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EVALUATION OF SOCIAL MULTI-FAMILY APARTMENTS CASE STUDY, KOSOVO

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ABSTRACT

Governments across the world are making efforts to provide adequate and affordable housing for their citizens. The Government of the Republic of Kosovo is joining these efforts through a bidding invitation to build social housing, thus giving the opportunity to various companies to build them.

The need for the construction of social housing buildings in our country is quite large, given the high unemployment rate and the large number of people living in miserable conditions eighteen years after the end of the war. The housing problem in Kosovo is quite large and complicated, and this problem lies not only in quantity but also in quality.

The study describes a brief history of multi-family apartments in Kosovo, the changes that have occurred over time, both in the functional aspect and square meters (m2). However, the main focus remains the evaluation of social housing schemes performance.

The objective of this study is to examine the quality of social housing units provided by the Government of the Republic of Kosovo and evaluate them from their functional point of view. Furthermore, it aims to evaluate their physical characteristics and the neighborhood in which they are built and to examine the socio-economic characteristics of inhabitants, as well as to ascertain the factors that affect the satisfaction of the residents. In other words, it aims to eval-

uate the performance of social housing construction in the Republic of Kosovo, and to ascertain whether they fulfill the Government's goals as well as the needs of the users. The study has provided primary and secondary data. Quantitative data is provided through the administration of housing units questionnaires based on the social housing sample distributed throughout the Republic of Kosovo initiated by the Government.

The study proves that the majority of the residents are not satisfied with the size of housing units. They do not meet the needs of the residents who live there. This has been proven by analysis that are made in terms of square meters (m2), and the number of rooms in relation to the number of household members. A large number of household members characterize Kosovo, and this fact is even more pronounced in low-income families. The infrastructure where social multi-family apart-ments are located is below every level. The Residents feel discriminated from the rest of the population.

It is recommended that the Government should pay attention to the provision of public housing for social cases in order to increase residential satisfaction, to build larger and more diverse housing units with flexibility possibilities, so that in case of change of family structure, they have the opportunity to adapt depending on the need, thus providing livelihood for all generations.

Proposal options on the expansion of housing units for existing multi-family apartments have been provided, and suggestions have been made about future policies in the area of social housing.

CONTENT

The research aims to provide a Post Occupancy Evaluation of the social housing buildings constructed in Kosovo, initiated by the Government of Republic of Kosovo.

The importance of the study rests on the fact that Program for Social Housing which is prepared by the Ministry of Environment and Spatial Planning stresses that in developing the Housing Policies it is very important that firstly one does the evaluation of the actual condition of the housing which is stipulated in Housing Law, something that has not been done as of yet in Kosovo, and a study like this one is important for the researchers and policymakers.

Post-occupancy evaluation is a process of systematically evaluating the performance of buildings after they have been built and occupied for some time.

Traditionally, POE-s are conducted using questionnaires, interviews, site visits, and observation of building users.

Statement of the problem

In order to achieve the aims and the objectives of this study, one has drafted the research questions as follows:

1. What are the objectives of the Government of Republic of Kosovo for creation of social housing?

2. What are the socio-economical characteristics of the inhabitants in the selected social housing units?

3. Are the inhabitants of social housing units satisfied with their housing units?

4. What are the factors that influence the level of satisfaction of inhabitants?

5. What are the current physical condi-

tions of the housing units and of housing complex?

6. Do the housing units meet the needs of the users in terms of living area?

7. What is the most suitable manner to improve the conditions of housing units in the cases when they do not meet the needs of inhabitants?

Aim of the study

The main aim of this study is to provide the evaluation of the performance of social housing units which were initiated by the Government of Republic of Kosovo and offer functional solutions which are suitable in cases when they do not meet the needs of the users.

Objectives of the study

Specific objectives of this study are:

1. Examination of characteristics of the social housing units in the study area

2. Analysis of socio-economical characteristics of the inhabitants in the selected housing units;

3. Review of the level of satisfaction of the inhabitants with the housing and the life in selected social housing units in Republic of Kosovo;

4. In order to offer suggestions and recommendations to the Government of Republic of Kosovo, which would help in improving the conditions in terms of design quality and the level of satisfaction with the housing units.

THE CONTEXT OF STUDY

This part of the Thesis provides different information regarding the field of the study, housing challenges in Republic of Kosovo, Housing Policies, it provides a description of the program for Social Housing, as well as emphasizes experiences from different countries which had a similar history to our own in terms of social housing.

Multi-family apartments initiated by Ministry of Environment and Spatial Planning and Ministry of Labour and Social Welfare in Republic of Kosovo

Ministry of Environment and Spatial Planning MESP	Multi-family apartments MESP	Housing Units	Ministry of Labour and Social Welfare MLSW	Multi-family apartments MLSW	Housing Units
Skenderaj 2003-2004		26	Graqanice 2008-2009		20
Decan 2003-2004		17	Skenderaj 2008-2009		25
Malisheve 2004-2005		21	Drenas 2008-2009		25
Kline 2004-2005		20	Dobrotin 2008-2009		14
Mitrovice 2004-2005		21	Gjakove 2008-2010		25
Plemetin 1- 2005-2006		36	Kline 2009-2010		20
Magure 2005-2006		22	Gjilan 2009-2011		25
Gjakove 2006-2007		23	Kamenice 2011-2012		20
Gjilan 2006-2007		26	Vitia 2012		25
Total		212			199

LITERATURE REVIEW

Literature Review, deals with lot of issues, researches done with; Housing in general, multi-family apartments build in Republic of Kosovo, importance of a qualitative design, Post-occupancy Evaluation, Method for data collection, studies related Housing Satisfaction.

Salleh (2008) highlights that residential features such as; number of rooms, size, positioning of the kitchen and quality of Housing Units are closely connected to the level of satisfaction with residence. A number of studies in developing countries have analyzed three main components as regards satisfaction with residence, such as; housing units, facilities and services and neighborhood.

