

2015

# HOLICOB PROJECT

## Evaluation Report

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HOLICOB

# **Report on Activities for HOLICOB Project Performance Evaluation**

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## **List of Abbreviations**

HOLICOB – Housing and Living Conditions in Bosnia Project

CENSOR – NGO Center to Support Organizations, Tuzla

## EXECUTIVE SUMMARY

### Overview of the Project

This report provides performance evaluation of activities for the project “Housing and Living Conditions in Bosnia” (HOLICOB) for period January to December 2015.

HOLICOB project is coordinated by international project coordinator the Swedish Union of Tenants, Aros-Gävle region and is being implemented by the NGO Center to Support Organizations - CENSOR, Tuzla in cooperation with partner CSOs in Tuzla and Sarajevo.

Currently, project is financed by the Olof Palme Center in the period from January to December 2015.

The four main objectives of the HOLICOB project for 2015 were set as follows:

1. increase of internal capacities and knowledge about existing legal framework regarding to the tenants living conditions;
2. relevant stakeholders are well informed, empowered their capacities and cooperation regarding tenants living conditions;
3. increased awareness on tenants living conditions among target groups;
4. efficient working model which presents good housing structure.

### Background of the HOLICOB project

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. The HOLICOB project targeted four different population groups: students, unemployed persons, tenants, tenant’s boards.

As set in the project objectives, activities on the HOLICOB project were set to provide a deeper understanding and problems facing different population groups in terms of their housing and living conditions. Furthermore, activities on the HOLICOB project were set to produce a SWOT analysis for housing and living conditions of targeted population groups.

For the purposes of achieving the set objectives, the following activities were implemented in period from January to December 2015:

- 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.

## **FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

### ***Laws and regulations***

#### **Findings**

- Analysis of laws and regulations shows existence of relatively sound regulation on housing and living conditions in the following areas: regulation on apartment leasing, regulation on use, management and maintenance of the common parts of the building and equipment, as well as a specific regulation on lift maintenance.
- Law on Apartment Leasing protects both landlord and tenant, if a written contract is concluded. This law also defines grounds for expiration of the lease, and other obligations and responsibility of both landlord and tenant.
- Law on the Use, Management and Maintenance of the Common Parts of the Building and Equipment went through the change of particular provisions through public hearing.
- A new regulation of lift maintenance the Rule on Verification of Lift Maintenance Service Qualifications was adopted by the Institute for Accreditation of Bosnia and Herzegovina in April 2015 and defines procedures, protocols, content, normative and responsibilities of lift maintenance service.

#### **Conclusions**

- Different laws on housing and living do exist, but in practice are not always enforced. This is particularly related to Law on Apartment Leasing, where it is evident that in most of the cases, written contracts are not concluded among landlords and tenants.
- Adopting of regulation on lift maintenance, especially adaptation of the Rule on Verification of Lift Maintenance Service Qualifications is a step forward to increase safety of lifts in collective housing buildings. One of the treats is that due to the lack of financial resources, these regulations will not be adequately enforced.

#### **Recommendations**

- 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.

## **Students and Youth Education**

### **Findings**

- In respect to understanding different aspects of housing and living conditions of the young population the survey showed some differences in living conditions among youth population in Tuzla and Sarajevo. More youth respondents from Tuzla live in apartments, than their counterparts in Sarajevo. Also, youth population in Tuzla lives in smaller living spaces than their counterparts in Sarajevo. Members of the household are in most of the cases parents.
- In respect to better understand capacities and willingness of activism of youth the survey results showed passiveness of the youth when it comes to being involved in some non-government organizations (NGO). According to the survey results, it seems that youth population is rather uninterested working within housing area and getting involved in the board of apartment owners.
- SWOT analysis on the *mechanisms* needed to assure better conditions for resolving housing issues of the students and youth population showed willingness of the local government to participate in resolving housing issues of different population groups. Also it shows that possibilities to apply for funding at national and lower governmental levels in B&H exists and it is possible to create partnerships with local government. Furthermore, SWOT analysis showed lack of understanding how to create partnership between NGOs and government and lack of affordable students housing which can be created by the government

### **Conclusions**

- Results of the survey show that youth population is rather uninterested in active participation to resolve their housing issues. Most of them rely on heritage to resolve their housing issues and that might be the reason of being passive.
- The survey shows slight difference in incentives for involvement within the housing area between respondents in Tuzla and Sarajevo. Responses suggest

that the surveyed youth in Tuzla is more pessimistic about possibilities to resolve their housing issues and, therefore are less interested advocacy on the housing and living conditions issues. In the contrast to Tuzla, the surveyed youth from Sarajevo are more optimistic, and therefore are more proactive to take an active role with more concrete suggestions which issues need more attention.

- Students believe that non-government sector can contribute to resolving many issues in Bosnia and Herzegovina, both on the state level and within the local community and that public advocacy is an appropriate mechanism for communicating and resolving problems within the local community.

## **Recommendations**

- Even though that students in Sarajevo are better informed about how public advocacy function and about how citizen initiatives are submitted to local government and how local and cantonal government adopt laws than their counterparts, it would be useful 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.

## INTRODUCTION

### Overview of HOLICOB Project

This report provides performance evaluation of activities for the project “Housing and Living Conditions in Bosnia” (HOLICOB) for period January to December 2015.

HOLICOB project is coordinated by international project coordinator the Swedish Union of Tenants, Aros-Gävle region and is being implemented by the NGO Center to Support Organizations – CENSOR, Tuzla in cooperation with partner CSOs in Tuzla and Sarajevo.

Currently the project is financed by the Olof Palme Center in the period from January to December 2015.

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 main 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 and
- to involve young people to be active in the process of providing better housing and living conditions.

Based on the findings in 2014, the four main objectives of the HOLICOB project for 2015 were set. These objectives were:

- increase of internal capacities and knowledge about existing legal framework regarding to the tenants living conditions;
- relevant stakeholders are well informed, empowered their capacities and cooperation regarding tenants living conditions;
- increased awareness on tenants living conditions among target groups;
- efficient working model which presents good housing structure.

### Background of the HOLICOB project

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.

In the 2014 the HOLICOB project targeted four different population groups: students, unemployed persons, tenants, tenant’s boards. Activities in 2014 were set to provide a deeper understanding and problems facing different population groups in terms of their housing and living conditions. Furthermore, activities on the HOLICOB project were set to produce a SWOT analysis for housing and living conditions of targeted population groups. The results of the activities in 2014 can be summarized as follows:

- **The survey of students perception on housing and living conditions in Bosnia** showed that 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. On the other hand, 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.

- **The survey of tenant's and tenant's boards perception on housing and living conditions in Bosnia** showed that 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.

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

- 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;
- Raising awareness on the benefits of flats renting and changing the negative perception;
- Establishing the tenants associations to deal with problems related to renting;
- Establishing the flat leasers associations and improving the means of rental flats advertising.
- Lobbying political executives to enforce existing laws as well as other laws regulating housing and living conditions;
- 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);
- Raising awareness and education on the living culture in collective housing units with emphasis of raising awareness of ownership;
- Establishing tenant's boards associations in order to raise negotiation power with building managers.

Based on the findings from the first year of the HOLICOB project implementation and for the purposes of achieving the set objectives for 2015, the following activities were implemented in period from January to December 2015:

- 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.

Table 1.1 summarizes in detail all the activities implemented on HOLICOB project for the period January to December 2015.

