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ASSESSMENT OF THE STATE AND DEVELOPMENT PROSPECTS OF OSBB

CASES OF CITIES OF DONETSK AND LUHANSK REGIONS

The assessment of the state and development prospects of OSBB. Report on the result of complex sociological research. Part 2.

2020

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DONETSK REGION

CASE # 1 MARIUPOL

CASE CHARACTERISTIC ASPECTS: EXTRAPOLATE SUCCESS TO OTHERS.

GENERAL INFORMATION

| | |
|---|---------|
| Population | 444 493 |
| Number of MUABs | 1917 |
| Number of OSBBs | 800 |
| Number of MUABs included in the OSBBs | 828 |
| Percentage of associated MUABs in the total number of MUABs across the city | 43,2% |

Assessing the level of support granted to OSBB by local authorities



high level

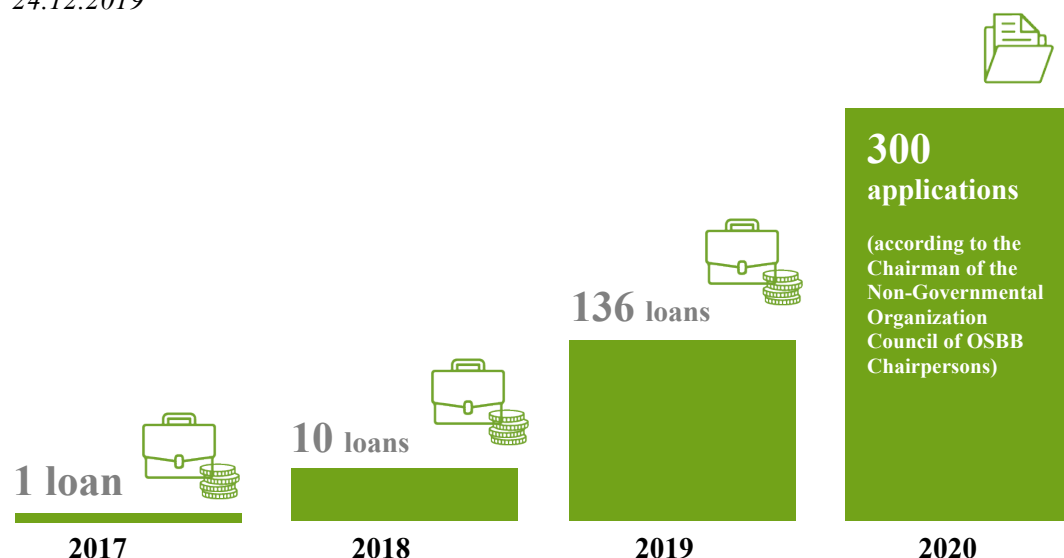
Detailing the conditions created by local authorities for the development of the OSBB

- 1- The municipal budget annually allocates 150-200 million UAH for financial support programs of the OSBB
- 2- A specialized Department for the Development and Support of the Association of co-owners of Multiapartment houses was established, it is engaged in informational, consulting and organizational support of:
 - the initiative groups that wish to create the OSBBs
 - the already existing OSBBs
- 3- There are 6 programs / provisions that provide support for the OSBB in different forms and volumes, in particular
 - methodological assistance to the OSBBs
Ground: Decree No. 288p "On approving the membership of the working party on reforming the housing and communal services and promoting the establishment of Association of co-owners of Multiapartment houses in Mariupol" dated 23.05.2016
 - system development of the OSBBs
Ground: Decision No. 7/9-519 "On the support program for the Association of co-owners of Multiapartment houses for 2016-2021" dated 28.07.2016
 - priority when evaluating projects for previously created OSBBs within the municipal budget
Ground: Decision No. 7/45-4406 "On amendments being made to the decision of Mariupol City Council dated 28.02.2018 No. 7/28-2437 "On approval of the Regulation on the municipal budget of Mariupol city" (as amended)" dated 25.09.2019

■ energy saving lending

Ground: Decision No. 7/13-912 “On approval of the Program on reimbursing part of the loan amount for energy conservation measures for Association of co-owners of Multiapartment houses and housing associations in Mariupol for 2017-2019 (“Warm House”)” dated 01.12.2016 (The Program is aimed at implementing the decision of the Cabinet of Ministers of Ukraine dated 17.10.2011 No. 1056)

Ground: Decision No. 7/48-4798 “On approval of the Program on reimbursing part of the expenditures for energy modernization of apartment buildings and part of the interest rates on loans for energy conservation measures for Association of co-owners of Multiapartment houses in Mariupol for 2020 - 2023 (“Energy-Efficient House”)” dated 24.12.2019



■ housing stock overhaul

Ground: Decision No. 7/48-4777 “On the Program of economic and social development of Mariupol for 2020” dated 24.12.2019

■ municipal improvement

Ground: Decision No. 7/49-4938 “On approval of the Program ‘Cozy Yard’ dated 22.01.2020

“We say to all potential chairpersons, initiative groups who want to establish [an OSBB], that in 5 years you will have (easy to remember, by looking at your hand) 5 initiatives” (Mariupol, in-depth interview, local authorities)

-4- Free help with the restoration of technical documentation for buildings

“The restoration of technical documentation for apartment buildings is carried out from the municipal budget, by default. The law says it” (Mariupol, in-depth interview, local authorities)

In the implementation phase:

- in 2020 the Department for the Development and Support of the Association of co-owners of Multiapartment houses plans to create a network of branches that will operate in each district of the city.

Detailing the manifestations of high interest of the city authorities in the development of OSBB

Steps aimed at the development of OSBBs:

- 1- conducting trainings and seminars for OSBB representatives

“We train chairpersons and conduct various seminars” (Mariupol, in-depth interview, local authorities)

- 2- holding meetings with OSBB representatives in order to address pressing issues

“We are constantly meeting with the chairpersons, there is a non-governmental organization called “Council of Chairpersons”, there is a group on social media. There is a problem, we see that it is gaining momentum, we are starting to meet, communicate” (Mariupol, in-depth interview, local authorities)

- 3- mediation between the OSBBs and the heads of utility companies providing services for the constructive resolution of issues

“There is a problem with DTEK, they are changing contracts, there is some misunderstanding. We wrote that a round table will be held, we decided that about 10 people will participate. They identified leaders in the same group and introduced them to me. I invite these 10 leaders, the Head of DTEK, and together we discuss the problem. There is an understanding, then we will replicate this understanding into all” (Mariupol, in-depth interview, local authorities)

- 4- holding competitions among OSBBs

“There is already a competition developed by the Department for the Development and Support of the Association of Co-Owners of Multiapartment Houses with several nominations, moreover, with nominations for the new Association of Co-Owners of Multiapartment Houses... This competition is called “Association of Co-Owners of Multiapartment Houses is above All” (Mariupol, in-depth interview, Non-governmental organization)

- 5- attracting active city residents to training, to prepare the ‘next generation of OSBB chairpersons’

“The idea of ‘Young Chairperson’ started. The fact is that most of the chairpersons are older than 50, we would like, on the one hand, to attract young people to this profession. On the other hand, the ideas and energy of youth, which can add drive to the Association of co-owners of Multiapartment houses movement. Now students are participating in this program, contributing their ideas, it’s very interesting” (Mariupol, in-depth interview, local authorities)

Detailing of institutional support for OSBBs

There are **15 organizations** in Mariupol that focus on combining of OSBBs, protecting their interests and rights, and advisory support.

The most active and sizeable non-governmental organization that operates in Mariupol and represents the interests of the OSBBs is the **“Council of the Association of co-owners of Multiapartment houses chairpersons”**, which includes more than half of OSBB chairpersons.

10 associations were created in the city; they combine several OSBBs to solve collective issues.

“We have associations, probably about 10 in the city, and the non-governmental organization “Council of the chairpersons”, there are also regional organizations. We will say that active ones are associations, because there is a clear understanding, a powerful organization, because the majority is included there” (Mariupol, in-depth interview, local authorities)

Institutional support strength:

- **partnership** of non-governmental organization "Council of the Association of co-owners of Multiapartment houses chairpersons" and the Department for the Development and Support of the Association of co-owners of Multiapartment houses. There is an understanding that they are working on the same thing and have the same vision of the final goal of their work. These two institutes act in Mariupol as two strong pillars that allow implementing a set of measures with providing support at all stages: informational, communication, organizational, financial, etc.

EMOTIONAL BACKGROUND OF OSBB PERCEPTION

OSBB image

How the chairpersons in Mariupol see OSBBs depends on

- 1- own attitude to housing stock,
- 2- the vision of the co-owners of the apartments included in the OSBBs.

Image # 1.

Taking into account the oldness of the housing stock (which is not the specifics of the city), the buildings are associated with an old car, which has not been invested in for years, and which has been rusted into the garage. But now, having become the OSBBs, the "car" receives a second breath and seeks to recover and further use.

"That flunker, who is always striving forward, does everything, and he will gain the upper hand" (Mariupol, focus group discussion, OSBB, female)

Image # 2.

Lack of homogeneity of the residents attitude to the work of the OSBB board.

"Like a domino, black and white. Half white are those people for whom you want to do something, who support you. And that black half that opposes" (Mariupol, focus group discussion, OSBB, female)

Image # 3.

Inactivity.

"In my understanding, this is a lazy person, a passive person who lives as he lives ... He's sitting on the riverbank and is waiting for something" (Mariupol, focus group discussion, OSBB, male)

Image #4.

Shifting responsibility for the development of OSBB to the chairperson.

"A cat that walks on its own. If everything worked out for you, then it's good, if not, he goes for a walk further" (Mariupol, focus group discussion, OSBB, female)

The chairpersons of the newly established OSBB invest more negative associations in the image than the chairpersons of the long-functioning OSBBs, since the latter already have results both in improving the technical condition of the building and in establishing interaction with the co-owners.

Attitude towards the Association of co-owners of Multiapartment houses

Assessment of attitude to OSBB



highly positive

Prerequisites for a positive attitude towards the OSBB:

-1- Housing and communal services - a priority for the city development

The city government of Mariupol chose changes in the sphere of housing and communal services as one of the priority areas for the city development. According to the Chairman of the non-governmental organization "Council of the Association of co-owners of Multiapartment houses chairpersons", this was facilitated by a sociological study conducted by the city authorities, which showed that housing and communal services problems occupy the first positions and require immediate intervention.

The city government chose the setting up of OSBB as an instrument for such changes and directed its policy towards the development of this sphere. The city government **promotes the OSBBs as the best option** for co-owners to maintain the proper condition of their own buildings through information campaigns, systematic assistance from specialized departments, the implementation of city programs of financial support for the OSBBs, etc.

The Head of the relevant department notes that the city has a high potential for the development of the OSBB, and predicts a 100 percent transformation of all apartment buildings into OSBBs in 6 years.

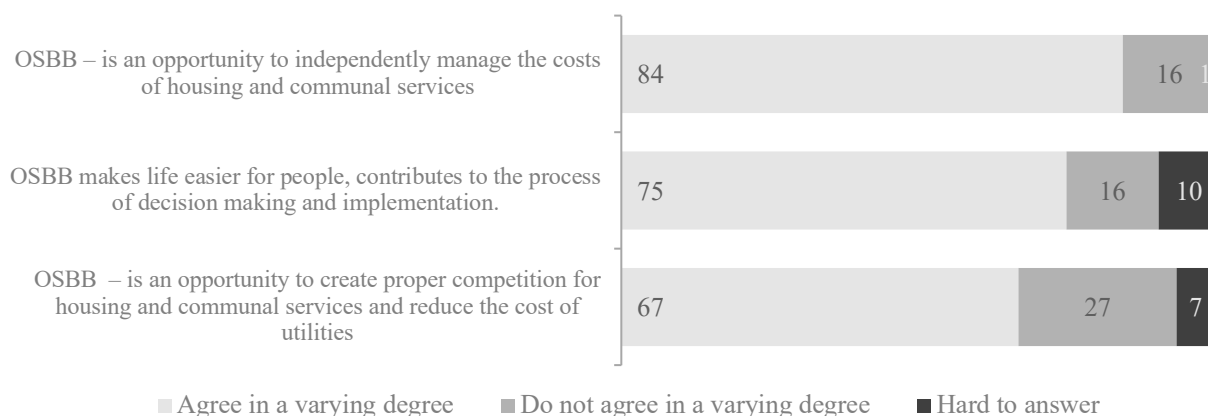
Confirmation of the correct course of the reform process in the housing sector is the level of its support by residents of apartment buildings at the time of the OSBB creation.

-2- Parasitization of management companies - mismatch of value to quality

"The company "City for people" helped us a lot. They did everything for us to create OSBB. They did nothing, took money, and invested minimally. It was a push" (Mariupol, focus group discussion, OSBB, male)

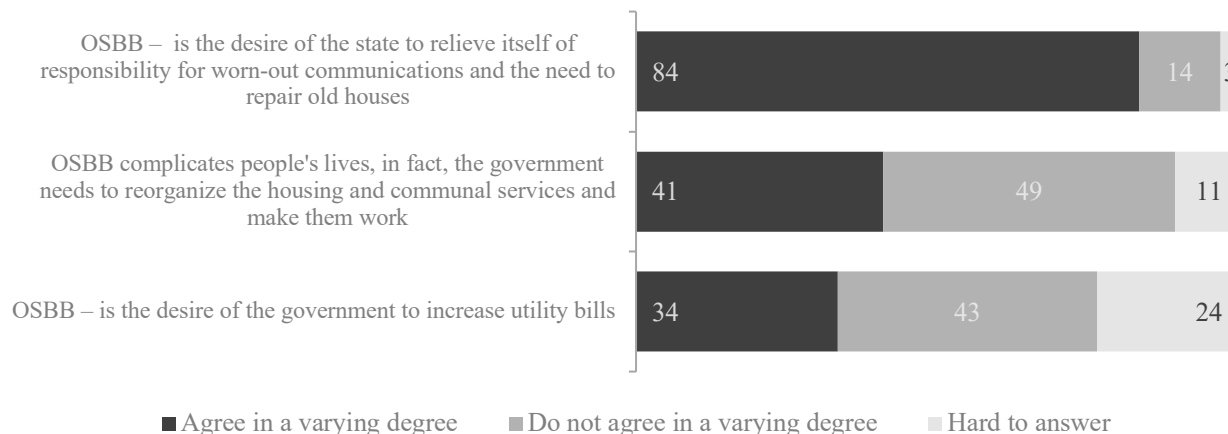
Mariupol is a city in which unanimity is **recorded in assessing the positive impact of the operation of OSBBs** on co-owners of apartments, houses and the city as a whole of all target groups of the project - the owners of apartments in apartment buildings, representatives of relevant public organizations, OSBB chairpersons and representatives of city government.

Fig. 1. OSBB as an opportunity (in %)



Despite the fact that more than 80% of co-owners of apartments agree that OSBB is a tool that allows the state to relieve itself of responsibility for the unsatisfactory state of the housing stock, **successful local practices of functioning of these associations have neutralized the negative impact of this belief on the general attitude towards OSBBs (Fig. 2).**

Fig. 2. Negative images of OSBB (in %)



Detailing the attitude of the population to OSBBs

Key indicators important in terms of experience extrapolation:

- 1- **The presence in the city of the practices of the successful functioning of the OSBBs creates a kind of positive background** for the rest of the population to perceive this association, as indicated by the fact that the share of the category of co-owners of apartment buildings, which supported the process of unification over the past three years, increased by 22% compared with the situation that was ten years ago (Table 1).
- 2- **The main resource of proactive residents among co-owners aged 40 - 59.** The aspirations for stability, for creating a comfortable living environment, and at the same time changes in the rhythm of life associated with the growing up of children and the release of a certain amount of time for social affairs - this is what characterises the age group over 40. This is associated with an increased level of its activity in the assessment of OSBBs (Table 2).

Fig. 3. The attitude of apartment owners to starting an OSBB in their house (in %)

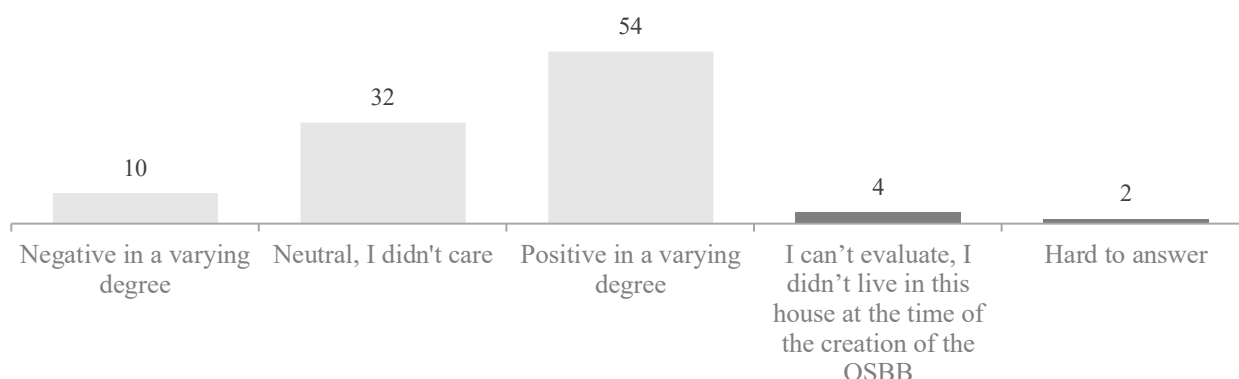


Table 1. Attitude towards starting an OSBB in the context of the year the OSBB was set up (in %)

| Possible answers | Up to 3 years | 5 to 10 years | Over 10 years | I don't know |
|---|---------------|---------------|---------------|--------------|
| Negative to an extent | 10 | 13 | - | 6 |
| Neutral, I didn't care | 28 | 43 | 54 | 33 |
| Positive to an extent | 60 | 44 | 38 | 28 |
| I can't evaluate, I didn't live in this house at the time of starting an the OSBB | - | - | 8 | 33 |
| Hard to answer | 2 | - | - | - |
| Total | 100 | 100 | 100 | 100 |

Table 2. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|-------|-------|-------|-------|-----|
| Negative to an extent | 7 | 5 | 13 | 6 | 12 |
| Neutral, I didn't care | 50 | 49 | 30 | 23 | 19 |
| Positive to an extent | 29 | 36 | 54 | 71 | 67 |
| I can't evaluate, I didn't live in this house at the time of starting the OSBB | 14 | 8 | - | - | - |
| Hard to answer | - | 3 | 3 | - | 2 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 3- The very fact of the creation and operation of the OSBB **adds at least 19%** of the supporters of such an association (**Table 3**). If, as a whole, before starting an OSBB, 54% of the co-owners of the houses had a positive attitude towards the association, then after its registration this figure increased to 73%.

Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)



Table 3. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Has not changed | Worsened to an extent | Total |
|------------------------|-----------------------|-----------------|-----------------------|-------|
| Negative to an extent | 47 | 47 | 5 | 100 |
| Neutral, I didn't care | 55 | 39 | 6 | 100 |
| Positive to an extent | 67 | 29 | 5 | 100 |

Table 4. Reasons for improving attitudes towards the OSBB *(answer to an open question)*

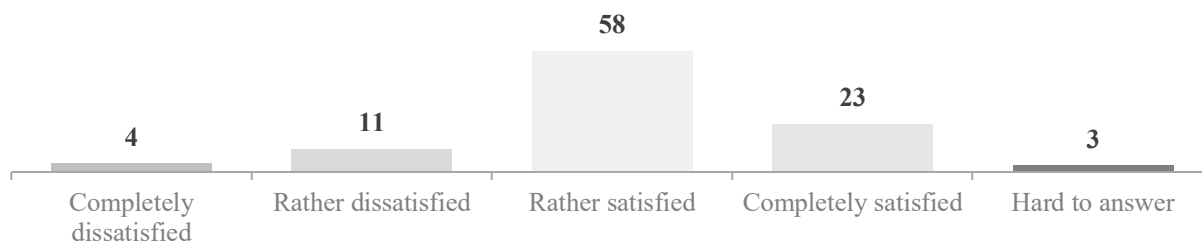
| Possible answers | % |
|---|----|
| Replaced windows / doors | 44 |
| Replaced pipes / communications | 37 |
| Yard improvement | 31 |
| Installed playgrounds and sports grounds | 29 |
| Repaired the roof | 22 |
| Staircases repair | 18 |
| Improved lighting | 12 |
| Board job | 11 |
| Installed security cameras | 10 |
| Became cleaner | 10 |
| Decisions are made quickly / win contests, grants | 8 |
| Future repair promises | 6 |
| Abstract (started to do something, etc.) | 5 |
| Installed counters | 3 |
| Made a refurbishment | 2 |
| Utility payments decreased | 2 |

Table 5. Change in the assessment of the quality of services received after starting an OSBB *(in %)*

| Parameter | Changes for the worse | No changes | Changes for the better | Hard to answer |
|--|-----------------------|------------|------------------------|----------------|
| Street cleanliness and cleaning efficiency | 1 | 18 | 80 | 1 |
| Staircases lighting | - | 21 | 78 | 1 |
| Clean staircases | 2 | 20 | 78 | 1 |
| Garbage removal | 2 | 32 | 66 | 1 |
| Maintenance of structural elements (solving local problems, prompt response) | - | 32 | 66 | 3 |
| Indoor temperature | - | 35 | 65 | - |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 3 | 32 | 64 | 1 |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 3 | 32 | 64 | 1 |
| Renovation of the house / staircases | 2 | 35 | 63 | 1 |
| Technical condition of the house | 6 | 28 | 62 | 5 |
| Internal development roads lighting | 3 | 41 | 55 | 1 |
| Building surrounding grounds greening level | 7 | 38 | 55 | 1 |
| Overhaul of the staircases (full replacement of windows, doors, roofs, etc.) | 5 | 41 | 53 | 1 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 1 | 49 | 50 | 1 |
| Condition of internal development roads | 8 | 46 | 46 | 1 |
| Central heating stability | 1 | 55 | 44 | 1 |
| Water supply stability | 1 | 57 | 42 | 1 |
| Availability and sufficient number of parking spaces near the house | 2 | 58 | 34 | 6 |
| Condition of the elevators in the house | 1 | 35 | 26 | 38 |

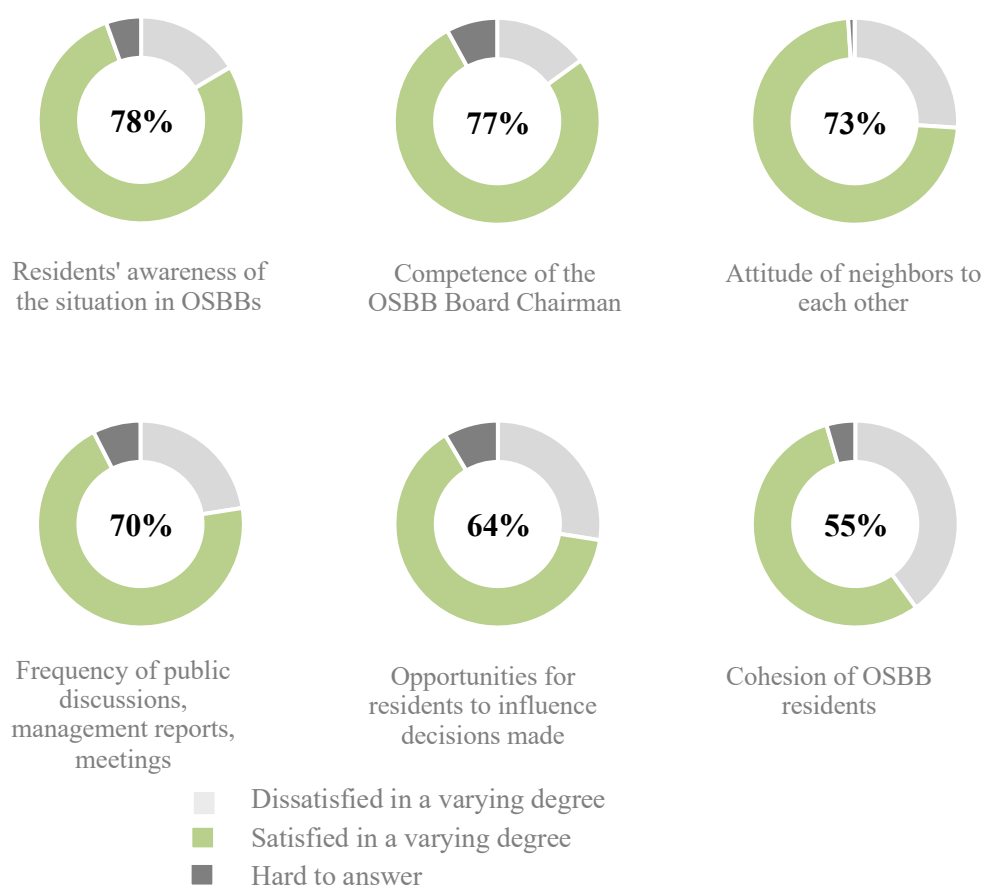
- 4- The level of satisfaction with the work of OSBB has a relationship with the general emotional background of a person.** Apartment owners who believe that their life is more dependent on external circumstances tend to be skeptical about the operation of OSBB (20%). While those apartment owners who take responsibility for the circumstances in their lives on themselves, demonstrate more positive moods - among them 10% are dissatisfied.

Fig. 5. General level of satisfaction with the OSBB operation (in %)



-5- Satisfaction with various aspects of life in the **OSBB** to a certain extent **depends on a person's participation in management / involvement in decision-making mechanisms**, in particular, participation in the general meeting. So apartment owners who attended less than half of the meetings more negatively assess life in the OSBB. The difference in the estimates of active and passive co-owners ranges from 8% (the attitude of neighbors to each other) to 36% (competence of the OSBB Chairperson).

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Synergy of actions of local authorities - public associations - co-owners of houses

"The city programs give good confidence, they help to develop and improve the housing stock in Mariupol. This inspires us, because without these programs, our houses, which were practically in ruined condition, could not be restored. The implementation of these programs allows us to dream, hope and believe" (Mariupol, focus group discussion, OSBB, female)

2. OSBB – municipality priority focus

Advantages of OSBBs when participating in programs for apartment buildings over houses that are managed by companies.

3. Joining to success strategy

- awareness of the benefits of creating successful examples of the OSBBs operation and the scaling of this experience. More than 43% of apartment buildings those have chosen the OSBB as a form of management

"Now 40% of the housing stock is in OSBBs. This is approximately every second house is already in the OSBB. When you walk through the yard and realize that it is a comfortable yard. You ask yourself the question: Why does he have a comfortable yard, and I have uncomfortable one? He probably has the OSBB. So I want OSBB" (Mariupol, focus group discussion, OSBB, female)

- support from functioning OSBB who offer assistance in creating an association

"When they have realized everything in their house, something is already beginning to bother them, or they go to a neighboring yard and say: "Let's create an OSBB for you to be cozy too" (Mariupol, in-depth interview, local authorities)

4. Dissatisfaction with the management company quality of service.

OSBB CREATION BARRIERS:

Specific

1. Information breaks

Despite the fact that target groups often note a lack of information, in this case it is more appropriate to talk about breaks in the communication chain. Information does not reach / partially reaches / not fully reaches recipients.

"The explanatory information is not enough. Maybe you need to do some kind of program at the local level of television, maybe it is worth doing within the framework of your project. Our people suffer from ignorance, ignorance of their rights and duties" (Mariupol, focus group discussion, OSBB, female)

2. Organizational and financial restrictions

The failure of the municipal budget to provide a greater number of newly established OSBBs with motivational benefits (refurbishment, for example) within one budget year. Given that the lack of such support in the first year of OSBB operation is likely to adversely affect the level of motivation of co-owners of houses, this factor acts as a slowing factor in the process of creating associations.

"Now all buildings can be made OSBBs, and they are ready to do it, in fact, but we will not have time to fulfill our promises. If per year we can do only 100 refurbishments, then if I create 300 OSBBs, next year I will give only 100 refurbishments" (Mariupol, in-depth interview, local authorities)

Typical

1. Stigmatizations - OSBB = housing maintenance company

"Many people associate OSBB with housing maintenance company who does not want to read, do not want to develop" (Mariupol, focus group discussion, OSBB, female)

2. Absence of initiative group

"There are houses that still do not have these 3 people, in these houses the residents are sitting on benches, they are discussing how bad is in their house and how good is in the house of others" (Mariupol, in-depth interview, non-governmental organization)

3. Absence of leader

"These are non-initiative people, there is simply no leader there. Today there is no leader, but tomorrow he appears" (Mariupol, in-depth interview, local authorities)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity
level



middle level

Public participation practices at home level

Manifestations and specifics of public activity at the local level:

- 1- 44% of the apartments co-owners declare their participation in more than half of all the general meetings that took place in the OSBB for the last year (**Fig. 7**).
- 2- Unmistakable leadership in terms of activity belongs to the age category of 60+ , while traditionally there are more dissatisfied among the younger generation. At this level, the same mechanism is reproduced as at the state level in the situation of participation in elections. Refusal of youth to participate in the general meeting leads to the choice being made for them, but in this case, the level of youth involvement becomes lower (**Table 6**).

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

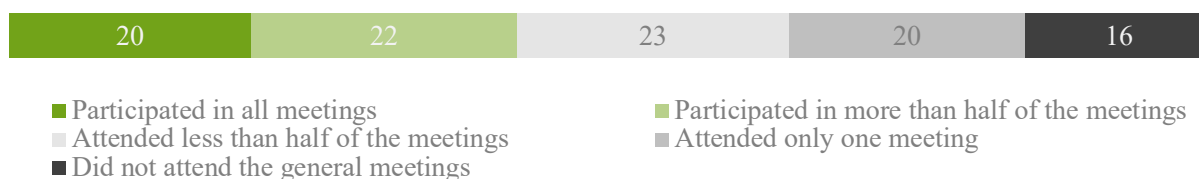


Table 6. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|-------|-------|-------|-------|-----|
| Participated in all meetings | 3 | 11 | 18 | 5 | 36 |
| Participated in more than half of the meetings | 5 | 14 | 24 | 28 | 29 |
| Attended less than half of the meetings | 18 | 16 | 22 | 26 | 10 |
| Attended only one meeting | 20 | 21 | 18 | 15 | 3 |
| Did not attend the general meetings | 55 | 39 | 18 | 26 | 23 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 7. Barriers to participation in meetings of the OSBB
(multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 68 |
| I believe that there is no point in these meetings - people do not listen to each other | 10 |
| I believe that there is no point in these meetings - all decisions are made individually | 7 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 6 |
| I'm not allowed to express my thoughts | 1 |
| Other | 9 |
| <i>The state of health does not always allow to attend meetings (6)</i> | |
| <i>Meetings not held (5)</i> | |
| <i>I forget when meetings are held (1)</i> | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

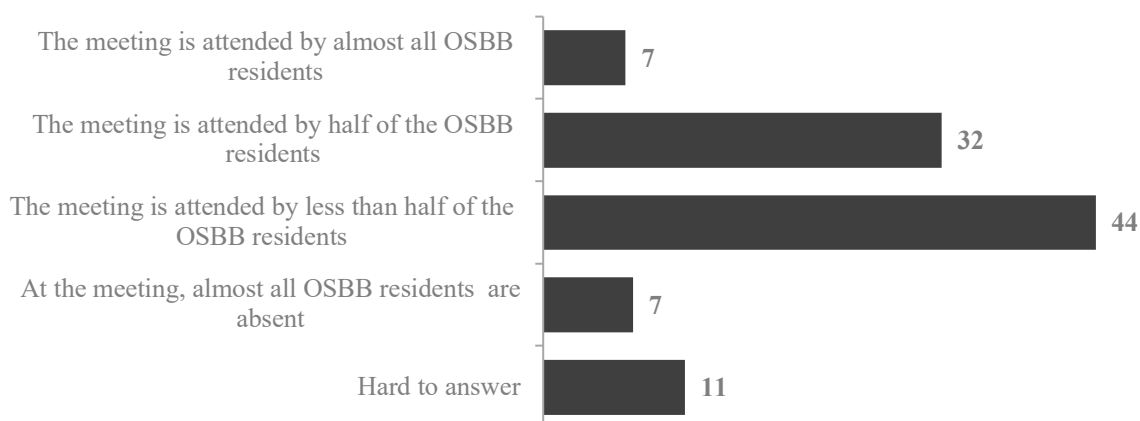


Fig. 9. Performance evaluation of the OSBB general meetings (in %)



Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

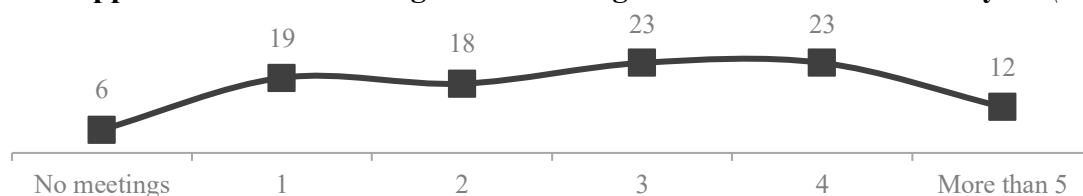


Table 8. OSBB activity reporting channels

(multiple choice)

| Possible answers | % |
|---|----|
| Bulletin boards | 67 |
| At the general meeting | 62 |
| Chat in Viber | 15 |
| On the official page of OSBB in social media (Facebook / Instagram, etc.) | 2 |
| Email newsletter | 1 |
| Information booklets | 1 |
| Other | 15 |
| No reporting (15) | |
| Personal communication (or by phone) with the OSBB chairperson (13) | |

- 3- Cumulatively 18% of the co-owners are either already participating in the management of the OSBB, or are ready to join this process (Fig. 11). This level of activity is the lowest among 10 settlements of Donetsk and Luhansk regions, in which co-owners of apartments in the created OSBBs were interviewed.

Fig. 11. Willingness to join OSBB management (in %)

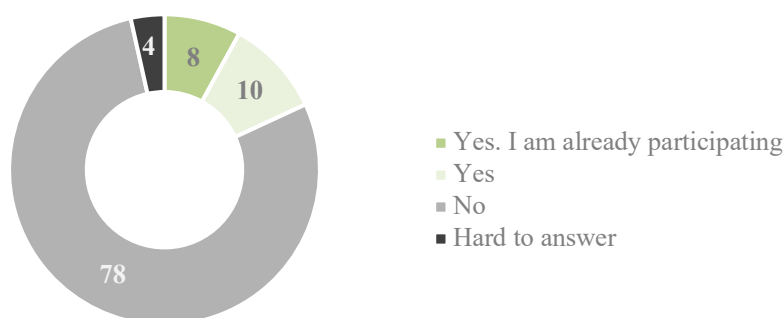


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 8 |
| 30 – 39 | 17 |
| 40 – 49 | 14 |
| 50 – 59 | 19 |
| 60 + | 42 |
| Total | 100 |

Participation in the general meetings of the OSBBs

| | |
|--|------------|
| Participated in all meetings | 58 |
| Participated in more than half of the meetings | 22 |
| Attended less than half of the meetings | 14 |
| Attended only one meeting | 3 |
| Did not attend the general meetings | 3 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 39 |
| I know almost everything that happens in the OSBB | 53 |
| I for the most part do not know what is happening in the OSBB | 6 |
| I don't know anything about what is happening in the OSBB | 3 |
| Total | 100 |

Drivers of activity of the OSBB chairpersons:

-1- Recognition as a motivator

The OSBB chairpersons point out that house management is more a hobby for them than work, since the chairpersons' salary usually does not exceed the minimum rate. Most have the main job, and the OSBB management is an additional load.

The OSBB is precisely the tool that allows ambitious, active residents to realize their aspirations in recognition, to prove themselves as a good organizer and leader

"Ambitiousness. For others to talk about you. Not so much about you, how much about your house". (Mariupol, focus group discussion, OSBB, female)

-2- Altruism or increased social responsibility

The aspirations for change and the willingness to be involved in them, acknowledging the responsibility a person has to accept for these changes.

"Realization of dreams. Beautiful city - beautiful houses" (Mariupol, focus group discussion, OSBB, female)

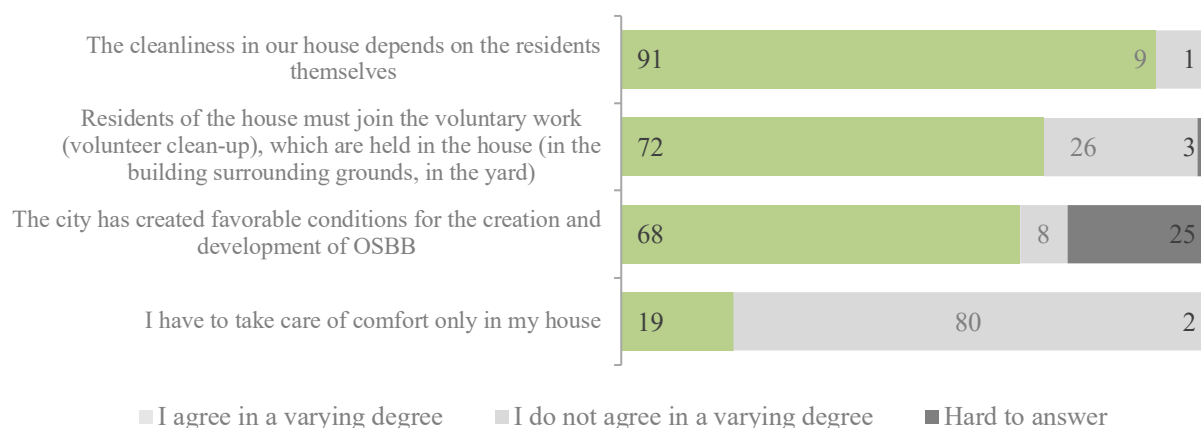
Barriers to the activity of the OSBB chairpersons:

- the issue of constructive and non-conflict communication with residents of the house, including opposition members, dissatisfied with the actions of the OSBB board

"Residents allow themselves to offend the chairperson. "She steals!" (exclamation of residents). Besides that she leads projects, works with the treasury, moreover, residents tell her in the face: "She can write some more paper, but she's not enough strength to be the chairperson, and she steals" (Mariupol, focus group discussion, OSBB, female)

- 4- Starting an OSBB as a form of house management has changed the attitude of residents to common property. If earlier the property ended with the door of the apartment, now the awareness of the presence of common property, which should be maintained by all residents of the house, is growing (**Fig. 13**).

Fig. 13. Boundaries of responsibility (in %)



- 5-** Despite the fact that people satisfied with the general level of cohesion of the OSBB are more than 55% (**Fig. 6**), however, this is the lowest indicator among all the parameters for assessing the association. **The social interaction in Mariupol between the co-owners of apartment buildings does not differ in-depth** - I know, I greet, but closer and more substantive social contact is inherent the very few.

Table 9. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 8 | 50 | 42 |
| I greet the neighbors | - | 14 | 55 | 32 |
| I communicate with neighbors on everyday topics | 7 | 52 | 33 | 10 |
| I can make small requests (ask for salt, a screwdriver) | 30 | 55 | 12 | 4 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 67 | 29 | 4 | 1 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 45 | 50 | 4 | 2 |

The most common interactions between residents:

- voluntary work, cleaning of the building surrounding grounds

"When they were just created, 5 people went out on a clean-up day, and when a cozy yard appeared, then everyone coming out" (Mariupol, in-depth interview, local authorities)

- organizing holidays

"We organized and prepared for Maslenitsa. Each person brought something: someone brought pancakes, for example, I went, bought sweets, bagels. We carried out a table, set it, a kettle" (Mariupol, focus group discussion, OSBB, female)

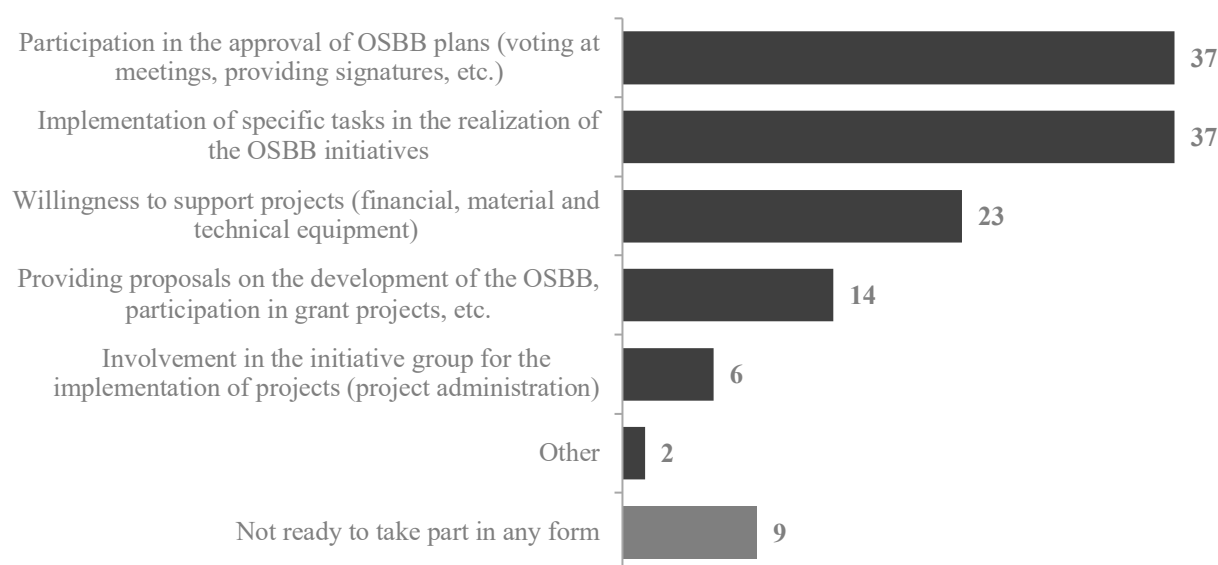
"They already have everything in common, they have a much more friendly attitude. They go out to the yard to celebrate some events, for barbecue" (Mariupol, focus group discussion, OSBB, female)

Table 10. Participation in events organized by the OSBB for the last year (*answer to an open question*)

| Possible answers | % |
|--|----|
| Voluntary work / cleaning of the building surrounding grounds / planting of greenery | 41 |
| Meetings of the OSBB | 13 |
| Handed over money for repairs | 17 |
| Celebration | 8 |
| Other | 4 |
| Did not participate in any events organized by the OSBB | 36 |

- 6-** More than 70% of apartment owners in the OSBBs are declaratively ready for manifestations of social activity, which does not require the need to take responsibility (**Fig. 14**). However, in this case we are talking mainly about the role of the performer, not the initiator.

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives (*in %, multiple choice*)



Public participation practices at city level

OSBB core group participation practices:

- Advisory and consultative function** - membership in public councils and public advisory bodies under the local authorities
- Co-organization and joint initiation** of city-wide / national **events** on the development of the OSBBs

“Our mayor kindly supported our idea, we are now working on the holding, the establishment of the annual forum on support programs of the OSBBs, with the participation of mayors and activists of the OSBBs” (Mariupol, in-depth interview, local authorities)

3. Participation in budget

“We have such a program in the city, including for the OSBBs – public budget. People saw that some territory was empty, on which a playground should appear, or to make a salt room in the kindergarten, which would heal the children. Such public initiatives” (Mariupol, in-depth interview, local authorities)

Fig. 15. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)

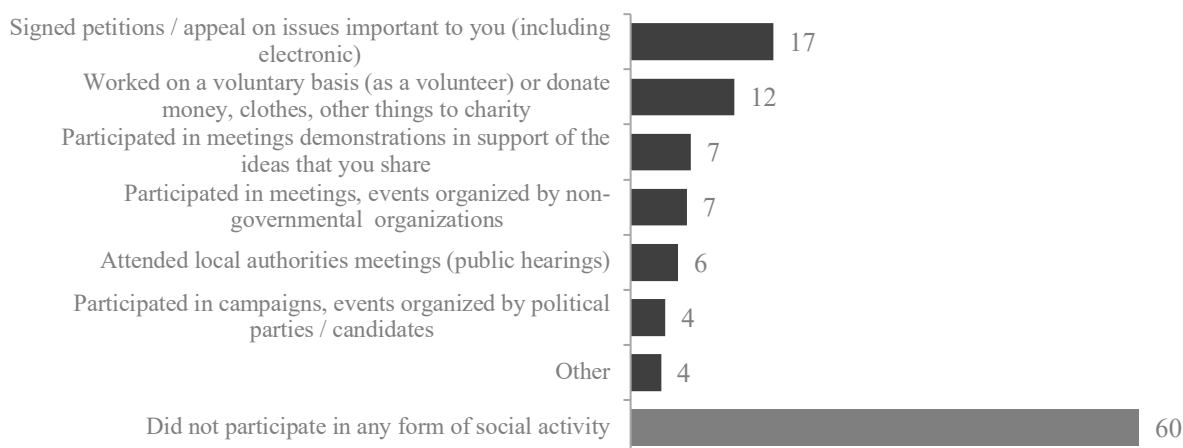
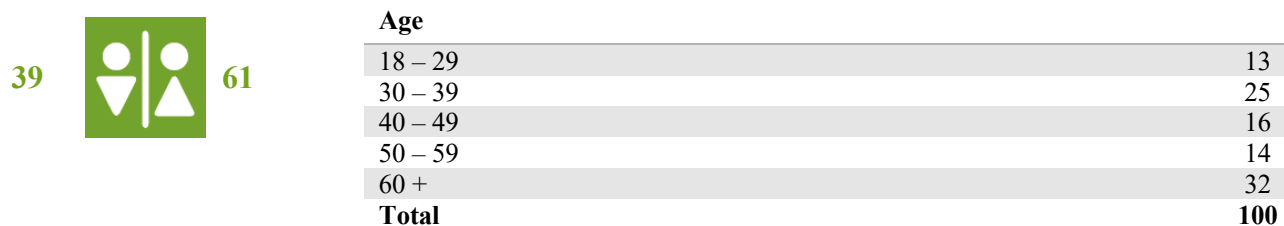


Fig. 16. Portrait of a public activist (in %)



Participation in the general meetings of the OSBBs

| | |
|--|------------|
| Participated in all meetings | 37 |
| Participated in more than half of the meetings | 19 |
| Attended less than half of the meetings | 19 |
| Attended only one meeting | 12 |
| Did not attend the general meetings | 13 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 30 |
| I know almost everything that happens in the OSBB | 48 |
| I for the most part do not know what is happening in the OSBB | 15 |
| I don't know anything about what is happening in the OSBB | 6 |
| Total | 100 |

Satisfaction with own life

| | |
|---------------------------|------------|
| Dissatisfied to an extent | 30 |
| Satisfied to an extent | 70 |
| Total | 100 |

Training of the OSBB chairpersons

Pressing topics

1. Psychology trainings (work with conflict residents, emotional burnout

"In order to avoid such conflict situations, probably, for the chairpersons it is necessary to conduct some psychological, initial courses of knowledge of psychology. It is very important" (Mariupol, focus group discussion, OSBB, female)

2. Advocacy

"Power. Interaction with structures, interconnection. If I need to solve a question, for example, bring sand to the sandbox, where should I go? To the administration. If we need to distinguish the area of responsibility, how exactly are city structures. Many chairpersons simply do not understand, and they run from office to office, they are sent to another organization. Communications are needed, and that would be interesting". (Mariupol, focus group discussion, OSBB, female)

3. Effective communication

"Effective communication. I play broken telephone with the chairpersons, because it often happens that we hold meetings, round tables. I or the discipline supervisor says one information, and they leave already with different information. It is not right" (Mariupol, in-depth interview, local authorities)

4. Programs aimed at the training of local trainers

"The program of creating internal trainers, not those who come, but those who are in place. It's one thing if a person has left, you might call, ask something, another thing when a person is working nearby, the OSBB is next to him and you come across him here, in the department"

Current formats

Trainings or seminars with practical component, cases.

The number of participants in one training is not more than 20 people.

"Definitely, this should be no more than 20 people, otherwise it will turn into chaos. Definitely it should be alive, with specific mathematics. Let's say you bought a pump for 1000 UAH, your co-owners began to pay 10 kopecks less, or water appeared on 9 floors. With specific examples" (Mariupol, in-depth interview, local authorities)

Public activity events

Popular formats

1. Information campaigns for residents of apartment buildings in which OSBB has not yet been created

"We talked about commercials in order to convey information to our residents, so that they understand something about life in the OSBB. I think the main idea should be that they themselves are co-owners of their housing, they don't understand this" (Mariupol, focus group discussion, OSBB, female)

2. Training programs for schoolchildren aimed at development skills for energy conservation use of resources, developing skills of home management

"In schools, it's worthwhile to conduct seminars for high school students so that they teach their parents how to save resources. It can be combined and it's very interesting for children" (Mariupol, focus group discussion, OSBB, female)

3. Events for OSBBs residents in order to unite them

"I would make a holiday "Dad, mom and I - a close-knit family" so that families come out. Mostly grandparents come out. As a rule, we have a big problem, men are embarrassed (at the meeting: "Let my wife come"). And when the whole family comes out. Sporting events, intellectual, quizzes, contests" (Mariupol, focus group discussion, OSBB, female)

4. Thematic competitions in the houses of OSBBs, which were aimed at the joint participation of residents

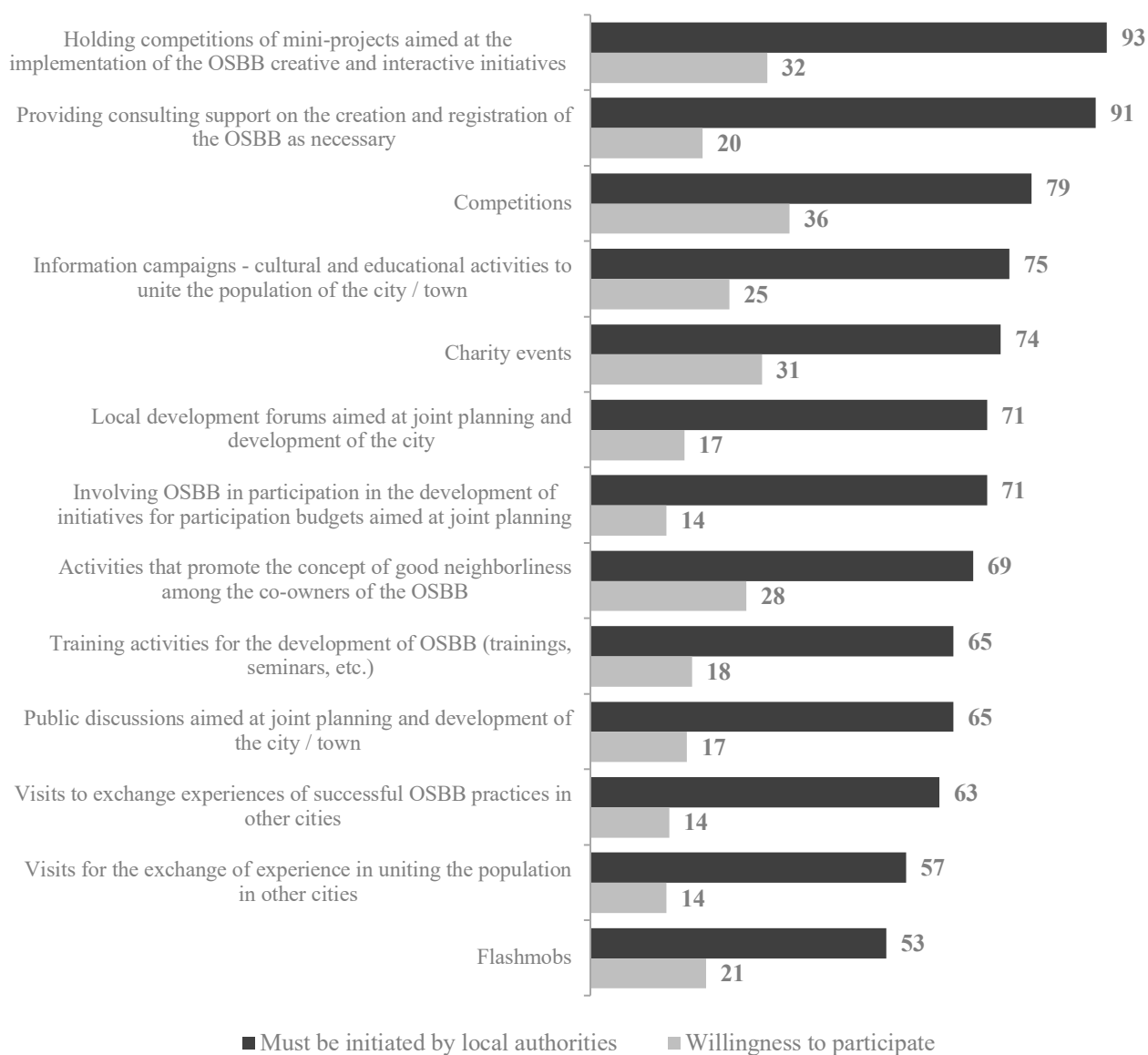
"I have a dream, I have a large yard, I would like to hold a plaster figures competition. If they had worked one day, but these figures would have remained. My children and I sculpted a plaster figure, we placed it under a tree, it was very exciting, but we sculpted it for three days off" (Mariupol, focus group discussion, OSBB, female)

5. OSBBs good practice exchange programs

For Mariupol visits to cities in which successful OSBBs were created without the help of city governments are relevant.

"It is important to adopt experience of the other cities. We live now, but we live in our experience of what the city will give, the city will do. And it's cool to communicate directly with those OSBBs leaders, where the city did not help, how they managed: they took loans, or the co-owners paid in advance" (Mariupol, in-depth interview, local authorities)

Fig. 17. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Mariupol is a city that, in terms of both quantitative and qualitative indicators, is a case whose experience can be extrapolated to wider territories.

OSBB development pattern

- Step 1.** Monitoring by local authorities of the general situation with the problems of the city on the use of sociological tools.
- Step 2.** Definition of local authorities / confirmation of the fact that problems in the housing and communal sector are the most acute and most socially dangerous (from the point of view of accumulating negative) for the population of the city.
- Step 3.** Awareness and acceptance by local authorities of the fact that it is preferable to initially rely on OSBBs, than to maintain and permanently solve housing problems and deal with growing negativity from residents.
- Step 4.** Implementation of a set of systemic actions, as well as institutional consolidation of powers on the development of the OSBBs by the relevant department.
- Step 5.** Power becomes a powerful motivator and foundation for the confidence of active residents.
- Step 6.** Successful cases implementation.
- Step 7.** Extrapolation of experience to other houses of the city.
- Step 8.** Gaining traction and attracting new participants, willingness to extrapolate experience beyond the boundaries of Mariupol.

Positive results:

- 1- 43% of the OSBBs coverage
- 2- Positive synchronous attitude to the OSBBs of all target groups of this process
- 3- High and systemic level of support from the local authorities and specialized non-governmental organizations / associations
- 4- Synergy effect

Negative consequences / limitations of the model:

- 1- The low level of relevance of the desire to participate in various forms of public activity at the level of own OSBB. The likely reason is that satisfaction with the work of department leads to unwillingness to intervene in what is already good.
- 2- The activity of the apartment buildings residents is controlled from the top, rather than built up from the bottom.

CASE # 2 BAKHMUT

CASE CHARACTERISTIC ASPECTS: SYNERGY OF THE AUTHORITIES AND THE PUBLIC ACTIONS

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 73 747 |
| Number of apartment buildings | 489 |
| Number of OSBBs | 180 |
| The number of apartment buildings that are included in the OSBBs | 189 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 38,7% |

Assessment of the support level for the OSBBs by local authorities



high level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- There are 4 programs / regulations that provide support for the development of the OSBBs in various forms
- system development of the OSBBs (informational and advisory support of initiative groups and created OSBBs, assistance in the reissuance of technical documentation, financial assistance)
Ground: Decision No. 6/103-1936 "On approval of the city targeted program to promote the development of the Association of co-owners of Multiapartment houses in Bakhmut for 2017-2020"
"In 2017-2020, we had the support program for the OSBBs in our city. Associations from 5% participate in our program. Those houses that give a higher percentage win. We have already reached 25-28%, probably we will reach 30%" (Bakhmut, in-depth interview, non-governmental organization)
 - refurbishment of the housing stock of the city, including OSBBs' houses
Ground: Decision No. 6/127-2521 "On approval of the city targeted program for the development of the housing services in the city of Bakhmut for 2019-2021"
 - determining the conditions for selecting winners of targeted support programs
Ground: Decision No. 6/128-2537 "On approval of the Procedure for holding a competitive tender to determine winning projects for participation in the city targeted program for the development of the housing services in the city of Bakhmut for 2019-2021"

“The support program for the entire housing stock for 2019-2021 has already been developed. This program applies to the OSBBs, the housing construction co-operatives and the houses that are managed by the management company. The money is divided according to the percentage calculation, received an amount of 10 million, this money needs to be distributed equally between the housing construction co-operatives, the OSBBs and the houses that are managed by the management company. But the percentage calculation for the OSBBs is from 5%, for the housing construction co-operatives from 15%, and for the houses that are managed by the management company from 10%” (Bakhmut, in-depth interview, non-governmental organization)

- participation of the OSBBs in the energy saving programs

Ground: Decision No. 6/135-2716 “On amendments to the Energy Saving Program in Bakhmut for 2016-2020”

“We have a warm loan, the region gives us a 10% of compensation in percentage ratio and the Bakhmut City Council gives 8%. Oschadbank and PrivatBank work in our city, for the year, if I remember correctly, 20 loans were taken” (Bakhmut, in-depth interview, non-governmental organization)

Detailing the manifestations of high interest of the city authorities in the development of the OSBBs

Actions aimed at the development of the OSBBs:

- 1- assistance in compiling the register of house co-owners

“Local authorities help to compile registries. This is a big problem in other cities: it is paid, and free, and you need to contact the Administration Service Centre. They do it for us” (Bakhmut, focus group discussion, OSBB, female)

- 2- assistance to initiative groups in the preparation of registration documents

“We provide them with informational assistance and help in the compiling of the co-owners registers, it seems to me that this is the most global assistance that we can provide. In addition, those people who do not have the opportunity and experience reach out to us, and we prepare a full package of documents, up to physical preparation, print and bound documents and issue them in a finished form, sign it - this is for you” (Bakhmut, in-depth interview, local authorities)

- 3- informational assistance to the OSBBs and initiative groups

“We have a page on our site, there is a key called “OSBBs”, you need to go to this page. There is the whole legislative base, the list of created OSBBs, the registry of OSBBs, literature, programs, everything is there” (Bakhmut, in-depth interview, non-governmental organization)

- 4- work with initiative groups that hesitate, “slowed down” in the process of creating the OSBB

“We have a base of initiative OSBBs, which contacted us, but then for some reason they were not created. We periodically contact them: “How can we help you, what is your problem?” (Bakhmut, in-depth interview, local authorities)

- 5- running advertising campaigns aimed at encouraging co-owners of apartment buildings to unite

“About a week or two ago, we started showing advertisements in trolleybuses, which is quite interesting, the advertisement shows the OSBB on Komarovka, this is Horbatov Street build. 89, there, under the United Nations Development Programme, good repairs were made. Residents of these yards, this house advertise that, please, let's create the OSBBs, here you will be the hosts. Our future lies with the OSBBs. And people understand this, because not a single house has returned from the OSBB to the housing maintenance company yet” (Bakhmut, in-depth interview, non-governmental organization)

- 6- interaction between concerned parties the OSBBs - city authorities - utility companies

“Our Mayor once a year meets with all OSBBs, he gathers us in the big hall of the executive committee, gathers all utility companies, and there begins the process: what is done, what is not done, what else do you want. We get quite good support from the Mayor” (Bakhmut, in-depth interview, non-governmental organization)

- 7- holding forums, meetings on the basis of the Resource Center

“We have a resource center to support the OSBBs, this is such a platform where forums, meetings, conferences, and explanatory work are held. If there are any conflicts between service providers and the OSBBs, or they have some questions, we will organize a meeting and give them the opportunity to create a dialogue, this is done in the form of forums” (Bakhmut, in-depth interview, local authorities)

Detailing institutional support for OSBBs

In Bakhmut the most active non-governmental organization that directs its activities to support the OSBBs is the **“Council of the Association of co-owners of Multiapartment houses chairpersons”**. It includes more than 100 OSBB chairpersons of the whole city.

The non-governmental organization “Council of the Association of co-owners of Multiapartment houses chairpersons” directs its activities to work with the following categories:

1. **initiative groups** that are in the process of creating the OSBBs:
 - consultancy support
 - assistance with preparation of registration documents
 - assistance with organization and holding the meeting with co-owners of apartment buildings
2. **created OSBBs**:
 - informing about the initiatives, opportunities for the OSBBs
 - consultation and assistance in solving problem issues of the OSBBs
 - work with local authorities on behalf of the members of the non-governmental organization, representing their interests
 - holding of educational programs, seminars, trainings

Institutional support strength:

- **close co-operation** between the city authorities and the non-governmental organization “Council of the Association of co-owners of Multiapartment houses chairpersons” allows comprehensive development of the OSBBs, since all actions are carried out simultaneously, with mutual assistance and support. There is complete mutual understanding and trust between the authorities and the public sector, which allows implementing the initiatives of each of the parties.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

OSBB image

OSBB images among the chairpersons in Bakhmut consist of the following components:

- 1- image of co-owners of the house and their attitude to the OSBB
- 2- identification with the OSBB chairperson, duties
- 3- relationships between residents

Image # 1.

Family.

"We have a family. A year and a half ago we created the OSBB, we really live in a family. When its' someone's birthday, there's a tradition to wake them up at 6 am for birthday wishes." (Bakhmut, focus group discussion, OSBB, female)

Image # 2.

Army.

"I can associate my house with the army. They said: "It is necessary", I say: "Aye, aye!". I am a subordinate" (Bakhmut, focus group discussion, OSBB, female)

Image # 3.

As a rule, the age structure of co-owners of apartment buildings is dominated by the category of 60+, and its representatives more often interact with board members, are more actively involved in organizing the OSBB events. Therefore, the chairpersons often associate the OSBBs with this category of co-owners.

"My one house is a grandpa's bench, another house is a granny's bench. But grandpa's bench is more active, they propose to do something. And the grannies on the bench are the grannies on the bench" (Bakhmut, focus group discussion, OSBB, female)

"The residents of my house are old people, such a pension fund. It is different, sometimes it's a blank wall that cannot be punched, and sometimes: "Ok, we agree". At the same time, I explain that something will also be required of them, then this is a blank wall" (Bakhmut, focus group discussion, OSBB, male)

Image #4.

Antagonism.

"The image of my house is a mother-in-law, who against everything all the time" (Bakhmut, focus group discussion, OSBB, female)

Image #5.

Functional duties of the OSBB chairperson.

"Nothing comes to me except the cost sheet" (Bakhmut, focus group discussion, OSBB, female)

Image #6.

The practice of managing several OSBBs is common in Bakhmut, therefore, sometimes the chairpersons have generalized character of the OSBB, like a kindergarten or a pioneer camp.

“And I probably have different children: spiteful, wicked, different. Kindergarten “The Sun” (Bakhmut, focus group discussion, OSBB, female)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



highly positive

Bakhmut is characterized by a **common attitude towards the OSBBs at all levels**: representatives of the local authorities, representatives of the non-governmental organization, OSBB chairpersons and the co-owners of the houses themselves.

Prerequisites for a positive attitude towards the OSBBs:

-1- Creating benefits for the OSBBs and comprehensive assistance from city authorities

The process of reforming the housing and communal services and starting the first OSBB in Bakhmut was launched back in 2003, but the active stage began in 2016 due to the expansion of support programs from local authorities and projects of international organizations EU / UNDP and USAID, which were focused on financial support for the newly established OSBBs and the development of this sphere as a whole.

Last year the local authorities allocated 16 million UAH for capital repairs of the residential sector, as noted by representatives of the specialized department of the City Council, **90% of the winners were representatives of the OSBBs**. The minimum percentage for participation in programs for the OSBBs is 5%, while for other categories of houses it starts from 10-15%.

-2- Internal confidence of co-owners of apartment buildings in the OSBB as an instrument of effective changes in the house

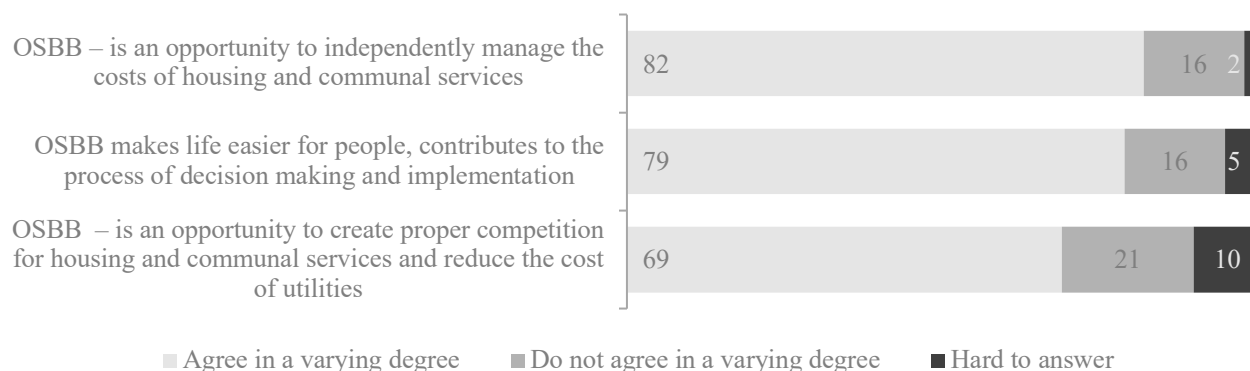
The OSBB chairpersons are unanimous in their opinion that starting OSBB encouraged apartment owners to take a different look at their role in the functioning of the house.

There is a growing awareness of **personal responsibility** for changes that take place in the house and a **sense of ownership** in relation to the common property

“Many residents have become the hosts, big hosts. If there weren’t such before, now most of the residents are the hosts: this is not right, and here you need to finish it, and they check what has been done” (Bakhmut, focus group discussion, OSBB, female)

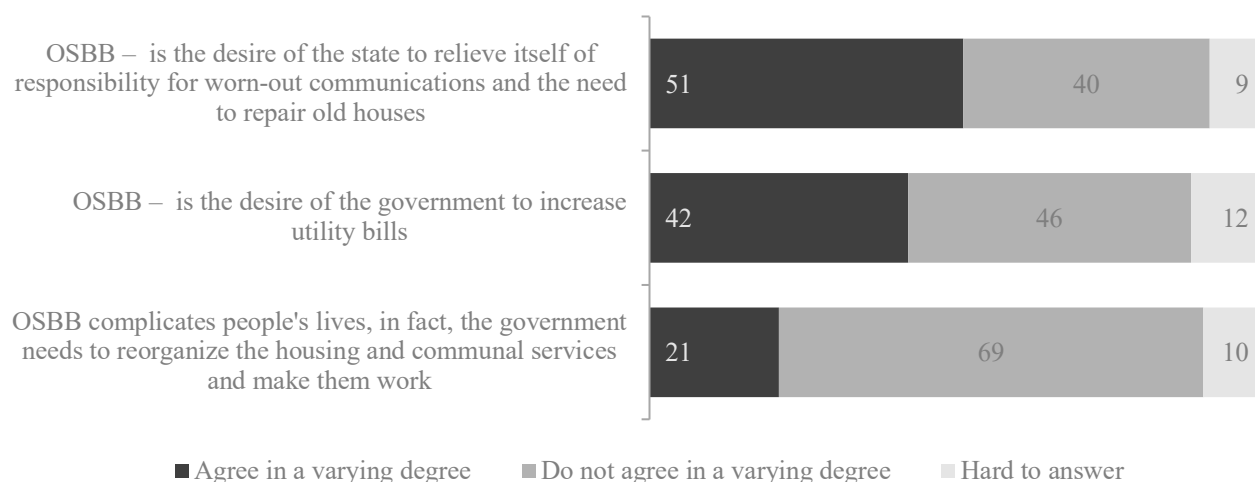
“Creating the OSBB the authorities planned it - to educate the owner” (Bakhmut, in-depth interview, non-governmental organization)

Fig. 1. OSBB as an opportunity (in %)



51% of the co-owners of apartments agreed that starting an OSBBs was The Governments' intention to relieve itself of responsibility for the deterioration of the housing stock, but this is one of the lowest indicators among all the cities of the project (Fig. 2).

