

EVALUATION REPORT

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The HOLICOB Project Evaluation Report (2017)



HOLICOB

REPORT ON ACTIVITIES FOR HOLICOB PROJECT PERFORMANCE EVALUATION

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CONTENTS

PART ONE INTRODUCTORY INFORMATION

1. CENSOR association.....	4
2. Project HOLICOB and Overview of the Project results (2014-2016)..	4
3. Methodology for conducting project evaluation for 2017	6

PART TWO PROJECT EFFICIENCY – RESULTS

1. Seminars.....	7
2. Conferences.....	15
3. Study visits.....	16
4. Free Legal Aid.....	17
5. Studies.....	18
6. Reports	20
7. Media visibility of the Project.....	21
8. Statistical analysis of the CENSOR association membership.....	22
9. Cooperation with public, buss. and NGO sector in B&H and the region	23

PART THREE RELEVANCE AND SUCCESS IN RELATION TO INTERMEDIATE OBJECTIVES AND TARGET GROUPS

1. Intermediate Objective (1).....	25
2. Intermediate Objective (2).....	26
3. Intermediate Objective (3).....	29
4. Effects on Target groups.....	30

PART FOUR CONCLUSION

1. Opinion on project results and sustainability (I).....	31
2. Opinion on project results and sustainability (II).....	33

LIST OF ABBREVIATIONS

B&H – Bosnia and Herzegovina

bh. – Bosnian-Herzegovinian

CENSOR – NGO Centre to Support Organizations, Tuzla, B&H

eg. - For example

etc. - Et cetera

HOLICOB – Housing and Living Conditions in Bosnia Project

ie. - Id est / That is / in other words

PART ONE

INTRODUCTORY INFORMATION

1. CENSOR association





Center to Support Organizations (CENSOR) is a non-governmental association registered in Tuzla, in March 2014. Association establishment is a result of a long-standing partnership and cooperation between the founder of CENSOR and Swedish Union of Tenants of Aros-Gävle Region.

Main goal of the organization is to raise awareness of the quality and living conditions in Bosnia and Herzegovina, which should ultimately result in improvement of quality and living conditions in Bosnia and Herzegovina.

2. Project HOLICOB and Overview of the Project results (2014-2016)

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

Project implementation started in 2014. focusing on housing and living conditions in collective housing units in Sarajevo and Tuzla. The project targeted four different population groups : students, unemployed persons, tenants and tenant's boards. A survey was conducted among mentioned target groups and the results showed that students and unemployed persons living conditions are not adequate in terms of their ability to lead independent lives, also smaller percentage of them are solving their housing issues by renting apartments. Tenants' boards are more informed about the rights and obligations in respect to common part of the building maintenance than tenants and it is worrying that

neither tenants nor tenants' boards have absolute sense of ownership on the common parts of the building they are living in. Survey showed that some regulation on housing and living does exist, but 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 2015 focus of the HOLICOB project was slightly shifted towards students, as this is the most vulnerable population in respect to housing and living conditions. Several activities were implemented, such as survey analysis, interviews with local experts, workshops, public hearings, media campaigns, etc. Recommendations for the third year of the project implementation were directed to the following activities: Lobbying executive government to enforce existing laws, Lobbying for harmonization of regulation, establishment 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 and seminars.

The midterm log-frame for 2016-2019 defined the following outputs: (1) To set up a tenants' association similar to the Swedish model based on social media (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 (3) To change current legislation regarding leasing and buying properties for youth in B&H.

Findings, Conclusions and Recommendations

Findings - 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 presented through strong social media campaigns and activities of the HOLICOB project are directed to improving young people's knowledge on how to express, analyze and resolve their problems regarding housing and living conditions.

Conclusions - Based on the evaluation of the activities related to output 1, it can be concluded that 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 disseminated to different organizations, current and potential partners on the project, also 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 students were engaged in discussion and resolving their housing and living conditions issues. Legislative system is still rigid and changes in legislation are very slow and not quite transparent.

Recommendations - Poor living conditions are a common problem for all Balkan countries and in order to assure regional character of the project, it would be useful to conduct the impact evaluation of the project to show the change in perception among targeted groups on housing and living conditions problems, as well as the change in legislation and

authorities' activities. 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. First steps should be to initiate regional cooperation with CSOs who already expressed the interest to extend the HOLICOB project. It is necessary to continue putting pressure on political executives to enforce existing laws on leasing and other laws regulating housing and living conditions as well as lobbying executive government to enforce existing laws and harmonize regulations on the Federation or State level.

3. Methodology for conducting project evaluation for 2017

This report provides performance evaluation of HOLICOB project activities from January to December 2017.

Evaluation aims at providing project assessment, systematically and objectively discussing implementation of project policies and achieved results. Within the evaluation, opinions will be presented on the relevance of the achieved results, project effectiveness in relation to the target groups and sustainability of the project.

Project evaluation, ie. systematic consideration of project policy implementation will be performed by a detailed analysis of all results achieved in the given period. For the purpose of the analysis various project documentation was collected, including project implementation plan for the given period, reports and participants data for all project activities. The entire documentation will be the subject of comprehensive analysis. In order to check the effectiveness of the project in relation to the target groups, a number of participants in the project activities will be interviewed.

Keeping in mind the default goals media visibility data will be analyzed - website review, social media page review, media appearances, also Association members and service users statistics within the HOLICOB project will be analyzed.

Finally, opinions and recommendations will be offered in order to improve project effectiveness, that can serve as the basis for future project development strategy.

Unbiasedness of the implementation of this evaluation is ensured through surveying the participants of the project activities and the engagement of external experts.

PART TWO

PROJECT EFFICIENCY - RESULTS

1. Seminars

1.1. International workshop on housing conditions during the visit of Swedish partners (Kemal Nedžibović)

In February, four representatives of HGF Aros Gavle visited Sarajevo, taking active part in the workshop with students. The workshop was held at the International Burch University in Sarajevo. 25 students participated. The workshop was moderated by Kemal Nedžibović, associate of the CENSOR association.

Within the workshop Nedžibović talked with the participants from Bosnia and Herzegovina and Sweden on the housing and living conditions in BiH / region / Sweden and the results of the research conducted.

The workshop, with its content and relationship with the target group, fully integrated into planned activities and intermediate objectives.