Table 1.: The HOLICOB project activities summary  
for period January to December 2015

Type of Activity	Activity Completion Date	Detailed Explanation
Questionnaire development and data collection	January - March 2015	Questionnaires on assessing the capacities and willingness for activism among youth population
Interviews with local lawyers experts on laws governing housing and living conditions	February to May 2015	Four interviews with local lawyers on the subject of laws on housing and tenants issues was conducted
Students workshops and seminars Tuzla	04.06.2015 30.12.2015	
Students workshops and seminars Sarajevo	12.06.2015 02.07.2015 30.10.2015	Youth activism, funding opportunities, SWOT analysis
Round tables Tuzla	18.06.2015 09.07.2015 26.11.2015	
Study visits	03.-04.02.2015	Study visit to the Swedish HGF partners in Uppsala and Västerås
	07.-09.12.2015	Study visit to the Swedish HGF partners in Uppsala and Stockholm
Swedish partners visits	13.05.2015	Visit to Tuzla
	29.-30.10.2015	Visit to Sarajevo
Network and Steering Committee meetings: - OPC network meetings  - Study visits  - Freja Forum	27.-28.05.2015 21.-22.12. 2015 03.-04.02.2015 13.05.2015 29.-30.10.2015 07.-09.12.2015 6.-8.11.2015	Busovača / B&H Sarajevo / B&H Uppsala / Sweden Tuzla / B&H Sarajevo / B&H Uppsala / Sweden Priština / Kosovo
Web site re-design and social networking	Through the whole year	Web site of CENSOR/HOLICOB <a href="http://www.censorba.org/en/housing-and-living-conditions-in-bosnia-holicob/">http://www.censorba.org/en/housing-and-living-conditions-in-bosnia-holicob/</a> Facebook, Twitter, YouTube, Instagram
Booklet preparation and publication	November 2015	Booklet" <i>Do You Know...?</i> "
Booklet and Regulation on lift maintenance	14.-18.12.2015	Distribution of 150 packages of booklets (promotion materials) with regulation on lift maintenance in Tuzla in cooperation with building managers. Distribution of 600 booklets distributed in 5 different neighborhoods in Tuzla
Media Campaign	October to December 2015	TV and radio media campaign - Presentations at local and national TV stations  Newspapers media campaign– Several article published in local and international newspapers on HOLICOB project
Project Evaluation Report Writing	End of December 2015	

## LEGAL FRAMEWORK ON TENANTS HOUSING AND LIVING CONDITIONS ASSESMENT AND ADVOCACY ENGAGEMENT

In order to increase the internal capacities and knowledge about existing legal framework regarding to the tenants living conditions, a comprehensive assessment of laws governing the housing and living conditions was conducted.

The quality of housing and living conditions in Bosnia and Herzegovina is regulated by several laws adopted on the different government levels, which results in different approach to legal issues on housing in different cantons within Federation of Bosnia and Herzegovina. In that respect, different aspects of housing and living in Tuzla and Sarajevo are regulated differently.

Following the last years detailed analysis of different laws regulating housing and living conditions, two following laws governing the tenants living conditions were assessed:

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

### Law on Apartment Leasing Assessment

For the purposes of better understanding the Law on apartment leasing and identifying its flaws in respect to the accepted European practices, four different interviews were conducted with the local lawyers dealing with housing and tenants issues. Interviews were conducted by Mr. Adnan Bećirović, LLB (the local expert lawyer). Mr. Bećirović, who, in the end of 2014, analyzed the local *Law on Apartment Leasing*. Mr. Bećirović communicated his findings to the Swedish expert partner, Mr. Kuzmicki during the period February-May 2015.

Most important information regarding the provisions of *the Law on apartment leasing* on the possibilities for Apartment Leasing Contract cancelation can be summarized as follows:

1. ***Only written contract is valid and therefore protected by the Law on apartment leasing.*** If an apartment rental contract is not concluded in written form as required by the Law on apartment leasing ( Article 6. ), then possible future disputes between the landlord and tenant will be executed by the Law of Obligations (Official Gazette of the SFRJ 29/78 and others), which is more general, and regulates general relations between creditors and debtors. In any case, this relationship shall not be legally unprotected, but only not be applied according to the Law on apartment leasing.
2. ***The grounds for expiration of the lease are specified in articles 22-28 of the Law on Apartment leasing.*** Following the article 23, the rental contract ends by force of law, on the basis of agreement or cancellation, and on the basis of termination. End of contract by the force of law is regulated by Article 23, and can occur is law if the building or part of a building in which the apartment is located must be demolished on the basis of a final court decision. The contract on the basis of agreement or cancellation can be terminated by the lesser if lessee or other users of the apartment use flat contrary to the law and the

apartment leasing contract (article 25). End of the contract on the basis of termination is regulated by the article 28 of the Law on Apartment leasing.

Following the article 25, conditions mentioned as important for contract termination are the principal reasons. In any case, the parties may agree conditions which shall determine the importance of their own list. Parties may agree on importance of their own conditions for the termination, and agreed conditions shall be binding and have the same value as the conditions specified by the Law. As I understand it, every contract have legal conditions for its termination, but if the parties agree upon further conditions they will have the same validity as the ones determinate by the Law.

3. ***According to Art. 26, the landlord notify the tenant on the termination of an indefinite lease contract in writing. The notice needs to include the grounds for termination. The notification can be made directly to the tenant signed (receipt) or by registered mail. If the tenant refuses to sign the notice, the notice period shall run from the date the notice submitted to the record. If the tenant does not leave the apartment within the notice period, the landlord entered, the landlord can submit an application for the eviction to the competent court.***

In the category of “illegal tenants” may be also included in addition to those who are forced to move from an apartment (those who are living with no legal basis) and

- tenant who refuses to leave the apartment after the cancellation of the lease contract,
- the former spouse who unreasonably stays in an apartment after the completion of divorce proceedings, his/her former spouse acquiring inheritance or gift as a part of his/her heritage,
- common-law partner after the completion of a common law marriage or any other person which is in possession of the apartment without any legal basis determined by the Court.

The procedure for eviction is urgent and it will be conducted by the Municipal administrative authority competent for housing affairs. The jurisdiction of the Municipal authority can be determined depending on the location where the apartment is located. Municipal administration, as a rule, will not engage in debate proving whether or not opposite side have legal grounds for housing. However, it remains the obligation for the Municipal administration to notify the opposite side on the procedure and request its statement.

In the case when illegal tenant refuses to accept the call for a court hearing, it certainly will not prevent the administration authority to conduct and conclude the proceedings to vacate from the apartment such a person with all the personal things and other persons. As the practice has shown, eviction from the apartment can be very uncomfortable, and it is recommended that illegal tenant implement the decision of the Municipal authority or a Court ruling and voluntarily move out within the given deadline.

The procedure for eviction may be launched at the competent Court in the case when it is debatable legal base for example: the lease agreement. Then the prosecutor usually beside in lawsuit in addition inquire the Court to issue a judgment and demand to oblige the defendant to hand over the apartment to the prosecutor in the possession released from persons and things, as a rule, has an additional request which is that the court also finds that the legal basis does exist, i.e., that has come to the conclusion of the contract of issue.

The owner of the apartment, in addition to the eviction, has the right to demand from the illegal occupant compensation for damages in the amount of paid utility bills for electricity, water, etc.

4. **A fixed-term lease continues to run with the same rental period in case none of the parties within 30 days before the rental period expires terminates the agreement. In the event that a landlord wants to get through a change in terms for an extension of the agreement, the landlord 30 days before the rental period expires announced the change of tenant. The tenant has the receipt of the revised terms 15 days to accept the condition; otherwise it is interpreted as if the tenant does not want his extension.**

If there is no written contract, which regulates all the rights and obligations of the parties, the general provisions for lease contract for definite time under the provisions of Article. 567 of the Law on Obligations, which regulates general provisions on lease contracts, it is going to be applied. Since if there are basic elements such as the Landlord, tenant, object of the contract, and the willingness to contract (whether written or oral) is executed, then there must be legal repercussions.

5. **The tenant has responsibility for damages caused in the apartment and common areas in the building regardless of the damage caused by him/her or others in his household.**

Regarding to responsibility for guilt (culpability) the basic legal rule is that who causes damage to other person, damage shall be compensated, if it proves that the damage is occurred without his fault. Our law is based on the system of presumed guilt, it will be assume that the pest is guilty unless is proven otherwise. Guilt exists when a person has not acted as it should behave in the circumstances according to the forms of guilt: intent and negligence.