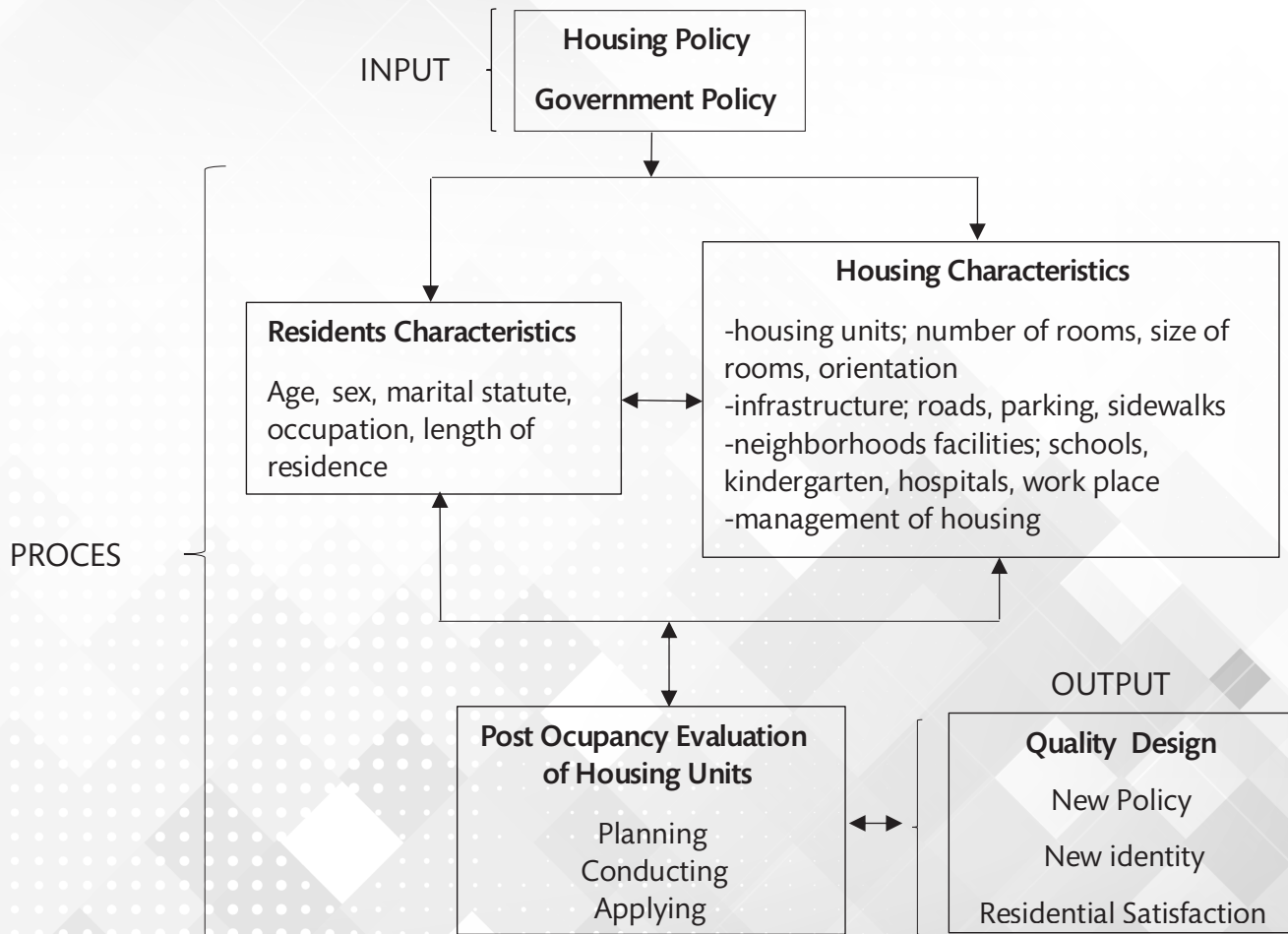### The Theoretical and Conceptual Framework

Theoretical Framework:
Literature review has helped identify the main components which are important to use when assessing public housing.

The Conceptual Framework of the Study
Based on literature review, the components used in creation the Conceptual Framework have been identified, which followed examples from Conceptual models of residential satisfaction from different scholars, such as Mohit et al. (2012), IBEM, Eziyi Offia (2011), Ogunde Ayodejin Olubunmi (2013), Mohit et al (2010). Mohit (2010) emphasizes that the level of residential satisfaction depends on the physical features of the

housing unit and physical features of the neighborhood where the housing unit is. It also depends on the Household Characteristics, which include; age, education, family size, income and length of stay.

Conceptual Framework is comprised of five main components; Housing Policy, Residents Characteristics, Housing Characteristics, Post Occupancy Evaluation and Quality Design.

INPUT

Housing Policy

Government Policy

Residents Characteristics

Age, sex, marital statute, occupation, length of residence

Housing Characteristics

-housing units; number of rooms, size of rooms, orientation
-infrastructure; roads, parking, sidewalks
-neighborhoods facilities; schools, kindergarten, hospitals, work place
-management of housing

PROCES

OUTPUT

Post Ocupancy Evaluation of Housing Units

Planning
Conducting
Applying

Quality Design

New Policy

New identity

Residential Satisfaction

The Conceptual Framework of the study.

Research zone

The research was conducted in different zones of the Republic of Kosovo, in the locations where the Ministry of Environment and Spatial Planning and the Ministry of Labor and Social Welfare have built multi-family apartments for social cases. In total, there were 18 multi-family buildings, and a total of 411 housing units built after 2000.
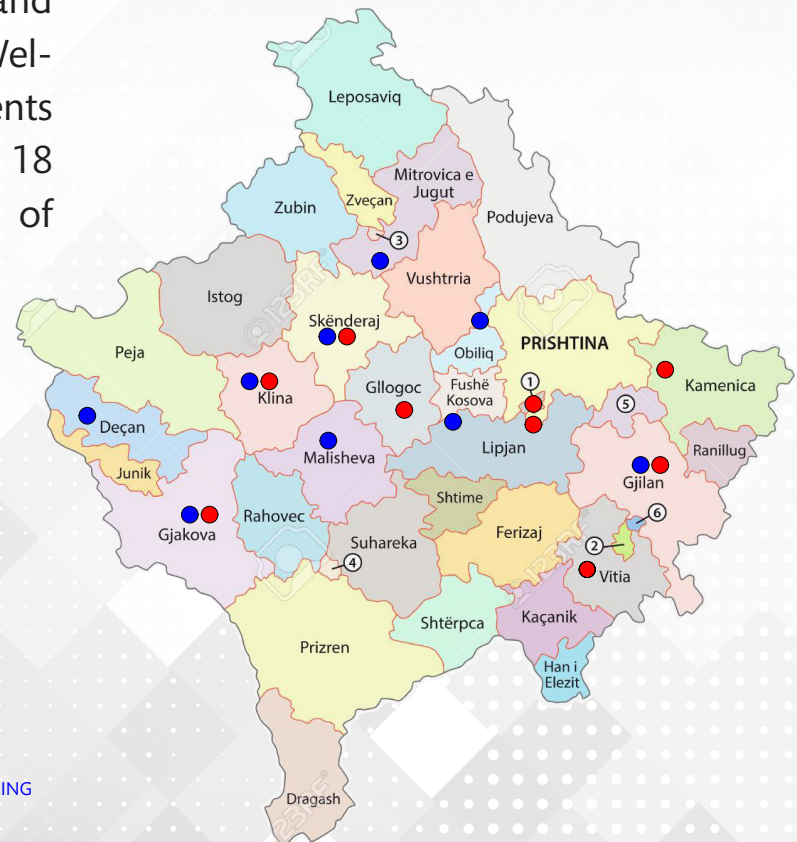
🔵 MINISTRY OF ENVIRONMENT AND SPATIAL PLANNING

🔴 MINISTRY OF LABOUR AND SOCIAL WELFARE

The Location of social multi-family apartments

Research Design and Data Collections

Data collection for this research has been conducted through the collection of a large number of documents, multi-family apartments design layouts, questionnaire administration and the Observation Period. Primary data were obtained through the administration of questionnaires in selected housing units, which were followed by physical observation of the characteristics of multi-family apartments, services observation, infrastructure and location of residential buildings. Secondary data were provided from different sources such as conferences, symposiums, websites, published materials in books, reports, scientific papers. Other data were provided directly by the Ministry of Environment and Spatial Planning and the Ministry of Labor and Social Welfare, which initiated the construction of social buildings in the Republic of Kosovo. Residential Satisfaction Level regarding housing units, neighborhood facilities, location of residential building, services and infrastructure, management of housing estate and distribution procedure of housing units, was realized through questionnaires and purposive sampling with residents who live in housing units selected for this study.

