

# EVALUATION REPORT

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**The HOLICOB Project Evaluation Report (2018)**



**HOLICOB**

## **REPORT ON ACTIVITIES FOR HOLICOB PROJECT PERFORMANCE EVALUATION**

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## **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 non-governmental, non-party and non-profit organization which promotes improvement of housing and living quality in B&H, directing its actions specifically to young people, initiating participatory approach of all relevant actors in direction of achieving acceptable solutions for all.





The values of the organization are

- (1) Transparency in work and responsible relation towards beneficiaries and partners;
- (2) Gender sensitive approach in work and full respect of diversities and rights for equal opportunities for all;
- (3) Featured care for the environmental aspect in all relevant segments of the organizational operations;
- (4) By bottom up approach, nourish principles of freedom, equality and solidarity;
- (5) Secure quality services to members as response to direct and regularly explored needs, participation of members and interested parties in common actions;
- (6) Continuously make efforts to secure recognition in local and international frameworks, as quality project implementer and services provider.

#### 2. Project HOLICOB and Overview of the Project results (2014-2018)

The HOLICOB project addresses housing and living conditions in Bosnia and Herzegovina with a focus on the housing and living conditions in collective housing units in two urban cities, Tuzla and Sarajevo, involving different population groups: students, unemployed persons, tenants, tenant's boards.

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 CSOs;
-  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 tenants' 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 (2016/17)***

***Findings*** - Resolving housing and living condition problems of young people and students in Bosnia and Herzegovina is the focus of the Project activities. The activities are mainly presented through strong social media campaigns and are directed to improving young people's knowledge on how to express, analyze and resolve their problems regarding housing and living conditions. Compared to last year planned intermediate goal was realized through the following activities - by producing a form of a typical lease agreement, by making a brochure about leasing 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. In addition to this, within the new HOLICOB website, "Legal Aid" section offered a set of current legal regulations in the area of housing and living, as well as the most common legal issues and answers related to the lease of real estate.

**Conclusions** - 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. Based on the evaluation of the activities 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. Large part of leased apartments are not duly recorded, nor are formal lease agreements concluded which would give the parties greater security and legal protection. 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.

**Recommendations** - In the process of project monitoring, the evaluation will show changes in perception among the target groups on housing and living conditions challenges, as well as changes in authorities' both legislation and activities. Project activities should continue to target students and young people and encourage their involvement in resolving problems of poor living standards in dorms, difficulties to providing new homes, legislation on leasing apartments and other problems regarding housing and living conditions. As the HOLICOB project's popularity in the region grows, it can be used as the opportunity for finding and initiating cooperation with stakeholders in the area of housing primarily by initiating regional cooperation with CSOs who already expressed the interest to extend the HOLICOB project. It is necessary to continue pressuring 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. The campaign should be oriented to increasing the number of users of free legal assistance. Full implementation of development of product packages for housing and living conditions should be considered in order to simplify the process of apartment leasing, which should also result in changes in people's perception of apartment leasing. Also, it is recommended that legal experts are included in the change of 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 CENSOR. In the second phase, amendments (amendments to the law) in the area of housing and living conditions would be prepared.

### **3. Methodology for conducting project evaluation for 2018**

This report provides performance evaluation of HOLICOB project activities from January to December 2018.

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.

Particular attention in the evaluation process will be directed towards the long-term sustainability of the project results, bearing in mind that the project is entering its final phase. In consultations with project associates, we will identify which models are necessary to

continue to develop in order to function independently after the completion of the project cycle.

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 - websites 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.

Impartiality 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/workshops**

##### **1.1. Resolving Housing Issues - Perspectives of Post-Socialist Countries (Sarajevo, Oct 16, 2018)**

The workshop addressed the problems that young people are facing in the process of solving the housing issue in post-socialist countries. The workshop was led by Mr. Mirza Hebib, MA iur. from the Faculty of Law in Sarajevo.

The subject of an interactive workshop was the way young people tackled their housing issues. The starting point was research CENSOR conducted to date. Analyzing how the housing issue was solved in the past, participants tried to answer the question - Is the concept of housing problem solving related to legal regulation of property. The answer to the fact that very few people in B&H are solving their housing issues by leasing was being found in the process of converting social ownership and buying real estate at very low prices.

The workshop was attended by 32 participants.

By random selection of candidates from the list of workshop participants, candidate E.G., who is not a member of the CENSOR association, highlighted the following:

- ✚ I consider the topic of the workshop very useful for students, especially students of the Faculty of Law, and I hope that I will be invited to future workshops, in order to contribute to the work and at the same time enrich my knowledge;
- ✚ The lecturers who are engaged by CENSOR are very professional and know best how to transfer the knowledge to the participants and interest them.

The workshop's content and relation with the target group are fully integrated into planned activities and intermediate objectives. It is particularly important to point out how the results of previous research have been applied, in order to answer some of the strategic issues of the project, such as - Why only small percentage of people settle their housing issues by leasing?

##### **1.2. Gender and Housing (Sarajevo, Oct 23, 2018)**

The workshop addressed gender issues in the area of housing. The workshop was led by doc. Ph.D. Mr. Midhat Izmirlija from the Faculty of Law in Sarajevo.

In order to clarify gender equality issues within the workshop key concepts were presented, as well as legislative international and local framework that provides equal rights for both men and women in the area of housing.

Globally more positive trends are occurring in the area of gender equality, especially in urban areas, but gender inequalities continue to exist. Even in urban areas, women are faced with a number of specific barriers that are reflected in discrimination based on gender, violence against women, poverty, reduced access to resources, unpaid care, limited property control and unequal participation in decision-making processes. Official statistics point to existing barriers in employment, political participation, ownership of property and other areas. Such topics are always current, especially in transitioning countries such as B&H.

The workshop was attended by 15 participants.