6. **Property tax laws and regulation for the Apartment Leasing Contracts**

- According to the Federal Rental Property Tax Law, tax on the rental apartments is 10% on taxable income (for example: monthly rental income is 150 €, tax is 15 €).
- When parties prepare an agreement they shall submit it to the tax administration, which determines 10% taxability purchase to the rent.
- It should be mentioned that at the same time, Landlord pays an annual property tax in inclusive price of 1% per 1 square meter (According to the Article 5. of the Property tax Law of Tuzla Canton).

### **Law on the Use, Management and Maintenance of the Common Parts of the Building and Equipment – Public Hearing Results**

As one of the HOLICOB project objectives is to improve legal framework for better living housing and conditions, implementing organization CENSOR has organized a round table and public hearing on the *Draft law on use, management and maintenance of the common parts of the building and equipment*.<sup>1</sup> The main objective of the round

<sup>1</sup> Based on the Article 24., paragraph 1., point (c) of the Tuzla Canton Constitution (“Official Gazettes of Tuzla-Podrinje Canton”, no. 7/97 and 3/99 and “Official Gazette of Tuzla Canton”, no. 13/99, 10/00, 14/02, 6/04 and 10/04), as well as on the recommendation of Tuzla Canton Government, Tuzla Canton Assembly passed the *Draft law on use, management and maintenance of the common parts of the building and equipment*. As per conclusion of Tuzla Canton Assembly from 15<sup>th</sup> June 2015, a public hearing was open until 31<sup>st</sup> August 2015.

table was to engage in the public hearing on the Bill and to provide it to the Ministry of Spatial Planning and Environment of Tuzla Canton with comments and recommendation on the Bill.

Round table was organized on 18<sup>th</sup> June 2015 with representative from the Ministry of Spatial Planning and Environment of Tuzla Canton Mr. Emir Softić. Public hearing was held on 9<sup>th</sup> July 2015, with 27 participants including, Tuzla City representative, 17 representatives of the Tenants boards, 3 representatives of the Building managers, 1 representative of local insurance companies (VGT Insurance company), 2 representatives of Tenants Board Association and 2 CENSOR representatives.

As the result of the round table and public hearing CENSOR has sent the summarized recommendations and suggestions on the *Draft law on use, management and maintenance of the common parts of the building and equipment* to the Ministry of Spatial Planning and Environment of Tuzla Canton (Letter in the [Appendix A](#))

### Changes in Regulation on Lift Maintenance

In order to address a very important issue of lifts safety and maintenance, CENSOR has organized a round table on 26<sup>th</sup> November 2015 in order to present and introduce the changes in regulation on lift maintenance to tenants' board representatives, tenants and building management companies in Tuzla. During this round table there were 16 participants from the targeted group of tenants' board representatives, tenants and building management companies.

These new regulations are important since are in direct connection and supporting regulations to the existing Law on Use, Management and Maintenance of the Common Parts of the Building and Equipment.

For this purpose a representative from company certified for lift maintenance service "Tehnoinpekt, Sarajevo" presented the new regulation The Rule on verification of lift maintenance service qualifications.

It was concluded that that maintenance of lifts in buildings across Bosnia and Herzegovina is regulated by the following regulations:

1. **The Order on Lift Safety** ("Official Gazette of BiH", No. 99/12) and
2. **The Rule on Verification of Lift Maintenance Service Qualifications** ("Official Gazette of BiH", No. 45/15).

*The Order on Lifts Safety* was adopted by the Ministry of Foreign Trade and Economic Relations of Bosnia and Herzegovina in April 2012. The legal basis for the adoption of the Order on lifts safety ("Official Gazette of BiH", No. 99/12) is defined in Article 6, Paragraph 1, of the Law on Technical Requirements for Products and Conformity Assessment ("Official Gazettes of BiH", No. 45/04), which stipulates that technical regulations are prepared and adopted by the competent line ministry. The Order is in compliance with all principles and essential requirements of Directive No. 1995/16 of European Parliament and the Council of 29, June 1995 on Approximation of the Laws of the Member States Relating to Lifts, including the part of Directive of European Parliament and Council No. 2006/42/EU of 9 June 2006, relating to the changes of the Directive of the European Parliament and Council No. 1995/16.

The most recent change in the regulation of lift maintenance and is adaptation of *the Rule on Verification of Lift Maintenance Service Qualifications* ("Official Gazette of

BiH", No. 45/15). The Rule was adopted by the Institute for Accreditation of Bosnia and Herzegovina in April 2015. This Rule defines procedures, protocols, content, normative and responsibilities of lift maintenance service.

It was presented that regular maintenance of lifts must be performed at least once in 12 months, while special checks of the lift must be performed in case the basic characteristics of lift are changed or in case the lift was put out of the operation due to an accident. Maintenance of the lift must be performed by the designated body, namely lift maintenance service which got the approval from the relevant authority.

It was observed that the new adopted rule will be relatively hard to implement due to the lack of financial resources.

As the follow up the round table, all participants received the Minutes of the Meeting from the round table with legislation on lift maintenance, namely "the Rule on Verification of Lift Maintenance Service Qualifications".

## EDUCATION OF YOUTH POPULATION AND THE SURVEY RESULTS

### Overview of the Activities on Education of the Youth Population

In the efforts to provide better education to targeted groups (especially, students and youth population) on the housing and living conditions issues, CENSOR organized workshops, seminars and round tables, both in Tuzla and Sarajevo for students' and youth population.

Basis of the workshops and seminars was to:

- Introduce to the students the results of the survey conducted by CENSOR in two cities, in Tuzla and Sarajevo, in the first three months of the project, which was designed to analyze passivity versus activism of youth.
- conduct a pilot survey on students understanding of advocacy and
- create a SWOT analysis based on the opinions of the students (youth) population on the mechanisms needed to be installed in to the national system to assure better conditions for resolving housing issues of the students and youth population.

Furthermore, two round tables were held in Tuzla and Sarajevo each, with the aim to present possibilities on local funding of projects which tenants, boards and managers may develop. Therefore, the CENSOR involved the Foundation of Tuzla Community (OPC partner in Tuzla) in this activity, strengthening in this way the OPC Network partnerships. Similar presentation was held in Sarajevo, at the Burch University (the CENSOR informal partner), facilitated by the Mozaik Foundation with available grants for local initiatives.

As the result of these activities a network of students and young people was created. This network provides a basis for continuous interaction with network members (by e-mails and social networks) as well as expanding the network with new members from targeted population of students, unemployed, and tenants. Network will be the best mean to disseminate the findings on the HOLICOB project and educational materials related to issues in housing and living conditions.

### Survey Results of the Capacities and Willingness of Activism of Youth

In this part of report, survey results of housing and living conditions of young persons and their incentive to be involved in the process of improving living conditions in Bosnia and Herzegovina are presented.

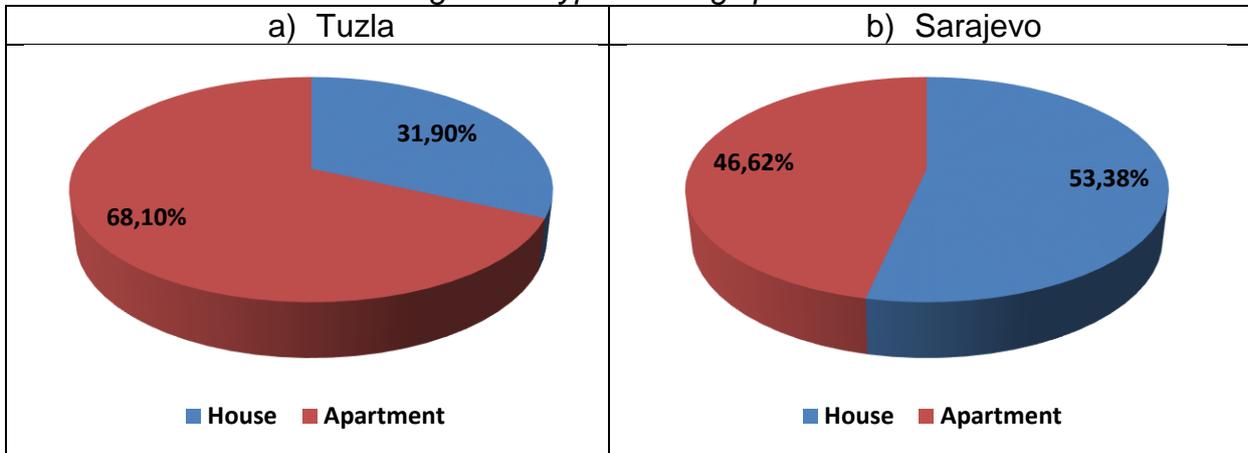
*Methodology and Sample:* The main purpose of this survey was to collect information about different aspects of housing and living conditions of the young population, their incentives to be involved in tenant's board, their involvement in non-government organizations and their intentions to start their own business. For the purposes of collecting these data a questionnaire, consisting of 15 questions was created. This questionnaire is given in **Appendix B** of this report. The survey sample included two groups of youth from Tuzla and Sarajevo. With total number of respondent of 312 young persons, where 52% respondents were from Tuzla and 48% from Sarajevo. Average age of the respondent in Tuzla was 23, while in Sarajevo 21 years. The data were collected in the period of January to March 2015 in two cities, Tuzla and Sarajevo.