Fig. 2. Negative images of OSBB (in %)



Detailing the attitude of the population to OSBBs

Key indicators:

- 1- There is a decrease in the category of support for the OSBBs among co-owners who have set up their OSBBs **over the last 3 years by 17%** compared with the category of the OSBBs that have been functioning for **over 5 years (Table 1)**. As noted, when most of the OSBBs were created, international support programs worked in Bakhmut that allowed the newly created OSBBs to carry out major repairs under the terms of the co-financing program (percentage ratio 35/60/5). After the completion of the program there was a decline in OSBBs being set up. Although local authorities work on the development programs for the OSBBs, the houses that set up the OSBBs recently have not yet sensed the improvement (**20% noted the improvement in attitude**), in contrast to the OSBBs that have been in operation for over 5 years (**68%**).
- 2- A positive attitude towards the OSBBs in general is observed **among all categories of co-owners**. But it is the co-owners **aged 30+ who act as proactive citizens**, which can **become a source of transformation** in the building (Table 2).

Fig. 3. The attitude of apartment owners to starting an OSBB in their house (in %)

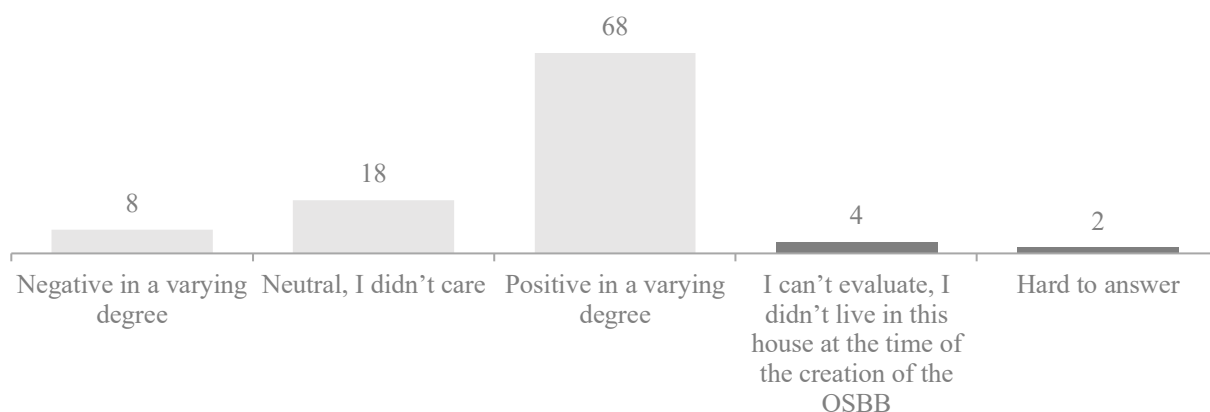


Table 1. Attitude towards creation of the OSBB in the context of the year of the OSBB creation (in %)

| Possible answers | Up to 3 years | 5 to 10 years | Over 10 years | I don't know |
|---|---------------|---------------|---------------|--------------|
| Negative to an extent | 13 | 3 | 13 | 3 |
| Neutral, I didn't care | 18 | 15 | - | 28 |
| Positive to an extent | 62 | 79 | 88 | 52 |
| I can't evaluate, I didn't live in this house at the time of starting an OSBB | 3 | 3 | - | 10 |
| Total | 100 | 100 | 100 | 100 |

Table 2. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|------------|------------|------------|------------|------------|
| Negative to an extent | 4 | 7 | 11 | 6 | 10 |
| Neutral, I didn't care | 32 | 14 | 16 | 13 | 17 |
| Positive to an extent | 50 | 72 | 68 | 81 | 68 |
| I can't evaluate, I didn't live in this house at the time of starting an OSBB | 7 | 5 | 3 | - | 3 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 3-** The creation and operation of the OSBB gives a **2%** increase among apartment's owners who primarily opposed such a union or did not care. Co-owners who, prior to the formation of the OSBB, were supporters of this form of house management more often note positive changes (**Table 3**).

Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)

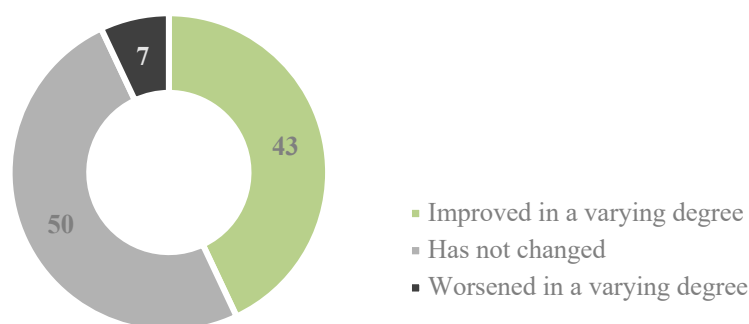


Table 3. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Has not changed | Worsened to an extent | Total |
|------------------------|-----------------------|-----------------|-----------------------|-------|
| Negative to an extent | 6 | 56 | 38 | 100 |
| Neutral, I didn't care | 12 | 82 | 6 | 100 |
| Positive to an extent | 57 | 40 | 3 | 100 |

Table 4. Reasons for improving attitude towards the OSBB
(answer to an open question)

| Possible answers | Periodicity |
|--|-------------|
| Keep clean and tidy | 44 |
| Abstract improvement (something is being done, changes for the better, etc.) | 28 |
| Repair activity | 28 |
| Replaced windows / doors | 8 |
| Repair of the staircases | 7 |
| Improvement of the territory | 6 |
| Improvement of the lightening | 6 |
| Repair of the roof | 4 |
| Ability to make decisions independently / decisions are made faster | 4 |
| Repair of the heating system | 3 |
| Independent disposal of money | 1 |
| Good management of the OSBB | 1 |
| Repair of pipes / utilities supply lines | 1 |
| Installed counters | 1 |
| Playgrounds and sports grounds | 1 |

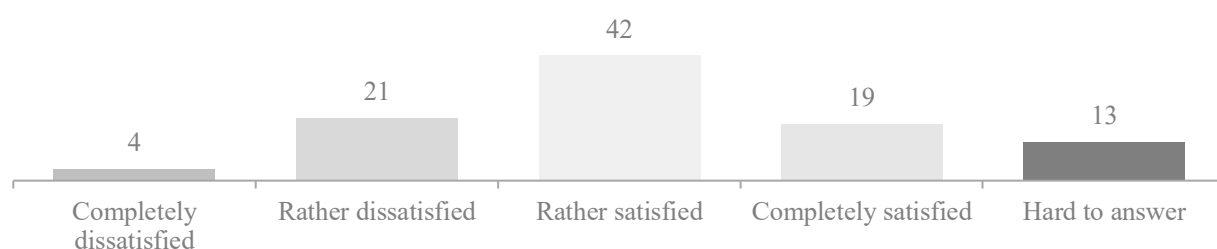
- 4-** Co-owners of the houses believe that the cleanliness of houses and building surrounding grounds, lighting in the staircases and garbage removal are the most noticeable changes after starting an OSBB. About **a third of apartment owners in the OSBBs** noticed more global changes: ongoing or major repairs, improving the infrastructure of the house (**Table 5**).

Table 5. Change in the assessment of the quality of services received after starting an OSBB
(in %)

| Parameter | Changes for the worse | No changes | Changes for the better | Hard to answer |
|---|-----------------------|------------|------------------------|----------------|
| Technical condition of the house | 6 | 58 | 34 | 2 |
| Refurbishment of the staircases (full replacement of windows, doors, roofs, etc.) | 7 | 63 | 29 | 1 |
| Renovation of the house / staircases | 5 | 51 | 44 | - |
| Maintenance of structural elements (solving local problems, prompt response) | 6 | 61 | 31 | 2 |
| Indoor temperature | 1 | 69 | 29 | 1 |
| Availability and sufficient number of parking spaces near the house | 14 | 63 | 18 | 5 |
| Condition of the elevators in the house | 2 | 46 | 17 | 35 |
| Staircases lighting | 3 | 38 | 56 | 3 |
| Cleanliness in the staircases | 3 | 32 | 64 | 1 |
| Garbage removal | - | 39 | 59 | 2 |
| Water supply stability | 1 | 67 | 31 | 1 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 1 | 68 | 31 | - |
| Central heating stability | 8 | 67 | 24 | 1 |
| Condition of internal development roads | 7 | 60 | 31 | 2 |
| Internal development roads lighting | 2 | 58 | 38 | 2 |
| Cleanliness of the streets around the house | 1 | 36 | 63 | - |
| Building surrounding grounds greening level | 6 | 51 | 43 | - |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 13 | 54 | 33 | - |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 13 | 51 | 35 | 1 |

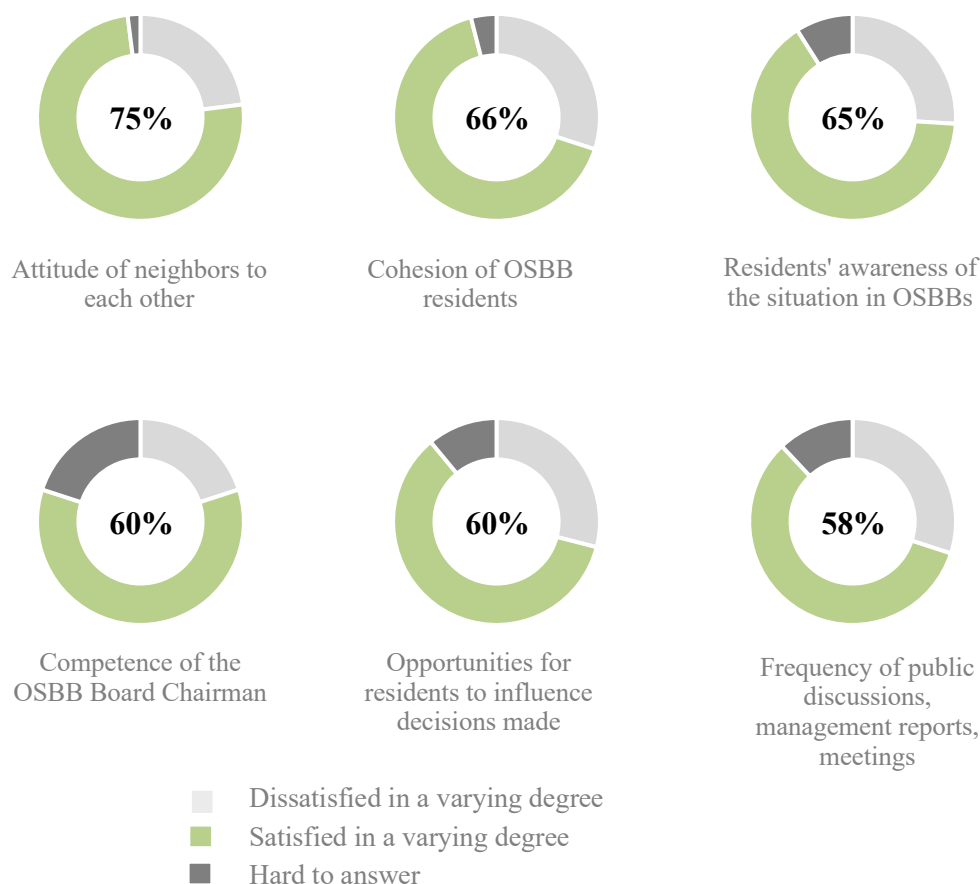
- 5-** The level of responsibility for own life affects the perception of the OSBB. Among the co-owners, who believe that their life depends more on themselves, **48%** indicate positive changes in their attitude to the OSBB, while among the category of apartment owners who consider external circumstances decisive, **20%** notice an improvement.

Fig. 5. General level of satisfaction with the OSBB operation (in %)



- 6-** Depending on how much the co-owners of the house are satisfied with the work of the OSBB, they demonstrate a distinctive attitude towards certain aspects of life in the OSBB. **Most apartment owners who are dissatisfied** with the operation of the OSBB **negatively** assess the work of the board (from **64% competence of the OSBB chairperson** to **80% frequency of public discussions**). At the same time, the proportion of dissatisfied residents who have never been attended meeting or attended it only 1 time is **64%**.

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Teamwork of city authorities and non-governmental organization

“Our “Council of Chairpersons” helps us to consult, create new OSBBs and support the newly created OSBBs, which are not part of a group, lonely, who have questions and problems. At the initial stages they [the members of the Council] manage our OSBBs, [they] help” (Bakhmut, in-depth interview, local authorities)

2. Information support of the OSBBs

“We have a Facebook page called the ‘Resource Support Center for the OSBBs’, we can be contacted on this page, and we regularly publish information on the site, we find some information on the Internet, on the website about the OSBBs, or someone shares information with us, we also share information, post announcements. The number of OSBBs is becoming more and more every day, of course, to call and invite everyone to the forum is physically impossible. Our non-governmental organization helps to contact and we publish all the information and announcements on Facebook page and on the site” (Bakhmut, in-depth interview, non-governmental organization)

3. Successful experience of the created OSBBs

Realization of real improvements on the part of the houses that set up the OSBBs

“People can see the difference. When there are 2 houses nearby: one is the OSBB, the other is not the OSBB and people see real changes. And when real changes are visible, then people in the neighboring house also want changes, they want to find out everything” (Bakhmut, focus group discussion, OSBB, female)

4. Financial support programs from local authorities and international organizations

“When there were some cash injections from outside, UNDP in 2015, 2016, then we had a boom in starting the OSBBs, then, probably, about 40 OSBBs were created. Because people saw our 5%, there was a flow of funds and there was the opportunity to repair a house for 500-600 thousand, a million, there were even such projects. It stimulates people” (Bakhmut, in-depth interview, non-governmental organization)

OSBB CREATION BARRIERS:

Typical

1. Entrenchment of decline responsibility practices

“People have been taught for over 100 years that there is a responsible organization that needs to be paid on time and it will do everything. People are responsible for their own property only when they have lived in their own house, and they understand that this house has its own roof, its own water supply line, gas pipeline and they understand that only their family can maintain this in decent condition with the help of their finances” (Bakhmut, focus group discussion, OSBB, male)

“There is no such person who would understand and would be ready to become the OSBB chairperson. They’re even afraid to understand, there’s very little information” (Bakhmut, focus group discussion, OSBB, female)

2. Absence of initiative group

“If there are no active people in the house, it’s difficult to do something useful” (Bakhmut, focus group discussion, OSBB, female)

3. Absence of leader

“Basically, there are people, but not everyone wants to be the chairperson, there is a board, but not everyone wants to be the chairperson, there are a lot of pensioners” (Bakhmut, in-depth interview, local authorities)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



middle level

Public participation practices at home level

Demonstration and specifics of public activity at the local level:

- 1- 26% of co-owners of houses say that they attend the majority of general meetings, while the percentage of owners who have never participated in the meeting or participated only once is 52% (Fig. 7). This is the highest rate of non-attendance at a meeting among all the cities of Donetsk region.
- 2- The most active category of apartment owners who joined the OSBB life processes and declare their frequent presence at meetings is the age category of 60+, while the age categories 18-29 and 50-59 are the most passive when it comes to participation in the life of the OSBB. In addition, young people being more likely to take a neutral position in assessing the work of the OSBB, the people aged 50-59 are more likely to oppose the board (Table 6).

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

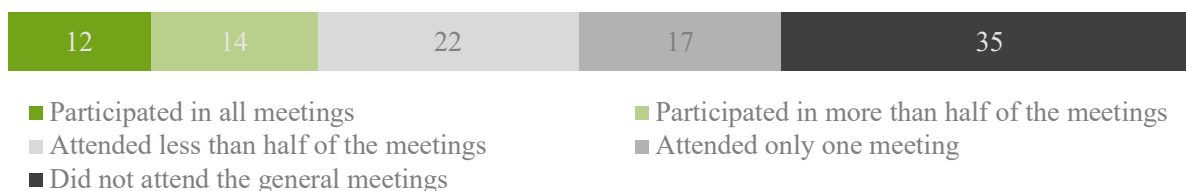


Table 6. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 3 | 5 | 8 | 9 | 26 |
| Participated in more than half of the meetings | 4 | 9 | 31 | 3 | 19 |
| Attended less than half of the meetings | 18 | 35 | 19 | 25 | 14 |
| Attended only one meeting | 25 | 21 | 11 | 19 | 10 |
| Did not attend the general meetings | 50 | 30 | 31 | 44 | 31 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 7. Barriers to participation in meetings of the OSBB
(multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 67 |
| I believe that there is no point in these meetings - all decisions are made individually | 14 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 7 |
| I believe that there is no point in these meetings - people do not listen to each other | 5 |
| I'm not allowed to express my thoughts | 2 |
| Other: | 8 |
| Meetings not held (7) | |
| For reasons of health (1) | |
| Due to the age (1) | |
| Wife attend (1) | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

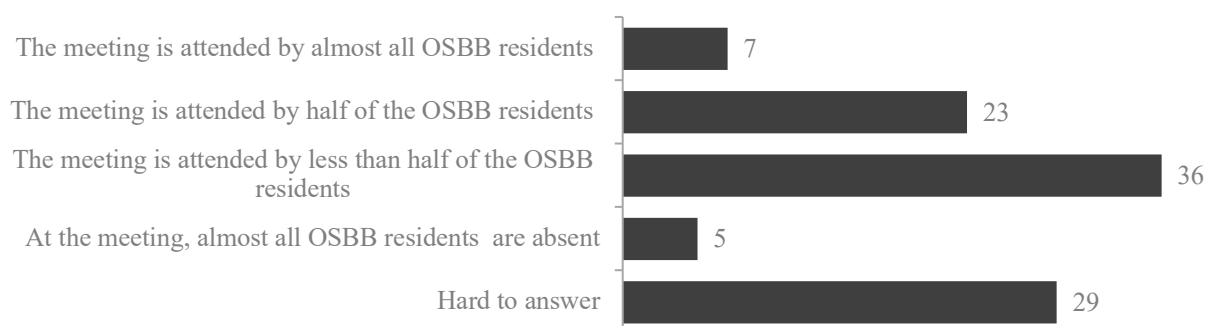
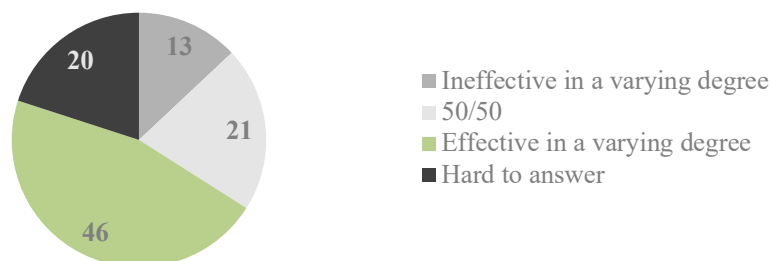


Fig. 9. Performance evaluation of the OSBB general meetings (in %)



-3- 16% of owners note that their OSBB did not hold general meetings for the last year.

Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

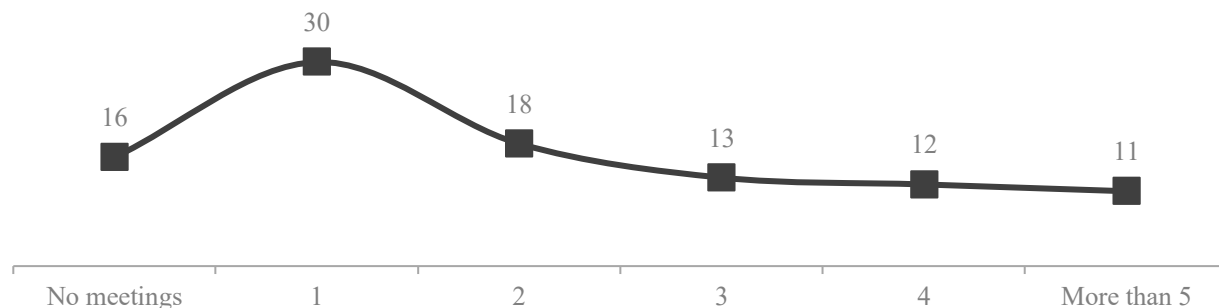


Table 8. OSBB activity reporting channels
(multiple choice)

| Possible answers | % |
|---|----|
| At the general meeting | 78 |
| Chat in Viber | 64 |
| Bulletin boards | 54 |
| On the official page of the OSBB in social media (Facebook / Instagram, etc.) | 41 |
| Email newsletter | 32 |

-4- 26% of active co-owners of apartment buildings participate in the management of the OSBB or are ready to join the board team (**Fig. 11**).

Fig. 11. Willingness to join OSBB management (in %)

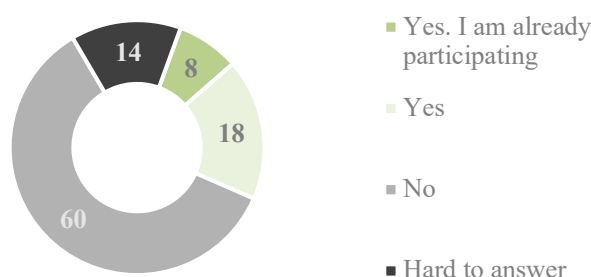


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)

| | | |
|---|--|------------|
| 40 | | 60 |
| Age | | |
| 18 – 29 | | 14 |
| 30 – 39 | | 21 |
| 40 – 49 | | 25 |
| 50 – 59 | | 7 |
| 60 + | | 33 |
| Total | | 100 |
| Participation in the general meetings of the OSBB | | |
| Participated in all meetings | | 27 |
| Participated in more than half of the meetings | | 17 |
| Attended less than half of the meetings | | 35 |
| Attended only one meeting | | 7 |
| Did not attend the general meetings | | 14 |
| Total | | 100 |
| Awareness of the state of affairs in the OSBB | | |
| I am always up to date with everything that happens in the OSBB | | 22 |
| I know almost everything that happens in the OSBB | | 62 |
| I for the most part do not know what is happening in the OSBB | | 12 |
| I don't know anything about what is happening in the OSBB | | 4 |
| Total | | 100 |

Driver of activity of the OSBB chairperson:

■ understanding the own responsibility for changes

The desire to improve the comfort of living and lack of hope for outside help.

“House management on your own, together. Not wait for someone until they come to us and do something, but really solve some problem in the house, in the yard”
(Bakhmut, focus group discussion, OSBB, female)

Barriers to the activity of the OSBB chairperson:

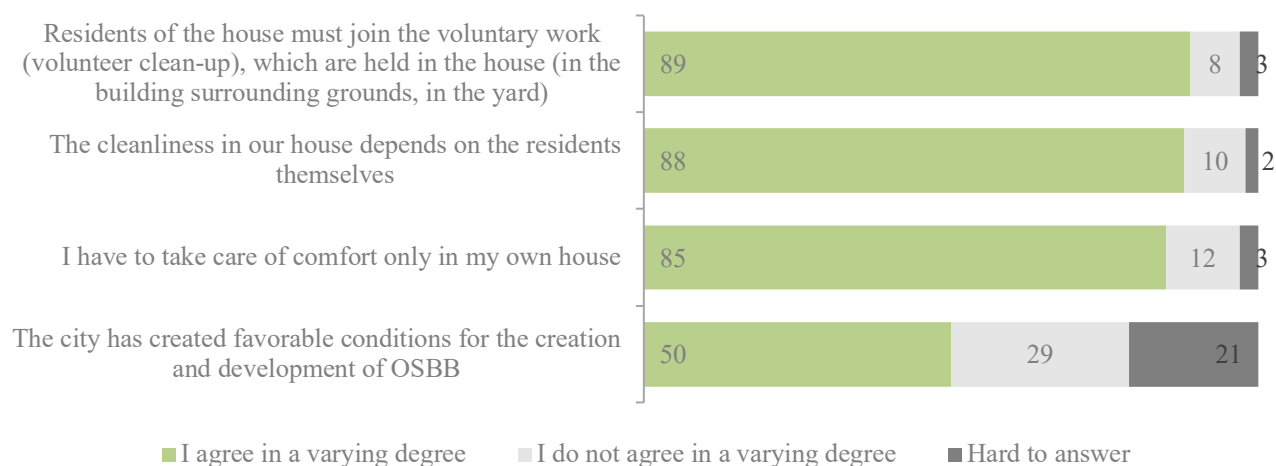
■ change of the attitude of apartment buildings’ co-owners to the chairperson

“When a person decides to become the OSBB chairperson, he abruptly becomes a swindler for everyone, even those who supported him a couple of years ago”
(Bakhmut, focus group discussion, OSBB, female)

-5- 85% of co-owners said that they should care exclusively about the comfort in their apartments. The identification of an apartment and a house can occur, but such a high percentage of isolation demonstrates the unwillingness of co-owners to active demonstration of social activity outside their place of residence (**Fig. 13**).

“There are non-governmental organizations that hold events, improvement of the city, planting of green decorative plantations, they take part. If these people live in this house, then they will do it, and those people who don’t do this are unlikely to agree” (Bakhmut, focus group discussion, OSBB, male)

Fig. 13. Boundaries of responsibility (in %)



-6- Bakhmut is characterized by almost 100% inclusion of co-owners in social interaction with other residents of the house at the level of acquaintance, greeting. Almost **50%** of the co-owners of the house say that they can include at least a few neighbors in their circle of familiarity (**45%**) or make significant requests (**56%**) (**Table 9**). This level of tightness of social relations is one of the highest among all the cities of the project.

Table 9. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 18 | 41 | 41 |
| I greet the neighbors | - | 16 | 47 | 37 |
| I communicate with neighbors on everyday topics | 6 | 35 | 44 | 15 |
| I can make small requests (ask for salt, a screwdriver) | 12 | 59 | 24 | 5 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 28 | 56 | 15 | 1 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 42 | 45 | 12 | 1 |

The most common practices of interaction between apartments' owners:

■ general meetings

"OSBBs' houses are different. Perhaps the general meetings hold people together, then the resident went into the apartment and that's it, I don't know you, and you don't know me, and now they leave the house, become acquainted, make contacts" (Bakhmut, in-depth interview, non-governmental organization)

■ voluntary work, clean of the building surrounding grounds

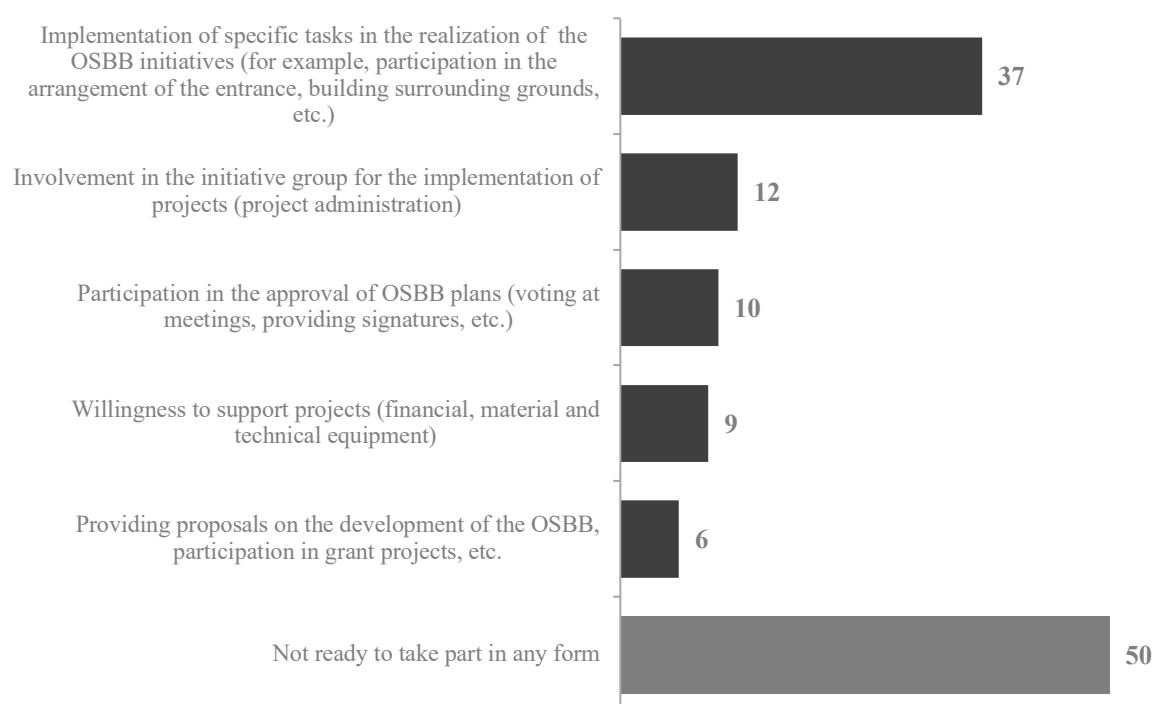
"We hold clean-up events every spring. I can't say about all the OSBBs, but the residents of other OSBBs, with whom I communicate, also hold clean-up events every spring before Easter, closer to May. Usually we clean our territory, clean what the yard-keeper have not cleaned, paint, improve. We do this all the time. The older generation joins more actively, and the youth says: "We will give money, and you buy the paint" (Bakhmut, in-depth interview, non-governmental organization)

■ situational events

"When the playground was brought to us, we were in the process of dismissing the previous chairperson. In this regard, at first he promised to install the playground on his own, and then at the last moment he refused. For 2 days she gathered everyone from all over our yard who has shovels, she even sent a video later, they shot the whole process as the men themselves installed the playground. A lot of people participated, by the way" (Bakhmut, in-depth interview, local authorities)

- 7-** 50% of co-owners are declaratively ready to participate in events of public activity aimed at implementing initiatives in the OSBB (Fig. 14). However, **16% of co-owners are ready for forms of participation that have the functions of administration and the need to take responsibility**, while **47%** of co-owners are ready to join other forms that do not require active efforts.

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives (multiple choice)



Public participation practices at the level of the city

Participation practices of the OSBB core group:

1. **Advisory and consultative function** - membership in advisory bodies under the local authorities

"We are members of the public council, several OSBB chairpersons, we have public hearings" (Bakhmut, focus group discussion, OSBB, female)

2. **Co-organization and co-initiation** of city **events** for the development of the OSBBs

"We hold forums regarding the OSBBs, in which we invite organizations, where we solve our problems and issues. This is initiated by the City Council " (Bakhmut, focus group discussion, OSBB, female)

3. Participation in **Participation budget**

"In our city there is a courtyard located on Levanevskyi Street, its residents participated in the Participation budget on terms 50-50, the executive committee purchased playgrounds, and they installed them independently, one house - 129 apartments and the other house - 90 apartments, they all took part, installed playgrounds, and we did not even expect so many people to join. There are a lot of shops in this house and they made a material contribution to this" (Bakhmut, in-depth interview, non-governmental organization)

Comment:

The Participation budget as a form of obtaining additional financing for OSBBs' projects is almost inaccessible, especially for houses with a small number of residents. The OSBBs do not have the resources to ensure the winning of their project.

“Participation budget? Nohow. You need to poll a large number of electronic votes. Many residents do not have computers, old women do not know how to use. In order to vote, you must register, indicate your passport information, card number, no one agrees. Moreover, a large number of votes is required. Student councils and school organizations use the participation budget. A 30-apartment building, where only 30 apartments will vote and that’s all is one thing, the population who studies in a particular educational institution is another. We don’t even try, plus it is registered through the budget, that is another story” (Bakhmut, focus group discussion, OSBB, male)

Fig. 15. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)

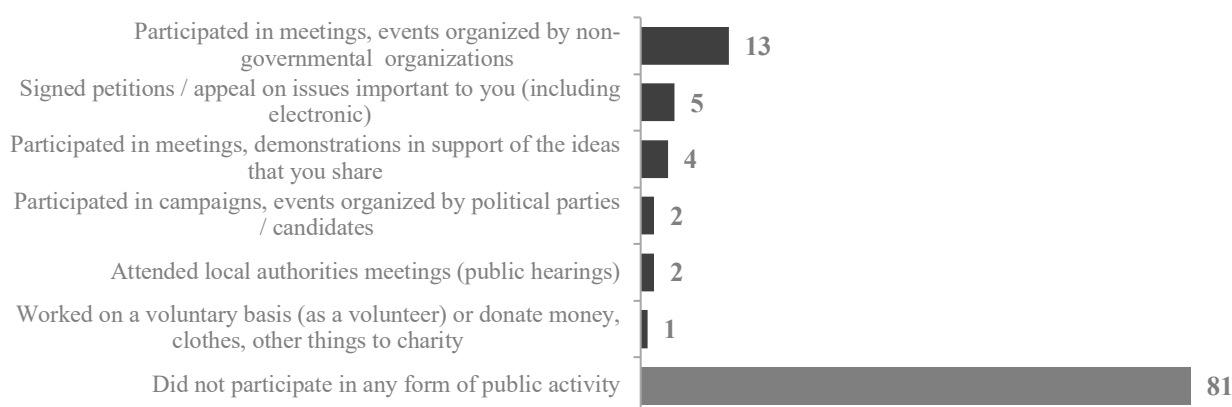
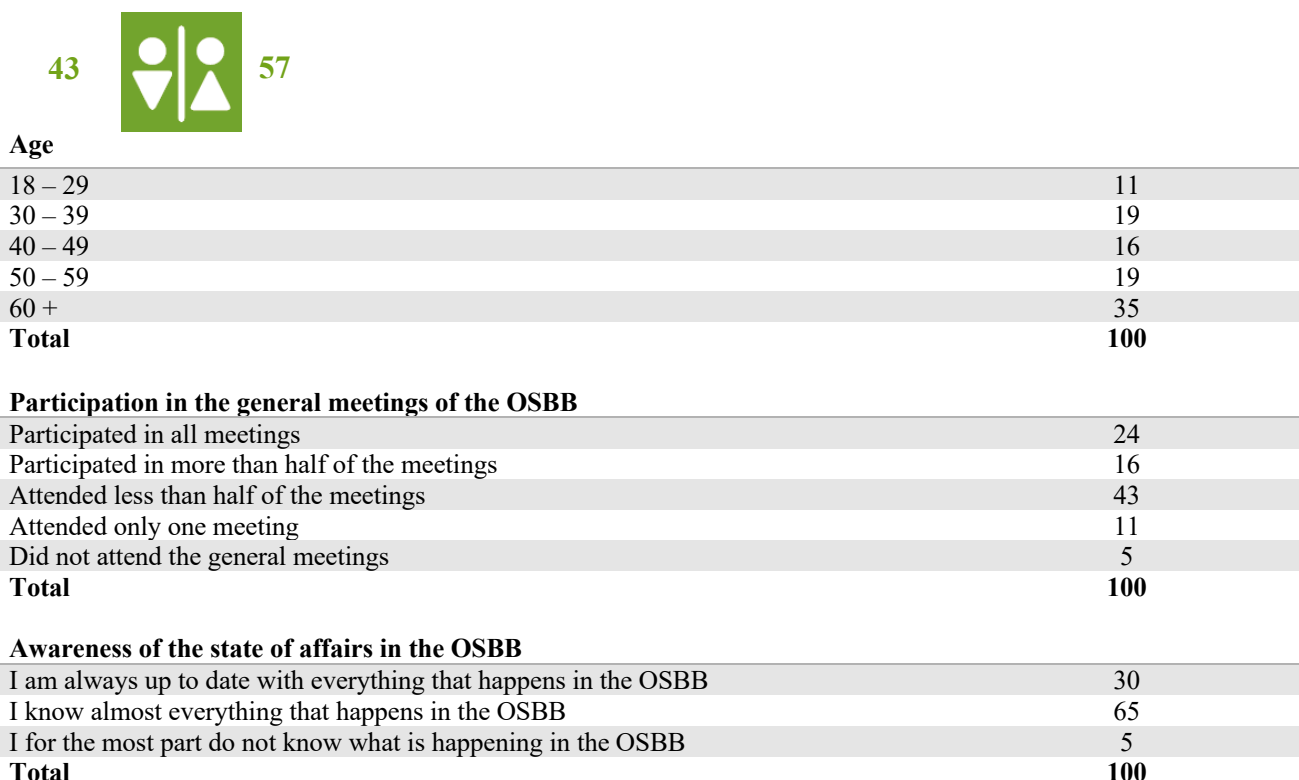


Fig. 16. Portrait of the public activist (in %)



Satisfaction with own life

| | |
|---------------------------|------------|
| Dissatisfied to an extent | 19 |
| Satisfied to an extent | 78 |
| Hard to answer | 3 |
| Total | 100 |

Training of the OSBB chairpersons

Pressing topics

1. Psychology trainings (work with conflict residents, emotional burnout)

"We once talked that we would like psychologists to work with our chairpersons, namely, on communication, to teach us how to communicate. After all, we understand that the residents are different, two or three people in the house are uncompromising, there are some" (Bakhmut, in-depth interview, non-governmental organization)

"There is no desire to go home, you come home and there is no desire to talk, despite the fact that everyone has a family, children. A home is one thing, and when you don't want to talk with residents, it's another thing, how to overcome this psychological barrier?" (Bakhmut, focus group discussion, OSBB, female)

2. Legal literacy

"It would be nice if we were taught a little in the field of court orders, and, for example, some residents begin to submit statements that the OSBB was created illegitimately, incorrectly. I would like to know how to protect myself in different situations" (Bakhmut, in-depth interview, non-governmental organization)

"Work with debtors, or a course of writing court orders. There are some chairpersons who would like to write this on their own. Even the struggle with utility service providers. How to do it right, and not in the way we or the utility companies interpret it" (Bakhmut, focus group discussion, OSBB, female)

3. Advocacy

"Advocacy issues are relevant" (Bakhmut, focus group discussion, OSBB, male)

4. Project administration

"If there are projects, then we can learn, especially if information about the international projects. There are special requirements. We did not manage to participate in such projects. I am told that a certain font is required, even this plays a role, they just look that the font is wrong, it's over. If so, and if they tell where to look for these projects, then yes, this is necessary" (Bakhmut, focus group discussion, OSBB, female)

Popular formats

- Trainings or seminars in offline or combined format (basic lectures - webinar, practical trainings - in-person meetings)

"Trainings and then a question and answer. Perhaps we need to ask questions from the chairpersons in advance so that the speaker can coordinate them already" (Bakhmut, in-depth interview, non-governmental organization)

"A basic webinar can be online, but a repeat meeting must be live" (Bakhmut, focus group discussion, OSBB, male)

- Practicality, presence of "home" tasks with the subsequent analysis of errors

"I think this is good when practical trainings are organized in schools and institutes. You got a theory, and you are given a task specifically on this theory. If you are taught to make an estimate, then you must take, make an estimate, and a person must show you your mistakes" (Bakhmut, focus group discussion, OSBB, male)

- Location – Bakhmut

"It would be nice to hold an event in our city. Those events that are held in the field, they are free, there are paid, but they can not cover a sufficiently large number of our OSBBs. Mostly our most active and most advanced representatives attend, and all the rest remain out of the running and it would be nice to get this information, we are happy for any information. We would have gathered them in our local forums. This is very interesting and useful, especially when international organizations come and deliver trainings" (Bakhmut, in-depth interview, local authorities)

Public activity events

Popular formats

1. OSBBs' good practice exchange programs

"Exchange between cities gives us something new, we focus on something, this is an experience of communication. In any case, we are uniting at the city, local, regional, republican level. Now we have created the Viber group "OSBBs of the Donetsk region" (Bakhmut, focus group discussion, OSBB, female)

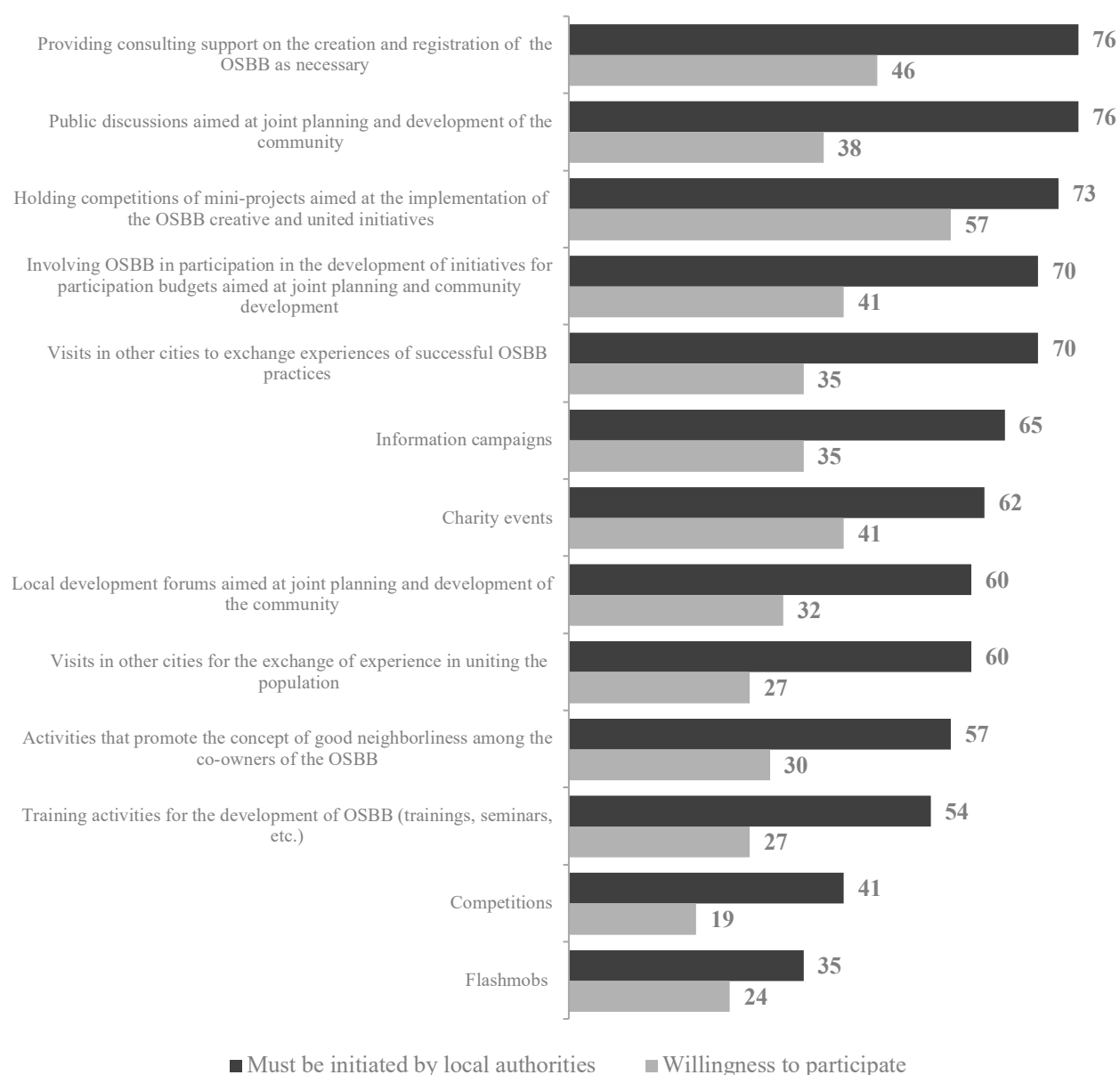
2. Holding of local forums, discussion platforms

"It can be forums and discussions" (Bakhmut, in-depth interview, non-governmental organization)

3. Thematic competitions in the houses of the OSBBs, which would be aimed at the joint participation of residents

"Competitions like the best yard - we don't have one, I think it will work very well, especially if they win some kind of prize. Activity will increase very much" (Bakhmut, in-depth interview, local authorities)

Fig. 17. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Bakhmut – the city that collects the best practices for the development of the OSBBs and brings them to life. Synergy of actions of the authorities and initiative citizens directs the owners of apartment buildings to create associations.

OSBB development pattern

- Step 1.** Determining the issue of creating the OSBBs as a priority for the development of housing services at the city level.
- Step 2.** Creation by local authorities of support programs for the OSBBs and provision of more attractive conditions for participation than houses of housing construction co-operatives and houses that are managed by the management company.
- Step 3.** Determination by local authorities of the most problematic issues related to the establishment of the OSBBs and the introduction of a mechanism for their elimination (compiling of registers, development of standard forms, etc.) at the level of the specialized department.
- Step 4.** Systematic work of local authorities with initiative groups that hesitate to create the OSBB.
- Step 5.** Building partnerships between local authorities and representatives of the non-governmental organization, which allows to monitor the needs of the OSBBs and quickly solve them.
- Step 6.** Development and support of self-organization at the public sector level. For example, the inclusion of representatives of the non-governmental organization “Council of the Association of co-owners of Multiapartment houses chairpersons” in the initiative groups as consultants and their further control of the newly created OSBBs of the city.

Positive results:

- 1- 37,8% OSBBs’ coverage.
- 2- The formation of a general favorable background for starting an OSBB, as a result of the interest of the authorities, the activity of the chairpersons and the positive attitude to this form of management on the part of co-owners of apartment buildings.
- 3- Avoid mistakes for the newly created OSBBs due to constant advisory support from both local authorities and specialized non-governmental organizations.

Negative consequences / limitations of the pattern:

- 1- The need for continuous financial incentives for initiative groups.
- 2- The activity of the population is stimulated from above, the motivation for public participation, which is initiated from below, remains low.

CASE # 3 TORETSK

CASE CHARACTERISTIC ASPECTS: THE SUCCESS OF THE OSBBS IS NOT DUE TO EXTERNAL CIRCUMSTANCES, BUT CONTRARY TO THEM

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 67 320 |
| Number of apartment buildings | 467 |
| Number of OSBBs | 76 |
| The number of apartment buildings that are included in the OSBBs | 78 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 16,7% |

Assessment of the support level for the OSBBs by local authorities



middle level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- The city budget annually allocates 2.4 - 2.8 million UAH for financial support programs for apartment buildings, including OSBBs
- 2- There are 2 programs that provide support for the OSBBs in various forms and volumes, in particular:
 - refurbishment of the roof of an apartment building using new materials or their complete replacement with other materials (co-financing up to 70 / from 30%)
 - refurbishment of other structural elements of apartment buildings (co-financing up to 70 / from 30%)
 - lifting mechanisms reconstruction (95 / 5%)
 - installation of ramps near the entrances to the apartment buildings and near the stairs from the front door to the 1st floor in the entrances of the apartment buildings (100 / 0%)
 - refurbishment of the apartment buildings that have suffered as a result of the anti-terrorism operations and the combined forces operations (100 / 0%)
 - preparation of the design estimate documentation for the refurbishment of apartment buildings, the work in which is fully carried out at the expense of the city, state or regional budgets (100 / 0%)

Ground: Decree No. 104p "On approval of the Refurbishment Program for Toretsk housing stock apartment buildings for 2020 - 2022"

Ground: Decree No. 390p "On approval of the Toretsk Economic and Social Development Program for 2018 and the main activities for 2019 and 2020"

"The OSBB support program was in place last year. It included refurbishment of one unit on the terms of co-financing 30/70. 7 houses have been renovated. Residents were very happy" (Toretsk, in-depth interview, local authorities)

Detailing the manifestations of the average level of interest of the city authorities in the development of the OSBBs

Actions aimed at the development of the OSBBs:

-1- support for the idea of the OSBBs and interest in their existence

"We went there, and Serhii Serhiiovych (note - Deputy Head of the Civil-Military Administration) personally came, they said they did not trust this person. And no one else wants to do this" (Toretsk, in-depth interview, local authorities)

"Our local authorities, on the contrary, are interested in ensuring that all houses are united in the OSBBs, and that residents take control of the house and its fate" (Toretsk, in-depth interview, local authorities)

"The city authorities are kind to the OSBBs, but in the settlement (note - Novhorodske urban-type settlement) everything is different - we pulled out our first house from the jaws of the management company and local authorities" (Toretsk, in-depth interview, alliance of the OSBBs)

-2- stay tuned for legislative changes

"When something new appears in our legislation, we will send out letters. To someone by postal mail, to someone to which technology has already reached - via Viber, by email. We constantly publish news on the Civil-Military Administration website, on Facebook" (Toretsk, in-depth interview, local authorities)

-3- attempts to reach target audiences - the OSBBs' initiative groups

"We constantly write that if you want to create the OSBB, please contact us. And Tania gives her number. Last year, three programs were broadcast about the OSBBs, about repairs. This program is broadcast on the local channel TRK-8, on YouTube and on the local channel. This is an initiative of local authorities" (Toretsk, in-depth interview, local authorities)

"We held meetings together with the local authorities, explained what the OSBB is. Now we no longer need to do this" (Toretsk, in-depth interview, alliance of the OSBBs)

Detailing of institutional support for OSBBs

■ City authorities

At the level of the City Council, a specialist of the 1st category works in the Housing and Communal Services Department, who deals with the OSBBs. However, the Toretsk Civil-Military Administration website does not indicate which of the specialists is involved in this area.

■ Alliance of the OSBBs

The “New York” alliance unites 50 OSBBs in the city of Toretsk and in the urban-type settlement of Novhorodske of Toretsk City Council. Between the OSBB chairpersons who are members of the alliance, an operational information exchange is established - chat in Viber, group on Facebook. In addition, there is an additional chat/group of extended format where informing co-owners is carried out, reporting is published.

One of the most powerful development drivers that membership in "New York" alliance of the OSBBs gives is a reserve fund.

“Our alliance has a reserve fund, which is important. We help those OSBBs that have just been created, who have a lot of problems, and they don't know what to do with it. We invest in preventing emergencies, and then they slowly return the money on an interest-free basis. This applies to houses that are members of the alliance” (Toretsk, in-depth interview, alliance of the OSBBs)

Institutional support strength:

- **the consolidation of two-thirds of the city's OSBBs within the framework of “New York” alliance of the OSBBs provides a strong incentive to regard their opinion. Moreover, in matters of advocacy, there is no division into the Alliance - other OSBBs**

“We also communicate with colleagues who are not members of the Alliance. Together we “fight” with the gas service” (Toretsk, in-depth interview, alliance of the OSBBs)

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Association of co-owners of Multiapartment houses' image

A distinctive feature of creating the OSBB images in Toretsk is a positive tonality - filling with optimistic meanings, the absence of “+” and “-” poles.

Image # 1.

Change in fortunes. The image of a person whose things are improving.

This image reflects the specifics of the dynamics of the OSBBs' creation in Toretsk. The first association in the city was created in 2000, the next 5 - 9 years after. In the period from 2012 to 2015, 8 more associations were founded. And in the period from 2016 to 2019, 63 OSBBs were founded.

“A man in his prime” (Toretsk, focus group discussion, OSBBs, male)

“Without disease. Finally starting to live” (Toretsk, focus group discussion, OSBBs, male)

“Florescent, finally nondrinker” (Toretsk, focus group discussion, OSBB, female)

Image # 2.

Unity and support.

“Man and woman together, united” (Toretsk, focus group discussion, OSBB, female)

“When we organized the OSBB, we became a part of this family” (Toretsk, focus group discussion, OSBBs, male)

“Big and tightly knit family” (Toretsk, focus group discussion, OSBB, female)

Attitude towards the OSBBs

Assessment of attitude to the OSBBs



highly positive

Prerequisites for a positive attitude towards the OSBBs:

-1- High overall level of life satisfaction combined with an internal locus of control.

86% of people are more or less satisfied with their life. At the same time, 56% believe that their life depends mainly or more on themselves than on external circumstances.

Fig. 1. The overall level of life satisfaction (in %)

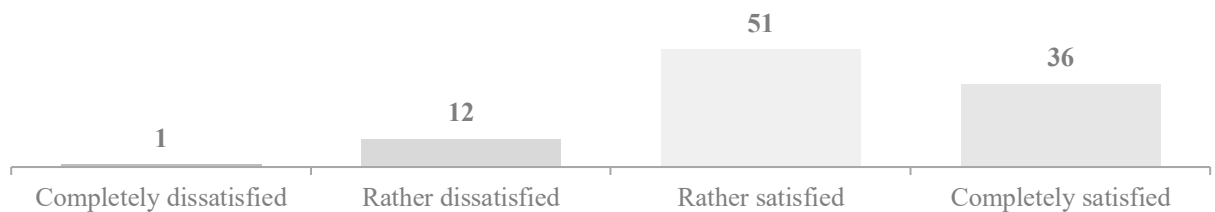


Fig. 2. The specifics of perception of how external circumstances affect life (in %)

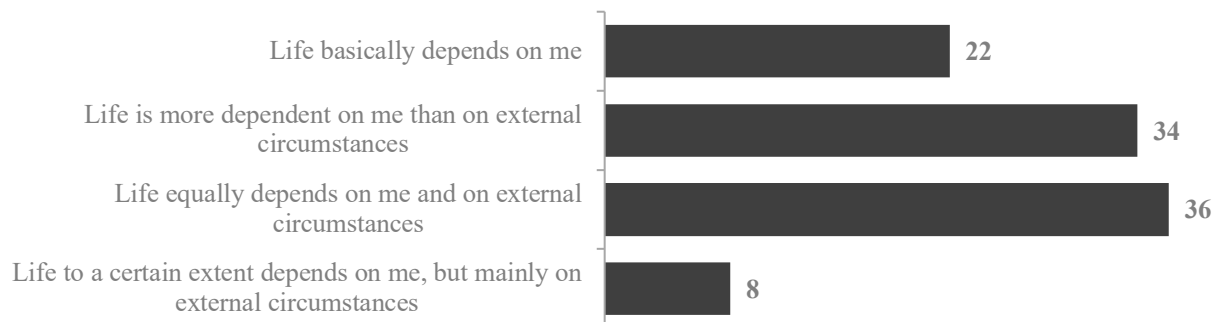
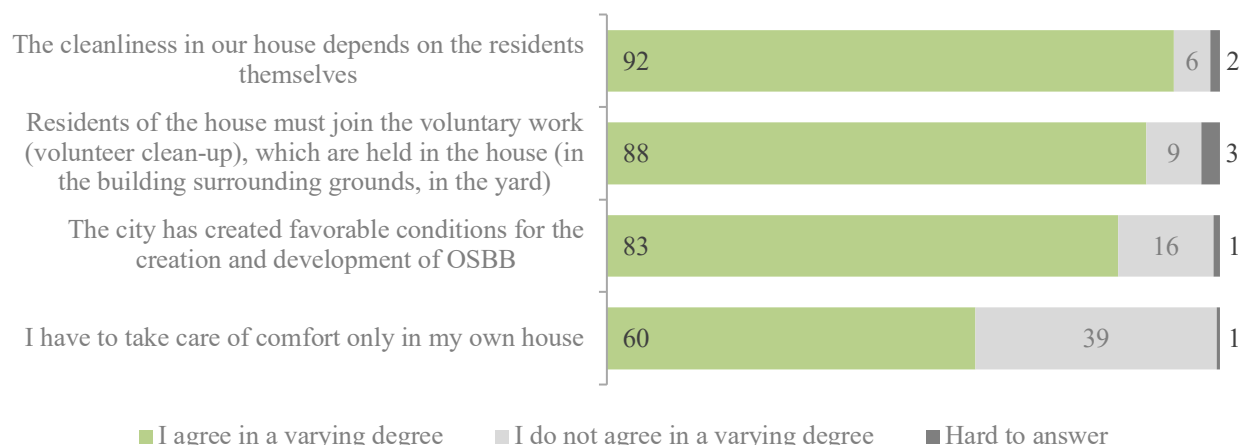


Fig. 3. Boundaries of responsibility (in %)



-2- The practice of reinforcing beliefs with real actions.

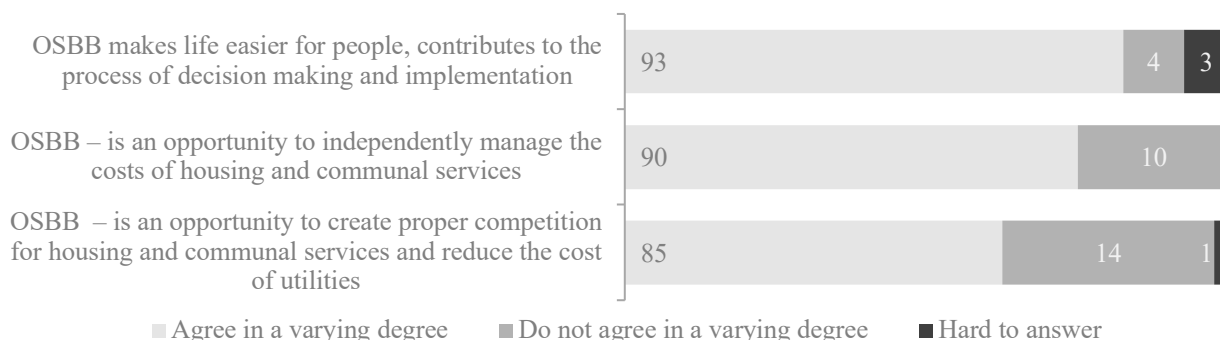
Despite the presence of entities responsible for house maintenance (formerly - housing maintenance companies, now - management companies), co-owners had to “take everything into their own hands”, make decisions independently and implement them.

“We paid, and we also chipped in together” (Toretsk, focus group discussion, OSBBs, male)

“We replaced the sewer system on our own. We chipped in for material, paid for the work” (Toretsk, focus group discussion, OSBB, female)

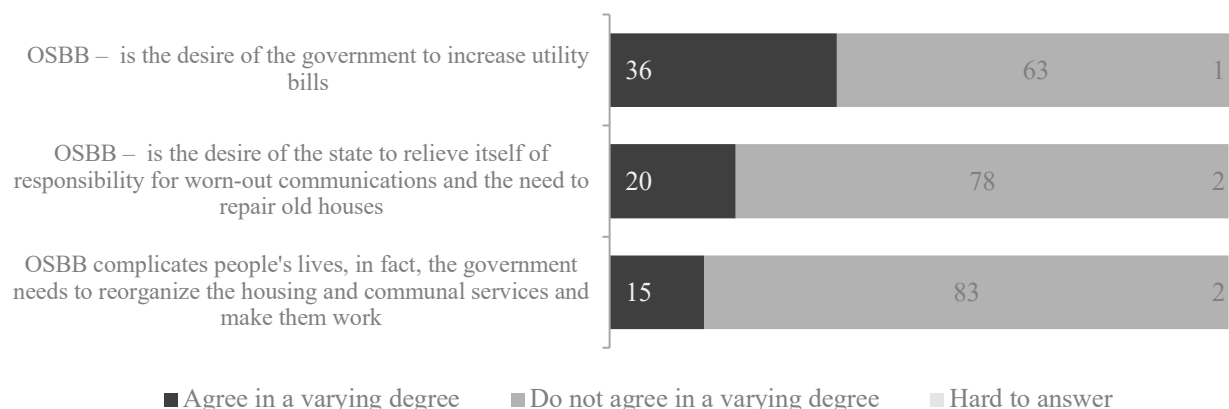
Toretsk is a front-line city in which complexity is a point of growth, time for initiative, not a reason to give up. Confirmation of this is the rapid increase in the number of the OSBBs over the past 5 years, despite the proximity to the combined forces operation zone and the lack of financial support for the OSBBs by donor organizations, which existed in other cities of the region and was a strong boost for the development of the OSBBs movement.

Fig. 4. OSBB as an opportunity (in %)



The OSBB in Toretsk is understood as a tool, an opportunity, legitimization of rights to dispose of property, its proper maintenance, and not as a “treason”.

Fig. 5. Negative images of OSBB (in %)



Detailing the attitude of the apartment's owners to the OSBBs

Key indicators important for scaling up city-level practices:

- 1- The initial positive attitude towards starting an OSBB in the house (at the level of 77%) continues according to the “expectations = reality” scenario - 95% of apartment owners are more or less generally satisfied with the operation of the OSBB (Fig. 6, Fig. 8).

“We already have experience, therefore, only positive. We wanted it, waiting for it” (Toretsk, focus group discussion, OSBB, female)

Fig. 6. The attitude of apartment owners to starting an OSBB in their house (in %)

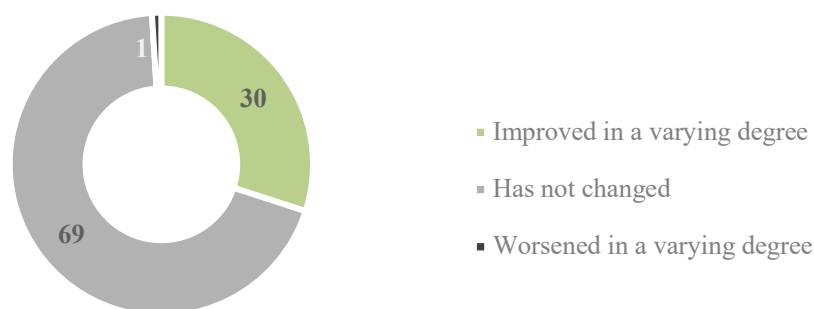


- 2- Among 23% of co-owners who were skeptical / indifferent to starting an OSBB, 5% became “supporters” after the unification.

Table 1. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|------------------------|------------|------------|------------|------------|------------|
| Negative to an extent | 6 | 5 | 3 | 3 | 2 |
| Neutral, I didn't care | 23 | 15 | 26 | 21 | 19 |
| Positive to an extent | 71 | 80 | 71 | 76 | 80 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 7. Changing attitudes towards OSBB after its creation in the house (in %)



- 3-** One of the features of Toretsk, which can affect the satisfaction with the work of the newly established OSBB, is the service of the management company for 2 months after starting the association.

“Many residents who opposed to setting up an OSBB are starting to rock the boat. Like, here we have created an association, but nothing is being done. And how will you do something if you have not yet started collecting money? When they pass into the OSBB, their house is serviced at “Technocom” for another 2 months” (Toretsk, in-depth interview, local authorities)

Table 2. Reasons for improving attitude towards the OSBB
(answer to an open question)

| Possible answers | % |
|--|----|
| Repair activity | 44 |
| Financial reporting transparency | 17 |
| Abstract (improvement, something being done, etc.) | 20 |
| Improvement of the territory / beautification | 2 |
| Improved lighting | 11 |
| Replaced windows / doors | 6 |
| Cleanliness | 5 |
| Repair of the roof | 2 |
| Repair of the elevators | 2 |

- 4-** Improving the attitude towards the OSBB is due to two factors - the presence of noticeable changes (repairs / lighting, etc.) and the understanding on what the paid contributions are spent.

“Last year in our house was done more work than in the previous 20 years” (Toretsk, focus group discussion, OSBB, female)

Table 3. Implemented OSBB projects to improve living conditions / improvement
(answer to an open question)

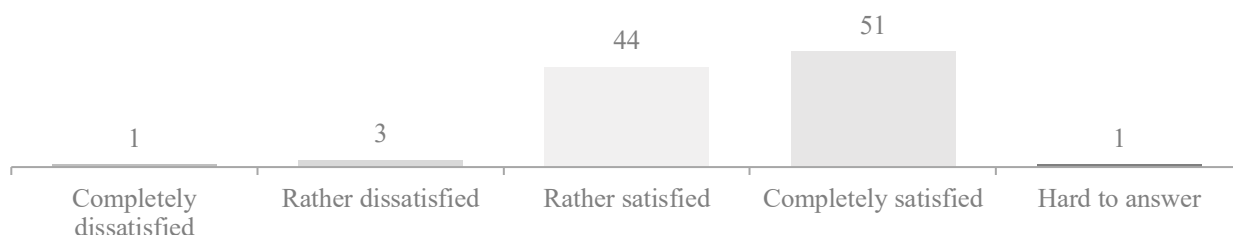
| Possible answers | % |
|--|----|
| Replacement of windows / doors | 31 |
| Improved the lightening | 29 |
| Improvement of the staircases | 16 |
| Replacement of pipes / utilities supply lines | 11 |
| Heating | 8 |
| Improvement of the building surrounding grounds / beautification | 5 |
| Repair of the roof | 4 |
| Repair of the elevators | 4 |
| Replacement of wires | 3 |
| Repair of the cold cellar | 2 |
| Abstract (something being done, etc.) | 2 |
| Insulation | 1 |
| Installed counters | 1 |
| Cleanliness | 1 |
| Other | 2 |
| Created less than a year ago (haven't done anything yet) | 10 |

Table 4. Change in the assessment of the quality of services received after starting an OSBB
(in %)

| Parameter | Changes for the worse | No changes | Changes for the better | Hard to answer |
|---|-----------------------|------------|------------------------|----------------|
| Staircases lighting | - | 29 | 71 | - |
| Cleanliness in the staircases | - | 37 | 63 | - |
| Internal development roads lighting | 1 | 48 | 50 | - |
| Renovation of the house / staircases | - | 51 | 49 | - |
| Garbage removal | - | 53 | 47 | - |
| Street cleanliness and cleaning efficiency | - | 53 | 47 | - |
| Water supply stability | 1 | 61 | 38 | - |
| Central heating stability | - | 63 | 37 | - |
| Condition of internal development roads | 2 | 67 | 31 | - |
| Building surrounding grounds greening level | - | 69 | 31 | - |
| Power supply stability (voltage stability in the network, shutdown frequency) | - | 70 | 30 | - |
| Refurbishment of the staircases (full replacement of windows, doors, roofs, etc.) | - | 72 | 28 | - |
| Indoor temperature | - | 75 | 25 | - |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | - | 74 | 25 | 1 |
| Maintenance of structural elements (solving local problems, prompt response) | - | 77 | 23 | - |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | - | 78 | 22 | - |
| Availability and sufficient number of parking spaces near the house | 1 | 80 | 18 | 1 |
| Technical condition of the house | 1 | 81 | 17 | 1 |
| Condition of the elevators in the house | - | 85 | 15 | - |

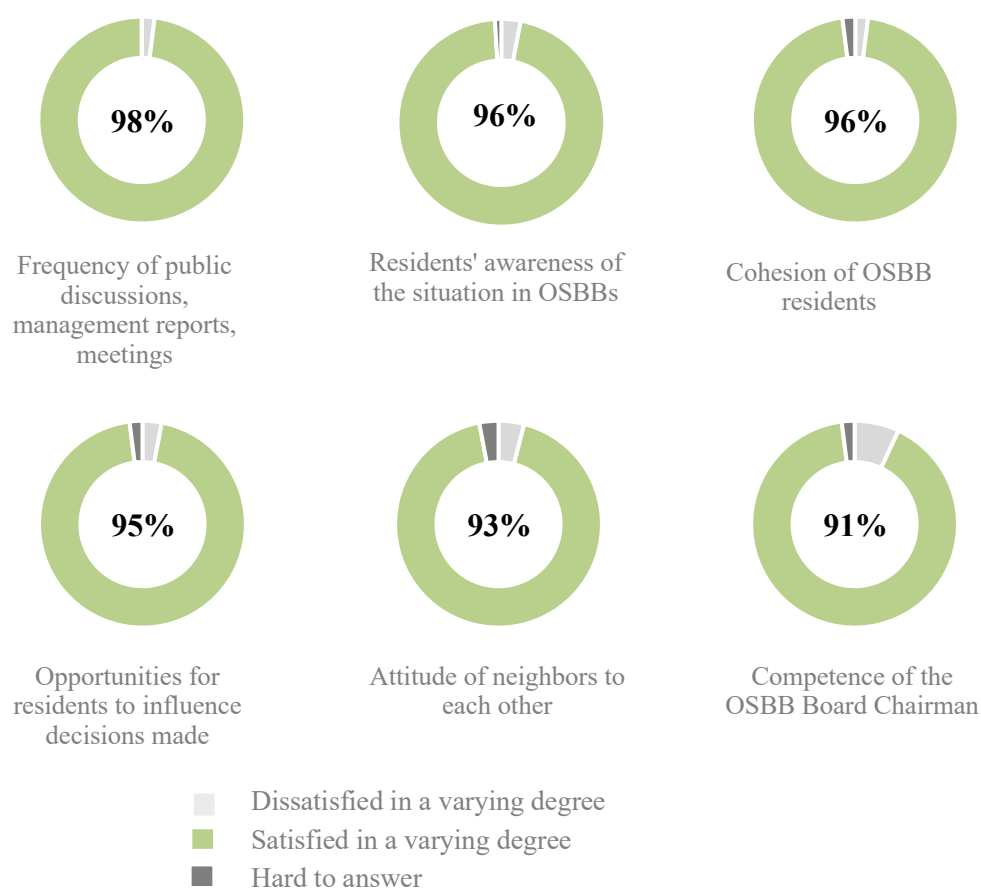
- 5- After starting an OSBB, the quality of house maintenance does not get worse, but in many respects remains unchanged, which is quite logical, after all, it is almost impossible to affect the quality of services where the area of competence does not belong to the OSBB, but refers to third parties (suppliers of light, water, heat, gas, etc.). However, “small steps” are being taken - most co-owners note that there are changes in their staircases after starting an OSBB - it becomes lighter and cleaner. Estimating the scale of transformations, the specifics of the dynamics of the OSBBs’ creation in Toretsk should also be taken into account, it is also displayed in the sample of respondents - 85% of respondents are co-owners in the OSBBs, which exist 1-3 years, and 14% are representatives of the “babies- OSBBs”, they are less than a year old.