By random selection of candidate, from the list of workshops participants, B.D. candidate, born in 1996, living in Sarajevo, a student working half-time, a member of the CENSOR association who participated in the workshop in the survey said the following:

- ✚ with the help of a moderator, he realized where to invest effort to contribute to himself and others in improving living conditions in Bosnia and Herzegovina;
- ✚ both the moderator and the lecturers from Sweden were very knowledgeable about the situation in Bosnia and Herzegovina and the region, and they worked together with students to find proposals for different solutions;
- ✚ he noted that the situation in Bosnia and Herzegovina differs greatly from the situation in Sweden;
- ✚ workshops like these can initiate change;
- ✚ suggested more aggressive media appearance so that the results of the research and ideas for improving the living conditions in B&H reach as many people in Bosnia and Herzegovina as possible;
- ✚ he concluded that CENSOR, with work and activities its currently providing, helps young people understand the image of the current situation and tries to make some positive changes in bh. society.

The comparative approach applied to this workshop, which uses the competences and experiences of civil society organizations from different countries, contributes to the work of the authorities in these fields.

Workshops with the direct participation of target groups, in this case young people - students, can contribute to the development of a long term strategy of quality housing and living conditions in BiH. We believe that students, or young people in general, as a target group, who directly engage in debates, various meetings with authorities, and various student associations are potentially an excellent associate in improving the living conditions in BiH.

1.2. Workshop: Advantages and disadvantages of the Lease Agreement - I (Attorney's Office Amela Pejdah & Sanela Džanić)

In June, a workshop on Advantages and Disadvantages of the Lease Agreement was held at the University of Sarajevo - Faculty of Law. A workshop for students was held by attorney Amela Pejdah. 19 students participated (mostly law students).

Pejdah pointed out that owning a lease agreement is a legal obligation, and that it represents the right of every lessee and lessor to have this aspect of life legally arranged in the best way possible. It is emphasized that due to passivity and ignorance, citizens of B&H agree to illegal lease and expose themselves and all other participants in such a settlement to housing insecurity and possible financial damage. Students concluded together, in the workshop through discussions, that this was creating a situation in which both parties (lessor and lessee) were at loss.

The workshop, with its content and relationship with the target group, fully integrated into planned activities and intermediate objectives.

By random selection of candidates from the list of workshop participants, M.DŽ candidate, born in 1995, residing in Sarajevo, a student active in the student association, an unemployed member of the CENSOR association who participated in the survey workshop, said the following:

- ✚ the subject was concrete and narrowly set up, and that the lecturer, as a practitioner through very practical examples, clarified the benefits of a lease agreement;
- ✚ he as a Law student found provided information on the legal aspects and consequences in the event of unavailability of the lease agreement extremely helpful
- ✚ concluded that through implementation of similar workshops and in cooperation with public administration bodies, positive changes in the BiH social community can be made.

Bearing in mind the fact that, in bh. legal culture, there has been frequent leasing without written contract, it is certainly necessary to implement similar workshops as broadly as possible and with greater media coverage. To encourage people to conclude a lease agreement, it is necessary to include, along with the elementary legal remarks, the advantages and disadvantages of the lease agreement, instructions on the importance of -

a thorough review of the household appliances and the functionality of furniture in the rented apartment, indication to the rules on settling the costs (which overhead expenses pays the lessors, which the lessee), the issue of ordinary and extraordinary expenses (repair costs), etc.

1.3. Workshop: Advantages and disadvantages of the lease agreement - II (Attorney's Office Amela Pejdah & Sanela Džanić)

Almost identical Workshop on Advantages and Disadvantages of the Lease Agreement was held in Tuzla. It was held by attorney Amela Pejdah. The workshop in Tuzla was intended for lessors. There were 13 participants. Christina Bergmann, a manager of the Western Balkans, the International Center Olaf Palme (Sweden) attended the workshop.

The workshop has been methodologically adapted to lessors, assuming that they will be able to implement the knowledge and skills adopted within the workshop in their working environment.

Conclusions of the workshop were also presented through local media where the key advantage of concluding a lease agreement was clearly indicated - legal security (the protection of the lessor, the protection of the tenants, but also the payment of taxes to the state).

The workshop, with its content and relationship with the target group, fully integrated into planned activities and intermediate objectives.

Random selection of candidates from the list of workshop participants, candidate D.L. born in 1977, residing in Tuzla, an employee, active in several non-governmental organizations, a member of the CENSOR association, who participated in the survey workshop, said the following:

- ✚ the theme of the workshop was useful and fully adapted to the needs of the society in the area of housing;
- ✚ he will use adopted knowledge and skills, as a condominium owner, in the future
- ✚ the advice and experience of the lecturer are useful for the purpose of timely response to legal issues related to the lease of the apartment;
- ✚ in order to achieve the best results, he emphasizes the need for wider social engagement, by including as many people and NGOs from different parts of B&H as possible.

1.4. „Home for all“ workshop within Freja Forum (Jasminka Tadić - Husanović)

Within the International Freja Forum held in Tuzla, in November 2017, a workshop on the „Home for All“ campaign was held. The workshop was held by Jasminka Tadić-Husanović (CENSOR B & H) and Elin Loberg (Swedish Union of Tenants Uppsala). Over 120 participants of Freja Forum could participate in the workshop.

Presenting a comparative study, Tadic-Husanovic pointed out that in B&H, the largest number of young people live with their parents, while Loberg pointed out that in Sweden they live alone. In B&H, the largest number of respondents are the owners of the facility which they live in, while in Sweden most of the respondents stated that they rent (based on the lease agreement) the facilities they live in. In B&H renting an apartment is not seen as a solution by young people and that they plan to buy a real estate in order to solve their housing issue in the long run.

The workshop, with its content and relationship with the target group, fully integrated into planned activities and intermediate objectives.

By random selection of candidates from the list of workshop participants, H.M. candidate, born in 1992, residing in Sarajevo, a member of the CENSOR association who participated in the survey workshop highlighted the following:

- ✚ the workshop was well prepared and the lecturers organized the flow of their presentations well;
- ✚ the atmosphere was relaxing and the participants of the workshop were happy to include in interaction with the lecturers;
- ✚ the lecturers were well aware of the issues of housing conditions in B&H and in Sweden, and they presented a comparative study very thoroughly and responded to the questions posed by the audience;
- ✚ particularly interesting was the part where one of the participants of the workshop, a lawyer from BiH, clarified the issues on why there is a lack of lease agreement conclusions in B&H and from the aspect of legal culture pointed her views on why people in B&H are trying to buy real estate - Acquire them in ownership.

The significance of this workshop was reflected in a large number of potential participants, which ultimately resulted in a very wide project promotion.

1.5. Workshop: "Are We All Equal to the Lessor?" (Dr. Midhat Izmirlija)

In December 2017, CENSOR organized, in cooperation with ELSA Bosnia and Herzegovina, the national organization of the largest European Law Students and Young Lawyers Association, a workshop on "Discrimination in Housing: Are We All Equal to the Lessor?". Workshop moderator was Dr. Midhat Izmirlija, an assistant professor at the Faculty of Law, University of Sarajevo. The workshop was attended by 30 students from the Faculty of Law of the University of Sarajevo.