*Survey results discussion:*

- Housing and living conditions of the youth population

The first question regarding living conditions of the youth population was related to the type of the space they live in. Respondents were asked to indicate if they live in the house (individual housing unit) or apartment (collective housing unit). The survey results are presented in Figures 1.a and 1.b.

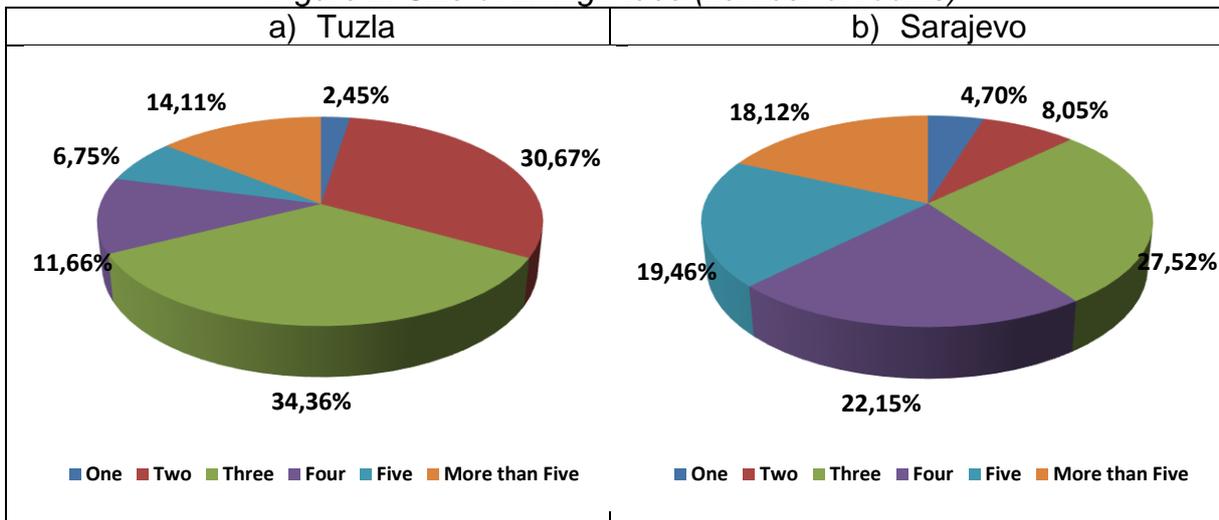
Figure 1: Type of living space



As it can be observed from the charts above, two thirds of the respondent from Tuzla live in apartments, while in Sarajevo less than half of the respondent live in apartment.

In respect to the size of the living space majority of the respondents in Tuzla live in either two (30.67%) or three (34.36%) bedroom apartments. On the other hand, majority respondent in Sarajevo live in three (27.52%), four (22.15%) or five (19.46%) bedroom apartments (see Figures 2.a and 1.b). The difference in the size of the living space in these two cities might be due to the fact that overall economic situation is better in Sarajevo.<sup>2</sup>

Figure 2. Size of Living Place (number of rooms)

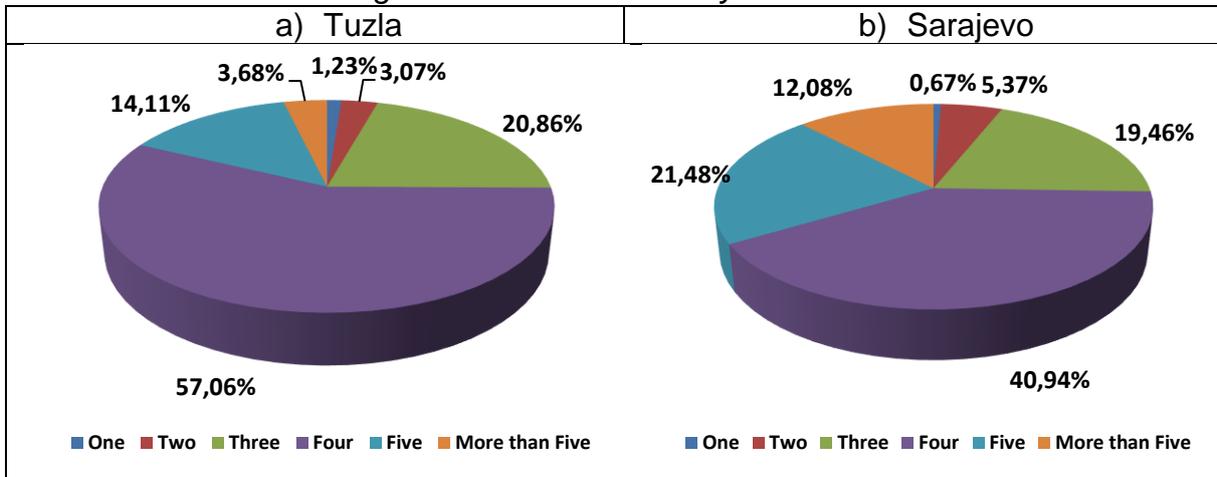


As figures 3.a and 3.b shows, there is a similarity in the number of family members in the household in Tuzla and Sarajevo. Majority of the respondents live with either four

<sup>2</sup> According to the statistici data, average salary in 2014 for Tuzla Canton was 739 BAM , while in Sarajevo was 1.036 BAM. Federal Development Planning institution of FBiH, 2015:14

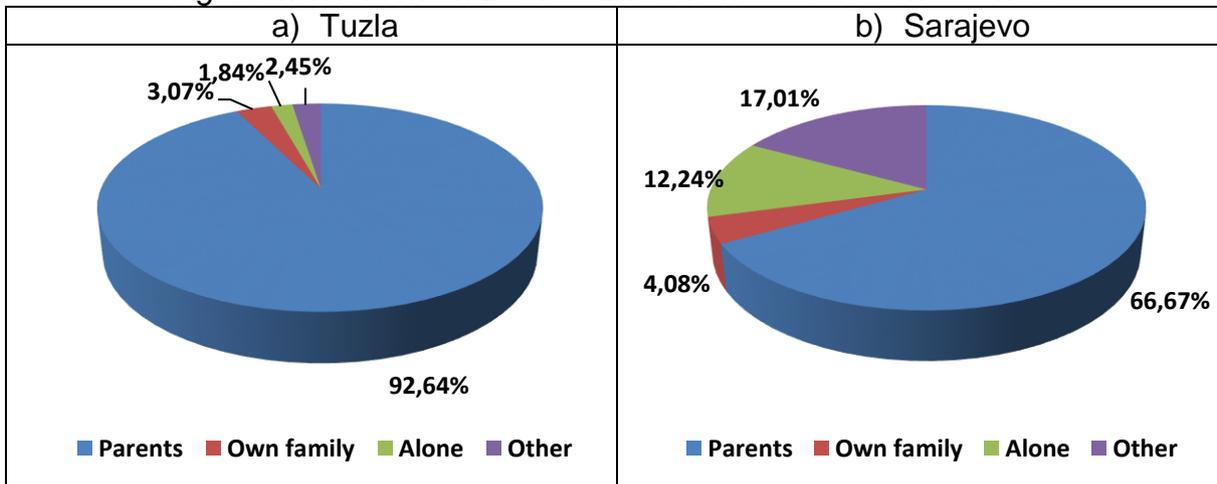
or five family member. Around 20% of the respondents live with three household members, while less than 5% of respondents in Tuzla and Sarajevo live one or two members.

