Table 1 (cont.)

Additional activities - networking:

Activities on networking is an ongoing activity of the HOLICOB project:

- January: meeting with the FREJA Network members from Sweden, Serbia, Macedonia and Montenegro in Belgrade
- April: OPC Regional Network Meeting in Mostar, participants from CENSOR, Tuzla and Swedish partners.
- July: study visit during the Almedalen week in Visby (Sweden), CENSOR coordinator and 2 students from B&H, together with the Swedish partners participating at different seminars and workshops
- October: study visit of Swedish partners to Sarajevo, including workshop with students and meeting with Ministry's representatives
- November: Annual FREJA forum in Uppsala and meeting with Swedish partners, presentation of the HOLICOB project achievements, discussion on project future
- December: OPC Regional Network Meeting in Bijeljina, participants from CENSOR, Tuzla

The following chapters provide more detailed evaluation of the activities defined in the log-frame for 2016.

EVALUATION OF ACTIVITIES ON ESTABLISHING TENANTS' ASSOCIATION SIMILAR THE SWEDISH MODEL BASED ON SOCIAL MEDIA

The first output of the HOLICOB project was to establish a tenants' association similar to the Swedish model based on social media.

Swedish model based on social media is a model where different types of social media are being used to address some important issues and problems which are of interest to broader public. Sweden is a country that has been an early mover on social media in general (Klang, M., Nolin, J., 2011), and today it is the leading country in using social media to raise important issues and to advocate for legislation changes. Even government (at municipal and all other government levels) use social media to interact closer with citizens.

Establishing a tenants' association similar to the Swedish model based on social media includes activities related to strong campaign via social media such as Facebook, Instagram and YouTube. The following activities were set and implemented in 2016:

Activity 1: Update the project's website to include a selection of standard legal questions and answers.

The HOLICOB project website is updated on regular basis.¹ This website is being maintained by the project implementing organization CENSOR. The website is modernized and user friendly. Additional important features are added – Legal corner, Forum, Q&A section.

Activity 2: Write legal information sheets, checklists and template of a tenancy agreement that can be downloaded and printed to be used by new tenants when they are renting a property.

As stated above, the project website is updated with two new features. One feature is legal corner with Q&A section. The second feature is related to "Forum" section which is becoming the platform for discussions related to living conditions problems, as well as for legal inquiries.

"Legal corner" section includes different legislation on housing, maintaining buildings, leasing, contracting can be found. Currently, the five following documents can be obtained from this website's section:²

- Draft of the lease contract;
- Law on using, managing and maintaining of common part of building parts;
- Instruction on how to change maintenance company;
- Regulation of conditions for maintenance company; and
- Excerpt from the regulation regarding the authority for issuing permits and supervise work of maintenance companies.

¹ CENSOR official website: <http://www.censorba.org/>

² <http://www.censorba.org/pravni-kutak/>

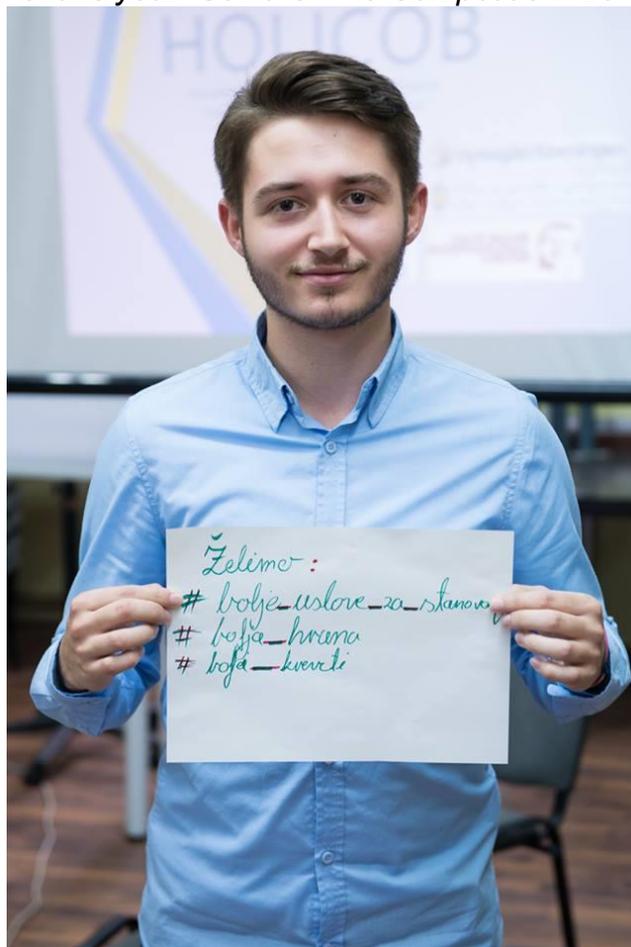
- Decision on conditions, keeping and handling domestic animals, pets and abandoned animals

Activity 3: Develop a platform for tenants through social media by setting up a Facebook page.