Students, as future lawyers, had the opportunity to adopt knowledge and to learn, among other things, the definition and the concept of discrimination and the different forms of discrimination in real life, especially in the area of housing.

The workshop, with its content and relationship with the target group, fully integrated into planned activities and intermediate objectives.

By random selection of candidates from the list of participants of the workshop, candidate K.P., born in 1995, residing in Sarajevo, a postgraduate student, unemployed, is not a member of the CENSOR association, who participated in the workshop pointed out the following for the survey:

- ✚ the theme of the workshop was very interesting and it dealt with a segment that is not part of formal education (topics from anti-discrimination legislation);
- ✚ she feels that knowledge and skills adopted through workshop will be useful in her future professional engagements;
- ✚ she thinks that this type of workshops and their promotion can bring positive changes within the bh. community.

Summing up the achievement of the goals through the implementation of the workshop and appreciating the great interest for the workshop, we emphasize that it would be beneficial to increase the number of content related to the anti-discrimination policy in the area of housing.

During one of the discussions, the students addressed issues of general efficiency of judicial institutions in B&H, and the fact that even when we have rare verdicts on discrimination, there is no guarantee that they will be enforced. The question arises as to what chance in that situation lawyers have to fight discrimination, no matter how good educational system is established. Izmirlija underlined, in his presentation, that these problems exist precisely because the system is dysfunctional and imperfect and that the training of students on the Law on Prohibition of Discrimination is of outstanding importance. With such training, students acquire an image and specific knowledge on the application of this law, in order to correct this imperfect system.

Some students have stressed that they consider discrimination to occur in B&H since it is a part of the general mentality and that people are being educated with prejudice in a way that someone is "different".

Workshops like these, working with new generations have great potential to change the situation in bh. society and strengthen the fight against discrimination.

It would be desirable to organize such a workshop with a target group of people with disabilities, as potential victims of discrimination in the area of housing in BiH.

1.6. Seminar: Condominium conversion plan (Attorney's Office Amela Pejdah & Sanela Džanić)

In July 2017, a workshop was organized in Tuzla on the topic: "Condominium conversion plan". The lecturer was attorney Amela Pejdah. The workshop was attended by 17 participants, including representatives of Lessors, condominium owners, competent city officials and insurance companies representatives

Considering that the workshop participants, having in mind their working environment, are very well aware of the issues of housing in Bosnia and Herzegovina, the workshop discussions were extremely constructive.

In Bosnia and Herzegovina, the issue of dividing condominium units is not sufficiently talked about. It is indisputable that dividing condominium units is necessary for several reasons, such as:

- ✚ mortgage guarantee (mortgage can not be entered if the real estate is not divided into condominium units);
- ✚ for easier sales and higher real estate prices;
- ✚ determination of co-ownership;
- ✚ for easier implementation of inheritance and gift rights (real estate division);
- ✚ when determining the share of individual co-owners in management costs, etc.

Bearing in mind the above, and considering that there are some undivided co-owned housing facilities in Bosnia and Herzegovina, the workshop is very current in the bh. social community.

Legally speaking, dividing condominium units represents the will of co-owners to link their special property ownership in the building with their ideal co-ownership and to transfer such agreement into the land register. After that, each co-owner can independently dispose of its own special part because it is only then completely defined what represents the special part and what is the shared part of the real estate. By entering condominium ownership, ie. by linking it to the co-owned part, equal distribution of costs for maintenance

of common parts and building units is possible. The interest of each of the co-owners is to conduct the division and establish the parameters for the creation of an inter-contractual agreement.

None of the participants of the workshops who were submitted a questionnaire offered, within the given deadline, the answers to questions related to the quality of the workshop itself. Keeping this in mind, we can only state that the theme of the workshop is current and that the workshop, with its content and relationship with the target group, fully integrated into planned activities and intermediate objectives.

1.7. Seminar: Fire Protection (Dr. Ibrahim Hadžić)

On October 6th, International Tenants Day, a seminar on "Fire Protection" was held in partnership with the Condominium Owners Association.

Moderator of the seminar was Dr. Ibrahim Hadžić, a professor at University of Tuzla.

The focus of the seminar was the legal framework of fire protection in Bosnia and Herzegovina and various security issues. The topic of fire protection is very practical and attractive. The Fire Protection and Firefighting Act of Tuzla Canton stipulates that fire protection must be organized and carried out in all residential and other buildings and facilities and in all areas considered as buildings, which may be exposed to fire hazards due to fire risk assessment. The protection of such facilities must be organized and executed by legal and individual persons within the established jurisdiction, the building administrators in accordance with the obligations from contract with the apartment owners, cantonal and municipal organs and other institutions or users of building and space.

Taking into account issues related to fire protection, 12 participants, representatives of Superintendents, Condominium owners committee, tenants, representatives of city administration and representatives of insurance companies participated.

None of the participants of the workshops, who were submitted a questionnaire did not answer to questions related to the quality of the organization of the workshops within the given deadline. Bearing that in mind, we can only conclude that the theme of the workshop is current and that the content and relationship to the target group is fully integrated into the planned activities and the intermediate goals.



Photo #1 - International workshop during the visit of Swedish partners



Photo #2 – Workshop at University of Sarajevo – Faculty of Law

2. Conferences

2.1. Conference - Freja Forum Tuzla

CENSOR participated in the organizational aspect of the preparation and implementation of the International Freja Forum, held in Tuzla, in November 2017.

The Freja Forum is a project of international significance, which is a platform for networking and cooperation of all three sectors (public, business and non-governmental) from the Western Balkans, Turkey and the European Union.

The Forum was attended by 120 participants, of which ½ domestic and ½ foreign participants.

Topics discussed were - equal opportunities, democracy and climate. Discussions were focused on changes that may occur in ecosystems, habitats, leadership, attitudes, etc. The Forum also explored practical methods of development and work of civil society, all for the purpose of strengthening civil society as actors of social change. Freja Forum has offered a large number of seminars, workshops and informal meetings. Seminars were organized in three major sessions: Climate Change for Democracy and Equal Opportunities in Social Media; Circular Economy as Key to Sustainable Development; Climate change - from Paris Agreement to UN 2030. In addition to the seminars, 8 workshops were held within the Forum.

One of the Workshops within the Forum was the HOLICOB "Home for All" workshop that we have outlined in Chapter 4.1.4. of this Report.

Although organizational aspects and the preparation of Freja Forum is not directly part of the HOLICOB project's activities, the organization of such a big project has greatly contributed to the media visibility of the CENSOR association and visibility of the HOLICOB project.