Fig. 8. General level of satisfaction with the OSBB operation (in %)



- 6- Toretsk – the city with the highest satisfaction with the OSBB among the 10 studied cities of Donetsk and Luhansk region, in which co-owners of the OSBBs were interviewed. 95% of co-owners are satisfied to an extent (Fig. 8).

Fig. 9. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Escape from the monopoly of unjustified tariffs

The “I pay money - you must do” approach is not about Toretsk. It is characterized by a **strategy of conclusions** – do not be in “standby” mode, do not demand twice, but act. And over time, there is enough determination to act not just to solve a local problem, but to look at its roots and, ultimately, take processes under control.

“Money is wasted, but nothing is done” (Toretsk, focus group discussion, OSBBs, male)

“The main part of the OSBBs was created last year. This was helped by raising prices for utilities, namely the maintenance of the house and the building surrounding grounds. People have already begun to look and think about the situation. And 2019 was a year of breakthrough” (Toretsk, in-depth interview, alliance of the OSBBs)

2. Chain reaction

This driver is similar to the principle of “not worse than a neighbor”, but it is implemented selectively – **only the positive experience is reproduced**.

“People watched and kept an eye for two years (note - on the first OSBB organized in Novhorodske urban-type settlement). And then they say: “Let's have a meeting in our house” (Toretsk, focus group discussion, OSBBs, male)

“The neighboring house has passed, everyone sees the result. Therefore, we also need” (Toretsk, focus group discussion, OSBB, female)

OSBB CREATION BARRIERS:

Specific

1. The activity of those apartment owners who oppose the OSBB is higher than those who support it

Despite the fact that in general Toretsk is a city that is loyal to the idea of creating the OSBBs, this does not mean that the formation of an initiative group guarantees starting an OSBB.

“In each house there are 10-15% of residents who are against all the time. Because it's new to them, and they have hostile attitude toward it” (Toretsk, in-depth interview, alliance of the OSBBs)

“Those who supported were more, but the opponents were more active” (Toretsk, in-depth interview, alliance of the OSBBs)

2. “You should pay first, then I'll hand you the stuff, not vice versa”

This barrier is a strong deterrent. However, it is this barrier that can become a driver with the right communication strategy based on the fact that the created OSBB has a much higher chance of refurbishments at the expense of the city budget.

“Everyone wants a refurbishment, and then pass. No one wants for a song. This is the only problem that needs to be done first. And so, in general, everyone is ready” (Toretsk, in-depth interview, local authorities)

“The main question is that we really want to create the OSBB, we like the OSBB, but we need a refurbishment, and we can’t do it on our own. And at least there is an enterprise that maintains our house” (Toretsk, local authorities, in-depth interview)

Typical

1. Stigmatization – “the OSBB is a fraud”

“These are all “swindlers”. The OSBB is a “fraud” (Toretsk, local authorities, in-depth interview)

“The risk is that the chairperson may be a swindler, he will spend this money not according to the approved cost sheet, everything will not be agreed” (Toretsk, in-depth interview, alliance of the OSBBs)

2. Misunderstanding of the extent of own responsibility

“I lived by the principle that the house is my apartment. And the house itself belongs to someone else - the city, a utility company. And when I began to familiarize myself with this, I realized that the house is a single whole, and it belongs to all residents, all co-owners in equal shares. Now I already understand that the basement is also mine. And I didn’t take something in account” (Toretsk, in-depth interview, alliance of the OSBBs)

“An apartment building is a private house, simply divided into apartments” (Toretsk, in-depth interview, alliance of the OSBBs)

3. Absence of leader

“Fear to lead. Fear of discovering something new for yourself, doing something new. I can’t, I don’t want. Anyone but not me” (Toretsk, focus group discussion, OSBBs, male)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



low level

Public participation practices at home level

Demonstration and specifics of public activity at the local level:

- 1- The level of involvement of apartments co-owners in the management of the OSBB (at least 66% of apartment owners declare participation in more than half of the general meetings over the past year) is the **highest among the cities in the Donetsk region** in which the co-owners were surveyed.
- 2- Traditionally, the older generation has the highest activity (**Table 5**), however, the involvement of a young audience (aged 18-39) compared to other cities of Donetsk and Luhansk regions is the highest.

Fig. 10. Frequency of participation in the general meeting of the OSBB (in %)

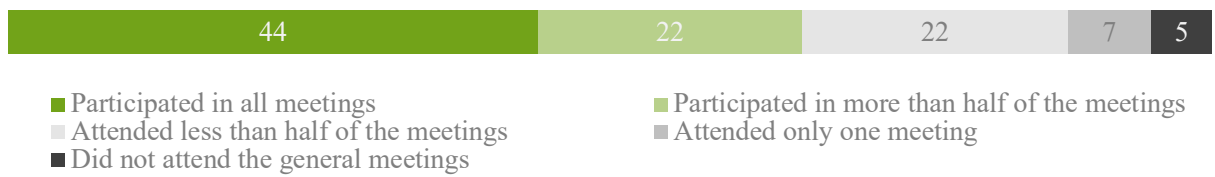


Table 5. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (%)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|-------|-------|-------|-------|-----|
| Participated in all meetings | 26 | 41 | 43 | 43 | 57 |
| Participated in more than half of the meetings | 13 | 32 | 30 | 21 | 18 |
| Attended less than half of the meetings | 22 | 17 | 23 | 30 | 19 |
| Attended only one meeting | 13 | 5 | 4 | 6 | 6 |
| Did not attend the general meetings | 26 | 5 | - | - | - |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 6. Barriers to participation in meetings of the OSBB (multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 97 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 6 |
| I believe that there is no point in these meetings - all decisions are made individually | 4 |
| I believe that there is no point in these meetings - people do not listen to each other | 4 |
| I'm not allowed to express my thoughts | 2 |

Fig. 11. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

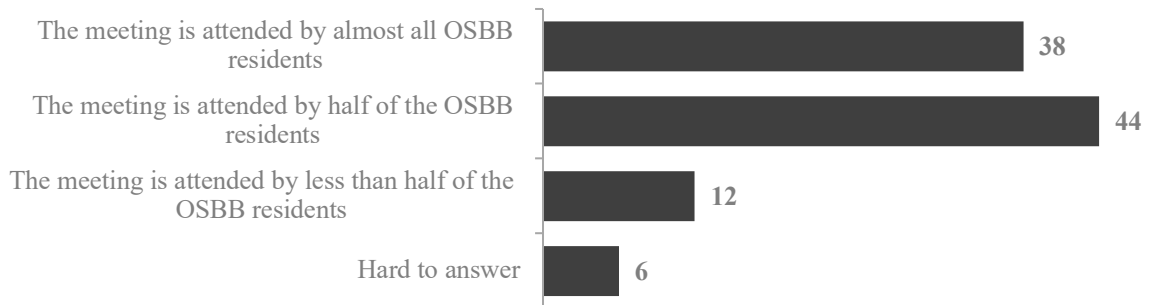


Fig. 12. The approximate number of general meetings of the OSBB for the last year (in %)

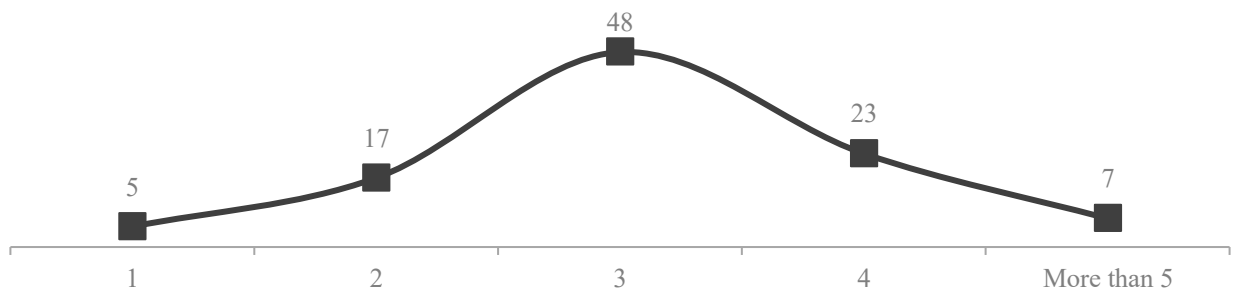
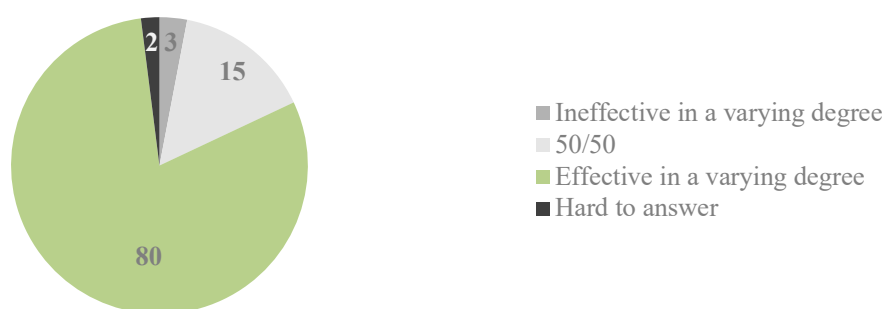


Fig. 13. Performance evaluation of the OSBB general meetings (in %)



- 3-** Owners of apartments in the OSBBs of the city of Toretsk give **the highest assessment of the effectiveness of the general meetings** among other localities of Donetsk and Luhansk regions, in which co-owners of apartment buildings with the OSBB management form were the respondents. On a five-point scale, the indicator is 4.1, while the average is 3.3.

Table 7. OSBB activity reporting channels
(multiple choice)

| Possible answers | % |
|---|----|
| At the general meeting | 68 |
| Chat in Viber | 66 |
| Bulletin boards | 20 |
| Chat in Telegram | 11 |
| Information booklets | 9 |
| Email newsletter | 6 |
| On the official page of the OSBB in social media (Facebook / Instagram, etc.) | 2 |

Table 8. The level of awareness of the state of affairs in the OSBB (in %)

| Possible answers | % |
|---|----|
| I am always up to date with everything that happens in the OSBB | 50 |
| I know almost everything that happens in the OSBB | 40 |
| I for the most part do not know what is happening in the OSBB | 9 |
| I don't know anything about what is happening in the OSBB | 1 |

Table 9. The level of awareness of the state of affairs in the OSBB in the context of the age groups (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|-------|-------|-------|-------|-----|
| I am always up to date with everything that happens in the OSBB | 25 | 59 | 45 | 46 | 30 |
| I know almost everything that happens in the OSBB | 64 | 36 | 45 | 19 | 30 |
| I for the most part do not know what is happening in the OSBB | 7 | 5 | 10 | 15 | 10 |
| I don't know anything about what is happening in the OSBB | 4 | - | - | - | - |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 10. Information channels for acquaintance with the OSBB news
(multiple choice)

| Possible answers | % |
|---|----|
| Chat in Viber | 62 |
| General meeting | 46 |
| Information booklets | 30 |
| Bulletin boards | 22 |
| Chat in Telegram | 12 |
| The page of the OSBB in social media (Facebook / Instagram, etc.) | 5 |
| Email newsletter | 4 |

Table 11. Public participation of co-owners of apartment buildings over the past year

| Possible answers | % |
|---|----|
| Participated in the general meetings of the OSBB | 86 |
| Read information about events organized by your OSBB | 67 |
| Communicated with neighbors about the affairs of the OSBB | 65 |
| Turned to the OSBB chairperson with a request or clarification of information | 61 |
| Acquainted with decisions, protocols or other documents of the OSBB | 59 |
| Participated in voluntary work organized by the OSBB | 52 |
| Did not participate in any form of activity | 9 |

- 4- Every ninth co-owner of an apartment building can make a significant request, and every seventh can come to visit less than half of the neighbors (**Table 12**). This is a rather high indicator of the closeness of relations, however, this specificity can be explained by the fact that about half of the respondents do not live in Toretsk (population 32 thousand people), but in Novhorodske urban-type settlement with a population of 10 thousand people. Traditionally, the smaller the locality, the higher the degree of closeness of social relations.

Table 12. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 24 | 48 | 28 |
| I greet the neighbors | - | 28 | 45 | 27 |
| I communicate with neighbors on everyday topics | 11 | 40 | 33 | 16 |
| I can make small requests (ask for salt, a screwdriver) | 25 | 43 | 30 | 2 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 44 | 42 | 13 | 1 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 60 | 28 | 11 | 1 |

Most common cohesion practices:

■ meetings

"We gather in the yard, discuss pressing issues, discuss an action plan, I read out the budget. And then we cook the fish soup" (Toretsk, in-depth interview, alliance of the OSBBs)

■ voluntary work, clean of the building surrounding grounds

"This woman is nasty. And the old woman is nasty. And then we met on a volunteer clean-up. Oh! What a good person!" (Toretsk, focus group discussion, OSBB, female)

"Residents organize a general volunteer clean-up, plant trees, then eat grilled meat and sing songs" (Toretsk, in-depth interview, local authorities)

"We get together to sit a spell. I say as it is. We go out into the yard, work, then there is a banquet. Usually after the volunteer clean-up. Especially in the summer" (Toretsk, focus group discussion, OSBBs, male)

Fig. 14. Willingness to join OSBB management (in %)

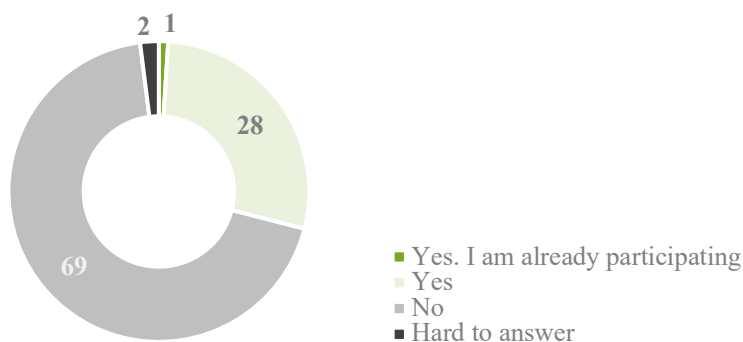


Fig. 15. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 17 |
| 30 – 39 | 27 |
| 40 – 49 | 17 |
| 50 – 59 | 10 |
| 60 + | 29 |
| Total | 100 |

Who determines how life develops

| | |
|--|------------|
| Life basically depends on me | 69 |
| Life equally depends on me and on external circumstances | 25 |
| Life basically depends on external circumstances | 6 |
| Total | 100 |

Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 64 |
| Participated in more than half of the meetings | 24 |
| Attended less than half of the meetings | 10 |
| Did not attend the general meetings | 2 |
| Total | 100 |

Awareness of the state of affairs in the OSBB

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 64 |
| I know almost everything that happens in the OSBB | 34 |
| I for the most part do not know what is happening in the OSBB | 2 |
| Total | 100 |

Table 13. Ideas for the development of the OSBB for the mini-grant competition
(answer to an open question)

| Possible answers | % |
|--|----|
| Repair of the roof | 34 |
| Repair of the staircases | 25 |
| Replacement of windows / doors | 14 |
| Improvement of the building surrounding grounds / beautification | 11 |
| Insulation | 9 |
| Heating | 9 |
| Replacement of pipes / utilities supply lines | 7 |
| Repair of the walls | 7 |
| Repair of the internal development roads | 6 |
| Repair of the pavements | 6 |
| Replacement of wires | 4 |
| Repair of the cold cellar | 4 |
| Refurbishment | 2 |
| Playgrounds and sports grounds | 1 |
| Car parking space | 1 |

Fig. 16. Willingness to join various forms of implementation of the OSBB initiatives
(in %, multiple choice)

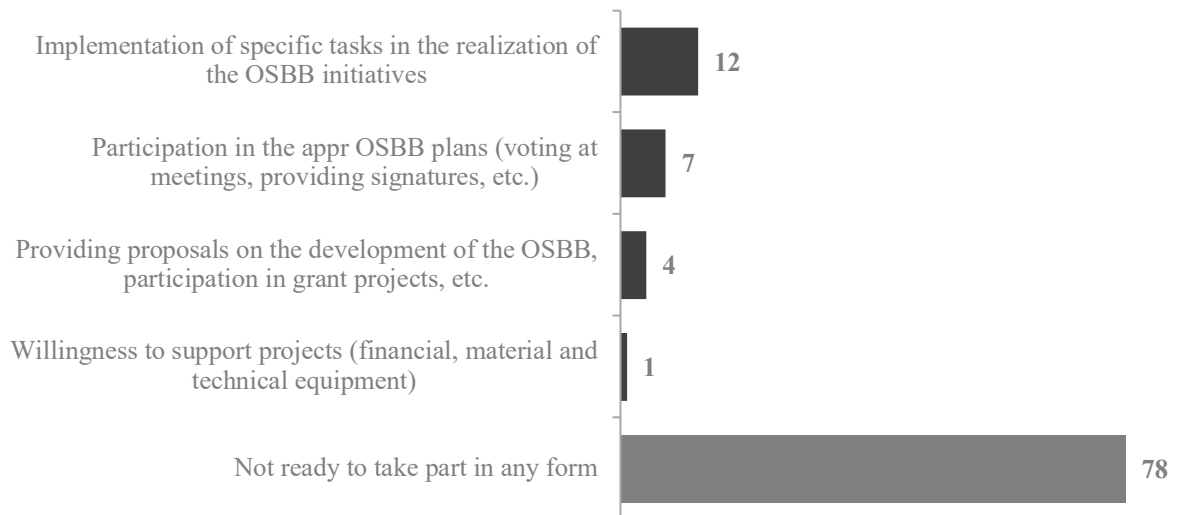


Fig. 17. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives
(in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 15 |
| 30 – 39 | 21 |
| 40 – 49 | 10 |
| 50 – 59 | 15 |
| 60 + | 39 |
| Total | 100 |

Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 51 |
| Participated in more than half of the meetings | 33 |
| Attended less than half of the meetings | 16 |
| Total | 100 |

Awareness of the state of affairs in the OSBB

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 68 |
| I know almost everything that happens in the OSBB | 32 |
| Total | 100 |

Willingness to join the OSBB management

| | |
|----------------|------------|
| Yes | 47 |
| No | 50 |
| Hard to answer | 3 |
| Total | 100 |

Public participation practices at the level of the city

Opportunities for public participation in Toretsk are poorly developed in general, not only for co-owner associations.

The official website of the Toretsk Civil-Military Administration has sections:

- **electronic petitions**
- **electronic consultations with the community**
but there are no filed petitions, and under the 'consultations' there is a profile of a different City Council
- **polls**
the last being held as far as in September 2019
- **news about the on-the-road reception of citizens**
- **information on public initiative contests**
- **public debate and discussion announcements**

Table 14. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)

| Possible answers | Periodicity | % |
|--|-------------|----|
| Participated in meetings, events organized by non-governmental organizations | 11 | 6 |
| Participated in campaigns, events organized by political parties / candidates | 7 | 4 |
| Attended local authorities meetings (public hearings) | 6 | 3 |
| Worked on a voluntary basis (as a volunteer) or donate money, clothes, other things to charity | 5 | 3 |
| Signed petitions / appeal on issues important to you (including electronic) | 2 | 1 |
| Participated in meetings, demonstrations in support of the ideas that you share | 1 | 1 |
| Did not participate in any form of public activity | 182 | 91 |

Training of the OSBB chairpersons

Pressing topics

1. Project management

"Project management is also our main problem" (Toretsk, in-depth interview, local authorities)

2. Advocacy

"Legal aspects, precisely on the interaction of the manager with other services" (Toretsk, in-depth interview, local authorities)

"Legal skills. Work with debtors. Methods of dealing with defaulters" (Toretsk, in-depth interview, alliance of the OSBBs)

3. Effective communication

"Communications. How to communicate with people" (Toretsk, in-depth interview, local authorities)

Current formats

1. Debates

"The form is not a lecture, not a seminar, but a discussion one, "question and answer" (Toretsk, in-depth interview, alliance of the OSBBs)

Specific

1. Connoisseurs of their own time

"For our OSBB, you know, when we started working with them, they are not lovers of wasting time" (Toretsk, in-depth interview, local authorities)

"They will come if it is not 3 hours. Or at least 3 hours, but intermittently. That we have in place, and preferably at such a time - the middle of the day" (Toretsk, in-depth interview, local authorities)

"Most residents are so busy, they work, it's better for the weekend, Saturday-Sunday. And it is desirable that this be limited to some time" (Toretsk, in-depth interview, alliance of the OSBBs)

2. Passive learning supporters

"They are used to it so that we print documents, give them, they read, and if there are questions, they will ask" (Toretsk, in-depth interview, local authorities)

"They want everything to happen at the location, and not take too much time" (Toretsk, in-depth interview, local authorities)

"Visiting meetings are interesting, but we can't go. Preferably in our city" (Toretsk, in-depth interview, alliance of the OSBBs)

"We look on the Internet and know everything. It makes no sense to teach us" (Toretsk, in-depth interview, alliance of the OSBBs)

Public activity events

Popular formats for stimulating the development of the OSBBs

1. Television information campaigns

"We had a normal staircase before that. But we saw on TV that we could do that. We saw, gathered, decided and that's all" (Toretsk, focus group discussion, OSBBs, male)

"It is necessary that this is more talked about on TV, and not only talked about. But with examples, as in other cities" (Toretsk, in-depth interview, local authorities)

2. OSBBs' good practice exchange programs

"Near Kurakhovo there is a town. I don't remember the name. A small town, there are mines around, in the middle of the field. All the houses there were organized in the OSBBs. It would be nice to go there, to show. Because cameras are cameras, and to see with your own eyes is an apple off another tree" (Toretsk, in-depth interview, alliance of the OSBBs)

"The main thing is that the same city, front-line city, where there is no work. Because even if you take us to Bakhmut, they will say, of course, this is Bakhmut" (Toretsk, in-depth interview, local authorities)

Popular formats of public participation

1. Local development forums

"Both community activists and members of OSBBs come to the forums, communicate" (Toretsk, in-depth interview, local authorities)

2. Competitions and mini-grants

"Competitions with a prize fund are interesting. The main thing is that people are given something" (Toretsk, in-depth interview, alliance of the OSBBs)

"We are waiting for opportunities to participate in these grants" (Toretsk, focus group discussion, OSBB, female)

-5- 65% of co-owners are ready to participate in at least one of the proposed initiatives.

Fig. 18. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (y %)

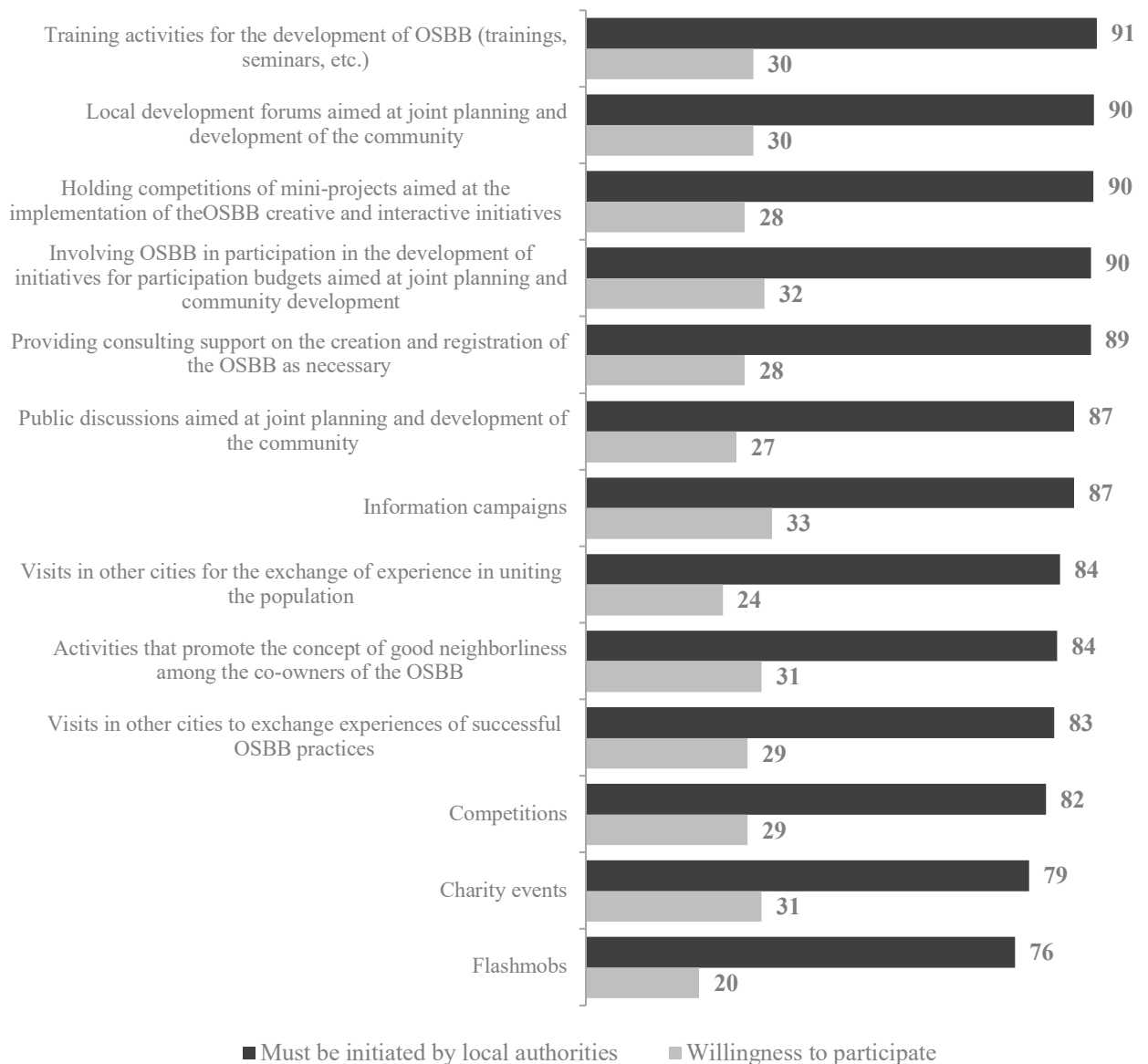


Fig. 19. Portrait of co-owners of apartment buildings who are ready to participate in public activity initiated by the city authorities (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 15 |
| 30 – 39 | 24 |
| 40 – 49 | 17 |
| 50 – 59 | 17 |
| 60 + | 27 |
| Total | 100 |

Who determines how life develops

| | |
|--|------------|
| Life basically depends on me | 62 |
| Life equally depends on me and on external circumstances | 30 |
| Life basically depends on external circumstances | 7 |
| Total | 100 |

Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 49 |
| Participated in more than half of the meetings | 20 |
| Attended less than half of the meetings | 23 |
| Attended only one meeting | 6 |
| Did not attend the general meetings | 2 |
| Total | 100 |

Awareness of the state of affairs in the OSBB

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 54 |
| I know almost everything that happens in the OSBB | 41 |
| I for the most part do not know what is happening in the OSBB | 4 |
| I don't know anything about what is happening in the OSBB | 1 |
| Total | 100 |

CASE RESUME

Toretsk is a city where successful OSBBs are created without help from others, without tangible incentives from local authorities and financial support from donors.

OSBB development pattern

Step 1. “Passive onlooker” mode as a trigger for “strategic conclusions”.

One of the main drivers for creating the OSBB is proximity to a house in which co-owners have already chosen this form of management. However, this driver works quite slowly - it takes time to monitor the development of the house, which organized the OSBB. Noticeable successes become the basis for conclusions - starting an OSBB should be considered in the house of residence.

Step 2. The initiative “from below”.

In Toretsk the authorities do not agitate, do not force to create the OSBBs - this initiative belongs to the co-owners of the apartment buildings.

Step 3. Awareness of the willingness to follow the “neighbor - OSBB”.

A certain period of time goes between the moment of the idea to create the OSBB to its implementation — the co-owners “mature”, and, finally, they decide because they no longer need to persuade anyone - they all realized that the “neighbor” succeeded, which means there’s nothing to be afraid of.

Step 4. Involvement of the majority of co-owners in the OSBB processes “right here, right now”, co-ownership = co-responsibility.

Awareness of the advantages of the OSBB and high loyalty become the basis for the high-quality implementation of this idea - attending meetings, participating in voluntary work. High participation is the formula for support - it is satisfaction with the effectiveness of the meetings, the work of the board and the OSBB chairperson.

Step 5. Understanding the value of cohesion - both at the level of co-owners of the OSBB, and at the level of the city OSBB.

The high level of cohesion of the apartment building co-owners is scaled to the city level - OSBBs united.

Step 6. Expanding capacities of the “umbrella” brand of Alliance of the OSBBs.

The Alliance includes 50 of 76 associations. Alliance of the OSBBs becomes a full-fledged social institution that cannot be ignored either by local authorities or private service providers.

Step 7. Successful cases implementation.

Step 8. Willingness to be an inspiring example for front-line cities without additional privileges.

Positive results:

- 1- 95% of apartment owners are more or less satisfied with the operation of the OSBB.
- 2- The lack of the effect of breaking the “rose-tinted glasses” even with slow changes.
A substantive understanding of the specifics of such a form of management as the OSBB and an adequate assessment of the possible pace of development of the house guarantee the avoidance of high expectations, and, accordingly, disappointments.
- 3- High attendance of the OSBB events / awareness of the state of affairs / evaluation of the effectiveness of the meetings.

Negative consequences / limitations of the pattern:

- 1- The flagship is obsessed with the Alliance of the OSBBs, which may restrain the growth of leaders who, if necessary, can support the movement of the OSBBs in Toretsk.

On the one hand, the Alliance created a comfortable environment for the development of the OSBBs, and on the other hand, the “comfort zone” relaxes in a certain way, does not stimulate the chairperson to independently search for answers to questions, to solve problems. Thus, the risk increases that, for example, if the head of the Alliance of the OSBBs moves to another city, no one dares to fulfill his functional duties.

CASE # 4 SLOVIANSK

CASE CHARACTERISTIC ASPECTS: FLUCTUATING SELF-ORGANIZATION

GENERAL INFORMATION

| | |
|--|---------|
| Population size | 112 607 |
| Number of apartment buildings | 635 |
| Number of OSBBs | 74 |
| The number of apartment buildings that are included in the OSBBs | 98 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 15% |

Assessment of the support level for the OSBBs by local authorities



middle level

Detailing the conditions created by local authorities for the development of the OSBBs

-1- There are 2 programs aimed at financial support of the OSBBs

■ Refurbishment of the housing stock

Ground: Decision No. 6-LVI-7 "On the Program of economic and social development of Sloviansk city for 2019 and the basic lines of development for 2020 and 2021"

Ground: Decision No. 17-LXXVI-7 "On the Program of economic and social development of Sloviansk city for 2020"

"Money is allocated for the repair of elevators, last year 2 elevators were repaired in my house" (Sloviansk, in-depth interview, non-governmental organization)

■ energy saving lending

Ground: Decision No. 18-XIII-7 "On approval of the Program for the reimbursement of part of the loan raised for energy conservation and energy efficiency measures in the city for the period 2016-2018"

"Loans were offered, collected several times, offered. But no one agreed. If people stop paying, how to make payments towards a loan?" (Sloviansk, in-depth interview, non-governmental organization)

"We have a city program in conjunction with the region on the repayment of part of the loan. This program exists, it is agreed, there are agreements, but nobody uses it" (Sloviansk, in-depth interview, local authorities)

- 2-** The program aimed at co-financing projects of the OSBBs is in the approval process

“Now we have developed and we are conducting a program aimed at refurbishment of apartment buildings, including OSBBs. Now the program has passed the deputy commission and is undergoing a process of strategic environmental assessment. It involves equity” (Sloviansk, in-depth interview, local authorities)

Detailing the manifestations of the average level of interest of the city authorities in the development of the OSBBs

Actions aimed at the development of the OSBBs: local authorities vision statement

- 1-** holding round tables on the topic of apartment buildings management

“Over the past year, as far as I remember, from 3 to 5 round tables were held, they were held on reform and management services” (Sloviansk, in-depth interview, local authorities)

- 2-** holding meetings with residents of apartment buildings in order to inform them about various forms of house management

“We held meetings, our department was divided into 3 groups, from November 18 to January we arranged meetings, in the street, from nearby houses. Each employee held 7-8 meetings” (Sloviansk, in-depth interview, local authorities)

The activities of city authorities in the direction of the OSBBs development: vision statement of the public sector

- 1-** inactivity on the part of specialized departments and city authorities in general

“The Housing and Communal Services Department should help. I called the last created OSBB, there was no help. There is no curator. No one can tell what documentation should be, how to do it right” (Sloviansk, in-depth interview, non-governmental organization)

- 2-** lack of information and advisory support for initiative groups

“People take all the protocols and statements from the Internet. Do not want to do it. They want management offices” (Sloviansk, in-depth interview, non-governmental organization)

- 3-** giving priority to houses that are serviced by management companies, and not to those houses where OSBBs have been established

“What motivations can there be if the authorities send us letters daily: “We will take waste containers from you, and you will buy containers with your own money. A waste container costs 10,000 UAH, and such containers need 4 pieces” And for what reason will they take it? “Because there is not enough in their houses” (Sloviansk, in-depth interview, non-governmental organization)

- 4-** lack of interest in collaborating with donators that focus on the OSBBs development

“When the authorities do not contact, the donator does not come here. The authorities should be interested, and if there is no interest, then who will come here” (Sloviansk, in-depth interview, non-governmental organization)

Detailing institutional support for OSBBs

There is one non-governmental organization in the city, the activity of which is aimed at the OSBBs – **Coordination center of the OSBBs and housing construction co-operatives**.

The main goal of the Center is to protect the interests of already created OSBBs, system support and solution of existing problems.

They help initiative groups that plan to create the OSBBs in their city with the correct filling of registration documents, holding meetings (if necessary).

Institutional support strength:

- the presence of an institution that **understands** the demands of the city's OSBBs and **defends** them before representatives of city authorities

Institutional support weakness:

- **the inadequacy of effective communication between the Coordination Center and specialized department**, the insufficient number of things in common between the actions of the authorities and the interests of the OSBBs

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Image of the apartment buildings

85% of apartment buildings in Sloviansk city have managers. The way apartment owners behave toward their houses, as well as how satisfied they are with the management services, is one of the indicators that affects the assessment of the development potential of the OSBBs in the city.

Image # 1.

Depreciation, covered with a surface gloss.

"A middle-aged woman, worked out, battered, beaten by the war, but still trying to be all high and mighty, to look after her appearance, but already creaks inside. She has a difficult nature in some places" (Sloviansk, focus group discussion, NAABC, female)

Image # 2.

Obsolescence of the housing stock.

"An older woman with cracks on the houses, all wrinkled, cockling on the houses" (Sloviansk, focus group discussion, NAABC, female)

Image # 3.

Cleanliness.

"Middle-aged, but clean, because our staircase is being cleaned" (Sloviansk, focus group discussion, NAABC, female)

Image #4.

Passivity.

"Heavy drinker. A drunkard who does not need anything, he lives on his own" (Sloviansk, focus group discussion, NAABC, male)

Attitude towards the housing maintenance companies, management companies

Detailing the attitude to management companies:

-1- dissatisfaction with the speed of response to citizens' appeals

"When you go to them, there is no reaction to your appeal" (Sloviansk, focus group discussion, NAABC, female)

-2- lack of transparency in the expenditure

"Lack of transparency in the expenditure indicated in payment documents. In fact, payment is received, but there is no result" (Sloviansk, focus group discussion, NAABC, male)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



highly positive

OSBB as a form of house management by co-owners of apartment buildings that are serviced by the management company is associated with:

-1- independence in decision making

"Independence" (Sloviansk, focus group discussion, NAABC, female)

-2- good organization

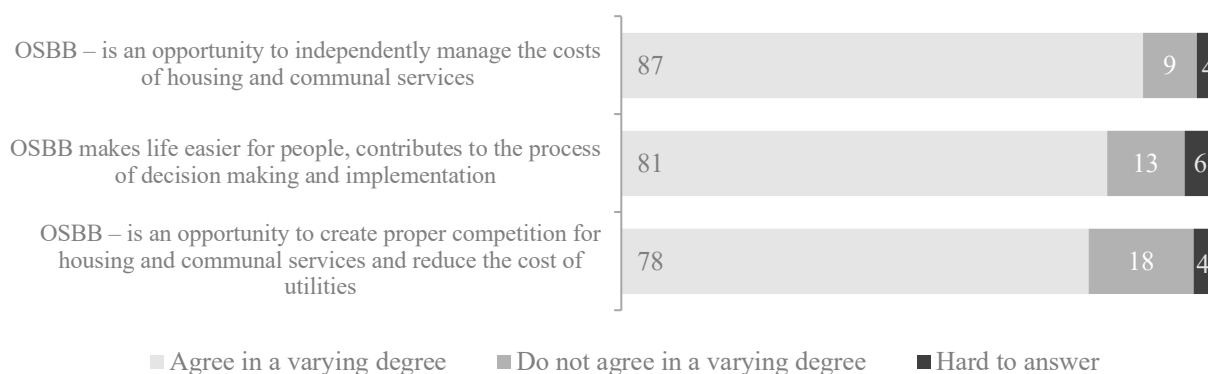
"There will be a little more order" (Sloviansk, focus group discussion, NAABC, female)

-3- improvement

"Cleanliness, improvement" (Sloviansk, focus group discussion, NAABC, male)

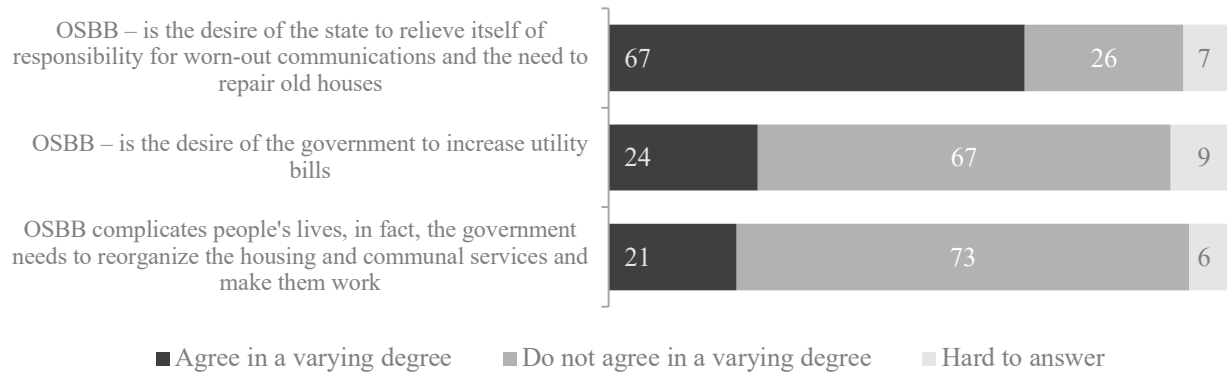
Despite the fact that the city does not differ in the activity of local authorities in the development of the OSBBs, the co-owners of apartment buildings that have already created OSBBs positively assess the opportunities this form of management provides.

Fig. 1. OSBB as an opportunity (in %)



Although most of **the associated** co-owners consider OSBB to be part of the Government's intention to **relieve itself of responsibility** for deterioration of the housing stock, nevertheless, when stating whether the setting up of the OSBB led to a **complication of life** and **an increase in utility fees**, an affirmative answer is given by less than a **quarter** of the co-owners surveyed (**Fig. 2**).

Fig. 2. Negative images of OSBB (in %)



Detailing the attitude of the population to OSBBs

Key indicators:

- 1- **The high level of support for setting up OSBB is demonstrated by co-owners of apartment buildings, which started their OSBB 5-10 years ago (Table 1).** At that time, there was another Head of the Housing and Utility management Department in the city, who initiated and actively supported the willingness of citizens to create the OSBBs. Change of management influenced both the attitude of the authorities to the process of reforming the housing and communal services, and the slowdown in the setting up the OSBBs.

“We had a Head - Buhai, he was engaged in this issue, was interested in it. He was interested in his place. Then Avdien came, the process went slower and now has stopped altogether” (Sloviansk, in-depth interview, non-governmental organization)

- 2- **The population over the age of 40 is a resource to support the reform of the OSBBs.** The lack of orientation to move, the willingness to take responsibility for improving own living conditions and freeing up time for such initiatives, as a rule, is associated with children growing up - this is what characterizes this age group of the population (**Table 2**).

Fig. 3. The attitude of apartment owners to starting an OSBB in their house (in %)

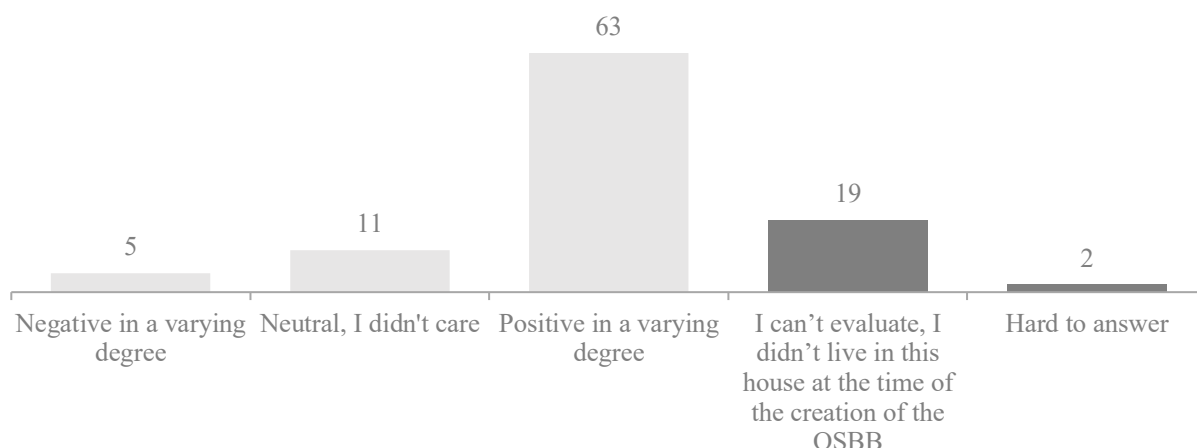


Table 1. Attitude towards starting an OSBB in the context of the year of OSBB creation (in %)

| Possible answers | Up to 3 years | 5 to 10 years | Over 10 years | I don't know |
|--|---------------|---------------|---------------|--------------|
| Negative to an extent | 8 | 1 | 8 | - |
| Neutral, I didn't care | 19 | 12 | 3 | 17 |
| Positive to an extent | 64 | 80 | 68 | 10 |
| I can't evaluate, I didn't live in this house at the time of starting the OSBB | 6 | 6 | 19 | 70 |
| Hard to answer | 3 | 1 | 2 | 3 |
| Total | 100 | 100 | 100 | 100 |

Table 2. Attitude towards the establishment of OSBB in the context of respondents' age (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|-------|-------|-------|-------|-----|
| Negative to an extent | - | - | 3 | - | 13 |
| Neutral, I didn't care | 11 | 14 | 9 | 12 | 11 |
| Positive to an extent | 43 | 50 | 70 | 72 | 73 |
| I can't evaluate, I didn't live in this house at the time of starting the OSBB | 39 | 34 | 15 | 16 | 3 |
| Hard to answer | 7 | 2 | 3 | - | - |
| Total | 100 | 100 | 100 | 100 | 100 |

- 3- The share of the OSBB supporters among co-owners of apartment buildings after the OSBB was established shows a **4% increase**. So, in the minds of those apartment owners who, at the stage of creating the OSBB, showed a negative treatment to the process or did not have a clear view, there are no cardinal changes in the perception of a new form of management. In Sloviansk, **a positive attitude to the OSBB is being formed before the association is set up** and is the foundation on which the registration mechanism for the association is laid. The lack of unexpected results upon the establishing of OSBB, as well as the likely realism of the initial expectations of apartment owners, affect the absence of significant changes in the attitudes towards OSBB.

Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)



Table 3. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Has not changed | Worsened to an extent | Total |
|------------------------|-----------------------|-----------------|-----------------------|-------|
| Negative to an extent | 22 | 67 | 11 | 100 |
| Neutral, I didn't care | 23 | 68 | 9 | 100 |
| Positive to an extent | 26 | 65 | 9 | 100 |

- 4- The most noticeable changes that occur due to the operation of the OSBBs are related to the improvement of the appearance of the house and building surrounding grounds: clean streets, staircases, renovations and the resolution of emergencies in the house. At the same time, the issue of refurbishment remains open for most houses where the OSBB is organized (Table 4).

Table 4. Change in the assessment of the quality of services received after starting an OSBB (in %)

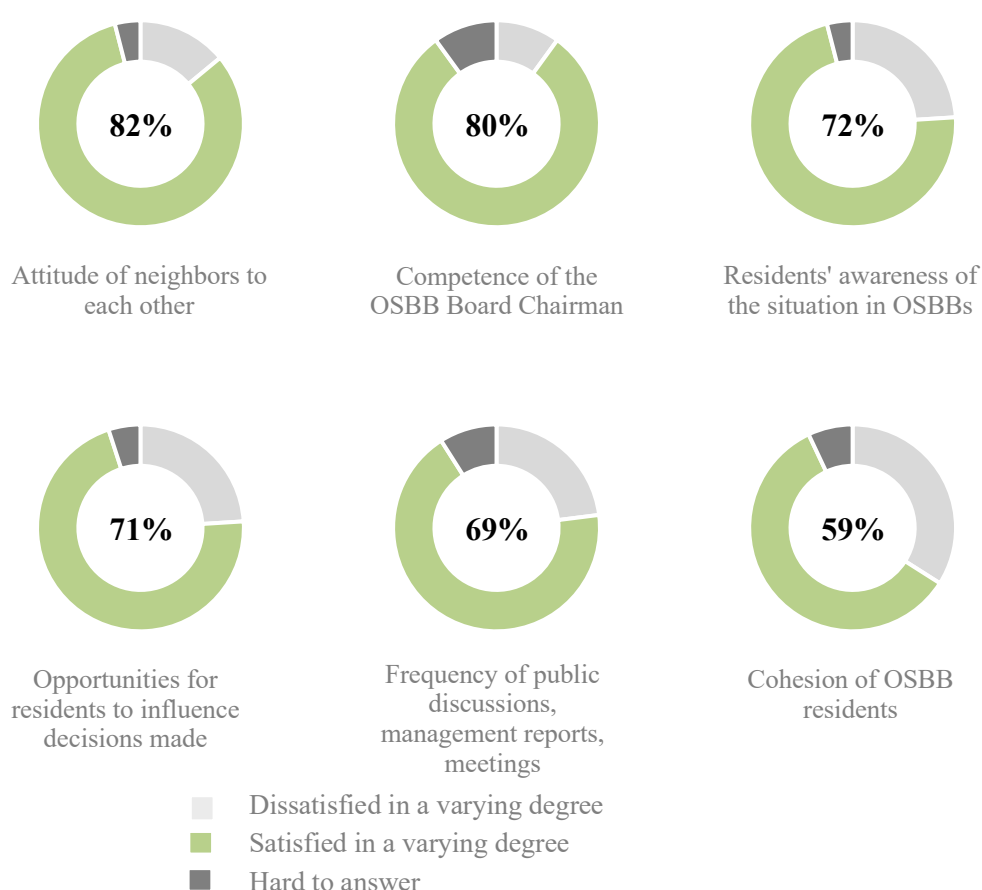
| Parameter | Changes for the worse | No changes | Changes for the better | Hard to answer |
|---|-----------------------|------------|------------------------|----------------|
| Street cleanliness and cleaning efficiency | 1 | 24 | 74 | 1 |
| Renovation of the house / staircases | 3 | 23 | 73 | 1 |
| Staircases lighting | 2 | 29 | 69 | - |
| Staircases cleanliness | 4 | 29 | 67 | - |
| Internal development roads lighting | 1 | 34 | 65 | - |
| Maintenance of structural elements (solving local problems, prompt response) | 1 | 38 | 60 | 1 |
| Garbage removal | 2 | 40 | 58 | - |
| Building surrounding grounds greening level | 1 | 44 | 52 | 3 |
| Technical condition of the house | 9 | 36 | 48 | 7 |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 12 | 45 | 42 | 1 |
| Indoor temperature | 6 | 51 | 39 | 4 |
| Water supply stability | 4 | 58 | 35 | 3 |
| Central heating stability | 7 | 55 | 35 | 3 |
| Condition of internal development roads | 16 | 49 | 34 | 1 |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 9 | 56 | 33 | 2 |
| Condition of the elevators in the house | 3 | 26 | 31 | 40 |
| Availability and sufficient number of parking spaces near the house | 7 | 57 | 27 | 9 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 5 | 63 | 27 | 5 |
| Refurbishment of the staircases (full replacement of windows, doors, roofs, etc.) | 8 | 64 | 23 | 4 |

Fig. 5. General level of satisfaction with the OSBB operation (in %)



-5- The involvement of co-owners of apartment buildings in the decision-making process in the OSBB affects the assessment of their satisfaction with certain aspects of life in the house. Thus, the largest difference in answers is observed on the frequency of public meetings and discussions. 80% of respondents who attend all meetings are satisfied with how often they are held. This figure is **29% lower** among co-owners who have not attended any such meetings in the past year. The reverse situation is observed in terms of "population cohesiveness". Co-owners of apartment buildings who do not attend meetings **11% more positively** assess the interaction between neighbors, as opposed to those co-owners who are constantly involved in the OSBB board initiatives (**Fig. 6**).

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Availability of urban refurbishment support programs
2. Successful OSBB cases in the city and a high level of satisfaction with the operation of the OSBBs of the cohabitants of these associations
3. Understanding the benefits that the OSBB provides as a form of house management

"If people living in the house have a minimal understanding that this is better, then they leave (note – create the OSBB), because money is spent directly on the house, it does not disappear, it is accumulated in the account and spent directly on the needs of the house" (Sloviansk, in-depth interview, non-governmental organization)

OSBB CREATION BARRIERS:

Specific

1. Pressure from management companies

Most of the community meetings held by representatives of local authorities took place with the participation of management companies. Accordingly, they were not interested in representing the OSBB as a form of effective house management, and directed the population to conclude service contracts with management companies, undertaking to provide high-quality services.

"People who want to create the OSBB arrange meetings. Either private housing maintenance companies or management companies appear immediately and begin to say that they will do everything" (Sloviansk, depth interview, non-governmental organization)

2. Depreciation of the housing stock

The lack of financial assistance from the city authorities in such volumes that could allow solving urgent issues of the emergency state of buildings develops into a fear of financial insolvency to solve these problems.

"The houses passed in terrible condition, terrible basements and roofs" (Sloviansk, depth interview, non-governmental organization)

3. Increased house maintenance costs

"It would be good if the authorities of the executive committee sought to help when the house unites, to take part in the first repair, to allocate money. To hold a meeting and draw up documentation, you must immediately collect money from all residents with written acknowledgement of receipt. It is not right. If a certain amount, for example, 500-600 UAH were allocated by some funds, so that people would not collect it themselves. Negative opinion forms immediately. There is a person with a list: "We are creating an OSBB, you need to give us 50 UAH." The person immediately has the association: "Oh God, this is only the beginning" (Sloviansk, depth interview, non-governmental organization)

4. Lack of awareness among co-owners of apartment buildings about the procedure for the establishment of an OSBB and the lack of advisory support for initiative groups

"In order to search for this information, a need, an idea must appear in this. There's not even an idea, a push to look for this information" (Sloviansk, focus group discussion, NAABC, male)

“There is no curator. People take all the protocols and statements from the Internet” (Sloviansk, depth interview, non-governmental organization)

5. The presence of abandoned apartments and lack of understanding when interacting with debtors

“Our house is not very old, the city has older houses, it is more modern, but at the same time, about 30 percent of the residents are active residents, the rest are completely uninitiated. Our house has a maximum of 100 habitable apartments. A maximum of 30 apartments will pay. I logically don’t understand how this will work, someone must pay, someone must command, vote” (Sloviansk, focus group discussion, NAABC, male)

“There are debtors, these debtors then hang on to the general maintenance, we need to have some contact with them. This is the biggest barrier” (Sloviansk, focus group discussion, NAABC, male)

Typical

1. Lack of initiative population

“Self-organization is practically absent. It’s not clear how people can pay for these 30 apartments” (Sloviansk, focus group discussion, NAABC, male)

2. Absence of leader

“Probably, people didn’t confirm it, because we didn’t find that person who would do this, who would devote his life to it” (Sloviansk, focus group discussion, NAABC, male)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



above the average

Public participation practices at home level

Manifestations and specifics of public activity at the local level:

- 1- 50% of co-owners of an OSBB house attend most or all general meetings and discussions, and every fifth apartment owners has never participated in such events (Fig. 7).
- 2- Co-owners aged 40+ are most actively involved in decision-making processes at public meetings of residents. In Sloviansk, they traditionally assume the role of adherents of the OSBBs (Table 5).

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

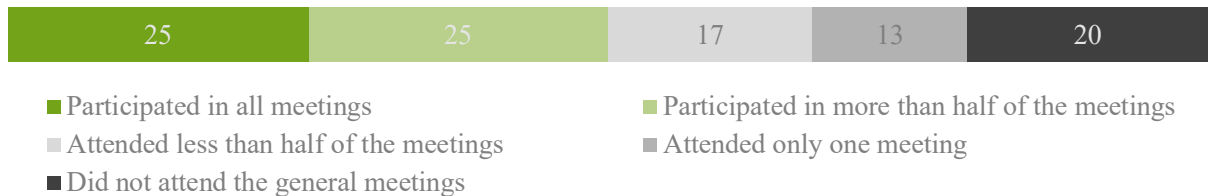


Table 5. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 7 | 23 | 29 | 16 | 38 |
| Participated in more than half of the meetings | 18 | 27 | 29 | 37 | 16 |
| Attended less than half of the meetings | 21 | 16 | 12 | 19 | 18 |
| Attended only one meeting | 18 | 11 | 12 | 16 | 13 |
| Did not attend the general meetings | 36 | 23 | 18 | 12 | 15 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 6. Barriers to participation in meetings of the OSBB (multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 68 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 10 |
| I believe that there is no point in these meetings - all decisions are made individually | 7 |
| I'm not allowed to express my thoughts | 3 |
| I believe that there is no point in these meetings - people do not listen to each other | 5 |
| Other | |
| The state of health does not always allow to attend meetings (10) | |
| Meetings not held (6) | 17 |
| Another family member attends meetings (4) | |
| I'm not interested in it (2) | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

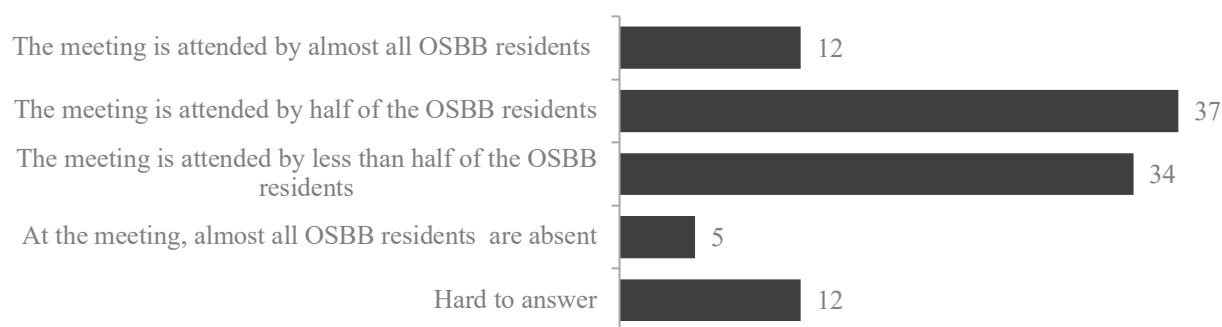


Fig. 9. Performance evaluation of the OSBB general meetings (in %)



Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

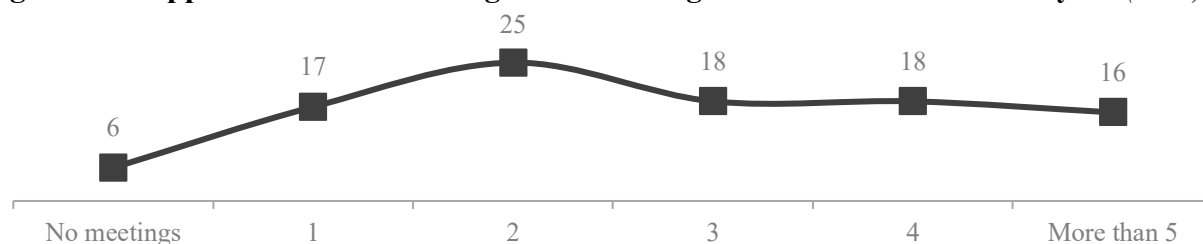


Table 7. OSBB activity reporting channels (multiple choice)

| Possible answers | % |
|---|----|
| At the general meeting | 84 |
| Bulletin boards | 60 |
| Chat in Viber | 22 |
| On the official page of OSBB in social media (Facebook / Instagram, etc.) | 7 |
| Email newsletter | 2 |
| Information booklets | 2 |
| Chat in Telegram | 1 |
| Other | 7 |

No reporting (9)

From the elders in the staircases (3)

- 3- 31% of co-owners have a desire to participate in the management of their OSBB, or have existing practices for inclusion in this process (Fig. 11). This level of support is the highest among all project cities in the Donetsk region.

Fig. 11. Willingness to join OSBB management (in %)

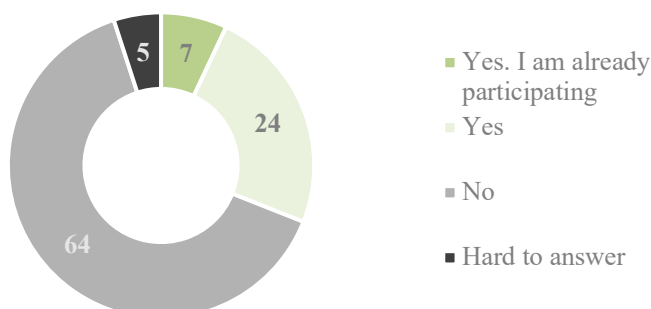


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)


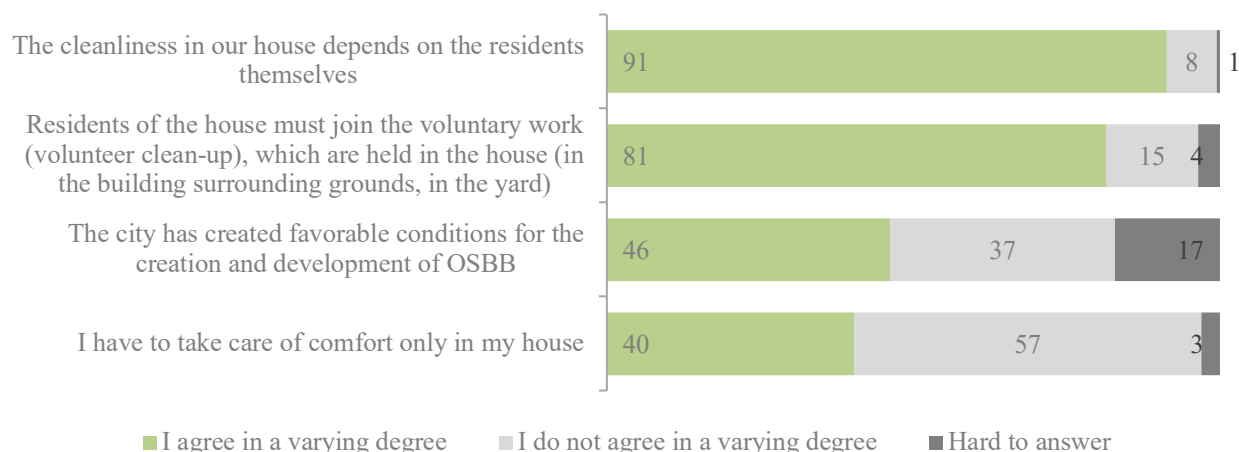
| | | |
|---|--|------------|
| <div> <div>40</div> <div>  </div> <div>60</div> </div> | | |
| Age | | |
| 18 – 29 | | 10 |
| 30 – 39 | | 22 |
| 40 – 49 | | 16 |
| 50 – 59 | | 10 |
| 60 + | | 42 |
| Total | | 100 |
| Participation in the general meetings of the OSBB | | |
| Participated in all meetings | | 37 |
| Participated in more than half of the meetings | | 41 |
| Attended less than half of the meetings | | 5 |
| Attended only one meeting | | 5 |
| Did not attend the general meetings | | 12 |
| Total | | 100 |
| Awareness of the state of affairs in the OSBB | | |
| I am always up to date with everything that happens in the OSBB | | 24 |
| I know almost everything that happens in the OSBB | | 59 |
| I for the most part do not know what is happening in the OSBB | | 12 |
| I don't know anything about what is happening in the OSBB | | 5 |
| Total | | 100 |
| Satisfaction with the work of the OSBB | | |
| Dissatisfied to an extent | | 13 |
| Satisfied to an extent | | 85 |
| Hard to answer | | 2 |
| Total | | 100 |

Fig. 13. Boundaries of responsibility (in %)



-4- Despite the fact that the overall assessment of the cohesion of the OSBB residents is **59%** (Fig. 6), interaction with neighbors at the primary level (I know, greet) is developed at a **high level**. While more than **45%** of apartment owners are not ready to include neighbors in circle of familiarity.

Table 8. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | 1 | 11 | 33 | 55 |
| I greet the neighbors | 1 | 13 | 25 | 61 |
| I communicate with neighbors on everyday topics | 12 | 47 | 28 | 13 |
| I can make small requests (ask for salt, a screwdriver) | 15 | 56 | 16 | 13 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 49 | 43 | 5 | 3 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 45 | 41 | 11 | 3 |

The most common practices of public activity among co-owners of apartment buildings:

- voluntary work / cleaning of the building surrounding grounds

"Here, all people plant flower beds by themselves, residents who want to do this get outside and plant flowers. If some sort of clean-up event takes place, then people get outside, you need to write an announcement, and they get outside. I think that people rallied and became closer. More than 50%" (Sloviansk, in-depth interview, non-governmental organization)

- improvement of leisure infrastructure

"My neighbor wanted and made a football field. He collected the kids, cleared the field, dug in the wheels, set the goalposts, and now there is a football field for the children. As far as I know, he applied to the housing maintenance company, but they did not help him" (Sloviansk, focus group discussion, NAABC, female)

- festive events at the city level

"There are a lot of festive events and celebrations, recently there was Maslenitsa in the Dream square" (Sloviansk, focus group discussion, NAABC, female)

-5- 8.5% of co-owners of apartment buildings are ready to participate in active forms of participation in the OSBB initiatives, such as **providing proposals for the development of the OSBB, participation in project administration**. Given that such forms of participation require a big time budget and provide for responsibility, the percentage of people wishing to join them is usually minimal. In the case of Sloviansk, we record the highest rate among 10 settlements in which co-owners of apartment buildings were interviewed (**Fig. 14**).