Observation Period was conducted by the researcher and relates more to the physical characteristics of multi-family apartments in general, neighborhood services and infrastructure and the location of social buildings.

Sample selection

Ministry of Environment and Spatial Planning	Ministry of Labour and Social Welfare	Housing Units
Skenderaj		16
Decan		21
Malisheve		21
Kline		23
Mitrovice		21
Plemetin 1	3	6
Magure	2	2
Gjakove		24
Gjilan	2	6
Total		210
	Graqanice	20
	Skenderaj	25
	Drenas 2	5
	Dobrotin1	4
	Gjakove	25
	Kline	25
	Gjilan 2	5
	Dardane/Kamenice2	0
	Total	204
Overall total		414

Sample Frame of the Housing Units

Sampling Techniques

Given that different sampling techniques exist, sampling of the purposive samples was considered as appropriate for this research.

Sample Size of the multi-family apartments

The sample size of housing units by the Ministry of Environment and Spatial Planning and the Ministry of Labor and Social Welfare is presented in Table above.

The sample size consists of 411 housing units in use, in 18 multi-family apartments.

Form of Data Processing

The data processing was conducted using the Statistical Program for Social Sciences 22 (SPSS- for Windows). Qualitative data have been obtained through surveys, no statistical analysis have been used in this case. Inhabitants/Residents responses and surveys have been analyzed to see if they are similar, i.e. match each other.

Ministry of Environment and Spatial Planning	Ministry of Labour and Social Welfare	Housing Units	Completed	Have refused to answer	Were not present	Questionnaires realized in %
Skenderaj		26	24	1	1	0.92 %
Decan		17	16		1	0.94 %
Malisheve		21	18		3	0.85 %
Kline		20	17		3	0.85 %
Mitrovice		21	20		1	0.95 %
Plemetin 1		36	34		2	0.94 %
Magure		22	19		3	0.86 %
Gjakove		23	19		4	0.82 %
Gjilan		26	28			0.92 %
Total		212				
	Graqanice	20	16		4	0.8 %
	Skenderaj	25	25			100 %
	Drenas	25	23		2	0.92 %
	Dobrotin	14	13		1	0.92 %
	Gjakove	25	22		3	0.88 %
	Kline	20	19		1	0.95 %
	Gjilan	25	20		4	0.8 %
	Kamenice	20	20			100 %
	Viti a	25	22	1	2	0.88 %
	Total	199				
Overall;		411				

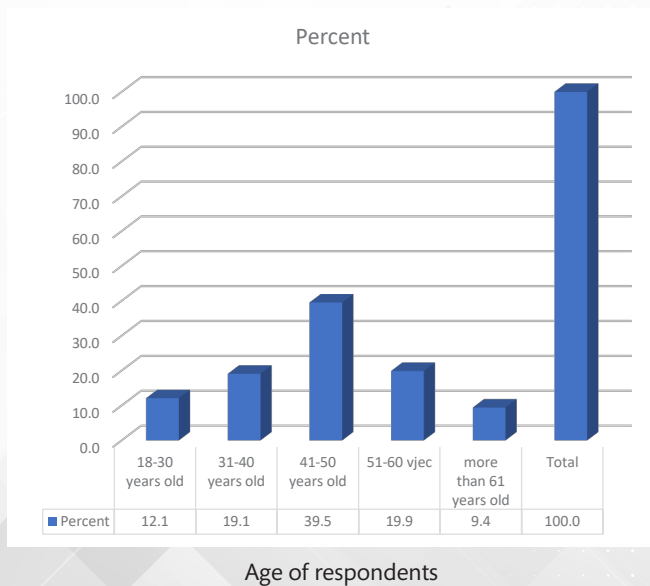Number of Housing Units and number of Questionnaire received

This part presents the socio-economic characteristics of the inhabitants, analyzes the results related to the satisfaction level of residents in selected housing units in the Republic of Kosovo and the actual condition of housing units and housing complexes carried out during the Observation Period.

Socio-economic information of residents

Throughout the research, 372 questionnaires have been conducted in the eighteen multi-family apartments distributed in the Republic of Kosovo.

Age of respondents

Figure below shows the age of the respondents. It showed that the largest number of respondents 39.5% belonged to the average age of 41-50 years.

Percent

	18-30 years old	31-40 years old	41-50 years old	51-60 vjec	more than 61 years old	Total
■ Percent	12.1	19.1	39.5	19.9	9.4	100.0

Age of respondents

Monthly income

Figure shows the average monthly income of households living in social housing units. 30.6% of residents living in social housing units lives with a monthly income of 50-100 euros. The result is consistent with the fact that in social buildings, there are currently dwellers living in social assistance, while the trend in the future is to create mixed-income housing in order to avoid the feeling of the residents being discriminated.
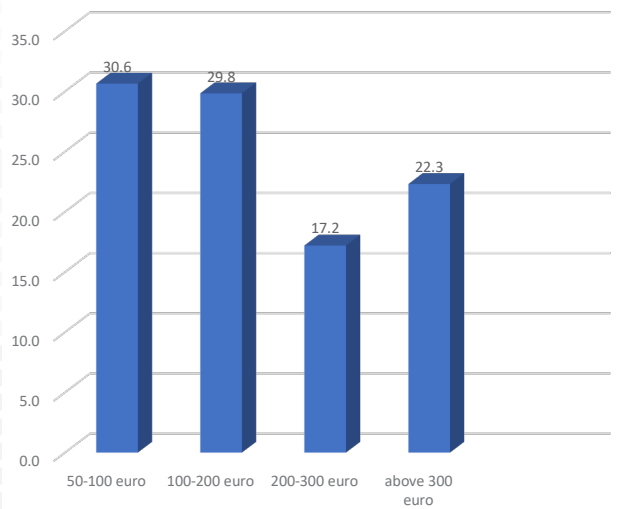
Average monthly income

Number of family members

The survey shows the average number of the household members per housing units of social buildings, which is shown in Figure below.
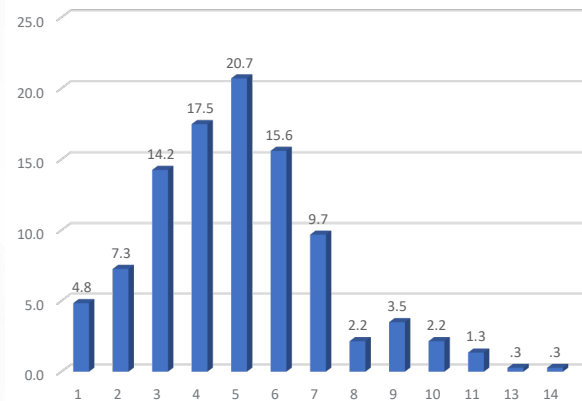
The average number of family member

In 20.7% of housing units, there are 5 (five) household members living, which at the same time represents the largest percentage. In 17.5% of housing units, there are 4 (four) household members living, while in 15.6% the average number of household members is 6 members per a housing unit. For the housing units selected for the purposes of this research the maximum household members comes out to be 14 house-
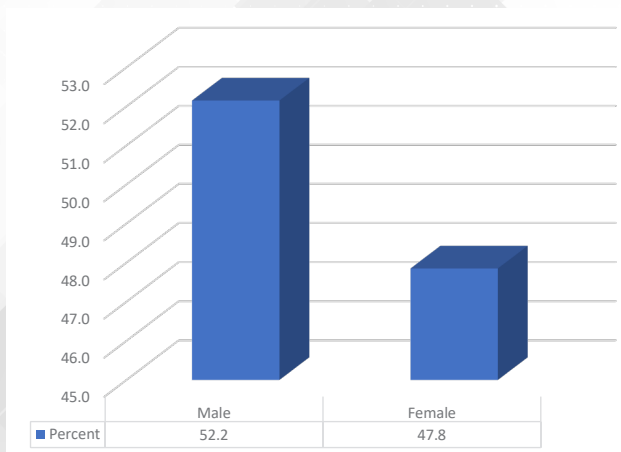
hold members, while the minimum is one member. The next chapter will analyze the layouts of multi-family apartments and the number of household members who live there, in order to understand if housing units meet the needs of the users.