Ultimately, the organization contributed to the affirmation of the Association and presented the Association as a potential quality partner in the realization of various projects (primarily in the area of housing and living conditions in B&H, which is the focus of the HOLICOB project).

3. Study visits

3.1. Swedish partners study visit (Sarajevo, February 2017)

In February, Swedish partners attended a study visit Sarajevo. The study visit was an opportunity to exchange experiences and strengthen co-operation. In addition to the academic program, which included workshops with students, visits were organized to private and public student dormitories. Also, the programme included cultural visits to - the City Hall and the War Child Museum.

About the academic program, ie. workshop held, for a more detailed review see Chapter 1.1. of this Report.

During the visit, the Swedish partners had the opportunity to become more familiar with the situation in the area of housing and living in BiH. Due to constructive discussions and informal talks, different opinions and experiences, that contribute to the achievement of the objectives set within the project, have been expressed.

Study visits and exchanges of experiences of this type can greatly contribute to organization's growth capacity, and the creation of positive and useful models of cooperation in different segments of the project.

3.2. Swedish and bh. partners study visit (Bruxelles, June 2017)

In June, a five-member delegation (president of CENSOR, project associate – Sarajevo Law Faculty student, assistant to the project - teaching assistant at the Faculty of Law in Sarajevo, project co-worker – Attorney from Tuzla, project associate - professor at Faculty of Economics in Tuzla) with the representatives of the Swedish delegation (Aros-Gavle) participated in a study visit to Bruxelles.

Within the study visit, the results and achievements of the HOLICOB project for the period from 2014. to 2017. have been presented. Both delegations visited the European Parliament together, where they had the opportunity to speak with the Parliament deputy, Mrs. Jytte Guteland. The topics discussed belong to Mrs. Guteland's areas of action, such as ecological challenges in EU countries, women's equality, etc. The study visit also included active participation in the European Development Days, the leading European Development Forum since 2006. On that occasion, bh. delegation participants took advantage of the opportunity to participate in various panels and exhibitions in the field of housing and youth, which contributes achievement of the project objectives.

The members of the bh. delegation, as the results of this study visit, outlined the unanimous stand- that the visit was extremely useful and that openness, spontaneity and willingness to share experiences in the realization of the HOLICOB project resulted in numerous ideas that can be implemented in the further development of the project.

During the visit, there were many conversations about the achievements of the HOLICOB project, and there was also time to exchange experiences with other colleagues from Albania and Sweden. Such sharing of experience is necessary for the quality implementation and evolution of the project.

4. Free Legal Aid

As a part of the project, with the financial support of the Swedish International Development Agency, the Olof Palme International Center and the City of Tuzla, in accordance with the experience and practice of the HOLICOB partners from Sweden, the Association of Tenants of the Aros-Gävle Region provided free legal assistance in conclusion of lease agreements, condominium dividing and other issues in the area of apartment leasing.

Free legal aid is provided by the Attorney's Office Amela Pejđah & Sanela Džanić from Tuzla.

Users can request free legal assistance via Office e-mail, phone or personally in the Office.

For the purpose of assessing the success of this project segment, a conversation with Mrs. Amel Pejđah, a lawyer who work with the users providing free legal aid, was carried out and she stated the following:

- ✚ Free legal aid is sought in majority of cases personally or via phone;
- ✚ Clients most frequently telephoned questions about the legal consequences of concluding a lease agreement;
- ✚ Two groups of people have asked for help regarding the problems with their residential buildings being subdivided;
- ✚ The number of users of free legal aid is not large, but she hopes that in the future a larger number of potential users will recognize this service and request free legal aid.

Providing free legal aid fully corresponds to planned activities and intermediate objectives.

Regarding to the smaller number of users, it is important to note the following: - the number of potential users of free legal aid services with lease agreements in B&H is relatively low, since in the bh. community only a small number of people live in leased real estate (as CENSOR research shows) ; the number of potential users of free legal aid services related to the process of condominium dividing should be increased by increasing the awareness of people about the need to divide the facilities they live in.

We assume that the number of users of free legal aid will increase with the advancement of the campaign "Home for All" and further media promotion related to the process of condominium dividing. When it comes to lease-related assistance, legal tools of great help are also presented on the HOLICOB website - a copy of the lease agreement and the most common questions and answers related to the contractual rights of the contracting parties (see more: www.holicob.ba/#pravnapomoc).

In any case, free legal aid is a very important segment of the project, and as a service should continue to exist, with a much more intensive media and other (eg. special leaflets on free legal aid) promotion.

5. Studies

5.1. The Power Handbook – Study translation

Unfortunately, the role of women in bh. politics is valued through their appearances in the media or their fashion sense, and rarely through an impartial analysis of the programs, values and activities they advocate. The reason behind that attitude in bh. society is hidden, inter alia, in women themselves, who in B&H, as in many other countries, are still living on the turning point between traditional roles in society and new career-political ambitions. The patriarchal society, which is still strongly present in B&H, does not allow women to "rise" their head from these essential issues and assume their share of responsibility in political life, and some would even support politically-aware women to take a concrete public political position.

In this context, in order to empower women and strengthen their role in bh. society, the CENSOR association has provided The Power Handbook. The manual is available to the public through the CENSOR website and CENSOR and the HOLICOB project social media sites.

Within the Handbook there are various instructions which in a very specific way aim to contribute to strengthening of women and the awareness of the need to take over their positions in political and public life. Hence, in more places within the Handbook they cite instructions such as - imagine being a board member in a tenant association, a commission or anywhere; Imagine being a chairman; Imagine being involved in the most important decision-making levels; find out if women are missing there; create a strategy on how women can be represented better in these groups, etc.

Bh. The publication of this Handbook is intended primarily for women, but also for all those interested in gender equality issues.

Publication of this Handbook, with its content and relationship with the target group is not fully integrated into the planned activities and the intermediate objectives for this year. However, bearing in mind the need to empower women in bh. society, but also the importance of equal participation of women in the governance structures of tenants and condominium owners, the publication of the Handbook contributes potentially to the achievement of the long-term goals of the HOLICOB project.

5.2. Brochure „Home for all“

In August, the campaign "Home for All" started. For the purpose of the campaign, the brochure "Dom za sve - Home for All" was published.

In the brochure, various information on apartment leasing were offered. The legal basis for regulating the lease agreement (Article 567 ZOO FBiH) and the steps / advice regarding the conclusion of the lease agreement and its application for tax purposes are stated as well as all the advantages of concluding a lease agreement.

Opportunity to receive free legal aid provided by CENSOR in co-operation with Attorney's Office Amela Pejđah & Sanela Džanić from Tuzla is underlined.