Figure 3. Number of Family Members



Members of the household are in most of the cases parents. From the total number of respondents in Tuzla, 92.64% live with their parents, while in Sarajevo only two third live with parents. 3% in Tuzla, and 4 % in Sarajevo lives with their own family, which is expected since the average age of the respondent is 22 years. An interesting result is that in Sarajevo 12.24% of respondent live alone, while in Tuzla this percent is much lower, and is 1,84% (see Figures 4.a and 4.b).

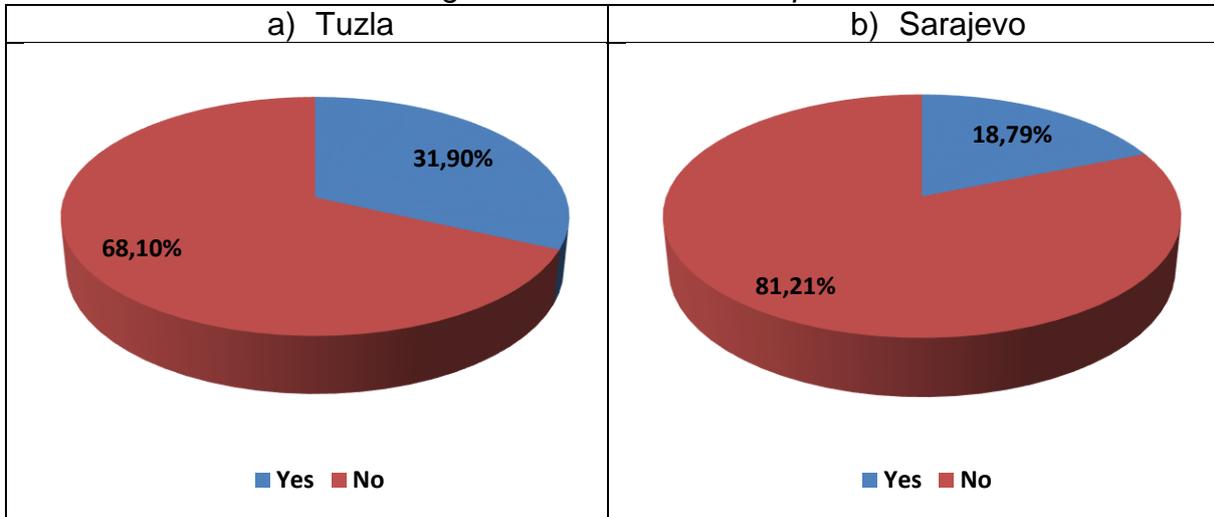
Figure 4. With Whom Do You Live- Members of the household



- Youth activism - involvement in non-government organizations, interest in working in tenants boards and starting their own business

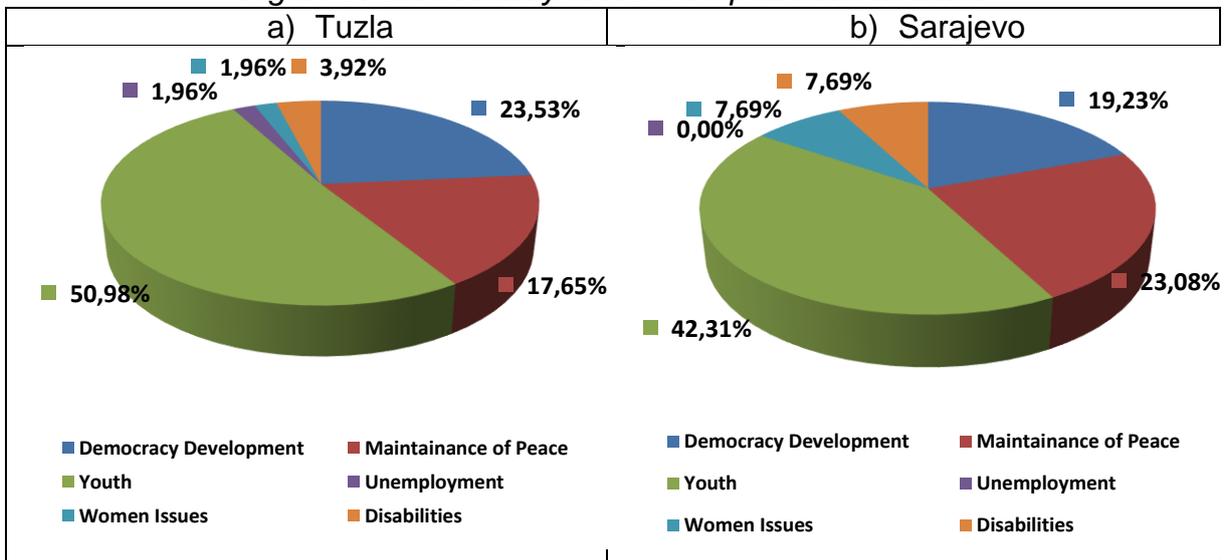
The survey results shows passiveness of the youth when it comes to being involved in some non-government organizations (NGO). Around 32% of the respondent in Tuzla, and slightly less, 19% in Sarajevo are members of some type of NGO (see Figures 5.a and 5.b)

Figure 5: NGO Membership



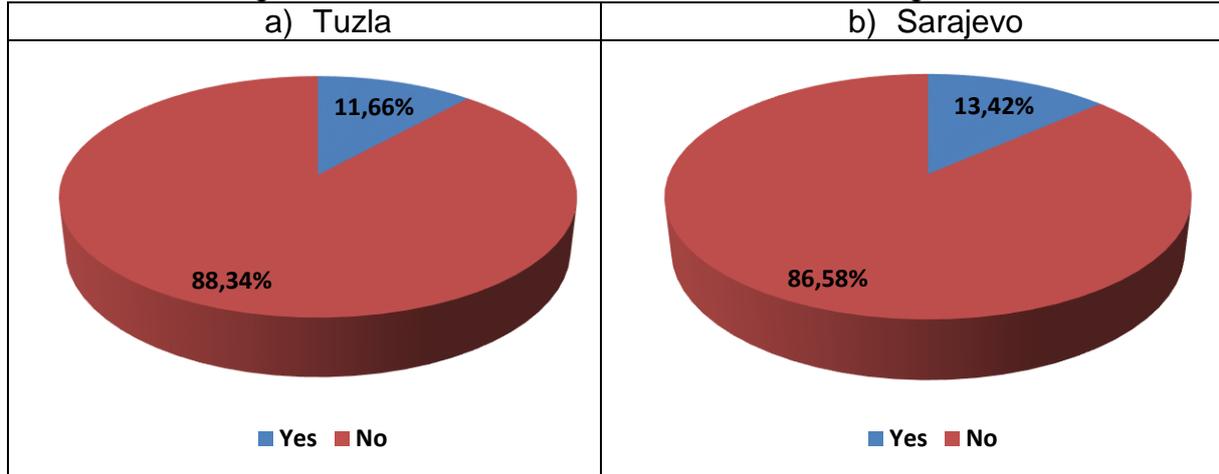
Majority of the youth respondent who gave positive answer of being involved in some type of NGO, are working in NGO which are dealing with youth issues, maintenance of peace and women issues (see Figures 6.a and 6.b).

Figure 6. Core Activity of NGO respondents work for



According to the survey results, it seems that youth population is rather uninterested working within housing area and getting involved in the board of apartment owners. Only 11.66% of the respondent in Tuzla and 13.42% in Sarajevo are interested in working within the housing area (see Figures 7.a and 7.b).