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives
(in %, multiple choice)

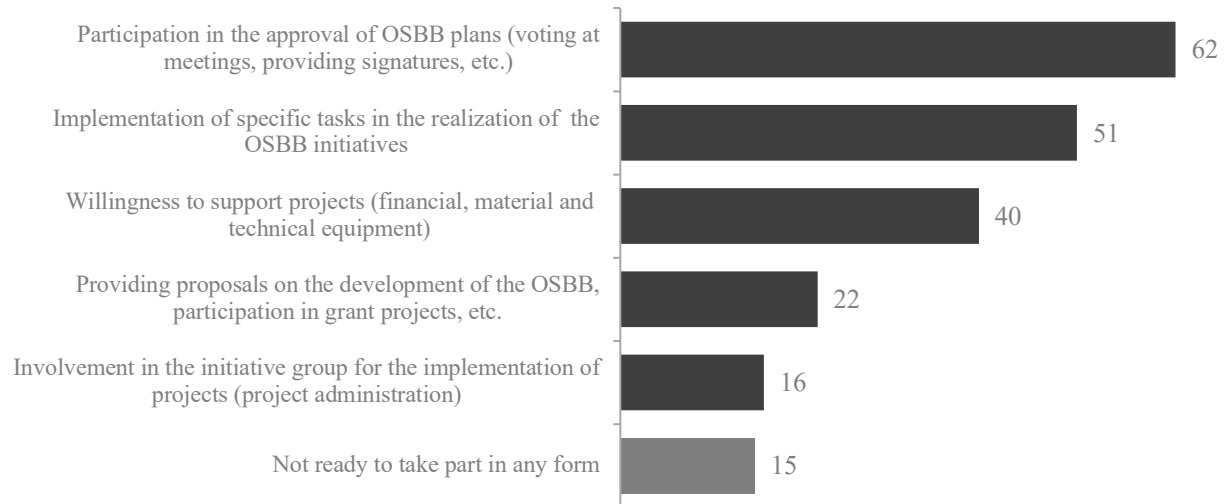
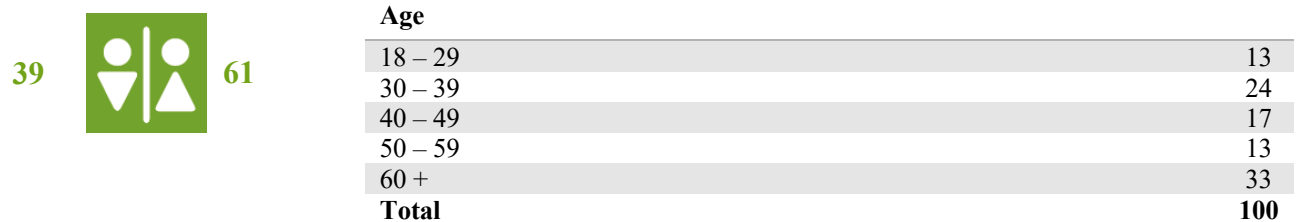


Fig. 15. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives
(in %)



Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 28 |
| Participated in more than half of the meetings | 28 |
| Attended less than half of the meetings | 18 |
| Attended only one meeting | 11 |
| Did not attend the general meetings | 15 |
| Total | 100 |

Awareness of the state of affairs in the OSBB

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 13 |
| I know almost everything that happens in the OSBB | 52 |
| I for the most part do not know what is happening in the OSBB | 28 |
| I don't know anything about what is happening in the OSBB | 7 |
| Total | 100 |

Willingness to join the OSBB management

| | |
|----------------|------------|
| Yes | 34 |
| No | 60 |
| Hard to answer | 6 |
| Total | 100 |

Public participation practices at the level of the city

Sloviansk residents' participation practices in public initiatives:

1. participation in the participation budget

"Recently, the participation budget has begun to promote" (Sloviansk, focus group discussion, NAABC, female)

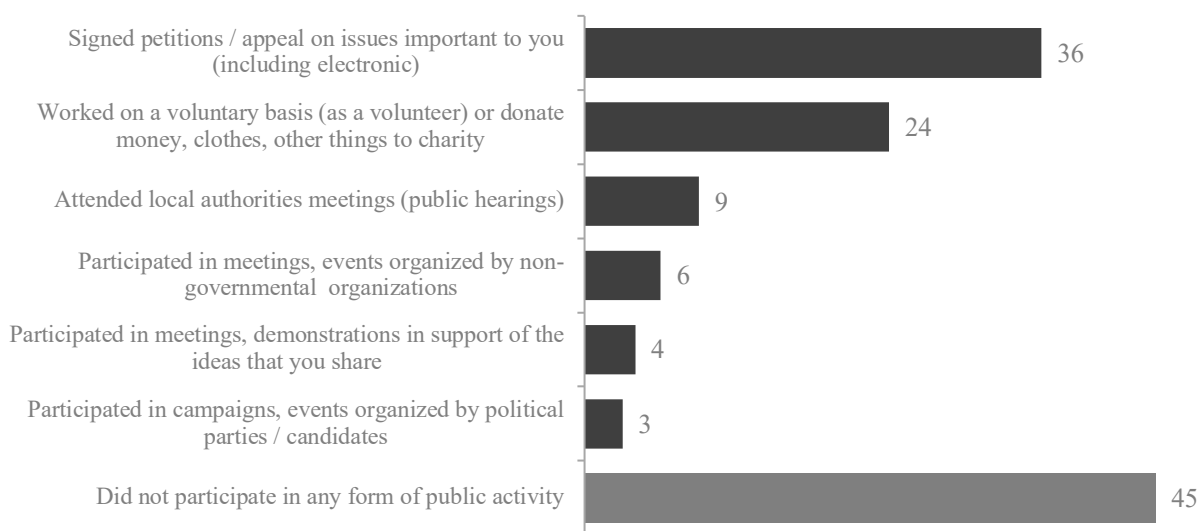
2. participation in public hearings

"People attend meetings, hearings" (Sloviansk, in-depth interview, non-governmental organization)

3. electronic petitions

"Electronic petitions, yes, there are such" (Sloviansk, focus group discussion, NAABC, female)

Fig. 16. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)



Training of the OSBB chairpersons

Pressing topics

1. Psychology trainings (work with conflict residents, emotional burnout)

"There are difficult people, and difficult chairperson who do not even understand that they are in the workplace, he can swear, scream. It is unacceptable. Psychology training is a necessity" (Sloviansk, in-depth interview, non-governmental organization)

2. Legal literacy

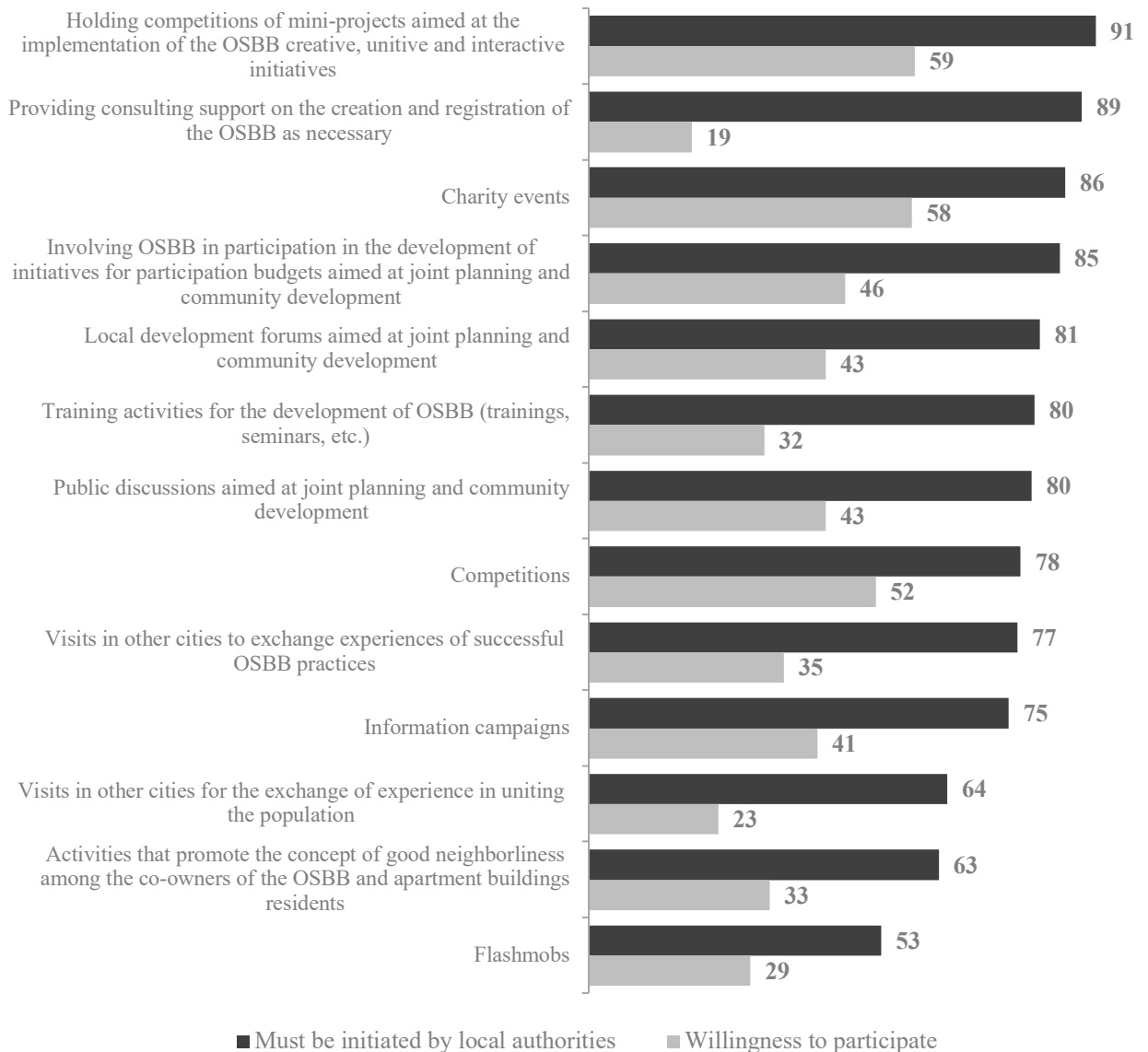
"A legal problem, issues with the land, she cannot give explanations that would be considered complete and sufficiently solid" (Sloviansk, in-depth interview, OMC)

3. Project management

"Project management is necessary because people don't understand why they are needed, for what, what to do with them" (Sloviansk, in-depth interview, local authorities)

Public activity events

Fig. 17. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Sloviansk – the city that reflects the most typical situation with the fluctuating self-organization of co-owners of apartment buildings in which the OSBBs are created.

OSBB development pattern

Conditions for setting up an OSBB:

- 1- like everyone else - without additional features and benefits
- 2- there are no added material and organizational-informational incentives on the part of local authorities to encourage the unification of apartment buildings co-owners
- 3- the issue of the local authorities interaction on the development of the OSBBs is “non-priority”, and therefore, communication is usually built according to the scheme: “a request was received from the co-owner - we will answer, we will consult,” but we will not act as the communication initiator
- 4- tacit support of management companies by the local authorities
- 5- advocacy practices are not in place, when OSBB interests are attended to by means of specialized associations and presence in consultative and advisory bodies.

The process of establishing an OSBB is:

- 1- fluctuating
- 2- based on self-organization of the apartment buildings co-owners
- 3- dependent on the availability of absolute support and faith in the OSBB at the level of a particular apartment building and on the presence of a leader
- 4- accompanied by high ratings of both the work of the board and the effectiveness of the general meetings; in addition, it is accompanied by an increased level of declared activity in readiness to join the OSBB initiatives

Positive results:

- 1- the activity of the apartment buildings co-owners is formed from bottom
- 2- monolithic support of the OSBBs among the associated co-owners
- 3- the highest value of the results achieved with regard to authorities' neutral attitude

Negative consequences / limitations of the pattern:

- 1- low rates of setting up OSBBs - 15% of the OSBB coverage for 23 years since the time first OSBB was set up
- 2- the process of setting up OSBBs is uncontrollable and fluctuating – 55% of all existing OSBBs in the city were started before 2010, 2010 to 2015 - 13%, 2018-2019 - 27%
- 3- relentless focus on the own city space – lack of measures aimed at the exchange of experience and successful practices and examples of resolving problematic issues

CASE # 5 KOSTIANTYNIVKA

CASE CHARACTERISTIC ASPECTS: ON THE WAY OF SELF-PERCEPTIONS AS AN OWNER OF THE OWN HOUSE

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 69 704 |
| Number of apartment buildings | 550 |
| Number of OSBBs | 34 |
| The number of apartment buildings that are included in the OSBBs | 45 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 8,1% |

Assessment of the support level for the OSBBs by local authorities



medium level

Detailing the conditions created by local authorities for the development of the OSBBs

-1- There are 5 programs that are aimed at informational, organizational and financial support of the OSBBs:

- methodological assistance of the OSBBs (creation of the working party which activities are aimed at informational, consulting assistance of the initiative groups and OSBBs, examination of the current processes of creation and preparation of the programs aimed at assistance of the OSBBs)

Ground: Decision No. 139 "On the city working party for creation and management of the Association of co-owners of Multiapartment houses"

- financial support for refurbishment

Ground: Decision No. 6/81 - 1480 "On the Program of economic and social development of Kostiantynivka city for 2018 and the main development directions for 2019-2020"

Ground: Decision No. 6/90 - 1703 "On the Program of economic and social development of Kostiantynivka city for 2019 and the main development directions for 2020-2021"

Ground: Decision No. 6/97 - 1891 "On the Program of economic and social development of Kostiantynivka city for 2020"

"One million has been allocated by the Program for this year, but based on the last year, all project need approximately 15 million" (Kostiantynivka, in-depth interview, local authorities)

■ energy efficiency program

Ground: Decision No. 6/92 - 1778 “On approval of the Program for reimbursement of the part of the loan value involved into implementation of the energy conservation and energy efficiency activities for population of Kostiantynivka city for 2019-2020”

“The projects are individual, under the energy efficiency program with Oshchadbank, Privatbank – it works. In our city, there is reimbursement of the principal of the loan and interests. Everything is in motion there” (Kostiantynivka, in-depth interview, local authorities)

-2- In the process of development, the program is aimed at co-financing of the OSBBs projects

“At the moment we are developing a program for financial support of the OSBBs with participation interest. We have discussed a lot, in our point of view, there should be participation interest, it cannot be a non-repayable aid. 70% is paid by the city and you pay your 30%, it would be honest, we will understand your intentions. They come and say “Give us” (Kostiantynivka, in-depth interview, local authorities)

Detailing the manifestations of the average level of interest of the city authorities in the development of the OSBBs

The main aspect of work of the city authorities concerning the issues of the OSBBs development:

-1- advisory of the initiative groups and existing OSBBs

“Legal assistance, there is a specialist who coordinates and affords assistance on agreements, advice, awareness-building of the residents” (Kostiantynivka, in-depth interview, local authorities)

-2- arrangement of discussions, meetings of the OSBB – local authorities – service providers

“Regular meetings with the interested parties – they are directors and potential members of this association” (Kostiantynivka, in-depth interview, local authorities)

-3- explanatory work among the apartment building residents concerning advantages of the OSBBs creation

“[We] were distributing the leaflets where the benefits of the OSBB, its advantages and disadvantages were set out. We were conveying all information, posted up via the housing maintenance companies, over the course of 4 years” (Kostiantynivka, in-depth interview, local authorities)

Detailing the institutional support for the OSBBs

Despite the fact that process of the OSBBs creation began in 2004, at the moment there is **no public association** aiming at consolidation of chairpersons and joint assertion of rights before the OSBBs. Absence of institutional support is related to the fact that in the city the process of the OSBB development up to and including 2019 was rather inactive, that is why the OSBBs had to solve problematic issues on their own, by means of **direct communication with the authorities**, without using tools of the civil society. And the OSBBs that were created in 2019 and comprise **44%** of all OSBBs of the city, are resolving the urgent issues and concerns. Having adapted to the current conditions and settled down, the OSBBs may have a necessity to create an organization that would represent the OSBBs in the city.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Attitude towards the OSBBs

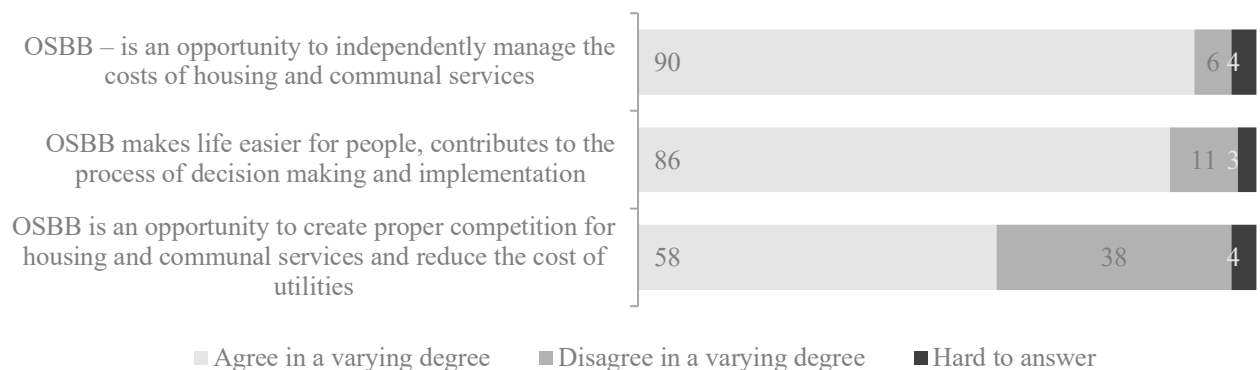
Assessment of attitude to apartment building co-owners association



highly positive

Despite the fact that most OSBBs **have been created over the last 4 years**, co-owners of apartment buildings are already pointing out the benefits of this form of management. Thus, **85-90%** of apartment owners believe that OSBBs are a mechanism for quick resolution of the problems of the house, which allows you to determine what you need to pay attention foremost.

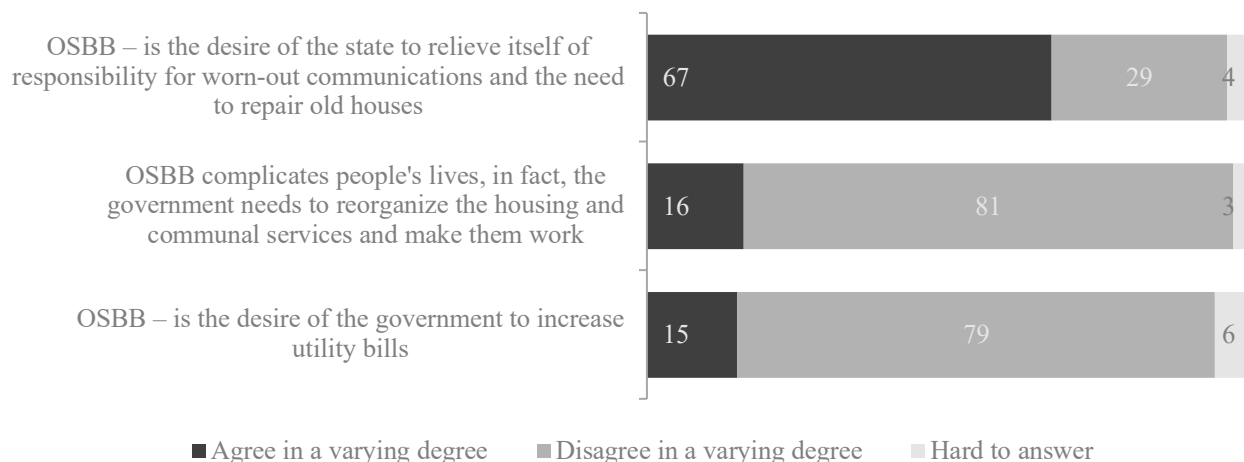
Fig. 1. OSBB as an opportunity (in %)



67% of the apartment building co-owners say that this form of management is not a way to increase utility bills (**fig. 2**). According to a representative of the City Council , in Kostiantynivka there are examples of the OSBBs that after their formation did not establish payment of membership fees at all.

“As some OSBBs were created in our country, there were no voluntary membership fees at all, motivated by the fact that since this is ours, we will not pay anything, we even lost the subsidy, because we did not set up accounts. Then, after six months of explanatory work, life showed that we could not do anything

Fig. 2. Negative images of the OSBBs (in %)



Detailing the attitude of the population to OSBBs

Key indicators:

- 1- Information policy aimed at updating the issue of the OSBB and generally low level of the management company work contributed to creation of the OSBB as an opportunity for qualitative changes in the building management. **68%** of the apartment owners stated that they supported the idea of this form of management.
- 2- **The apartment building co-owners 40+ are the support resource of the OSBBs**
The highest percentage of support for the OSBB creation is observed among the apartment building co-owners aged between 40 and 49, who are the ambassadors of changes. Willingness to improve the life and sufficiency of energy and life forces for such transformations are the main reasons for their increased activity comparing to the other age groups (table 1).

Fig. 3. The attitude of apartment owners to starting an OSBB in their house (in %)

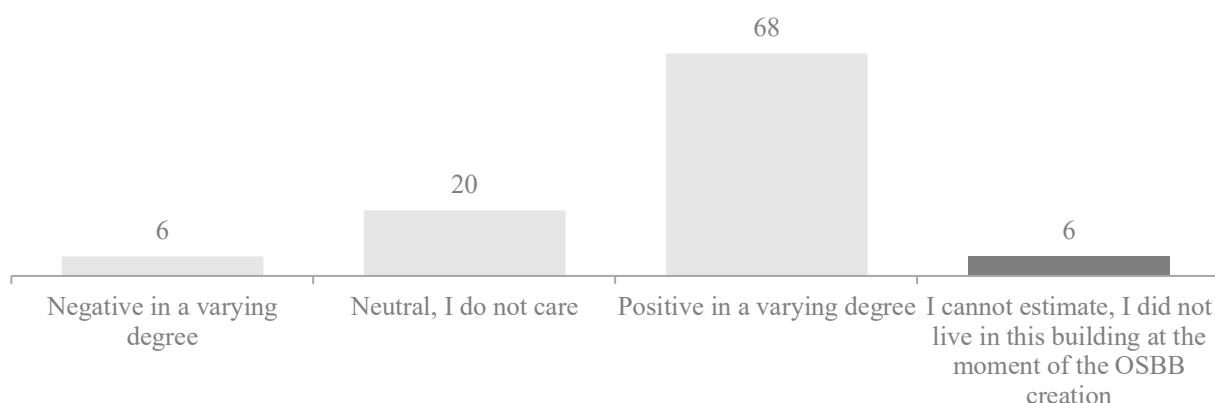


Table 1. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|-------|-------|-------|-------|-----|
| Negative to an extent | - | 6 | - | 3 | 12 |
| Neutral, I did not care | 33 | 16 | 11 | 26 | 20 |
| Positive to an extent | 56 | 62 | 80 | 71 | 67 |
| I cannot estimate, I did not live in this building at the moment of creation of the OSBB | 11 | 16 | 9 | - | 1 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)

Table 2. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Did not change | Worsened to an extent | Total |
|------------------------|-----------------------|----------------|-----------------------|-------|
| Negative to an extent | - | 55 | 45 | 100 |
| Neutral, I didn't care | 29 | 49 | 22 | 100 |
| Positive to an extent | 40 | 52 | 8 | 100 |

Table 3. Reasons for improving attitudes towards the OSBB (answer to an open question)

| Possible answers | Frequency |
|---|-----------|
| Good management (consider opinions of the apartment owners) | 32 |
| Self-organization of the apartment owners (joint decision-making) | 30 |
| Improvement of cleanliness | 18 |
| Opportunity to make decisions independently / promptness | 15 |
| Maintenance of the building surrounding grounds | 12 |
| Availability of financial accounting (to see what the money is spent for) | 11 |
| Abstract improvement | 9 |
| Improved lightning | 9 |
| Repair of the roof | 8 |
| Replaced pipes / communications | 8 |
| Overhaul works | 6 |
| Replaced windows / doors | 1 |
| Central heating | 1 |
| Repair of the elevators | 1 |

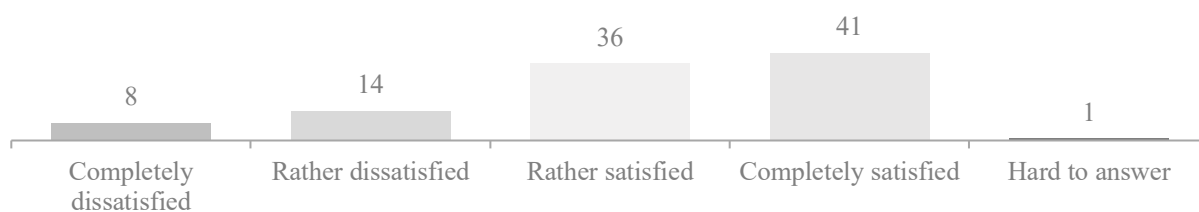
- 3- The factors of dissatisfaction with the OSBB work are the **lack of changes** in the building or the **poor work of the OSBB chairperson**, as indicated by **7%** of the OSBB apartment owners.
- 4- Improvements in the OSBBs are the most noticeable in terms of the building and building surrounding grounds cleanliness, staircases lighting. More than half of the apartment building co-owners report positive changes in the technical condition of the building and in

the current repairs. In addition, the activities organized by the OSBBs are mainly aimed at minor repairs (door replacement, porch installation) in the house and improvement of the building surrounding grounds (installation of benches, greening, joint cleaning).

Table 4. Change in the assessment of the quality of services received after starting an OSBB
(in %)

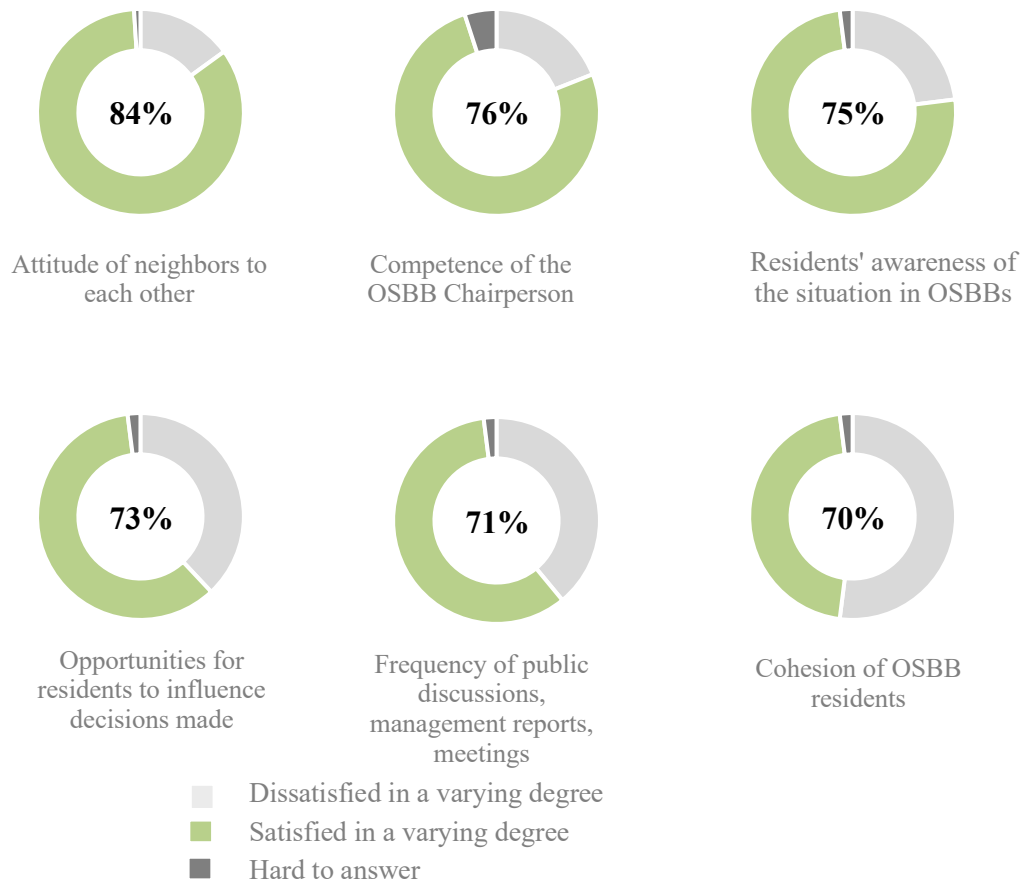
| Parameter | Changes for worse | No changes | Changes for better | Hard to answer |
|--|-------------------|------------|--------------------|----------------|
| Streets cleanliness and cleaning efficiency | 5 | 22 | 70 | 3 |
| Staircase lighting | 3 | 25 | 69 | 3 |
| Staircase cleanliness | 1 | 33 | 65 | 1 |
| Building surrounding grounds greening level | 5 | 36 | 56 | 3 |
| Technical condition of the building | 8 | 33 | 55 | 4 |
| Maintenance of structural elements (solving local problems, prompt response) | 3 | 44 | 52 | 1 |
| Lighting of the inter-district roads | 26 | 28 | 42 | 4 |
| Garbage removal | 2 | 42 | 28 | 28 |
| Overhaul of the staircases (full replacement of windows, doors, roofs, etc.) | 5 | 73 | 22 | - |
| Indoor temperature | 4 | 74 | 20 | 2 |
| Renovation of the house / staircases | 8 | 73 | 19 | - |
| Condition of the inter-district roads | 23 | 47 | 18 | 12 |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 10 | 73 | 16 | 1 |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 10 | 76 | 13 | 1 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 3 | 64 | 12 | 21 |
| Condition of elevators in the building | 1 | 46 | 9 | 44 |
| Central heating stability | 1 | 67 | 6 | 26 |
| Water-supply stability | 3 | 64 | 5 | 28 |
| Availability and sufficient number of parking spaces near the house | 3 | 67 | 5 | 25 |

Fig. 5. General level of satisfaction with the OSBB operation (in %)



- 5-** The extent to which co-owners of an apartment building are involved in decision-making processes influences their level of satisfaction with certain areas of OSBB life. Thus, the least noticeable difference in the level of satisfaction between those who actively attend meetings and those who do not attend them is recorded by the indicator “**cohesion of apartment owners**” (18%). The largest gap is in the issues of the **frequency of public discussions and the ability to participate in decision-making** (30%) (fig. 6).

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Negative attitude towards the management company that currently maintains the buildings of NAABC in the city.

Systematic failures in the work of an enterprise providing maintenance services to the population are noted by both apartment building co-owners and representatives of city authorities. Such work of the management company is influenced by the following factors.

- debt owned by the apartment owners to the management company

“At the moment the public utility company “Unitary Customer Service” has 52 million of the population debt. This is the indicator of what our people want and what they expect” (Kostiantynivka, in-depth interview, local authorities)

- restricted amount of services to be provided to the building

Accordingly, the management company should not perform the following types of work: staircases repairs, maintenance of the building surrounding grounds, etc. However, there is no understanding of the responsibilities and boundaries of responsibilities of the management company in the minds of the population, and the lack of activities beyond their competence is regarded by the public as a failure of the company to fulfill its obligations.

“A negative attitude towards our public utility company “Unitary Customer Service”. Everyone knows that if there is a core, everyone encounters problems, what they demand from people – refurbishment of the housing resources will be

done on account of rent repayment or they have to collect money. In addition, the previous damaging policy, we have 16 services from the Cabinet of Ministers list of services, only 10 were accepted in the city. And in the list of services, there is no staircase repair, maintenance of greenery, maintenance of the building surrounding grounds. Our deputies did not include it in the list of services that should be provided by the management company” (Kostiantynivka, in-depth interview, local authorities)

2. **Counseling assistance from the city authorities for initiative groups and financial support programs for the newly established and existing OSBBs.**
3. **Transfer of positive experience.**
79% of the apartment building co-owners express their satisfaction with such form of building management.
4. **Absence of agreements with the management company of almost 200 apartment buildings of the city.**

OSBB CREATION BARRIERS:

Specific

1. **Activity under the principle “first do it for me, and then I will do it for you”**

“Every action has to be motivated. If the housing maintenance company could only fix, I live on the top floor, plastering is falling on my head. Fix the roof so it stops leaking, plaster the roof, then I will be motivated to give you money, because I will see that something has been done for me. But you steal money, and I have to pay” (Kostiantynivka, focus group discussion, NAABC, male)

2. **Availability of the abandoned privatized housing resources**

“A big problem is the abandoned privatized housing resources at the buildings, about 20% are people who went to work abroad, apartments are closed, no one pays” (Kostiantynivka, in-depth interview, local authorities)

3. **Stereotypical thinking that creation of the OSBBs affects the governmental subsidies.**

“Grandmothers and grandfathers whose pensions comprise 1800 UAH, always make subsidies, with subsidy you pay not 200, but 50-60 UAH of housing costs. They cannot financially afford to do any refurbishment” (Kostiantynivka, focus group discussion, NAABC, male)

4. **A low percentage of people who pay for the building maintenance services.**

Typical

1. **Deterioration of housing resources and necessity of refurbishment**

“Deterioration of housing resources, some houses are post-revolutionary, build in 1924, post-war houses” (Kostiantynivka, in-depth interview, local authorities)

“We had a meeting, we came up with a conclusion that we would have joined, but first we wanted a refurbishment to be done. Dormitory was built in 1990, and it has never been repaired, and 5 floor are unable to serve 20 apartments. Roof is leaking from 5th until 1st floor on the 3 standpipes, no central heating since 1998, we strived for an individual water supply” (Kostiantynivka, focus group discussion, NAABC, female)

2. **Lack of understanding of joint responsibility for common property and the need for its maintenance**

“The 5th floor, the roof, is a resident’s problem, the 1st floor, the basement, is a resident’s problem” (Kostiantynivka, focus group discussion, NAABC, female)

“Reconstructed the house, 6 out of 5 elevators were plundered. Who did this? The building residents. Borys Kolesnikov installed the new elevators into the buildings where they were plundered, there were no elevators for 25 years. In one month, a door of the new elevator was stolen, but no body of the residents called the police, I say nothing of going out to check. They were making noise, the angle grinder was working, they were cutting, residents of the neighboring house could hear it. Nobody called the police” (Kostiantynivka, in-depth interview, local authorities)

3. Absence of a leader

“There is no one to appoint, at that time Serhei wanted to be the senior tenant, at the moment no one wants” (Kostiantynivka, focus group discussion, NAABC, female)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



medium level

Public participation practices at home level

Manifestation and specificity of the public activity at the local level:

- 1- **More than half** of the apartment building co-owners participate in general meetings, while **20%** have never attended them (fig. 7).
- 2- Traditionally, the apartment owners aged **60+** are the most active participants of the meetings (**72% participated in majority of meetings**), while almost half of the co-owners aged **18-29** have never attended the general discussions (fig. 5).

Fig 7. Frequency of participation in the general meeting of the OSBB (in %)

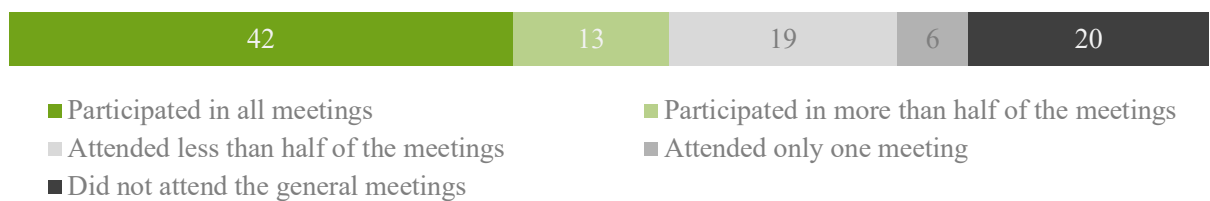


Table 5. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 12 | 43 | 38 | 40 | 58 |
| Participated in more than half of the meetings | 11 | 8 | 9 | 23 | 14 |
| Attended less than half of the meetings | 23 | 11 | 20 | 23 | 18 |
| Attended only one meeting | 8 | 16 | 6 | 6 | - |
| Did not attend the general meetings | 46 | 22 | 27 | 8 | 10 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 6. Barriers to participation in meetings of the OSBB
(multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 68 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 16 |
| I believe that there is no point in these meetings - all decisions are made individually | 7 |
| I'm not allowed to express my thoughts | 4 |
| I believe that there is no point in these meetings - people do not listen to each other | 3 |
| Other | 9 |
| <i>The state of health does not always allow to attend meetings (5)</i> | |
| <i>Meetings not held (1)</i> | |
| <i>The other family member attends meetings (2)</i> | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

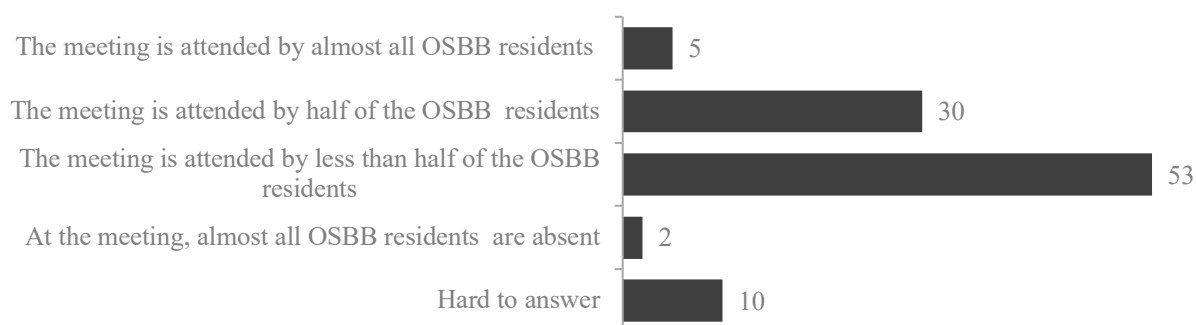


Fig. 9. Performance evaluation of the OSBB general meetings (in %)



Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

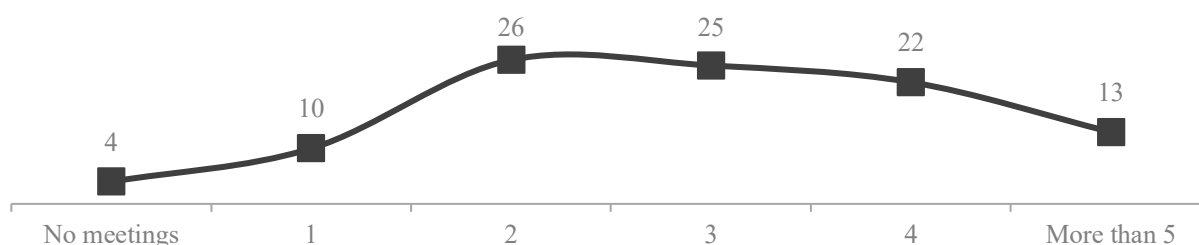


Table 7. OSBB activity reporting channels
(multiple choice)

| Possible answers | % |
|---|----|
| At the general meetings | 87 |
| Bulletin boards | 48 |
| Chat on Viber | 28 |
| On the official page of the OSBB in the social media (Facebook / Instagram, etc.) | 1 |
| Other | 6 |
| No accounting (10) | |
| Neighbors (1) | |
| Internal Audit Commission (1) | |

-3- 21% of the apartment owners expressed willingness to become a member of the OSBB management (**fig. 11**). This is one of the lowest rates among all participating cities.

Fig. 11. Willingness to join OSBB management (in %)

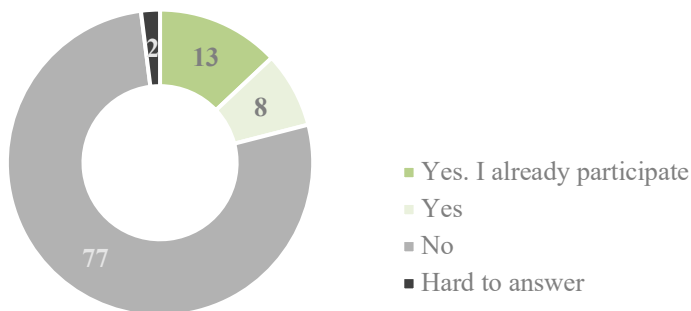


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 12 |
| 30 – 39 | 19 |
| 40 – 49 | 24 |
| 50 – 59 | 17 |
| 60 + | 28 |
| Total | 100 |

Participation in the general meetings of the OSBBs

| | |
|--|------------|
| Participated in all meetings | 57 |
| Participated in more than half of the meetings | 17 |
| Attended less than half of the meetings | 19 |
| Attended only one meeting | 5 |
| Did not attend the general meetings | 2 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

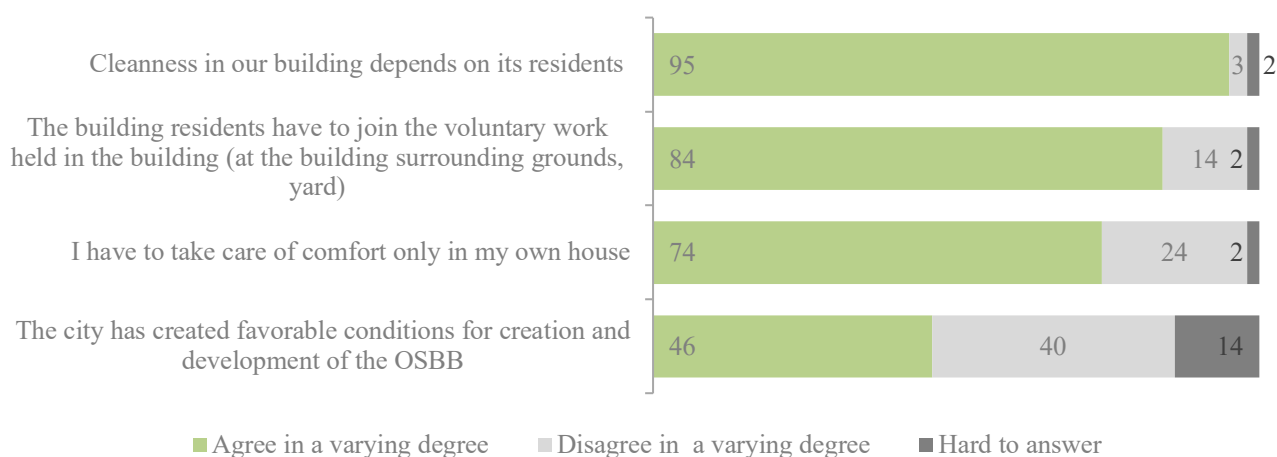
| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 45 |
| I know almost everything that happens in the OSBB | 25 |
| I for the most part do not know what is happening in the OSBB | 23 |
| I don't know anything about what is happening in the OSBB | 7 |
| Total | 100 |

Satisfaction with the OSBBs work

| | |
|---------------------------|------------|
| Satisfied to an extent | 26 |
| Dissatisfied to an extent | 74 |
| Total | 100 |

- 4- The residents of the OSBBs of Kostiantynivka city maintain cleanliness in their building on their own. Such attitude appeared since the building was maintained by the management company and became a part of the OSBBs practice (**fig. 13**).

Fig. 13. Boundaries of responsibility (in %)



- 5- The residents of Kostiantynivka city demonstrate one of the **highest percentage** of interaction with majority of the apartment building co-owners **at the superficial acquaintance level (table 8)**, and more than 50% of the apartment building co-owners include their neighbors into the social circle. Kostiantynivka is a city of Donetsk region with the **closest social connections** between neighbors.

Table 8. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | 1 | 4 | 21 | 74 |
| I greet the neighbors | 1 | 4 | 40 | 55 |
| I communicate with neighbors on everyday topics | 7 | 37 | 36 | 20 |
| I can make small requests (ask for salt, a screwdriver) | 20 | 54 | 14 | 12 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 45 | 41 | 5 | 9 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 39 | 52 | 1 | 8 |

Table 9. Public participation of co-owners of apartment buildings over the past year

| Possible answers | % |
|---|----|
| Talked with neighbors on the affairs of the OSBB | 95 |
| Read information about events organized by the OSBB | 86 |
| Participated in the general meetings of the OSBB | 80 |
| Participated in the voluntary work organized by the OSBB | 62 |
| Turned to the OSBB chairperson with a request or for detailed information | 49 |
| Familiarized with decisions, protocols and other documents of the OSBB | 47 |
| Did not participate in any form of activity | 6 |

The most common apartment building co-owners interaction practices:

- voluntary work, building surrounding grounds cleaning

“Neighborhood clean-up, whitewashing, cleaning” (Kostiantynivka, focus group discussion, NAABC, female)

“If they organize the neighborhood clean-up, in the best scenario only 30 percent of people will go out” (Kostiantynivka, focus group discussion, NAABC, female)

- renovation

“For 20 years nobody has done any renovations. 8 years ago my daughter had a wedding, it was a shame to let people see this staircase. We talked to the neighbors, and of course, 6 gramps and grams, even a 98-year-old gram gave money for the staircase repair. We gathered, painted it, whitewashed, fixed the stairs, handrail. Now it is looks much better” (Kostiantynivka, focus group discussion, NAABC, male)

- improvement of the recreational infrastructure

“We made the sports ground on our own” (Kostiantynivka, focus group discussion, NAABC, female)

- 6- 65% of the apartment owners are not ready to join any of the OSBB initiatives (**fig. 14**). This is one of the lowest participation rates among 15 cities of the project.

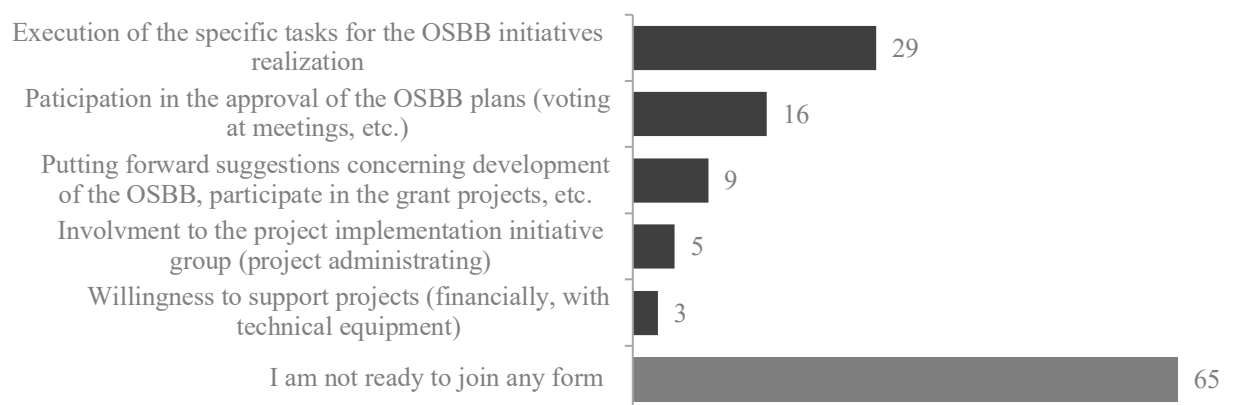
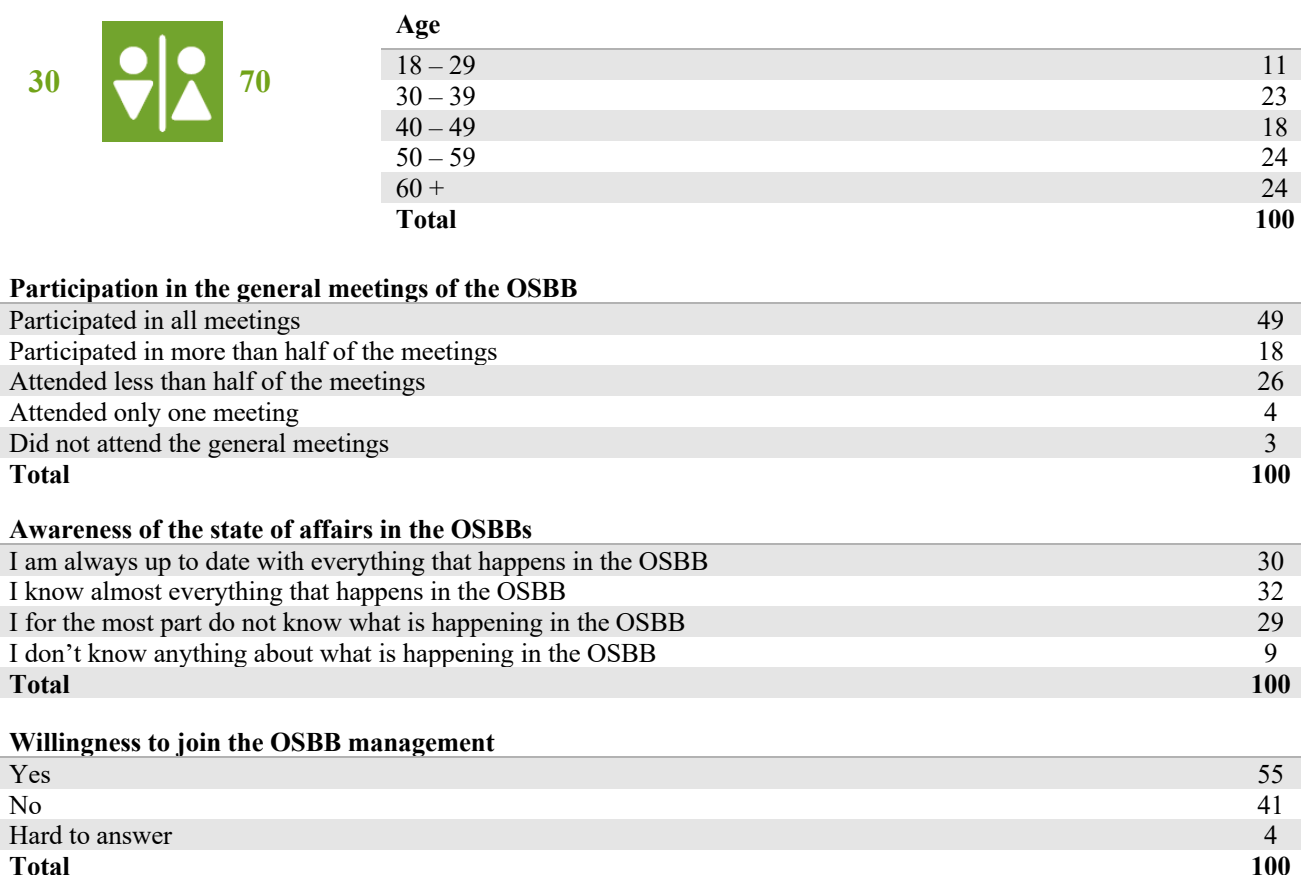
Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives (multiple choice)


Fig. 15. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives (in %)



Public participation practices at the level of the city

Participation practices of the residents of Kostiantynivka city in the public initiations:

1. participation of the OSBB chairpersons in the **consultative and advisory bodies**

"The OSBBs directors are the members of the public council at the executive committee. We file an application to a specialist and we have a panel discussion on any issue" (Kostiantynivka, in-depth interview, local authorities)

2. participation in **participation budget**

Apartment building co-owners are poorly involved in public participation processes, respectively unaware of forms of involvement in the city initiatives

"Last year, people were more actively involved into the public budget, this year they have not announced the results yet, but private persons participated too, legal persons did not participate. Last year the winner got the children's playground" (Kostiantynivka, in-depth interview, local authorities)

"Participation budget, we even do not know about such program, it is known on the top notch of society. Even if it exists, it works among insiders" (Kostiantynivka, focus group discussion, NAABC, female)

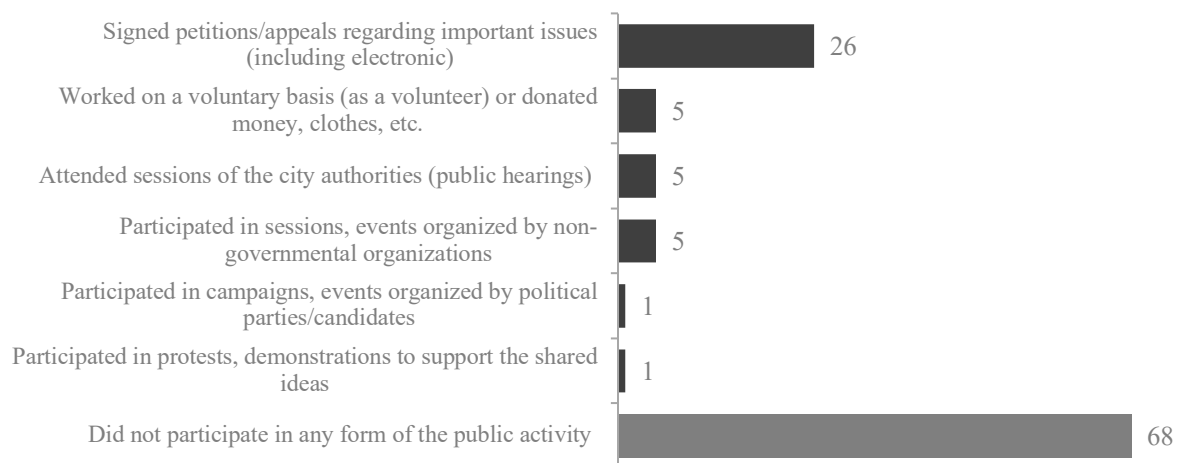
3. **online petitions** – a formally effective tool

"200 votes need to be polled by the petition, 25-50 at the most, no online petition has ever polled enough votes" (Kostiantynivka, in-depth interview, local authorities)

"I have participated in online petitions, a very few votes, and so much is needed, and there is a small part, a tenth part. I honestly signed, but there is no sense. A very complicated registration" (Kostiantynivka, focus group discussion, NAABC, female)

"It exists, it does not work. We have a very loyal population. We may have a petition to assign a street to some Hero, to make a public toilet in a public place. Are these the initiatives?" (Kostiantynivka, in-depth interview, local authorities)

Fig. 16. Practices of participation of the apartment owners in the OSBBs over the last year. Socio-political activity (in %, multiple choice)



Peculiarities of the public activities practices on the city level:

1. Low level of involvement of residents in activities organized by city authorities, even in entertainment activities.

"For 70000 people, the biggest holiday is a City Day. Throughout the day come maximum 1000 people, and even not at the same time, but from 11 till 5-6 in the evening, as a flexible attendance" (Kostiantynivka, in-depth interview, local authorities)

2. initiatives of the public organizations regarding maintenance of the public places

"Initiative groups organize the neighborhood clean-up, it is not the local authorities" (Kostiantynivka, focus group discussion, NAABC, female)

"Everything was overgrown with ragweed, we bought the mowers and cleaned the district on our own. 1 hectare, 2. We distributed leaflets, united people, "Come one, one will clean and will force the other to do the same" (Kostiantynivka, in-depth interview, local authorities)

3. co-operation of citizens is based on the shared interests

"In our city there emerged about 30 CSOs, which formed the CSO Council. 'Women for Leisure' or something, I cannot say that 100 people come and clean their town or the land adjacent to the building for no reason. I can see no things like that" (Kostiantynivka, in-depth interview, local authorities)

Public activity events

1. The information campaigns of the events planned in the city should start at least one month before the event

“Any training is useful, not only for the managers, but for all people who are interested, who would like to set up [an OSBB]. But the promotion period should last at least a month for the people to be able to put out a rumor around the city. Somewhere on Facebook, Instagram people would see the director” (Kostiantynivka, in-depth interview, local authorities)

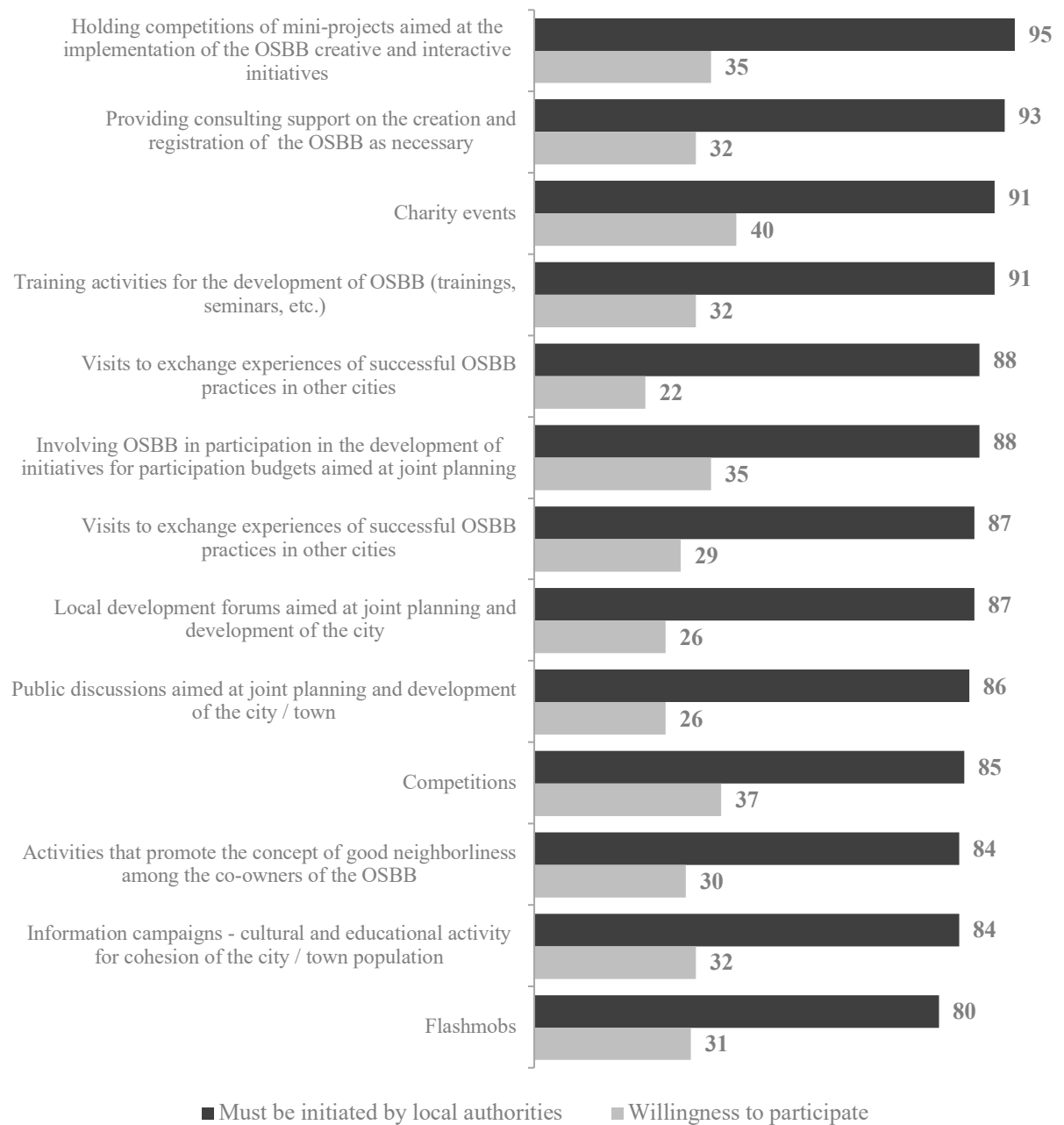
2. Training of the OSBB chairpersons should be carried out in conjunction with the representatives of the specialized management so that at the end they would have the same understanding of the situation

“The OSBBs have specific representatives – they are the Housing and Communal Services Department. If the OSBB chairpersons and heads of the housing and communal services have different vision, they should attend these trainings together. We have to pass these training together, so he would hear what we have been taught, what has been reached. There is law, and there is practice. It is useless to organize trainings without participation of the authorities” (Kostiantynivka, in-depth interview, local authorities)

3. Visits for experience exchange of successful OSBBs practices should take place with those cities that have relatively similar starting opportunities and a homogeneous environment for the OSBBs development. Visits to the cities that have a high level of financial support from the authorities will not be productive, because in Kostiantynivka the city authorities cannot create conditions similar to the developed cities.

“They already know everything, the Housing and Communal Services Department always says this. Do not mix up the self-sufficient cities like Bakhmut, Mariupol, that have a good support, financial resource. Existence determines consciousness. When there will be money – there will be positive experience, and people will be... no money – we live as we live. We will not provide assistance to the OSBBs. One million for 40 building is nothing. The city budget will not help, and there is no government assistance” (Kostiantynivka, in-depth interview, local authorities)

Fig. 17. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

44% of the OSBBs of Kostiantynivka were created in 2019, that is why successful cases that can be shown as examples for the apartment building co-owners of the city, have not been developed.

OSBB development pattern

Conditions for creation of the OSBBs:

- 1- programs of **methodical and financial support** for the OSBBs have been developed
- 2- **systematic work of a designated LG unit** with established OSBBs and initiative groups
- 3- **dissatisfaction with the work of the management company** and the list of services provided
- 4- **limited financial resources** of the city authorities to create support programs for the OSBBs
- 5- **absence of public sector institutions** whose activities would be aimed at uniting the OSBB chairpersons and joint advocacy
- 6- an out-of-date desire of the apartment building co-owners to create the OSBBs and to establish the position “first you do something for us and then we will think”

Creation of the OSBBs:

- 1- **situational** (the lifting points: 2016 – 9 OSBBs, 2019 – 14 OSBBs, termination of the agreement with the management company)
- 2- availability of **housing resources that has not yet decided on the form of management** of their house and has not concluded agreements with the management company
- 3- based on the **understanding of the necessity for changes** in their place of residence and practices of individual solving of emergency cases
- 4- accompanied by **indicators of high support for the OSBBs management and quality of changes** that have occurred since the establishment of the OSBBs

Positive results:

- 1- getting things moving concerning the issue of the OSBBs development and increase of the percentage of associations from **3,4% to 8,1%** over the period of the last year
- 2- **unanimity of the OSBBs support** as an effective form of then building management among the apartment building co-owners
- 3- **intensification of work of the local authorities** in promotion of the OSBBs creation as a form of the housing resources problem solving

Negative consequences / limitations of the model:

- 1- **low level of the OSBBs creation** – 45 houses out of 550 have created the OSBB over the period of 16 years
- 2- **mismatch of the OSBBs needs to the existing financial capacity of the authorities**
- 3- **a gap between expectations of the apartment owners and possibilities of solving all urgent problems of the OSBBs “here and now”** lead to absence of increase of supporters of such form of the apartment building management

CASE # 6 KRAMATORSK

CASE CHARACTERISTIC ASPECTS: WORK AGAINST THE WIND

GENERAL INFORMATION

| | |
|--|---------|
| Population size | 184 989 |
| Number of apartment buildings | 947 |
| Number of OSBBs | 76 |
| The number of apartment buildings that are included in the OSBBs | 80 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 8,4% |

Assessment of the support level for the OSBBs by local authorities



middle level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- There are 4 programs / regulations that provide support for the development of the OSBBs in various forms:
- methodological assistance to the OSBBs
Ground: Decree No. 55p "On approval of the composition of the working party to assist residents of apartment buildings on the issue of creating the Association of co-owners of Multiapartment houses"
 - conducting systematic work with the OSBBs and initiative groups
Ground: Decision No. 17/VII-543 "On approval of the Support Program for the Association of co-owners of Multiapartment houses in the city of Kramatorsk for 2017-2020"
 - financial assistance in the refurbishment of the OSBBs' houses
Ground: Decision No. 64/VII-652 "On approval of the Kramatorsk City Economic and Social Development Program for 2020"
"For the newly created OSBBs there is a program for 1 type of refurbishment at the time of creation, this question is the most acute. If for existing OSBBs there is co-financing of 70 to 30, then they have co-financing starting from 10% plus 1% for each floor, depending on how many floors. There is a more loyal amount" (Kramatorsk, in-depth interview, non-governmental organization)
 - OSBBs' participation in energy saving programs
Ground: Decision No. 48/VII-648 "The program of reimbursing part of the amount of loans acquired by individuals, OSBBs, housing construction co-operatives for the implementation of energy saving measures in Kramatorsk for 2016-2020"

"There are warm loans, the program has been adopted, the local budget repays both the interest rate and the principal of the loan, 30%, if I remember correctly. Currently we develop the "Energy-Efficient House" program, sign a memorandum. We already have 2 houses with energy audits" (Kramatorsk, in-depth interview, local authorities)

Detailing the manifestations of the average level of interest of the city authorities in the development of OSBBs

- 1-** The policy of the city authorities is not focused on the development of the OSBB as a priority form of apartment buildings management. A management company operates in the city, it is interested in preventing the outflow of the houses, especially large ones - five-storey, nine-storey, and the city authorities do not object to this state of affairs. Initiative groups that wanted to create the OSBBs met with resistance from utility companies, had lawsuits. As a result, some of the houses could not defend their interests and go through the process of unification.

"The unifications were difficult, there were legal proceedings. As expected, the management company did not want to let the houses go, and the city authorities did not provide any support" (Kramatorsk, in-depth interview, non-governmental organization)

"The city authorities are beginning to provide assistance, gradually starting to integrate into the process, it used to be more difficult, we had a difficult situation. This is before the acts of a military nature. There was such a policy to prevent citizens from starting an OSBB, especially if it is a nine-storey building, for housing maintenance companies it is a big loss when a large house stops using their services. We had a strong fight, we constantly were at law with them. At that time we lost about 20 houses" (Kramatorsk, in-depth interview, local authorities)

- 2-** Holding meetings, discussions with the OSBB chairpersons

"If there are any innovations in labor legislation, we gathered at the executive committee, there was a meeting the day before yesterday on energy saving, there was a presentation, we gathered representatives of the OSBBs, we invited everyone" (Kramatorsk, in-depth interview, local authorities)

- 3-** Organization of meetings of initiative groups with exemplary OSBBs of the city

"We, invite co-owners who are willing to create an OSBB, to Kira Petrivna's quarters, show everything and explain everything. If people wish, no problems, we will arrange a meeting, even promise to help to prepare for registration, no problems" (Kramatorsk, in-depth interview, local authorities)

- 4-** Suspension of public awareness practices

"If we used to go door to door, agitated, then practice showed that they expressed dissatisfaction: "You created us, you pushed us, you advised us, now be responsible, help us". They still do not understand who should be responsible for their house. We have suspended this practice" (Kramatorsk, in-depth interview, local authorities)

-5- Position of the “passive onlooker”

“In accordance with the law, we have no right to intervene, we can only offer consultations to people if they apply. We have no right to initiate anything” (Kramatorsk, in-depth interview, local authorities)

“No one forbids residents to take the initiative, but no one pushes them” (Kramatorsk, in-depth interview, local authorities)

-6- The closeness of the city authorities leaders for the OSBBs

“Once I needed to recruit a group of 10 people for a trip to Lutsk and they said that it was necessary that there was a representative of the city administration. I spent a day in his (the Mayor) office, but I did not get an appointment with him” (Kramatorsk, in-depth interview, non-governmental organization)

-7- Lack of necessary competencies among the specialists of the specialized department

“We have no one to consult with at the City Council level. From the administration we are often called and asked: “Kira Petrivna, how, what?” (Kramatorsk, in-depth interview, non-governmental organization)

-8- Inconsistency of declaratively approved provisions of the City Council and actual execution:

■ reissuance of house technical documentation

“We can’t get the house documentation. When our house refused to receive the housing maintenance company’s services, they had a bookcase, there were folders there, they had documents for all the houses. She pulled out my folder, made a copy for herself and gave it away. Where did all the documents go? Maybe they specially hid them, but I don’t know what kind of an idiot you have to be in order to destroy everything. The houses that were created 3 years ago, no one has any documents” (Kramatorsk, in-depth interview, non-governmental organization)

■ land plot assignment for permanent use or ownership

“Land is impossible. So much money was spent, and the urban planning rationale, and what we just didn’t do, we spent so much money. They said that we should prepare documents, they began to sign, everyone signed, except for the Head of the Land Department: “No, it is not allowed”. I turned to all authorities, no one allowed us anything. A couple of years ago, when we elected a new Mayor, a lawyer addressed me: “Give me our folder, I will find out, maybe I will do something”. He brought it back a week later: “We can’t do anything with these authorities” (Kramatorsk, in-depth interview, non-governmental organization)

Detailing institutional support for OSBBs

The non-governmental organization Council of OSBB Chairpersons was established in Kramatorsk in 2017, while it is the only organization that represents the interests of the OSBBs in the city. The organization’s activities are aimed at uniting the OSBB chairpersons and their mutual assistance in resolving pressing and systemic issues.

The main functions of the non-governmental organization Council of OSBB Chairpersons:

-1- information and advisory support of the OSBBs, assistance in resolving current issues

- 2- representation of the OSBBs' interests before local authorities
- 3- information and organizational support of the newly created OSBBs (assistance in the registration of documents, holding the meetings, assistance in the organization of the OSBB work)
- 4- training events
- 5- rallying of the OSBB chairpersons - the chairpersons note that the practice of individualism is deep-rooted in the city, people set their interests above others

"We tried, talked and there was the person who was responsible for the distribution. But when the money sharing began, everything has changed. When it is a case of sharing money, all friends disappear, all agreements disappear. We agreed to solve everything together and then another distribution appears" (Kramatorsk, focus group discussion, OSBB, male)

Institutional support strength:

- **accumulated authority** before the representatives of city authorities, which allows to achieve decisions important for the OSBB, lobbying for the interests of creating or updating programs.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Association of co-owners of Multiapartment houses' image

The formation of images occurs through combinations

- 1- imagination about the house and its residents
- 2- goals and dynamics of the OSBB development

Image # 1.

Spin up.

"This is a spinning up athlete who clearly moves toward his goal". (Kramatorsk, focus group discussion, OSBB, female)

Image # 2.

Ambitiousness.

"We probably have a middle-rank manager, middle-aged manager with big ambitions" (Kramatorsk, focus group discussion, OSBB, female)

Image # 3.

Revival.

"Of pre-retirement age, our house is old, and the residents are old, but whose second youth woke up and is now trying to do something" (Kramatorsk, focus group discussion, OSBB, male)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



middle positive

Kramatorsk is marked by **heterogeneity of attitude** towards the OSBBs: on the one hand, **passivity, rigidity on the part of the city authorities**, on the other hand, the presence of the **initiative management staff of the OSBBs**, which seeks for qualitative changes in the city's policy on issues of the OSBBs. The latent confrontation between the authorities and the OSBB chairpersons, as well as the information isolation of city residents, creates the randomness of the estimates of the OSBB as a form of house management.

Prerequisites for a middle positive attitude towards the OSBBs:

-1- The struggle for control and monopolization of the housing management market

The site of the Kramatorsk City Council indicates the presence of **4 management companies** that can maintain apartment buildings, but since 2018, by the decision of the City Council, the right to provide services was granted to **Limited Liability Company "Management Company "Ladis"**, which in fact is a **monopolist** in the housing and communal services market.