By random selection of candidates from the list of workshop participants, candidate B.K, a member of CENSOR association who participated in the workshop survey, pointed out the following:

- ✚ The theme of the workshop was very interesting and it dealt with a segment that was not represented in formal education;
- ✚ Through the implementation of such workshops and their promotion changes within the B&H community are being made.

The workshop's content and relation with the target group are fully integrated into planned activities and intermediate objectives.

### **1.3. HOLICOB Workshops (Freja forum, Belgrade, Nov 9, 2018)**

The workshop was organized in cooperation with the Swedish partners, HGF members. Within the workshop, the current HOLICOB outcomes were summed up regarding youth. Experiences have been exchanged between students from Sweden and Bosnia and Herzegovina, and some suggestions and recommendations to governments have been formed regarding the improvement of housing and living conditions.

In addition to workshop for youth, the results of the previous work on the HOLICOB project were also presented at the workshop held by Ms. Elin Loberg. Representatives from Bosnia and Herzegovina, Kosovo, Macedonia, Serbia and Sweden participated.

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.

#### **1.4. Does corruption exist in the area of housing? (Tuzla, Nov 28, 2018)**

The workshop was led by PH.d. Mr. Edin Osmanbegović President of the Tenants Association Tuzla. Questions from the field of law were answered by MA iur. Ms. Mirna Alibegović.

The first part of the workshop referred to the problems of subordinates and whose housing is not regulated by contract with the owner of the apartment. In this way both sides are endangered. The second part of the workshop referred to the problem of management in collective housing, many of which are in poor conditions and are treated by the law on maintenance of common spaces and appliances. Collectability is a major problem, which results in the inability to invest in building maintenance.

Corruption in B&H is present in all segments, mostly in the public sector. The fact that B&H was ranked 91th in the Corruption Perception Index clearly indicates the importance of dealing with such problem. Engagement in B&H is still being assessed as "an early phase in the fight against corruption". The situation is similar to that in Albania, Guyana, Sri Lanka, etc. The Strategy of the European Commission for the Western Balkans, issued in February 2018, states that the rule of law in the region needs to be significantly strengthened in order to combat corruption and respond to the interference of public and private interest.

25 participants attended the workshop.

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 say that the theme of the workshop is up to date, its content fits the planned activities, the intermediate goals and it contributes promotion of the Association and the HOLICOB project towards target groups.

#### **1.5. Legal framework and safe use of Pyrotechnic (Tuzla, Dec 27, 2018)**

The workshop was led by ph.D. Mr. Ibrahim Hadžić - Cicko, president of the Firemen Association of Tuzla Canton.

The focus of the lecture was the legal framework of the use of Pyrotechnic in Bosnia and Herzegovina and various security issues. The theme is very practical and attractive during the holiday season.

Each canton has its own law when it comes to pyrotechnic means. The use of pyrotechnics is prohibited in Canton Sarajevo, Tuzla, Unsko-Sanski and Zenica-Doboj Canton. Since the use and sale of pyrotechnic articles is prohibited in Tuzla, it is acquired and sold illegally and

often does not meet the prescribed standards. This can often lead to early detonation and injury.

The workshop was attended by 15 participants.

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 say that the theme of the workshop is up to date, its content fits the planned activities, the intermediate goals and it contributes promotion of the Association and the HOLICOB project towards target groups.



**Photo #1 HOLICOB exchange students' workshop from Sweden and B&H**

## **2. Public debate**

### **2.1. UN Habitat Day (Tuzla, October 6, 2018)**

To mark the UN Habitat Day a public hearing in Tuzla was organized. The event was attended by 25 participants. A long-time activist and recently retired secretary general of the Red Cross of Tuzla Canton, Ms. Jadranka Duraković presented experiences in their long-term work on programs dedicated to elderly people (eg. home care program), but also the challenges and difficulties elderly and disabled face in terms of housing (architectural barriers in and by the apartment), non-working lifts in buildings, inadequately equipped housing, financial aspects of living in retirement homes, health care (proximity and accessibility of health centers).

Some issues that CENSOR did not consider a priority anymore emerged, and are related to the non-existence of systematic and institutional synergy between Civil Protection Service/CPS (City Administration Service in charge of housing), building managers, representatives of the tenants and the apartment owners themselves.

Answers to legal gaps and dilemmas were given by lawyers Pejdah and Džanić and numerous examples, which were provided by the participants: the issue of not paying of the monthly fee (to the building manager), the prioritization of building repairs, maintenance and access to lifts, etc. The establishment of a Housing Fund (as in the previous system), an analysis of CPS jurisdiction in order to provide suggestions for improving co-operation between CPS-managers-tenants and apartment owners etc.

The organization of the public debate partially fits into the planned activities and the intermediate objectives with its content. Relating to the target group, the public debate is fully integrated considering that the elderly and the disabled are one of the most vulnerable groups of B&H society.

Organising public discussion greatly contributes to the Project development. Within this discussion, participants, in particular members of the association and representatives of target groups such as students, have the opportunity to give certain opinions, remarks and suggestions in favor to the Project development, all in order to achieve long-term Project goals.

It is necessary to continue the project and this type of activities.

## **3. Study visit**

### **3.1. Study visit to Sweden (Uppsala and Stockholm, May 16 – May 19, 2018)**

Study visit of 5 people (coordinator and 4 students, 2 from Tuzla and Sarajevo each) took place in Uppsala and Stockholm, from May 16th to May 19th. Exchange workshop took place, with students, in order to prioritise future joint activities. Visit to the Uppsala University and presentation which was held by Mr Hans Eklund, professor and vice dean (member of

the Steering Committee of the HOLICOB project in Union of Tenants in Uppsala) were the most impressive to students.

During the visit, various issues of housing and living in B&H were opened in the discussions. Within the constructive discussions and informal talks, different opinions and experiences have been expressed that contribute to the achievement of the objectives set within the project. Along with the process of achieving the objectives of HOLICOB, the idea of study visit is to keep CENSOR sustainable by developing a project which would recruit young IT experts in Tuzla to work online for Swedish companies.

