Messages from Partner Countries’ Representatives

Semiha Borovac
Bosnia and Herzegovina achieved a significant progress in the implementation of its Country Housing Project. During the course of 2016, we have completed 100 houses for the return and local integration of refugees and IDPs, in addition to opening construction sites for multipartment buildings in eight towns. In 2017 we are planning to complete the re/construction of another 1,200 houses and to commence construction of flats in other BiH towns as well. Such progress can be contributed, among other things, to the excellent cooperation among the Partner Countries, which favours strengthening mutual trust. Along with a vision and responsibility of overcoming the consequences of the past, we have created a unique mechanism – a regional process which ensures cooperation between the countries of origin and the countries of reception in numerous matters that affect the refugee population. We would like to express our gratitude to the Donors, UNHCR, OSCE and CEB for their patience and commitment to this significant regional project in the belief that we will have their full understanding and support throughout our future work.

Nikola Mazar
Once again I wish to underscore the determination of the Republic of Croatia as to finding a permanent resolution of the refugee issue in the region. I believe that my counterparts, representatives of the regional countries, share our commitment to this matter. We would like to provide refugees with a solution so that they would no longer impose “a burden” on the relations between our countries, but a foundation for building good neighbourly relations. I would like to stress in this context how essential it is to preserve the regional character of this Programme not only because the projects implemented in the four Partner Countries are intertwined, but because this Programme is an integral part of a broader political process which contributes to improvement of good neighbourly relations and stability in the region.

Another topic which we in Croatia definitely find rather important in terms of this type of cooperation is the issue of sustainability. The challenge before all of us is to ensure economically sustainable living conditions and to make sure our people stay in their homes and at their hearths not only in those areas affected by war, but also in other regions throughout our countries.

Vladimir Cucic
It is with much pride that yet again at the end of 2016 I can say on behalf of the institution which I head that we have achieved significant results in the implementation of the Regional Housing Programme in the Republic of Serbia. I would single out the commencement of construction of 235 flats in Ovča and delivery of 69 village houses to beneficiaries in the territory of Belgrade under SRB3. I am proud of the fact that we are now the largest construction site in the country, that the RHP is implemented in as many as 117 municipalities and towns and that as many as 114 Commissions are engaged in beneficiary selection. We have a big job ahead of us in 2017, which primarily pertains to the construction of nearly 500 flats under SRB2 and SRB4, as well as to the commencement of construction of 1,262 flats under SRB5.

I would hereby like to thank all the Donors, Council of Europe Development Bank, RHP Partner Countries, colleagues within the Commissariat for Refugees and Migrations who have worked hard and diligently, as well as the PIU Research and Development and all representatives of the local self-governments involved in the RHP. However, we owe our greatest gratitude to the beneficiaries for their great patience and willingness to see the successful outcome of the Programme.

Budimirka Djukanovic
In 2016, Montenegro has achieved notable results in implementation of the Regional Housing Programme, most significant of which quite certainly includes moving of first beneficiaries into a newly-constructed building for displaced and internally displaced persons in Niksic, thereby resolving the housing issue of 62 families in total. In addition, construction works on two more sub-projects have commenced: a home for the elderly in Pljevlja and 120 flats in the Konik camp, whereas an agreement with the contractor for 94 flats in Barane will be signed in December. Moreover, the construction site in Konik will be expanded by additional 51 housing units, ensured from the funds saved from the sub-project.

The recent approval of two new sub-projects is of particular significance: construction of individual houses in the territory of ten municipalities, as well as purchase of flats in Herceg Novi. Montenegro has ambitious plans for the forthcoming year as well, when a total of 224 families will be provided with roofs over their heads.