According to the representatives of the OSBBs, the city authorities have close contacts with this company and support its activities and interests. In turn, the management company is not interested in the passage of apartment buildings to the OSBB form, since this will be equal to the loss of significant profit for the company. Therefore, initiative groups that plan to create the OSBB often uncover resistance from the management company, and not finding support from representatives of the city authorities leave attempts to pass into independent management.

-2- Amorphous financial and informational support from city authorities

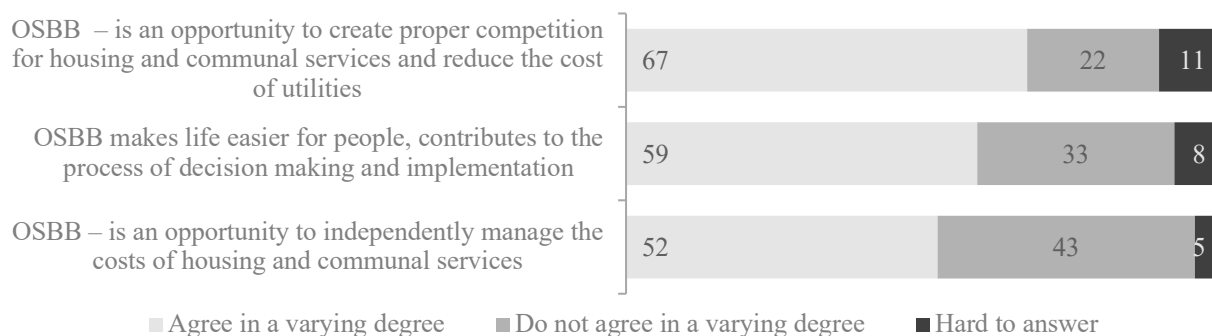
The declarative interest of the City Council becomes an obstacle for the OSBB in the quality and rapid development of its houses. Apartment owners do not have an established understanding that the OSBB is a form of management in which responsibility for house maintenance is implemented, and local programs do not encourage co-owners to make large projects that can improve their living conditions.

-3- Equation of the work of the OSBB with housing maintenance company and transfer of responsibility to members of the board

Informational illiteracy of apartment owners led to the likening of the OSBB to housing maintenance company. The co-owners of the houses do not feel the profound difference between the forms of management and believe that the chosen board should simply replace the old housing maintenance company and take over the functions of managing and maintaining the house. All responsibility that remains with the co-owner of the apartment is the payment of the fee, and all other activities should be carried out by the management of the OSBB.

"They have one catchphrase: "I pay you, so you owe me", we alone work for them all, they have such a psychology in their heads" (Kramatorsk, focus group discussion, OSBB, female)

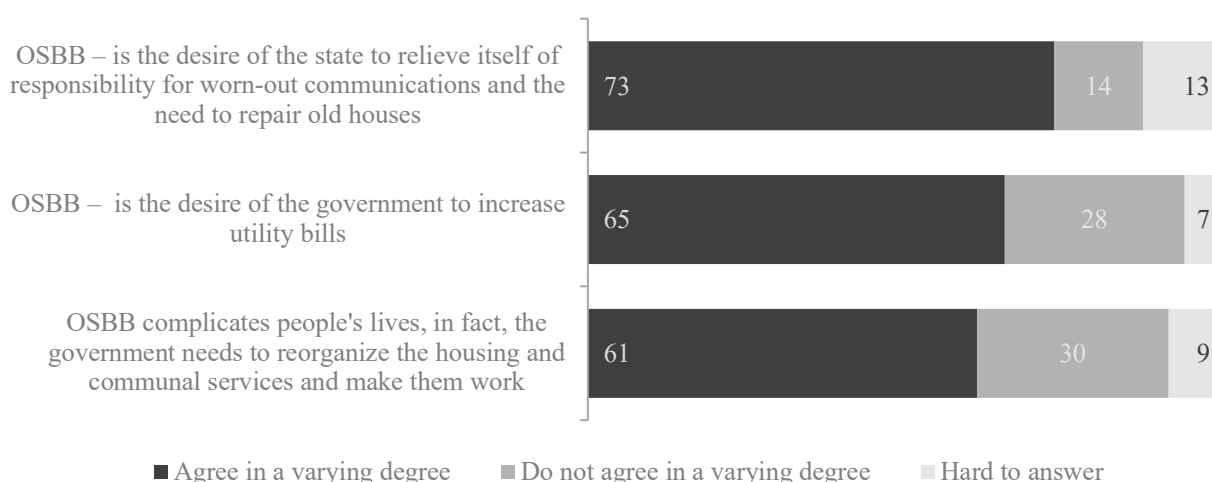
Fig. 1. OSBB as an opportunity (in %)



About **half** of the co-owners of OSBB houses note that they have the **ability to independently manage** the costs of housing and communal services. This is the lowest indicator among all 15 target cities of the project. (**Fig. 1**). Accordingly, **the blame for the increase in tariffs** is transferred to the OSBB, as noted by **65% of apartment buildings co-owners**.

Having a stereotypical understanding of the OSBB as a way to increase payment for house maintenance and not wanting to take responsibility for creating comfortable living conditions, the co-owners note that it is necessary to reform the housing maintenance companies and force them to fulfill their duties (**Fig. 2**). This is the highest indicator among 15 cities of the project.

Fig. 2. Negative images of OSBB (in %)



Detailing the attitude of the population to OSBBs

Key indicators:

- 1- 62% of co-owners expressed a positive attitude towards starting an OSBB in their house. The level of the OSBB support remains stable both for owners of apartments in houses that were created more than 10 years ago, and for newly created OSBBs.

- 2- Co-owners of 30+ are characterized by a positive perception of the OSBB as a form of house management. And the most **proactive categories** in Kramatorsk are co-owners aged 30 - 59. The level of support for starting an OSBB is reduced by 14% in the category of co-owners aged 60+, which is explained by existing fears that the OSBB will be worse than housing maintenance company, that they will lose benefits, etc. (Table 1).

Fig. 3. The attitude of apartment owners to starting an OSBB in their house (in %)

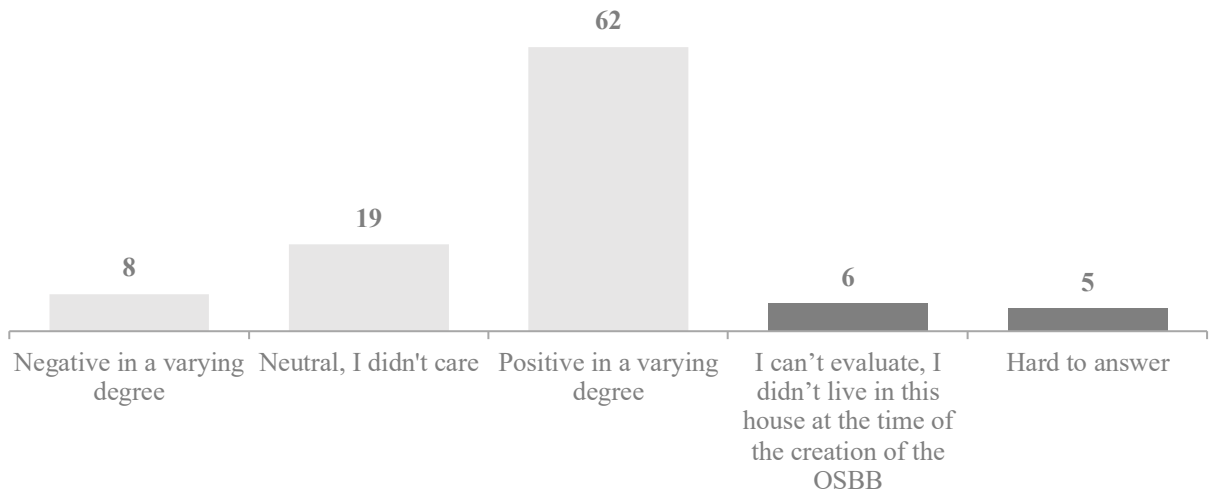


Table 1. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|-------|-------|-------|-------|-----|
| Negative to an extent | 7 | 4 | 8 | 9 | 9 |
| Neutral, I didn't care | 22 | 16 | 20 | 12 | 25 |
| Positive to an extent | 39 | 69 | 66 | 73 | 59 |
| I can't evaluate, I didn't live in this house at the time of starting an OSBB | 11 | 9 | 6 | 6 | 2 |
| Hard to answer | 21 | 2 | - | - | 5 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 3- The fact that the OSBB was created helps to increase the positive attitude towards it **by 5%** and reaches the level of **67%**.
- 4- The deterioration of the opinion about the OSBB is most often due to the fact that the co-owners do not notice changes in the house or because of a lack of understanding with the board of the OSBB.

Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)

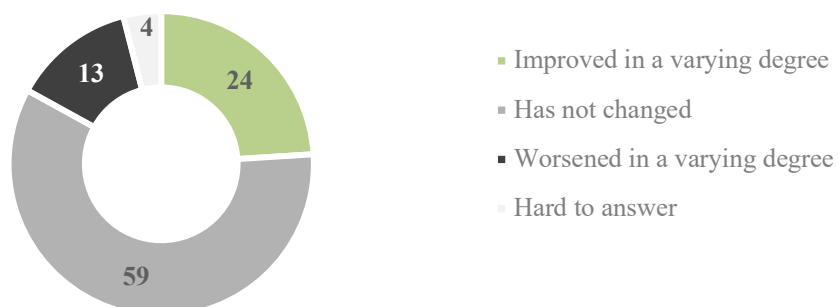


Table 2. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Has not changed | Worsened to an extent | Total |
|------------------------|-----------------------|-----------------|-----------------------|-------|
| Negative to an extent | 27 | 46 | 27 | 100 |
| Neutral, I didn't care | 32 | 52 | 16 | 100 |
| Positive to an extent | 18 | 69 | 13 | 100 |

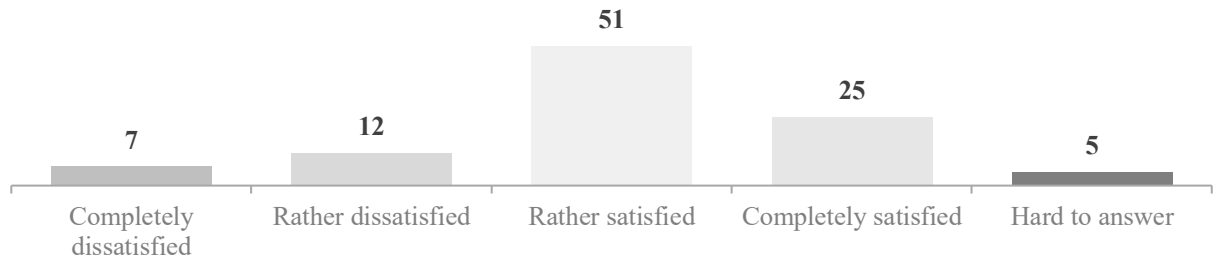
- 5-** The most noticeable changes in the house, as noted by the co-owners, occur in matters of current and major repairs, as noted by more than 60%. The leaders of the changes also included the issues of improvement of the building surrounding grounds, cleanliness and lighting in the staircases (**Table 3**).

Table 3. Change in the assessment of the quality of services received after starting an OSBB (in %)

| Parameter | Changes for the worse | No changes | Changes for the better | Hard to answer |
|---|-----------------------|------------|------------------------|----------------|
| Staircases lighting | 8 | 29 | 61 | 2 |
| Staircases cleanliness | 9 | 43 | 44 | 4 |
| Garbage removal | 11 | 45 | 41 | 3 |
| Street cleanliness and cleaning efficiency | 6 | 52 | 40 | 2 |
| Internal development roads lighting | 15 | 46 | 37 | 2 |
| Maintenance of structural elements (solving local problems, prompt response) | 19 | 43 | 36 | 2 |
| Renovation of the house / staircases | 26 | 44 | 29 | 1 |
| Technical condition of the house | 26 | 45 | 25 | 4 |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 13 | 61 | 24 | 2 |
| Building surrounding grounds greening level | 8 | 69 | 20 | 3 |
| Indoor temperature | 24 | 58 | 16 | 2 |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 13 | 70 | 15 | 2 |
| Refurbishment of the staircases (full replacement of windows, doors, roofs, etc.) | 29 | 55 | 14 | 2 |
| Water supply stability | 7 | 81 | 10 | 2 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 6 | 82 | 10 | 2 |
| Availability and sufficient number of parking spaces near the house | 19 | 64 | 9 | 8 |
| Condition of internal development roads | 52 | 40 | 7 | 2 |
| Condition of the elevators in the house | 4 | 45 | 4 | 47 |
| Central heating stability | 9 | 53 | 4 | 34 |

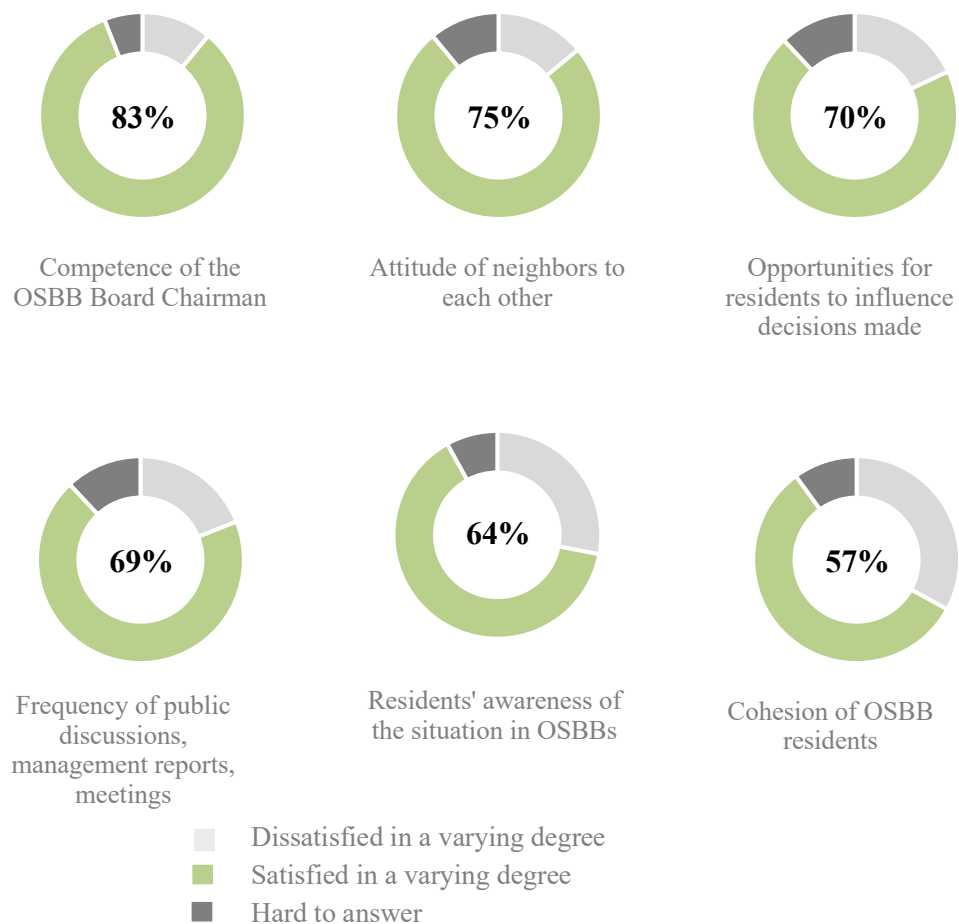
- 6-** Co-owners, who believe that changes in their lives depend on them, have **an 11% more positive attitude towards** the OSBB, unlike those co-owners, who believe that external circumstances are decisive.

Fig. 5. General level of satisfaction with the OSBB operation (in %)



-7- In accordance with the way co-owners evaluate the work of the OSBB as a whole, the level of their satisfaction with certain aspects of life in the house changes. The question of the attitude to the competence of the OSBB chairperson causes the most heterogeneous answers. So the estimates of those apartment owners who are satisfied with the work of the OSBB and those who have the opposite point of view have a difference of 46%.

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. City authorities provide more favorable conditions for co-financing projects

“Elevators in other houses are 95 by 5. At the same time the OSBBs has 99.5 by 0.5, the deputies, when making the decision, discussed, this should be a motivator for starting an OSBB, seeing that the co-financing from the residents is a smaller part. And for other types of work the percentage is lower than where the company manages the houses. This is done deliberately in order to stimulate starting an OSBB, so that people see that in the OSBBs the percentage is lower than in those houses” (Kramatorsk, in-depth interview, local authorities)

2. Adoption of good house management practices from successful OSBBs

“Residents of neighboring houses come, they say they also want the OSBB” (Kramatorsk, focus group discussion, OSBB, male)

3. Ability to influence decisions that relate to changes in the house

Understanding the real improvements in the houses that formed the OSBB

“If a proposal is real and all the residents vote for it, we will put it into the plans for the year and everything is fine. You can control the process, you can see where your money is spent, you can change something on occasion. It is very convenient” (Kramatorsk, focus group discussion, OSBB, female)

4. Open and transparent use of money

“You see where your money goes. You can come and ask, do not wait when they will hang some kind of report” (Kramatorsk, focus group discussion, OSBB, female)

OSBB CREATION BARRIERS:

Specific

1. Fear of tariff raising

“Everything is complicated with the residents: “We don’t need anything, the main thing is to have the cheapest tariff” (Kramatorsk, focus group discussion, OSBB, male)

2. Lack of well-established practices for eliminating emergency and force majeure situations

“In management companies and corporate housing maintenance companies, non-standard emergency situations that occur on weekends and during holidays are resolved independently of us, we may not be aware of this. In the OSBBs even the Deputy Mayor can intervene because people complain to him, then I have to persuade the management company to join the process, because there is no electrician. And the management company understands that these are some kind of competitors, there is management, and there is business” (Kramatorsk, in-depth interview, local authorities)

Typical

1. Absence of initiative group

“People do not want to take responsibility. And some believe that the OSBBs are created in order to while away the time... Not my circus, not my monkeys! And when problems arise, they shout “Help!” (Kramatorsk, in-depth interview, non-governmental organization)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



above the average

Public participation practices at home level

Demonstration and specifics of public activity at the local level:

- 1- Almost half of the co-owners of houses say that they attend the majority of general meetings, while 22% have never attended them (Fig. 7).
- 2- The activity of participation in the meeting directly depends on the age of the apartments owners. Thus, if 64% of youth under 29 do not attend meetings at all, then in the category of 60+ this percentage drops to around 17%. Co-owners aged 50+ are most likely to attend meetings (Table 4).

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

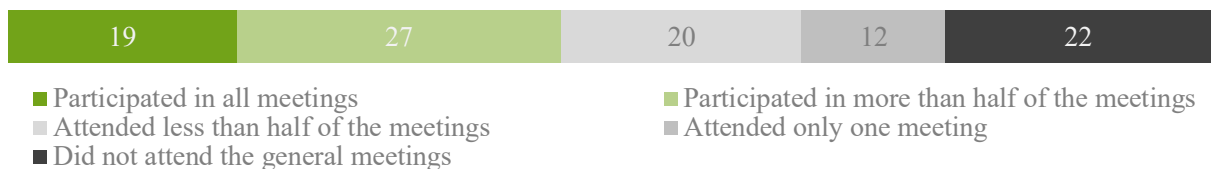


Table 4. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 11 | 7 | 23 | 21 | 27 |
| Participated in more than half of the meetings | 14 | 29 | 26 | 36 | 27 |
| Attended less than half of the meetings | 11 | 22 | 11 | 18 | 29 |
| Attended only one meeting | 25 | 13 | 20 | 9 | 3 |
| Did not attend the general meetings | 39 | 29 | 20 | 15 | 14 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 5. Barriers to participation in meetings of the OSBB (multiple choice)

| Possible answers | % |
|--|----|
| I don't have time for this | 64 |
| I believe that there is no point in these meetings - people do not listen to each other | 19 |
| This is a waste of time - information can be shared in other ways | 9 |
| I believe that there is no point in these meetings - all decisions are made individually | 6 |
| I'm not allowed to express my thoughts | 5 |
| Other | 8 |
| The state of health does not always allow to attend meetings (8) | |
| Meetings not held (3) | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

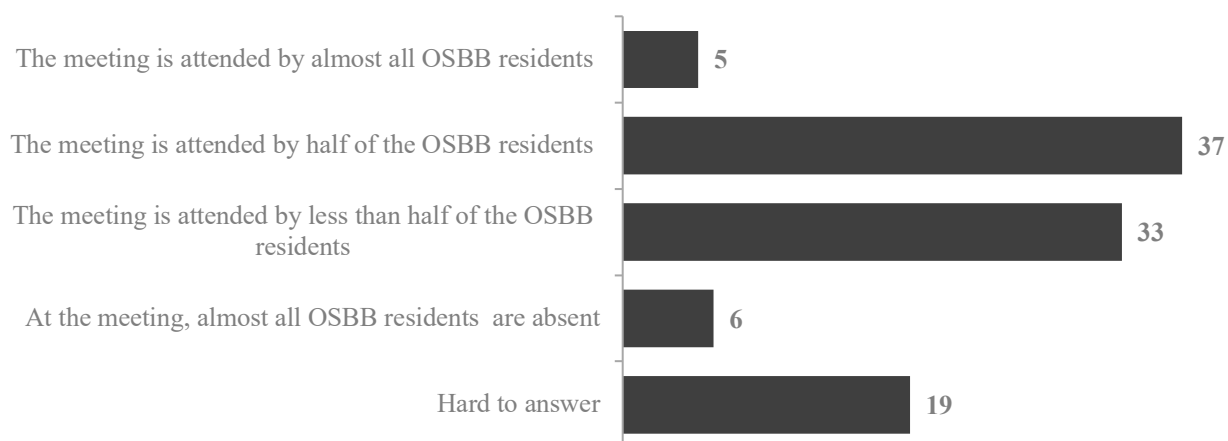


Fig. 9. Performance evaluation of the OSBB general meetings (in %)

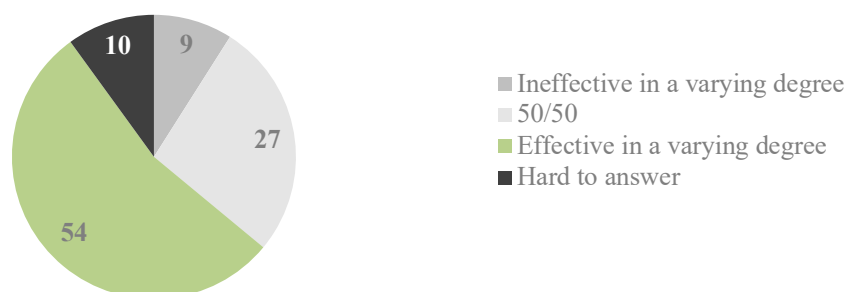


Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

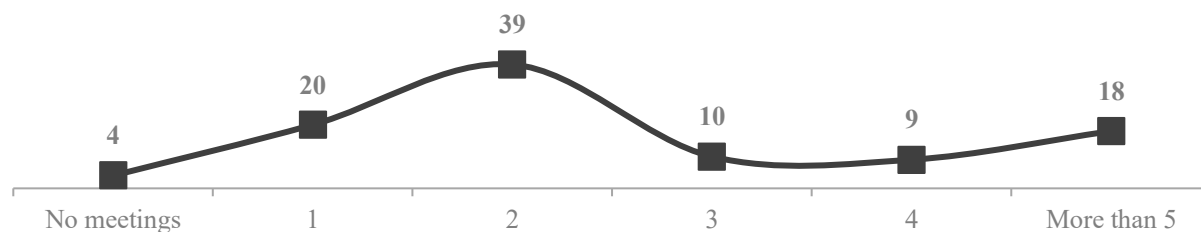


Table 6. OSBB activity reporting channels (multiple choice)

| Possible answers | % |
|---|----|
| Bulletin boards | 77 |
| At the general meeting | 76 |
| Information booklets | 5 |
| Chat in Telegram | 1 |
| On the official page of the OSBB in social media (Facebook / Instagram, etc.) | 1 |
| Email newsletter | 1 |
| Other | 4 |
| No reporting (7) | |

-3- The potential of initiative people who are ready to join the house management is 25% (**Fig. 11**).

Fig. 11. Willingness to join OSBB management (in %)

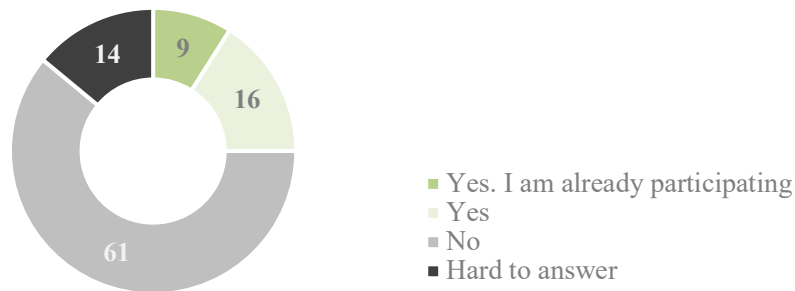


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 6 |
| 30 – 39 | 20 |
| 40 – 49 | 19 |
| 50 – 59 | 22 |
| 60 + | 33 |
| Total | 100 |

Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 41 |
| Participated in more than half of the meetings | 41 |
| Attended less than half of the meetings | 16 |
| Attended only one meeting | 2 |
| Total | 100 |

Awareness of the state of affairs in the OSBB

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 25 |
| I know almost everything that happens in the OSBB | 54 |
| I for the most part do not know what is happening in the OSBB | 19 |
| I don't know anything about what is happening in the OSBB | 2 |
| Total | 100 |

Drivers of activity of the OSBB chairpersons

-1- Desire for independence

“This is good, this is independence, responsibility” (Kramatorsk, focus group discussion, OSBB, female)

-2- Increased sense of responsibility for the “pain” of the house

“This is more responsible. In the housing maintenance company you just throw off all your emotions, nobody does anything and everyone is calm. And here it hurts you” (Kramatorsk, focus group discussion, OSBB, female)

-3- Self-actualization

"This is interesting, this is communication with people, even if they are your residents. You have such a temperament, but here you need to change, adjust yourself to someone, learn to keep silent somewhere, smile somewhere. All this appears over the course of time" (Kramatorsk, focus group discussion, OSBB, female)

-4- Active people, 'support team'

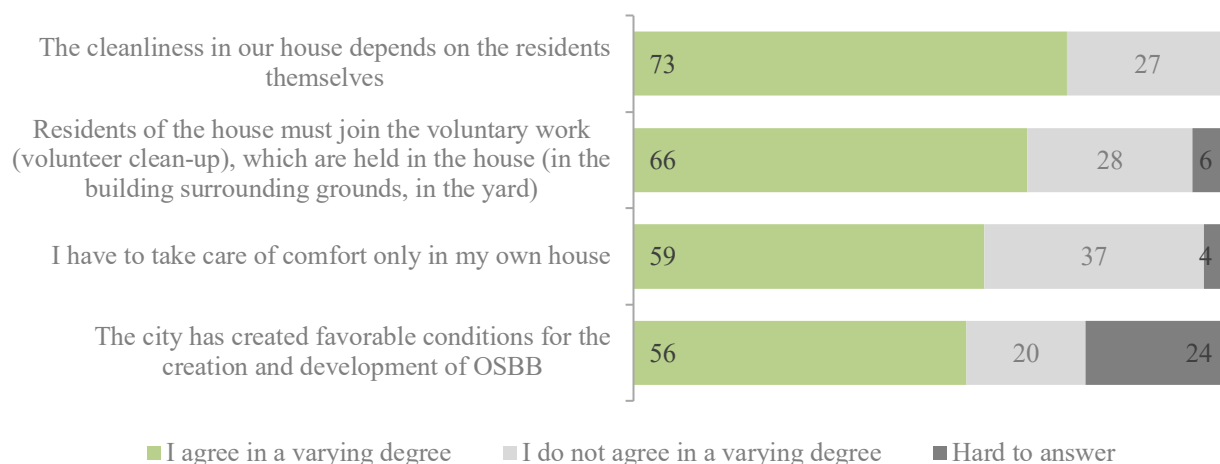
"The initiative group, which initially decided to create the OSBB, is by the way elderly women aged 60-70 and an elderly man who is 87, they recruited people like them, we all turned out like that. We probably had a big quarrel at the beginning, as it always happens when you organize and cannot find an understanding with the board, and then we fired our former chairperson and it united us. We had a small revolution" (Kramatorsk, focus group discussion, OSBB, female)

Barriers to the activity of the OSBB chairpersons:

- **passivity of the population and the transfer of responsibility to the board of the OSBB**

- 4- A third of the co-owners of the OSBB are not ready for demonstration of public activity even at the level of participation in the life of their house (**Fig. 13**)

Fig. 13. Boundaries of responsibility (in %)



- 5- About a third of apartments owners note that they have no friendly or close relations with any of the neighbors, this is the lowest indicator among the cities of Donetsk region (**Table. 7**).

Table 7. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 14 | 53 | 33 |
| I greet the neighbors | 1 | 31 | 33 | 35 |
| I communicate with neighbors on everyday topics | 17 | 44 | 25 | 14 |
| I can make small requests (ask for salt, a screwdriver) | 20 | 41 | 35 | 4 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 38 | 26 | 28 | 8 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 31 | 34 | 25 | 10 |

The most common practices of interaction between residents:

- voluntary work, clean of the building surrounding grounds

"Every year we paint border stones in a different colors, they are like a rainbow. We gather, I give the paint, someone paints green, someone paints red" (Kramatorsk, focus group discussion, OSBB, female)

- decoration of houses and building surrounding grounds for the holidays

"For the third year in a row I put a gorgeous big Christmas tree in the yard. At first they took the initiative, then it was weak, this year the children went out into the yard, and sang, and hung candies" (Kramatorsk, focus group discussion, OSBB, female)

- celebrations

"In our association, parents and children organized the celebration of the New Year, everything was serious. At the celebration, up to 100 children can gather with their parents. We invite the host and animators, give gifts" (Kramatorsk, focus group discussion, OSBB, female)

- participation in social and charity events

"The activity of the residents has increased, not only with regard to the communal issues, for example, we sort bottles, there are elderly women who go and collect bottles in neighboring yards. Residents suggest: "Let's do it, and let's do that" (Kramatorsk, focus group discussion, OSBB, male)

"We all chipped in for sterilization of cats that live in our yard. No one hoped for such loyalty" (Kramatorsk, focus group discussion, OSBB, female)

"Due to the fact that there are volunteers who work in a pet protection organization, we recently collected rags for dog kennels. People brought everything they could, someone brought sheets, someone brought T-shirts. Dogs need clothes after the surgeries, we gathered, only from our house 5 bales were taken. They join in such situations" (Kramatorsk, focus group discussion, NAABC, female)

- 6- 74% of co-owners are declaratively ready to participate in events of public activity aimed at implementing initiatives in the OSBB (**Fig. 14**). In addition, **44%** of apartment owners said they are ready to join the participation forms that stipulate responsibility (**providing concrete proposals to the management of the OSBB and projects administration**).

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives
(in %, multiple choice)

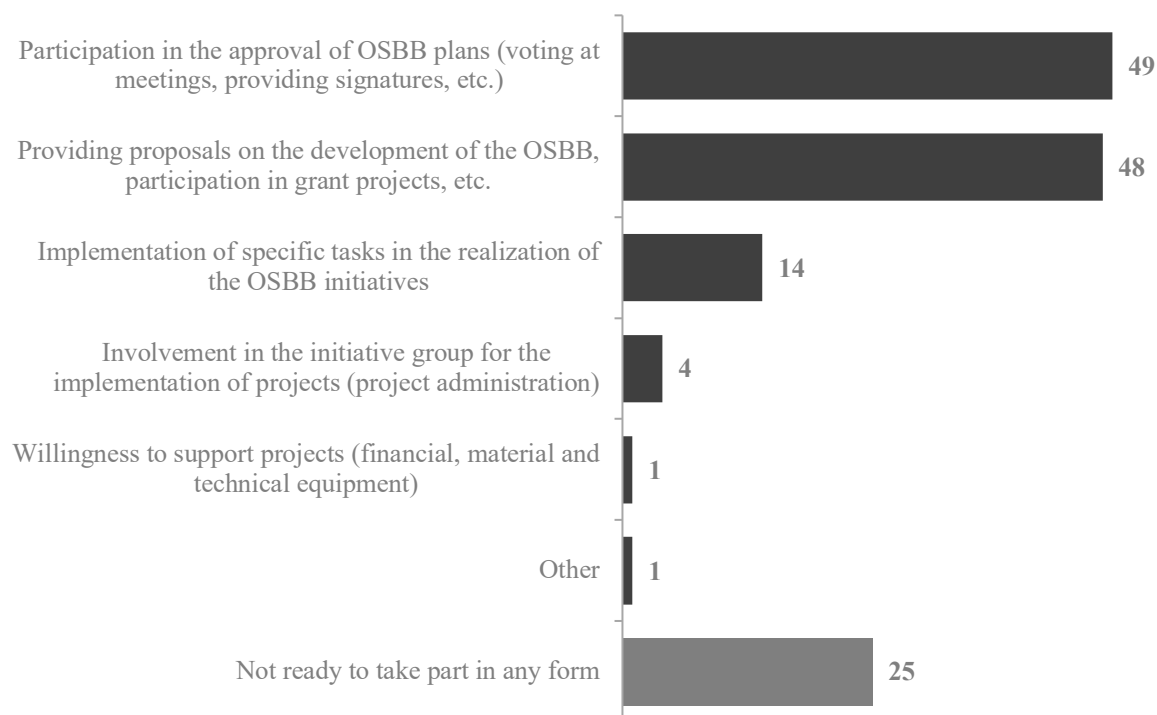
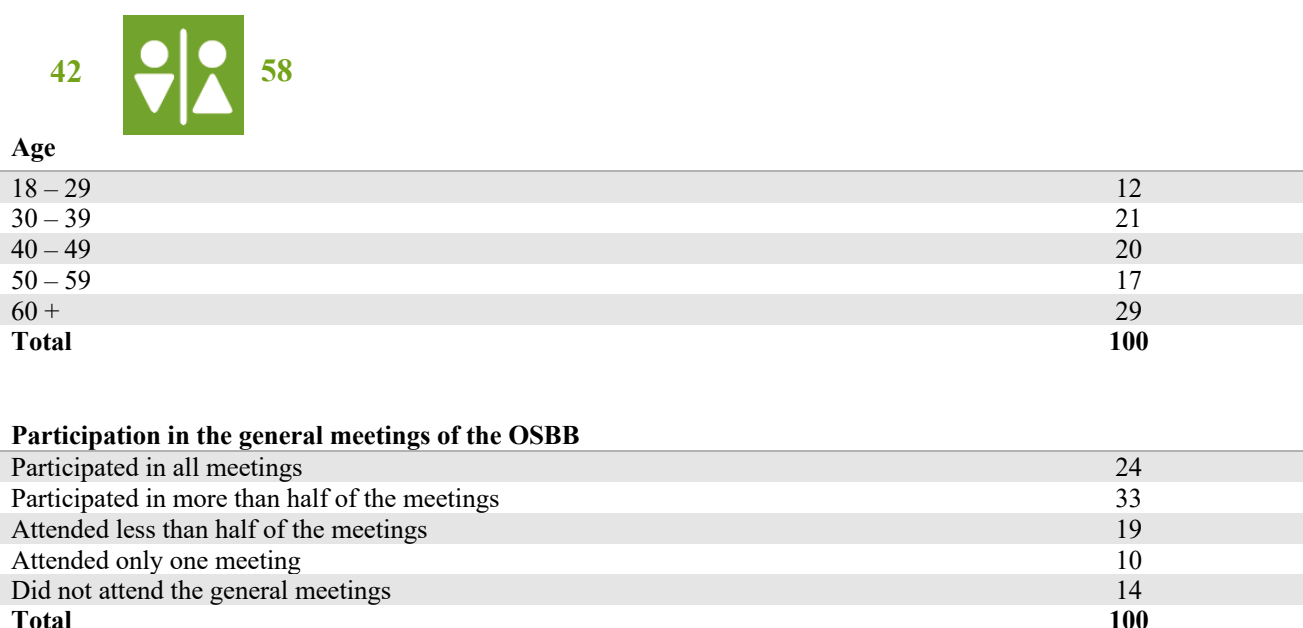


Fig. 15. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives
(in %)



Awareness of the state of affairs in the OSBB

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 22 |
| I know almost everything that happens in the OSBB | 64 |
| I for the most part do not know what is happening in the OSBB | 21 |
| I don't know anything about what is happening in the OSBB | 3 |
| Total | 100 |

Satisfaction with own life

| | |
|---------------------------|------------|
| Dissatisfied to an extent | 20 |
| Satisfied to an extent | 77 |
| Hard to answer | 3 |
| Total | 100 |

Participation in public activity over the past year

| | |
|--|------------|
| Participated in public activity over the past year | 39 |
| Didn't participate in public activity over the past year | 61 |
| Total | 100 |

Public participation practices at the level of the city

Participation practices of the OSBB core group:

- 1. Advisory and consultative function** - membership in non-governmental advisory bodies under the local authorities

"For the second year in a row I have been going to meetings, which are held on Mondays, on behalf of all OSBBs" (Kramatorsk, in-depth interview, non-governmental organization)

- 2. Participation in Participation budget**

"The public budget is a rather successful participation in the OSBB, this year everything has been ruined. The OSBBs claim the victory, they won well that year, and this year too, but this year there were many underhand dealings and everything was canceled" (Kramatorsk, focus group discussion, OSBB, male)

Comment:

Contraventions of the voting procedure, fraudulent activities, the purpose of which was to win votes for certain initiatives, were recorded in 2020. Therefore, the voting results were canceled and the issue of strengthening protection is being decided.

- 3. Electronic petitions**

"There are all possibilities, public expertise is not used, because it is a little complicated. In principle, our petitions are going well" (Kramatorsk, focus group discussion, OSBB, male)

Comment:

The complexity of the registration process becomes a barrier to the participation of residents
"I am afraid of voting, it is very difficult. And every year the procedure becomes even more complicated. The voting process itself becomes more complicated. Not everyone has Privat24, these are old women, and young people do not want to participate" (Kramatorsk, focus group discussion, OSBB, female)

Fig. 16. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)

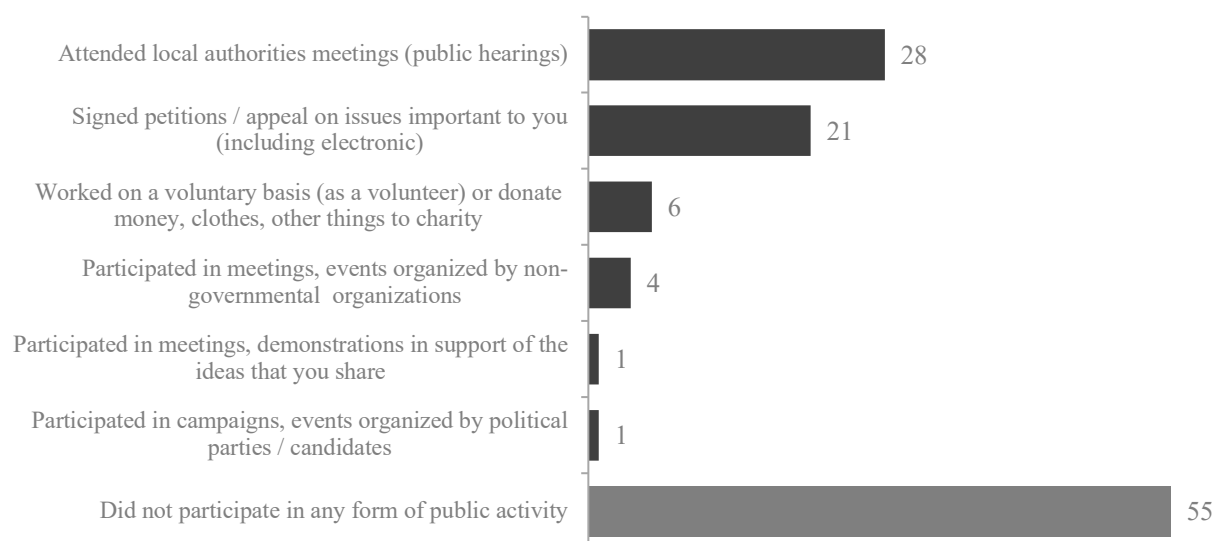
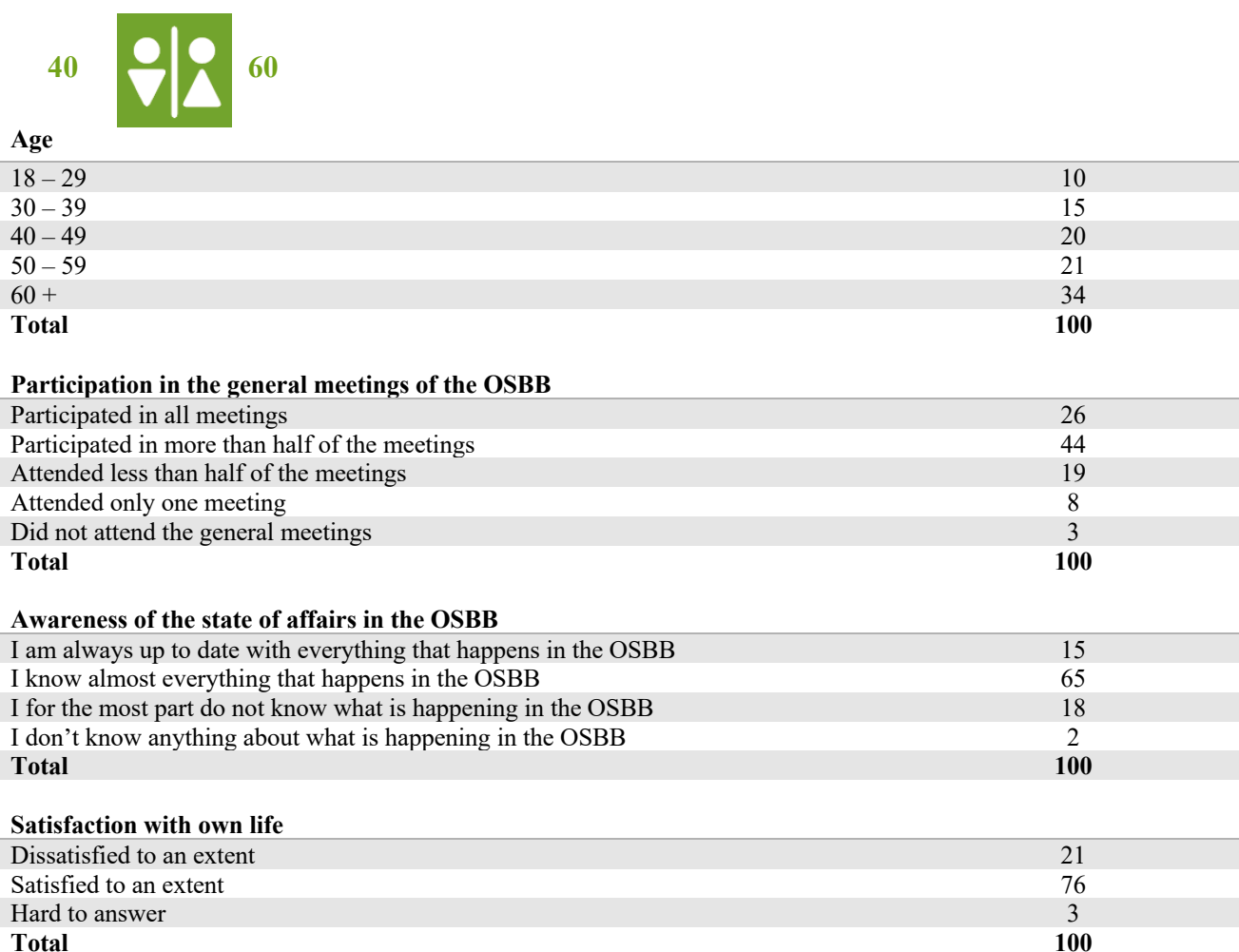


Fig. 17. Portrait of the public activist (in %)



Training of the OSBB chairpersons

Pressing topics

1. Psychology trainings (work with conflict residents, emotional burnout)

"Communication with people, emotional burnout is a reaction, we need to protect ourselves and somehow communicate with people. We do not pay attention to this, but then. They react poorly, but we need to communicate, we need to learn" (Kramatorsk, focus group discussion, OSBB, male)

2. Legal literacy

"It is necessary to conduct professional legal consultations so that there is a specialist who would direct: " Look, there is such an opportunity, but here you can make a mistake, take knocks" (Kramatorsk, focus group discussion, OSBB, female)

3. Advocacy

"Advocacy, report generation, preparation of budget requests" (Kramatorsk, focus group discussion, OSBB, male)

"What are local authorities. We live and breathe, what city authorities are now we don't understand, or we understand but very narrowly. Only a few understand the difference between the executive committee and the City Council . Only a few know the members of the executive committee; now I can't name even 5 people. And only because I contact them, the executive committee - these are people who solve all communal issues, the City Council does not deal with this" (Kramatorsk, focus group discussion, OSBB, male)

4. Fundraising

"How to attract finance, how to look for money for projects. The same public budget, although we conducted the training, but one is not enough, more is needed to write a good project so that you can present it not here in the city, but to international organizations" (Kramatorsk, focus group discussion, OSBB, male)

Popular formats

Trainings or seminars that will take into account the specifics of the city and the possibility of implementing initiatives in Kramatorsk

"When you visit seminar, training, such communication, I remember myself at the beginning, you are inspired. Pohorelova arrived, told everything in detail. You think I'll come now, and then one, two, three, and you think: "This does not work in Kramatorsk" (Kramatorsk, focus group discussion, OSBB, female)

2-, 3-day trainings with a running time of 3 hours

"2-, 3-day trainings with a running time of 3 hours, so that they learn" (Kramatorsk, in-depth interview, local authorities)

Public activity events

Popular formats

1. Holding of local forums, discussion platforms

"I don't know. When some important events are held here, they come to the opening, they said the speech for 5 minutes and that's it, they are not interested in anything else. The Secretary of the City Council came on, said the keynote speech and left. We stayed by ourselves. And how can we solve a problem without representatives of the authorities?" (Kramatorsk, in-depth interview, local authorities)

Comment:

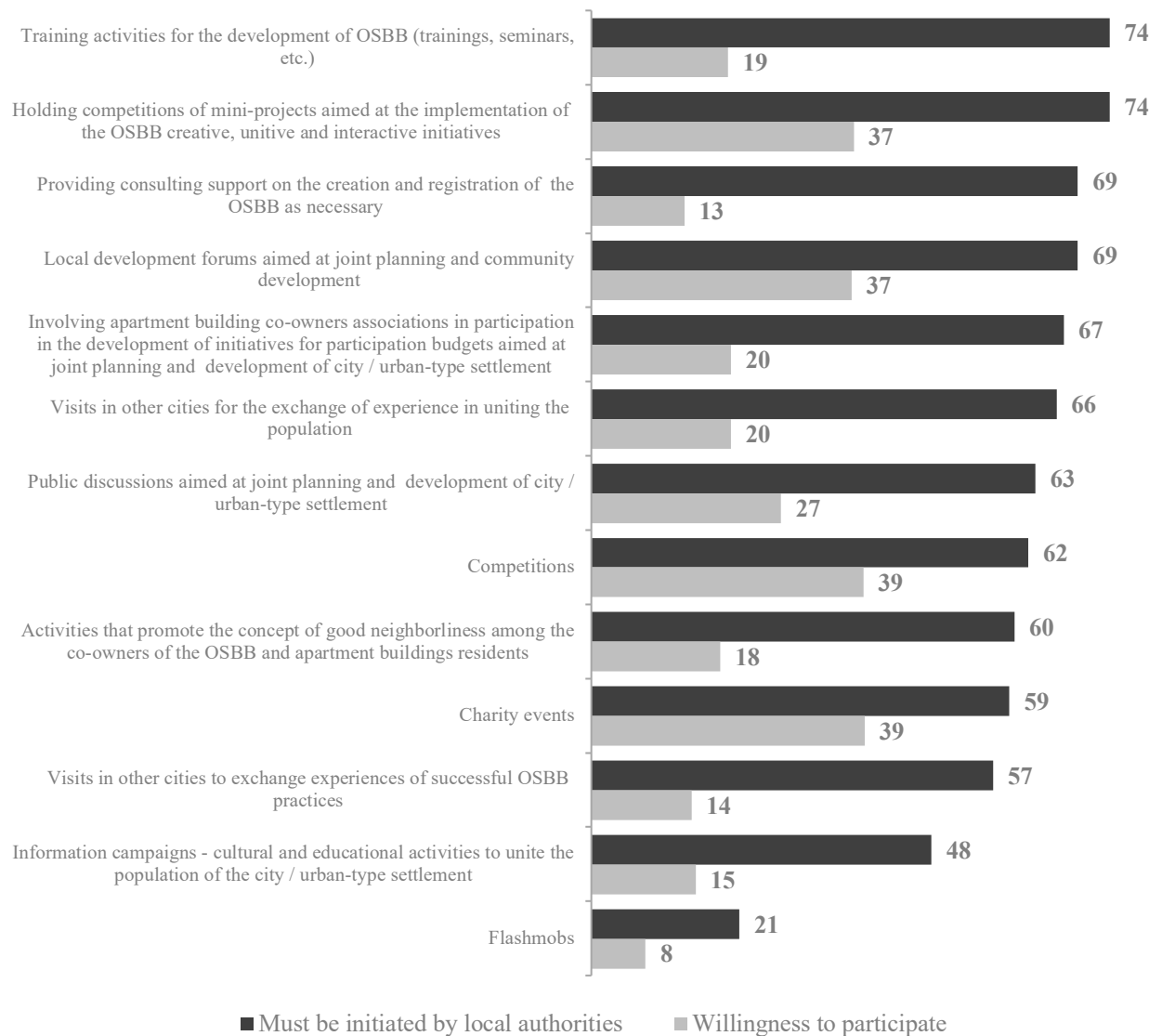
The leadership at the moment is quite formally relates to joint activities with OSBBs, they are almost not present at the substantive part.

2. Thematic competitions in the houses of the OSBBs, which would be aimed at the joint participation of residents

"It would be possible to arrange a competition under the terms of which participants must do something with their own hands. If you present the idea of a competition to do something in the yard with your own hands, it seems to me that it would be possible to explain that we will make up a project" (Kramatorsk, focus group discussion, NAABC, female)

"The best window, why not, to shape snowflakes out of paper for the winter. This year the children dealt with it, shaped snowflakes, got it glued on the door, it was nice. Snowflakes hang in two entrances, in one they were ripped off" (Kramatorsk, focus group discussion, NAABC, male)

Fig. 18. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Kramatorsk - the city where starting an OSBB goes through the step-by-step conquest for their rights and the recognition of OSBB significance by city authorities.

OSBB development pattern

Conditions for creating the OSBB:

- 1- **lack of information support** from local authorities of co-owners of apartment buildings aimed at popularizing the starting of OSBB
- 2- **the position of “indifference”** of local authorities in the issues of massification of the OSBB development processes, **acting as a consultant** for initiative groups that independently chose this form of management
- 3- **creation by local authorities of support programs for the OSBBs** in the form of co-financing projects and **providing them with more favorable conditions** than houses that are managed by a management company
- 4- **inconsistency between the declaratively stated obligations of the city authorities and their actual implementation**
- 5- **tacit support of the management company by local authorities**
- 6- **introduction of practices for the inclusion of OSBB chairpersons in advisory and consultative bodies.**

Creation of the OSBBs:

- 1- is **wavelike** (peak points 2009 - 21 OSBBs, 2016 - 17) and with a decline **to 0 over the past 1.5 years**
- 2- accompanied by **resistance from the management company**, which has no interest in the outflow of service receivers
- 3- entrenchment of the image of the OSBB **as a tool to increase payment for house maintenance**
- 4- **depends on initiative residents** who know the benefits of this form of management and are ready to accept responsibility for life of the house.

Positive results:

- 1- high support level of the management of the OSBB by apartment owners
- 2- activation of the OSBB chairpersons, the formation of a powerful core to counteract internal and external barriers
- 3- increasing the closeness of social relations between co-owners of apartments, the formation of the practices of holding joint events
- 4- improved interaction with city authorities and small positive shifts in support of the OSBBs.

Negative consequences / limitations of the pattern:

- 1- slow pace of setting up OSBBs - 22 years after the first OSBB was established the coverage is 8.4%
- 2- information vacuum both among residents of apartment buildings and among specialists in designated departments who are not motivated to acquire additional professional competencies.

CASE # 7 POKROVSK

CASE CHARACTERISTIC ASPECTS: READY FOR CHANGES

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 62 981 |
| Number of apartment buildings | 341 |
| Number of OSBBs | 25 |
| The number of apartment buildings that are included in the OSBBs | 25 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 7,3% |

Assessment of the support level for the OSBBs by local authorities



medium level

Detailing the conditions created by local authorities for the development of the OSBBs

-1- Policy of “levelling” of capabilities of the OSBBs / NAABCs

“We began to direct the program “200-200-200” towards that direction (notice – towards the buildings that are not united in the OSBB) to close the issues that the OSBB closes at expenses of the other programs” (Pokrovsk, in-depth interview, non-governmental organization)

“The city does everything for us not to differ” (Pokrovsk, focus-group discussion, NAABC, female)

-2- Documented programs/decisions:

- **promotion of refurbishment**, namely, purchase of the construction materials at expense of the municipal budget

Ground: Decision No. 7/62-2 “On the Program of economic and social development of Pokrovsk city for 2019”

Decision No. 7/72-2 “On the Program of economic and social development of Pokrovsk city for 2020”

“The OSBB support program has been operated for 4 years. It was established by our mayor, the deputies supported it. We help, stimulate. Help with the construction materials” (Pokrovsk, in-depth interview, local authorities)

“We provide the management companies with the construction materials, because the residential payments are not enough” (Pokrovsk, in-depth interview, local authorities)

- **improvement of the energy efficiency** – 100% percentage reimbursement irrespective of the date of the agreement on recovery of the credit interest rate obtained by the OSBB, housing association and individuals together with the Disposer

Ground: *Decision No. 7/60-6 “On approval of the amended “Program of percentage reimbursement for the credits, obtained at the financial institutions with the purpose of improvement of the energy efficiency, provided to the Association of co-owners of Multiapartment houses, housing associations and individuals for 2016-2025”*

“There is a loan program. Pokrovsk City Council undertakes commitment to pay interest. It is for the OSBBs that took a loan, we pay interest, and they pay the principal amount of loan from their contributions. It is for the entire crediting period of the “warm loans” (Pokrovsk, in-depth interview, local authorities)

-3- Encouragement of initiatives within the competitions:

- for “The best yard”, “The best house”, “The best street”, **“The best OSBB”**. The participating initiative groups, who got an award-winning place, are granted a certificate for the repair work, urban improvement work or purchase of the materials (according to the winner’s choice). For all categories the remuneration amount is the same: 40 000 UAH for the first place, 25 000 UAH for the second place, 15 000 UAH for the third place.

Ground: *Decision No. 7/64-32 On holding the competition for “The best yard”, “The best building”, “The best street”, “The best Association of co-owners of Multiapartment houses” in 2019*

- **mini-projects** for the population self-organization body, initiative groups and OSBBs

Grounds: *Decision No. 7/64-7 On approval of the Regulation on procedure for holding the mini-projects competition in 2019*

-4- The other opportunities accessible by the OSBB

The “200/200/200” program is a “ghost program” that actually exists, but on the web-site of the City Council there is no mention of the program or any decisions regarding it, however, there is an announcement of the beginning of application filing etc.

“It is 200 (notice – UAH thousand) for provision of public services and utilities, 200 (notice – UAH thousand) for the playgrounds and 200 (notice – UAH thousand) for the roads. We have 6 districts, we finance every electoral district. We started with 200 thousand, and now it is about a million for each district. This program includes provision of public services and utilities of the building surrounding grounds – perimeter pavements, entrances, inter-district roads. Namely, in such a way we reconstruct the housing resources” (Pokrovsk, in-depth interview, local authorities).

“There exists the “200-200-200” program, it is divided among all houses. Every deputy of the district is appropriated 1 million UAH. The project applications are filed up to a certain point. The priority projects are chosen by means of the general voting (Pokrovsk, in-depth interview, non-governmental organization).

“The program “200-200-200”. Funds are devoted for each deputy of every district. For example, there are 4 deputies at the microdistrict. At least 10 buildings are assigned to a deputy. Let’s see. It used to be 200 thousand for lighting, 200 for roads and 200 for aesthetic improvement works. And now it is one million. And, for example, they hold a discussion. The residents of 10 buildings meet, the senior tenants or just residents. The decision is settled by means of voting” (Pokrovsk, focus group discussion, NAABC, female)

Detailing the manifestations of the average level of interest of the city authorities in the development of the OSBBs

-1- Diametrically opposite assessment of the authorities and non-governmental organizations of the potential for development of OSBBs in Pokrovsk:

■ of the authorities

"People do not perceive a form of building management as an OSBB" (Pokrovsk, in-depth interview, local authorities)

"There is no specific proactivity, because people are satisfied with the Housing and Communal Service (notice – a management company is implied). With the price, and with what is being done" (Pokrovsk, in-depth interview, local authorities)

■ of the non-governmental organization

"The potential capacity is huge, the remaining 95% will also turn into the OSBB. Normal people have been ready for this long ago" (Pokrovsk, in-depth interview, local authorities)

"Even though the management company is at the moment an officially private company, the local authorities have there an interest as well. I suspect this is where it all coming from" (Pokrovsk, in-depth interview, non-governmental organization)

-2- Different perception of the existing interaction "authorities – OSBB" by the parties:

■ of the authorities

"There are such, five years ago I asked them how I could help them. You know, at the staircase they have curtains on the windows. So he said to me: "There is nothing to help with. Do not disturb" (Pokrovsk, in-depth interview, local authorities)

"When there is someone not indifferent, we tell that we can help to file the documents for them, help with the bureaucratic procedures, and can help them to take a loan" (Pokrovsk, in-depth interview, local authorities)

■ relevant non-governmental organization

"We were going to apply for a grant to create a resource center (notice – Resource center for support of OSBBs), at the end of 2017 we applied concerning the office (notice – to Pokrovsk City Council), and, of course, we were rejected" (Pokrovsk, in-depth interview, non-governmental organization)

"Everything is being done to counteract it. There is a great opposition to creation of OSBB" (Pokrovsk, in-depth interview, non-governmental organization)

■ co-owners of apartment buildings where the OSBB has not been established

"The meetings were held to the point that someone from the executive committee would work with you" (Pokrovsk, focus group discussion, NAABC, female)

-3- Lack of communication between the local authorities and OSBBs

"The mayor does not hold meetings with the OSBBs. If only it has been attached to something. But for 16 OSBBs (notice – in fact 25 OSBBs, not 16) I cannot understand. What would we discuss with them, if we have no problems with the OSBBs?" (Porkovsk, in-depth interview, local authorities)

"I have been the OSBB chairperson since 2016. During this period, two meetings with the city authorities have been held. At the first meeting the former deputy mayor said as follows "What do we need the OSBBs for, if the Housing and Communal Services Department works good?" (Pokrovsk, in-depth interview, non-governmental organization)

Institutional support for OSBBs

- **Formally, there is an initiative for implementation of the institutional support for OSBBs by the local authorities.**

"We have a committee for population self-organization, on its basis we will create a rate of the OSBBs, it will be responsible for something. When I asked: "What exactly is it for?", – I did not hear an exact answer. At lobby I was immediately offered to take this position, but we have already gone off in contrary directions. Search for someone else" (Pokrovsk, in-depth interview, non-governmental organization)

"There is a person who sits in the office and deals only with them, the OSBBs" (Pokrovsk, focus group discussion, NAABC, female)

- **The non-governmental organization Council of OSBB Chairpersons of Pokrovsk city" provides institutional support** on behalf of the institutions of civil society.

"League for Protection of Rights and Interests of the OSBBs against Third Party" has been established by the enthusiasts of the OSBB as well as the non-governmental organization has been established and legally registered – it is the "Council of the Association of co-owners of Multiapartment houses chairpersons of Pokrovsk city" (Pokrovsk, in-depth interview, non-governmental organization)

- **It is planned to establish the Resource center for support of OSBBs** by efforts of the non-governmental organization "Council of the Association of co-owners of Multiapartment houses chairpersons of Pokrovsk city"

"At a low price I bought a "flimsy house", now I equip it as an office, a part of this accommodation will be transferred for the Resource center" (Pokrovsk, in-depth interview, non-governmental organization)

Shortcomings of the institutional support:

- communication failure – both from the side of the authorities and institutions of civil society that are manifested in informational vacuum at the Internet platform:
 1. there is no separate section for the OSBBs on the web-site of the City Council
 2. it is not clear whom to consult on the questions concerning the OSBBs
 3. there is no landing pages / groups of the OSBB of Pokrovsk city in the social media
- incompliance of partnership between the city authorities and representatives of interests of the OSBBs

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Image of the apartment building

The apartment owners associate the apartment building with the deprived person whose ambitions do not correspond to the possibilities.

Creation of an image is based on associations with the exterior of the building and unsystematized maintenance and detention:

- visual and technological obsolescence – facade appearance, absence of the modern insulation
- material and technical deterioration – many problems need not just a temporary solution but a complete elimination

“An undressed person. Dressed out-of-season” (Pokrovsk, focus group discussion, NAABC, male)

“An elderly woman, not because of the age, but because of the appearance. Like, you know, the woman is not old but she has already been worn down by the life. She needs make-up, refurbishment, she painted her lips and looks tired” (Pokrovsk, focus group discussion, NAABC, female)

“An elderly woman tired of life. But she is trying, doing her best. Sometimes she is doggish, sometimes grumbling, sometimes she does not have much money. She is tall. She has many children. She does not know what to say or what to do to the people. Nevertheless, she is trying. She has many children and everyone wants something from her. She tries to give something to everyone” (Pokrovsk, focus group discussion, NAABC, female)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



highly positive

Key indicators that are important in terms of the case specificity understanding:

- 1- Pokrovsk apartment owners are optimistic – 77% are more or less satisfied with their lives (**fig. 1**). What concerns responsibility for their own fate, opinions divided almost equally – 44% are of the opinion that their life depends only or mostly on them, and 37% equally divide the degree of influence on their lives with the external circumstances (**fig. 2**).

Fig. 1. Overall satisfaction with own life (in %)

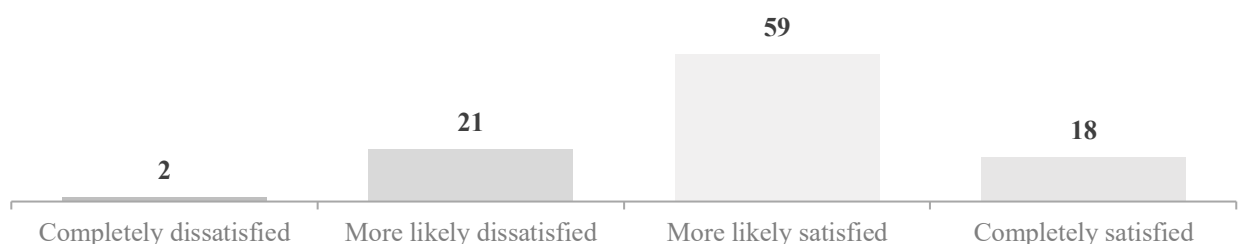
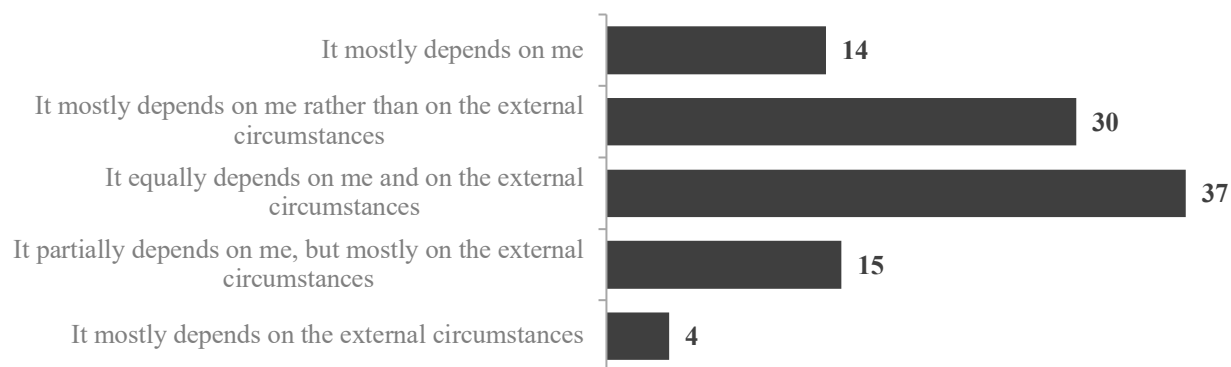


Fig. 2. The specifics of perception of how external circumstances affect life (in %)



-2- The level of awareness concerning the OSBB is the highest among the cities, where the co-owners of apartment buildings without the OSBBs have been interviewed. At the same time, almost the third part of the respondents do not know the essence of such form of apartment building management as the OSBB, but they have heard the name (**fig. 3**). The worst awareness indicators are observed among the age groups aged 40+ (**table 1**).

Fig. 3. Awareness of OSBB as a form of apartment building management (in %)

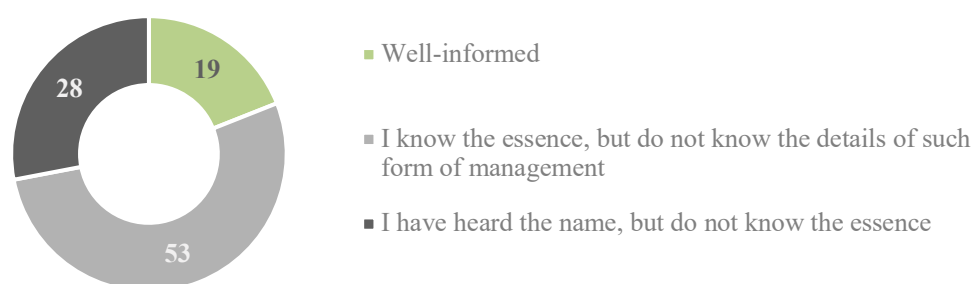


Table 1. Awareness of OSBB as a form of apartment building management in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|-------|-------|-------|-------|-----|
| Well-informed | 22 | 17 | 22 | 16 | 18 |
| I know the essence, but do not know the details of such form of management | 56 | 59 | 46 | 50 | 53 |
| I have heard the name, but do not know the essence | 22 | 24 | 32 | 34 | 30 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 4. OSBB as an opportunity (in %)

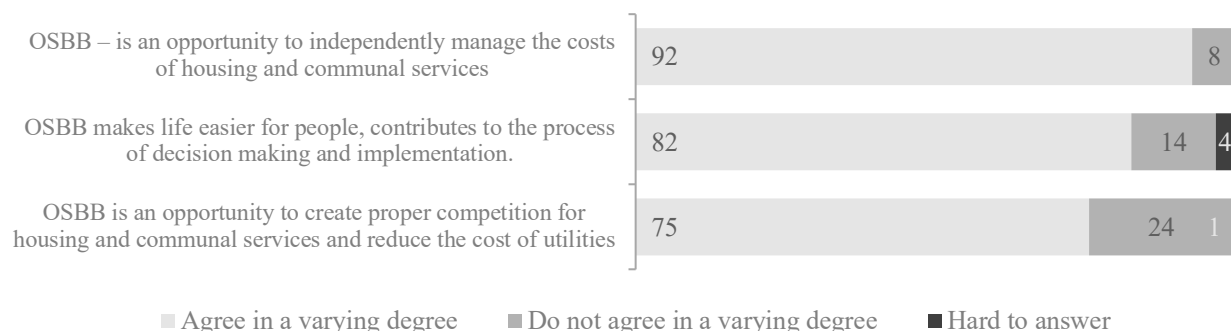
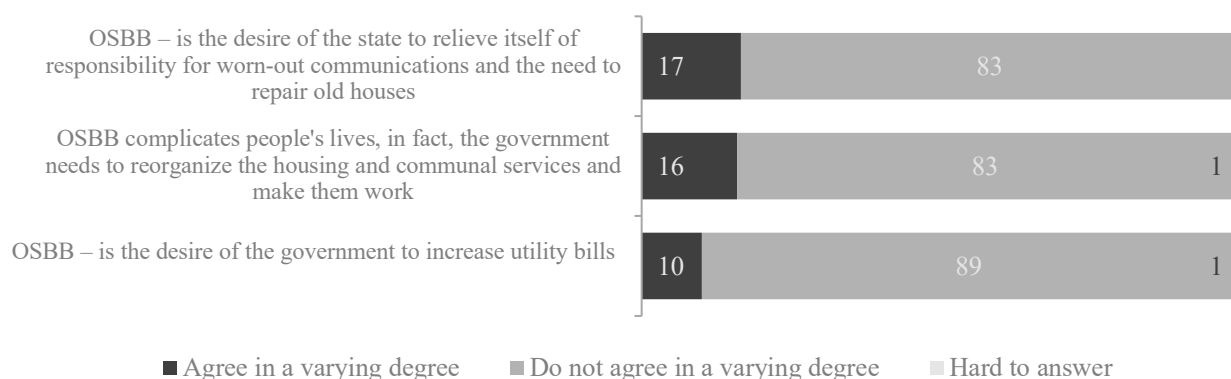


Fig. 5. Negative images of the OSBB (in %)



- 3-** The high level of awareness becomes an underlying condition for the high loyalty towards the OSBB at the city and house levels (among the cities of Donetsk and Luhansk regions, where the interviews were conducted with the co-owners of the apartment buildings with the forms of management other than the OSBB).

OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

-1- High loyalty

2 out of 3 co-owners have a positive attitude towards creation of the OSBB in Pokrovsk, and 8 out of 10 support the idea of creation the OSBB in their building (**fig. 6, 8**)

Table 6. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality (in %)

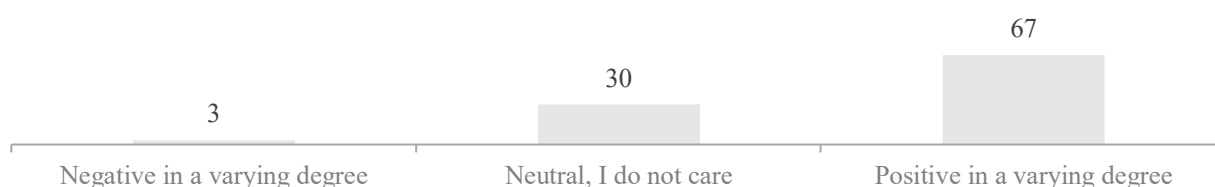


Table 2. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|------------------------|------------|------------|------------|------------|------------|
| Negative to an extent | - | 7 | - | - | 3 |
| Neutral, I do not care | 25 | 33 | 35 | 25 | 32 |
| Positive to an extent | 75 | 60 | 65 | 75 | 65 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 2- Dissatisfaction with the building maintenance services as a motivation for creation of the OSBB.** Positive attitude towards OSBB is mostly peculiar to the people who are not satisfied with the building maintenance (**table 3**). This tendency increases by transition from the city level to the building level: 98% of the people who are not satisfied with the building

maintenance express a desire to create the OSBB, meanwhile this desire is peculiar to 60% of people who are satisfied (table 5).

Table 3. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of satisfaction with the building maintenance (in %)

| Possible answers | Dissatisfied to an extent | Satisfied to an extent |
|------------------------|---------------------------|------------------------|
| Negative to an extent | 1 | 4 |
| Neutral, I do not care | 12 | 47 |
| Positive to an extent | 87 | 49 |
| Total | 100 | 100 |

-3- Confidence in the favorable conditions for creation of the OSBB.

Over half (60%) of the apartment building co-owners are of the opinion that in the city have been created the favorable conditions for development of the OSBB (fig. 7).

Fig. 7. Boundaries of responsibility (in %)

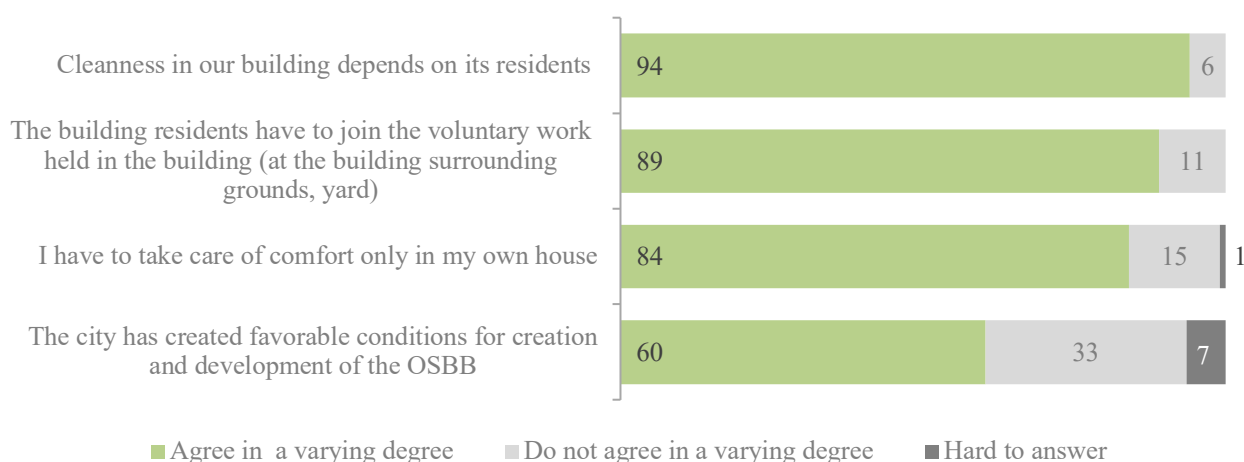
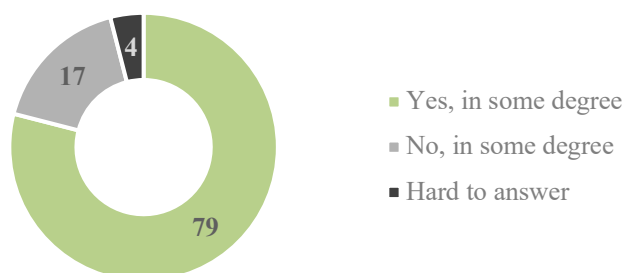


Fig. 8. The willingness to create an OSBB in the house (in %)



-4- Relative age balance of the “ambassadors” of the OSBB.

Willingness to create an OSBB is mostly expressed by the apartment building co-owners who are aged 19-29 and 50-59 (table 4). This is a potential “supportive” audience, while the apartment building co-owners that are older than 60, have a greater willingness to participate in the OSBB creation and management process.

Table 4. The willingness to create an OSBB in the house in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--------------------------|------------|------------|------------|------------|------------|
| Yes, to a certain degree | 87 | 74 | 76 | 84 | 77 |
| No, to a certain degree | 13 | 24 | 21 | 13 | 14 |
| Hard to answer | - | 2 | 3 | 3 | 9 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 5. The willingness to create an OSBB in the house in the context of the general level of satisfaction with the building maintenance (in %)

| Possible answers | Dissatisfied to an extent | Satisfied to an extent |
|--------------------------|---------------------------|------------------------|
| Yes, to a certain degree | 98 | 60 |
| No, to a certain degree | 1 | 33 |
| Hard to answer | 1 | 7 |
| Total | 100 | 100 |

-5- Understanding of the aim and objectives of the OSBB as a form of building management.

Willingness to choose a form of the OSBB management is not accompanied by the widespread myth about “free” building maintenance, but on the contrary, motivated by the possibilities of considerable changes (**table 6**). This is confirmed by the fact that among the reasons for participation in starting an OSBB, 37% of the respondents indicated the possibility of repair works (**table 7**).

Table 6. Reasons for creation of the OSBB in the building (answer for an open question)

| Possible answers | % |
|---|----|
| Opportunity to carry out the repair works (sewage, staircases, roof repair, etc.) | 67 |
| Opportunity to manage finances independently | 11 |
| Abstract improvements (better maintenance, changes for the better, etc.) | 7 |
| Opportunity to make decisions independently / rapidly | 6 |
| Lower utility bills | 4 |
| Disappointment with housing and communal services | 4 |
| Cleanliness will improve | 3 |

Fig 9. Willingness to participate in starting an OSBB (in %)

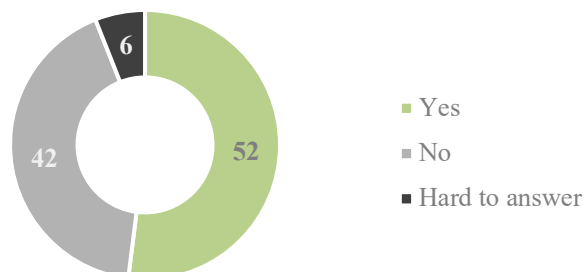


Fig. 10. Portrait of active apartment buildings co-owners who are ready to take part in starting an OSBB (in %)

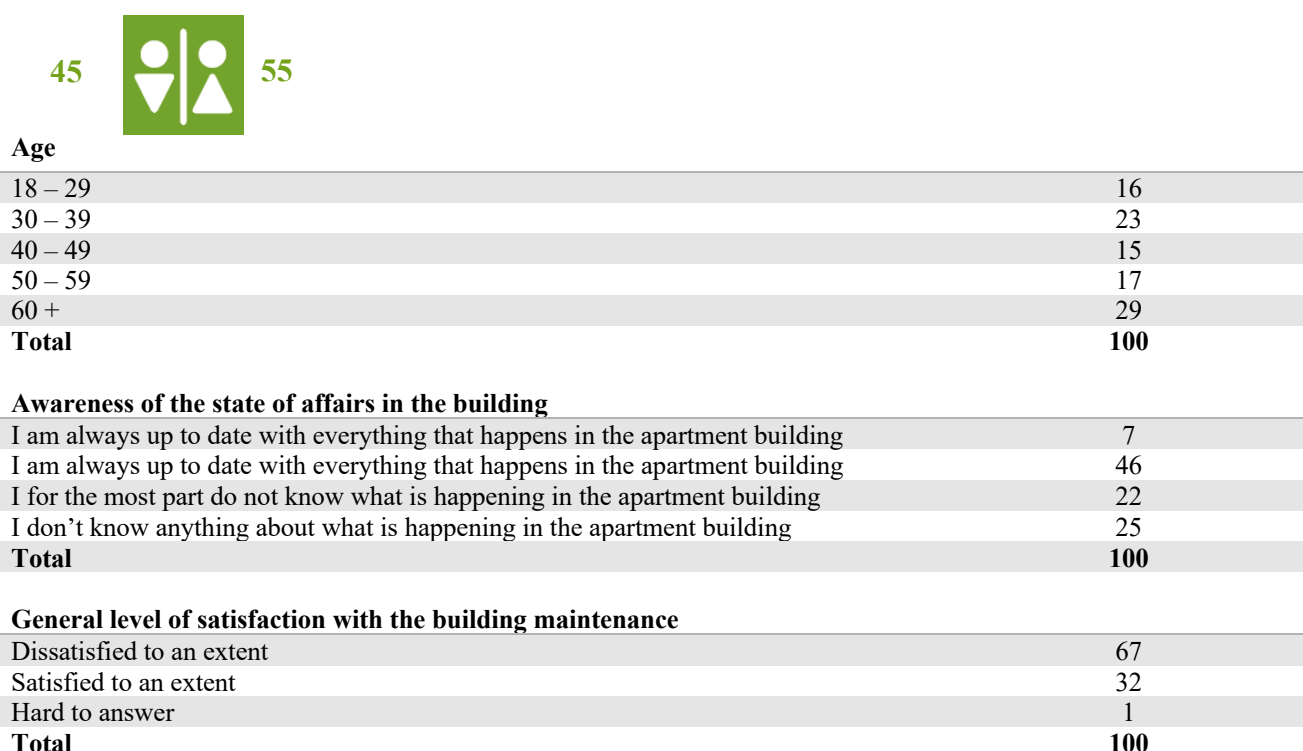


Table 7. Reasons of willingness to participate in creation of the OSBB (answer for an open question)

| Possible answers | % |
|--|----|
| Abstract improvements | 19 |
| Opportunity to make decisions independently | 1 |
| Opportunity to carry out repair works | 37 |
| Opportunity to command finances independently | 3 |
| I have time and desire | 29 |
| Housing and communal services lost the credibility | 4 |
| Decrease of the utility bills | 3 |
| Existence of reporting procedure | 5 |

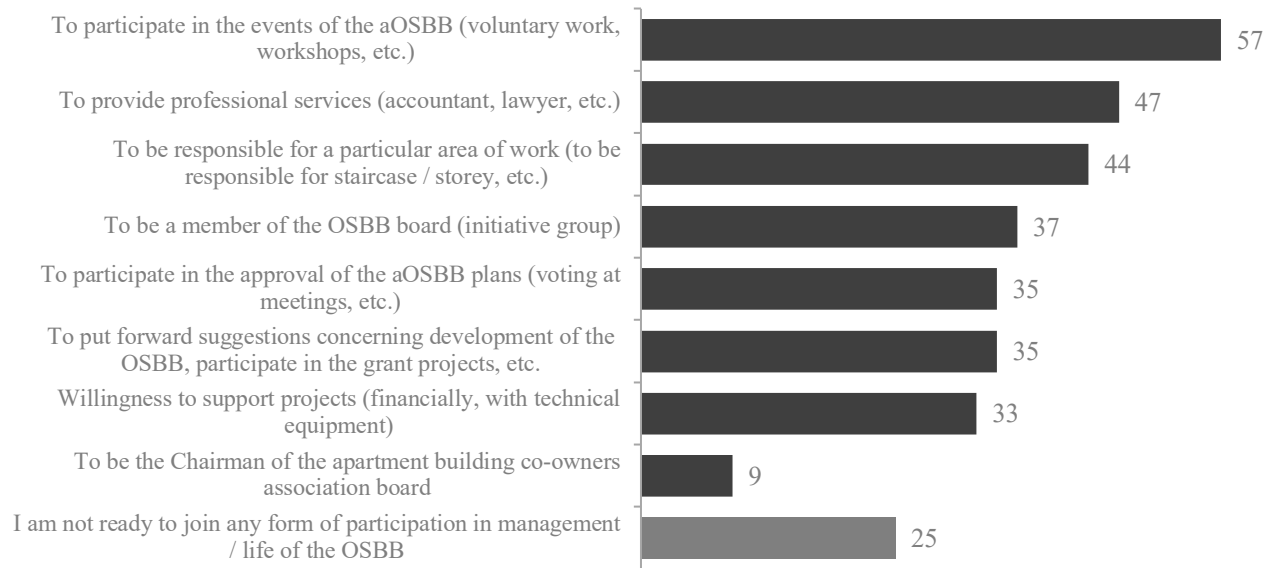
-6- Existing potential of the human and organizational resources.

One person in three of those who want to participate in creation of the OSBB has time and desire for this (table 7).

Table 8. Reasons for the lack of willingness to participate in creation of the OSBB (answer to an open question)

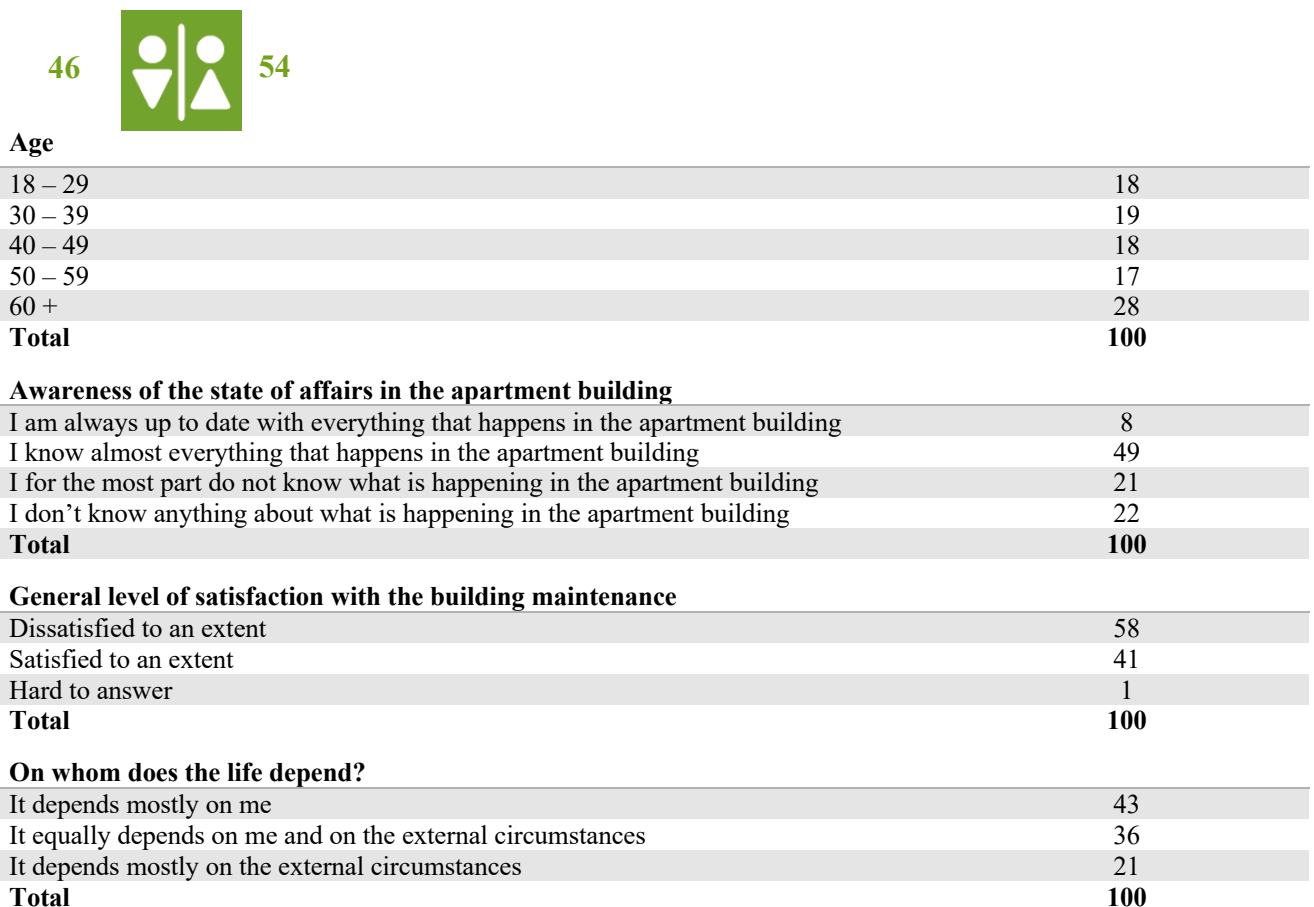
| Possible answers | % |
|-------------------------------------|----|
| I do not have time | 70 |
| I do not have a desire | 23 |
| There are no active residents | 4 |
| I do not trust the OSBB | 3 |
| It is not interesting | 3 |
| OSBB is complicated | 1 |
| There is not enough residents | 1 |
| I am poorly informed about the OSBB | 1 |

Fig. 11. Willingness to join the OSBB management (in %, multiple choice)



-7- 55% of the apartment building co-owners are ready to participate in the active forms of the OSBB management, which implies the assignment of the personal responsibility. In general, 2/3 of the apartment building owners expressed the willingness to participate at least in one form of management.

Fig. 12. Portrait of the active apartment building co-owners who are ready to join starting an OSBB (in %)



Willingness to participate in creation of the OSBB

| | |
|----------------|------------|
| Yes | 69 |
| No | 26 |
| Hard to answer | 5 |
| Total | 100 |

OSBB CREATION BARRIERS:**Specific****-1- False vision of the OSBB creation barriers in the city by both the authorities and non-governmental organizations that leads to inactivity of both entities**

There exists a certain gap between the vision of the authorities / non-governmental organization / apartment building co-owners of the main reasons for uncreatedness of the OSBB in Pokrovsk city.

- According to the authorities, the main demotivating factor is satisfaction with the building maintenance services. However, according to the opinion of the apartment building co-owners it is not the case – every 16th person believes that the OSBB is not created in his/her apartment building due to the fact that the building is properly maintained (**fig. 13**).

“In our city the management companies made a good showing, that is why we have only 16 companies (notice – OSBBs) (notice – there are 25 OSBBs in Pokrovsk city)” (Pokrovsk, in-depth interview, local authorities)

- Assumption of the non-governmental organization concerning unprofitableness / resistance of the city authorities to expansion of the amount of the OSBBs does not coincide with the opinions of the apartment building co-owners

“It is very unprofitable for them to create the OSBBs” (Pokrovsk, in-depth interview, non-governmental organization)

-2- Support of the housing maintenance companies

“It is better to belong to the housing maintenance company, it will do at least something, at least minor repairs, will eliminate at expense of the other buildings” (Pokrovsk, focus group discussion, NAABC, female)

“If we decide to pay 300 UAH instead of 100 UAH, they will tell that they do not need us and they would rather belong to the housing maintenance company” (Pokrovsk, focus group discussion, NAABC, female)

“Try to get it into people’s heads. The biggest part of population has a not-so-great attitude. Grandmothers and grandfathers attend the meetings, that is the elderly people. They... I was born and raised in the Soviet Union, but for them the head of the housing maintenance company is a lord and master. It is a psychology. It is not easy to change it” (Pokrovsk, in-depth interview, non-governmental organization)

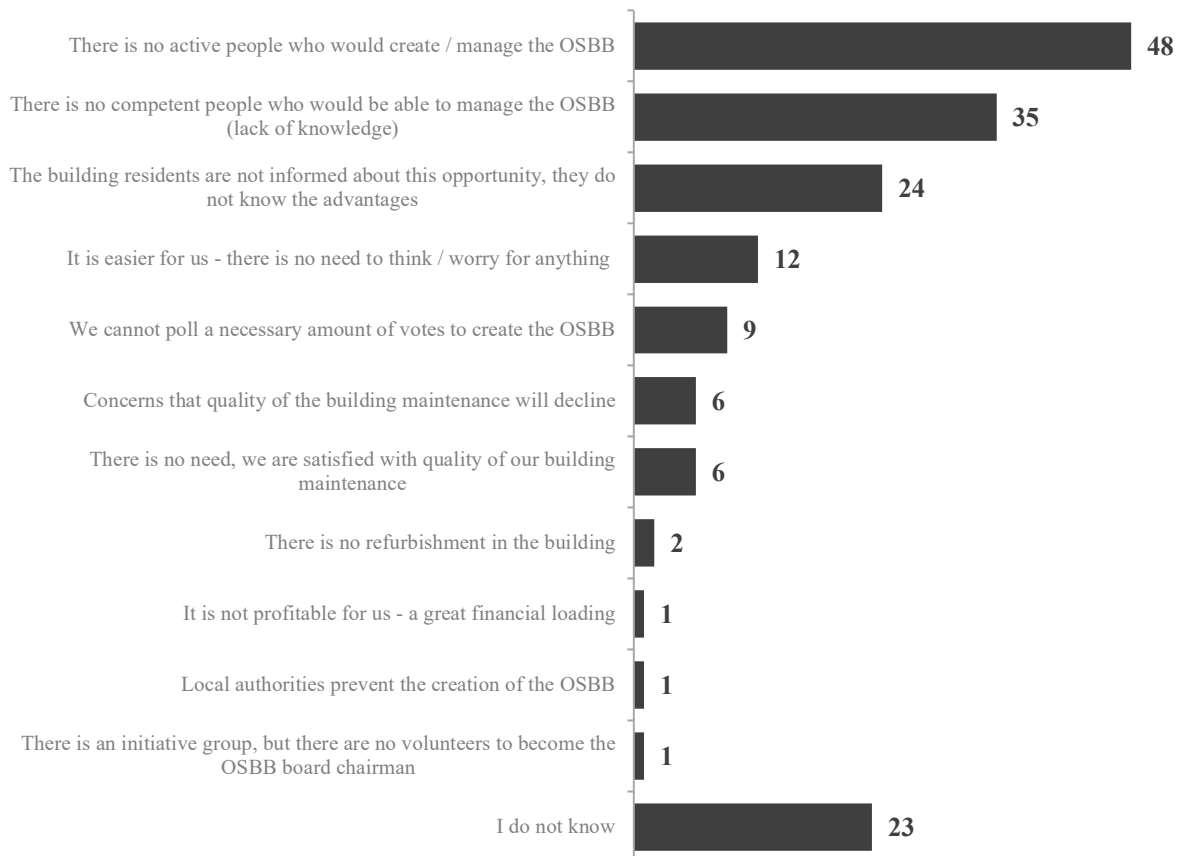
Typical

-1- Absence of the active apartment building co-owners (table 9, fig. 13)

Table 9. Reasons for unwillingness to create the apartment building association in the building (answer to an open question)

| Possible answers | Frequency |
|--|-----------|
| Lack of active residents | 15 |
| Small amount of residents | 7 |
| Satisfied with everything | 3 |
| Poorly informed concerning the opportunities of the OSBB | 2 |
| Financially unprofitable | 2 |
| Have no time | 1 |
| Do not trust the OSBB | 1 |
| There is no sense | 1 |

Fig. 13. Reasons for non-creation of an OSBB (in %, multiple choice)



Detailing the situation with the building maintenance satisfaction

- 1- In Pokrovsk the level of the building maintenance satisfaction is higher than in the other localities of Donetsk and Luhansk regions, where the co-owners of apartment buildings without the OSBBs have been interviewed. However, it cannot be considered to be high, because the estimates are divided almost equally – 50% are to a certain degree satisfied with the maintenance, and 49% are not satisfied (fig. 14).

- 2- The greatest dissatisfaction is demonstrated by the young people aged between 18 and 29 – a more progressive audience that does not express unreasonable respect towards the housing maintenance companies and requires appropriate quality from the service sector, in particular, from the building management (**table 10**).

Fig. 14. The general level of satisfaction with house maintenance (in %)

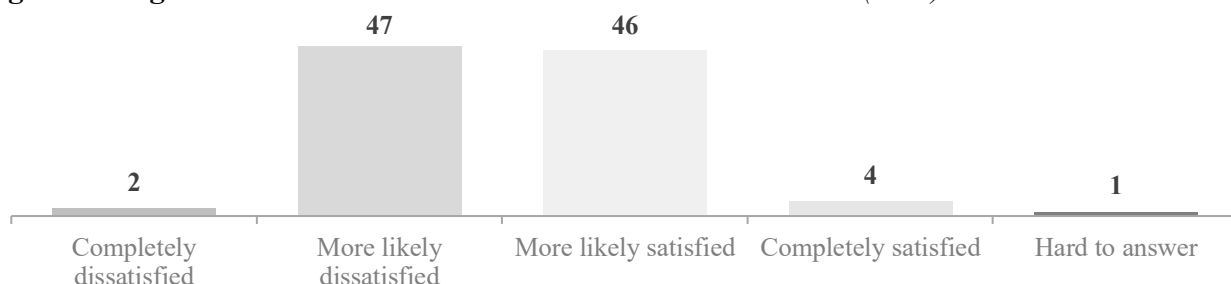
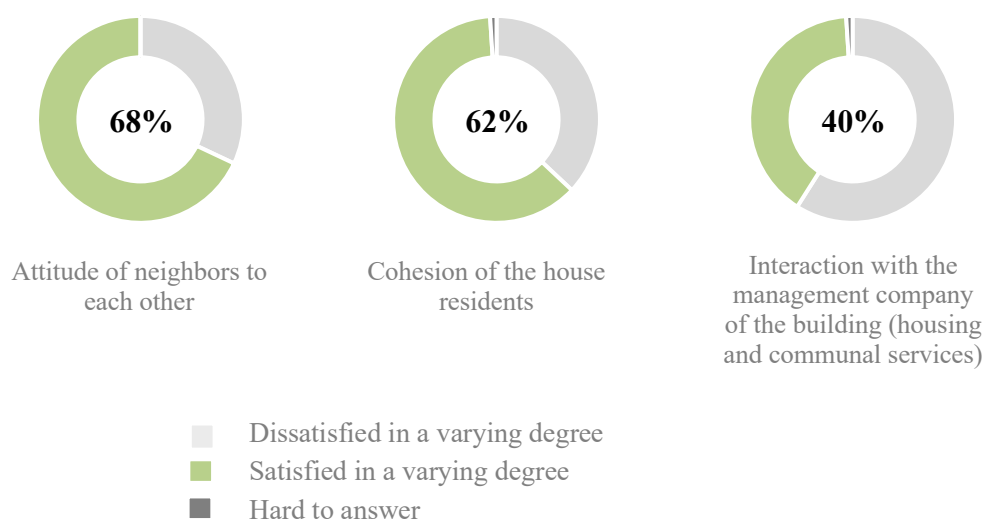


Table 10. The general level of satisfaction with house maintenance in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---------------------------|-------|-------|-------|-------|-----|
| Dissatisfied to an extent | 63 | 48 | 43 | 50 | 44 |
| Satisfied to an extent | 37 | 52 | 54 | 50 | 54 |
| Hard to answer | - | - | 3 | - | 2 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 15. Satisfaction with certain aspects of life in the house (in %)



- 3- One of the factors that might influence the building maintenance satisfaction is interaction with the management company. The peculiarities of this city are as follows:
- presence of an intermediary in “emergency” communication. In Pokrovsk a contact center has been established, which the residents contact for any questions including the communal problems.

“Now there is a contact center in the city” (Pokrovsk, focus group discussion, NAABC, female)

“There are questions for the girls working in the contact center. Those who answer the phone calls. You tell them one thing and they send the claim to the wrong person. But it is an isolated case” (Pokrovsk, focus group discussion, NAABC, female)

- public accounting to the apartment building co-owners for the provided services
- “There were meetings with the private company “Comfort” at the end of the year, they told us which work had been done, what was the account balance and minus at year end” (Pokrovsk, focus group discussion, NAABC, female)*

Table 11. Satisfaction with the living conditions in the building (in %)

| Parameter | Satisfied | Dissatisfied | Hard to answer |
|--|-----------|--------------|----------------|
| Garbage removal | 68 | 32 | - |
| Water-supply stability | 68 | 32 | - |
| Power supply stability (voltage stability in the network, shutdown frequency) | 67 | 33 | - |
| Central heating stability | 66 | 34 | - |
| Clean staircases | 62 | 38 | - |
| Staircase lighting | 55 | 45 | - |
| Condition of the elevators in the house | 49 | 50 | 1 |
| Streets cleanliness and cleaning efficiency | 47 | 53 | - |
| Condition of the inter-district roads | 46 | 54 | - |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 45 | 55 | - |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 45 | 55 | - |
| Building surrounding grounds greening level | 44 | 56 | - |
| Indoor temperature | 39 | 60 | 1 |
| Availability and sufficient number of parking spaces near the house | 38 | 61 | 1 |
| Lighting of the inter-district roads | 38 | 62 | - |
| Maintenance of structural elements (solving local problems, prompt response) | 33 | 65 | 2 |
| Technical condition of the building | 31 | 69 | - |
| Renovation of the house / staircases | 28 | 72 | - |
| Overhaul of the staircases (full replacement of windows, doors, roofs, etc.) | 24 | 76 | - |

- 4- The apartment building co-owners have the highest satisfaction with the quality of services, the provision of which does not belong to the direct competence of the management companies – garbage removal and water-supply stability. While minor repairs and refurbishment has been specified by 1 out of 3 apartment building co-owners.

Assessment of the public activity level



middle level

Public participation practices at home level

- 1- Depending on the city size, relations between neighbors are characterized by a high strength. Among the apartment building co-owners 2 out of 3 have several neighbors to whom they can surely address with a request, and every second person has someone to leave a child with or to ask for assistance.

■ Example #1

"I had the new furniture delivered. I live on the ninth floor. Our buildings are not provided with the service elevator. The neighbors helped. The other neighbors were doing the refurbishment, they had some sand and cement left. They gave it to me just for free. Fruits grown at the country house. Baked a big pie and shared". (Pokrovsk, focus group discussion, NAABC, female)

■ Example #2

"A single mother lives on my floor. She used to ask me to go to the grocery shop, she had a little child. I have already been raising this Sonia for 12 years. Can you baby-sit, Lilia? Yes, I take her to my apartment and sit with her. And mother can go to the pharmacy. I am like a family member, it is not a problem". (Pokrovsk, focus group discussion, NAABC, female)

■ Example #3

"When I carry bags from the market, the neighbor stops and picks me up without any problems. "Why do you need that bus? Take a sit, let's go!" (Pokrovsk, focus group discussion, NAABC, female)

■ Example #4

*"At night:
-Inna, do you have a thermometer?
-Yes, I do.
-Give it to me" (Pokrovsk, focus group discussion, NAABC, female)*

Table 12. Cohesion of the apartment building residents (in %)

| Statement | (With) none of the neighbors | (With) several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|------------------------------|--------------------------|--|--|
| I recognize the neighbors 'by sight' | - | 12 | 70 | 18 |
| I greet the neighbors | - | 15 | 68 | 17 |
| I communicate with neighbors on everyday topics | 5 | 48 | 33 | 14 |
| I can make small requests (ask for salt, a screwdriver) | 10 | 76 | 14 | - |
| I can make significant requests (look after the child, water the flowers while they are away, feed the pet, etc.) | 43 | 54 | 3 | - |
| We are friends, we go to visit each other, organize joint holidays, etc. | 60 | 39 | 1 | - |

- 2-** Public participation practices in the apartment buildings are stimulated by the city authorities through the Committee for population self-organization – the “senior tenants”.

“The senior tenants put up announcements on the notice boards (notice – about neighborhood clean-up)” (Pokrovsk, focus group discussion, NAABC, female)

“For example, the city authorities provide us with paint, they gave it to the senior tenants. We go out for a neighborhood clean-up, plant trees” (Pokrovsk, focus group discussion, NAABC, male)

- 3-** The main forms of the active public participation are voluntary work and co-operative activities for development of the yard infrastructure in the context of the city competitions

■ **voluntary work**

“It even happens that we have a large amount of work, to clip the roses, to paint. Some people began to work at 5 o'clock. The others came back from work at another time. The others would go out the next day, level the sand, scatter the stones. Over a period of two days we beautified our yard so much that everyone was surprised that we did it so fast” (Pokrovsk, focus group discussion, NAABC, female)

“Of course, beautification includes painting and whitewashing” (Pokrovsk, focus group discussion, NAABC, female)

■ **development of the yard infrastructure**

“I participated in a mini-project and won some exercise machines. From the City Council on a competitive basis. They gave us the exercise machines. We will soon install them in the yard. Share participation. They give us the exercise machines and we buy construction materials and do everything on our own. Install by our own efforts” (Pokrovsk, focus group discussion, NAABC, female)

“We installed the playground by our own efforts” (Pokrovsk, focus group discussion, NAABC, female)

Fig. 16. Participation practices of apartment buildings co-owners at the level of their house over the past year (in %, multiple choice)

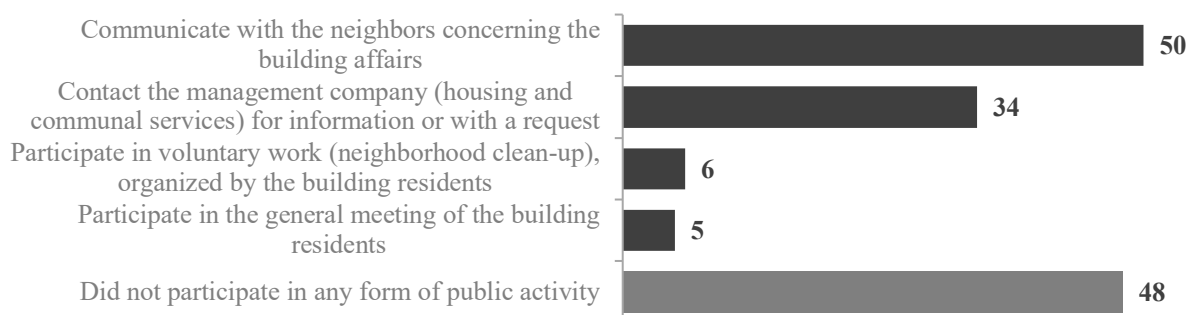
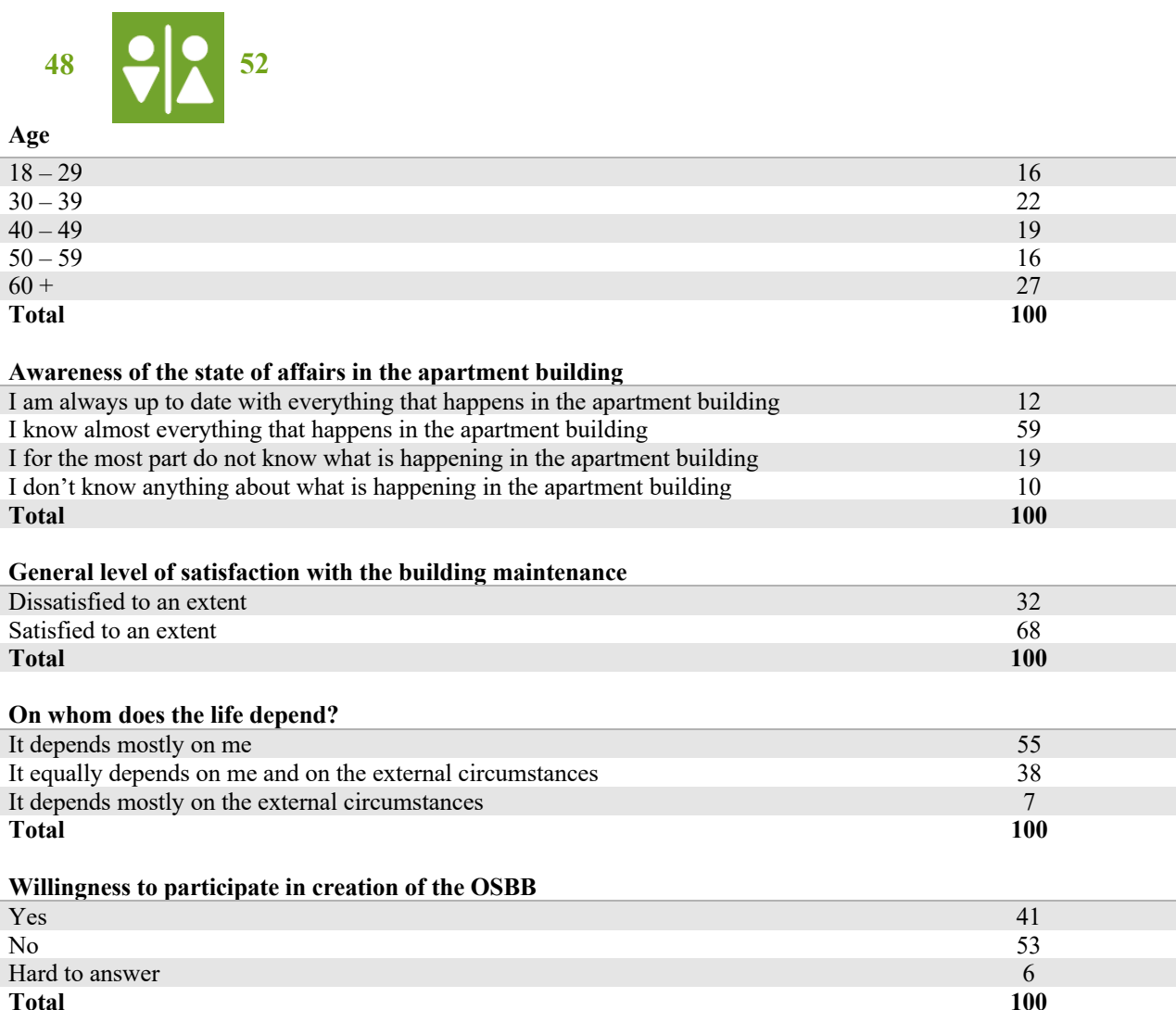


Fig. 17. Portrait of the apartment building co-owners who participated in the public activities at the building level over the last year (in %)



- 4-** Level of awareness of the state of affairs in the apartment building is average – at the level of the other cities of Donetsk and Luhansk regions, similar in population size, where the co-owners of apartment buildings without the OSBBs have been interviewed. 53% of the apartment owners are more or less aware of affairs in the apartment building (**table 14**). The least awareness is demonstrated by the age group of 40-19 years.

Table 13. Awareness of the state of affairs in the apartment building (in %)

| Possible answers | % |
|---|----|
| I am always up to date with everything that happens in the apartment building | 8 |
| I know almost everything that happens in the apartment building | 45 |
| I for the most part do not know what is happening in the apartment building | 23 |
| I don't know anything about what is happening in the apartment building | 24 |

Table 14. Level of awareness of the state of affairs in the apartment building in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|-------|-------|-------|-------|-----|
| I am always up to date with everything that happens in the apartment building | 12 | 5 | 5 | 7 | 12 |
| I know almost everything that happens in the apartment building | 38 | 50 | 41 | 58 | 42 |
| I for the most part do not know what is happening in the apartment building | 25 | 21 | 30 | 16 | 21 |
| I don't know anything about what is happening in the apartment building | 25 | 24 | 24 | 19 | 25 |
| Total | 100 | 100 | 100 | 100 | 100 |

-5- Top-3 reporting channels in terms of convenience:

- information booklets
- chat on Viber
- general meetings

Table 15. Apartment building news reporting channels (multiple choice)

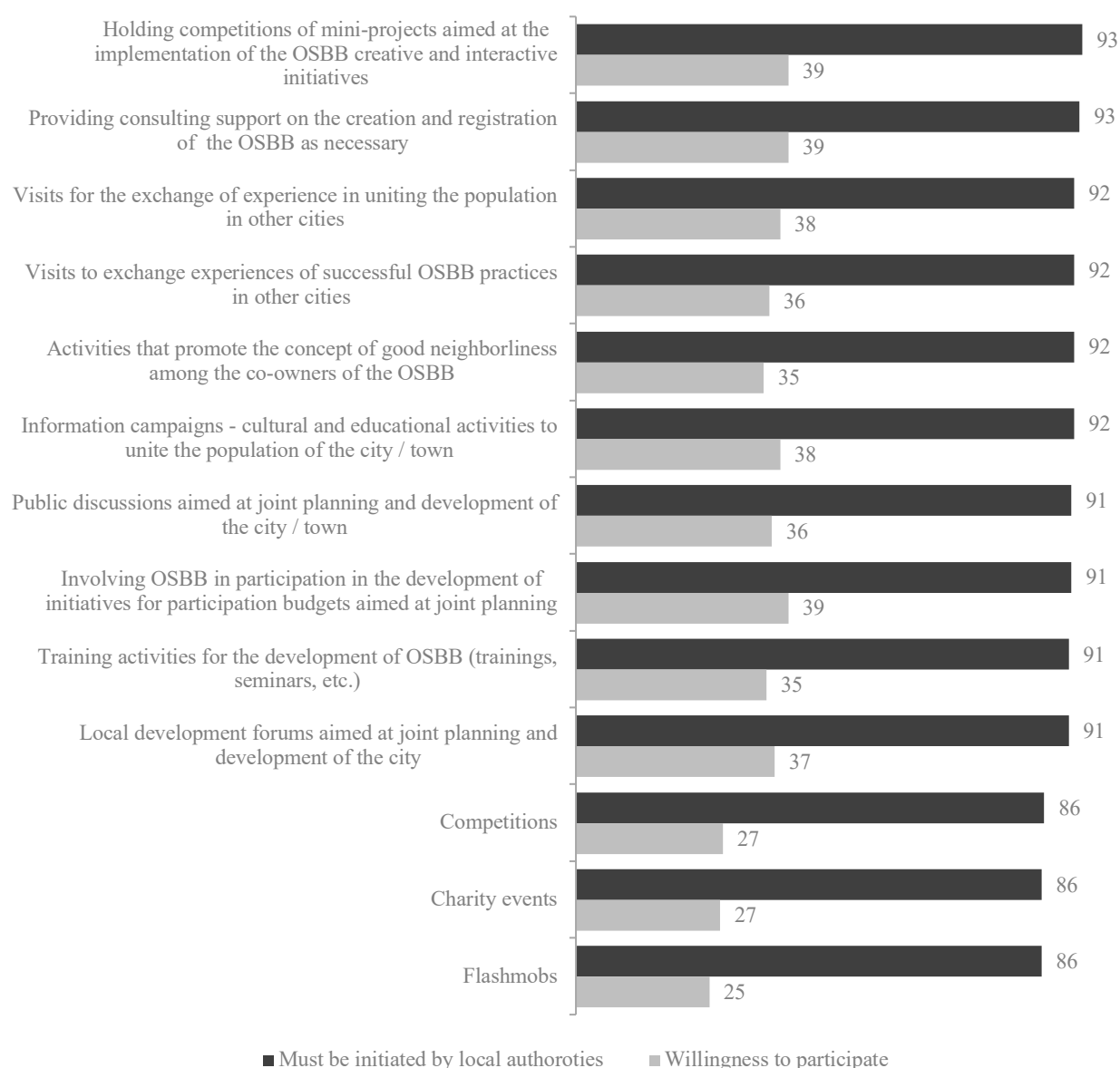
| Possible answers | % |
|------------------------------------|----|
| Information booklets | 61 |
| Chat on Viber | 41 |
| At the general meetings | 32 |
| Social media (Facebook, Instagram) | 29 |
| Bulletin boards | 23 |
| Chat on Telegram | 22 |
| Email newsletter | 6 |

Public participation practices at the city level

Key indicators that are important in terms of the case specificity understanding:

- Inactivity** of the apartment building co-owners is almost twice higher **at the city level** than **at the building level** – 97% throughout the last year did not participate in any form of public activity, and 48% did not participate in the activities at the building level.
- Apartment building co-owners that have established the **OSBB are not considered by the local authorities as a priority group that should be involved in the city-wide events**, in particular, voluntary work, due to its fewness.
- One of the most important activities, organized by the city authorities with the involvement of the OSBBs, is a competition of the mini-projects** in the categories “The best building”, “The best yard”, “The best street” and “**The best OSBB**”.
- Assessment of the public activity types to be organized by the local authorities is one of the highest**, taking into account all 15 cities of the project. In additions, the division of assessment between types is fairly proportional **which might indicate both the high importance of the activities** for Pokrovsk city and **statement “the authorities must”**, without additional comprehension if it is really necessary or not.
- Depending on the type of activity, from 25 to 35% of the apartment building co-owners are ready to participate. At the same time, there is no much difference for the apartment building co-owners between activities of the OSBB and the city-wide activities aimed at development of local democracy. Activities without an obvious financial benefit, that go beyond the “come and listen” format, find less support (**fig. 18**).

Fig. 18. Assessment of the types of public activity that local authorities should organize and willingness of co-owners to participate in these events (in %)



Current event formats

1. Visits to exchange experiences

“Yes, we have been there, people are really interested” (Pokrovsk, in-depth interview, non-governmental organization)

2. Ecological flashmobs

“If the flashmobs of such type as to plant trees – it must be. It can provoke interest. Not just 10 trees, but some rare trees. There are plants that can be grown in our locality, but there are only few of them” (Pokrovsk, in-depth interview, non-governmental organization)

3. Competition of mini-projects aimed at uniting the population and development of creative initiatives

“I cannot tell you anything in the context of the OSBBs, but there are many active people, if you offer, they will participate, win” (Pokrovsk, in-depth interview, local authorities)

CASE RESUME

Existing institutional conditions for creation and development of the OSBBs

Low support of the OSBBs by the local authorities.

On the whole, the authorities are neutral towards development of the apartment building association in Pokrovsk city, they provide opportunities for support of the apartment building associations by their decisions, but do not make the association a priority.

In 2017 the authorities refused to provide the office for the Resource center for support of OSBBs.

The local authorities pay much attention to the Committee for population self-organization – they provided and equipped an office, demonstrate its work, communicate.

The mayor holds quarterly meetings with the city residents, but does not hold any meetings with the OSBB chairpersons – ‘there cause no problems.’

The OSBBs (almost at the apartment building level that is managed by the management company) have an opportunity to participate in the city programs – obtain the construction materials for refurbishment.

Associative background

The apartment owners have **no positive images** of the apartment buildings.

However, the existing images are personalized and detailed, reflect rather the mismatch of ambitions and possibilities of the building maintenance, willingness to make it look modern and attractive.

Attitude towards OSBBs as a background for creation of associations

Positive.

High level of awareness of the apartment building association, understanding by the majority of the apartment building co-owners of the essence of such form of building maintenance is a basis for a positive perception of the OSBB creation at the city and building levels.

The city has a great potential, because the majority of people who would like to create the OSBB in their buildings are ready to participate in its creation and further functioning. In addition, 60% of the apartment building co-owners are of the opinion that there are good conditions in the city for creation of the OSBBs.

Understanding of its purpose and objectives is important in terms of functioning of the potential associations. Opportunity to carry out repairs and to have financial transparency, but not the desire to “cancel the contributions”, are the motivating factors for its creation.

A barrier for its creation is a certain “support of the housing maintenance company” – half of the apartment building co-owners are not satisfied with the building maintenance, but they do not dare to break off with the management company. However, the barrier can be minimized by the institutional support. Now there exists a false perception of the institutions that could provide it, of the real reasons for uncreatedness of the OSBBs. The authorities think that the city residents are not interested and do not need this, the non-governmental organization thinks that the local authorities oppose to starting OSBBs. There is a trust relationship among the apartment building co-owners – every second person has several neighbors to whom they can address with a request.

Public activity practices

Low level of the apartment building co-owners activity.

Low level of activity at the city level – 97% of the apartment building co-owners did not participate in any form of the public activity in the course of the last year.

Activity at the building level is significantly higher, but it manifests itself as discussion of the building condition with the neighbors and appeals to the management company.

CASE # 8 DRUZHKIVKA

CASE CHARACTERISTIC ASPECTS: OCCASIONAL PRACTICES WITHOUT A FOCUS ON SHARING EXPERIENCE

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 65 023 |
| Number of apartment buildings | 286 |
| Number of OSBBs | 13 |
| The number of apartment buildings that are included in the OSBBs | 13 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 4,5% |

Assessment of the support level for the OSBBs by local authorities



low level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- There are 2 programs for the development / support of the housing stock in the city, including the OSBBs:

■ refurbishing

Ground: Decision No. 7/65-2 “On Approval of the Program of Economic and Social Development of Druzhkivka City for 2020”

Comment: According to the representative of the City Council , the OSBBs do not use this program, as there are no accounts opened for refurbishment.

“There is such a program in the sphere of refurbishment, I think it was created in 2016, but so far people have not opened personal accounts exactly for refurbishment. They don't save the money for refurbishment... When the problem appears, then we'll solve it, they say so” (Druzhkivka, in-depth interview, local authorities)

■ energy efficiency program

“There is a regional program 70 by 30, 70, as well as 20, and 10 with the region. We have “warm credits” (Druzhkivka, in-depth interview, local authorities)

Detailing the expression of low interest of the city authorities in the development of the OSBBs

- 1- In **2015-2016**, the specialized department of housing and communal services held near 200 meetings with the owners of apartments buildings about the possibilities of various forms of the apartment building management. **The result** is starting an 1 OSBB with more than 270 non-unified houses.

“More than 200 meetings were held in the city, where people were told that they had the right to create an OSBB, people could manage their own house, either sign a contract with a utility company or find a private company. During that period, we have established one OSBB” (Druzhkivka, in-depth interview, local authorities)

- 2- Housing and Communal Services Department does not focus its attention on the OSBB development in the city. The OSBB is perceived as one of the available means of apartment building existence, but it has no priority over apartment buildings compared with other forms of management.
- 3- Focus on the work of the management company. Zero dynamics for the establishment of the OSBB and the necessity to reform the housing and communal services sector to serve 95% of the apartment building's fund in the city, which decided not to change the form of management, became the prerequisites for starting their own communal company “Komservice” servicing the apartment buildings nowadays.

“Unfortunately, so far neither local authorities, nor service companies are interested in this process, because there is the communal company “Komservis”, another one that provides services, thus, they informed, those ones who provide services. There is a moment when they are interested in the outflow of clients from their structure” (Druzhkivka, in-depth interview, non-governmental organization)

- 4- Lack of interaction between city authorities and public organizations. The representative of the local authorities noted that after the information campaign conducted by the specialized department, the initiatives for meetings of the apartment building residents' were proposed by the public organization, people who were engaged in popularization of the OSBB movement in Druzhkivka. However, the city authorities had no contacts with that organization and no idea what kind of organization had held the meetings.

Detailing institutional support for the OSBBs

In Druzhkivka no public association has been established that would direct its activities towards interaction between the OSBB chairpersons, representing their interests at the city level. Since the OSBBs appeared in the city as one at a time, they have more developed practices for individual solutions of urgent problems.

Negative effects:

- lack of a means to influence decisions and programs aimed at supporting the OSBBs
- focused attention only on the needs of one's own house

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Attitude towards the OSBBs

Assessment of attitude to OSBBs



mixed attitude

The high level of knowledge about the OSBBs **on the level of “I know the name, I don’t know the essence”** gives rise to ambiguity in perception of this form of management. The existing **number of barriers**, both internal personal and external circumstances, does not encourage co-owners of the apartment building in Druzhkivka to consider the OSBBs as the opportunity for changes in an apartment building. But **lack of definite negative attitude** towards the OSBBs is a good basis to start information campaigns aimed at neutralizing hardened stereotypes and myths about the OSBBs.

Prerequisites for the attitude towards the OSBB:

- 1- The owners of apartments in the apartment buildings note the work of the management company does not meet their needs, and it also makes them find the resources (financial, material) to improve the technical condition of their apartment buildings. However, although **the level of dissatisfaction with the maintenance of the apartment building is 57% (Fig. 1)**, the critical mass that has become the engine of changes in the form of management of the apartment buildings has not yet been reached. This is also affected by **the general satisfaction with life, the level of which is 72% (Fig. 2)**.

Fig. 1. The general level of satisfaction with house maintenance (in %)

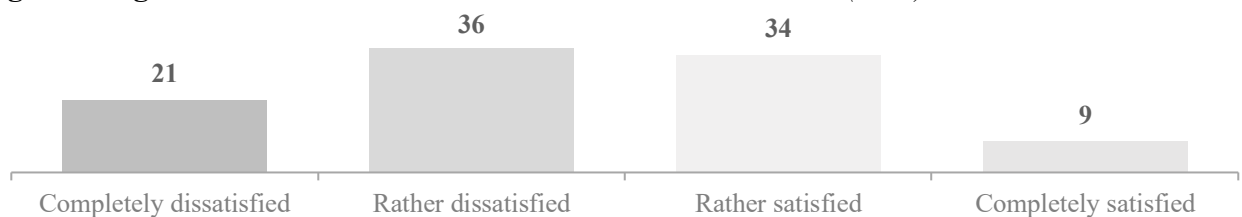
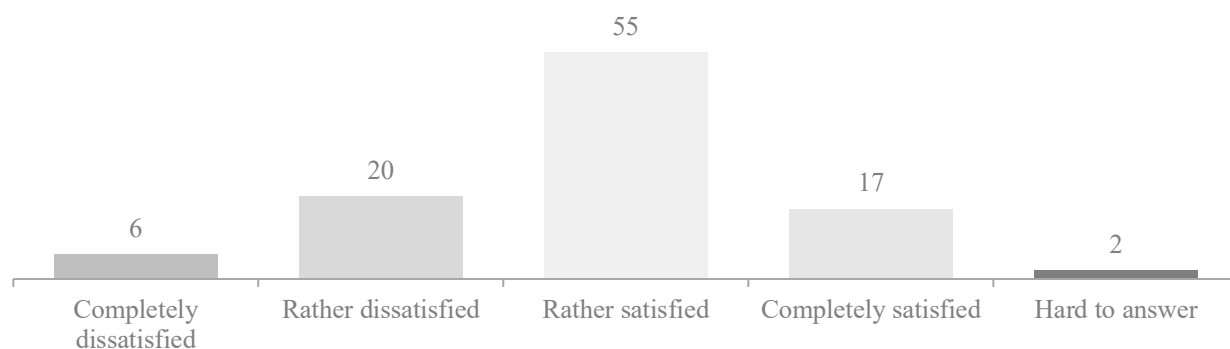
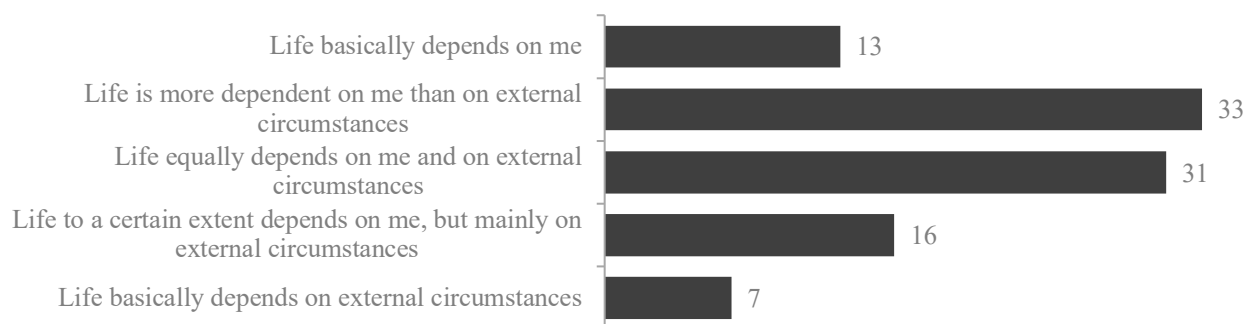


Table 1. The general level of satisfaction with house maintenance in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---------------------------|-------|-------|-------|-------|-----|
| Dissatisfied to an extent | 48 | 55 | 56 | 57 | 62 |
| Satisfied to an extent | 52 | 45 | 44 | 43 | 38 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 2. Satisfaction with living conditions in the house (in %)

| Possible answers | Satisfied | Dissatisfied | Hard to answer |
|---|-----------|--------------|----------------|
| Power supply stability (voltage stability in the power system, shutdown frequency) | 99 | 1 | - |
| Waste disposal | 95 | 4 | 1 |
| Street cleanliness and cleaning efficiency | 92 | 8 | - |
| Water supply stability | 89 | 10 | 1 |
| The level of greenery for building surrounding grounds | 88 | 12 | - |
| Central heating stability | 86 | 13 | 1 |
| Internal development road lightning | 68 | 31 | 1 |
| Internal development road conditions | 66 | 30 | 4 |
| Cleanliness at the entrance | 64 | 34 | 2 |
| Lightning at the entrance | 63 | 36 | 1 |
| Indoor temperature regulation | 54 | 43 | 3 |
| Availability of recreation areas (children's and sports grounds, benches, etc.) | 47 | 52 | 1 |
| Conditions of recreation areas (children's and sports grounds, benches, etc.) | 46 | 50 | 4 |
| Technical condition of the building | 37 | 62 | 1 |
| Available and sufficient quantity of parking spaces for cars near the house | 37 | 44 | 19 |
| Lift conditions in the building | 31 | 18 | 51 |
| Cosmetic house repair / at the entrance | 30 | 70 | - |
| Ongoing repair of structural elements (solutions to local problems, quick response) | 29 | 58 | 13 |
| Refurbishment of the entrance (complete replacement of windows, doors, roofs, etc.) | 17 | 82 | 1 |

Fig. 2. Overall satisfaction with own life (in %)**Fig. 3. The specifics of perception of how external circumstances affect life (in %)**

- 2- The low level of substantive knowledge about the OSBBs is the result of a **lack of activities** on the part of both the authorities and the public sector in developing the OSBBs in the city. However, **91% of co-owners of the apartment buildings** are at least superficially familiar with the notion of the OSBB, that eliminates the need to create an attitude towards this form of apartment building management from scratch. (Fig. 4).

Fig. 4. Awareness of OSBB as a form of apartment building management (in %)

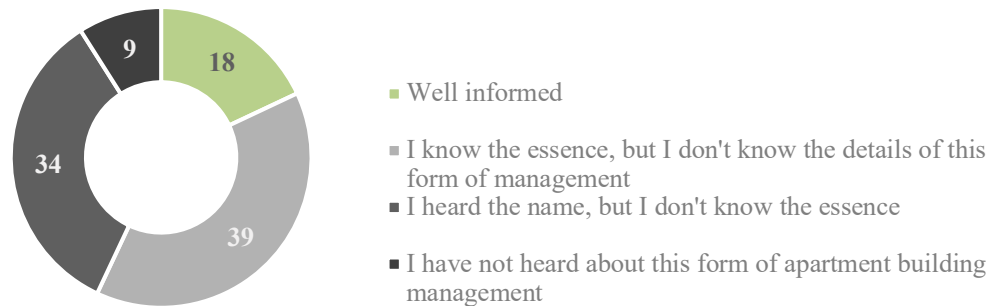


Table 3. Awareness of OSBB as a form of apartment building management in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|------------|------------|------------|------------|------------|
| Well informed | 7 | 32 | 15 | 13 | 18 |
| I know the essence, but I don't know the details of this form of management | 19 | 30 | 55 | 39 | 44 |
| I heard the name, but I don't know the essence | 52 | 28 | 27 | 37 | 33 |
| I have not heard about this form of apartment building management | 22 | 10 | 3 | 11 | 5 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 3- **63%** of co-owners of the apartment buildings believe that an OSBB can make their lives complicated, so it is worth **reorganizing housing and communal services and encouraging them work** (Fig. 6). This indicator is **the highest** among all cities where the number of created OSBBs is small or absent.

Fig. 5. OSBB as an opportunity (in %)

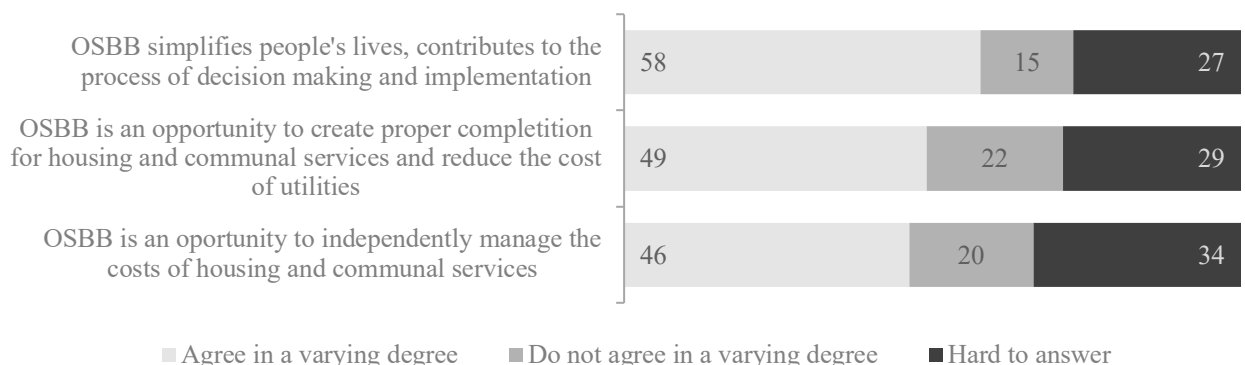
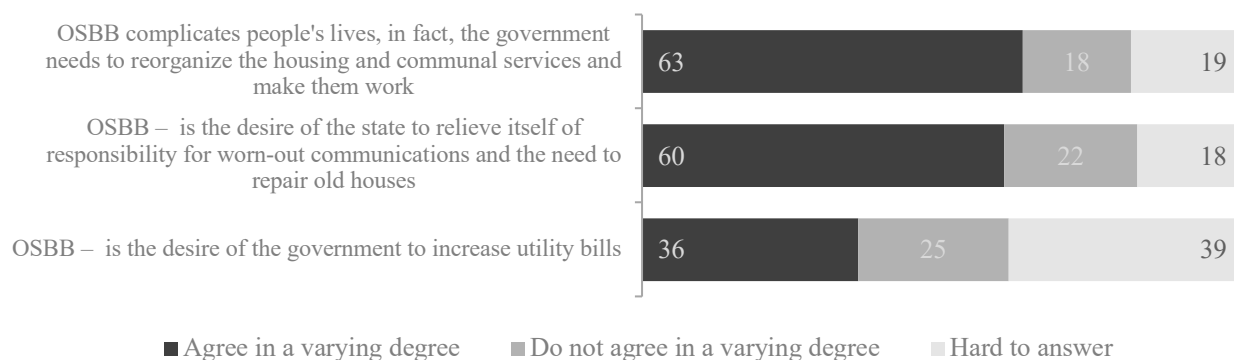


Fig. 6. Negative images of the OSBB (in %)



- 4- **The specific feature of the case is clear attitude to starting an an OSBB.** Apartment owners aged 30 to 49 are the biggest supporters of this form of management and can **become the core of changes** in Druzhkivka (Table 4, 5).
- 5- Support of OSBBs decreases when we talk about the transition from an attitude to the OSBB in a community with a willingness to create an OSBB in own house. Thus, **the level of negativity** among apartment owners of OSBBs **increases from 18% (Fig. 7) to 34% (Fig. 8).**

Fig. 7. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality (in %)

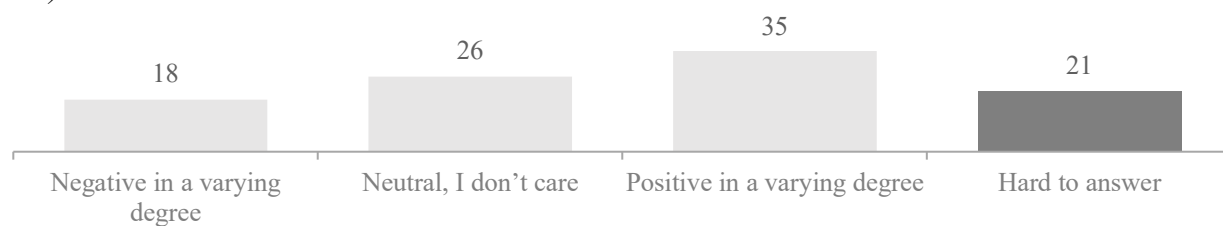


Table 4. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|-----------------------|------------|------------|------------|------------|------------|
| Negative to an extent | 7 | 13 | 15 | 26 | 23 |
| Neutral, I don't care | 26 | 19 | 29 | 21 | 31 |
| Positive to an extent | 37 | 42 | 47 | 37 | 23 |
| Hard to answer | 30 | 26 | 9 | 16 | 23 |
| Total | 100 | 100 | 100 | 100 | 100 |

Detailing the willingness to create the OSBB

Fig. 8. The willingness to create an OSBB in the house (in %)

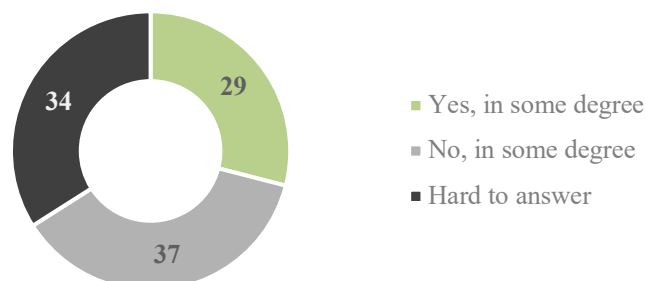


Table 5. The willingness to create the OSBB in the house in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---------------------|------------|------------|------------|------------|------------|
| Yes, in some degree | 22 | 50 | 37 | 18 | 20 |
| No, in some degree | 30 | 17 | 42 | 48 | 45 |
| Hard to answer | 48 | 33 | 21 | 34 | 35 |
| Total | 100 | 100 | 100 | 100 | 100 |

-1- **26% (Fig. 9)** of the apartment owners have the declarative desire to participate in starting an OSBB in their own house, while **70%** of them were ready to participate in various forms of apartment building management (**Fig. 11**). But it is more about those forms that **do not require any administrative participation or personal responsibility**.