Tenure types

The Ministry of Environment and Spatial Planning and the Ministry of Labor and Social Welfare own all housing units, while the residents who live in them are only users.
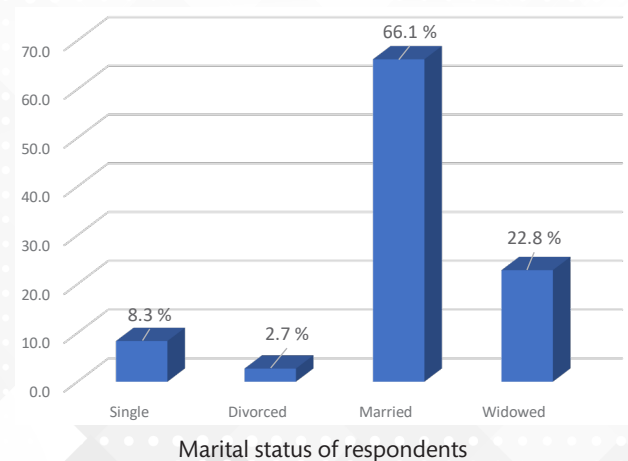
Gender of respondents

The largest number of respondents turns out to be male, which is consistent with the mentality of our country, i.e. the head of the household is usually a male.
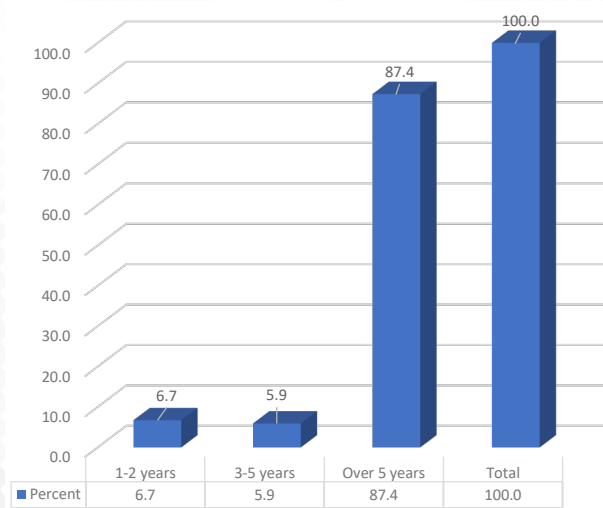
Marital status

Findings prove that the largest percentage of respondents, 66.1% of them, are married, 22.8% widows, 8.3% single, and 2.7% separated.

Marital status of respondents

Gender of respondents expressed in percentages

Duration of residence

The largest number, 87.4% of the respondents, live in housing units selected for this study for a period of time longer than five years, which is positive, given that usually in researches of Post-occupancy evaluation, it is preferable that the respondents have lived for a longer period in the housing units selected as a case study.

Employment sector

Figure below shows the employment of respondents in selected housing units. The diagram shows the highest percentages, where 16.7% of respondents, representing the highest percentage, work as ordinary workers, 5.9% of them work as cleaners, while 3.2% work security jobs, other percentages are lower.

Percent	1-2 years	3-5 years	Over 5 years	Total
Percent	6.7	5.9	87.4	100.0

Residence time of respondents
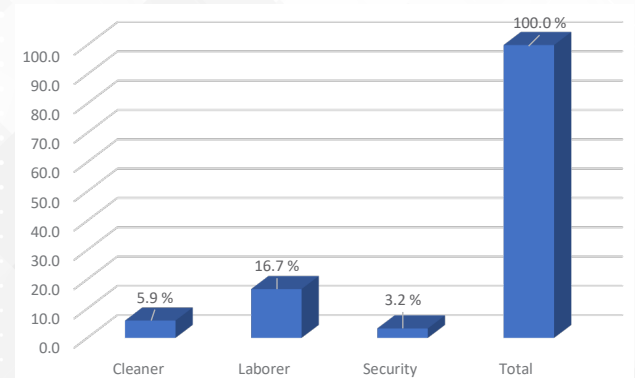
Employment sector of respondents

Residential satisfaction

Satisfaction with housing units

Concerning the satisfaction with housing units, the results show that the largest number of respondents, 48.8% of them, expressed dissatisfaction with the number of rooms, while 33.9% were satisfied. A percentage of 17.7% of respondents said they were fairly satisfied with the number of rooms.

Percent
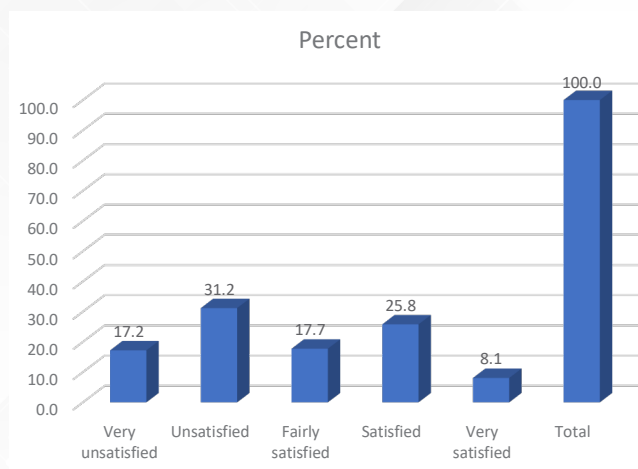
The satisfaction level of respondents in relation to the number of rooms

Satisfaction with housing units attribute-Part 1

	Numbers of rooms?	Size of the living room?	Size of the bedrooms?	Natural daylight in the living room?	Natural daylight in the bed room?	Air circulation in the residential unit?
Very satisfied	8.10%	5.40%	7.90%	57.00%	57.80%	60.80%
Satisfied	25.80%	61.60%	59.60%	42.50%	41.00%	37.60%
Fairly satisfied	17.70%	24.10%	21.30%	0.50%	1.20%	1.60%
Unsatisfied	31.20%	7.80%	8.50%	0.00%	0.00%	0.00%
Very unsatisfied	17.20%	1.10%	2.70%	0.00%	0.00%	0.00%