We owe special gratitude for the successful implementation of the RHP to the Donors, as well as to the Council of Europe Development Bank, UNHCR and OSCE. It is with great pleasure that we give emphasis to the successful and comprehensive cooperation with the Partner Countries, which have invested joint efforts in their commitment to improve living conditions of the most vulnerable beneficiaries in the region.
Milestones in 2016

At the end of 2016, RHP has provided a housing solution to over 1 000 vulnerable families in the four Partner Countries. The peak of deliveries should take place in 2017, when more than 3 500 housing units are planned to be completed:

- **62** Beneficiaries provided with apartments: Niksic, Montenegro
- **6** Construction sites inaugurated: Konik (Podgorica) and Pljevlja, Montenegro; Benkovac, Croatia; Ovca (Belgrade), Serbia; Ilidza and Prijedor, Bosnia and Herzegovina
- **35** Additional flats purchased throughout Croatia
- **120** Houses reconstructed in Bosnia and Herzegovina
- **64** Prefabricated houses delivered throughout Serbia
- **425** Village houses purchased throughout Serbia
- **100** Packages of building materials delivered in Serbia

**OVER 1 000 FAMILIES PROVIDED WITH HOUSING SOLUTIONS**

![Delivery of housing units per year](chart)

**RHP IMPLEMENTATION STATUS - KEY FIGURES (AS AT END DECEMBER 2016)**

<table>
<thead>
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<th>Metric</th>
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<tr>
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<td>Total approved grant amount</td>
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<tr>
<td>Number of beneficiaries concerned</td>
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<tr>
<td>Total amount disbursed</td>
<td>EUR 54 million</td>
</tr>
<tr>
<td>Housing Units delivered</td>
<td>around 1 000</td>
</tr>
</tbody>
</table>
Implementation Highlights

**Bosnia and Herzegovina** continued in 2016 to make good progress in the delivery of building material packages and reconstruction of houses. Families throughout the Federation of Bosnia and Herzegovina and Republika Srpska received housing assistance, and over 100 beneficiaries are expected to move into their new houses by end 2016. The first new construction projects were launched in autumn 2016, in Ilidža, Derventa and Prijedor. Furthermore, the design of houses under sub-project BiH4 will start after completion of beneficiary identification, scheduled for spring 2017, followed by the construction phase. Beneficiary selection is well advanced for all sub-projects, as is the delivery of building material packages and reconstruction of houses. This should benefit the return and integration of a further 1 800 families by the end of 2018.

**Montenegro** is moving forward with RHP construction projects in three main towns – Niksic, Podgorica and Pljevlja. In Niksic, the construction of two apartment buildings to accommodate 62 vulnerable families was finished in May and the flats were handed over in June 2016. The construction of 120 apartments in Konik Camp in Podgorica was launched in March 2016, with an estimated completion date within the 2nd half of 2017. Furthermore, thanks to budget savings, additional 51 apartments will be constructed for residents of Konik camp and the surroundings, thereby increasing the number of beneficiary families from 120 to 171. These 51 flats are scheduled to be completed in April 2018. As regards the home for the elderly/handicapped in Pljevlja, the construction site was officially inaugurated at the end of June 2016.

**Serbia** made in 2016 good progress in the delivery of two housing modalities in particular: provision of village houses and construction of prefabricated houses. The delivery and installation of around 60 pre-fabricated houses and 450 village houses was finalised at the end of 2016. In September, the construction works on 235 apartments started in Ovca, Belgrade, which is thus far the biggest single RHP construction project in the region. This is one of several RHP projects that will be implemented in the Serbian capital, where the RHP investments are expected to amount to EUR 18.5 million, providing housing for 2 700 persons. Furthermore, important construction projects will be launched in different municipalities across the country. Since 2015, over 200 packages of building materials have been distributed to selected refugee families in Serbia and their installation has been completed by the end of 2016.
The sub-project Purchase of 101 apartments in Croatia continued successfully in 2016. The beneficiaries selected to benefit from this sub-project are former tenancy right holders or residents in collective centres.

By the end of 2016, 93 out of the targeted 101 flats will have been purchased. The project is scheduled to be completed in the second half of 2017.

Dragica Andric was born in Travnik, Bosnia and Herzegovina, in 1973 and lived there with her parents and sibling until 1993, when they took refuge in Croatia. They travelled throughout the county, trying to find a decent lodging. At first they stayed for a while in tents and then in collective accommodation in schools. During those difficult years, Dragica met her husband, who was also a refugee; they married and left for Germany, where they stayed for a couple of years. They had to return and were given temporarily accommodation in a collective centre in Golubic, near Knin, where they lived in wooden, cold barracks, without public transportation and with the nearest schools and doctors kilometres away.