Fig. 9. Willingness to participate in the establishing of the OSBB (in %)

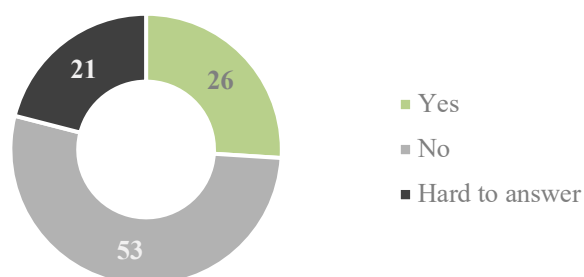


Fig. 10. Portrait of active apartment buildings co-owners who are ready to take part in starting an OSBB (in %)

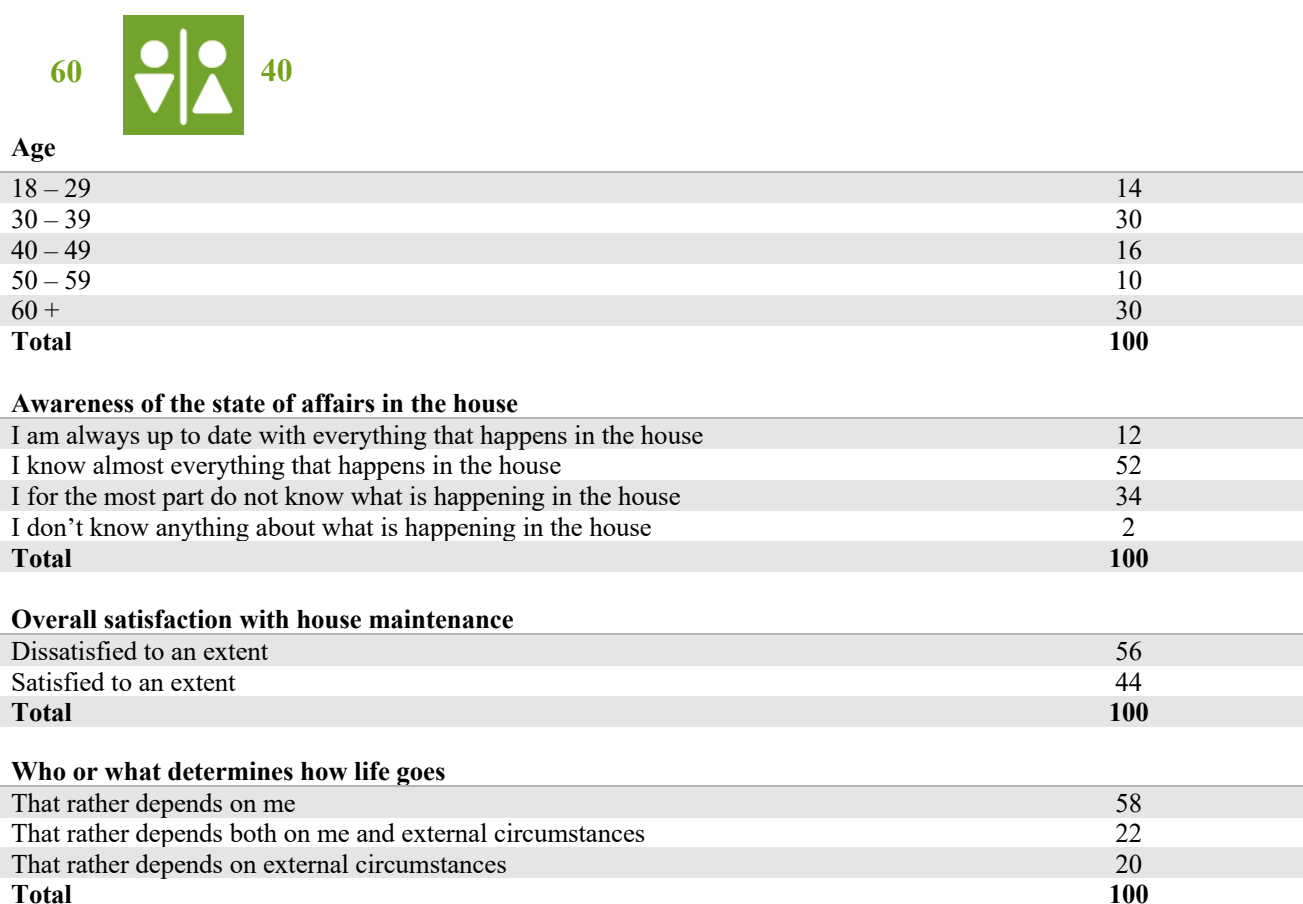
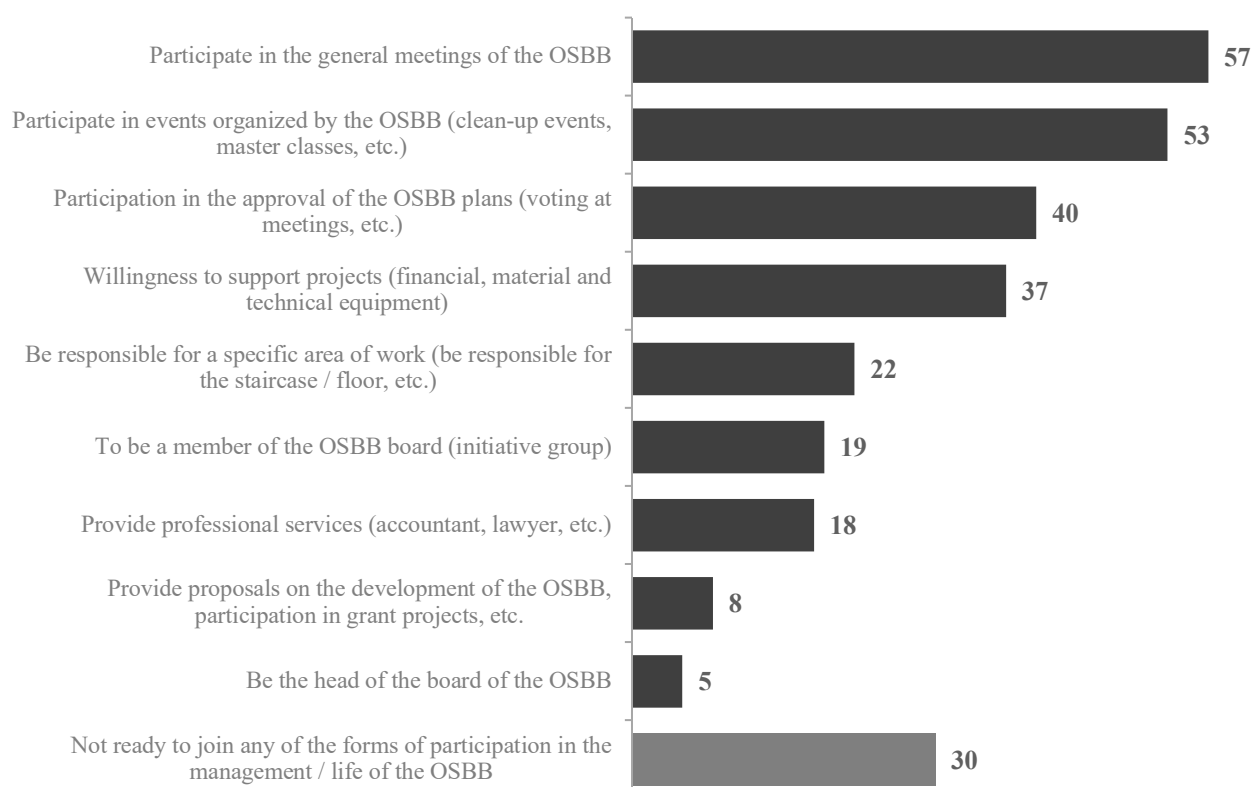


Fig. 11. Willingness to join the OSBB management (in %, multiple choice)



OSBB creation barriers

Among the barriers that currently hinder the development of the OSBBs in the city are the following:

-1- lack of information

"It seems to me that not enough work is done to inform people, to train them so they have skills and no fear of creating the OSBBs" (Druzhivka, in-depth interview, non-governmental organization)

-2- fear of abandonment

"People are striking out on their own, I think people will be scared, and then they believe that the house will fall apart at all. Especially if there are elderly people living there, we have a lot of seniors who will take the initiative" (Druzhivka, in-depth interview, non-governmental organization)

-3- financial risks related to

■ bad faith in contributions

"At a meeting outdoors all people will shout they are ready to pay, but you will go door to door and beg for money" (Druzhivka, focus group discussion, not OSBB, male)

■ the necessity to divide the payment of contributions by the actual number of co-owners living in the OSBB

"Now there are a lot of abandoned apartments, from which people have left, that is why we have, for example, more than half of the empty apartments at our entrance. It would be unprofitable, much more expensive to divide these functions among a small number of apartments" (Druzhivka, focus group discussion, not OSBB, male)

■ socially vulnerable categories of population and their financial solvency

"Mostly, we have a lot of elders who can't pay" (Druzhivka, focus group discussion, not OSBB, female)

■ fear of losing social benefits

"The retired people won't agree to this, they have subsidies" (Druzhivka, focus group discussion, not OSBB, female)

-4- lack of skills to manage an apartment building

"There is nobody in our house who has the skills. You have to be good at accounting and law. At least in order to administer the affairs and not to burst down the tube. We have activists, they are 2 women who walk to the housing maintenance company to solve problems related to the building as often as they can, and one man, who's technically capable, but we have nobody who understands accounting" (Druzhivka, focus group discussion, not OSBB, female)

-5- the existing abandoned apartments, as a result of non-compliance with formal requirements for creating the OSBB

"Perhaps these military circumstances do people a bad turn, a lot of them left their apartments, went away, they might get settled in better conditions, and they might have no opportunity to go back. You come in, there are 2 entrances, but people live only in 6 of 12 apartments" (Druzhivka, in-depth interview, local authorities)

-6- the habit related to the housing maintenance company to serve, and to be responsible for the conditions in the apartment building

"Probably the most right thing for the housing maintenance company would be doing their job, the residents would stay as the residents, but not directors of

OSBBs, accountants. We live, we pay money for it” (Druzhivka, focus group discussion, not OSBB, male)

-7- negative experience of co-owners of the apartment building associated with fraudulent actions that were presented as the work of a newly established OSBB

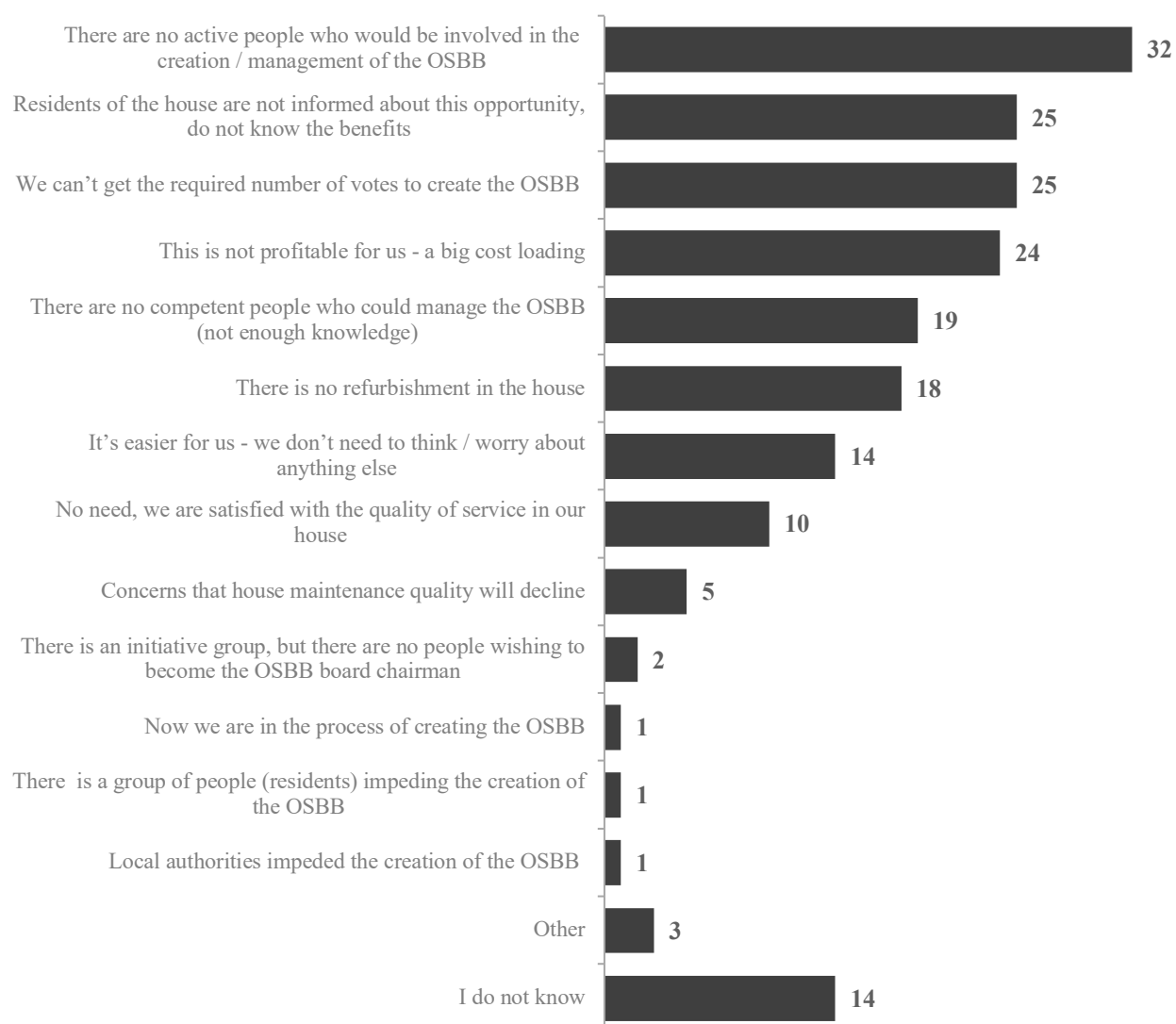
“Nowadays people are sceptical. There was an experience in 2008 or 2009, fraudsters who were establishing a sort of OSBB, they were collecting payments from people, and when people started coming to them, they quickly disappeared. Only in 2011 we wrested people from their clutches, they stopped paying, but nobody could find the fraudsters. We had been in courts for a year and a half, people didn't sign anything, the signatures were fake. People thought they were in the OSBB. “But how did you pay?” They say, “They were given papers and told that they had new personal accounts.” Therefore, people have some kind of worry” (Druzhivka, in-depth interview, local authorities)

-8- lack of leadership

“When people start counting, they start looking for a responsible person for each other - that's problematic” (Druzhivka, in-depth interview, local authorities)

-9- successful cases of OSBBs in the city, which are not formed but could be examples for the apartment owners of the apartment building

Fig. 12. Reasons for non-creation of an OSBB
(in %, multiple choice)



Prerequisites for development of an OSBB in Druzhkivka may be:

- **formed practices of independent decision of urgent issues concerning the apartment building without the participation of the maintenance company:**

"We've got water in the basement right now, it's all the time there, we're complaining, we've got mosquitoes, something is constantly stinking, these are terrible conditions. We decided to buy hoses by ourselves and pump out the water independently, as some people do. There is a woman, she says, "I agree to do any work, any payment is OK. For our entrance, for the house, I'll do anything, I want to live in normal conditions, like any normal person." (Druzhivka, focus group discussion, not OSBB, female)

"They can't even change the light bulbs in the entrance, I buy quite standard bulbs in the "ATB", we wire by ourselves, change the switches in the entrance" (Druzhivka, focus group discussion, not OSBB, female)

- **increasing in the critical mass of the apartment owners who are dissatisfied with the work of the management company in the apartment building**

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



middle level

Public participation practices at home level

Demonstrations and specifics of public activity at the local level:

- 1- Solving general questions in an apartment building related to emergency situations or repair work:

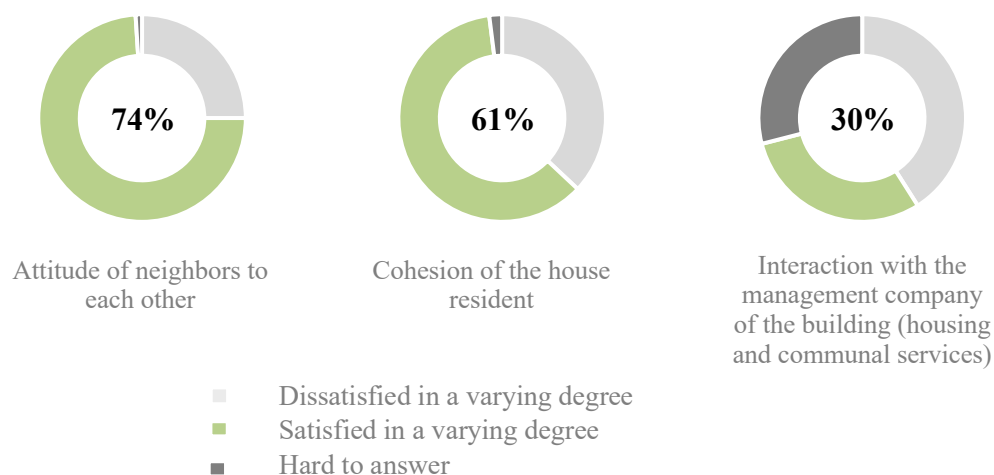
"We even clean up the basement because the locksmiths put everything in it, and we start cleaning it up, we come, put on the worst clothes, and we start pulling out from the basement all these things which are already rotting, they begin to stink, and from there mosquitoes are flying out" (Druzhivka, focus group discussion, not OSBB, female)

- 2- Activization of residents for the implementation of initiatives aimed at improvement, infrastructure creation in building surrounding grounds

"Now in April, we talked to the neighbors, we are going to build a playground from what we have. Some will bring wheels, others will carry a few boards, because you can't expect our authorities to do it one day" (Druzhivka, focus group discussion, not OSBB, male)

"In Engels Street 10, 12, when they had won the playground, workers came to install it, the kids' dads went out, the moms went out. Maybe they did nothing global, but somewhere they held up, gave something up, when there wasn't some tool they ran home and brought it. People took active part. I'm not saying that was the whole house. 5-6 people came out, but they came out" (Druzhivka, in-depth interview, local authorities)

Fig. 13. Satisfaction with certain aspects of life in the house (in %)

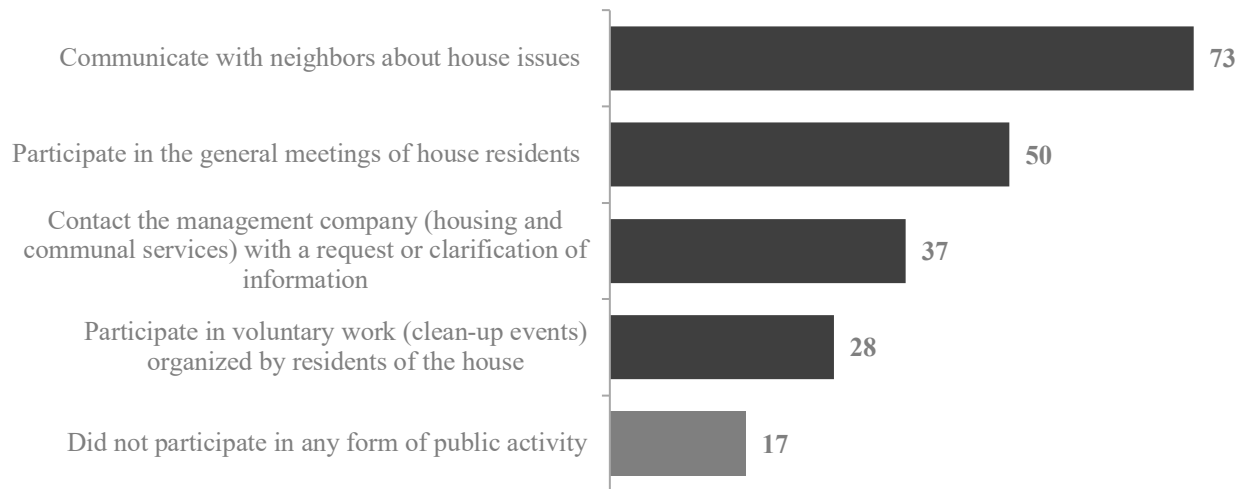


-3- Interaction with neighbors **on a superficial basis** (I know, I say hello) in Druzhkivka is developed at a **high level**. However, if you move to the level of close social contacts, **73%** of apartment owners note that they **can't address with a significant request to any neighbor**, and **76% of them do not have close friends among the residents of the apartment building**. These are the highest rates of social distance among cities where the co-owners of apartment buildings were surveyed, and where no OSBB is created.

Table 6. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 7 | 32 | 61 |
| I greet the neighbors | - | 22 | 36 | 42 |
| I communicate with neighbors on everyday topics | 10 | 45 | 24 | 21 |
| I can make small requests (ask for salt, a screwdriver) | 30 | 54 | 10 | 6 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 73 | 22 | 4 | 1 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 76 | 19 | 4 | 1 |

Fig. 14. Participation practices of apartment buildings co-owners at the level of their house over the past year (in %, multiple choice)



- 4-** Co-owners of the apartment building demonstrate a high level of awareness of their own responsibility to create comfort conditions in the place of their residence and about the necessity to be included in the process of improving the state of the apartment building and building surrounding grounds. Although, **almost 57%** say that the boundaries of their responsibility should end with their own apartment (Fig. 15).

Fig. 15. Boundaries of responsibility (in %)

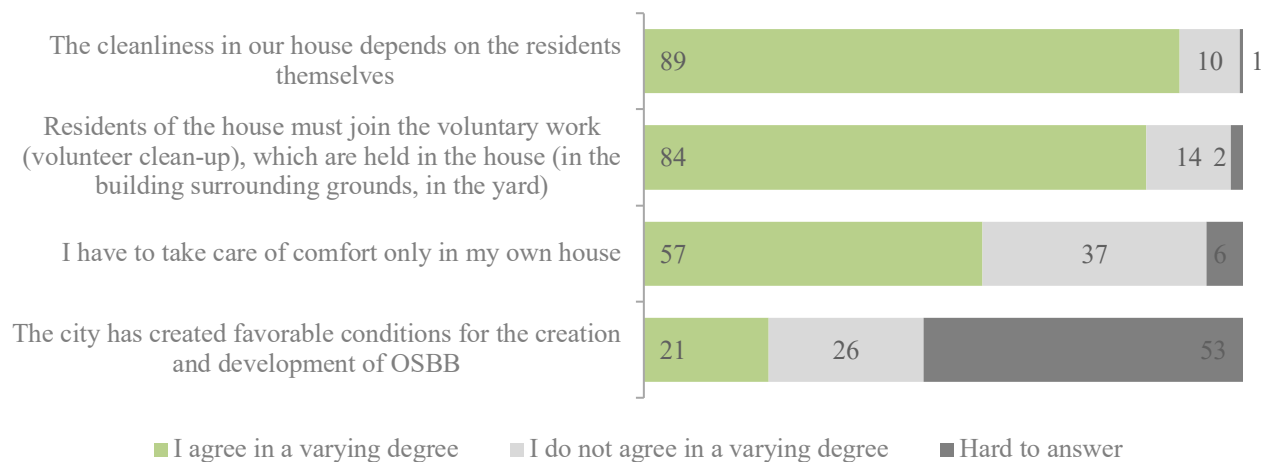


Табл. 7. Information channels for having news about the house (multiple choice)

| Possible answers | % |
|------------------------------------|----|
| Newsboards | 58 |
| At the general meeting | 35 |
| Social media (Facebook, Instagram) | 28 |
| Chat on Viber | 25 |
| Chat on Telegram | 8 |
| Emailing | 4 |
| Information booklets | 3 |

- 5-** 46% of apartment owners in the apartment building know almost nothing about the state of affairs in their own apartment building (Table 8).

Табл. 8. Level of awareness of the state of affairs in the house

| Possible answers | % |
|--|----|
| I am always up to date with everything that happens in the house | 8 |
| I know almost everything that happens in the house | 46 |
| I for the most part do not know what is happening in the house | 39 |
| I don't know anything about what is happening in the house | 7 |

Public participation practices at the city level

Most common practices for public participation:

■ activities aimed at improving the city, parks

"Planting fir trees, we planted below the square, and worried because irresponsible people can cut the trees down, and cultivated them. In the park we planted birches, in Artem Culture and Recreation Park, well, not all of them set, because it was a dry summer and there was no irrigation. There was such kind of a call and lots of people responded, and all of them were planting the trees in a well-organized way. The city is green not because the trees are growing by themselves, but because we help it to be on the top" (Druzhivka, focus group discussion, not OSBB, female)

"I liked we had a lot of activists very much, young people, they wrote everywhere, I read on Facebook, Instagram: "Come on Saturday, young people of any age, do not sit on the sofa, get up. We are waiting for you at Molodyi Park. And it's really where people unite. They are people of different status and age" (Druzhivka, focus group discussion, not OSBB, female)

■ festivals having social orientation

"We had picnics "New Druzhkivka" and "Ukraine of Possibilities" with social orientation, showed how to sort, safely play interesting games with children when it was possible. People said we needed those things, I would like to do them more often and frequent, and in different geographical points of our city" (Druzhivka, in-depth interview, non-governmental organization)

■ mini-project competitions from city-forming enterprises

"There's a program called "City with Your Own Hands", in Druzhivka that is "Vesco", the alumina mining company" (Druzhivka, in-depth interview, non-governmental organization)

■ electronic voting

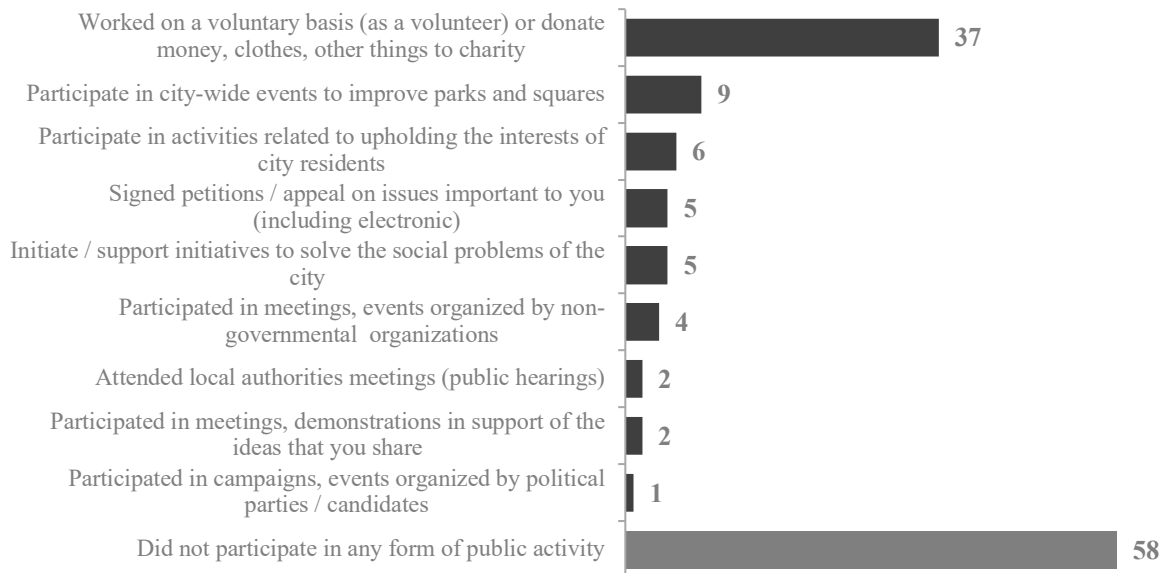
"We participated in the voting on the website" (Druzhivka, focus group discussion, not OSBB, female)

■ participation in the Budget Contribution

"People are interested in the Budget Contribution, they have understood that these projects work, that the projects are realized, it is nice. There is a project from "Vesco" – "City with Your Own Hands", and they also see that it includes schools, kindergartens, these are the same needs, the same ideas, and ordinary people, they, unfortunately, do not talk about them. We, for our part, talked and sent recommendations to the City Council to change the Budgeting Strategies for the participants, to change the general availability of all facilities, so that projects would not be implemented indoors. This may encourage people to try to participate by themselves" (Druzhivka, in-depth interview, non-governmental organization)

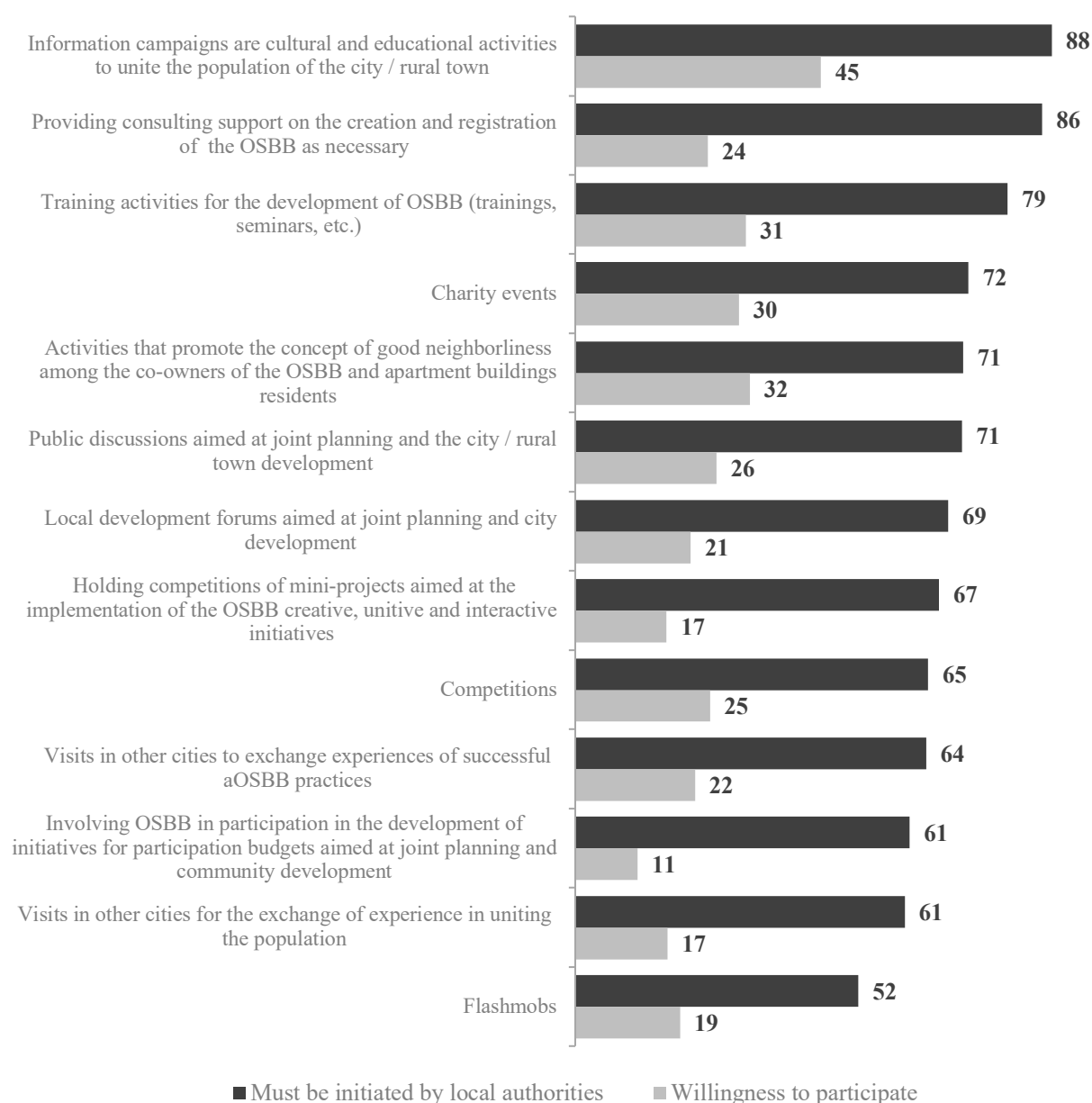
- 1-** **83%** of apartment owners in the apartment building mentioned that they took part in at least one activity aimed at solving **social and domestic problems of apartment buildings** (Fig. 13), while the level of involvement in **social and political forms of activities** is **42%** (Fig. 16). Co-owners of the apartment buildings were most actively involved in the initiatives that have a social orientation and charity, while **7%** of them joined the events of political nature.

Fig. 16. Participation practices of apartment buildings co-owners in various events over the past year. Socio-political activities (in %, multiple choice)



- 2-** Co-owners of the apartment buildings **highly evaluate** the need for the city authorities to organize activities aimed at the creation and development of the apartment building co-owners associations in Druzhkivka, as well as the activities for people's cohesion. **60%** of co-owners of the apartment buildings showed the declarative desire to participate in at least one event.

Fig. 17. Assessment of the types of public activity that local authorities should organize and willingness of co-owners to participate in these events (in %)



CASE RESUME

Existing institutional conditions for the creation and development of the OSBBs

Institutional support of episodic and fragmented nature.

The first apartment building co-owner association was established back in 1974, and during its 45-year history their number has increased to 13 associations, making **4.5%** of the city's total apartment housing stock. **No new OSBB** have been established in the city for the last 3 years. The city authorities do not see OSBBs as a priority direction of the city development and does not focus its activities on creating special conditions for this form of apartment building management. All programs on development of the housing stock of the city include OSBBs as possible participants, but, as representatives of the City Council note, **OSBBs do not use support programs**, as they have no accounts for refurbishment.

The authorities carry out advisory activities on OSBBs but without effect. The city has its own communal enterprise that serves apartment buildings, that also reduces the interest of the officials in reorganizing the apartment building management system.

The existing OSBBs, for their part, also do not initiate the process of transfer of experience to other apartment buildings.

Attitude to the OSBBs as a background for creating associations

Mixed.

91% of apartment owners in the apartment building note that they are aware of OSBBs. 18% have an understanding of the substantive content of this form of management. More than a third of the apartment owners in the city have an obviously positive attitude towards an OSBB, but less than 29% of apartment building co-owners are ready to establish the OSBB in their apartment building.

The absence of an obvious negative attitude towards OSBBs in the minds of apartment building co-owners will be the basis for an effective information campaign aimed at updating the issue of OSBBs and creating a positive image of this form of management among apartment owners.

Generality and abstractness of information about the OSBBs are the reason for starting stereotypes and myths in the minds of apartment owners about this form of building management. Such stereotypes together with uncertainty in support of the city authorities and the habit of being a simple consumer of the management company's services will appear as the main barriers for forming loyal attitude towards OSBBs.

Public activity practices

Average activity level of co-owners of the apartment building.

Apartment owners of the apartment building in Druzhkivka are quite actively involved in various forms of public participation at their house level. Usually, joint initiatives are aimed at **repair work, elimination of emergency situations or improvement.**

42% of apartment building co-owners display **activity at the city level**, but these are usually **the events of social orientation.**

There are several non-governmental organizations in the city, the work of which is aimed at uniting the population (the most active are “Nova Druzhkivka” and “Ukraine of Possibilities”, but the OSBBs are not included in the list of categories in their focus.

LUHANSK REGION

CASE # 1 RUBIZHNE

CASE CHARACTERISTIC ASPECTS: SYNERGY OF ACTIONS OF THE AUTHORITIES, COPARTNERSHIP AND OSBB

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 57 763 |
| Number of apartment buildings | 351 |
| Number of OSBBs | 50 |
| The number of apartment buildings that are included in the OSBBs | 53 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 15% |

Assessment of the support level for the OSBBs by local authorities



high level

Detailing the conditions created by local authorities for the development of the OSBBs

-1- Focus of the local authorities on development of the OSBBs:

“For city, there are no risks of creation of the OSBBs. I think that city should support such initiatives” (Rubizhne, in-depth interview, local authorities)

“There is a very strong, very good support from the city authorities in this respect” (Rubizhne, in-depth interview, public utility company) (notice – a head of the public utility company is one of the active OSBB chairpersons of Rubizhne city)

-2- OSBBs are the priority of the local authorities in resolving issues related to housing and communal services:

“One more big advantage – nobody rejects the apartment building co-owner association participants. This is unofficial information, but the fact is that they listen to them and accept” (Rubizhne, in-depth interview, public utility company)

-3- Strong partnership of the local authorities and chairpersons:

“There is a total cooperation with the present authorities” (Rubizhne, focus group discussion, male)

-4- Work with all targeted audiences:

- co-owners of the apartment buildings where the OSBBs have not been created – information campaign of the web-site, outdoor events;
- initiative groups that are planning to create the OSBB – consultations and help with the legal paperwork;
- already-created associations – support of the initiated projects, training and development;
- Copartnership of the OSBB – provision of accommodation and facilitating of the planned events implementation;

“First of all, on the City Council web-site we carry out an information campaign and representatives of the local self-government hold meetings with initiative groups and residents who want to create the OSBBs. For leaders of the existing OSBBs and accountants, they conduct courses in the building of the City Council ” (Rubizhne, in-depth interview, local authorities)

“On the level of information and arrangement – they provide accommodation for conducting trainings” (Rubizhne, in-depth interview, public utility company)

-5- Change of the local authorities course comparing to the previous members;

“There was no interaction with the previous authorities. Even though we visited them, haunted their threshold, not ashamed of this expression” (Rubizhne, focus group discussion, male)

-6- Free assistance with restoration of the technical documentation for the buildings;

“Concerning restoration of the technical documentation – the OSBB submits an application to the City Council and this issue is being solved at expenses of the city budget. But the first step is done by the OSBB. They actively submit applications. This program began to work not long ago” (Rubizhne, in-depth interview, public utility company)

-7- There are two programs aimed at support of the OSBB in different forms and capacities, in particular

- promotion of the OSBB creation

Grounds: Decision No. 20/1 “On approval of the Program for promotion of the Association of co-owners of Multiapartment houses creation and activity in Rubizhne city of Luhansk region for 2017-2018” dated 28.12.2016 (amended as follows – decisions No. 42/5 dated 31.01.2018, No. 101/5 dated 27.11.2019)

- development of infrastructure and energy efficiency;

Grounds: Decision No. 101/82 “On approval of the Program for socio-economic and cultural development of Rubizhne city for 2020” dated 18.12.2019

Rubizhne is characterized by the high rating of the created conditions for existence and development of the OSBBs, thus **83% of respondents subscribed to an opinion that there are favorable conditions in the city for creation and development of associations (fig. 13).**

Detailing institutional support for OSBBs

In Rubizhne there is only **one Copartnership of the OSBBs**.

Copartnership is focused on:

- consultations and experience exchange between the chairpersons of the already-existing OSBBs;

“We held the meetings, we gather from time to time. Chairman of Copartnership is a lawyer, he is focused on the OSBB legislation. We have a page, he sends us links to the laws” (Rubizhne, in-depth interview, public utility company)

“I have taken my lumps – obtained the result. Later I understood that it could have been solved faster. I posted it in the group, and explained that there is a problem and it can be solved in such way” (Rubizhne, focus group discussion, OSBB, male)

- information campaign aimed at increasing of the associations amount in the city;

“Every weekend we hold meetings at different addresses, offer assistance in creation of the OSBBs” (Rubizhne, focus group discussion, OSBB, male)

“At the receptions of citizens we meet very concerned apartment building residents. We are trying to locally identify and offer them assistance in organization of the OSBBs” (Rubizhne, in-depth interview, public utility company)

Advantage of institutional support:

- **partnership** with the local authorities that is manifested in organization of the joint activities aimed at the OSBB development
- cohesion of the experienced chairmen who share their experience of solving various problematic issues
- Head of Copartnership is a lawyer who is focused on the OSBB

Disadvantage of institutional support:

- absence of network representation. All information on the Internet is limited to articles about existence of such Copartnership, with no web-site or pages on social media. Communication tool is currently represented with a group on Viber, development and launch of the web-site is planned on the first half of 2020.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Association of co-owners of Multiapartment houses' image

Perception of the OSBBs by the chairpersons and active apartment building co-owners in Rubizhne city depends on

- 1- problems that begin to be solved after creation of the OSBBs
- 2- condition of the residential accommodation and maintenance of the territory
- 3- ambitions for the future

Image # 1.

Depending on the existing problems with the condition of residential accommodation, apartment buildings are associated with the experienced elderly people, herewith creation of the OSBBs gave a lease of life and now there are improvements for the better.

"Not the healthiest, he had lots of fun in his life. Now it seems like he is still holding on" (Rubizhne, focus group discussion, male)

"Person who rehabilitates. He is doing a lot – exercises, yoga, gymnastics" (Rubizhne, focus group discussion, OSBB, male)

Image# 2.

Youth and nice appearance.

"Our building is young, constructed 40 years ago, and it seems like it is located in the garden. Beautiful. With vegetation around" (Rubizhne, focus group discussion, OSBB, female)

"I have a boyfriend, he is 25 years old" (Rubizhne, focus group discussion, OSBB, male)

"Still not old, young!" (Rubizhne, focus group discussion, OSBB, female)

Image # 3.

Availability of plans for the future.

"Trying to be better" (Rubizhne, focus group discussion, OSBB, female)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



highly positive

Detailing the residents' attitude towards the OSBBs:

-1- 82% of co-owners used to have a positive attitude towards the OSBB even before its creation (fig. 1). Level of optimism of its assessment does not depend on the age and keeps up on the level of more than 70% for all age groups (table 1).

Fig. 1. The attitude of apartment owners to starting an OSBB in their house (in %)

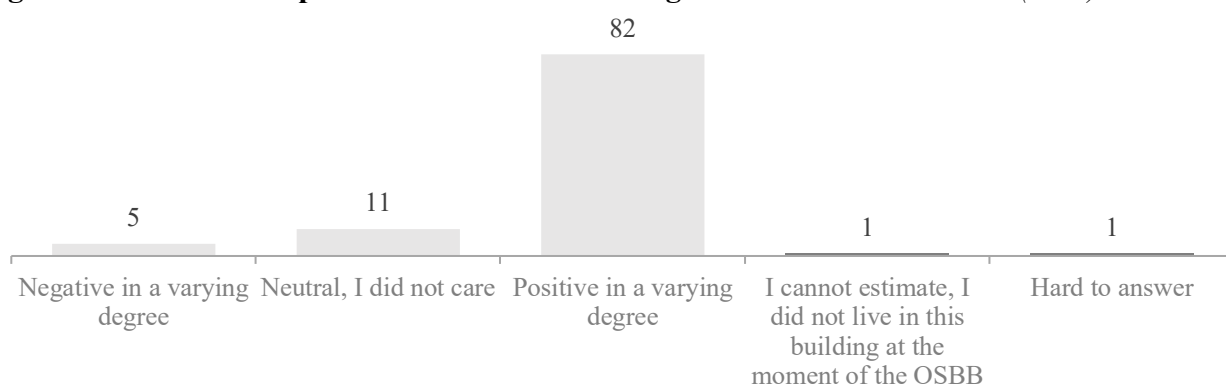
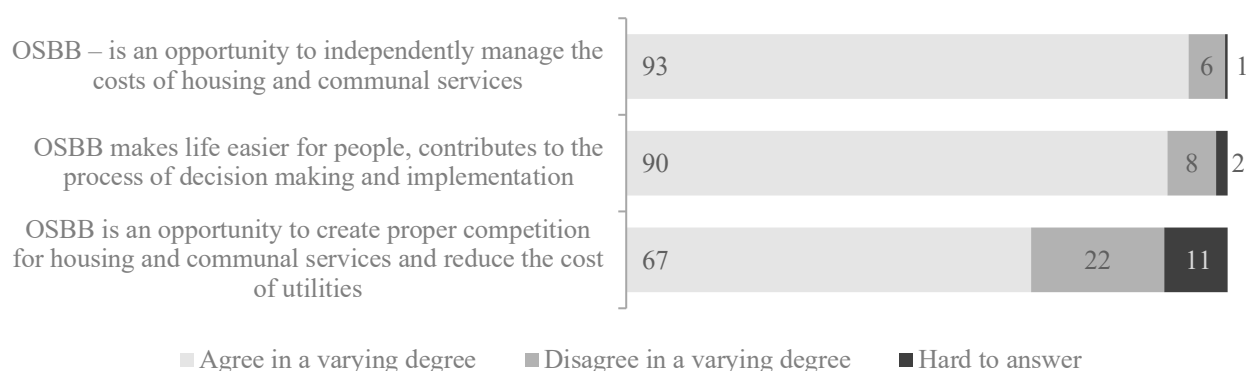


Table 1. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Negative to an extent | - | 5 | - | 11 | 5 |
| Neutral, I did not care | 11 | 19 | 9 | 11 | 7 |
| Positive to an extent | 78 | 74 | 91 | 78 | 88 |
| I cannot estimate, I did not live in this building at the moment of creation of the OSBB | 7 | 2 | - | - | - |
| Hard to answer | 4 | - | - | - | - |
| Total | 100 | 100 | 100 | 100 | 100 |

-2- In Rubizhne there is an unanimity of the positive attitude towards the OSBBs (fig. 2).

Fig. 2. OSBB as an opportunity (in %)



The chairpersons agree with the assessment of the apartment owners:

“For me it is something new, and I like what is going on now” (Rubizhne, focus group discussion, OSBB, male)

“New direction is better than the old housing and communal services” (Rubizhne, focus group discussion, OSBB, male)

- 3- The high assessment of the OSBB performance does not diminish its perception as a desire of the state to relieve itself of responsibility of repair of the old buildings that is stated by 77% of respondents. While the other negative images are not supported by most apartment owners (fig. 3).

Fig. 3. Negative images of OSBB (in %)

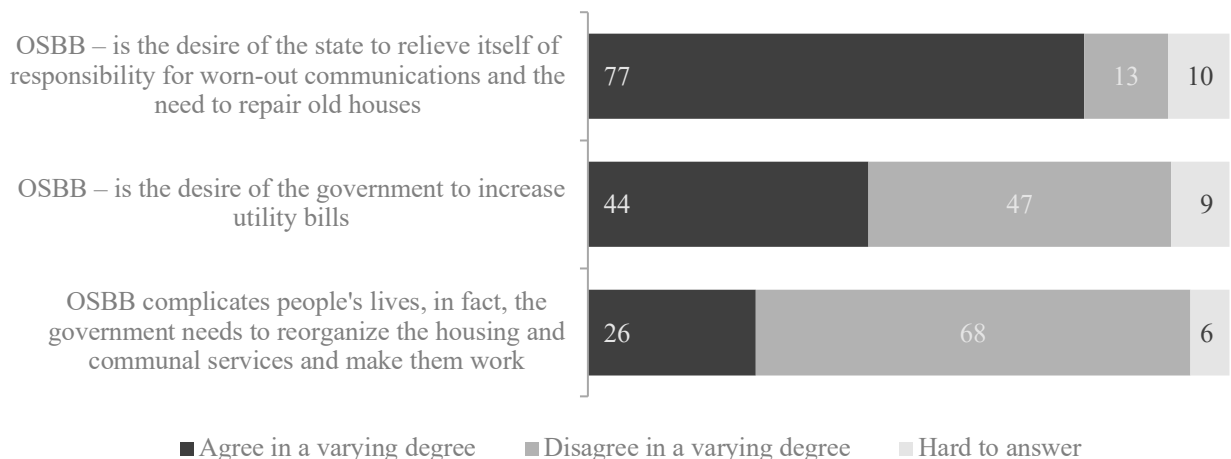


Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)



Table 2. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Did not change | Worsened to an extent | Total |
|------------------------|-----------------------|----------------|-----------------------|-------|
| Negative to an extent | 45 | 22 | 33 | 100 |
| Neutral, I didn't care | 57 | 43 | - | 100 |
| Positive to an extent | 81 | 17 | 2 | 100 |

- 4- Less than five percent of the apartment co-owners mention changes of the apartment building association for the worse (**fig. 4**). **The grows of the “supporters” is kept at the level of 8%.** The main reason of the improvement of attitude towards association is the high rates of changes for the better of the received services quality (**table 4**) and active work of the board (**table 3**).

Table 3. Reasons for improvement of attitude towards the OSBBs (*answer to an open question*)

| Possible answers | % |
|---|----|
| Abstract (began to do something. etc.) | 65 |
| Replaced windows / doors | 16 |
| Overhaul works | 12 |
| Opportunity to independently manage the costs | 8 |
| Maintenance of the building surrounding grounds / greening | 4 |
| Replaced pipes / communications | 4 |
| Improvement of cleanliness | 3 |
| Repaired of the roof | 3 |
| Work of the OSBB board | 3 |
| Maintenance of the good condition of the building | 2 |
| Prompt decision-making / winning of competitions and grants | 1 |
| Improved lighting | 1 |
| Decrease of utility bills | 1 |

Table 4. Change in the assessment of the quality of services received after starting an OSBB (*in %*)

| Parameter | Changes for worse | No changes | Changes for better | Hard to answer |
|--|-------------------|------------|--------------------|----------------|
| Technical condition of the building | 1 | 26 | 71 | 2 |
| Staircase cleanliness | - | 31 | 69 | - |
| Overhaul of the staircases (full replacement of windows, doors, roofs, etc.) | 1 | 32 | 66 | 1 |
| Staircase lighting | - | 34 | 65 | 1 |
| Renovation of the house / staircases | - | 36 | 64 | - |
| Maintenance of structural elements (solving local problems, prompt response) | - | 40 | 60 | - |
| Streets cleanliness and cleaning efficiency | - | 42 | 58 | - |
| Building surrounding grounds greening level | - | 50 | 50 | - |
| Garbage removal | - | 60 | 40 | - |
| Indoor temperature | 2 | 58 | 39 | 1 |
| Lighting of the inter-district roads | 1 | 66 | 33 | - |
| Water-supply stability | 1 | 69 | 30 | - |
| Power supply stability (voltage stability in the network, shutdown frequency) | - | 72 | 28 | - |
| Condition of the inter-district roads | 2 | 71 | 27 | - |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 1 | 72 | 27 | - |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 1 | 76 | 23 | - |
| Condition of elevators in the building | 1 | 77 | 20 | 2 |
| Availability and sufficient number of parking spaces near the house | 1 | 77 | 19 | 3 |
| Central heating stability | 3 | 77 | 17 | 3 |

- 5- **88% of the apartment co-owners are to an extent satisfied with the association work** (**fig. 5**), that depends on the implemented projects of the OSBBs, most of which is related to settlement (complete or partial) of refurbishment questions inside the building and maintenance of the apartment building territory (**table 5**).

Fig. 5. General level of satisfaction with the OSBB operation (in %)

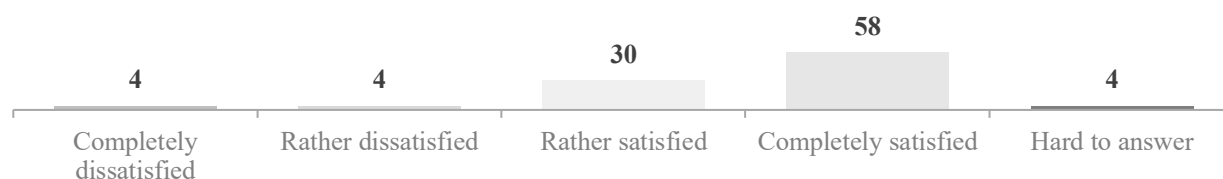


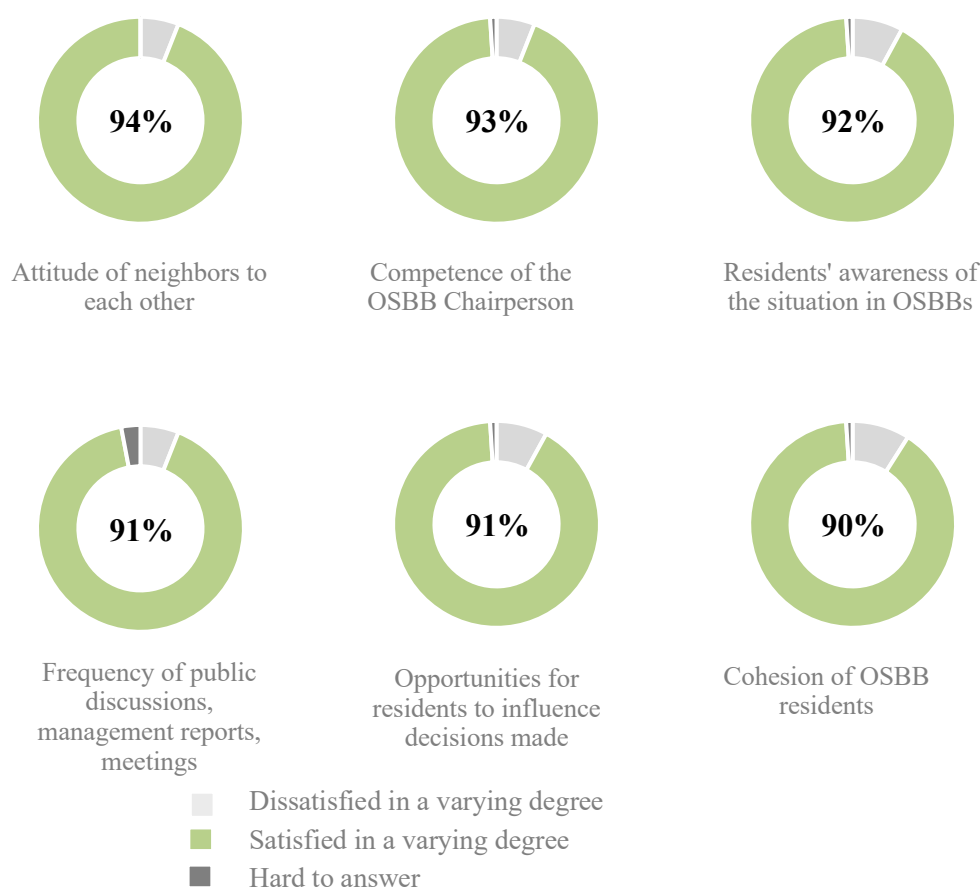
Table 5. TOP-7 implemented OSBB projects for improvement of the living conditions / maintenance

(answer to an open question)

| Possible answers | % |
|--|----|
| Replacement of windows/doors | 65 |
| Repair of the roof | 20 |
| Improvement of cleanliness | 17 |
| Maintenance of the building surrounding grounds / greening | 15 |
| Improved lighting | 14 |
| Replaced pipes / communications | 12 |
| Staircases repair | 11 |

-6- Rubizhne is characterized by the high assessment of the separate aspects of life in the OSBB, thus almost 90% of the co-owners have a positive attitude towards each aspect (fig. 6).

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Financial possibilities

“It is clear where the money goes. You pay to the housing maintenance company – where does it go? Nothing changed. Here you can see” (Rubizhne, focus group discussion, OSBB, male)

“Important and primary – money works for the building” (Rubizhne, focus group discussion, OSBB, male)

“People should understand that the money they collect for the maintenance of their residence accommodation, should be invested most effectively. And investing in a management company is inefficient, because more than half of their income is, after all, taxes and wages. In this regard the OSBB is much more profitable, economically more profitable form of management” (Rubizhne, in-depth interview, local authorities)

2. Understanding of opportunity of the changes for better

“Wherever the OSBB is created – work is being carried out. Even if it will not work out, they will not reach it immediately, but in the long run they will reach it. It mostly depends on what the residents want more” (Rubizhne, in-depth interview, local authorities)

3. Cohesion of the apartment building co-owners

“People became more friendly and caring” (Rubizhne, focus group discussion, OSBB, male)

“People became more sociable” (Rubizhne, focus group discussion, OSBB, female)

4. Existence of successful OSBBs that are ready to share their experience

“OSBBs that have been operating for 3-4 years, bring the people who are against it and let them see everything” (Rubizhne, in-depth interview, local authorities)

5. Youth as a source of innovative changes

“I would like the OSBB chairperson to be younger, more resilient, who would be more effective in influencing and perceiving of the innovations in this field” (Rubizhne, in-depth interview, local authorities)

OSBB CREATION BARRIERS:

1. Inadequate perception of the time for changes

“According to people, when we adopted the OSBB management form, on the next day there must have been a rose-bed and insulation on the building” (Rubizhne, in-depth interview, public utility company)

2. Unwillingness and unreadiness to take responsibility.

Traditional desire to shift responsibility to another is a major barrier to starting OSBBs in Rubizhne, which has been mentioned by all participants of the qualitative component of the study.

“One OSBB in Rubizhne city ceased to exist. This is due to the fact that there is no person who is ready to take on the role of the OSBB chairperson” (Rubizhne, in-depth interview, local authorities)

“Many people now have a question – what should be done about it. The majority of people are afraid of taking responsibility” (Rubizhne, in-depth interview, public utility company)

“The most important question – who will be the chairperson?” (Rubizhne, in-depth interview, public utility company)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



medium level

Public participation practices at home level

Manifestation and specificity of the public activity at the local level:

- 1- 70% of co-owners participated in over the half of general meetings throughout the last year (fig. 7).
- 2- The older generation participates in the general meetings more actively, while people aged 18-29 have the lowest participation rate (table 6).

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

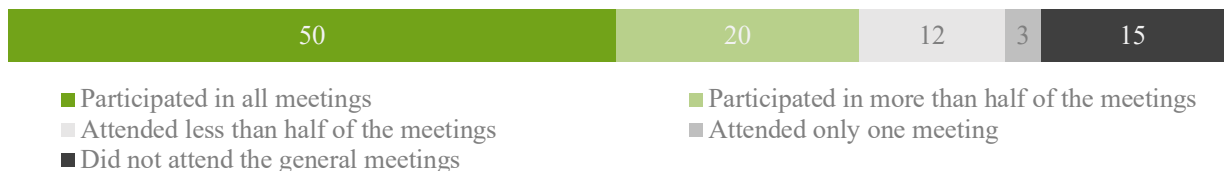


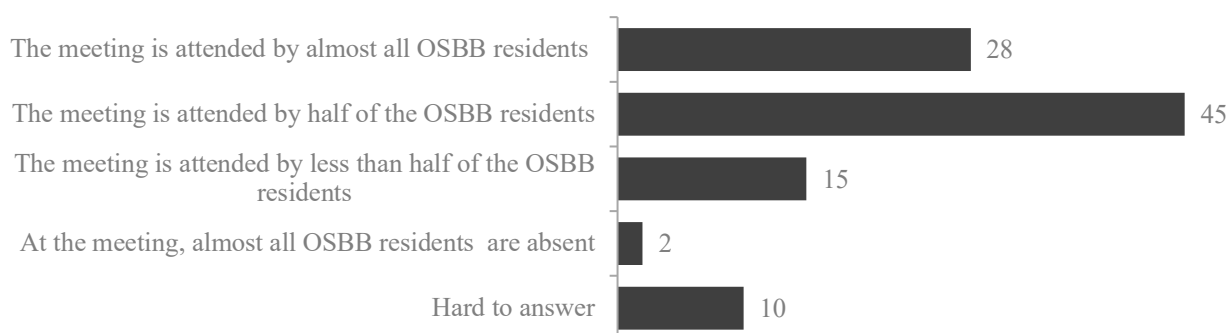
Table 6. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 14 | 33 | 44 | 65 | 72 |
| Participated in more than half of the meetings | 29 | 24 | 25 | 19 | 13 |
| Attended less than half of the meetings | 14 | 19 | 9 | 8 | 8 |
| Attended only one meeting | 4 | 3 | 6 | 3 | 2 |
| Did not attend the general meetings | 39 | 21 | 16 | 5 | 5 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 7. Barriers to participation in meetings of the OSBB
(multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 88 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 1 |
| I believe that there is no point in these meetings - all decisions are made individually | 4 |
| I'm not allowed to express my thoughts | 2 |
| I believe that there is no point in these meetings - people do not listen to each other | 1 |
| Other | 5 |
| <i>The state of health does not always allow to attend meetings (2)</i> | |
| <i>Meetings not held (2)</i> | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)



-3- Meetings are the most widespread reporting channel of the apartment owners concerning the OSBB activity that has been proven by 85% of respondents (**table 8**), and their effectiveness has been proven by 73% of respondents (**fig. 9**).

Fig. 9. Performance evaluation of the OSBB general meetings (in %)

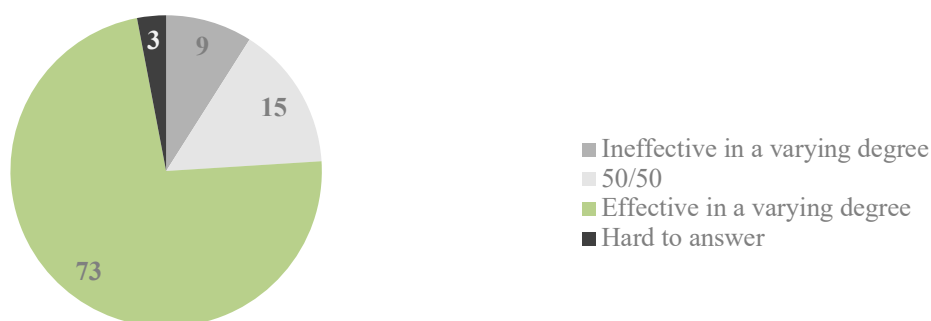


Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

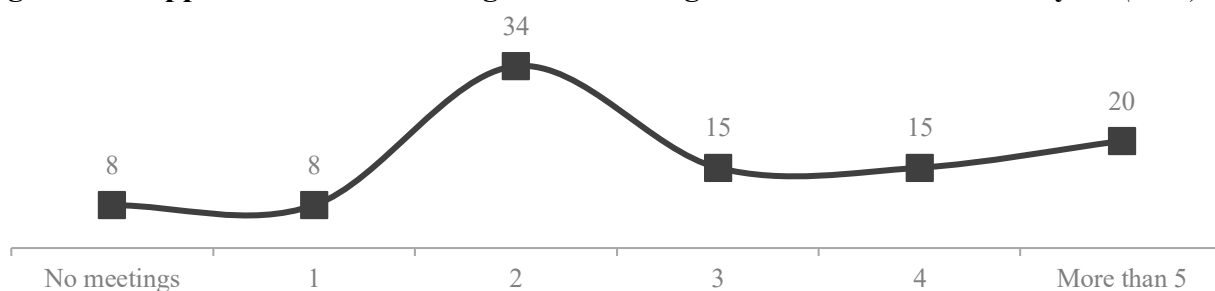


Table 8. OSBB activity reporting channels
(multiple choice)

| Possible answers | % |
|---|----|
| At the general meetings | 85 |
| Bulletin boards | 27 |
| Chat on Viber | 7 |
| Information booklet | 2 |
| On the official page of the OSBB in the social media (Facebook / Instagram, etc.) | 1 |
| Other | 6 |
| No accounting (10) | |
| Face-to-face communication (2) | |

-4- 31% of the apartment building co-owners are ready to participate in the OSBB management or have already been involved in it (fig. 11), herewith 59% of the activists are 50+.

Fig. 11. OSBB activity reporting channels (in %)

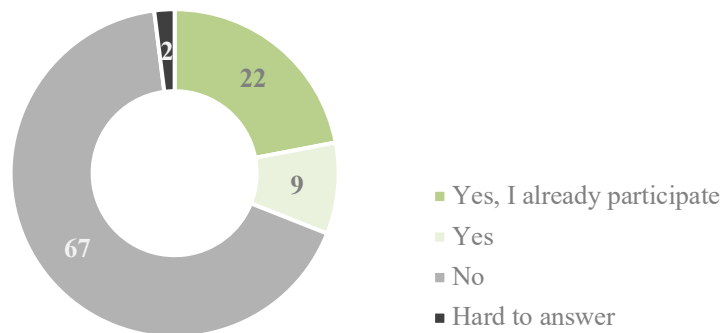


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)


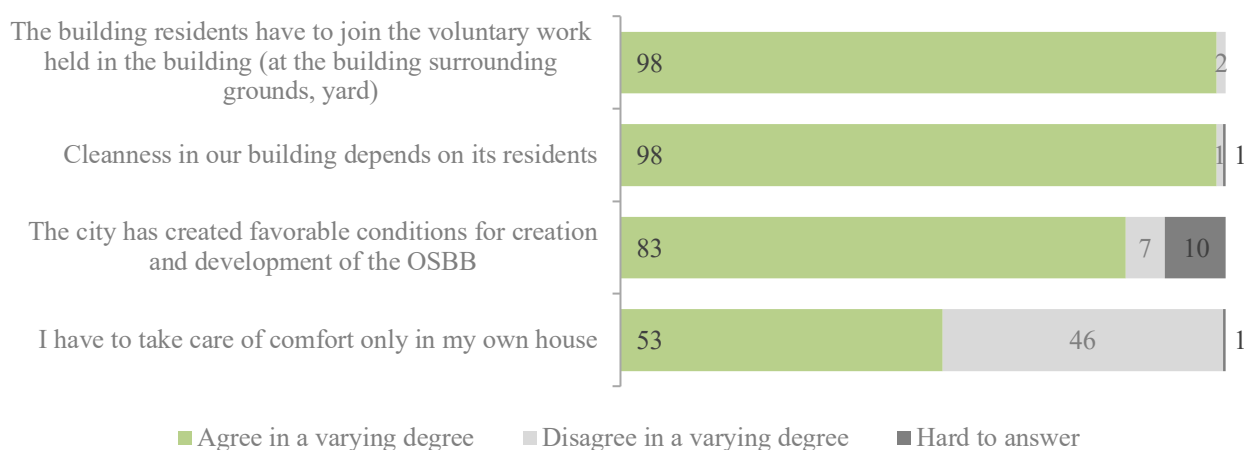
| | | |
|---|---|------------|
| 34 |  | 66 |
| Age | | |
| 18 – 29 | | 10 |
| 30 – 39 | | 16 |
| 40 – 49 | | 15 |
| 50 – 59 | | 23 |
| 60 + | | 36 |
| Total | | 100 |
| Participation in the general meetings of the OSBBs | | |
| Participated in all meetings | | 74 |
| Participated in more than half of the meetings | | 21 |
| Attended less than half of the meetings | | 2 |
| Attended only one meeting | | 3 |
| Total | | 100 |
| Awareness of the state of affairs in the OSBBs | | |
| I am always up to date with everything that happens in the OSBB | | 47 |
| I know almost everything that happens in the OSBB | | 43 |
| I for the most part do not know what is happening in the OSBB | | 10 |
| Total | | 100 |

Fig. 13. Boundaries of responsibility (in %)



-5- 90% of the apartment building co-owners are satisfied with the cohesion of the apartment building co-owners (**fig. 6**) and this is the highest rate in Luhansk region. There is an important fact that more than one-third of the apartment owners can appeal with a request or to range as friends more than half of the neighbors (**table 9**).