Satisfaction with housing units attribute-Part 2

	Acoustics in the residential unit?	Level of security in general?	Quality of doors and windows?	Operation of electrical installation?	Water supply?	Electricity supply?	Quality of construction materials?
■ Very satisfied	14.30%	21.80%	0.80%	10.80%	25.80%	37.60%	0.00%
■ Satisfied	35.50%	58.30%	21.20%	65.60%	22.30%	31.50%	11.00%
■ Fairly satisfied	30.60%	16.20%	35.50%	7.50%	1.60%	6.70%	44.60%
■ Unsatisfied	18.00%	3.20%	39.00%	12.10%	23.10%	14.30%	38.80%
■ Very unsatisfied	1.60%	0.50%	3.50%	4.00%	27.20%	9.90%	5.60%

Satisfaction with neighborhood characteristics

	Very unsatisfied	Unsatisfied	Fairly satisfied	Satisfied	Very satisfied
■ Existence of parking spaces?	37.1%	26.9%	21.2%	14.0%	0.8%
■ Recreational and sport spaces?	79.8%	19.6%	0.3%	0.3%	0.0%
■ Playgrounds for kids?	79.6%	19.9%	0.5%	0.0%	0.0%
■ Greenery/green spaces?	26.3%	51.3%	8.9%	13.2%	0.3%

Satisfaction with location of residential building

	Location of the residential building?	Orientation of the residential unit?	Proximity of the residential building to hospitals?	Proximity of the residential building to preschools and kindergartens?	Proximity of the residential building to work places?	Proximity of the residential building to schools?	Proximity of the residential building to market places?	Proximity of the residential building to religious buildings?
■ Very satisfied	20.40%	52.20%	13.50%	15.60%	15.50%	18.00%	15.90%	16.40%
■ Satisfied	36.30%	41.10%	40.30%	36.00%	30.40%	29.80%	34.90%	33.00%
■ Fairly satisfied	15.10%	3.20%	18.00%	17.20%	28.80%	24.20%	18.90%	19.40%
■ Unsatisfied	22.80%	2.40%	26.90%	28.00%	19.40%	19.90%	22.80%	25.30%
■ Very unsatisfied	5.40%	1.10%	1.30%	3.20%	5.90%	8.10%	7.50%	5.90%

Satisfaction with services and infrastructure

	Existence of routes (street, allies, etc.)?	Quality of roads?	Existence of sideways?	Quality and width of sideways?	Existence of street lights in the neighborhood?	Current state and function of these street lights?
■ Very satisfied	8.30%	4.60%	5.40%	3.50%	6.70%	6.50%
■ Satisfied	49.30%	33.10%	22.80%	17.20%	5.90%	6.20%
■ Fairly satisfied	3.50%	23.90%	6.50%	19.10%	3.50%	3.20%
■ Unsatisfied	20.40%	26.30%	41.90%	45.70%	21.80%	20.40%
■ Very unsatisfied	18.50%	12.10%	23.40%	14.50%	62.10%	63.70%

Satisfaction with management of housing estate

	Very unsatisfied	Unsatisfied	Fairly satisfied	Satisfied	Very satisfied
■ Building sanitation in general?	4%	23.90%	30.40%	37.40%	4.30%
■ Building maintenance?	2.40%	31.50%	32.50%	32.30%	1.30%
■ Building management in general?	23.40%	67.20%	3.50%	5.60%	0.30%

Satisfaction with distribution procedure

|	Very unsatisfied	Unsatisfied	Fairly satisfied	Satisfied	Very satisfied
■ Criteria for acquiring a residential unit?	0%	4.80%	11.60%	47.30%	36.30%
■ Propriety of residential unit distribution?	2.70%	15.30%	19.10%	28.80%	34.10%
■ Time duration of acquiring a residential unit?	0.50%	4.60%	16.70%	46.20%	32%
■ Applying procedures?	0.50%	2.20%	19.70%	59.10%	18.50%
■ Distribution procedure?	0.80%	2.70%	21.50%	61.80%	13.20%

Duration of residence

This part attempts to offer a functional solution for housing units selected for this research. The size of housing units is small for the number of the members living in them. Therefore, this chapter attempts to offer a functional solution that would help to increase the residential satisfaction level. The proposed solutions would not be a big financial burden for the Government of Republic of Kosovo. Furthermore, the solution proposed would have an impact in increasing the quality of life of the inhabitants living in these housing units.

The process for architectural design

Lawson emphasizes that the process of design consists of several phases such are: evaluation, problem, analysis, synthesis and solution.

In Figure below, a model of design process as an interaction between problem and solution, through three activities such as analysis, synthesis and evaluation has been presented.

The process of design consists of several phases such are;
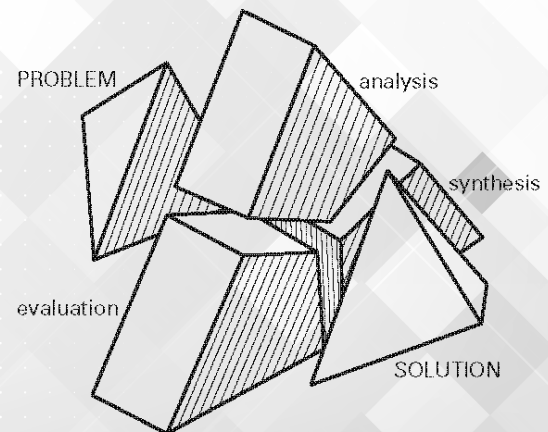
The design process seen as an interaction among problem and solution
Source: Bryan Lawson, How Designers Think?

Living Spaces in Social Housing

One of the major problems in the social buildings is the one of Living Spaces. The problem has not been so great at the time of acquisition of housing units, but with the change of family structure, the issue has become more complicated. With the change of family structure, the housing units cannot fulfill the needs of the inhabitants for a suitable housing. These facts lead the researcher towards taking steps that would determine the future of the housing buildings and finding better solutions for the inhabitants of housing units. The purpose of the research is use of thinking in architectural aspect which would transform the existing multifamily apartments into a new model and as a result increase its value. Even though the overall living conditions in these housing units are better than those where the inhabitants lived prior, nevertheless the need for rehabilitation of these units is indispensable. Taking into account the fact that the buildings are constructed not before 18 years ago, their adaption based on the number of members of family would be more than necessary. Based on the Statistical Agency of Kosovo it is seen that the average number of members of family in Kosovo is 6 persons.

| Years of Censuses	Number of Households	Number of Population	Number of residents per household
1948	115,283	733,034	6.4
1953	127,004	815,908	6.4
1961	152,598	963,988	6.3
1971	188,107	1,243,693	6.6
1981	228,884	1,584,440	6.9
2011	297,090	1,739,825	5.9

Number of population and household censuses 1948-2011
Source: Kosovo Agency of Statistics

