

EVALUATION REPORT

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The HOLICOB Project Evaluation Report (2020)





HOLICOB

INTERNAL 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

e.g. - For example

etc. - Et cetera

HOLICOB – Housing and Living Conditions in Bosnia Project

i.e. - Id est / That is / in other words

PART ONE

INTRODUCTORY INFORMATION

1. CENSOR association

Centre 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 up on which CENSOR operates 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, it nourishes principles of freedom, equality and solidarity;
- (5) Quality services to its members as response to direct and regularly explored needs, participation of members and interested parties in common actions;
- (6) Recognition in local and international frameworks, as quality project implementer and services provider.

2. Project HOLICOB and Overview of the Project results (2014-2019)

The HOLICOB project addresses housing and living conditions in B&H 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 and 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 the 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. It also showed that a very small percentage of them are solving their housing issues by leasing 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 part of the population in respect to housing and living conditions. Several activities were implemented, such as survey analysis, interviews with local experts, workshops, public debates, 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 Register 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 was 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 amend current legislation regarding leasing and buying properties for youth in B&H. ž

In the second cycle of the implementation of HOLICOB the midterm log-frame are:

- ✚ Improve and harmonize legal framework and legislation in housing i.e. tenancy sector in Bosnia and Herzegovina and North Macedonia by building new alliances and pushing progressive politics with the aim to create a "housing" market with two parts landlords and tenants
- ✚ Raise awareness of tenants on their rights, responsibilities, duties and social position through advocacy activities, mitigating social tensions.
- ✚ Increase climate activism among tenants, particularly students and underrepresented groups.
- ✚ Empower youth to develop the living conditions and go on with the work from HOLICOB project in cooperation with youth groups in Western Balkan. Transfer of know-how i.e. existing HOLICOB methodology from B&H to North Macedonia in order to improve the living conditions of youth.

Findings and conclusions (2014-2019). Resolving housing and living condition problems of young people and students in B&H is the focus of the project activities. The activities are mainly presented through strong social media campaigns and are directed towards improving young people's knowledge on how to express, analyse and resolve their problems regarding housing and living conditions. Planned intermediate goal was realized through the following activities: 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 contract and its registration; co-operating with local authorities and non-governmental organizations, tenant associations, tenants' boards etc. Therefore, attention was paid to the tenants, tenancy rights and free legal counselling in tenancy sector. Using adopted good practice of the social media from Swedish partner, Censor offered web site holicob.ba, Facebook groups: HOLICOB Student Network and Search for rooms and housing HOLICOB (model from Rooms/Housing/Bostad Uppsala), and continued with raising awareness on necessity and importance of having a lease contract signed, as well as providing free legal assistance in the housing sector. 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 issues. Legislative system is still rigid and changes in legislation are very slow and not quite transparent. Large part of leased apartments is not duly recorded, nor are formal lease contracts concluded which would give the parties greater legal certainty 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. According to the last project evaluation report, 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 further change people's perceptions, study visits and interactive workshops are especially important. Such events provide platform for sharing experiences and enhancing co-operation between people working on the project, partners and service users. 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.

Recommendation from Evaluation 2019. In the light of the foregoing in findings and conclusions, it is important in the future to provide mechanisms that will allow CENSOR to continue to actively participate in these changes, primarily through lobbying for the implementation of the proposed solutions. It is also very important to provide mechanisms for maintaining, upgrading and updating all tools developed to improve housing and living conditions in B&H. In future it should be examined a possibility of continuing the implement of project goals in other parts of B&H, as well as to support similar projects in a regional context (comp. transfer of know-how i.e. existing HOLICOB methodology from B&H to North Macedonia).

3. Methodology for conducting project evaluation for 2020

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.

Evaluation is expected to contribute value to sustainable development. Understanding what works, what doesn't and what should be improved promotes informed decision-making about programming choices, approaches and practices. This evaluation reports serve this process by accurately distilling and clearly articulating what is learned from evaluations.

The proposals that will be made will relate to the contribution of the long-term sustainability of the results achieved. Keeping in mind the default goals, media visibility data will be analysed - website review, social media page review, media appearances. Also, CENSOR members and service users' statistics within the HOLICOB project will be analysed. Finally, opinions and recommendations will be offered in order to improve project effectiveness that can serve as the basis for future project development strategy.

This report provides performance evaluation of HOLICOB project activities from January to December 2020.

PART TWO

PROJECT EFFICIENCY – RESULTS

1. RESEARCH AND ANALYSIS ON THE TOPIC HOUSING MARKET IN B&H WITH SPECIAL REFERENCE TO SARAJEVO AND TUZLA

During the summer of 2020, a research of the housing market was conducted in order to write an analysis on the same topic. The survey included 917 respondents and contained 21 questions. In addition to questions about gender, marital status, place of residence, age and education, the focus of the research was on following questions:

- how respondents address the housing issue (buying an apartment on credit, lease, leasing, purchase of land, inherited apartment, cash payment of the apartment, in the parents' apartment)
- quality of housing on the market (whether they live in a new building/old building, square footage of the apartment)
- economic aspect of the housing market (the role of real estate agencies, the speed of merging supply and demand, bank programs to address youth housing, tax breaks)
- procedural aspect related to loan approval, cooperation with banks and realization of tax reliefs.