Candidate A.Z., a member of the CENSOR Association, who participated in the study visit, pointed out that the benefits of CENSOR's activities are seen primarily in widening the vision when it comes to certain issues that have not yet been known. Many segments and suggestions for solutions to certain problems are good, applicable, and something she often thinks about, they should be crystallized and applied in the future.

Study visits of this type and exchange of experiences also contribute to the building capacity of organizations and the creation of positive and useful models of cooperation in different segments. Study visits represent an unique opportunity to gain new experiences for young people from B&H. Participation of active young people in the education process, in visits like this, is a powerful incentive for the construction of a society that is European-based.

## **4. Publications**

### **4.1. Women as real estate owners**

It is a short publication that treats the position of women in B&H in a very systematic way, in the segment of property rights. This issue has not been the subject of serious analyses so far. It was found that 38.4% of women were registered as real estate owners or co-owners in the Republika Srpska entity, while in the Federation of Bosnia and Herzegovina the percentage was lower and was only 29.6%. The reason for this is usually the fact that women do not make land-book entries of matrimonial acquest nor inherited property. As a solution to this problem, it was important to get women acquainted with the possibility of acquiring their property from the matrimonia aquis, especially in cases of succession after death of a husband.

The publication gives gender perspective. It fits in perfectly with the project goals. It is recommended to intensify promotion of the results and recommendations from this research.

### **4.2. Gender and housing – policies and trends**

This is a publication in the form of a policy document showing the legal framework for ensuring equality between men and women, both at the international and national level. The publication presents the gender dimensions of previous research on the conditions of

housing and living of young people in B&H, conducted by HGF Uppsala within Home for All campaign 2017.

The publication in the form of a proposal highlights in particular how future gender studies need to:

- ✚ include both urban and rural areas;
- ✚ provide proposals for measures to programming support processes;
- ✚ take actions to increase the knowledge of both sexes about their rights regarding housing, living issues and property ownership;
- ✚ take activities and campaigns that will lead to a more equal position of both sexes in the process of exercising the right to access to resources, property ownership and safe housing.

The publication fits in with planned activities and intermediate objectives and sets a framework that can be useful in further gender research in the Western Balkan countries.

### **4.3. Student Guide - Sarajevo**

This brochure has a very practical aspect. It is aimed at facilitating students and others at their first arrival in Sarajevo, as the largest and oldest university city in Bosnia and Herzegovina. The brochure provides a very wide range of useful information - about living in student homes, renting flats, regulating documentation, health care, city transportation, libraries and reading rooms, etc. Especially valuable is the summary of instructions on taking certain legal actions such as - how to acquire the right at a student home, how to make a change of residence, how to conclude an apartment lease agreement.

The publication fits into planned activities and intermediate objectives. Due to the large circulation and well organized distribution in Sarajevo, the brochure came in hands of a large number of students. Brochure is also an excellent example of the promotion of the CENSOR association and the HOLICOB project among the student population.

### **4.4. Fire Protection Manual**

This leaflet has a very practical aspect. Bearing in mind that most people in B&H have not gone through fire prevention training, the leaflet has a wide and significant preventive impact on society. The content in the leaflet was prepared by a certified expert on fire protection issues. In B&H, a large number of people live in buildings with old installations, or they use firewood or coal fuelled heating system, which often leads to a fire. The CENSOR leaflet with its content is not fully integrated into the planned activities and the intermediate objectives for this year. However, given the importance of this issue in terms of safety and security for B&H society, it certainly contributes to improving the living conditions, but also to the security of B&H citizens, supplementing the space that the public/competent bodies are not taking care of.

#### **4.5. Public Building Managers in Tuzla**

It is a document that summarizes the basic concepts, rights and obligations within the framework of public housing. It also handles house rules in such facilities. The document deals with the problem of poor maintenance of common premises. In the area of housing these issues are very topical, especially bearing in mind the conduct of a multitude of court disputes over the management of common areas in buildings. The publication of this Manual with its content and relation with the target group is not fully integrated into the planned activities and intermediate objectives for this year, but processing such topics in the area of housing, due to the great interest of the project stakeholders, contributes to the promotion of the Project and the Association.

#### **4.6. Accommodation Guide - Tuzla**

The guide is practical and made in the form of questions and answers. It also refers to the issues that are being addressed in the documentary film about student housing in Tuzla, which will be presented below in the Report. The publication fits into planned activities and intermediate objectives.

#### **4.7. Advice on apartment leasing – check lists**

These are two documents, one document is intended for potential landlords. Within the document, detailed recommendations are made on preparing the apartment for rent and the procedure for advertising the property that is planned to be rented. On the other hand, the lessees are advised on the procedure of renting the apartment, concluding the contract, checking the price of bills and real estate insurance. Particularly promoted is free legal aid provided by the CENSOR association through its associates from the Attorney at Law firm Pejdah & Džanić from Tuzla.

The documents fully correspond with the planned activities and intermediate goals, promoting housing situation to be solved by leasing. The recommendations made in these documents contribute to strengthening the security of both sides in the process of renting apartments.

#### **4.8. Resolving housing issues of youth – Sarajevo**

In order to prepare amendments on housing legislation in the Sarajevo Canton, a survey was conducted with the aim of identifying key problems. The target group were students with particular attention on students living in rented real estate. The average rating for the rent price of rented property amounted to 3.47, while the quality of the accommodation was assessed with an average score of 3.31. Out of all respondents, only 16.66% of respondents have completed a written lease contract.



As the main reason for the absence of the written contract, the respondents stated that this was not requested by the lessor and that tax evasion was avoided. As a main reason for the conclusion of the written contract respondents indicated security and housing protection. The contractual relationship between the lessor and the lessee (regardless of whether it is a written or verbal contract) in most cases is not verified/reported to the competent tax authority (89.58%), and usually the place of residence of the lessee/student (81, 58%) is not registered to the competent authority.