In Figures below are presented the layouts of first floor and characteristic floor of multi-family apartments initiated by the Ministry of Environment and Spatial Planning, buildings that are constructed in various cities such are: Mitrovica, Malisheva, Magura, Skenderaj and Plemetin 1, hence it is selected as key study. The building consists of six housing units in first floor and five housing units in upper floors, the height of the building is G+4. The building has a studio apartment, one room and two rooms apartments. The average number of members that live in studio apartment is four persons, in one room apartments it is 5 members, whereas in two room apartments it is 6 members.
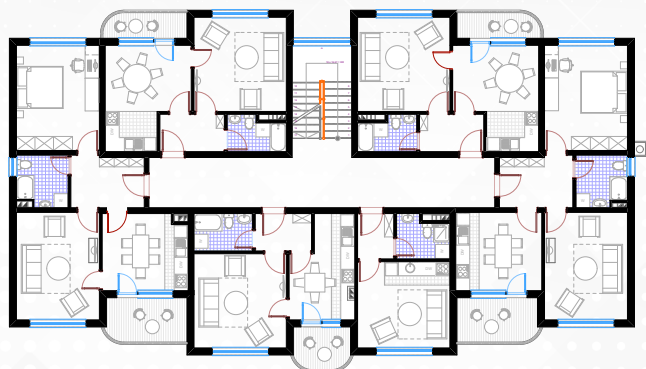
Layout of first floor
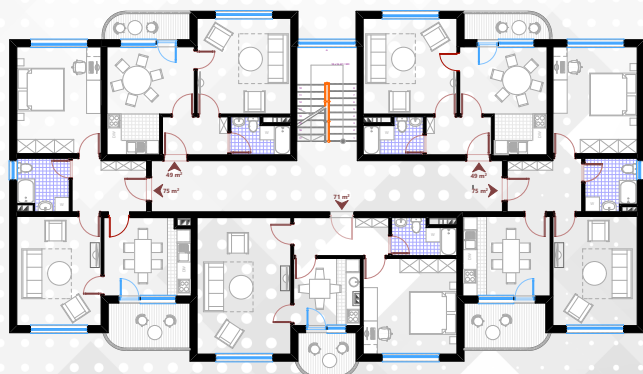
Layout of characteristic floor
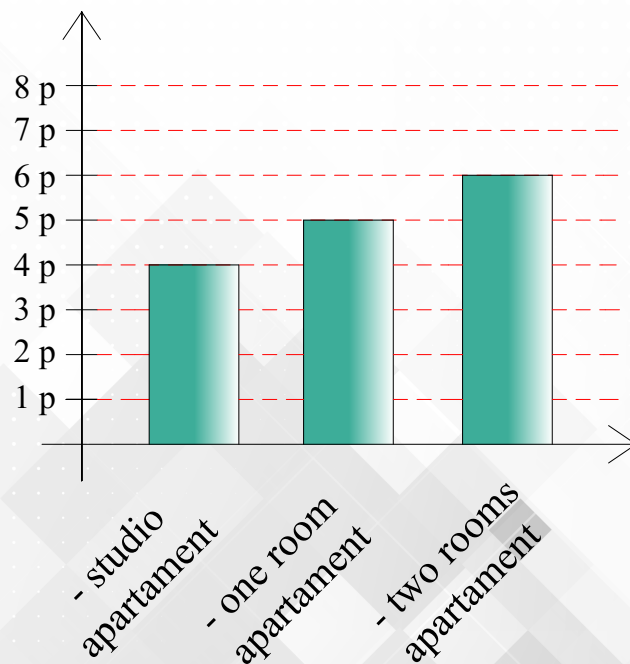
The average number of members for; studio apartments, one room apartment and two rooms apartment

In Figure below it is depicted the typologies of housing units, of which it is observed that they are very small and they do not meet the needs of the inhabitants in terms of living space. The pictograms indicate the average number of the members that live within housing unit.


D ▶ 75.07 m²

49.03 m²
E ▲

F ▼
26.23 m²

C ▼
70.9 m²

Typologies of housing units

The most suitable solution would be for the Government to construct housing units that would adapt to user needs, flexible housing units that would adapt in case of change of family structure.

As a suitable and less expensive solution would be the creation of annexes to the existing multi-family apartments.
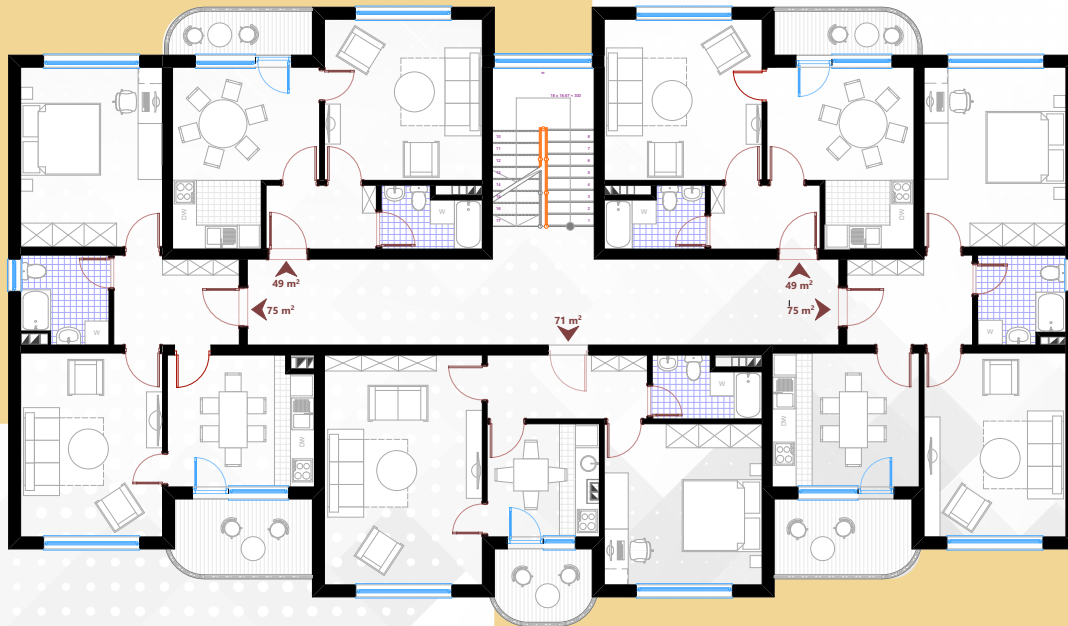

Extension of the existing multi-family apartments

The concept of expanding living spaces

The most suitable manner was considered to be the extension of living spaces in both vertical and horizontal direction. Extension in vertical direction is considered only as optional idea, given that in the study we did not perform a calculation of the supporting capacities of the land where such buildings are constructed. Whereas the extensions in horizontal direction can be realized without an eventual problem. In Figure above it is represented the volume of the buildings and the extensions that are rather important in order to achieve the required flexibility. Flexibility is one of the main elements of sustainability given that the needs of the inhabitants change with passing of time.