Based on the conducted research, an analysis was made on the topic *Housing market in B&H with special reference to Sarajevo and Tuzla* of the authors Mirza Hebib, Lejla Ramić, Ekrema Bilić and Inra Lapo. This study has 45 pages written in Arial, font 11, multiple spacing, including a conclusion and list of literature. The document will be published in English language, so this provides broad use across the Western Balkan region government. The study is divided in three mutually connected parts as follows:

a) Legal Framework: Jurisdictions and Stakeholders - in the first part of the study under the heading legal framework: jurisdictions and stakeholders the legislative framework of the housing market in Bosnia and Herzegovina is presented on 10 pages. The analysis of competencies in this field shows that the housing market in Bosnia and Herzegovina is extremely decentralized in a way that no decisions affecting the housing market are adopted at the state level, with exception of international cooperation and submission of adequate reports. Concerning the entities and Brčko District BIH the legislative framework regulating the ownership of property, real estate rental and social housing.

b) Economic analysis of the housing market - The economic analysis of the real estate market is presented on 19 pages, including the financing of the purchase, the possibility of taking loans from banks to acquire real estate and the level of interest rates. In this part the role of the banking sector is pointed out as extraordinarily significant having mind that it

dictates the prices of loaning money according to the credit rating of Bosnia and Herzegovina. The co-funding of young people when buying the first real estate for housing in cooperation with certain banks and the canton or certain municipalities in the canton (municipality Novi Grad in Canton Sarajevo) is presented as well. A specific part of the economic analysis is dedicated to the analysis of the legislative framework regarding tax obligations and tax liability when buying a real estate.

c) Supply structure from the aspect of architecture - The housing stock is presented on 16 pages in the light of special, urban and architectural solutions. In this part the authors present the structure of the housing stock with the focus to types of construction in the beginning of 20th century during the Austro-Hungarian Empire, then beginning of the 50th until the second half of the 90th respectively during the so-called socialist period of construction and from the second half of the 90th until today. The authors gave a critical assessment to the last after war period (1992 -1995) where they expressed that the construction of housing units is ongoing without respecting the necessary environmental and construction standards, which will lead to far-reaching negative consequences to the housing stock in Bosnia and Herzegovina.

An essential part of the last part is relation between condominium owners and manager. The authors of the analysis point out, among other things, the condominium owner is obliged to take care of and maintain apartment in good condition, and the installations intended for it, especially electrical, internal gas installations, water supply, sewerage, central heating installations, condominium heating installations and sanitary devices, so that no harm is done to the owners of other condominiums. Collective housing requires the making of collective decisions by all or most of the members of the same collective in order to improve the quality of life of the community. In a building that has three or more apartment owners, the apartment owners must elect only one representative. A representative of apartment owners is a person elected by apartment owners at a meeting for a period of four years. The most significant parts of the legislation are presented in the analysis.

Some of the conclusions of the analysis are:

- Most issues in this area are regulated by various laws and bylaws, the adoption of which is mostly in the Republika Srpska under the jurisdiction of the entity, while in the Federation of B&H it is in the joint jurisdiction between the entity and the cantons.
- There is no comprehensive housing policy in B&H and all that is being done is individual and uncoordinated interventions.
- The main characteristic of this market in the Federation of Bosnia and Herzegovina according to official data are a) growth in the number of sales contracts, b) the growth of prices, c) the credit growth and d) the presence of elements of demand inelasticity.
- The functioning of the Central bank of Bosnia and Herzegovina as a currency board leaves it a narrow space for action in relation to free central banks. Having in mind access to one monetary measure, impact on interest rates is also different comparing to other Central banks and their possibilities to determinate interest rates through the money market, but on the other hand the functioning of the Central bank as currency board brings the security and stability of the currency needed in the Bosnian context.

- When it comes to the banking sector in the Federation of Bosnia and Herzegovina, it does not have special housing programs for youth with the exception of two banks. Supply and demand in this sector are formed in accordance with market conditions and macroeconomic indicators without elaborated programs at the macro level. Therefore, amendments and corrections by the competent authorities are necessary in this sector.
- In the absence of quality macroeconomic management in field of the tax policy, there are differences in tax relief for youth housing. Therefore, the appearance of unfair tax competition is noticeable as a result of different treatment of youth housing. These differences can be corrected in adequate macroeconomic management and coordination.
- The key shortcomings in addressing youth housing issues through rent are reflected in the lack of control over this market segment. Tax legislation does not provide relief if the tenants are young people. Also, government programs are not permanently focused on this way of addressing the housing issue.

The conducted research and the performed analysis also refer to:

1) Gender equality and non-discrimination

The research sought to achieve gender equality. In terms of the structure of respondents, 56.5% of women (518) and 42.6% of men (391) were included. Less than 1% (8) of respondents did not want to declare themselves male or female.

2) Environmental protection

1.1. Quality of buildings and planned construction - the analysis points to, among other things to the aspect of architecture and construction. The current image of Sarajevo Canton is in bad condition. We recognized unplanned, illegal construction and the heating season during the winter period as some of the biggest problems. The buildings are built so that they do not meet the basic urban regulations such as: the distance of the buildings, unfavourable orientation and exposure, and number of floors. Low-quality and economical construction is reality and such facilities are quite common in our market;

1.2. Energy sustainable buildings - Unfortunately, today in Bosnia and Herzegovina such an approach is neglected, because the most important is economic profit. Therefore, investments are reduced to a minimum, built in the shortest possible time, and quick profits are made. Energy efficiency, as it is already known, can be achieved by improving the thermal protection of the building envelope, better coverage of the building, good ventilation, geothermal heating and cooling, the usage of solar energy, and many others. „Warming up” the buildings with the thermal insulation, in Bosnia and Herzegovina uses the practice of hermetically sealing the building facade without installing ventilation systems or modern recuperation systems. Hermetically sealed spaces, with artificial materials, are another reason for the growing number of buildings with SBS (Sick Building Syndrome), because in these spaces the air is polluted and not ventilated and it becomes very life threatening;

1.3. Use of renewable energy sources (sun, wind) - When it comes to the utilization of natural energy sources, such as passive and active use of solar and wind energy, there is no progress in Bosnia and Herzegovina. The same is the case with heating and ventilation

systems, and all of this is reflected in the design of facilities. Architects neglect aspects of energy efficiency, and pay much attention on the size of the building and the visual effect.