Brochure provides a basic set of information on real estate leasing, contributes to raising awareness for suppression of discrimination based on gender inequality, and discrimination of certain groups of lessee and lessors, such as people with disabilities, members of the Roma population, LGBT people, single mothers, etc. .

Brochure is available to the public through the CENSOR website and CENSOR and the HOLICOB project social media sites, during the campaign it was distributed in Tuzla and Sarajevo.

Bearing in mind that leased housing has been completely neglected in B&H, publishing this brochure greatly contributes to the development of living and housing conditions in B&H. This being said, the brochure is fully integrated, with its content and relationship with the target groups, in the planned activities , intermediate objectives and the long-term goals of the HOLICOB project in BiH.

5.3. Comparative study on youth living conditions and housing

A comparative study on youth living conditions and housing was presented in May. The results of the research carried out within the HOLICOB project in BiH are included in the study.

As far as B&H is concerned, it is important to note that CENSOR interviewed 144 people, aged 18-30. Gender component was taken into consideration - subjective opinion of interviewer, based on physical appearance of a person being interviewed. Distribution of questioner forms was considered from the geographical point of view (capital, city-town, countryside), social status (student, unemployed, employed) and channeled through Employment Biros, faculties, CSOs and public places in Tuzla and Sarajevo.

The results of the research have shown the size of the room they live in and the one that relates to a very basic need (if they have a bathroom with shower) demonstrate high living standards. 60% of the respondents live with their parents which corresponds to a global challenge. Almost the same percentage (39%) of the interviewed live either as an owner or a tenant, 18% is going to solve the housing issue by renting a property, 35% are not aware of their legal rights regarding housing, but 50% would like to be active regarding tenants' rights, and out of 167 submitted forms, 63 interviews (38%) voluntarily provided his / her email address, confirming they would like to have more information about housing and youth, which arguments the need for CENSOR to further be active in the housing and living sector.

In addition to the situation in B&H, the study contains information on housing and living conditions in Albania, Kosovo, Macedonia, Serbia and Sweden.

The comparative approach applied in the analysis of the of housing and living conditions of young people in 6 countries is extremely useful and can greatly contribute to the project's empowerment but also the work of the authorities in these fields. Study, with its content and relationship with the target groups (in this case young people), is fully integrated into the planned activities and intermediate objectives.

6. Reports

6.1. Bruxelles Report (Dr. Medina Kokorović Jukan)

The report Dr. Kokorović Jukan presents is an informational report which in great detail describes Study visit to Bruxelles.

Within report, three key activities of the study visit, were underlined - a meeting with Jytte Guteland, member of the EU Parliament; seminar and workshop - "Home for All" and attending the European Development Days.

In the concluding part of the Report, there are also recommendations for further development of the project: strengthening the capacity of young people to improve housing

conditions through education on better financial planning; female empowerment through legal analysis of property rights, division of property in case of divorce or spouse's death, and legal regulations related to the inheritance of housing units.

The report contains short, clear and precise information.

Given the need for better media visibility of CENSOR association activities, it would be advisable to create a similar report for each major association activity and make it accessible to the public through photos via website. Such an approach would further enhance the transparency of work, and also affect the additional affirmation of the work and the name of the association.

6.2. Semiannual CENSOR Report (Jasminka Tadić-Husanović)

The semi-annual report of the CENSOR association presents an official report on the activities realized in the period from January to June 2017.

Report was submitted to the Olof Palme International Center. It was written in the form prescribed by the Olof Palme Center.

Mentioned form is somewhat confusing, making it difficult to see the activities of the association. Further analysis of the report found that it contains all relevant data on project implementation in the first half of the year.

7. Media visibility of the Project

The HOLICOB project is visible through the official Holicob.ba website (www.holicob.ba) and through the official CENSOR website, Censor.org (www.censorba.org).

In addition to the official web sites, information about all activities are also available through CENSOR Facebook page (www.facebook.com/censorba.org/?ref=bookmarks) and the Facebook public group HOLICOB - Students Network (www.facebook.com/groups/1608635899409329).

The association also has its own YouTube channel on which it advertises some video content (www.youtube.com/user/censorba).

All pages are updated regularly.

Since the start of the campaign "Home for All" (August - December 2017), the CENSOR association and the HOLICOB project realized a total of 429 Radio/TV appearances in Tuzla Canton, 2 guest-appearances on Radio-Television 7, 2 guest-appearances on Radio M and 12 written advertisements in the press release of the newspaper Super Oglasi BiH.

The media visibility of the project is very good. In order to strengthen the media visibility, and having in mind that most TV broadcasts were made in the Tuzla Canton, It would be advisable to have a slightly greater focus on the Sarajevo Canton media coverage.

8. Statistical analysis of the CENSOR association membership

The Association CENSOR on 31 December 2017 counts 225 members. During the year 2017 new 45 members joined.

The gender structure show that 113 members are women, and 112 are men.

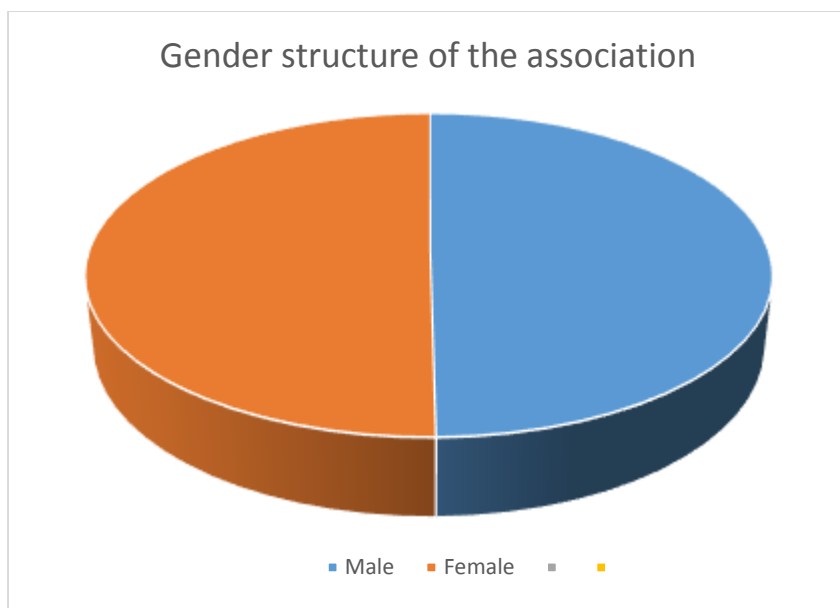


Chart #1 Gender structure of the association

The largest number of members are from Tuzla (143), Sarajevo (79), and only 3 members are from other cities (Zenica, Brcko).