Building with extensions
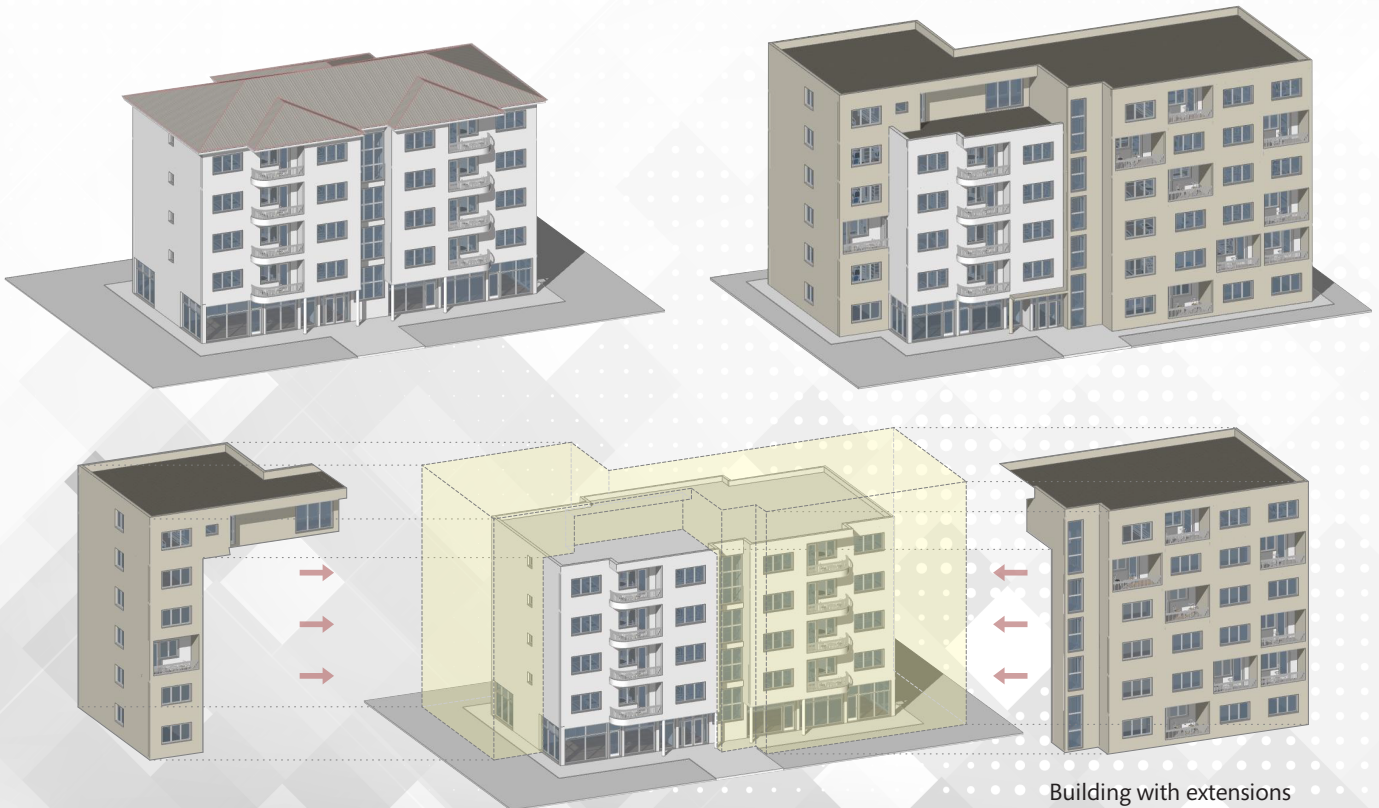
How can it be suitable for all?

There are presented several variations of design. In some of the housing units the extensions are performed only in one direction, whereas in some others this is done in two directions. The extensions enabled the extensions of the living space up to 49%, which is realized without damaging the green areas. The added structure would enable the transformation of the housing units from studio apartment into two rooms, one room into three rooms and from two rooms into three and four rooms, which can be adapted depending on the need. In cases where the families do not need additional rooms, some of these units can be used as balcony. The elevators are added to the building, given the considerable number of the handicapped and disabled persons. Adding the elevator would increase the overall comfort of the inhabitants. There are variants of the functional solutions of multi-family apartments, extensions in horizontal direction and two additional apartments in the roof of the building – extensions in vertical direction.

EXISTING LAYOUT

FIRST FLOOR

THIRD FLOOR

SECOND FLOOR

FOURTH FLOOR

FIFTH FLOOR
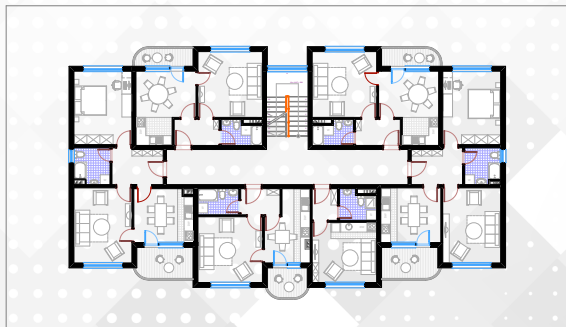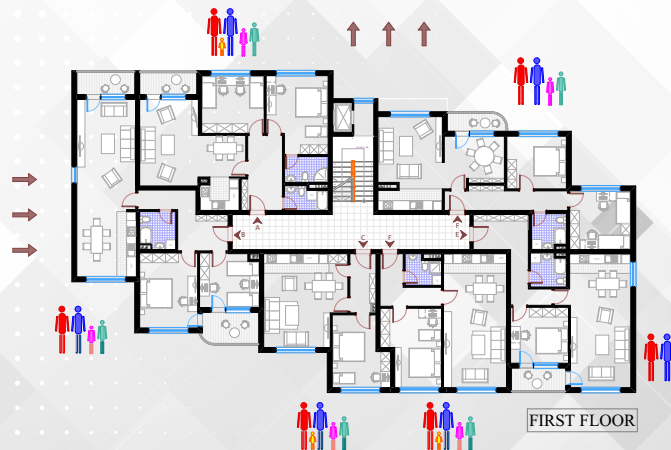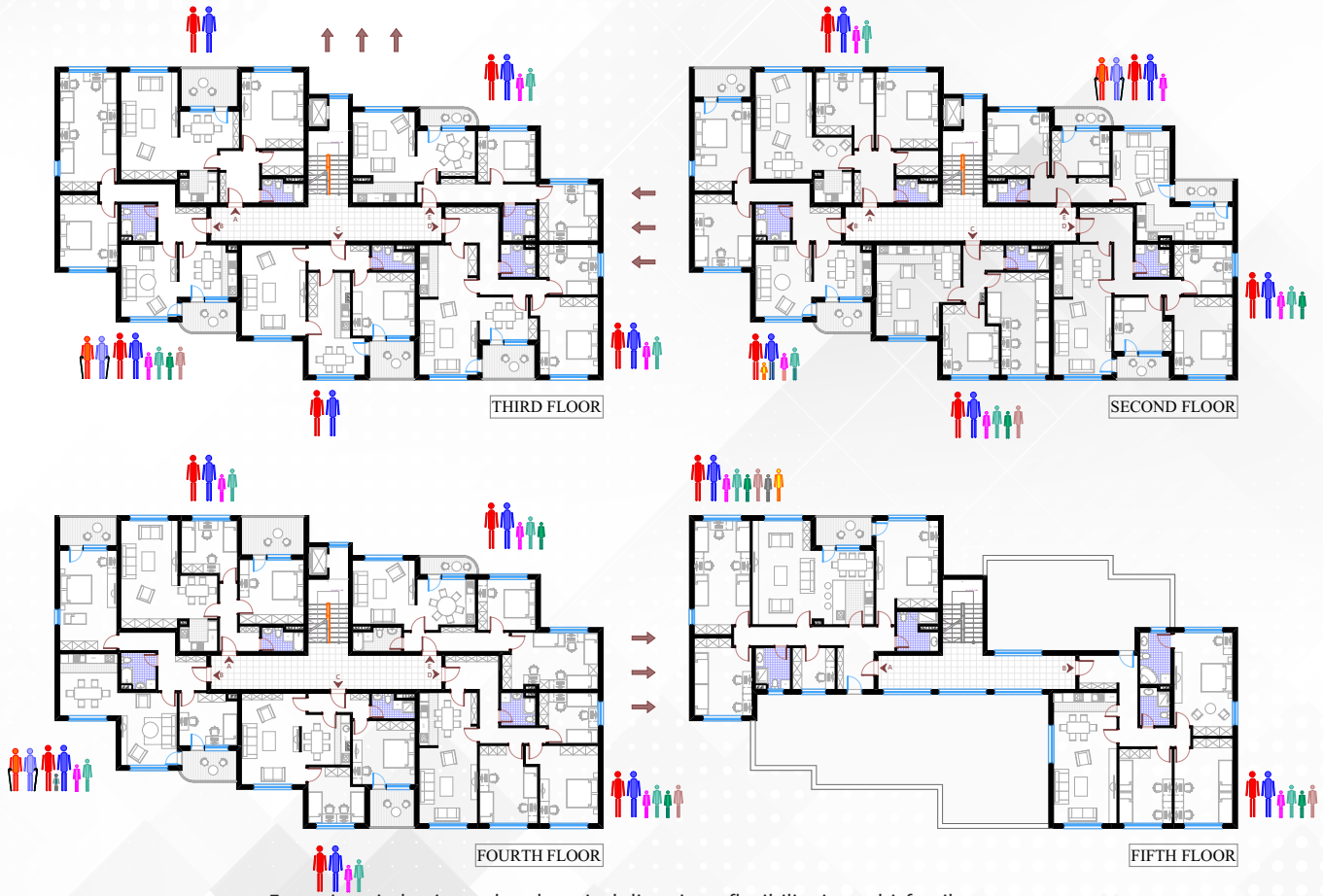
Extensions in horizontal and vertical directions-flexibility in multi-family apartments