3) Anti-corruption aspect – the analysis refers to apartments owned by municipalities. Very valuable apartments in the city centre is rented to public figures and municipal officials with completely unjustified market fees. When it comes to young people as one of the vulnerable categories, Sarajevo municipalities have an almost insignificant program. Therefore, the procedures for allocating municipal housing need to be reviewed.

2. HOLICOB PROJECT METHODOLOGY (2017-2020)

In the eighth month of 2020, was published the second phase of the HOLICOB methodology. The methodological guide presented aims to share the experience with those who are interested to start similar initiatives and highlight the issue of housing on agenda of all relevant stakeholders. Developed HOLICOB project methodology will be available for further use of any interested party in the housing sector. With this methodology, dominant policies and processes are reviewed through monitoring, reporting, advocacy and strategic litigation.

The second part of the project methodology is made on 36 pages, is written in English and includes the following:

- Strategic approach to stimulating solving housing issue for young people,
- Sustainable development and housing,
- Informational support to students,
- Safety and security in housing,
- Advocacy for legislation improvements,
- Tax regulation and legislative policies and
- Gender mainstreaming and housing.

The first part of the methodology lists some of the key problems that young people face in solving the housing issue such as low incomes, credit insolvency, high interest rates, and the lack of perspective to be capable of providing social security that will enable starting a family. Following the above, it is obvious that the steps the competent public authorities need to take, in addition to strengthening the economic capacity that will facilitate employment, is to enable young people to solve the housing issue on more favourable terms than those who govern the real estate market. Starting from the identified problem, strategic framework and relevance in context regulatory and legal structure of the Federation of Bosnia and Herzegovina, systemic approach in solving the problem of housing for young people can go in two directions, through:

- 1.** Integration into the development strategies of cantons or local self-government units (cities and municipalities) and
- 2.** Integration into partial strategies for solving the problems of the socially endangered category.

The second part presents the work of the Censor on sustainable development and housing. Specifically, the results of the conference on the topic „Let make cities inclusive, safe, resilient and sustainable“ were presented which includes condominium, tax policy, quality of urban housing, new jobs, housing policies for young people and quality of social housing.

The third part relates to informative student support which includes:

- Guide and info brochure to students in Sarajevo and Tuzla canton - in order to provide relevant information to students of universities in the Sarajevo city, CENSOR has produced the comprehensive brochure called Guide for students. The content of the brochure was based on the most relevant and interesting questions raised by students, as well as general info that every student should know.
- Guide to find accommodation in a student dormitory or lease/ rent”, for students in Tuzla city which covers current issues in this field.
- TV spots as an info tool - the similar information presented in brochure were broadcasted through the TV spots – simple and informative providing info
- Research activities as the information verifiable data - in order to highlight the possibilities of youth access to the municipalities’ owned apartments the case study research was conducted and presented to the policy makers. The research is called “Municipal apartments in the area of the city of Sarajevo and possibilities of usage in the context of solving youth housing problems”.

In the fourth part of the methodology, Censor presented several supportive instruments dealing with the safety and security issues, making it not only content relevant, but also illustrative and user friendly for reader and any potential user. Several brochures, instructions and related survey are presented in this project component as following:

- Guide and info brochure related to protection against electric shocks in residential buildings - in order to provide relevant advices related to the security issues the CENSOR has produced the brochure which content was based on the most relevant questions regarding potential household electric threats, as well as general illustrative information and advices that everyone should be aware of.
- Guide brochure related to protection against earthquake - CENSOR outlines what an earthquake is, and how to behave during an earthquake in different conditions you may find yourself in.
- Guide and info brochure related to protection against massive crowds.
- Guide for preventive protection of citizens and procedures in case of fire, explosion or accident - CENSOR offers detailed instructions for preventive protection of citizens and procedures in case of fire, explosion or accident.
- Advices for well-being of all in neighbourhoods - based on good practice of good organized neighbourhoods for well-being of all, CENSOR brings set of advices on how we can live better together.
- Brochure related to security in housing and gender perspective – the aim of this survey was to point out general security challenges, quality standards in housing, as well as to shed light on gender specifics in housing from a security perspective.

The sixth part of the methodology presents the commitment to improve legislation. In this section the following works of the Censor are presented:

- Policy Guide related to protection of mishaps due to missing lease agreement - with the support of their partners, the Association of Tenants of the Swedish Region Aros-Gävle, CENSOR prepared policy brief and conducted a research as the argumentation for advocating the improvement of the quality of housing and living conditions, through the strengthening of the legal framework in this particular arena.
- Advocacy action towards Sarajevo Canton Government - the CENSOR Association forwarded proposal/policy brief including survey results to the competent Ministry of Education to initiate the adoption of an appropriate bylaw that would govern concluding tenancy agreements.

In the penultimate part of the methodology guide, the tax legislation is analysed. CENSOR undertook the actions to help young people by introducing them to the topic of exempting youth from paying real estate sales tax or at least the possibility of providing benefits when calculating sales tax. This part covers: real estate tax rates and apartment rent.

The last part of methodology guide is gender mainstreaming and housing. CENSOR has integrated gender perspective into its actions based on the fact that housing issue and equal access to rights is regulated by laws, resolutions and other acts, but numerous studies show that the reality is different, especially when it comes to properties where women are less owners than men. In order to shed light on the issue of gender equality in the field of housing, CENSOR has promoted the gender related policy and the gaps in gender and housing in the guide that highlights the following: a) International and domestic legislative framework - gender and housing b) Gender perspective in the field of housing c) Gender dimensions of the conducted Survey on living and housing conditions of young people. Also, the position of women as property owners was analysed. Sustainable and efficient cross-sectoral alliances are contained in cooperation with the Agency for Gender Equality of Bosnia and Herzegovina and Gender centre of Federation of Bosnia and Herzegovina.