For better visibility of the project new additional Facebook group is created. Besides FB group “Censor”,³ which is used for regular updates on activities of the HOLICOB project, a new FB group “HOLICOB – Students Network”⁴ is operational from middle of July. This new FB group is an additional platform for students’ discussion and engagement.

One of the activities completed using new FB group was “*Selfie Online Competition*”. The aim of the competition was to initiate talks about students’ problems. Students were asked to post their message about their problems regarding housing and living conditions. More than 20 messages have been competing for three prizes. The winning message is shown in the picture below. Winner of this years “Selfie Online Competition” Bakir Dizdarević received the highest number of likes for his message: “We want: #better_living_conditions #better_food #better_beds”

Picture 1. Winner of this year “Selfie Online Competition” Bakir Dizdarević



³ <https://www.facebook.com/profile.php?id=100009471323216&ref=ts>

⁴ <https://www.facebook.com/groups/1608635899409329/>

Activity 4: Offer individual legal advice from a housing law specialist lawyer

From September 2016, CENSOR offers individual legal advices on housing through an online form where all interested parties can post their questions. Answers are posted online as well.

CENOR work closely with associate lawyer Mr. Almir Ćosić, local expert for housing law. Legal advices are provided through Q&A section online⁵. Online activities related legal advices can be followed using link: <http://www.censorba.org/odgovori-pravnika-na-postavljena-pitanja-etaznih-vlasnika/>.

Besides online communication, free legal advices are provided by telephone, since elderly population is more used to telephone inquiries than to online inquiries.

⁵ <http://www.censorba.org/postavi-pitanje/>

EVALUATION OF ACTIVITIES ON DEVELOPMENT OF DIFFERENT EDUCATION MATERIALS (TOOLS AND METHODOLOGY) FOR PUBLIC SECTOR AND OTHER CSO's

One of the project outputs was to develop products packages including tools and methodology that can be offered to the public sector and CSO organizations, for example local tenants organizations.

Activity 1: Develop product packages to train local CSO regarding housing and living conditions.

The following documents (product packages) were produced:

1. Methodology description of the HOLICOB project – this document provides methodological guidelines and logical framework of the HOLICOB project implementation. Purpose of the document is to provide guidelines of other interested CSO's (local and regional) who want to get involved with this problem;
2. Sample survey questionnaire for students and young people – product package developed to collect data on students' problems related to housing and living conditions with sample of results presentation;
3. Sample survey questionnaire for unemployed – product package developed to collect data on problems of unemployed persons which are related to housing and living conditions with sample of results presentation;
4. Sample survey questionnaires for tenants and tenants boards - product package developed to collect data from tenants and tenants boards regarding maintenance, management and other problems in collective housing units with sample of results presentation;
5. Methodological framework for moderating workshops and seminars on housing and living conditions issues – product package related to step by step guide for moderating workshops and seminars using Delphi method and for SWOT analysis;
6. Interview guidelines – product package related to step by step guide to conduct interview with different government representative on housing and living conditions issues;
7. HOLICOB correspondence documents guidelines – product package containing different types of document for correspondence with different groups and individuals (internal and external) related to the HOLICOB project activities;
8. HOLICOB information documents guidelines – product package related to form and content of all informative documents produced for the purposes of the HOLICOB project;

9. Sample leaflets of the project - product package related to form and content of leaflets produced for the purposes of the HOLICOB project;
10. Promotion materials samples – product package related to form and content of promotion material of the HOLICOB project including samples;⁶
11. “Energiju štediti kuću urediti”⁷ - product package related to different ways on how to save energy in buildings using better insulation, new windows, better sunlight usage, usage of renewable resources, etc.;
12. “Krovovi”⁸ - product package about roofs as one of the most important part of the building;
13. “Nešto o fasadama”⁹ - product package related to importance of adequate facades on buildings and
14. English version of the HOLICOB results and achievements 2014-2016 leaflet¹⁰, for the dissemination purposes during the Freja Forum
15. TV reportage (12 minutes 52 seconds) produced by Radio Television of Tuzla Canton¹¹, on background, results and achievements of the HOLICOB project

These materials were disseminated through the website, but also presented to other CSOs willing to participate in the project:

- Local organizations (current and potential participants):
 - Local Union of Tenants, Tuzla
 - Students Association of Faculty of Economics, Tuzla
- Regional organizations (current and potential participants)
 - Centre for Social Balance from Belgrade, Serbia
 - Democracy for Development from Priština, Kosovo