Thanks to the RHP, they finally succeeded to get an apartment in Knin, in which they moved at the beginning of 2016.
Implementation Highlights

In April 2016, the Central State Office for Reconstruction and Housing Care organised an inauguration ceremony on the construction site in Benkovac, to celebrate the start of works on a 21-apartment residential building (sub-project HR5). The apartments will be occupied by families with former tenancy rights and families from Bosnia and Herzegovina, most of whom had a refugee status in Croatia. The total cost of the sub-project is estimated at EUR 1.3 million, of which EUR 1 million will be covered from the RHP Fund resources. At end-2016, the ground works had been competed as well as the foundations, basement and ground floor. The works are scheduled to be finished by summer 2017.

The works on the construction of buildings in Knin and Glina, which were inaugurated in 2015, are progressing according to plans. Hand-over of the buildings is planned for the second quarter of 2017, when over 160 very vulnerable persons will be provided with improved housing conditions, and, in the case of Glina home for the elderly/handicapped, also with adequate care.
Thanks to budget savings, **additional 51 apartments** will be constructed for the residents of Konik Camp and the surroundings, thereby increasing the number of beneficiary families from 120 to 171. The complementary 51 flats are scheduled to be finalised in April 2018.

The RHP project in Camp Konik 1 is part of a wider strategy for the closing of the Camp, which also includes the construction of 44 apartments financed by the EU through IPA funds. These apartments were finalised last year and the keys were delivered to selected beneficiaries in December 2015.

**Hadzi Paljaci** came from Pec, Kosovo, in 1999 with his wife and four children. Today he has another four children, and supports the whole 10-member family from the salary he gets as a Konik construction site guard. His eldest, a 20-year-old son, helps him whenever he can.

They all live together in a small container which they received as an immediate assistance when the tent they lived in caught fire and burned down in summer 2012, leaving them and the other camp tenants without any belongings, once again. When they arrived in Konik, they lived in improvised huts built from scraps of wood, tin and rubbish. The container the Paljaci family received was equipped with water and electricity installations, fridges, stoves and basic furniture, providing some form of decent life to them after a long wait. Hadzija’s younger children go to school regularly, thanks to the organised transportation to Podgorica schools. After working hours, the tenants of the Konik Camp gather in a community centre and play chess, domino or cards, or listen to the music and chat.

Paljaci family is among those pre-selected to receive an apartment and move into new RHP buildings in 2017.
Petar Topalovic and his wife Jadranka fled from their hometown Travnik, Bosnia and Herzegovina, in 1992. They found refuge in Niksic, Montenegro, where they have been living ever since. Their combined social benefits and pension amount to EUR 110 a month, hardly enough to cover the monthly rent, let alone to lead a normal life. Yet, “hope always dies last”, they say, refusing to lose faith in a brighter future. They applied three times for a housing solution under different projects, and finally succeeded: they got an apartment in the RHP-financed building in Niksic and moved in in June 2016.

On 20 June 2016, the completion of 62 apartments in Niksic was celebrated and selected tenants got the keys to their new apartments. These are the first RHP housing solutions delivered in Montenegro, following a 12-month implementation period and a EUR 2.6 million investment.

The commencement of construction works in Pljevlja sees the start of a EUR 2.2 million project, of which EUR 1.9 million (86%) is covered by the RHP Fund resources. It will provide a much needed home for 68 elderly/handicapped refugees/IDPs with permanent or temporary residence in Montenegro, and will also provide daily care to an additional 30 persons. The hand-over of the building is planned for the second half of 2017.
Marica Cugalj fled with her husband from Croatia in 1995 and since then, they have been living in the Srem village of Pecinci, in Serbia. Now a three-member family — they have a 14-year old daughter — they were lucky, she says, in that she and her husband always had work. He works as a repairman and she works in a shop.

After more than 20 years in a modest, rented apartment, they have settled in the pre-fabricated house in Pecinci, where they will be able to spend their first winter in their own house.