The set of other relevant support informational documents provided by CENSOR in cooperation with legal advisors and law specialist in the related issues are:

- Family home (sharing the positive practice from Croatia) - CENSOR informs about the institute of tenancy law in the former SFRY, and later in Bosnia and Herzegovina, and in the countries that emerged from the dissolution of the former SFRY.
- How can a spouse register as a co-owner of real estate that constitutes marital property?
- The position of women as real estate owners in Bosnia and Herzegovina.
- Ownership position of women on real estate that constitutes (extra) marital property and role notaries in strengthening their position - the review prepared point out that the notary can actively contribute to a greater degree of protection of a woman's position in these relations, both in the process of notaries processing of those legal transactions whose subject is the acquisition or transfer of real estate ownership, and in making notaries wills, (pre) marriage contracts and contracts on inheritance.

Mirza Hebib

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HOUSING MARKET IN BOSNIA AND HERZEGOVINA
with special reference to Sarajevo and Tuzla



#PHOTO-1 Housing Market in Bosnia and Herzegovina (Publication)

3. CONFERENCES AND SEMINARS

3. 1. Conference – How to build a tenants' organization

(<https://www.facebook.com/events/601253270492770/>)

In June 2020, a conference called How to Build a Tenants' Organization was held. The conference aimed to present the model for building a tenant organization to our partner in North Macedonia after 7 years of project implementation in Bosnia and Herzegovina. The target group of the conference were tenants, students, young people and members of CENSOR, HGF, IUT and the Association of Tenants and Tenants in N. Macedonia. By organizing this conference, the set goals were achieved:

- CSOs mobilise and maintain an active and representative membership and participant base and
- CSOs create sustainable and effective cross-sectoral alliances

The conference included 21 participants, 12 women and 9 men.

3.2. Seminars

In 2020, 6 seminars were held:

1. "Democracy and equal opportunities during and after covid-19 epidemic in the EU, Western Balkan and Turkey" – The speakers at this seminar were from Albania, Bosnian-Herzegovina, North Macedonia, Serbia, Turkey, Sweden, the European Parliament and the EU Commission.

(<https://www.facebook.com/liselott.vahermagi/posts/10157849714959132>)

2. Seminar in cooperation with colleagues from N. Macedonia

(<https://www.facebook.com/censorba.org/posts/3370693029690075>)

3. Online seminar organized on the occasion of HABITAT Day (October 6th), which gathered tenants, youth and CSOs representatives from B&H, N. Macedonia and Sweden, CENSOR president included environmental part in her presentation. Identified problems, consequences and solutions were presented: PROBLEMS - Coal fired power plants and individual houses, slag land fields and traffic cause premature deaths, asthma and bronchitis and lots of sick leaves. Therefore, as SOLUTION to the problems, we suggest the following measures: termination of coal use, use of alternative energy sources, governmental subventions to individuals to connect to city heating system using steam, improvement of public transportation. The United Nations has designated the first Monday of October of every year as World Habitat Day since 1985. The purpose of World Habitat Day in 2020 was Housing for All and a Better Urban Future. Housing is a fundamental right in every society and therefore needs to be addressed locally, nationally and internationally.

(<https://www.facebook.com/censorba.org/posts/3429584900467554>)

4. The first digital FREJA FORUM was held on 14 November, 2020. The forum brought together speakers from the Western Balkans, Brussels and Turkey.

(<https://www.facebook.com/liselott.vahermagi/posts/10158140712419132>). Ms. Diana Šehić, lawyer and President of "Rights for All" CSO in Sarajevo and CENSOR member, Ms.

Lejla Zonić, young activist were speakers at three sessions organized by the Freja Foundation, involving, among others, the HOLICOB members too. Topic that they and other colleagues from the region talked about was role of women during the pandemic. One of the workshops held during the Freja Forum was about Crises centres current situation in Western Balkan, EU and Istanbul Convention. Besides speakers from Albania, N. Macedonia, Serbia and Turkey, CENSOR invited Vive Zene representative, OPC partner organization in Tuzla, B&H to be a speaker in the workshop. Thus, Ms. Danijela Kaloci participated as a speaker to the workshop. Almost 30 people participated to the workshop. In addition, a HOLICOB member made her own diary from March to November, also together with other women in the region and EU. On the basis of their stories, a movie has been produced:

(https://drive.google.com/drive/folders/1OI0isvfIZKviG2Neu6loMoDr6UKOgdKK?fbclid=IwAR3eyszgIIV3NcBvEWekQILq4xLLnInJN2m6Wq4oPaibnabLq3Pdo5g_o9E)

5. HOLICOB workshop on the international FREJA forum (on 14 November, 2020) took place digitally in Tirana, Albania. The topic of workshop was “A was Housing and Living Conditions in Bosnia-Herzegovina and North Macedonia”. The speakers at this workshop were: Ms. Maja Staleska, Housing and Tenants organization, North Macedonia, Mr. Alexander Kuzmicki, Lawyer, former project leader Holicob, Swedish Union of Tenants, Sweden, Ms. Marie Linder, President, IUT - International Union of Tenants. The moderator of this workshop was Ms. Jasminka Tadić-Husanović, President of CENSOR Bosnia-Herzegovina. (<https://www.facebook.com/censorba.org/posts/3541778819248161>)

6. Topic Housing of young people discussed within the Freja forum – (<https://www.facebook.com/groups/1608635899409329/permalink/2823792521226988/>)