The research is properly methodologically conducted. The results of the conducted research gave a strong incentive to initiate the procedure for amendments to the legislation in the field of housing, with the aim of encouraging the conclusion of lease contracts, which directly contributes to strengthening legal safety.

## **5. Documentary films**

The introduction of a documentary film is a novelty in the previous work on the Project. Research has shown that the presentation of various content through movies is very effective. This way, it is ensured that information is reaching a wider number of users.

### **5.1. Documentary film – Students living conditions in Tuzla**

Within the film about students' housing in Tuzla, possibilities for resolving student housing issues during their studies in Tuzla were presented. The work of the Student Centre in Tuzla was presented, with an indication of all relevant information for students coming to study in Tuzla. The advantages and disadvantages of all the options available in the process of resolving their housing issues were pointed out.

One section of the film is an interview with the Director of the Student Centre (a public institution that provides housing and meals for students). Specially important are interviews with students. Different conclusions can be drawn from them about the experience of resolving housing issues during studies - staying in a student dormitory, commuting to less distant places, resolving housing issues through apartment leasing, etc.

The film emphasizes the importance of concluding a leasing agreement, which is one of the strategic objectives in the process of implementing the HOLICOB project.

## **5.2. Documentary film – Taxes and lease agreement in practice**

The question of establishing a subtenant registry and ensuring law enforcement in order to collect taxes is one of the most important issues when it comes to tax policy in B&H. A film about the obligation to pay taxes and the conclusion of lease contract was a result of many CENSOR researches. Based on the research, various data are required in the process of taking measures with the aim of regulating this legal area.

The film presented an interview with Tax Administration employee in Tuzla, who pointed out the legal regulations and explained that all the obligations of the citizens of Bosnia and Herzegovina are related to the lease contracts. In the interview with the representative of public building managers, it was pointed out that the lists of tenants are not regularly updated, which prevents regular payment of fee and investment to maintenance of common public buildings premises.

The film is an excellent form of promotion of the HOLICOB project, and its messages and information contribute to the improvement of housing conditions in B&H.

## **6. Work on legislation amendments**

Novelties in the Project's work so far include proposals for amendments to the legislation in Sarajevo and the Tuzla Canton, which directly encourages the amendment of the legal framework. This action contributes to achieving the long-term goals of the HOLICOB project.

### **6.1. Proposal for amendments to the legislation - Sarajevo**

The results of previous research of the HOLICOB project, and a survey conducted among students of Sarajevo Canton in 2018, showed that a significant number of students (25.9%) live in leased apartment. Also, it was found out that they do not have a lease contract for renting an apartment, and that the level of legal safety is very low.

In practice, there are problems such as - unforeseen rises in rent, premature moving out of property, problems and dilemmas in the case of regular and emergency repairs and maintenance of the apartment, etc.

After research and extensive consultations, CENSOR has sent a proposal to the relevant Ministry of Education to initiate the adoption of an appropriate by-law that will stipulate the obligation for universities to require full-time students to submit certificates of regulated residence/domicile in the Sarajevo Canton during the enrolment and certification of the semester. This in regard, in order to regulate the place of residence, it is necessary to present a valid evidence. Valid evidence is evidence of ownership or co-ownership or possession of an apartment, house or other residential facility or a verified lease contract or a verified tenancy agreement with verified proof of ownership or co-ownership or possession of the landlord.

Adoption of such a by-law by the ministry responsible for the university encourages the conclusion of formal contracts for apartment leasing, which will be duly reported to the competent authorities. In this way, it greatly contributes to strengthening of legal security in the area of student housing, and at the same time contributes to the implementation of laws in the field of residence/domicile regulation, property tax and income tax.

## **6.2. Proposal for amendments to the legislation - Tuzla**

Action in the direction of amending the legislation in Tuzla was focused on the issue of common parts within public housing. The proposal requested an amendment to the definition of common parts of the building in respect of central heating installations, all in order to prevent frauds and to ensure safety and security

By adopting CENSOR amendments, apartment owners would be given the option of installing radiators and heating bodies of their own choice in residential unit that is in their ownership and which does not fall under the common premises, and therefore suitable valves.

The activity contributes to safety, prevention of frauds, improvement of housing conditions, and it is also aimed at reducing the consumption of money of the apartment owners ie. tenants.

## **7. Membership of the organization**

The CENSOR association, on December 30th 2018, had 286 members, an increase of 61 members or 21.32%, compared to the previous year.

In the gender structure, membership is balanced. The largest number of members come from major cities in Bosnia and Herzegovina. The largest number of members are students, tenants, representatives of the tenants' boards, public building managers, etc.

One Facebook page and two Facebook groups increased the number of followers and members in 2018 by over 40%, more precisely compared to last year's 277, this year to 475 members.

One can see the constant tendency of growth in both membership in the association and the number of followers and members within the Facebook page and groups on Facebook. This data clearly indicates a positive trend and recognition of quality in the work of CENSOR.

## **8. Media visibility and content analysis**

The HOLICOB project is visible through the official Holicob.ba website ([www.holicob.ba](http://www.holicob.ba)), and through the official CENSOR website, Censorba.org ([www.censorba.org](http://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](http://www.facebook.com/censorba.org/?ref=bookmarks)) and the Facebook public groups HOLICOB - Students Network ([www.facebook.com/groups/1608635899409329](http://www.facebook.com/groups/1608635899409329)) and Rooms and Housing search - HOLICOB <https://www.facebook.com/groups/732940080406961/>. The association also has its own YouTube channel on which it advertises video content ([www.youtube.com/user/censorba](http://www.youtube.com/user/censorba)).

All pages are updated regularly.

Members participated in the activities that CENSOR realized, they follow and interact on social media. Two following web sites <http://www.censorba.org/#onama>, <http://holicob.ba/en/home-2/> are linked to CENSOR Facebook page <https://www.facebook.com/censorba.org/>, Facebook Holicob Student network groups <https://www.facebook.com/groups/1608635899409329/> and Facebook Rooms and Housing search - HOLICOB <https://www.facebook.com/groups/732940080406961/>.