In July 2016, the beneficiaries of 120 prefabricated houses signed contracts with the Commissariat for Refugees and Migration of Serbia, on donation of prefabricated houses under the SRB2 sub-project. The design-build contract was signed in May 2016 and the design stage is well under way. The construction works started in October 2016 and are scheduled to be completed in August 2017, when all the selected beneficiaries should be able to move into their new homes.
On 9 September 2016, the foundations for the construction of 235 apartments were laid in Ovca, near Belgrade. This project is currently the RHP’s largest single construction project that is being implemented in the Partner Countries and will provide housing for refugee families from Bosnia and Herzegovina and Croatia with permanent residence on the territory of the City of Belgrade. It is a part of a larger investment programme in social housing by the City of Belgrade, which includes a 995 apartment complex as well as other amenities such as childcare facilities, a primary school and a wastewater treatment system. The construction works started at the end of August this year and should be finalised by October 2017, with a total cost of EUR 9.8 million of which EUR 5.4 million is covered by the RHP Fund.

In addition to Ovca, the sub-project SRB3 includes the provision of 80 pre-fabricated houses and 350 building material packages as well as the purchase of 69 village houses in Belgrade.

A ceremony to mark the handover of village house purchasing contracts to 69 refugee families took place on 27 June 2016 at the Belgrade City Hall. These houses are financed under the RHP sub-project SRB3 – Support to 715 refugee families in Belgrade.
The BiH1 sub-project includes the provision of building materials to 20 families and turnkey reconstruction assistance to 150 families, which has enabled the return, in 2016, of the first internally displaced families into their newly (re)constructed houses.

Serif Guta, together with his 12 family members, returned in 1996 from Sarajevo where they spent several years during the war, to his damaged house in the Bosnian mountains near Jahorina. During one of the heavy winters, the house collapsed, and they had to move to a one-room wooden cottage, without electricity and water. The whole family lives on EUR 150/month which they receive as assistance for one child with health problems. The family house is located in a mountain village with difficult access, where some winters bring up to two metres of snow and it is almost impossible to get to the shops and reach a doctor. Serif’s eldest son then goes to get necessary supplies on his skis; it takes him several hours to reach the first road to the closest town.

The Guta family applied for and obtained RHP assistance to reconstruct their old house, and the works started in November 2015. The house was completely reconstructed in summer 2016, allowing this big family to finally settle down in a solid two-floor house. Thankful to all the people who have helped, Serif said that they would not have been able to make it happen on their own.

An event held on 2 November 2016 marked the start of construction works on a residential building with 50 apartments in Prijedor, Bosnia and Herzegovina, under the RHP sub-project BiH3 with a total cost of EUR 17.4 million. The apartments are intended for refugees and displaced persons and will be owned by local authorities, which have provided the infrastructure and the land as a national contribution.

In addition to Prijedor, apartment buildings will be constructed in several towns in Republika Srpska and the Federation of Bosnia and Herzegovina, providing altogether 512 flats to over 1 500 refugee families. The works will be completed progressively, between autumn 2017 and the end of 2018.
The Minister of Human Rights and Refugees of Bosnia and Herzegovina, Ms Semiha Borovac, summarised RHP’s main results in her speech at the RHP Steering Committee meeting of 1 December 2016. In their joint statement, communicated by Minister Borovac, the four Partner Countries support with one voice the continuation of the RHP, with accent on its regional character which is of major importance not only for the return process but also for reconciliation and strengthening of good neighbourly relations in the region.

The RHP has strengthened neighbourly relations and enticed the Partner Countries to cooperate and build trust with each other

As mentioned above, in addition to housing provision, RHP also brings about a number of other benefits. The RHP stakeholders will continue, in 2017, the identification of good practices and lessons learnt, to ensure that the experience gained under this unique Programme will not be lost upon RHP’s completion.
The Regional Housing Programme is an integrated platform whose objective is to ensure sustainable housing to vulnerable refugees or displaced persons. Sustainability has always been an integral part of the RHP. The Partner Countries, supported by the donor community, UNHCR, OSCE and the NGO sector, have already taken important steps to ensure that RHP housing solutions delivered are sustainable.

With the vision to always strive for a stronger social impact and while the Programme is advancing rapidly with the delivery of houses, RHP stakeholders have agreed to step up efforts to improve the sustainability outlook of the Programme. In this light, they have decided to focus on the three fundamental aspects of sustainability: technical, social and economic. The objective is to ensure that housing is connected to basic infrastructure, facilitates social integration and has the potential to contribute to economic activity.