The target group of seminars were tenants, students, youth from Albania, B&H, Kosovo, Macedonia, Serbia and Sweden. These six seminars included 123 participants, 78 women and 45 men. By holding the mentioned seminars, the following goals were achieved: CSOs mobilise and maintain an active and representative membership and participant base; CSOs create sustainable and effective cross-sectoral alliances; citizens enrol in popular education for individual development and community change, NGOs promote women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

4. PRESENCE OF THE PROJECT IN THE MEDIA, SOCIAL NETWORKS, COOPERATION WITH PUBLIC AUTHORITIES AND OTHER ORGANIZATIONS

4.1. The Censor as an expert organization sent an open letter on the occasion of the suspension of the project of support for solving the housing issue of young people in the Sarajevo Canton. The open letter was supported by the following organizations: Youth council of the Federation Bosnia and Herzegovina, Youth council of the municipality centre Sarajevo, Youth council of the municipality of Novo Sarajevo ([Censor – Posts | Facebook](#)). The indicator entitled "Media responds positively to CSO initiatives and actively promotes value-driven actions" was achieved in this open letter.

4.2. In June 2020, Holicob reacted to the Ministry's Decision to abolish youth subsidies for the purchase of apartments ([HOLICOB](#)). Mirza Hebib, advisor for the #HOLICOB project on the Youth Care Strategy in the area of Tuzla Canton and Sarajevo Canton and interlocutor Faruk Kapidžić, Minister of Physical Planning, Construction and Environmental Protection of KS commented on the abolition of youth subsidies for the purchase of apartments. In a 20-minute-long interview, Mirza Hebib pointed out:

- the subsidy model for addressing youth housing needs to be reformed;
- highlighted the existence of other models proposed in earlier studies within the Holicob project;
- presentation of other activities within the Holicob project.

As a result of these activities, a call for co-financing of housing solutions for young people in Sarajevo Canton was published, under similar conditions as previous calls, which was one of the goals of the Censor's activities. The Censor, through its strategic action, made one of the key contributions in the realization of this project after the announcement of the abolition. Therefore, the set goals were realized: CSOs challenge dominant policies and processes through monitoring, reporting, public advocacy and strategic litigation and Local/Regional Councils work in an intentional direction to be accessible to citizens and make decisions in a participatory, democratically accountable and timely manner.

5. MEMBERSHIP OF THE ORGANIZATION

The CENSOR association on 1st January 2021, had 409 members, an increase of 54 members compared to the previous year. 38 16

In the gender structure, 238 are women and 171 are men. The largest number of members comes from the biggest cities in B&H. The most of members are students, tenants, representatives of the tenants' boards, public building managers, etc.

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

The target groups, within the project implementation during this year, are properly set. This year, most activities were focused on Citizens, women, youth and underrepresented groups. Legal part is focused on officials at cantonal level (Sarajevo and Tuzla).

Some 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.

6. MEDIA VISIBILITY AND CONTENT ANALYSIS

The HOLICOB project is visible through the official Holicob.ba website (www.holicob.ba) and through the official CENSOR website (www.censorba.org). In addition to the official web sites, information about all activities are also available through CENSOR Facebook page (https://www.facebook.com/censorba.org/?epa=SEARCH_BOX) and the Facebook public groups: HOLICOB – Student Network (https://www.facebook.com/groups/1608635899409329/?ref=pages_groups_card&source_id=643786265714112) and Tražilica za stanove i cimerе – HOLICOB (Rooms and Housing search) (https://www.facebook.com/groups/732940080406961/?ref=pages_groups_card&source_id=643786265714112). Two websites (<http://www.censorba.org/#onama> and <http://holicob.ba/#onama>) are linked with two previously mentioned Facebook groups. CENSOR also has its own YouTube channel on which it advertises video content (<https://www.youtube.com/user/censorba>).

All pages are updated regularly.

Legal counselling by lawyers in Tuzla is also formulated in FAQs, which are also available on the websites. Presentation of legal advices on the most frequent problems in housing, encountered by the inhabitants of B&H is a unique model in B&H. Online searching for solutions for legal problems in field of housing in the Bosnian/Croatian/Serbian language, engines point to the CENSOR website and the HOLICOB project. Such legal advices contribute to the increase of legal certainty in Bosnian society and the promotion of the CENSOR's results on the long term. On the websites, along with legal advices, there are plenty of useful information about life in public housing.

There were 799 visits to the HOLICOB website and 843 visits to the CENSOR web site. 13% of visits were in English. Most of them were from B&H, Serbia, and Sweden. Facebook page has 503 followers, which is increase for 26 followers in 2020. Facebook groups with totally 192 members, increased its membership for 4 members compared to the last year. There were 875 Facebook page users daily and 25757 Facebook page impressions in the last six months. An analysis of visibility and media presence indicates a positive trend. In ensuring long-term goals it is the necessity of ensuring availability of content – the continuation of regular updates and the functioning of websites and pages on social networks.