Figure 7: Would You Like to Work within Housing Area



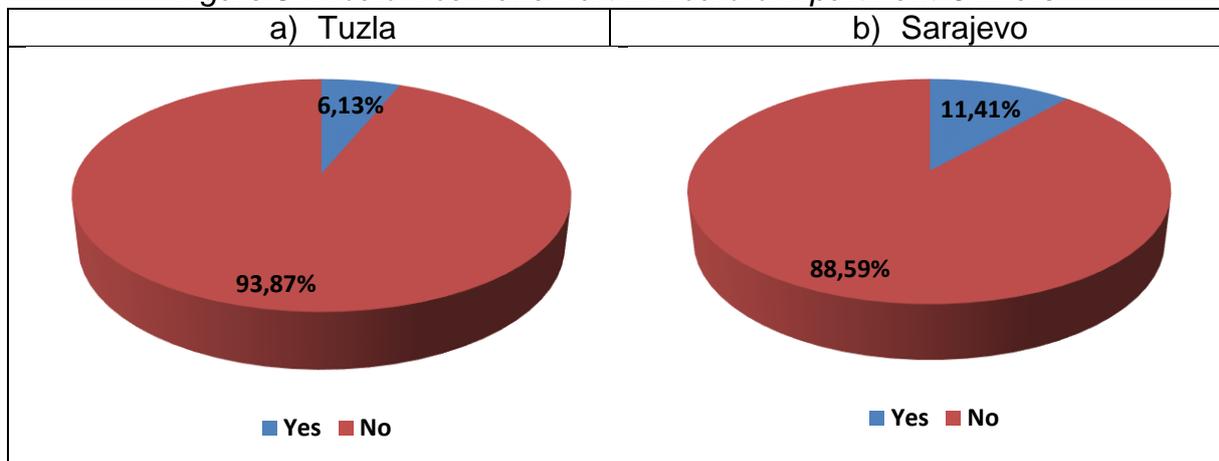
Those who expressed their interest in working within the housing area indicated the following reasons for their interest:

- Helping students to improve their living conditions in student dorms and preventing malversations in the appointment of the rooms;
- Improving current housing policies and regulations;
- Resolving housing problems of different vulnerable groups such as young, married couples, socially disadvantage persons, war invalids etc.;
- Resolving their own housing problems and improving their living conditions.

The survey shows slight difference in incentives for involvement within the housing area between respondents in Tuzla and Sarajevo. Responses suggest that the surveyed youth in Tuzla is more pessimistic about possibilities to resolve their housing issues and, therefore are less interested in advocacy on the housing and living conditions issues. In the contrast to Tuzla, the surveyed youth from Sarajevo are more optimistic, and therefore are more proactive to take an active role with more concrete suggestions which issues need more attention.

Furthermore, only 6.13% of the respondent in Tuzla and 11.41% in Sarajevo are interested in taking part in boards of apartment owners (see Figures 8.a and 8.b).

Figure 8: Would You Take Part in Board of Apartment Owners

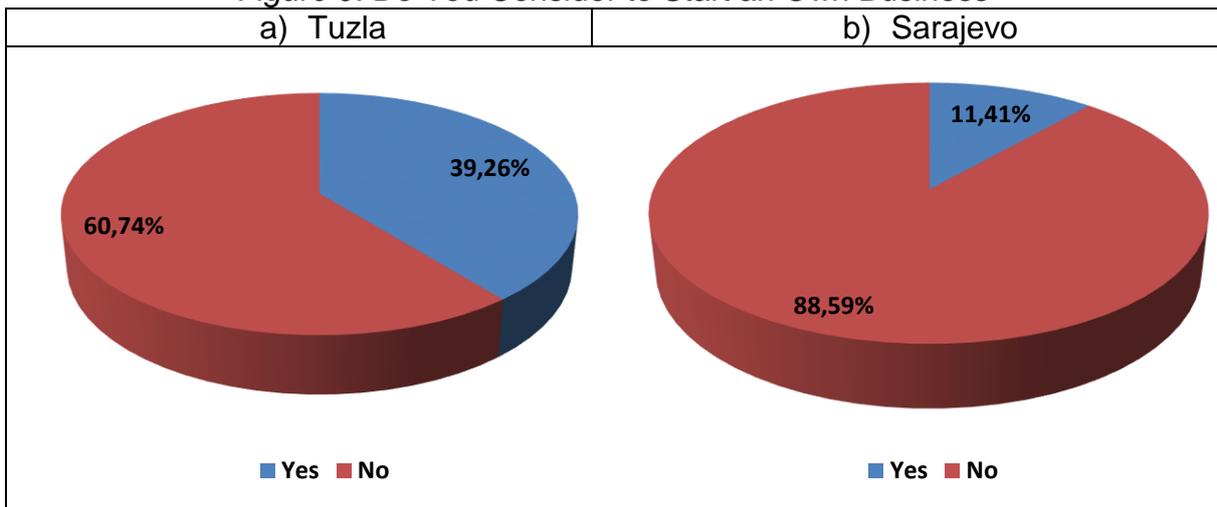


Even though, very small number of respondent are interested in active participation in the board of apartment owners, but responses of those who are willing to participate in these boards express concrete reasons for participation. Those willing to participate in the tenants' boards express the following reasons for participation:

- Improving quality of living in common part of the building and building surroundings (green surfaces, access to the building, etc.),
- Enhancing policies on living conditions,
- Assuring adequate maintenance of the building and installing better maintenance systems,
- Better communication among tenants and between tenants and tenants' boards.

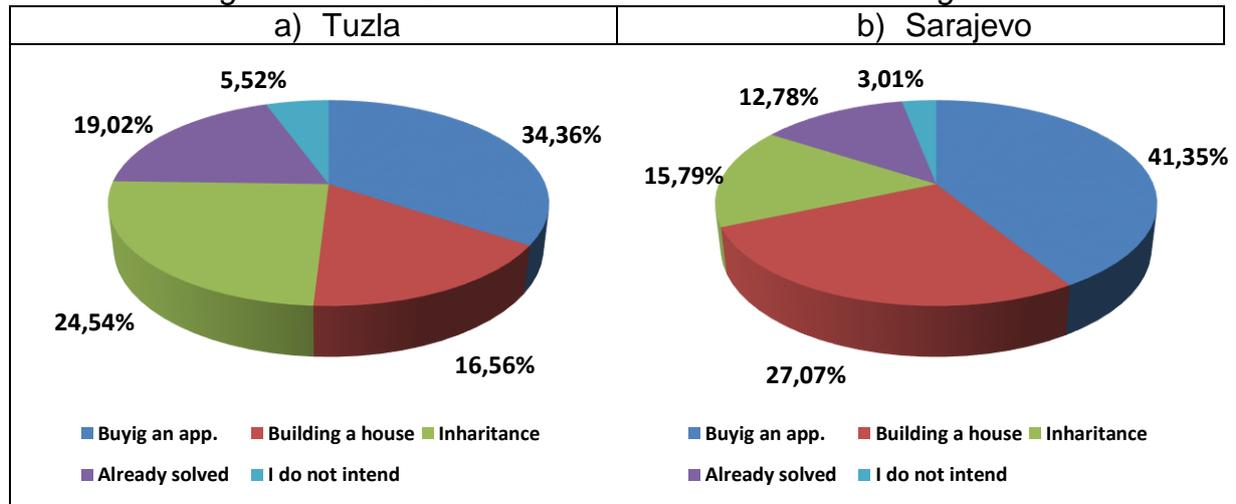
Respondents from Tuzla are more interested in considering a possibility to start their own business than their counterparts in Sarajevo. From the total number of respondent 39.26% in Tuzla and only 11.41% in Sarajevo are considering to start their own business (see Figure 9.a and 9.b).

Figure 9: Do You Consider to Start an Own Business



Majority of the respondents have intention to solve their housing issue. As it is shown in Figures 10.a and 10.b, 30% to 40% of the respondent intend to by an apartment (34.36% in Tuzla and 41.35% in Sarajevo). One quarter of the surveyed youth population in Tuzla rely on inheritance to resolve their housing issue, while in Sarajevo that percentage is slightly lower and an is 15.79%. Vast majority of the surveyed youth population in Sarajevo 27.07% will resolve their housing issue by building a house, while in Tuzla this percentage is 16.56%.