For increasing visibility and promotion of the activities through Facebook page and groups, CENSOR also used Swedish model, which turned to be very efficient and effective (lottery for winning free cinema tickets).

Legal counselling by lawyers in Tuzla is also formulated in FAQs, which are also available on the websites. Legal advices on living conditions were prepared by legal experts/lawyers Amela Pejdah and Sanela Džanić from Tuzla, and Vesna Lazić from Sarajevo. Presentation of legal advices on the most frequent problems encountered by the inhabitants of B&H, and in relation to the conditions of housing, is a unique model in B&H. Searching for any of the legal problems in the area of housing in the Bosnian/Croatian/Serbian language, Internet search engines point to the CENSOR website and the HOLICOB project. Such legal advice contributes to the increase of legal security in B&H society and the promotion of the results of the association in the long term. On the website, along with legal advice, there are plenty of useful information about life in public housing. Various statutory and by-laws are presented on the page.

According to the web sites (1,428 visits, out of 25,250 search results, 510 in Bosnian and 419 in English, mostly from B&H, Serbia, Montenegro, Germany, Sweden etc.) and FB statistics (336 FB page followers and 138 FB group members, 81 FB page user daily, 24,315 FB page reactions in the last six months, 417 views in the FB group), besides 2,000 printed brochures, 41 direct contacts have had the possibility of free legal counselling.

With Facebook page and two FB groups, regularly updating two websites and YouTube too, it is not easy to estimate the number of media coverage. According to the websites and FB statistics for 2018, there were 1,056 visits and 138 members, and activities were broadcasted in traditional media 10 times.

An analysis of visibility and media presence indicates a positive trend. What is important about ensuring long-term goals is the necessity of ensuring availability of content - the

continuation of regular updates and the functioning of websites and pages on social networks.

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

This year, intensive cooperation with the representatives of the public sector in B&H continued.

The Association, within the project implementation, has established cooperation with representatives of Civil Protection Service of the City of Tuzla, whose jurisdiction is housing policy; The Ministry of Urban Planning and Protection of the Environment of Tuzla Canton and the City of Tuzla.

In Sarajevo cooperation with the Ministry of Education, Science and Youth was established. 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. Interviewing the lecturers at the Faculty of Law in Sarajevo, intensive work on institutionalization of cooperation was confirmed, and that at the beginning of 2019 a trilateral meeting between the Law Faculty, CENSOR and representatives of the Swedish Union of Tenants from Uppsala partners including the Uppsala University representative is planned.

CENSOR representatives also regularly participate to the Olof Palme Center (OPC) regional network meetings, which is also an opportunity for meetings with the Swedish partner and other members of the OPC network.

It can be concluded that the work of the Association and the results of the HOLICOB project so far have been recognized by the public sector representatives and by a large number of non-governmental organizations in B&H, with whom CENSOR has established cooperation.

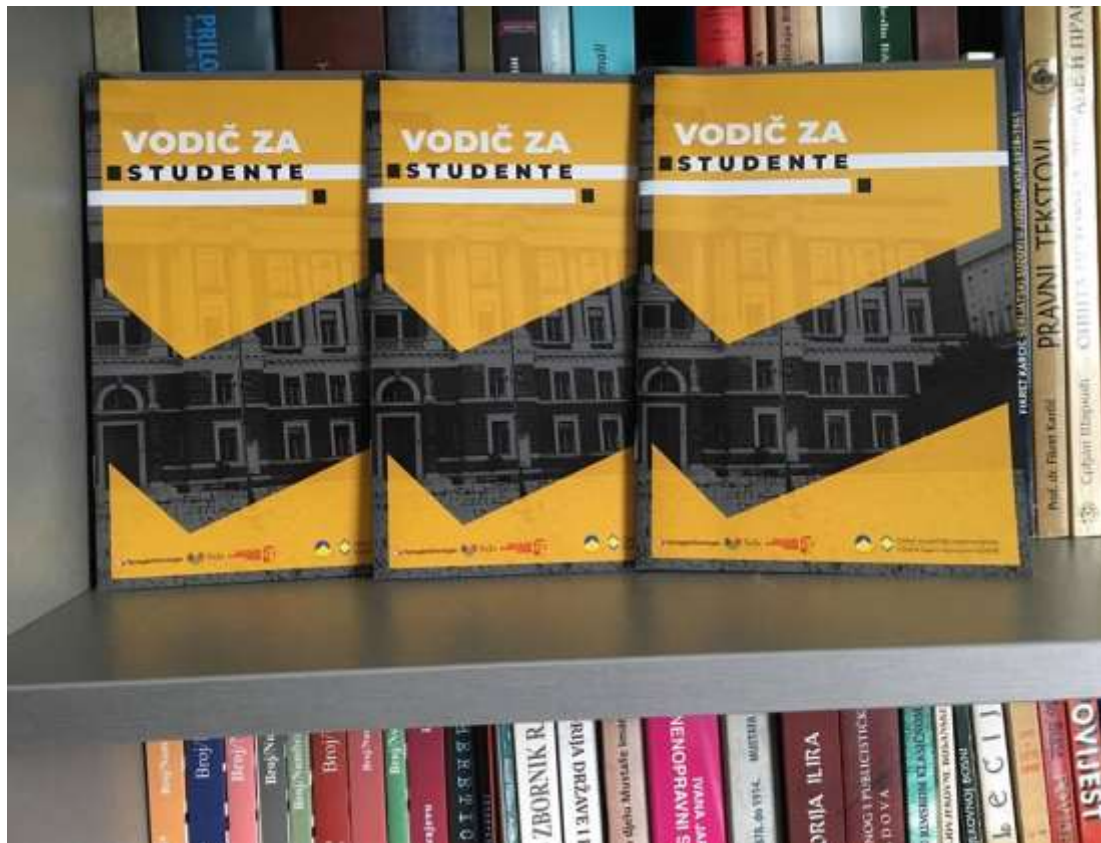


Photo #2 Brochure "Student Guide – Sarajevo"



Photo #3 Distribution of Fire prevention leaflets

## PART THREE

### RELEVANCE AND SUCCESS IN RELATION TO INTERMEDIATE OBJECTIVES AND TARGET GROUPS

#### 1. Project Objective

To improve political, social and economic policies and to ensure that they are transparent, harmonized, integrated, implemented and reflecting the rights and interests of equal, empowered and organized citizens in B&H.