RHP stakeholders met on 23 November 2016 in Podgorica, Montenegro in order to discuss the concept of sustainability, as defined by UNHCR and OSCE and its further practical integration into the RHP. The aim of the workshop was to map existing complementary measures, understand the situation as well as needs in each Partner Country and come up with a strategy and simple practical solutions that will enhance RHP’s sustainability. In this exercise, UNHCR and OSCE, together with the Partner Counties, developed a questionnaire which will form the basis for a needs’ assessment. The RHP stakeholders will further discuss and agree on the next steps in the next Regional Coordination Forum meeting, to be held on 1st of February 2017 in Montenegro.
Rebuilding lives

On 8 December 2016, Central State Office for Reconstruction and Housing Care (CSORHC) in collaboration with UNHCR organized in Zagreb the exhibition of photographs and presented a pictorial report entitled “Rebuilding lives”. The report illustrates the progress of the RHP in Croatia, with the special emphasis on the sustainability of solutions it offers. The pictorial, which was produced thanks to the donation of the former UN High Commissioner for Refugees Mme Sadako Ogata, features human stories of six RHP beneficiaries in Croatia, highlighting how RHP made a difference in their lives, giving them the chance for a better and more dignified future. The guests of the event were addressed by the State Secretary of the CSORHC Nikola Mazar, UNHCR Representative in Croatia Giuseppe Di Caro, Mario Pavlović from UNHCR Regional Office for South Eastern Europe, Deputy Chief of Mission of the U.S. Embassy in Zagreb Douglas D. Jones and Assistant Minister of Foreign and European Affairs Gordan Bakota.

New Home

The inauguration of a joint photo exhibition between the Regional Housing Programme and the European Union Support for Improving the Living Conditions of Forced Migrants Project, “For a Better Life”, was organised in Belgrade on 19 December 2016. At the opening ceremony, the invitees were addressed by the Deputy Head of the EU Delegation to the Republic of Serbia, Oscar Benedict, the Commissioner for Refugees and Migration of the Republic of Serbia Vladimir Cucic and the Governor of the CEB Rolf Wenzel. The exhibition portrays the stories of beneficiaries of both programmes and will be open until 19 January 2017 in the Impact Hub, Makedonska 21, Belgrade.

Regional Housing Programme Online

With the objective of enhancing the visibility of the Programme’s achievements, online channels for RHP’s promotion have been reinforced. A new and improved RHP website with many additional functionalities is online on the already known web address www.regionalhousingprogramme.org.

RHP Youtube channel has been updated with the latest beneficiary stories and short film on the completion of the MNE1 sub-project in Niksic, Montenegro. For subscription to RHP channels, please click www.youtube.com/channel/UC8ddV_R3JTV_MWhwbVsItUQ.

Additionally, the RHP is now present on social media with the newly established RHP Linkedin profile, to promote all the latest news on Programme’s achievements and to interact with the target audience. Please follow us on Linkedin and share the news: www.linkedin.com/company/regional-housing-programme.

RHP Photo Exhibitions
RHP Meetings

The 9th meeting of the RHP Steering Committee and the 13th meeting of the RHP Fund Assembly of Donors took place on 1 December in the premises of the CEB in Paris.

Three new grant proposals, two for Montenegro (0.9 MEUR and 1.4 MEUR) and one for Serbia (9.2 MEUR) were approved by the RHP Assembly of Donors. In addition, the Donors approved Bosnia and Herzegovina’s request for an increase of budget/scope in two previously approved housing projects (2.5 MEUR in total). Overall, the projects approved will provide further 650 housing units to the beneficiaries in Bosnia and Herzegovina, Montenegro and Serbia.

RHP stakeholders agreed that the RHP is now delivering on a large scale: by the end of 2016, about 1 000 housing units will have been delivered, improving the living conditions of some 3 000 vulnerable persons. By end-2018, altogether close to 8 000 housing units are expected to be handed over to the benefit of more than 22 000 vulnerable refugees/IDPs, under the projects approved to date. The RHP Donors also urged the Partner Countries to maintain this pace and focus on increasing the sustainability aspects of the housing delivered.