Figure 10. How Do You Intend to Solve Your Housing Issue



## SWOT Analysis

Based on the developed strategic approach to long-term enhancement of housing and living conditions in Bosnia and Herzegovina in 2014, in 2015 additional SWOT analysis was performed to better understand opinions of the students (youth) population on the **mechanisms** needed to be installed in to the national system to assure better conditions for resolving housing issues of the students and youth population.

SWOT analysis is developed in within workshops and round table organized in Tuzla and Sarajevo, involving all targeted population group. Workshops were held during June, July, October and December 2015. The main purpose of the workshops is to bring together students to discuss the actual housing and living conditions and to identify opportunities and threats to its improvement.

Workshops and round tables were held as follows:

- Workshops and seminars in Tuzla – 04.06.2015, 30.12.2015
- Workshops and seminars in Sarajevo – 12.06.2015, 02.07.2015 and 30.10.2015
- Round tables – 18.06.2015, 09.07.2015 and 26.11.2015

Overall, 161 persons from different population from the targeted group of students, youth population, tenants, tenants boards' representatives, building managers, city and cantonal officials, business sector representatives took part with their insights and perspectives to the workshops, seminars and round tables.

Seminars in Tuzla where held with targeted population group with emphasis to obtaining opinions and creating strategies on housing and living conditions, as well as educating and introducing the HOLICOB project activities and results of the conducted survey at the beginning of 2015. Seminar in Sarajevo included presentation of the HOLICOB project activities and results of the conducted survey in 2015 and involved students engagement and situation analysis and strategic decision making on the housing and living of students.

Furthermore, the aim of the a/m activities was to provide to the students, youth population, tenants, tenants boards’ representatives and building managers information about the possibilities to apply for grants to different non-government and government organizations. In that respect the representatives from different NGOs – Mozaik Foundation and Foundation of Tuzla Community held an informative presentations to provide more information on funding opportunities. Based on these information students provided inputs for SWOT analysis.

**SWOT analysis  
on the *mechanisms* needed to assure better conditions for resolving housing  
issues of the students and youth population**

STRENGTHS	WEAKNESSES
<p><b>Funding opportunities:</b></p> <ul style="list-style-type: none"> <li>- Existing workshops for applying for EU funds</li> <li>- Possibilities to apply for funding at national and lower governmental levels in BiH</li> <li>- Creating partnerships with local government</li> </ul> <p><b>Government involvement in housing issues:</b></p> <ul style="list-style-type: none"> <li>- Willingness of the local government to participate in resolving housing issues of different population groups</li> </ul>	<p><b>Funding opportunities:</b></p> <ul style="list-style-type: none"> <li>- Lack of knowledge to apply for EU funding</li> <li>- Usage of the EU funds is not on the adequate level</li> <li>- Citizens and NGOs are not well informed about possibilities on EU funding</li> </ul> <p><b>Government involvement in housing issues:</b></p> <ul style="list-style-type: none"> <li>- Lack of understanding how to create partnership between NGOs and government</li> <li>- Lack of affordable students housing which can be created by the government</li> </ul>
OPPORTUNITIES	THREATS
<p><b>Funding opportunities:</b></p> <ul style="list-style-type: none"> <li>- Financial incentives for housing construction</li> <li>- Financial literacy</li> <li>- Public campaigns for housing construction through EU funds</li> </ul> <p><b>Government involvement in housing issues:</b></p> <ul style="list-style-type: none"> <li>- Incentives for flat renting</li> <li>- Forming of housing cooperatives</li> <li>- Categorization of rent</li> <li>- Interest rate subventions</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>- Financial literacy</li> <li>- Advocacy skills</li> </ul>	<p><b>Funding opportunities:</b></p> <ul style="list-style-type: none"> <li>- Unfavorable financial and economic environment</li> <li>- Very high real estate prices</li> </ul> <p><b>Government involvement in housing issues:</b></p> <ul style="list-style-type: none"> <li>- Inadequate urbanization policy</li> <li>- Lack of adequate and quality urban planning</li> <li>-</li> </ul>

**Assessment of Students’ Knowledge on Public Advocacy**

During the students’ workshops in Tuzla and Sarajevo, students’ knowledge on public advocacy was assessed. This assessment showed the following:

- Students believe that non-government sector can contribute to resolving many issues in Bosnia and Herzegovina, both on the state level and within the local community;
- More than half of the students are not involved with any NGO;
- Students believe that public advocacy is an appropriate mechanism for communicating and resolving problems within the local community;
- Students in Sarajevo are better informed about how public advocacy function. Also they are better informed about how citizen initiatives are submitted to local government and how local and cantonal government adopt laws;
- Students express positive attitudes toward joining public advocacy campaigns.

## MEDIA CAMPAIGN

In order to raise awareness on the tenants living conditions among target groups CENSOR has launched a comprehensive TV and newspaper media campaign.

Representatives of CENSOR had eleven TV appearances in period from October to December 2015 on the local and national TV stations. Prior to launching the campaign, a breakfast with journalist was held on 28<sup>th</sup> October 2015 with the aim to present the HOLICOB project and to officially start media campaign. Table 2 present overview of the TV appearance.

Table 2: Overview of the TV appearance

Date of TV appearance	Details of the TV appearance
	<b>TUZLA</b>
28.10.2015	Breakfast with journalists
04.11.2015	CENSOR representatives: Presentation of HOLICOB and CENSOR; Local TV station – RTVTK
11.11.2015	CENSOR representatives and insurance company VGT osiguranje: Presentation of HOLICOB project and discussion on home insurance issues, RTVTK
18.11.2015	CENSOR representatives Local Government representative: Presentation of HOLICOB project and local laws on housing and living conditions issues; RTVTK
02.12.2015	CENSOR representatives and building management company TEHKOMERC representative: Presentation of HOLICOB project and issues in building management, RTVTK
03.12.2015	CENSOR representatives and Tenants boards representatives: Presentation of HOLICOB project and cooperation with tenants boards; Local TV station RTV 7
09.12.2015	CENSOR representatives and Tents boards representatives: Presentation of good practices on housing and living; RTVTK
16.12.2015	CENSOR representatives and Civil Protection Agency representative: Presentation of HOLICOB project and activities in cooperation with Civil Protection Agency; RTVTK
23.12.2015	CENSOR representatives: Presentation of good practices on housing and living; RTVTK
30.12.2015	CENSOR representatives: Plans on HOLICOB project for 2016-2019; RTVTK
	<b>SARAJEVO</b>
21.12.2015	CENSOR representatives: HOLICOB project presentation and plans for the future; FACE TV
21.12.2015	CENSOR representatives: HOLICOB project presentation and plans for the future; ALFA TV

In order to promote results and activities of CENSOR, a booklet titled “Do you know...” was published. Booklet is given in **Appendix C**.

Radio campaign included advertising of the CENSOR and HOLICOB project on the local radio station on RADIO M. Radio jingle was aired during November and December 2015. Interview with the project associate, Mr. Kemal Nedžibović was made in December on the Radio M.

Furthermore, CENSOR and HOLICOB project are more present in the newspapers and online portals, locally and internationally.

Weekly magazine and on-line portal “Novo vrijeme” ([www.novovrijeme.ba](http://www.novovrijeme.ba)) published two articles with CENSOR and HOLICOB representatives.<sup>3</sup>

International Union of Tenants prepared an article for the Global Tenants Magazine ([http://www.iut.nu/global\\_tenant.htm](http://www.iut.nu/global_tenant.htm)) about HOLICOB project titled: “Bosnia and Hercegovina, together with Sweden, aims at improving living conditions for tenants”. Full draft article is given in **Appendix D**.