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

To set up a tenants' association similar to the Swedish model based on social media and integrate gender perspective that will promote lease contracts in place, equal access to the property rights and empowerment of women.

Indicators	Results of the project	Type of target group
1. Updated web-site and articles/theme from Law of gender equality in BH and EU legislation included (10 questions/answers)	1. Both web-sites are regularly updated  2. One brochure (Women and Ownership in B&H) and one policy document (Gender and Housing, Policies and Trends)	Students, tenants, tenants' boards, landlords, women, public building managers.
2. Min. three checklist, information sheets, feedback questioner addressing gender component.	Two activities – one check list for landlords and one information sheet for both landlords and tenants	Landlords, tenants
3. FB profile at place, min. 200 FB members, with analysed gender structure	FB page (from 277 in 2017. to 337 followers, 332 likes, 24.315 reactions June-December) FB group (95 members, 417 views)	Students, tenants, tenants' boards, landlords, women, public building managers.
4. min. 25 legal advices a year	25 FAQs from legal aspect	Students, tenants, tenants' boards, landlords.

For the Intermediate Objective (1) implementation process a longer period of time is required. Accordingly, it is very difficult to give an objective opinion on the results achieved. All the activities done during 2018 are a continuation of previous activities, with noticeably improved models.

The improvement is reflected, in particular, in the increasing number of users of CENSOR's content presented within social networks - Facebook groups, Facebook page, etc. The application of the Swedish partner's cinema tickets award-winning model has proved to be very effective. Websites are highly refined and content is clearer, which makes browsing easier.

The gender structure in the project work is balanced. It is very important to open up the issue of equal access to property rights. It is necessary to continue with such activities as research clearly indicates that the position of women in the area of property rights is much worse than the position of men in the Western Balkan countries.

There is an even greater increase in activities directed towards young people and students compared to previous years, which is a positive trend in 2018.

The key issue that needs to be addressed further is to ensure the way information and content will reach a large number of users. The option of sponsoring the CENSOR site should also be considered to ensure that information and content reach as many people in B&H as possible.

A segment that includes 25 FAQs, from legal aspect, is a novelty in B&H and directly contributes to legal informing and protects citizens in the process of exercising rights in the area of housing and living. In order to strengthen free legal aid, it is recommended to expand the catalog of services and to protect right to a home of the most vulnerable categories of the population (Roma, disabled, unemployed, women and others who do not have a "roof over their heads"), which is a very current problem of bh. society.

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

To develop products packages including tools and methodology that can be offered the public sector and CSO organisations for example local tenants organisations. Gender perspective as a cross-cutting addressed in package developed.

Indicators	Results of the project	Type of target group
1. Eight products packages disseminated to two organisations in B&H (gender balance 40-60%)	1. Distributed 2.000 brochures Guide for students 2. Distributed 3.000 leaflets on fire prevention and safety	Students, tenants, tenants' boards, landlords, women, public building managers.



	<ul style="list-style-type: none"> <li>3. TV documentary on students living conditions</li> <li>4. TV documentary on taxes and lease agreement in practice</li> <li>5. Court practice: public buildings tenants and managers</li> <li>6. Legal guide Looking for housing</li> <li>7. Research results on legal status of sub-tenants</li> <li>8. Set up a new FB group - search for rooms and housing, 43 members</li> </ul>	
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Developing product packages including tools and methodology during 2018 was very successful.

Brochure "Student Guide" and "Fire Protection" leaflet are distributed in a large number of copies in the area of Sarajevo and Tuzla. They represent a direct contribution to the improvement of housing and living conditions. They are recognized by target groups. In the continuation of the project it is recommended to analyse the needs of the students and to provide some other type of guides.

Short documentaries appeared as a new product after long period (last film was in 2016). The information presented in the movies contribute to the achievement of project goals. The documentaries author company, RTV7 Tuzla broadcasted the films three times. In order to gain greater visibility, it is necessary to consider the option of permitting films to local TV stations in B&H (Sarajevo, etc.), delivering movies to online media and paying for sponsorship of the film through social networks. Legal research and analysis of legal practice provide us with answers to a variety of issues and problems why it is difficult and slow to implement project goals such as the establishment of Western Europe housing models. Except for people who are closely concerned with the issue of housing, research is also useful for lawyers, and represents informative materials for the general public. In the future, it would be advised, in accordance with the possibilities, to open some other topical issues in B&H such as protection of the right to a home.

The newly Facebook group opened in December 2018, which renting facilities are offered is a good idea that has not fully come to life. The number of participants in the group is still low. More active advertising is recommended - publication of various ads downloaded to the website and print media in order to increase interest in participating in the FB group.

#### 4. Findings, conclusions and recommendations for Intermediate Objective (3)

To change current legislation regarding leasing and buying properties for youth in B&H. Gender mainstreaming review ensured and initiated necessary adjustments in the legislation.