(II)

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

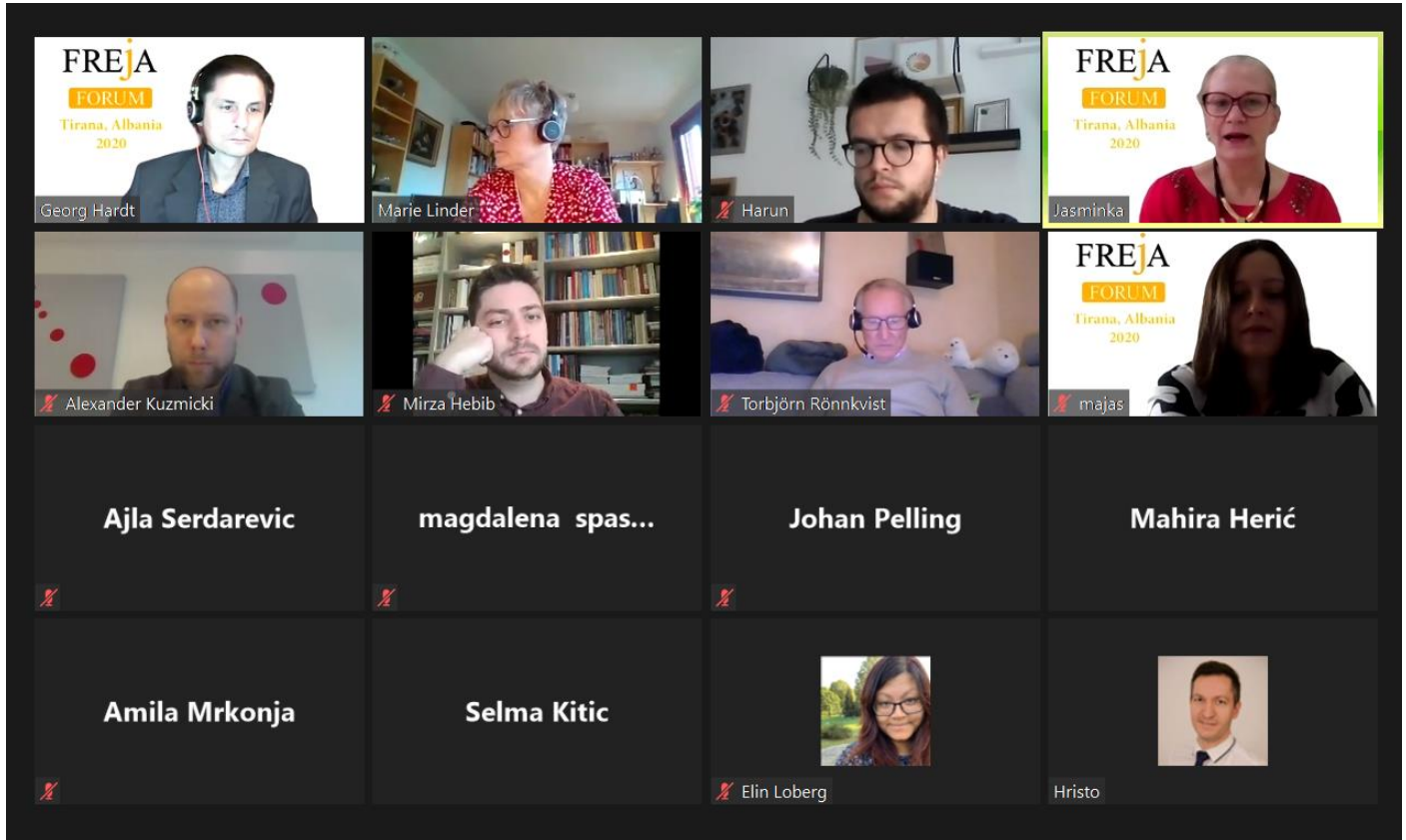
Intermediate Objectives:

1. Improve and harmonize legal framework and legislation in housing i.e., tenancy sector in Bosnia and Herzegovina and North Macedonia by building new alliances and pushing progressive politics with the aim to create a “housing” market with two parts landlords and tenants
2. Raise awareness of tenants on their rights, responsibilities, duties and social position through advocacy activities, mitigating social tensions.
3. Increase climate activism among tenants, particularly students and underrepresented groups.
4. Empower youth to develop the living conditions and go on with the work from HOLICOB project in cooperation with youth groups in Western Balkan. Transfer of know –how i.e., existing HOLICOB methodology from B&H to North Macedonia in order to improve the living conditions of youth.