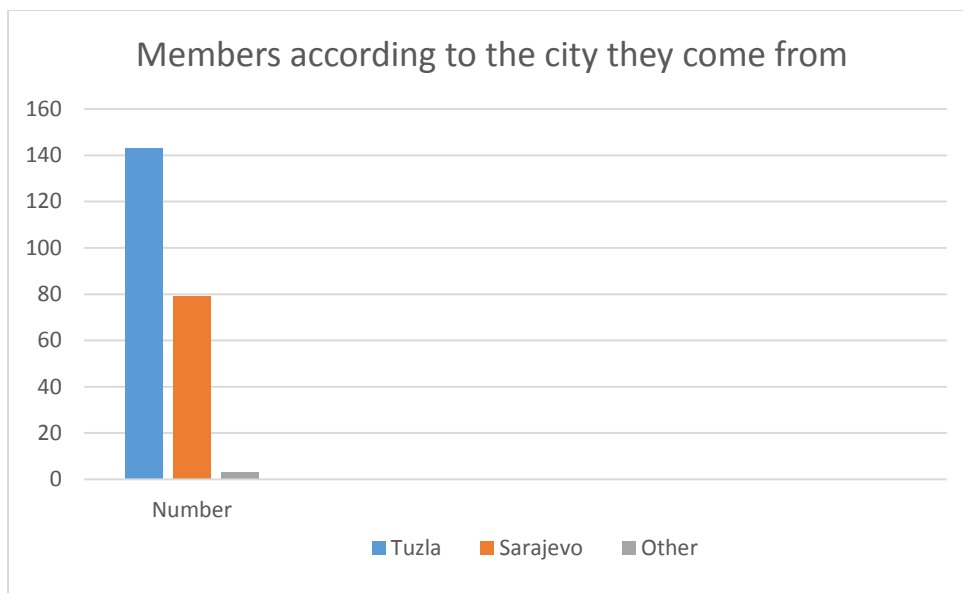


Chart #2 Number of members according to the city they come from

The largest number of members of the association are students (152), followed by representatives of the board of condominium owners (36), managers (5), gender equality organizations (5), pensioners (3), unemployed (3), other-employed (21).

HOLICOB-Students Network Facebook group currently has 69 members.

9. Cooperation with public, business and non-government sector in Bosnia and Herzegovina and the region

The Association, within the project implementation, has established cooperation with representatives of Civil Protection of the City of Tuzla, whose jurisdiction is housing policy; The Ministry of Physical Planning and Protection of the Environment of Tuzla Canton and the City of Tuzla. A meeting with representatives of University of Sarajevo Faculty of Law was held and it was arranged that several members of the academic staff of the Faculty of Law will be involved in the further implementation of the project.

The Association has long-term cooperation with Condominium owners organization Tuzla and Superintendents from Tuzla. In Sarajevo Association closely cooperates with the European Law Students Association BiH (ELSA BiH). Representatives of various associations from Tuzla, such as student associations, people with disabilities, women's organizations, consumer associations etc. are regularly attending meetings.

Representatives of VGT and UNIQA insurance are also regularly attending meetings organized by the association.

CENSOR also regularly participates at the OPC Regional Meeting, which is an opportunity for a usual meeting with the Swedish partner and other members of the OPC network.



Photo #3 - Distribution of „Home for All“ Brochures on the streets of Sarajevo

PART THREE

RELEVANCE AND SUCCESS IN RELATION TO INTERMEDIATE OBJECTIVES AND TARGET GROUPS

1. Intermediate Objective (1)

1.1. Planned Intermediate Objective (1)

To develop product packages including tools and methodology that can be offered to the public sector and CSO organizations, for example local tenants organizations.

Type of activity*	Number of activities	Type of target group**	How will results be evaluated***	Number of women/ men	Total participants****
1. Develop product packages to train local CSO regarding housing and living conditions	8 products packages disseminated to 2 organizations in B&H	2 organizations in B&H, students, tenants, tenants' boards, public building managers	number of implemented activities, number of participants	50 women, 70 men	120
2. Dissemination of product packages (methodology) to partners in Serbia and Kosovo	1 meeting	2 CSOs in Serbia and Kosovo, students, tenants, tenants' boards, public building managers	number of implemented activities, number of participants	50 women, 70 men	120

1.2. Findings, conclusions and recommendations for Intermediate Objective (1)

Developing product packages for housing and living conditions has a very practical dimension. Bearing in mind the results of research carried out within the HOLICOB project and the fact that living in rented apartments has not been frequent in B&H and in the region, the development of such packages would greatly stimulate and facilitate the process of renting apartments. The packages would offer different information regarding the legal dimensions of renting property, as well as other issues important to improve housing and living conditions. Exchange of methodology with partners in Serbia and

Kosovo would also be extremely useful, given the very similar results of the previously conducted research.

The development model of these packages and their distribution through different organizations is very well planned. Unfortunately, the intermediate goal was not achieved in the planned form. For the purpose of verification, a conversation with the president of the association, Mrs. Tadić-Husanović, was held, stating that this part was not realized because of the lack of financial resources.

Nevertheless, we are of the opinion that the partial realization of the planned intermediate objective has been achieved through the following activities - by producing a copy of a typical lease agreement, by making a brochure on renting apartments and by making a package of assistance within the HOLICOB project website. The lease contract form was made by a lawyer, keeping in mind the legally prescribed form and its essential elements. It is available to the public and as such greatly facilitates the lease of real estate, equally protecting both the lessee and the lessor. Creating a brochure encapsulated entirety of information on real estate leasing and provided basic information on the obligations of both sides, with a special indication on tax payment. Within brochure, the method of taxation was also listed. In addition to this, within the new HOLICOB website, "Legal Aid" option offered a set of positive-legal regulations in the area of housing and living, as well as the most common legal questions and answers related to the lease of real estate.

Considering that the planned objectives are not realized for the most part, the project should consider options for full implementation of this portion of development of product packages for housing and living conditions, in order to ease the process of leasing real estate, which should also result in changes in people's perception of leasing.

2. Intermediate Objective (2)

2.1. Planned Intermediate Objective (2)

To set up a tenants' association similar to the Swedish model based on social media and the Swedish students will test methods developed in B&H.