Indicators	Results of the project	Type of target group
1. Min. two events a year recommendations and conclusions from 50 participants	<p>1. Analysis of the basic contraction of legislation created in B&amp;H regarding tenants situation</p> <ul style="list-style-type: none"> <li>- recommendations and conclusions from 140 participants of one public discussion and six workshops,</li> <li>- 185 interviewed students in the research,</li> <li>- statistics from three attorneys at law practice in work with two public building managers and one city court.</li> </ul>	Students, tenants, tenants' boards, landlords, public building managers.
2. Min. two advocacy documents (amendments) including recommendations based on the researches conducted, highlighting significant gender disparities referring to lease contracts and ownership over the property.	<p>1. Suggestion to Cantonal Ministry in Sarajevo for change of legislation (legal status of students sub-tenants),</p> <p>2. Suggestion to Cantonal Ministry in Tuzla for change of existing Law on Public Maintenance (heating system).</p>	Students, tenants, tenants' boards, landlords, public building managers.

This research segment is activity in which CENSOR has a built-in multi-year experience. Many years of experience and the results achieved during the previous research in 2018 especially comes in the centre of attention by directly encouraging the lawmakers to amend the regulations. By submitting proposals for amendments to the law, CENSOR has a strong influence as an active partner of public authorities in the process of creating better housing and living conditions in B&H. Such initiatives should be continued in 2019. In addition, efforts are needed in the process of lobbying and media campaigns to ensure the adoption of proposals within the competent public.

The practice of realization of workshops, seminars and public debates has been continued. All workshops were accomplished through interaction with participants. A number of proposals and ideas were presented by the participants. In the continuation of the project, it is recommended to consider in detail the realistic proposals presented by the participants, all with the aim of achieving the goals of the project as much as possible.

In B&H, no strategies have been developed on the conditions of housing and living or addressing housing issues. Only two cantons in FB&H have adopted youth strategies. Based on all of the above, and given the many years of experience in this field, it is recommended to actively involve CENSOR in this very current problem of bh. society.

## 5. Effects on Target groups

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

This year, most activities were focused on students and young people. Observed numerically that means that out of 11 different activities (55%) were directly focused on improving the conditions of housing for students and young people.

Also, it is noteworthy that the long-term cooperation with the public building managers and tenants' representatives is still present in the realization of the project. Although they no longer represent a direct target group, all the activities that they were involved in contribute to the general improvement of housing and living conditions in B&H.

The two activities are aimed directly at improving the status of women in the field of housing. Women, in all activities of the association, participate equally as men. Gender balance is also visible through the membership of the Organization.



**Photo 4# Students from B&H during study visit at Uppsala University (Sweden)**

## **PART FOUR**

### **CONCLUSION**

#### **1. Opinion on project results and sustainability (I)**

In the course of 2018, a number of activities were implemented aimed at achieving the set Project goals. The number of activities has increased compared to previous years. In different ways, activities affect the improvement of housing and living conditions. The analysis found that the conclusions and recommendations from the last year's external evaluation were largely adopted.

In relation to the target groups, it was concluded that the largest number of activities are directed towards students and youth, as one of the most vulnerable groups of bh. society. These activities should be still focus of the action in continuation of the project. Certain activities were also focusing with improving position of women. Strengthening position of women must be continued in the future of the Project, since some of the issues that opened up in 2018 remained unfinished. One of the questions that should be addressed is position of women as property owner in B&H. About this very current issue, it is necessary to establish a broad media campaign related to the results of the research. It is necessary to introduce the wider community in B&H with this issue and the need to change that. It is possible to submit recommendations and conclusions to the courts and notaries in B&H, which in different procedures will contribute to the protection of the position of women in the legal-ownership relations. Gender and Housing-Policies and Trends policy document is submitted to the B&H Ministry of Human Rights and Refugees, B&H Gender Center and FB&H Gender Agency.

Regarding the tenants' representatives, public building managers and apartment owners maximum reduction of activities is suggested. Bearing in mind that the project is entering its final phase, it is proposed to invest maximum effort into activities that will contribute to the long-term achievement of Project objectives.

(I) During 2018, two activities were undertaken regarding the modification of the legislative framework that directly influence changes in housing and living conditions in B&H. Such activities must be continued. Having in mind the many years of experience in this field, CENSOR must be involved as an active social partner in the process of drafting and forming strategies in the field of housing. Particular attention should be paid to the housing and living issues of vulnerable social groups. In accordance with previous work and methodology, it is suggested that this group is consisted of young people (under 30). Women, disabled people, Roma, but also people without basic existential means - homeless people and migrants can be considered as target groups.

B&H faces a large emigration of population, primarily young people. The reasons for leaving the country are most often caused by inability to find employment and consequently inability

to solve the housing issue. These issues are deeply linked to the economic and political situation. There are many causes for such situation, among which the greatest impact have unemployment and low standard of living, expensive loans on the market and insufficient, often unfavourable, programs to help young people become independent and provide a "roof over their heads". Although in highly developed countries of Western Europe, young people with only 18 years of age become independent, that is not the case in Bosnia and Herzegovina, where young people live with their parents until late 30s. According to the available data from the Agency for Statistics of Bosnia and Herzegovina from the Population Census, households and dwellings, from 2013-212,813 people aged 18-24, and 19,813 persons aged 25 and over, live with their parents, compared to the total number of marital couples with children that amounts to 568,660.

Existing programs, in general, do not provide possibility for a young person, as an individual, to apply for a specific housing incentive program. Because of their inability to find employment and inability to become independent, young people often choose to leave the country. Because of these problems, it is important that governments at all state levels create programs to support solving youths' housing issue and their first independence. This is a social-democratic goal, which is to be achieved by ensuring, through various social programs, minimum standards of protection of human rights to housing.

This being said, CENSOR must actively engage in the development of strategies and plans to provide concrete proposals and measures to address the housing problems of young people in Bosnia and Herzegovina. In addition to strategies, proposals and recommendations, CENSOR, together with its expert team, has the capacity to offer concrete solutions in the form of law amendments that will directly influence the improvement of housing and living conditions in B&H.