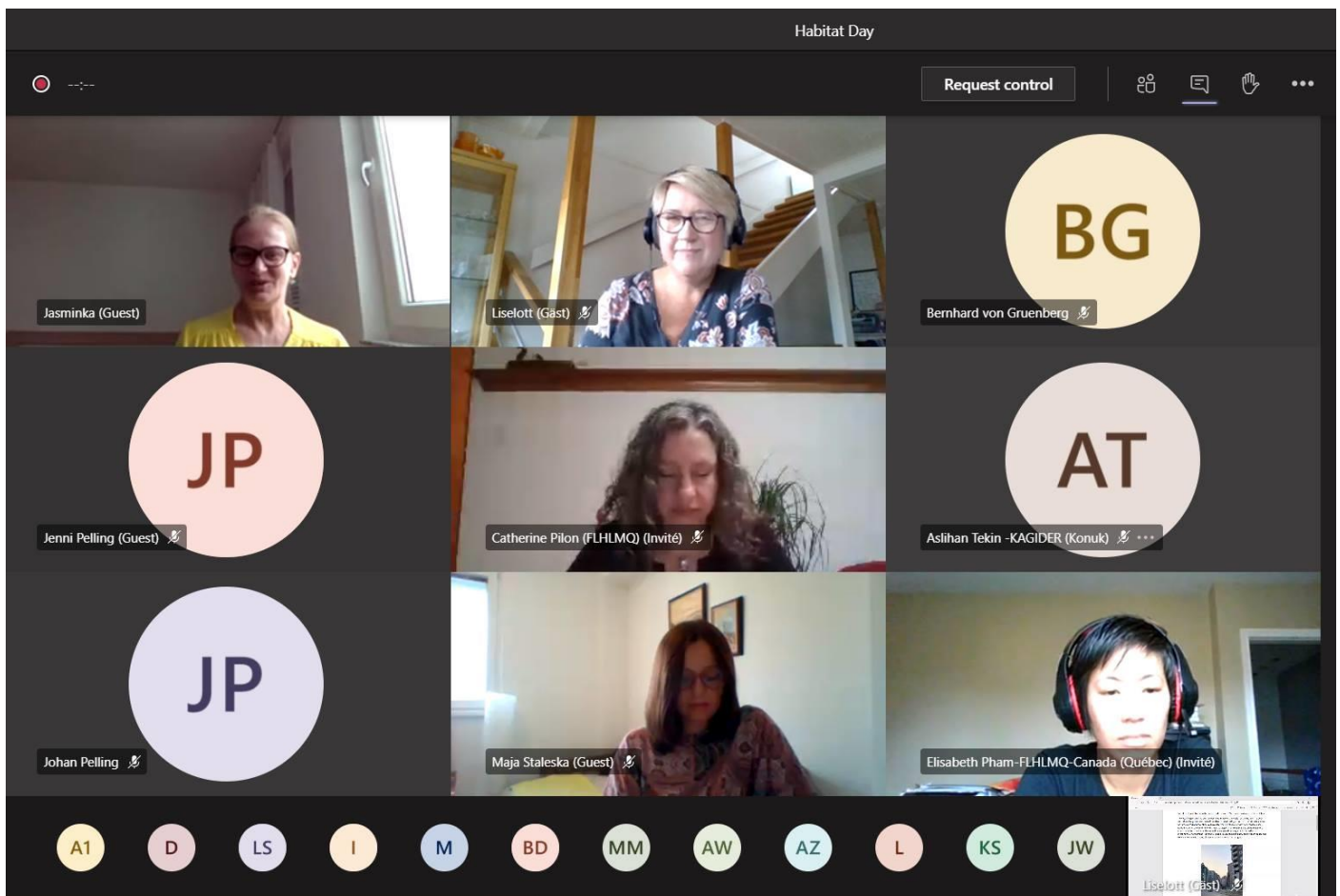
Indicators in 2020 (analysis):

Indicators	Results of the project	In correlation with intermediate objectives	Type of target group	How will results be evaluated
1. Project planning	Meetings with Board members	1,2,3,4	CENSOR and HGF representative, indirectly citizens, women, youth and underrepresented groups.	See next.
2. Research	Housing Market research among 800 people in Tuzla and Sarajevo - “Housing Market in B&H” Document	1,4	Citizens, women, youth and underrepresented groups	All materials are reviewed and evaluated. Available to the public.

3. Seminars/workshops, including networking of youth CSOs	Networking with regional partners from North Macedonia and Sweden (4)	1,2,4	Tenants, students, youth from Albania, B&H, Kosovo, Macedonia, Serbia and Sweden	Target group representatives are contacted.
4. Upgrade & update of the project methodology	Designed HOLICOB Project Methodology (2016) to be updated and upgraded - HOLICOB PROJECT METHODOLOGY 2017-2020	1,2,3,4	CENSOR associate and members and CSOs, political parties and academia in B&H	All materials are reviewed and evaluated. Available to the public.
5. Conference	Presentation of Housing Market research and Holicob Project Methodology in Tuzla and Sarajevo (4)	1,2,4	Citizens, women, youth and underrepresented groups	Target group representatives are contacted.
6. Public hearing	Drafting suggestions and comments on relevant laws in Tuzla and Sarajevo Canton - Reaction to the abolition of subsidies for young people	1,2,4	Political parties, indirectly citizens	Available to the public.
7. Follow up of Housing strategy document	Round tables with stakeholders in Tuzla and Sarajevo cantons (2)	2,3,4	Governmental officials at local and cantonal level in B&H	Target group representatives are contacted.
8. Digitalization and social media	Update the project's website and social media	1,2,3,4	All the same.	Available to the public.



#PHOTO-2 HOLICOB Workshop at FREJA Forum 2020



#PHOTO-3 Seminar organized on the occasion of HABITAT Day

CONCLUSION

OPINION ON PROJECT RESULTS

1) Housing Market Research and Document & Upgrade of the project methodology & Knowledge Transfer to the Region

This research segment is something in which CENSOR has a built-in multi-year experience. The many years of experience and the results achieved during the previous research in 2020 especially comes in the centre of attention by directly encouraging the lawmakers to amend the regulations (2019). 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 2021-24. It is necessary to continue to follow the initiated initiatives. The practice of realization of workshops has been continued. All workshops were accomplished through interaction with participants. A number of proposals and ideas were presented by the participants. It is recommended to consider in detail all the proposals presented by the participants, all with the aim of achieving the goals of the project as much as possible.

Developing product packages for housing and living conditions (HOLICOB Methodology and Housing Market Document) 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 packages prepared by CENSOR greatly stimulate and facilitate the process of renting apartments. Exchange of methodology and ideas for partners in Northern Macedonia 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, caused by the covid-19 pandemic, activities that include travelling to Northern Macedonia have been replaced by online events. The workshops/seminars were held online, using Microsoft Team and ZOOM platforms.

2) Public hearing & Follow up of Housing strategy document.

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 for this year has been achieved for the most part. It is unquestionable that CENSOR has co-operated with various representatives of public bodies. An open letter sent by CENSOR to the Government of Sarajevo Canton and a TV

guest appearance due to the abolition of subsidies for housing for young people, gave its result. The ministry returned subsidies and 276 young people received cash subsidy.³ We assess this as a very significant public action. As a recognizable partner, CENSOR must continue to work in the field of protection of young people, women and vulnerable groups, both through changes in the legal framework and through direct support in public campaigns.

3) Project website and social media

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 101 members and that the information from Facebook page are public, available to an unlimited number of people and submitted for at least 477 people following the page. 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.