Type of activity*	Number of activities	Type of target group**	How will results be evaluated***	Number of women/ men	Total participants****
1. Update the project's website to include a selection of	continuous update of web site and social networks	CSOs, students, tenants, tenants' boards, public	number of visits to web site, number of comm. on social networks, no. of	250 women, 350 men	600

standard legal questions and answers.		building managers	accepted sugg. and proposals		
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.	update of all the documents within 10 activities	CSOs, students, tenants, tenants' boards, public building managers	number of reached beneficiaries, number of uploaded and updated documents, number of downloaded i.e. requested documents	35 women, 45 men	80
3. Develop a platform for tenants through social media by setting up a Facebook page.	update of a FB page and a FB group, put all the documents available on web site to be reached on FB page and group	CSOs, students, tenants, tenants' boards, public building managers	number of visits to web site, number of comments on social networks, number of reached beneficiaries, number of uploaded and updated documents, number of downloaded i.e. requested documents	60 women, 90 men	150
4. Offer individual legal advice from a housing law specialist lawyer	15 advices provided	CSOs, students, tenants, tenants' boards, public building managers	number of visits, number of phone calls and number of demanded legal advices	6 women, 9 men	15

2.2. Findings, conclusions and recommendations for Intermediate Objective (2)

The establishment of tenants' associations on the Swedish model represents a very significant developmental segment in improving housing and living conditions in B&H. The full realization of this goal requires a longer period of time, and the parts of this implementation planned for this year have been fully achieved.

Implementation of planned activities is reflected in several segments - creating a website with a specific information package; making a typical lease agreement; developing a platform for tenants via social media - Facebook and organizing a way of providing legal aid and legal advice.

About the lease agreement has been written in the realization of objective 1. The form of the lease contract was made by a lawyer, taking into account the legally prescribed form and its essential elements. It is available to the public and as such greatly facilitates the

lease of real estate, equally protecting both the lessee and the lessor. We also underlined that within the new HOLICOB project website, "Legal Aid" option contains a set of positive-legal regulations in the area of housing and living, as well as the most common legal questions and answers related to the lease of real estate. Target groups are set correctly, but the number of participants is not methodologically correct. Although the number of site views or downloads of a lease agreement can be determined, it is not possible to determine the distribution of availability between men and women. Bearing in mind the analysis of membership of the CENSOR association, which is fully gender balanced, it is assumed that gender balance will be present in providing such services.

The CENSOR Association was also working intensively on developing a platform for tenants through social media by setting up a Facebook page. The Facebook group (HOLICOB - Student Network) and the CENSOR Association Facebook page are regularly updated with a multitude of informative materials on housing and living conditions in B&H and all events organized within the project. The planned number of participants for this year is satisfied, considering that the group has 69 members and that the information from Facebook page are public, available to an unlimited number of people and submitted for at least 268 people following the page.

The realization of free legal aid was achieved with help of Attorney's Office Amela Pejđah & Sanela Džanić. The exact number of service users is not available. The audit found that the lawyer's office has been contacted by several tenants regarding the issue of real estate leasing and that the office was personally visited by two groups of people regarding the condominium dividing problems. We emphasize that the number of potential beneficiaries of free legal aid services with lease agreements in B&H is relatively low, since in the bh. community a small number of people live in leased real estate (as demonstrated by CENSOR research); the number of potential users of free legal aid related to the process of condominium dividing should be increased by increasing the awareness of people about the need to deploy the facilities they live in.

Developing social media platforms on housing and living conditions is a system that needs to be updated with relevant information during the project. The Student Group, if the project identifies it a relevant platform to exchange views on housing and living conditions, can be a self-sustaining segment within which the students will exchanges information and opinions.

We are of the opinion that the project should plan a larger number of free legal aid services, and we assume that the number of users of free legal aid will be increased by advancing the campaign "Home for All" and further media promotion regarding the process of condominium dividing.

3. Intermediate Objective (3)

3.1. Planned Intermediate Objective (3)

To change current legalization regarding leasing and buying properties for youth in B&H.

Type of activity*	Number of activities	Type of target group**	How will results be evaluated***	Number of women/ men	Total participants****
1. Consult with stakeholders through workshops and seminars	4 workshops	CSOs, students, tenants, tenants' boards, public building managers	number of workshops and seminars	25 women, 35 men	60
2. Lobbying ministers, human rights and housing	4 meetings and 4 leaflets published	public building managers, Ministry representatives	number of lobbied officials, number of meetings, number of printed and distributed leaflets	1700 women, 2300 men	4000

3.2. Findings, conclusions and recommendations for Intermediate objective (3)

Changes in the legal framework represent a significant project goal. Such changes create the conditions for the implementation of various elements, which in the long run have an impact on improving housing and living conditions in B&H. The goals set for fulfilling the planned intermediate goal (3) for this year has been achieved for the most part.

The planned consultations through workshops and seminars have been fully realized. A total of 7 seminars and workshops were held, including different target groups - students, building superintendents, condominium owners, representatives of insurance companies, city administration employees, etc. The number of workshops and the number of seminar participants was higher than planned. Interactive workshops and seminars are certainly a good model for gathering information on various legal difficulties, all in order to prepare a strategy for changing the legal framework.

In the second segment of lobbying for changes of legal framework, the results are not measurable. It is unquestionable that CENSOR has co-operated with various representatives of public bodies, but to what extent the lobbying was successful is not possible to determine concisely. Materials and leaflets, prepared within the project, were

also submitted to representatives of public bodies, but the content of these leaflets was not meant to change the legal framework.

We are of the opinion that in this segment it is necessary to engage a few legal experts who will, through the two phases, contribute to changes in the legal framework. In the first phase they would have to elaborate on the necessary changes to the legal framework, based on the research carried out by CESNOR. In the second phase, they would have to prepare amendments (amendments to the law) in the area of housing and living conditions. Once concrete remedies in the area of housing and living were introduced, a media campaign and lobbying for changes to the legal framework could be accessed.

4. Effects on Target groups

The target groups, within the project implementation during this year, are properly set.

In this part of the project, target groups in focus, and in accordance with the plan, were - students, condominium owners and building superintendents. With corresponding content, three workshops were organized for the students, two for the condominium owners and two for the building superintendents. Providing free legal aid is primarily intended for students and condominium owners, as well as other individual persons who face problems in housing and living. Brochures and the website contents are available to everyone. The association is paying attention to gender equality, so women are the target group in a smaller segment - translation of The Power Handbook, which aims to contribute to gender equality and strengthening women's position. In continuation of the project it would be advisable to include more work with vulnerable groups such as Roma, LGBT community, people with disabilities, etc.

From the structure of members of the association it is evident that students make up 67.5% of the members. It is necessary to work on increasing the number of people in the other two target groups – building superintendents who make up 2.2% of the members and condominium owners, who make up 2.2% of the members.