RHP Donors expressed their appreciation for the Programme by renewing their support: the European Union, represented by the European Commission, the RHP’s biggest donor, confirmed its intention to commit the initial pledge in its totality. Germany announced that as a sign of appreciation for RHP’s progress, it has decided to pledge an additional 1 MEUR to the RHP Fund, to be committed still in 2016. As a consequence, the RHP could provide a further 3 000 housing units in the future years.

The Partner Countries gave a strong message underlining the importance of the RHP in the regional cooperation and reconciliation process. Being a regional programme and part of the wider Sarajevo Process, the RHP has been a platform where daily cooperation on political and operational levels has enhanced constructive dialogue. The important role that the UNHCR and the OSCE play in the RHP, especially as regards monitoring beneficiary selection and sustainability aspects, was praised by all stakeholders, as well as the CEB’s role in managing the Programme.

The Assembly of Donors unanimously elected Italy as the Co-chair of the RHP Fund Assembly of Donors and the RHP Steering Committee for the year 2017.

Key figures (end December 2016):

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<tr>
<th></th>
<th>Amount</th>
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<td>Pledged to the RHP:</td>
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<td>Committed to the RHP Fund:</td>
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<td>Grants approved:</td>
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<td>Grants disbursed:</td>
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Outlook for 2017

2017 will be a key year for the RHP as between 3 500 and 4 000 housing units are scheduled to be completed and delivered to eligible beneficiaries. The following construction sites are scheduled to be completed in 2017:

- Construction of 12 apartment buildings for 120 beneficiaries in Konik, Montenegro;
- Construction of a Home for 68 elderly/handicapped persons in Pljevlja, Montenegro;
- Construction of 2 apartment buildings for 40 families in Knin, Croatia;
- Construction of a Home for 75 elderly/disabled persons in Glina, Croatia;
- Construction of a residential building for 21 families in Benkovac, Croatia;
- Construction of a residential building for 21 families in Benkovac, Croatia;
- Construction of an apartment complex in Ovca, Belgrade that will provide housing to 235 families;

In addition, in 2017, Serbia is planning the delivery of over 1 000 building material packages and 200 pre-fabricated houses, the purchase of over 400 village houses and the construction of further 300 flats. Bosnia and Herzegovina foresees the reconstruction/construction of over 800 individual houses and construction of some 170 flats.

Consequently, a large number of visibility events will be organised throughout the year, in all four Partner Countries. In order to intensify local media relations and promote RHP regionally and beyond, a regional media caravan is scheduled for spring 2017, to be organised in close cooperation by the Partner Countries, CEB, UNHCR and OSCE as well as the donor community. The objective of the caravan is to present the RHP activities and results in all four countries to the regional media, through visits to RHP beneficiaries, introduction to different housing modalities, interviews with national coordinators and other stakeholders, etc.

Finally, and based on the amount of new commitments that will be made to the RHP Fund in 2017, the Partner Countries will be invited to present a new pipeline of sub-projects that could be approved by the Assembly of Donors in 2017 and 2018.

RHP People

As of November 2016, the RHP Team at the CEB was reinforced by two new persons: Eleni Vossou and Darko Petrovic. After several years of working at the European Commission both for the RHP and the Western Balkans Investment Framework, among other things, Eleni took over the RHP Secretariat Manager position in November 2016. Darko, who has a vast experience of working in the field of engineering and architecture in Serbia, replaced Samir Kulenovic as the RHP Technical Programme Manager. Samir accepted new challenges within the CEB and now works as Technical Advisor for Social housing and refugee/migrant issues.

We would like to warmly welcome both Eleni and Darko to the RHP family, and want to thank Samir for his dedication and hard work that helped bring the RHP from its inception phase to successful implementation.
The Regional Housing Programme (RHP) was set up to provide durable housing solutions to vulnerable refugees and displaced persons following the 1991-1995 conflicts on the territory of former Yugoslavia. RHP is implemented by Croatia, Bosnia and Herzegovina, Montenegro and Serbia and mostly financed by the international donor community. The main donor is the European Union. The other donors are the USA, Germany, Italy, Norway, Switzerland, Denmark, Turkey, Luxembourg, Cyprus, Romania, Czech Republic, Slovak Republic and Hungary.

The Regional Housing Programme is financed and supported by the International Community

www.regionalhousingprogramme.org