⁶ All product packages from point 1 to 10 can be obtained from the following website:
<http://www.censorba.org/wp-content/uploads/2016/11/METODOLOGIJA-PROJEKTA-HOLICOB.pdf>

⁷ <http://www.censorba.org/wp-content/uploads/2016/12/ENERGIJU-STEDI-KUCU-UREDITI.pdf>

⁸ <http://www.censorba.org/wp-content/uploads/2016/10/KROVOVI.pdf>

⁹ <http://www.censorba.org/wp-content/uploads/2016/10/FASADE.pdf>

¹⁰ <http://www.censorba.org/wp-content/uploads/2016/10/Cenzor-Afisa-13.10.16-manja.jpg>

¹¹ <https://www.youtube.com/watch?v=XlrySlpu7GE>

EVALUATION OF ACTIVITIES ON CHANGING CURRENT LEGISLATION REGARDING LEASING AND BUYING PROPERTIES FOR YOUTH IN B&H

The third output of the project was to change current legislation regarding leasing and buying properties for youth in B&H.

Activity 1: Consult with stakeholders through workshops and seminars.

In order to create positive environment for legislation changes, young people in B&H need to be more informed and more involved in creating solutions of housing problems. As the previous rounds of surveys and seminars with youth in B&H show, most of the young people do not have adequate living conditions. Ones studying in B&H and living in dorms have poor living conditions. Other, either still live with their parents without possibility to buy their own living space in the near future, or they are renting flats. Furthermore, the surveys showed that young people are not aware of the possibilities to advocate how to resolve their problems.

For the purpose to raise students' awareness and provide them with tools for public advocacy, in 2016 several workshops were organized in Tuzla and Sarajevo. Three workshops and two seminars were organized in Tuzla: 25th March, 13th May, 20th October, 16th November and 18th December and one workshop in Sarajevo: 24th October. More than **90 students** participated in these workshops. The workshop in Sarajevo included students from many towns in B&H, besides Tuzla and Sarajevo: Brčko, Velika Kladuša, Bihać, Srebrenik, Bijeljina, Bosanska Krupa. Workshops in Tuzla were organized with several students' associations.

Students attended the workshops expressed their opinions about positive and negative aspects of their housing and living conditions, and created ranking of the most pressing problems. Also, students are presented with the tools on how to advocate for their rights and how to engage in public hearings to collaborate in passing new legislations and changing the existing laws in area of housing.

Activity 2: Lobbying ministers, human rights and housing

Activities on lobbying different government organizations and ministries on all government levels (local, cantonal, entity and state level) to pass new laws and changing the existing ones in area of housing started in 2015.

After assessment of different laws regulating housing and living conditions in previous years,¹² several round tables were organized with representatives of relevant ministries and local government officers in order to discuss the flaws in existing regulation. As

¹² In 2015, the following laws governing the tenants living conditions were assessed:

- *Law on apartment leasing* ("Official Gazette of Tuzla Canton," no. 7, June 11th, 2004),
- *Law on the use, management and maintenance of the common parts of the building and equipment* and
- *Regulations on elevator maintenance.*

the result of these consultations, CENSOR sent several official letters to amend the *Draft law on use, management and maintenance of the common parts of the building and equipment*.

The year 2016 was the year of election at local level in Bosnia and Herzegovina, which slowed down activities on improving legislation on housing. There was no public hearing on laws and regulation governing housing. In that respect, there were not opportunities to produce any amendments.

During the Swedish partners' study visit to Sarajevo, CENSOR representatives held a meeting with the Sarajevo Canton Ministry of Urban Planning and Protection Environment.

Upon invitation of the Tuzla City officials, the CENSOR representatives became members of the Working Group for Youth Housing Issues and Mobility of Tuzla City, which aim is to create a Youth Strategy Paper.

Legal team of CENSOR is continually monitor and cooperate with local government bodies, and will organize round tables in timely manner to discuss legislation regarding housing.

NETWORKING, STUDY VISITS AND OTHER ACTIVITIES IN COORDINATION WITH SWEDISH PARTNER

Networking

1. In January (28th-29th), CENSOR Tuzla coordinator and two colleagues from Sweden held a meeting with the **FREJA Network members** from Serbia, Macedonia and Montenegro in Belgrade, discussing the upcoming Freja Forum to be held in Uppsala, Sweden in November 2016. We also had a meeting with a Serbian feminist CSO representative, a potential HOLICOB project partner in Serbia, to assess the CSO's capacities and willingness to join the project in the future. Partners also discussed the LFA for the project period 2016-2019.
2. **OPC network meetings:** OPC Regional Network Meeting which took place in Mostar from April 19th to 21st was attended by two participants from CENSOR, Tuzla and two Swedish partners. The four participants took the opportunity and held a constructive meeting with the OPC representatives in order to discuss the last narrative report in details and to clarify the missing parts.