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<sup>3</sup>Articles available at the following links:

<http://novovrijeme.ba/jasminka-tadic-husanovic-predsjednica-cenzor-a-stambeno-pitanje-vecina-se-uzda-u-naslijedje/>

<http://novovrijeme.ba/kemal-nedzibovic-izraditi-dugorocnu-strategiju-o-uvjetima-stanovanja-i-zivljenja-u-bih/>

## NETWORKING, SWEDISH PARTNER VISITS AND STUDY VISITS

### Networking

#### *OPC network meetings:*

First meeting was held 27<sup>th</sup> to 28<sup>th</sup> May 2015: Two B&H and two Swedish HOLICOB representatives attended a very dynamic, intensive and extremely fruitful OPC Network meeting in Busovača, where they had possibility to exchange information with other partners, get to know them better, gain new experiences in the field of social media and housing issues from the HOLICOB Swedish partners and develop parts of the OPC project application for the period 2016 – 2019.

Second meeting was held 21<sup>st</sup> to 22<sup>nd</sup> December 2015. Meeting was held in Sarajevo where CENSOR representatives presented activities on HOLICOB project in 2015 and plans for 2016 with other OPC local partners. OPC representatives presented reporting system and process.

*Promotion:* During a preparatory meeting of the upcoming regional FREJA Forum (November 6<sup>th</sup>-8<sup>th</sup> in Priština, Kosovo) with WB Freja partners in Belgrade (May 12<sup>th</sup>), Mrs. Eklund and Mrs. Tadić-Husanović presented the CENSOR background and HOLICOB achievements and plans for the Freja Forum 2015 presentation.

*CENSOR web site and Social Networks:* Web site and FB page have been updated and redesigned during the reporting period, adopting suggestions given by the Swedish partners. CENSOR FB profile and FB group have been created, too. Instagram profile and YouTube channel are also activated.

### Swedish Partner Visits/Meetings

Six planning meetings with the Swedish partners took place:

- The first one was held in February during the B&H delegation study visit to Uppsala.
- The second meeting was held in Tuzla in May, when Mrs. Eklund and Mr. Kuzmicki visited the CENSOR activities.
- The third meeting was during the OPC Network meeting in Busovača (central Bosnia), where four HOLICOB representatives took active part in it (2 persons from each - Sweden and B&H). In the period May – June, the partners intensively communicated and worked on the OPC project application design for the HOLICOB continuation 2016-2019.
- Fourth meeting took place in October in Sarajevo, during Swedish partners visit to B&H.
- Fifth (Steering Committee) meeting was held in Priština / Kosovo on November 8<sup>th</sup> during the Freja Forum and
- 6<sup>th</sup> meeting took place in Uppsala, on December 7<sup>th</sup> (B&H delegation study visit to Sweden).

### Study Visits of B&H delegation

1. **Study visit to Uppsala and Västerås from 3<sup>rd</sup> to 4<sup>th</sup> February 2015:** Five-member delegation from Tuzla and Sarajevo (1 B&H project coordinator, 2

students from Tuzla and Sarajevo, 1 local lawyer and 1 unemployed person) made a very fruitful, constructive, useful and interesting two-day study visit to the Swedish HGF partners in Uppsala and Västerås. Very kind and warm hosts enabled the B&H delegation to visit HGF offices in both places, two different students' dormitories, 2 housing companies in Västerås, made guided city tours, and met Swedish cultural and national tradition and customs.

2. **Study visit to Uppsala and Stockholm from 7<sup>th</sup> to 9<sup>th</sup> December 2015:** Four-member delegation from Tuzla and Sarajevo (1 CENSOR representative, 1 Tenant Board Association representative, 2 students from Tuzla and Sarajevo) spent a three days with the Swedish HGF partners in Uppsala and Stockholm. They had productive discussions with Swedish Union Tenants representatives on "How to build and advisory panel for tenants". Also, delegation visited International Union of Tenants offices and Royal Institute of Technology.
3. **SKYPE panel discussion:** Four CENSOR B&H representatives (lawyer, 2 students and a coordinator) actively participated to the SKYPE panel discussion organized in Almedalen on July 1<sup>st</sup>. The panel was moderated by Mrs. Margareta Eklund, with participation of Swedish partners from OPC (Mrs. Inga Näslund) and HGF Uppsala (Mr. Johan Pelling and Mrs. Elin Loberg).

## FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

### *Laws and regulations*

#### **Findings**

- Analysis of laws and regulations shows existence of relatively sound regulation on housing and living conditions in the following areas: regulation on apartment leasing, regulation on use, management and maintenance of the common parts of the building and equipment, as well as a specific regulation on lift maintenance.
- Law on Apartment Leasing protects both landlord and tenant, if a written contract is concluded. This law also defines grounds for expiration of the lease, and other obligations and responsibility of both landlord and tenant.
- Law on the Use, Management and Maintenance of the Common Parts of the Building and Equipment went through the change of particular provisions through public hearing.
- A new regulation of lift maintenance the Rule on Verification of Lift Maintenance Service Qualifications was adopted by the Institute for Accreditation of Bosnia and Herzegovina in April 2015 and defines procedures, protocols, content, normative and responsibilities of lift maintenance service.

#### **Conclusions**

- Different laws on housing and living do exist, but in practice are not always enforced. This is particularly related to Law on Apartment Leasing, were it is evident that in most of the cases, written contracts are not concluded among landlords and tenants.
- Adopting of regulation on lift maintenance, especially adaptation of the Rule on Verification of Lift Maintenance Service Qualifications is a step forward to increase safety of lifts in collective housing buildings. One of the treats is that due to the lack of financial resources, these regulations will not be adequately enforced.

#### **Recommendations**

- 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.

## **Students and Youth Education**

### **Findings**

- In respect to understanding different aspects of housing and living conditions of the young population the survey showed some differences in living conditions among youth population in Tuzla and Sarajevo. More youth respondents from Tuzla live in apartments, than their counterparts in Sarajevo. Also, youth population in Tuzla lives in smaller living spaces than their counterparts in Sarajevo. Members of the household are in most of the cases parents.
- In respect to better understand capacities and willingness of activism of youth the survey results showed passiveness of the youth when it comes to being involved in some non-government organizations (NGO). According to the survey results, it seems that youth population is rather uninterested working within housing area and getting involved in the board of apartment owners.
- SWOT analysis on the *mechanisms* needed to assure better conditions for resolving housing issues of the students and youth population showed willingness of the local government to participate in resolving housing issues of different population groups. Also it shows that possibilities to apply for funding at national and lower governmental levels in B&H exists and it is possible to create partnerships with local government. Furthermore, SWOT analysis showed lack of understanding how to create partnership between NGOs and government and lack of affordable students housing which can be created by the government

### **Conclusions**

- Results of the survey show that youth population is rather uninterested in active participation to resolve their housing issues. Most of them rely on heritage to resolve their housing issues and that might be the reason of being passive.
- The survey shows slight difference in incentives for involvement within the housing area between respondents in Tuzla and Sarajevo. Responses suggest that the surveyed youth in Tuzla is more pessimistic about possibilities to resolve their housing issues and, therefore are less interested advocacy on the housing and living conditions issues. In the contrast to Tuzla, the surveyed youth

from Sarajevo are more optimistic, and therefore are more proactive to take an active role with more concrete suggestions which issues need more attention.

- Students believe that non-government sector can contribute to resolving many issues in Bosnia and Herzegovina, both on the state level and within the local community and that public advocacy is an appropriate mechanism for communicating and resolving problems within the local community.

### **Recommendations**

- Even though that students in Sarajevo are better informed about how public advocacy function and about how citizen initiatives are submitted to local government and how local and cantonal government adopt laws than their counterparts, it would be useful 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.

## REFERENCES

Federal Development Planning institution of FBiH (2015) *Macroeconomic performance for Cantons in Federation BiH for 2014*, available at: <http://www.fzzpr.gov.ba/bs/pubs/3/3/publikacije>

Osmanbegović, E. Kokorović Jukan, M. Čivić, B. (2014) *Report on Activities for HOLICOB Project with Emphasis on the Evaluation Review*, Available at: [http://www.censorba.org/wp-content/uploads/2015/06/EVALUATION-REPORT\\_2014.pdf](http://www.censorba.org/wp-content/uploads/2015/06/EVALUATION-REPORT_2014.pdf)