PART FOUR

CONCLUSION

1. Opinion on project results and sustainability (I)

Research has shown that a relatively small share of the population in Bosnia and Herzegovina lives in rented real estate. Such practice is a result of certain socio-economic and legal particularities related to Bosnia and Herzegovina. One of the main causes is the legacy of Socialism - in the period of transition (post-war period) a large part of the population "redeemed" the apartments that were state-owned (socially owned) at very low prices. Thus, the holders of so-called "tenancy rights" became apartment owners, which means that the need for renting apartments remained relatively small, but adjusted to the needs of the market. Among other factors, one can surely distinguish the consciousness and mentality of the population: as a "home for the formation of a family", only the apartment that is owned is accepted; real estate is considered as a financial insurance, etc. Also, a large part of the rented apartments are not duly recorded, nor are formal lease agreements concluded which would give the parties greater security and legal protection. There is also inadequate and unfavorable legal regulation and/or work of the inspection bodies. Laws and by-laws regulating this area (tax regulations, tax incentives, temporary residence and residence, etc.) do not encourage leasing of apartments and/or their proper contractual regulation, as well as registration with the competent authorities. The consequences of this are suffered by owners and tenants, which has direct negative social, economic, legal and financial implications.

Accordingly, activities related to improving housing and living conditions should be directed to:

- ✚ raising awareness of the population about the benefits of apartment leasing;
- ✚ introducing owners and tenants to their rights, obligations and benefits related to the conclusion of lease agreement and its registration;
- ✚ co-operation with local authorities and non-governmental organizations, tenant associations, household counselors etc.
- ✚ activities related to the change of legislative framework regulating this area (tax regulations, tax incentives, residence, temporary residence, etc.).

The evaluation of the HOLICOB project has shown that this is a pioneering and extremely important project oriented primarily to promoting awareness of the necessity of arranging property rights and leasing relationships in Bosnia and Herzegovina. Organization of this

issue can contribute to a general improvement of housing conditions and living in Bosnia and Herzegovina. For this purpose, the project bearer clearly identified the problem and defined the initial, mid-term and final objectives of the project, using a proper methodology.

The mid-term goal set for the establishment, development and distribution of so-called "product packages for housing and living conditions improvement" would have direct effects on the situation in the field and would raise the interest of the general public and the target groups about the potential benefits of real estate renting and lease contracts.

The effects of a typical lease contract, brochures and support through the HOLICOB website are practically orientated and can have direct positive effects on informing the population and promotion of lease agreements. I consider that the project coordinator has omitted a very important component and means of achieving the project goal and that is a household counseling institution that each residential building must have according to law.

Recommendations for Intermediate objective (1):

- ✚ Connecting the product package to the chairpersons/household counsel representatives (each residential building has household counselor who has direct knowledge about the tenants and contact with owners and tenants), making the contracts, brochures and the project available to tenants;
- ✚ Continue and intensify the immediate distribution of brochure packages through bulleting boards and mailboxes in residential buildings;
- ✚ Planning financial resources, for the sake of long-term sustainability and continuity.

The establishment of tenant associations by Swedish model can also be a useful tool for improving the housing and living conditions in Bosnia and Herzegovina. The implementation of this mid-term goal is achieved through website establishment, offering a typical lease agreement, establishing a social media platform, and providing legal aid. Said mid-term project objectives have been met to a satisfactory extent. The following shortcomings were noted: downloading the contract form from the website is not sufficiently transparent and does not provide accurate information on the number and structure of users, this being said number tracking system can be improved; unavailability of information on the use of free legal aid and a relatively small number of users of free legal aid.

Recommendations for Intermediate objective (2):

- ✚ Activities to promote website, brochure and legal aid promotions: One of the key problems facing B&H population is insufficient awareness of their own rights and opportunities for their realization. Previous practice has shown that similar projects focused on improving the living conditions and the general social situation in Bosnia and Herzegovina (eg, safe houses, marking and castration of stray dogs,

anonymous anti-corruption hotline in the public sector etc.) had a much greater success after their more powerful media and social media outbreaks.

- ✚ Project partners (local NGOs, tenant associations, etc.) can work to establish direct contact with apartment owners and tenants via adverts on house advisory boards and through direct contact with household counselors.
- ✚ The instrument of free legal aid should be wider (to include promotion of representation and legal protection in various tenancy and neighborly rights issues) and should be promoted as such. Larger user feedback (target groups) can be expected if legal aid is conceived as broader legal advice on various issues of tenancy and neighboring rights. Significant increases in the number of users of free legal aid can be expected if this institution is promoted and contacts are distributed through household counselors.

Recommendations for Intermediate objective (3) - Activities aimed at the Legislative Framework:

- ✚ These activities must include the detailed legal expertise of the current legislative framework. The expertise would imply a normative analysis, but also an analysis of the implementation of regulations in the field. The results of these analyzes are the basis for further activities related to the revision of the normative framework (consultations with government representatives, lobbying, proposals in the form of amendments, etc.).

Mehmed Bečić, MSc. iur.

2. Opinion on project results and sustainability (II)

Achieving the planned goals within the HOLICOB project contributes to improving the housing and living conditions in BiH.

The project provides a clearly defined and relevant set of services geared to the target audience's needs. It is important to point out how the importance of the project is recognized by the target group (users), but also project partners.

The project is visible to the public and the development of its policies has an impact on people's perception on housing and living issues. In order to change people's perceptions, study visits and interactive workshops are especially important. Such events allow sharing experiences and enhancing co-operation between people working on the project, partners and service users. Throughout the evaluation, it has been noted that the activities of the HOLICOB project contribute to raising awareness for prevention of discrimination based on

gender inequality, but also discrimination of certain groups of tenants and landlords such as people with disabilities, Roma population, LGBT population, single mothers, etc. In further project implementation, it is necessary to consider the possibilities for realization of a large number of content intended specifically for the persons in these target groups.

The number of Association members is stable and balanced according to all parameters. In order to continue this positive trend of increasing members (especially from target groups of building superintendents and condominium owners) and to further enhance the professional approach, in order to maximize visibility of activities, it would be advisable to enrich the content of the website with a more detailed report on all the activities implemented.

Free Legal Aid is a quality component that has not taken of in full capacity. In the future, it is necessary to develop a strategy for its empowerment. The results should be measurable through increasing the number of users.

Bearing in mind long-term goals, it is necessary to intensify lobbying for changes in the legislative framework. They represent a concrete answer to the problems that have been identified within the current research. Such changes contribute to the creation of an environment which is suitable for better housing and living conditions. Regarding the activities related to changes in the legal framework, it is necessary to draft a strategy and engage lawyers with experience in amending the laws and subordinate acts.

Finally, it is important to point out that the HOLICOB project represents a sustainable project that has a long-term goal. The overall evaluation has shown that there is a clear realization plan and that the project's effects should last after implementation itself.

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