The second OPC Regional meeting took place in Bijeljina from December 6th to 8th. Focus was on anti-corruption strategies, as well as financial issues and reporting. Three CENSOR representatives took active part to the meeting.

3. **Freja Forum:** 10th to 13th November in Uppsala, Sweden – Presentation of the HOLICOB project, presentation of the HOLICOB for youth section, students' presentation about youth position in the society. The project of Freja mentor programme started in 2003 (www.frejaprogram.org). During this time, a close relationship has developed with organisations in Serbia, Macedonia, Bosnia-Herzegovina and Croatia. The aim has been to establish strong and long term work for democracy in the region. Since 2005 has the Swedish Union of Tenants region Aros-Gavle have the lead of the network of organisations which are organising the Freja Forum. The vision is to establish frequent forums in the region.

Study Visits and other Activities in Coordination with Swedish Partner

1. In Uppsala the students organized their work in a group called HUNG (hyresgäster-ungdom) to discuss both what is going on in Uppsala and in the HOLICOB project. Steering group in tenants' organization in Sweden has enlarged the group with one representative from HUNG. Dissemination of experience from the project has been better organized. Participation in seminars in Sweden to represent HOLICOB has been increased.
2. The CENSOR coordinator together with two students participated to the **Almedalen week**, on July 4th and 5th, attending different seminars and workshops, available in English. On July 5th, in partnership with the Swedish partners from Hyresgastforeningen Aros Gavle region we held a seminar on the topic: Young adults - Where to Find Housing?, making a parallel between Swedish and Bosnian situation. In the seminar the Swedish partner introduced a survey concerning the living situation for student in Uppsala related to the

survey which has been done in Tuzla and Sarajevo. Information material in Swedish was also distributed.

3. Meetings with Swedish partners: Sarajevo, October 24th during the study visit of the Swedish partners from HGF Uppsala and in Uppsala on November 11th and 13th, discussion on the HOLICOB project future – local and regional.

FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

Findings

- Activities of the HOLICOB project have new additional dimension. All the activities are more focused on resolving housing and living condition problems of young people and students in Bosnia and Herzegovina.
- Project activities are mainly related to strong media campaign, mainly using social media such as Facebook, Instagram and YouTube.
- Activities of the HOLICOB project are directed to improving young people knowledge on how to express, analyse and resolve their problems regarding housing and living conditions. Most important problems young people and students face are related to poor living condition in dorms, poor regulation of apartment leasing and financial constrains for purchasing own house or flat.

Conclusions

- Based on the evaluation of the activities related to output 1, it can be concluded that all defined activities on creating social media based model for promoting housing and living conditions issues were implemented. The HOLICOB project is more visible on different social media.
- Based on the evaluation of the activities related to output 2, sufficient number of product packages were created and disseminate to different organizations current and potential partners on the project. Additionally, all documents are uploaded on to the project website and are available to general public.
- Based on the evaluation of the activities related to output 3, it can be concluded that activates on engaging students to discuss and actively engage in resolving their housing and living conditions issues. In respect to active role in lobbying for legislation change, it can be concluded that legislative system is still rigid and changes in legislation are very slow and not quite transparent.

Recommendations

- Problem of poor living conditions is common problem for all Balkan countries, such as Serbia, Montenegro, Macedonia and Albania. In that respect, in order to assure regional character of the project, it would be useful to conduct the impact evaluation of the project. The purpose of impact evaluation would be to show the change in perception among project targeted groups on housing and living conditions problems, as well as the change in legislation and authorities' activities in changing housing and living conditions in two mayor B&H cities, Tuzla and Sarajevo, where the HOLICOB project was implemented
- Project activities should continue to target students and young people in terms of increasing their involvement in discussing and actively working in resolving

problems of poor living standards in dorms, problems of financing new homes, legislation on leasing apartments and other identified problems regarding housing and living conditions.

- As the HOLICOB project is being more recognized in the region, this can be used as the opportunity for finding and initiating cooperation with stakeholders in the area of housing in Serbia, Kosovo and other countries in the Region. First steps should be to imitate regional cooperation with CSOs who already expressed the interest to extend the HOLICOB project.
- Continuation of lobbying executive government to enforce existing laws and create new laws governing housing and living conditions as well as lobbying for harmonization of regulation on apartment leasing on the federation or the state level. Furthermore it is necessary to continue putting pressure on political executives to enforce existing laws on leasing as well as other laws regulating housing and living conditions.

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