(II) During the final year of work on the Project, it is necessary to formalize several years of cooperation with representatives of public authorities or universities through certain joint activities. It is necessary to hold a number of official meetings where public support towards authorities in the spheres of CENSOR's activities will be proposed. Such connection will open the possibility of long-term cooperation of Swedish partners, CENSOR and representatives of bh. universities on various social issues.

*MA iur. Mirza Hebib*

## 2. Opinion on project results and sustainability (II)

Evaluation Report has shown that implementation of the HOLICOB Project has contributed to improvement of the living and housing conditions in Bosnia and Herzegovina.

The HOLICOB Project is a pioneering and pilot project in the field of housing and living conditions. So far its main focus was on the field work. In its final year, the project focus should be switched to third intermediate objective which could contribute the most to the long sustainability of the project. When reaching out different governments, it should be presented that it is in their interest to implement proposed legislative amendments e.g. in Canton Sarajevo due to effective charging the taxes from leasing the apartments. At the same time, activities should still be directed to rising awareness of the lessees on importance of concluding lease contracts for their legal security and legal protection. Finally, owners should be informed on possible consequences of not concluding lease contracts e.g. a possibility that lessees do not pay bills (there is an increase of such cases before the courts because lessees have failed to pay water, gas, electric bills.). Very important and useful tool has been created with typical lease agreements and answers to the most frequent legal questions related to the housing and living conditions. Although answers are available online, there should be also distributed in hard copy since not all target groups are present in online word.

Although the target group of the project are students, one can notice that the most of involved students were law students. In 2019 the Project should get involved other university students. It is important to emphasise importance of getting corruption in the focus, since it is a problem present in every segment of our society. For two seminars (Does corruption exist in the area of housing? and Legal framework and safe use of Pyrotechnics) no feedback was provided by participants to the HOLICOB Project Evaluator. It should be examined who target groups were and why there was no any answer to the questionnaire. It raises questions of seminar effectiveness and consequently the whole project. The use of pyrotechnic is national wide spread problem, not only related to Tuzla. Thus, it should be also debated in Sarajevo. Workshop Resolving Housing Issues – Perspectives of Post-Socialist Countries is par excellence example of a regional event. In addition to a fact that it is an academic topic, it is suitable for regional debate and exchange of regional experience. It is suggested to organize such event on regional level, which would provide a platform for academics and regional NGO representing underrepresented groups to debate and discuss the topic. Bringing woman and gender issues to the spotlight of the project is its important part since Bosnian society is still patriarch and conservative. This could also be idea for a new, specific project as such.

*Recommendations for Intermediate objective (1):*

UN Habitat Day is international day and its marking should be organized nationwide and not just limited to Tuzla and Sarajevo. It would increase visibility of the Project especially because no other events are organized on that day and no other CSO organize anything to mark this day.

CENSOR should continue cooperation with Agency for Gender Equality and Gender Centre of Federation of Bosnia and Herzegovina.<sup>2</sup> Also, there are feminist or gender orientated CSOs such as CURE in Sarajevo, which could be a partner to the Project implementation.

Cooperation with Notary Association of Federation of Bosnia and Herzegovina is highly suggested as they play important role in chain leading to the entry of the ownership right in the register of landowners. The notaries in their everyday work could help rise awareness among woman on importance of their co-ownership right to be written down in land registry especially if they are in marriage.

Finally, there is a number of public apartments that are being empty or where is a lack of transparency in leasing them. Using Freedom of Access to Information CENSOR could collect information on city Tuzla apartments and examine the process under which they are rented. That could be a pilot test for other municipalities and cities.

*Recommendations for Intermediate objective (2):*

Since there is an increase in the number of international students in Sarajevo, Student guide should be translated into English.

Beside migration out of Bosnia and Herzegovina, there is also one within Bosnia and Herzegovina. Population is concentrating in big urban cities. Consequently, there is a need to create accommodation guide for big urban centres such as Sarajevo, Zenica, Mostar and Banja Luka. It should be online available and promoted via online media.

Documentary movies are extraordinary parts of the project activities. It is suggested to organize a small student's competition on housing and living conditions in which they live. Presentation of such movies could be incorporated in one of 2019 events.

In Bosnia and Herzegovina there is an increase in state interference in right to home. A number of people are losing their homes because they cannot pay an amount of money awarded by judicial decision to contrary party in court proceedings. It is not a rare case that home value is disproportional to the amount ordered to pay by the court. That way there is a need to create a booklet on the case law of the Constitutional Court of Bosnia and Herzegovina on protection of the right to home, explaining when and under which conditions

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<sup>2</sup> Gender and Housing-Policies and Trends policy document is submitted to the B&H Ministry of Human Rights and Refugees, B&H Gender Center and FB&H Gender Agency.

the state interference is allowed and when it is contrary to the Constitution of Bosnian and Herzegovina.

Since there is an increase in the number of migrants in Bosnia and Herzegovina, accommodation guides for big urban places like Sarajevo and Tuzla should be translated in English and/or Arabic.

*Recommendations for Intermediate objective (3):*

As stated previously, the Project is entering its final year, the most of activities should be focused on the legislative work and other related documents like strategies and action plans. Since there is already legislation amendments delivered to Tuzla and Sarajevo cantons government, more has to be done in lobbying for the amendments. Beside governments, contact with parliamentarians in these two cantons has to be established. In addition to the legislation amendments, work on the strategies on resolving youth housing problems should be in focus in 2019.

Besides providing an alternative housing legislation amendments and strategies for the local governments, there is a need for lobbying the governments to discuss it and start a parliamentary procedure to adopt laws. Also, lobbying parliamentarians, especially young one and first-time elected should be done. It is also important to point out that parliamentarians do not have any resources to produce amendments or new legislation, and therefore work of the CSOs, like CENSOR, which serve as resources for a new legislations, comparative analyses etc. is important.

Lobbying should be done in cooperation with other local, interested CSOs, by media campaign. It is important that this process is fully done in order to achieve third objective and it is essential for long-term sustainability of the Project.

*MA iur. Harun Išerić*



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