Summary

The purpose of this chapter was to provide architectural solutions that would comply with the needs of the users, providing of flexible solutions that could be transformed with the transformation of family structure. Reaching flexibility was attained by the skeletal system of construction which is applied in the construction of these multi-family apartments. The offered solutions enable adding and removing a room within the housing units based on the needs of the users. The rooms can be used as balconies in cases when a family does not need additional room and they can be transformed into a room in cases when necessary.

SUMMARY, FINDINGS, CONCLUSIONS AND RECOMMENDATION

Summary of the study;

Public housing in general has been hardly addressed and documented in Republic of Kosovo, less so the social housing. Very little is known on the results of social housing units and their impact on the life quality of the residents who live there. Empirical data that provides an overview of the resident's perception with regard to their housing unit and the environment where they live are not available in the Republic of Kosovo. Furthermore, no research has been conducted to understand if the existing program for social housing is an adequate one or not. Such researches are of high importance in supporting the development of possible new housing policies.

Conclusion;

• While the aims of the Government of Republic of Kosovo were the provision of Housing Units appropriate for inhabitants of social buildings, followed with adequate infrastructure and other accompanying elements, such as; playground for children and recreations, Findings prove that not all of these characteristics have been fulfilled.
The situation is not as satisfactory as were the expectations.
• Housing Units do not meet the needs of users in terms of living space
• Inhabitants feel isolated from the rest of the population
They expressed "we are isolated like in prison"
• The neighborhoods in which the buildings are located are characterized by lack of pedestrian paths, street lighting, children's playgrounds, sport and recreation

areas as well as lack of parking spaces. All these were included in designs, but none of them were realized.

• None of the buildings has an elevator, despite the fact that there is a considerable number of residents with disabilities.

Proposal for future policies

1. Government of Republic of Kosovo does not have enough funds for building social buildings, so public-private partner ships would be very important.

Such cooperation would help the current crisis in Kosovo in terms of social housing.

2. Government can create such policies which would enable the distribution of these social cases in multi-family apartments constructed by the private sector, at a certain percentage.

In that cases private builders would be exempted from certain state taxes determined by Government.

Such policies would enable a mixed population within one residential block, avoiding thus the feeling of discrimination which would affect the residential satisfaction of inhabitants.

3. Systematic Post-Occupancy Evaluation is of a great important.

Information conducted from POE can help during creation of future projects and Housing Policies

4. The most suitable solution would be for the Government and residents to construct Housing Units that would adopt to residents needs, flexible housing units that would adopt in case of change of family structure.

5. Regarding Social buildings in Kosovo, it is suggested that there should be a combination among different population structures-those with low and medium income and inhabitants on social assistance.

In this case, 40% of beneficiaries can include inhabitants on social assistance

    30% of beneficiaries-inhabitants with low income and

    30% of beneficiaries-inhabitants

with medium income and the Government determines the criteria on low, medium and high income.

In such cases inhabitants with low and medium income are obligated to pay monthly rent which would be set by Government, and which would be used for maintenance of the buildings, where- as inhabitants on social assistance would not be obligated to pay monthly rent.

In this way, a mix of inhabitants would be created within a multi-apartment building, helping this way for inhabitants on social assistance not to feel discriminated and isolated from the rest of the population.

30 %

30 %

40 %

☐ medium income

☐ low income

☐ social assistance
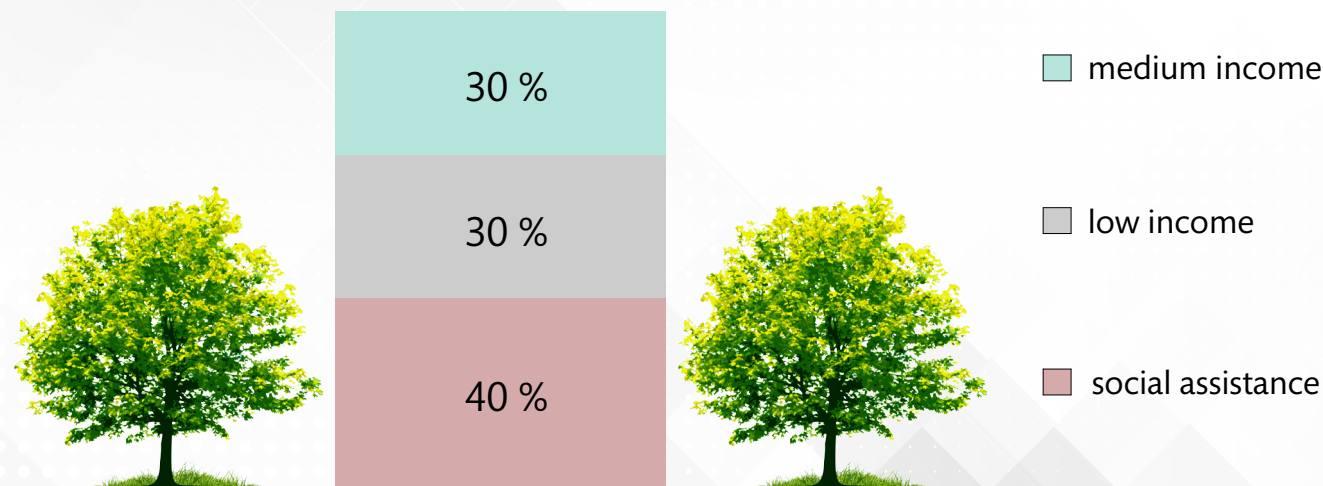
Combination among different population structures

Recommendations for next research

Future evaluations should be done also for buildings constructed by Municipalities and different international donors. It is very important to do also evaluation of individual housing units and com- paring Residential Satisfaction between multi-family apartments and individual housing units, in order to understand which form of housing is more appropriate for inhabitants of Kosovo.

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