4) The impact of the pandemic

The state's actions in the circumstances caused by the pandemic are unprecedented and can't be identified with earlier events that shook the world as are the crisis of the 1930s or the collapse of the Lehman brothers and the crisis from 2008. Due to the covid-19 pandemic, situation in many contexts have changed. The analyses so far point to the end of the era of neoliberalism with the simultaneous announcement of greater state influence in economic flows. The assumption is that the redistributive role of the state will return to the agenda those states to which it was of secondary importance by questioning privileges older and richer.⁴ The crisis caused by the pandemic required adjustment at the macro and micro levels.

³ Compare: a) In Sarajevo, subsidies for housing for young people are being abolished <https://www.oslobodjenje.ba/vijesti/sarajevo/u-sarajevu-se-ukidaju-subvencije-za-rjesavanje-stambenog-pitanja-mladih-557501>, accessed: 17. 01. 2021; b) However, Kapidzic does not cancel the project of subsidizing the housing of young people <https://istinomjer.ba/kapidzic-ipak-ne-ukida-projekat-subvencioniranja-stambenog-zbrinjavanja-mladih/>, accessed: 17. 01. 2021; c) FINAL LIST of candidates for subsidizing youth housing https://mpz.ks.gov.ba/sites/mpz.ks.gov.ba/files/konacna_lista_2020_0.pdf, accessed: 17. 01. 2021.

⁴ Lejla Ramić. Transparency, timeliness and targeted spending as postulates of the actions of holders of economic and political power in the time of Covid-19. Available at: <http://www.pfsa.unsa.ba/pf/wp-content/uploads/2020/06/Lejla-Rami%C4%87-MA-iur..pdf>

When it comes to the implementation of project activities, activities that include travel have been replaced by online events. Holding other activities such as seminars and conferences has also moved to digital platforms. Due to the rapid adaptation to the new circumstances, the realization of project activities was not affected.

In terms of housing, governmental structures had to empty the students' dormitories and made hospitals instead for treatment of COVID-19 patients. That directly jeopardizes students' rights for home. In collective public buildings, possibility of spreading and catching the virus is bigger, as many tenants use the same elevators, halls and other equipment/infrastructure which they have to share. It has not been so secured that public epidemiologic-hygienic services and /or tenants' representatives have taken enough care about this issue. As this situation requires disinfection and making sure that all disinfection points are full and in function on a daily basis. It makes a higher danger especially if there are infected tenants, positive to covid-19, being in (self) isolation in a building. On the other hand, statistics show that purchase of newly built apartments increased for 43% recently. Demand for rented apartments/rooms/houses also has increased, but we have not noticed increase of the rent price.

New circumstances have further confirmed the importance of technology. The world has faced major challenges and changes in the health and economic domains. The changes will not stop here but will extend to social and cultural customs as well as the current perception of technology.

SUSTAINABILITY

Based on the analysis of all activities in this year, we are of the opinion that the set goals have been largely realized. The year was challenging. The pandemic brought a major turnaround in approach, and CENSOR adapted its activities adequately. Seminars and conferences in the online environment have somewhat served their purpose. However, after the normalization of the situation with pandemic, it is necessary to continue with the planned activities and study visits in both directions (from B&H to Northern Macedonia, from Northern Macedonia to B&H). Study visits enable, in addition to formal education of knowledge and skills transfer, meeting partners and exchanging ideas in more relaxed discussions. Past practice has shown that in a relaxed environment, the highest quality ideas for project activities are often generated.

Transferring the methodology to improve housing and living conditions in Northern Macedonia is a very complex issue. It is necessary to approach this very seriously. CENSOR associates, together with their colleagues from Northern Macedonia, must adjust the questionnaires and start researching the situation on the ground in the first place. Without a serious survey conducted with a large number of respondents in urban areas that will be the focus of project implementation in Northern Macedonia, it is not possible to access any analysis of the legislative framework. In the process of comparison and transfer of good strategic solutions, it is important to pay attention to the subjects and competencies. In order

to approach such a joint venture, the partner organization must have a stable organization that allows regular administration of project tasks.

The document "Housing Market in B&H" is a novelty in the B&H context. This is a comprehensive analysis that will be very useful to partners outside B&H to understand the processes and strategic documents that CENSOR has proposed so far. The analysis should be distributed to all partners, and if possible, it would be good to organize the promotion of its results in Northern Macedonia and Sweden. Bearing in mind that two years have passed since the visit of the Swedish partners from Uppsala University to the University of Sarajevo, an attempt should be made to organize or contribute to the organization of the return visit. In the process, CENSOR and HOLICOB must emerge as a recognizable link between these two universities.

In addition, it is necessary to support the collaborators who participated in the development of the document "Housing Market in B&H" to try to further explain some of the collected and analysed data. With a scientific explanation of the results of CENSOR's research that would be positively evaluated and published in a foreign legal journal, the maximum visibility of CENSOR as an academic partner would be achieved. The explanation should give a sociological, legal and economic presentation of the results collected in the field, i.e., the specifics of housing in B&H. Such article will be a perfect tool for university employees, students, but also partners in the region.

In the context of the medium-term goals for the transfer of knowledge and skills to the countries of the region, the role of CENSOR in B&H must not be neglected. CENSOR has become an important partner when it comes to changes in housing policies for young people in Sarajevo Canton and there are clear indications of the Government's interest in the expert support that CENSOR can provide. In this regard, it is important to continue to monitor legislative activities that contribute to improving the situation of young people, women and vulnerable groups and to actively participate in all processes.

If, in the context of sustainability and financing, there is any doubt about the direction of CENSOR, between the regional context of knowledge and skills transfer or continued action in B&H with the aim of improving living and living conditions, we believe that the focus should remain B&H.

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