Table 9. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | 1 | 4 | 22 | 73 |
| I greet the neighbors | - | 4 | 21 | 75 |
| I communicate with neighbors on everyday topics | 2 | 15 | 30 | 53 |
| I can make small requests (ask for salt, a screwdriver) | 3 | 27 | 45 | 25 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 21 | 38 | 24 | 17 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 27 | 41 | 17 | 15 |

The most common apartment building co-owners interaction practices:

- voluntary work, building surrounding grounds cleaning

"Obligatory in spring and in autumn, twice a year, we are doing the neighborhood clean-up. I gather everyone, make an announcement and everyone comes" (Rubizhne, focus group discussion, OSBB, female)

"We are doing the neighborhood clean-up. The other OSBB have this practice. Some initiative people gathered and planted the lawn. They are often the pensioners. And there are younger people" (Rubizhne, in-depth interview, public utility company)

- cleaning of the building surrounding grounds with a conjoint eating of porridge

"Two people are working, two people are cooking porridge. The one who finished goes to eat" (Rubizhne, focus group discussion, OSBB, male)

“Neighborhood clean-up, and then we will cook porridge” (Rubizhne, focus group discussion, OSBB, male)

- celebration of the association anniversary and “birthday of the building”

“Our building is now 40 years old. Even though they say that 40 years should not be celebrated, we decided that it should be. I went to the Executive Committee, filed an application. We decided to coincide it to the family day. It was almost September. I invited artists from the territorial center to give us a concert. We agreed that residents of every apartment would bring whatever they can. But the weather... We covered the table, made the sunshade. Hanged the lights on the house, it looked very beautiful... But there was a heavy shower. We were waiting for the mayor to arrive. He had to come. But rain. We had to take everything to the children’s room. And we were celebrating until... until everything is solved” (Rubizhne, focus group discussion, OSBB, female)

“Two years ago, when we organized the 30th anniversary of our house, the activity was higher. Celebration. We did not work there, we just have been celebrating at the table for two days. At that time the activity was good” (Rubizhne, focus group discussion, OSBB, male)

Table 10. Public participation of co-owners of apartment buildings over the past year

| Possible answers | % |
|---|----|
| Read information about events organized by your OSBB | 81 |
| Participated in the general meetings of the OSBB | 80 |
| Talked with neighbors on the affairs of the OSBB | 78 |
| Participated in the voluntary work organized by the OSBB | 75 |
| Turned to the OSBB chairperson with a request or for detailed information | 70 |
| Familiarized with decisions, protocols and other documents of the OSBB | 56 |
| Did not participate in any form of activity | 9 |

Table 11. Participation in the events organized by the OSBB over the last year

(answer to an open question)

| Possible answers | % |
|--|----|
| Voluntary work / cleaning of the building surrounding grounds / greening | 58 |
| Joint celebration | 9 |
| Participation in repair work | 7 |
| Meetings of the OSBB | 1 |
| Organizational work (paper work, communication with residents, etc.) | 1 |
| Giving money | 1 |
| Did not participate in any event organized by the OSBB | 27 |

- 6-** Even though the public activity level is high, **only 13% of respondents are ready to take responsibility and to join the active forms of participation.**

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives
(in %, multiple choice)

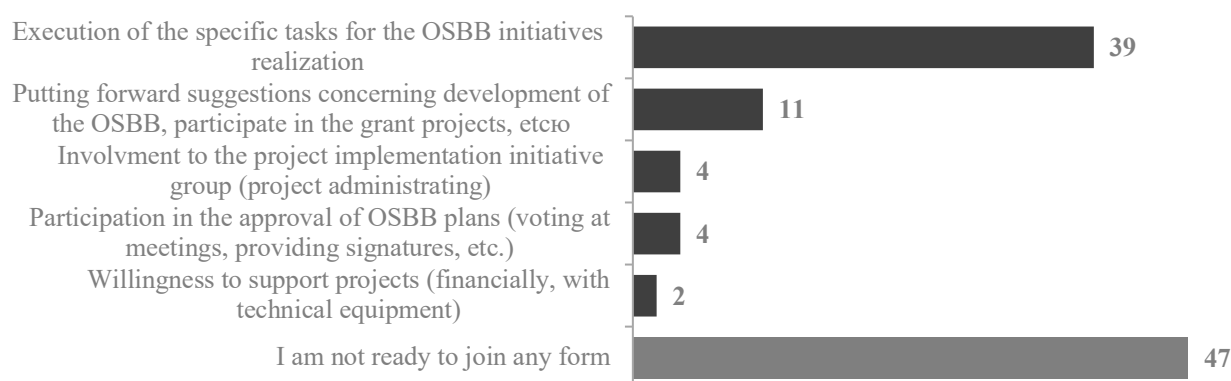
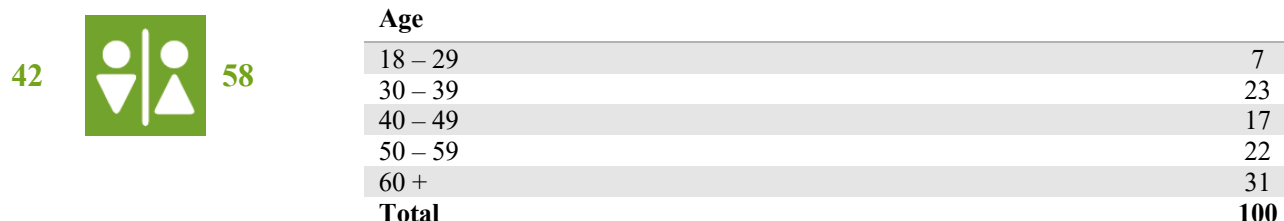


Fig. 15. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives
(in %)



Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 67 |
| Participated in more than half of the meetings | 18 |
| Attended less than half of the meetings | 7 |
| Attended only one meeting | 3 |
| Did not attend the general meetings | 5 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 48 |
| I know almost everything that happens in the OSBB | 41 |
| I for the most part do not know what is happening in the OSBB | 10 |
| I don't know anything about what is happening in the OSBB | 1 |
| Total | 100 |

Willingness to join the OSBB management

| | |
|----------------|------------|
| Yes | 52 |
| No | 45 |
| Hard to answer | 3 |
| Total | 100 |

Public participation practices at the level of the city

1. High activity at the building level is not reflected by extension of the participation limits. Thus, **over the last year 94% of the apartment building co-owners did not participate in any form of activity at the city level.** Events organized by the public organizations have the highest participation rate, but even this activity comprises 4%.

Popular formats

1. Training activities for development of the OSBB

“Very relevant. And it will be still relevant tomorrow” (Rubizhne, in-depth interview, public utility company)

2. Visits for successful OSBB experience exchange with the other cities;

“It is relevant. When there is an experience of information exchange, the chairpersons also invite each other. When we came, on the next day, before leaving, come and check ours. We faced such difficulties. We solved them in such way. A live picture gives a very positive effect” (Rubizhne, focus group discussion, OSBB, male)

“It is useful. You go around, meet people and discuss problems and their solutions. But everything depends on the mayor. In some cities the mayor assists the OSBBs, in the other cities nothing at all” (Rubizhne, focus group discussion, OSBB, male)

3. Involvement of the OSBBs into participation in development of the participation budgets initiatives, aimed at joint planning and commune development

“At the moment this project is under active discussion. There are several directions, but all of them are connected with maintenance, like playgrounds. And additionally, decorative stuff, like flower gardens, trees. Especially trees, because we want to breathe clean air. Direction of the sport and children’s grounds is under active discussion, development, it is planned to discuss it at the session” (Rubizhne, in-depth interview, public utility company)

“This is very relevant. The participation budget exists like an idea, but now this idea is not perceived by the deputies. They say that there is no money, what can be planned” (Rubizhne, in-depth interview, local authorities)

4. Competition of the mini-projects aimed at the OSBB initiatives realization

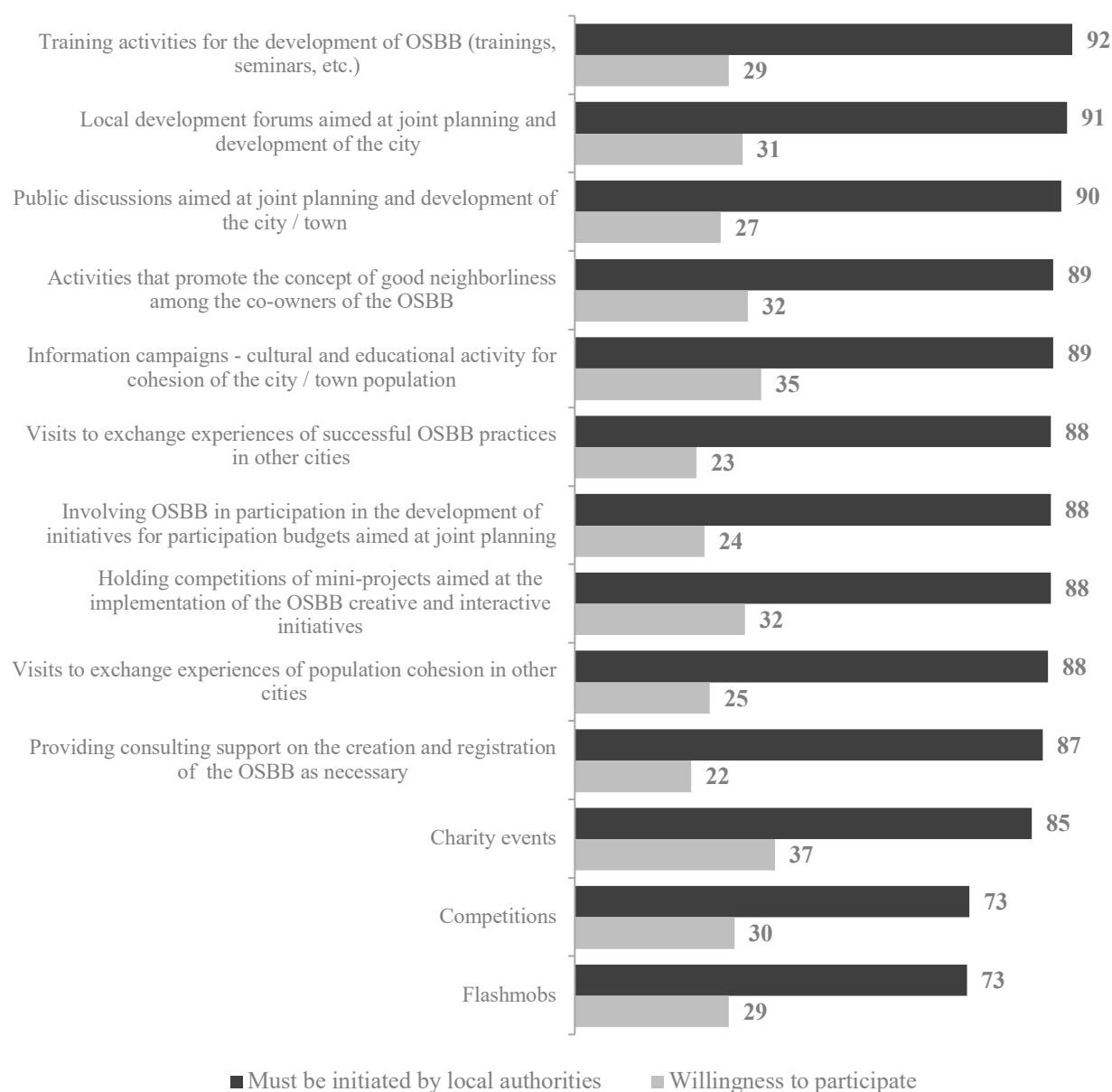
“Let’s do it! It would be interesting to work in this direction, I mean, that everything that gathers and unites people should always be relevant. Without gathering, without unity no decision in life can be made, and we would not find a common decision” (Rubizhne, in-depth interview, public utility company)

The apartment building co-owners have such ideas for the mini-grants as maintenance of the building surrounding grounds, including infrastructure facilities, energy-efficiency measures and repair works in the building (table 12).

Table 12. Ideas for the OSBB development for the competition of mini-grants (answer to an open question)

| Possible answers | % |
|--|----|
| Children's and sports grounds | 36 |
| Maintenance of the building surrounding grounds / greening | 27 |
| Insulation | 21 |
| Staircases repair | 19 |
| Repair of the roof | 11 |
| Replaced pipes / communications | 8 |
| Repair of the inter-district roads | 7 |
| Cleanliness (garbage cans, garbage removal, trash bins) | 6 |
| Replaced windows / doors | 4 |
| Parking | 3 |
| Replaced windows / doors | 3 |
| Rewiring | 1 |

Fig. 16. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



Training of the OSBB chairpersons

Pressing topics

1. Instruments for making profit by the OSBBs

“What the OSBB chairpersons and the OSBBs lack is knowledge of how the OSBB can make money. It is clear that there are contributions. But the OSBB can carry out economic activity. And to earn money. In Ukraine there are many examples where the OSBBs are doing so” (Rubizhne, in-depth interview, local authorities)

2. Financial literacy

“Many OSBBs lack exactly financial knowledge, that is why often arises a question of loan, and many people are against it. And they are against because they are against any loans at all” (Rubizhne, in-depth interview, local authorities)

3. Legal training

“There is lack of legal knowledge. To advocate out rights. Any agreement has many nuances” (Rubizhne, focus group discussion, OSBB, male)

Offered formats:

■ Experience exchange with the cities having the interesting and successful cases

“In my point of view, something that we really lack is experience exchange with the other cities that have some very successful projects, not just refurbishment, but really cool projects” (Rubizhne, in-depth interview, local authorities)

■ Brainstorm

“I think that “brainstorm” is really effective, it will take all day” (Rubizhne, in-depth interview, local authorities)

OSBB chairpersons are characterized by oversaturation with existing training activities that is manifested in perception of the trainings as a leisure time rather than a source of important information. While speaking about trainings that they have attended, the OSBB chairpersons speak about cities and beautiful sights but not about something they have learned.

“I have been to all trainings in Rubizhne. People arrived here, it was held in the main hall of the Executive Committee building. Later I have been to Sievierodonetsk. Then I have been to the summerhouse of Akhmetov, in the forest beyond Kreminna. I have been there two or three times. Probably three. They gave me a diploma confirming that I passed all trainings” (Rubizhne, focus group discussion, OSBB, female)

“I have been to Sviatohirsk. We stayed there overnight. But it is just to have some rest. Because I concluded that there is no sense of it all” (Rubizhne, focus group discussion, OSBB, male)

“No matter how often I attend trainings, even if it is well-explained, only 1% of everything can be applied in real life” (Rubizhne, focus group discussion, OSBB, male)

CASE RESUME

Rubizhne is a city where synergy of actions of the authorities, copartnership of the OSBBs and apartment building co-owners stimulates creation of associations. The city is characterized by the highly positive assessment of the OSBBs activity and cohesion of the co-owners.

OSBB development pattern

- Step 1.** Determination by the local authorities of the OSBB as the most effective form of the apartment building management.
- Step 2.** Creation of the initiative groups support mechanism for them to pass all the stages up to documentation of the OSBB.
- Step 3.** Creation of the OSBB support programs and focusing on housing and communal problems of the buildings with associations.
- Step 4.** Systematic work of the Copartnership of the OSBBs with the co-owners of the non-associated buildings and initiative groups.
- Step 5.** Implementation of the successful cases.
- Step 6.** Incorporation of the chairpersons of the successful OSBBs into the mechanism for the existing barrier overcoming.
- Step 7.** Collaboration of the chairpersons and local authorities concerning overcoming the problems that may arise as a result of the OSBB development.

At the moment there are four initiative groups that are ready for association.

Creation of the OSBB in Rubizhne city has an undulating character, thus 2011 and 2016 were the peak points, when correspondingly 11 and 16 associations were created.

Positive results:

- 1- high level of the local authorities involvement into development of the OSBB, 83% of respondents note that in the city there are favorable conditions for associations support
- 2- 88% of the apartment co-owners are satisfied with the OSBB work
- 3- the highest rate of the co-owners cohesion level in Luhansk region, 90% of the positive reviews
- 4- existence of the successful OSBBs that are ready to share their experience.

Negative consequences / limitations of the model:

- 1- low level of the public activity at the city level, 94% of the apartment owners do not join any participation form
- 2- only 13% of the co-owners are ready to join the active forms of the OSBB management.

CASE # 2 POPASNA

CASE CHARACTERISTIC ASPECTS: SUPPORT WITHOUT RESULT

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 20 600 |
| Number of apartment buildings | 124 |
| Number of OSBBs | 18 |
| The number of apartment buildings that are included in the OSBBs | 19 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 15,3% |

Assessment of the support level for the OSBBs by local authorities



high level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- Despite the limited ability to provide financial support to the OSBBs, the local government carries out an active information campaign aimed at increasing the number of associations and assuming the co-owners to take responsibility for the management of the apartment building. Information support for non-unified houses is carried out in the form of:
 - local meetings with the population (local authorities visit city blocks and hold information meetings)
 - explanatory work at meetings with the population who asked the City Council for help
 - when answering the question regarding Housing and Communal Services Department, information on existing forms of managing an apartment building is necessarily provided

“Explanatory work is ongoing. For example, I consider some kind of appeal from the residents. In response I must write what forms of house management exist. For example, you must understand that now is another time, different legislation. You must choose a form of management” (Popasna, in-depth interview, local authorities)
- 2- Continuous support of newly created OSBBs in the first years of existence and support of initiative groups

“The first year they go hand in hand with us. I don’t even hide books. They come, we open, read. Have we done the right thing?” (Popasna, in-depth interview, local authorities)
- 3- Assistance in writing project and grant participation letters.

“We help write projects. More precisely, we write most of the projects ourselves” (Popasna, in-depth interview, local authorities)
- 4- Close co-operation between the OSBB chairpersons and the Mayor, to whom they can turn to resolve the existing problem. The chairpersons have a positive impression of the co-

operation with local authorities and accept with understanding the situations when assistance was not possible or was not fully implemented.

"Our Mayor helps. I can't say that he doesn't help. But they also have red lines" (Popasna, focus group discussion, OSBB, female)

"We turn to Yurii Ivanovych for any reason. We are forced to do this. All the time he tries to show understanding, but then, if he is in a bad mood, he may respond differently than we like. And then after a day we again turn with the same issue, because we have no choice» (Popasna, focus group discussion, OSBB, female)

"Regarding the situation with water meters, I turned to him (note - to the Mayor) and said that no one could solve this situation besides him. They convened a commission. He decided that they would find a project developer whose services would be cheaper, find a counter at an adequate price, and it would cost around 30 000 UAH. They promised to find money from the budget" (Popasna, focus group discussion, OSBB, female)

-5- Priority in providing assistance - houses with the OSBBs.

"The priority is to help those houses where there is equity participation. And it can only be the OSBBs" (Popasna, in-depth interview, local authorities)

"Now he (note - the Mayor) likes to say: "And let's cut in half". If you want some work, let's do it, but this is not only about the OSBBs, let us and you go fifty-fifty. And it will be fine" (Popasna, focus group discussion, OSBB, female)

-6- Collaboration with international organizations to increase the effectiveness of information sharing on the development of the OSBBs.

"Both we and Houses constantly give briefings" (Popasna, in-depth interview, local authorities)

-7- There is one program that is aimed, inter alia, at implementing the OSBBs initiatives and at taking measures to inform the population

Ground: *Decision No. 111/7 "On approval of the City Target Program "Development of Municipal Government and Civil Society of Popasna City" for 2020" dated 23.12.2019*

At the same time, despite the high level of co-operation of local authorities with the OSBBs and with the co-owners of non-unified apartment buildings, **the peak of activity was 2011 and 2012, when the twelfth OSBB of 18 existing ones was created.**

Detailing the institutional support for OSBBs

At the time of the study, not a single non-governmental organization, association or organization was functioning in the city of Popasna, the focus of which would be the creation and development of the OSBBs.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Association of co-owners of Multiapartment houses' image

The vision by the OSBB chairpersons' images in Popasna city is marked by the lack of their integrity and a clear formation. Existing images are based on the material and technical condition of the house.

Image # 1.

Pending important issues with the housing development of apartment buildings.

"If personified – a 50 year old person. Because there is still a lot of strength... but the most critical problem remains – the risers, the sewage and the water. But there are no people. Approximately 40 apartments are uninhabited. How to change? No way. Here, then, a person walks in a semiflexed position. With radiculitis" (Popasna, focus group discussion, OSBBs, male)

Image # 2.

Apartment building in which there are pending issues, but whose general condition is satisfactory.

"My OSBB, I don't know if it is a man or a woman, but it doesn't look very old" (Popasna, focus group discussion, OSBBs, male)

"Preretirement age" (Popasna, focus group discussion, OSBBs, male)

Attitude towards the OSBBs

Assessment of attitude to the OSBBs



positive

Popasna is characterized by a certain imbalance in assessments, which demonstrates itself in the fact that co-owners of apartment buildings highly evaluate the OSBBs, while the chairpersons express a lot of opinions regarding the risks and difficult ways of the OSBBs' development. The likely **main reason** for this position of the OSBB chairpersons that took part in the focus group study is the **accumulated fatigue from the management process**, in the context of the **depreciation** of such **work** in the eyes of the residents and a **misperception of the function of the OSBB board**. The transfer of all responsibility to the chairperson has become the main reason for the negative perception of the OSBB.

The reasons for the fatigue of chairpersons from the OSBBs management process:

- the discrepancy between the easily realized image created at the beginning of the unification and the reality

"Everyone says how simplified it is - take it on a silver platter and serve. This is not true. Simply, we can tell you firsthand - this is all a lie" (Popasna, focus group discussion, OSBB, female)

- unsurmountable problems that increase the desire to 'transfer the powers of the chairperson to another candidate' or go to the management company

"They hounded me for this water meter to such an extent that I have already prepared the documents (note - for transfer to the new chairperson). I tied them together, registered and am ready to transfer them. Who is the next victim? Who will they eat? It will not be me" (Popasna, focus group discussion, OSBB, female)

"They push into a corner further, and further, and further. There is no way out. Now all the chairpersons are talking with their OSBBs on how to finish their work. Further, either to the management company, or to where, or elect a new chairperson" (Popasna, focus group discussion, OSBB, female)

- the position of the apartment buildings co-owners "I pay money, everyone owes me"

"The main problem is that people do not understand that they are co-owners. Here, everyone owes us: the City Council - owes, the housing and communal services - owe, the chairperson - owes. And who is he at all? He is the first among equals. And the residents perceive that they hired him and he owes them" (Popasna, focus group discussion, OSBBs, male)

Detailing the attitude of the population to OSBBs

Detailing the positive attitude of the co-owners to the OSBB:

- 1- Positive perception of the OSBB even before its formation, since **74% of co-owners from the very beginning were optimistic** about the idea of creating an association (**Fig.1**). Moreover, the older the owners of apartments, the greater the number of supporters of this form of management of an apartment building (**Table 1**).

Fig. 1. The attitude of apartment owners to starting an OSBB in their house (in %)

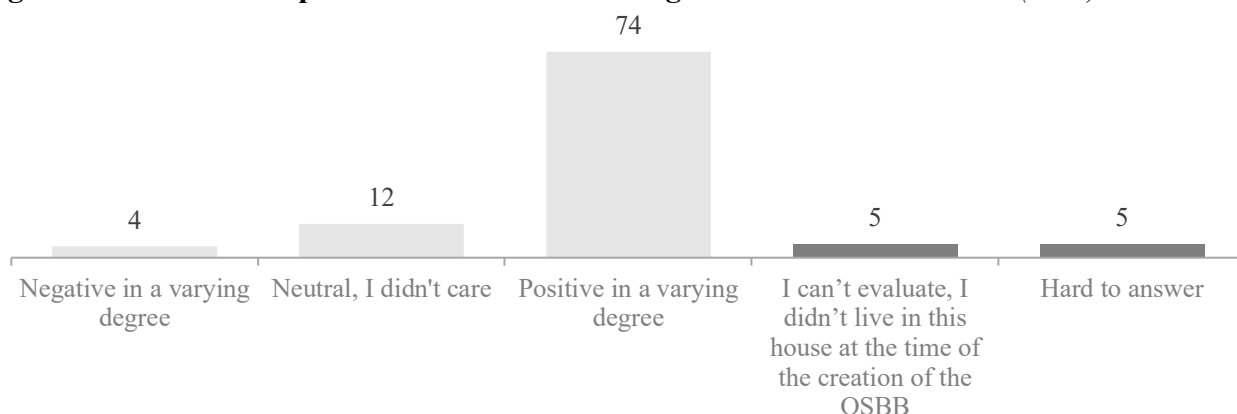
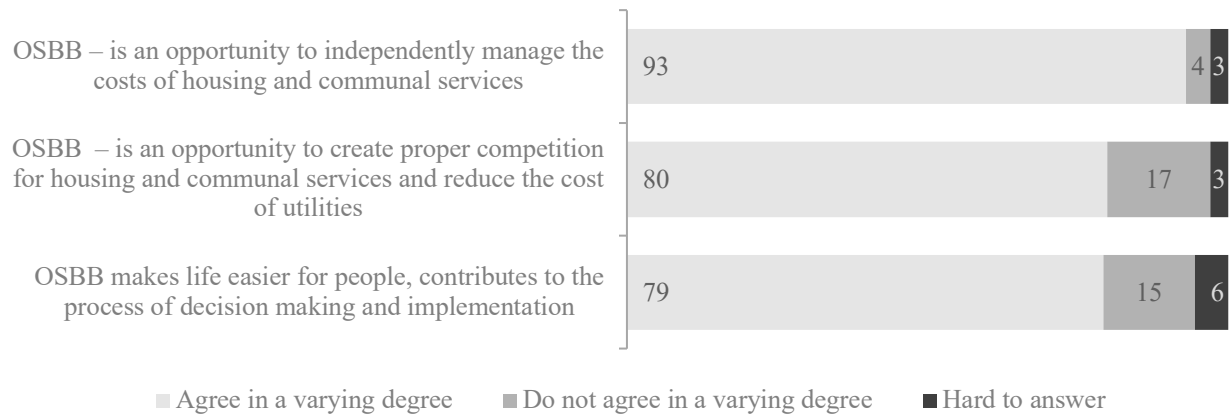


Table 1. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Negative to an extent | - | - | 7 | 6 | 4 |
| Neutral, I didn't care | 17 | 21 | 14 | 12 | 4 |
| Positive to an extent | 37 | 58 | 79 | 79 | 90 |
| I can't evaluate, I didn't live in this house at the time of starting the OSBB | 25 | 11 | - | - | 1 |
| Hard to answer | 21 | 10 | - | 3 | 1 |
| Total | 100 | 100 | 100 | 100 | 100 |

-2- Co-owners positively evaluate the opportunities that the OSBB gives (Fig. 2).

Fig. 2. OSBB as an opportunity (in %)



With a general positive assessment, **the OSBB in 64% of cases is still perceived as the state's desire to relieve itself of responsibility**, while the assessment of other negative images receives support from a third of co-owners of apartment buildings (Fig. 3).

Fig. 3. Negative images of OSBB (in %)

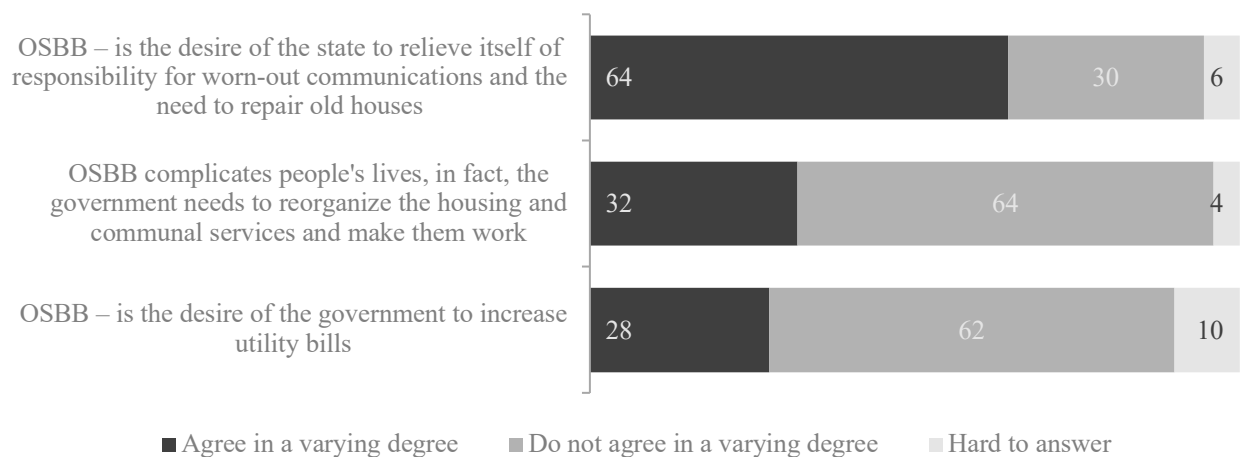


Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)

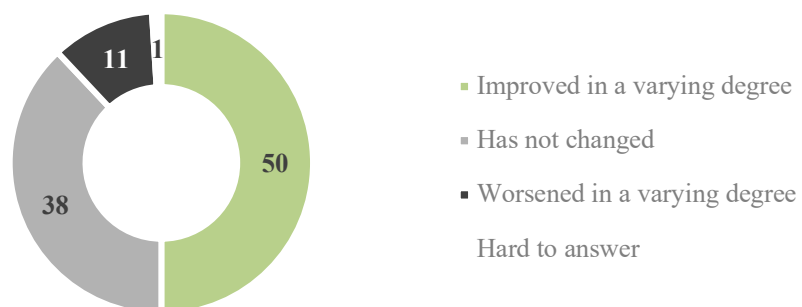


Table 2. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house
(in %)

| Previous attitude | Improved to an extent | Has not changed | Worsened to an extent | Total |
|------------------------|-----------------------|-----------------|-----------------------|-------|
| Negative to an extent | 86 | - | 14 | 100 |
| Neutral, I didn't care | 48 | 39 | 13 | 100 |
| Positive to an extent | 51 | 38 | 11 | 100 |

- 3-** According to estimates of apartments owners, a positive change in their attitude to the OSBB is associated with the prompt resolution of problems and participation in competitions and grants, an increase in the level of cleanliness in apartment buildings and a general intensification of actions aimed at improving the condition of the house (**Table 3**). **High rates of changes for the better in the quality of services received** after starting the association also add advantages to this form of apartment building management (**Table 4**).

Table 3. Reasons for improving attitude towards the OSBB
(answer to an open question)

| Possible answers | % |
|---|----|
| Decisions are made quickly / win contests, grants | 30 |
| Became cleaner | 27 |
| Abstract (started to do something, etc.) | 25 |
| The ability to independently manage finances | 17 |
| Yard improvement | 13 |
| Repaired the roof | 13 |
| Replaced pipes / utilities supply lines | 9 |
| Basement repair | 5 |
| Repair activity | 4 |
| Staircases repair | 3 |
| Replaced windows / doors | 2 |
| Installed playgrounds and sports grounds | 2 |
| Improved lighting | 2 |
| Face repair | 2 |
| Elevator repair | 2 |
| Made a refurbishment | 2 |
| Board job | 1 |
| Utility payments decreased | 1 |

Table 4. Change in the assessment of the quality of services received after starting an OSBB (in %)

| Parameter | Changes for the worse | No changes | Changes for the better | Hard to answer |
|---|-----------------------|------------|------------------------|----------------|
| Staircases lighting | 3 | 22 | 74 | 1 |
| Maintenance of structural elements (solving local problems, prompt response) | 4 | 24 | 70 | 2 |
| Technical condition of the house | 7 | 23 | 68 | 2 |
| Street cleanliness and cleaning efficiency | 2 | 28 | 68 | 2 |
| Clean staircases | 4 | 29 | 66 | 1 |
| Renovation of the house / staircases | 4 | 30 | 64 | 2 |
| Building surrounding grounds greening level | 4 | 34 | 59 | 3 |
| Internal development roads lighting | 4 | 37 | 58 | 1 |
| Garbage removal | 7 | 30 | 57 | 6 |
| Water supply stability | 2 | 41 | 55 | 2 |
| Refurbishment of the staircases (full replacement of windows, doors, roofs, etc.) | 8 | 37 | 52 | 3 |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 10 | 37 | 50 | 3 |
| Indoor temperature | 4 | 46 | 47 | 3 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 1 | 51 | 46 | 2 |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 12 | 46 | 40 | 2 |
| Condition of internal development roads | 20 | 43 | 35 | 2 |
| Condition of the elevators in the house | 8 | 46 | 33 | 13 |
| Availability and sufficient number of parking spaces near the house | 5 | 65 | 26 | 4 |
| Central heating stability | 6 | 32 | 18 | 44 |

-4- 77% of co-owners of apartment buildings are more or less satisfied with the operation of the OSBBs (**Fig. 5**). The number of projects completed over the years of the associations' existence also affects the level of satisfaction, **the most popular projects in the field of the OSBB is work related to repair activity in the house and the improvement of apartment buildings (Table 5).**

Fig. 5. General level of satisfaction with the OSBB operation (in %)

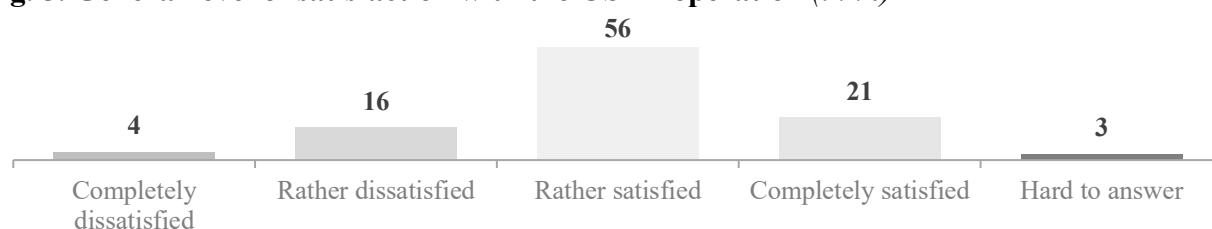
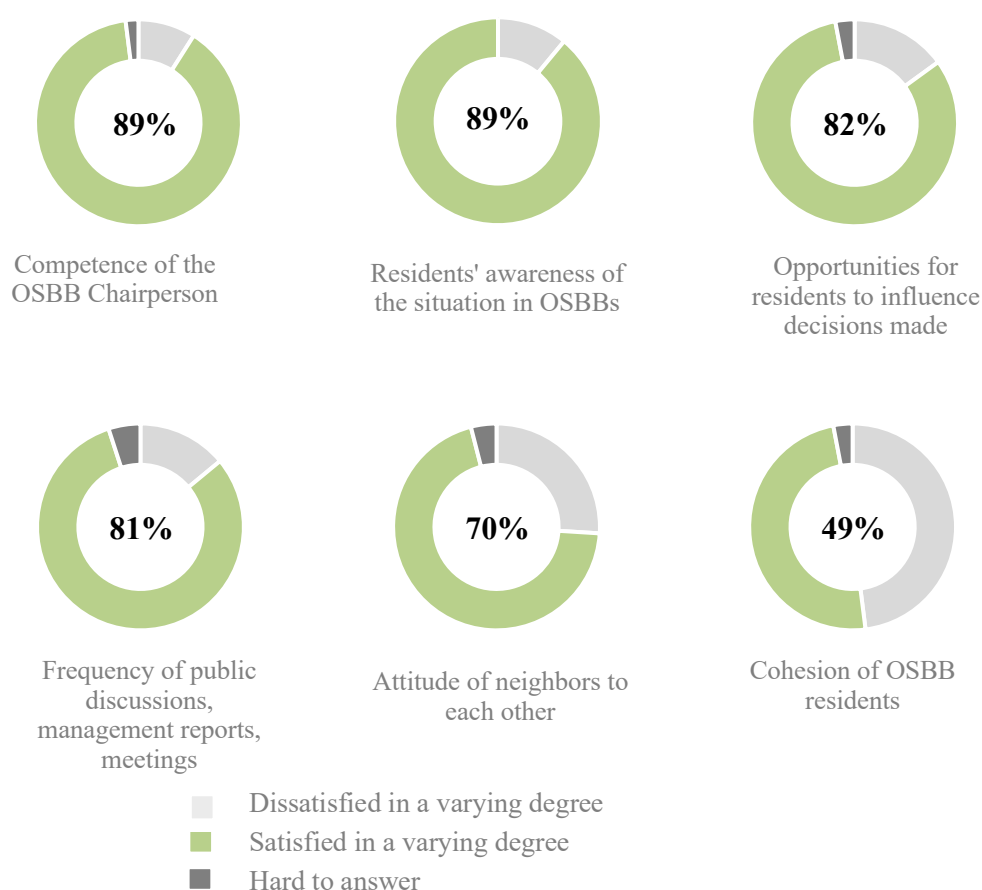


Table 5. TOP 10 implemented OSBB projects to improve living conditions / public services and amenities (*answer to an open question*)

| Possible answers | % |
|---|----|
| Repair of the roof | 49 |
| Pipes / sewer system replacement | 26 |
| Windows / doors replacement | 25 |
| Building surrounding grounds improvement / beautification | 20 |
| Cleanliness improvement | 14 |
| Staircases repair | 12 |
| Elevators repair | 10 |
| Pavement repair | 9 |
| Lightening improvement | 7 |
| Perimeter walks repair | 4 |
| Playgrounds and sports grounds | 4 |

-5- Less than half of the respondents indicated that they considered co-owners of their apartment building to be united (**Fig. 6**), while less than 70% of respondents are satisfied with other indicators.

Fig. 6. Satisfaction with certain aspects of life in the OSBB (*in %*)



OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. Understanding of financial opportunities

"We got an outlet - organize yourself and your money will be in place. It's true" (Popasna, focus group discussion, OSBBs, male)

"They are sure that the money will not go anywhere. They are on the account. And the chairperson is interested in ensuring that the money does not go anywhere. They must pay as they should" (Popasna, focus group discussion, OSBB, female)

2. House maintenance tariff reduction

"In the OSBB the price of a service is less. If the management company has a price of 4.20 UAH, then the OSBB – 3 UAH - 3.50 UAH, this is in 9-story buildings, with an elevator. Take it - do it" (Popasna, in-depth interview, local authorities)

3. Youth as engine of changes. The co-owners, who belong to the younger age group, have a clearer understanding of the benefits and a wider information field about the opportunities offered by the OSBB (grants, programs, etc.)

"Out of 4 initiative groups, 1 has already created the OSBB - a very strong initiative group. Young people" (Popasna, in-depth interview, local authorities)

OSBB CREATION BARRIERS:

Specific

1. Satisfaction with the management company work.

Housing and Communal Services Department initiated a survey among the co-owners of apartment buildings that are not combined in the OSBBs about satisfaction with the work of management companies. According to local authorities, the survey results showed a high level of positive ratings. In addition, the local government controls the work of companies that service apartment buildings by adjusting contributions.

"Our managers have a complete list (note – of services), it is necessary and sufficient, and all this at a normal tariff, which we do not allow to raise" (Popasna, in-depth interview, local authorities)

"We have a management company ... We constantly monitor, do surveys, carry out assessments ... If you check the materials, our residents make a good, positive assessment of the management company" (Popasna, in-depth interview, local authorities)

"Of course, in our house, we are glad that everything is clean and garbage is collected, but on the other hand - that's why people don't want to move" (Popasna, in-depth interview, local authorities)

2. **Proximity to the battleground**, which increases the number and relevance of objective barriers

- increased percentage of abandoned apartments, which reduces the possibility of quorum and creates additional cost loading

“3 more initiative groups work thanks to the explanatory work. But I’m not sure that the OSBB will be created in the near future, I won’t talk about it. Why? Because they do not get enough votes, there are no residents” (Popasna, in-depth interview, local authorities)

“Now only half of the owners live in the house, because the rest half have left and from there - some from Russia, some from another place - they sell apartments. New residents do not appear” (Popasna, focus group discussion, OSBB, female)

- growing percentage of mistrust and rejection of new ideas

“People have become quarrelsome, aggressive. I believe that military activities are the cause of these changes. Even those who were not like that” (Popasna, focus group discussion, OSBB, female)

3. **The OSBB is created not for the effective management of an apartment building, but to reduce the cost of house maintenance**

“The first task of the organized OSBBs is to minimize the contribution amount - this is the main goal of the people” (Popasna, in-depth interview, management company)

“Everyone should understand that what is normal and effective - it always requires costs. Everyone should pay on time, and the contribution should not be 2 kopecks, purely symbolic, the contribution should be adequate to the necessary costs. And our people consider any price to be too high” (Popasna, in-depth interview, management company)

Typical

1. **Absence of initiative group**

“This is the main (note - difficulties) - to create an initiative group that will be able to work” (Popasna, in-depth interview, local authorities)

2. **Lack of initiative**

“Everyone is already disappointed in advance. There is no one who offers something and people support it” (Popasna, in-depth interview, management company)

3. **Technical condition of the house**

“Refurbishments were never made in our city. Moreover, complete refurbishments - with the replacement of plumbing, have never been carried out at all” (Popasna, focus group discussion, OSBB, female)

“They say - take part in the competition, take a loan - it is so far from us. We have here... All OSBB chairpersons now have a lot of domestic problems. Because it was not implemented initially, no refurbishments were carried out in any house” (Popasna, in-depth interview, management company)

4. **The need for special skills for the OSBB chairperson for successful management of the association**

“When OSBBs started to emerge, everyone and anyone could do it ... now we are told that this should not be a person on the street, but should be a person who understands something about this” (Popasna, in-depth interview, management company)

“This should not be an additional activity. This should be the main activity. I know from my own experience that something happens in our houses every day. There is no day for nothing to happen” (Popasna, in-depth interview, management company)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



middle level

Public participation practices at home level

Demonstration and specifics of public activity at the local level:

- 1- 58% of co-owners of apartment buildings attend most of the general meetings, while one in five co-owners did not attend any meetings (Fig. 7). The most active participants in the meetings are people over 60 (Table 6).

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

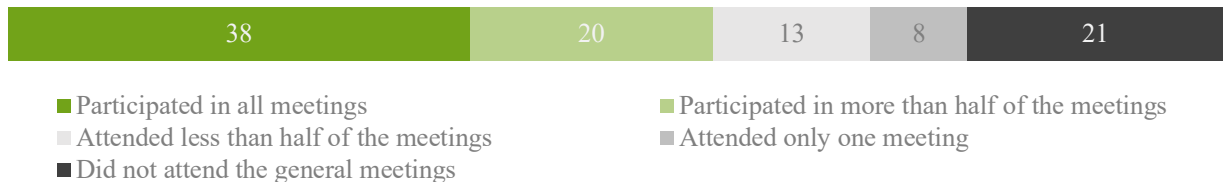


Table 6. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 8 | 18 | 14 | 30 | 70 |
| Participated in more than half of the meetings | 17 | 18 | 32 | 26 | 14 |
| Attended less than half of the meetings | 13 | 21 | 11 | 26 | 4 |
| Attended only one meeting | 4 | 11 | 25 | 6 | 3 |
| Did not attend the general meetings | 58 | 32 | 18 | 12 | 9 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 7. Barriers to participation in meetings of the OSBB (multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 76 |
| I believe that there is no point in these meetings - people do not listen to each other | 5 |
| I believe that there is no point in these meetings - all decisions are made individually | 4 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 7 |
| I'm not allowed to express my thoughts | 2 |
| Other | 10 |
| The state of health does not always allow to attend meetings (7) | |
| Meetings not held (1) | |
| Another family member attends meetings (1) | |
| Lack of desire (1) | |
| Less than 15 people attend the meetings (1) | |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

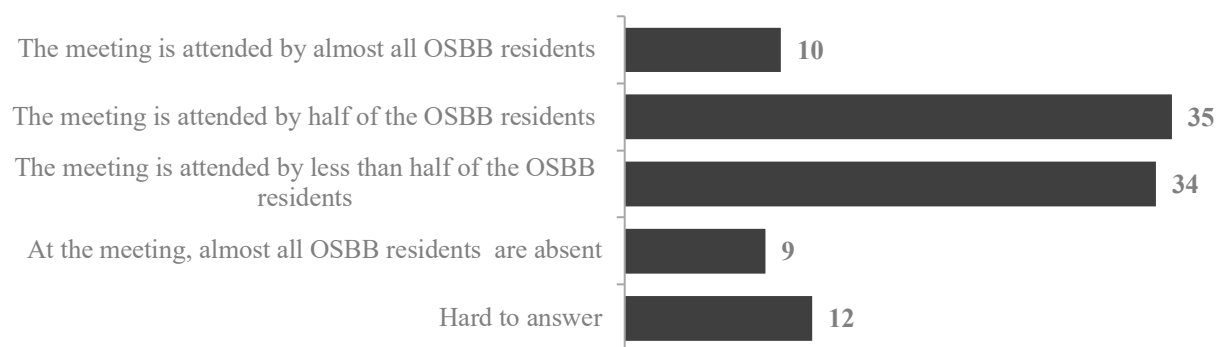


Fig. 9. Performance evaluation of the OSBB general meetings (in %)

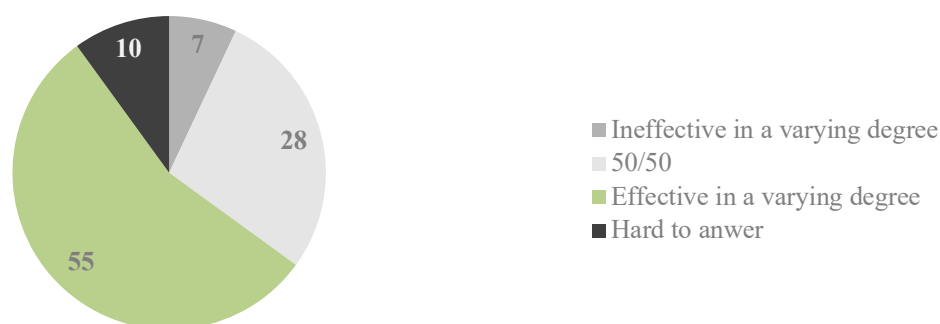


Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

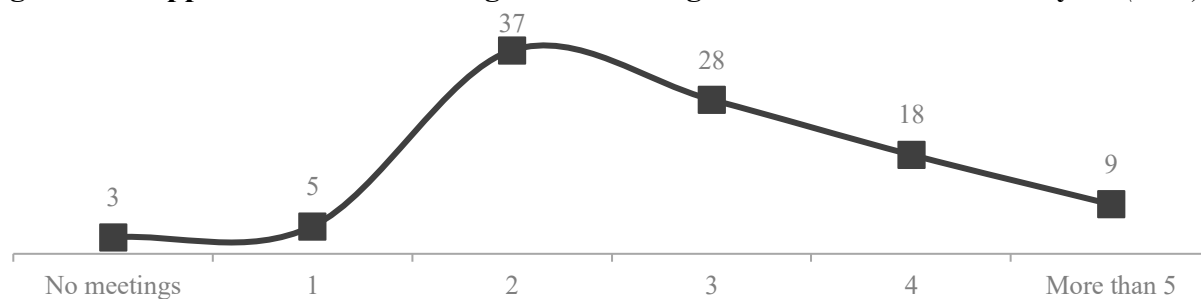


Table 8. OSBB activity reporting channels (multiple choice)

| Possible answers | % |
|---|----|
| At the general meeting | 88 |
| Bulletin boards | 51 |
| Chat in Viber | 1 |
| On the official page of OSBB in social media (Facebook / Instagram, etc.) | 1 |
| Information booklets | 2 |
| Other | 2 |
| No reporting (3) | |
| Personal communication (1) | |

-2- 39% of co-owners declare their desire to participate in the management of the OSBB together with available examples of inclusion (Fig.11).

Fig. 11. Willingness to join OSBB management (in %)

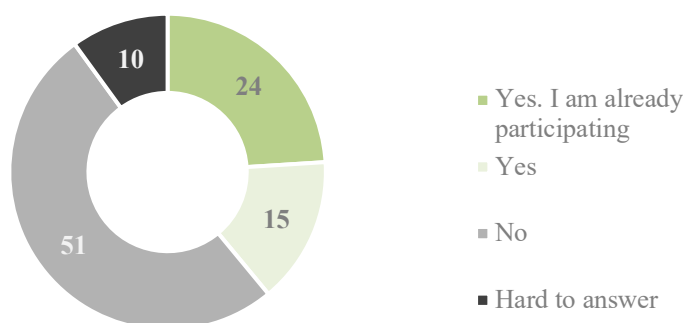


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 5 |
| 30 – 39 | 15 |
| 40 – 49 | 13 |
| 50 – 59 | 14 |
| 60 + | 53 |
| Total | 100 |

Participation in the general meetings of the OSBBs

| | |
|--|------------|
| Participated in all meetings | 66 |
| Participated in more than half of the meetings | 23 |
| Attended less than half of the meetings | 8 |
| Attended only one meeting | 1 |
| Did not attend the general meetings | 2 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 55 |
| I know almost everything that happens in the OSBB | 39 |
| I for the most part do not know what is happening in the OSBB | 5 |
| I don't know anything about what is happening in the OSBB | 1 |
| Total | 100 |

Fig. 13. Boundaries of responsibility (in %)

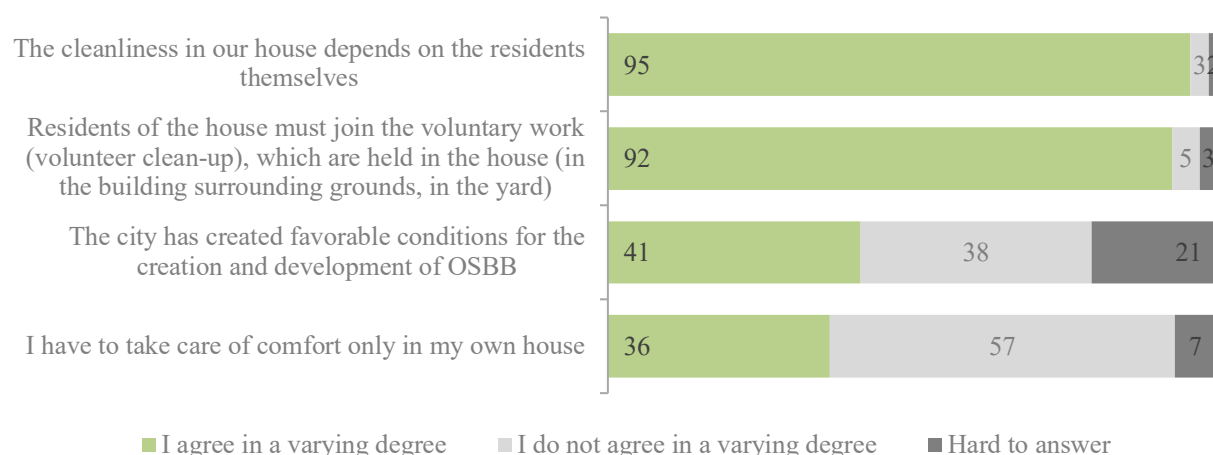


Table 9. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | 1 | 7 | 24 | 68 |
| I greet the neighbors | 1 | 4 | 24 | 71 |
| I communicate with neighbors on everyday topics | 3 | 30 | 33 | 34 |
| I can make small requests (ask for salt, a screwdriver) | 2 | 43 | 32 | 23 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 23 | 52 | 18 | 7 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 28 | 57 | 9 | 6 |

The chairpersons highlight problematic issues associated with the activity of co-owners of apartments at the house level:

- the same people take part in the initiated events

"For example, a 9-storey building, a clean-up event. The same 5 people are taking part" (Popasna, focus group discussion, OSBB, female)

- apartment owners often have the position "I pay money and do not have to do anything"

"He's coming. Member of the anti-terrorism operation. Biceps. On the back is written "Emergency Control Ministry". And I'm with a hatchet. My arm is broken. I say: "Fedechka, please, help me". In response: "We pay you for this" (Popasna, focus group discussion, OSBB, female)

"Now there is one phrase – I pay" (Popasna, focus group discussion, OSBB, female)

The most common public activity practices at the level of the house:

- voluntary work / cleaning of the building surrounding grounds

"This year, young people took part in the voluntary work, and even cleaned the snow" (Popasna, focus group discussion, OSBB, female)

- repair activity, improvement of leisure infrastructure

"We have a house whose residents themselves carry out repairs, they repair the roof, and do something in the basement. They even organized some kind of gym. But the residents of that house want this. They even have mirrors in the elevators". (Popasna, focus group discussion, OSBB, female)

Table 10. Public participation of co-owners of apartment buildings over the past year

| Possible answers | % |
|---|----|
| Communicated with neighbors about the affairs of the OSBB | 75 |
| Participated in the general meetings of the OSBB | 75 |
| Read information about events organized by your OSBB | 73 |
| Participated in voluntary work organized by the OSBB | 63 |
| Acquainted with decisions, protocols or other documents of the OSBB | 60 |
| Turned to the OSBB chairperson with a request or to clarify information | 54 |
| Did not participate in any form of activity | 9 |

- 3- 27% of apartment buildings co-owners declare their willingness to join active forms of participation, which involves taking responsibility (**Fig. 14**).

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives
(in %, multiple choice)

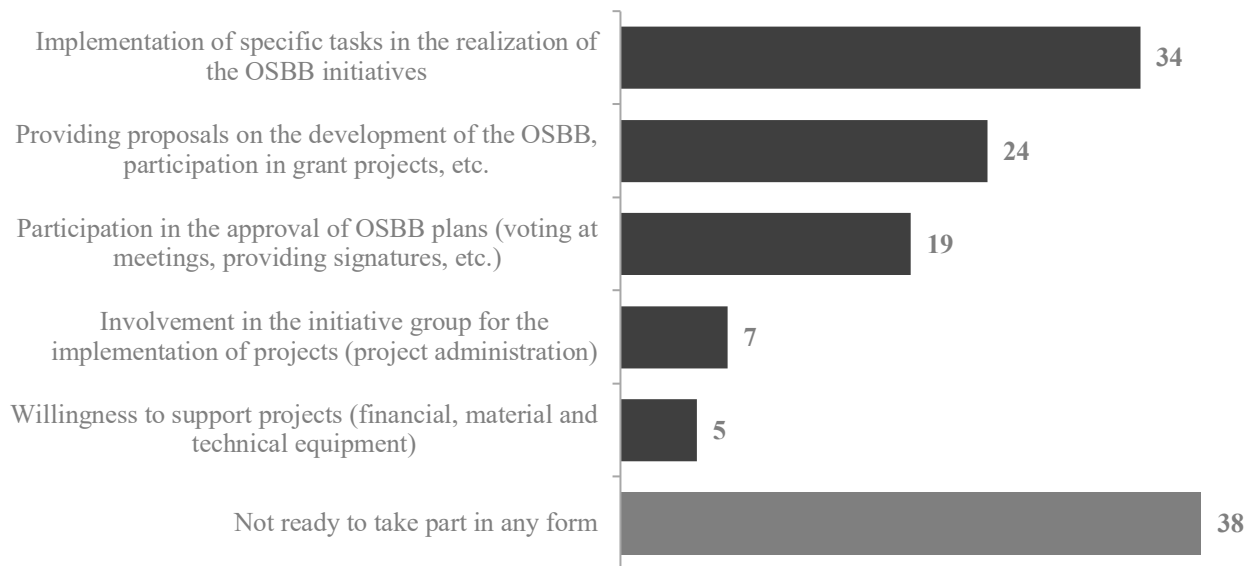
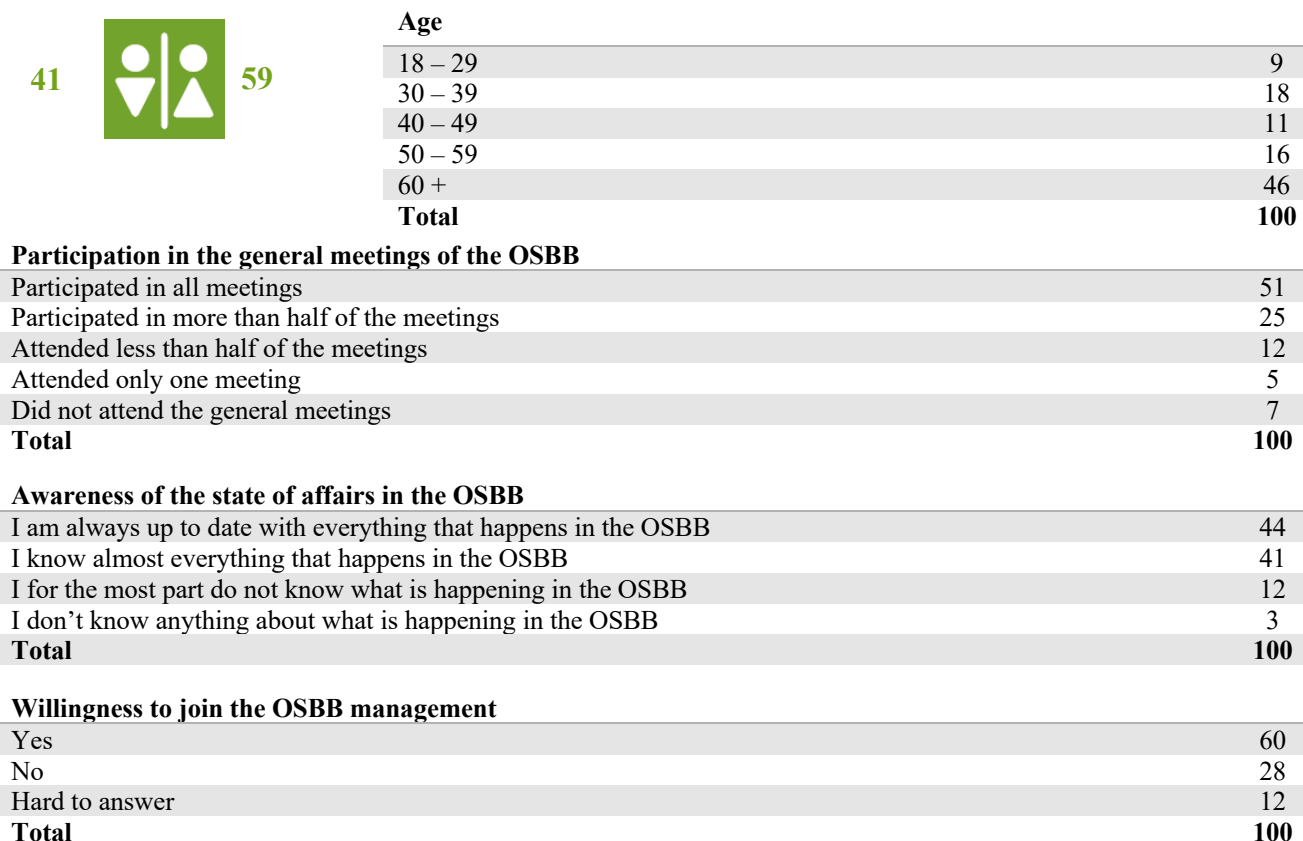


Fig. 15. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives (in %)



Public participation practices at the level of the city

Demonstration and specifics of public activity at the level of the city:

- 1- Competition of the local initiatives
- 2- Electronic petitions
- 3- Social cohesion working party
- 4- Initiated starting an a platform of public activity

"We have everything in the city: we have petitions, we have a working group on the social cohesion, and now a platform of public activity is being created. There is a competition of local initiatives, but with the support of non-governmental organizations. This is not a participation budget in the literal sense, but 100 thousand a year was allocated. This is for non-governmental organizations and the OSBBs as well. This is a program to support public initiatives, it is taken into account in the district and city budgets. And in the city this amount is even greater than in the district" (Popasna, focus group discussion, OSBBs, male)

Fig. 16. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)

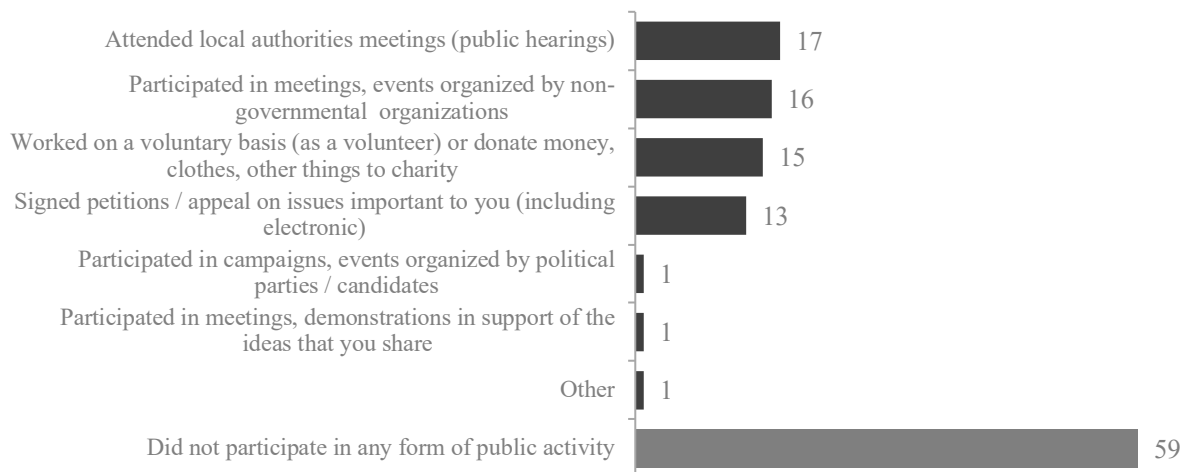
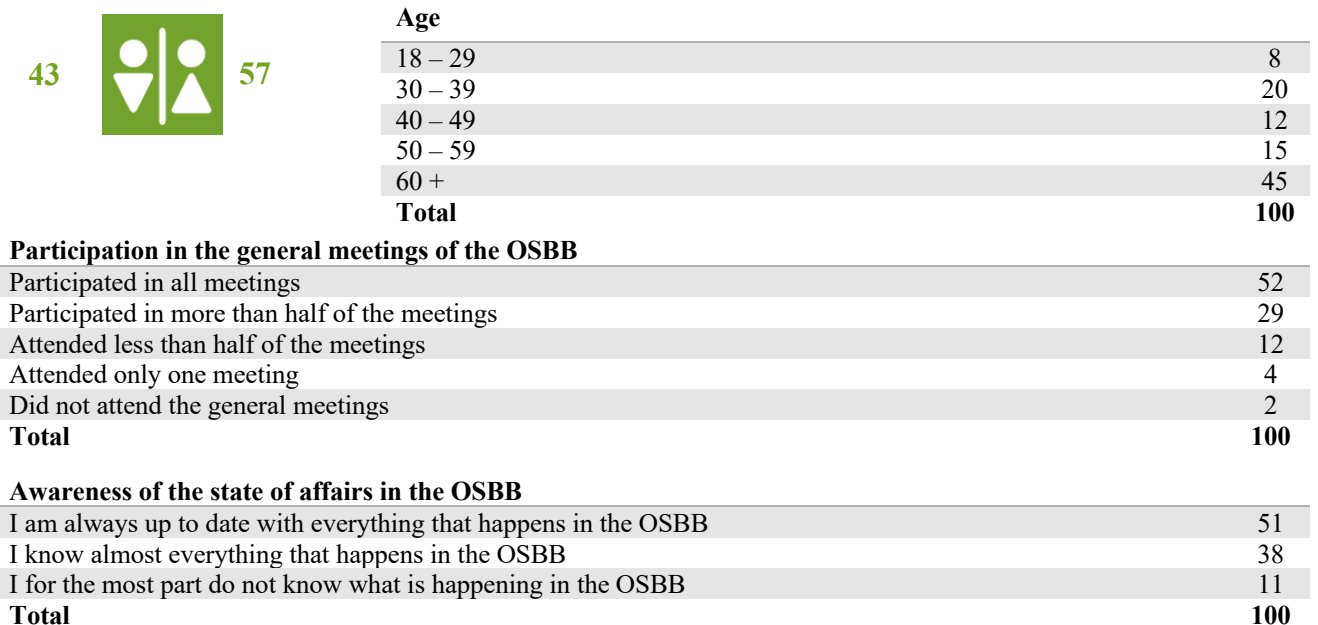


Fig. 17. Portrait of a public activist (in %)



Training of the OSBB chairpersons

Pressing topics

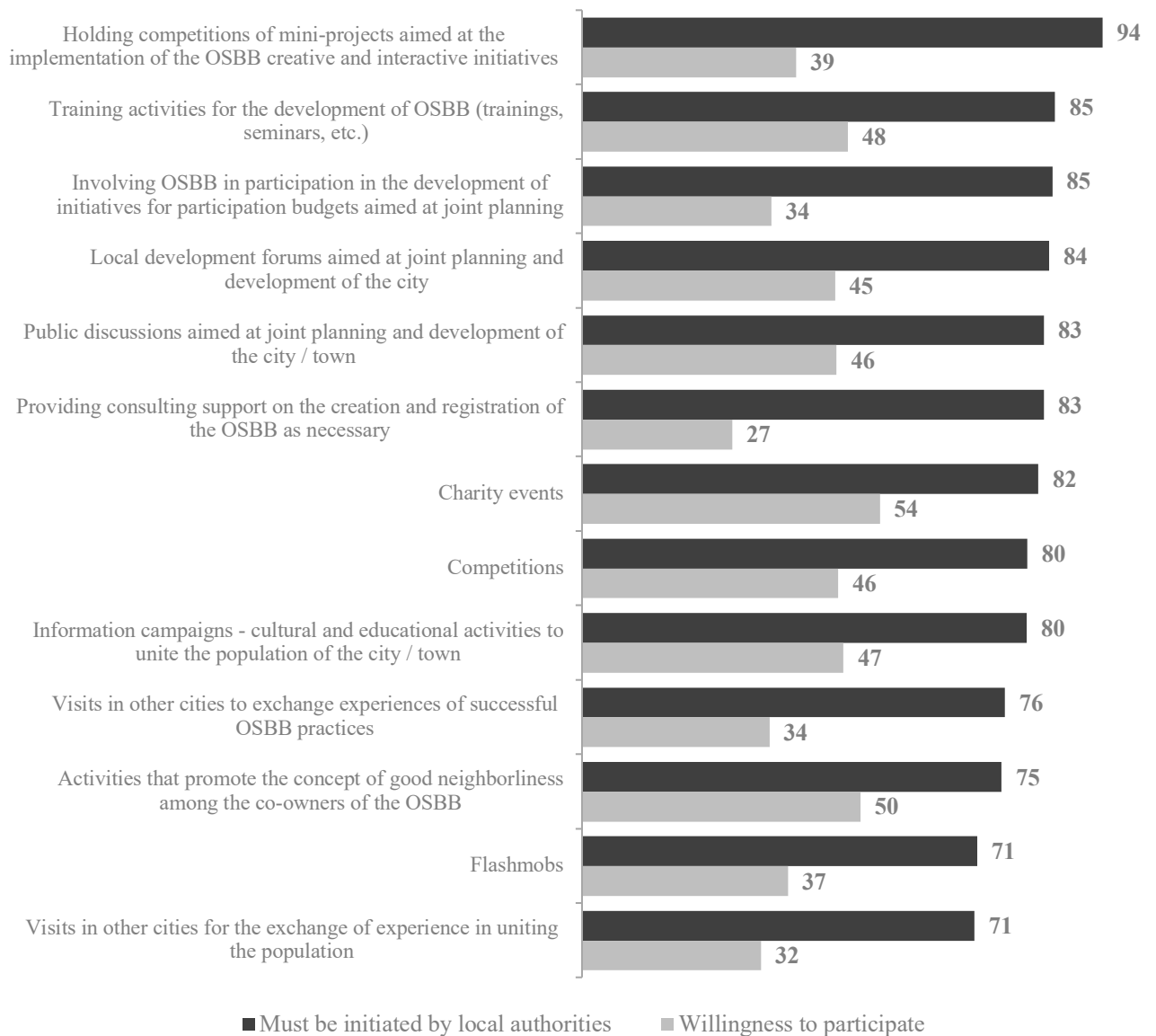
1. Regular provision of information on changes in the law
"Changes in the law - the chairpersons should receive some kind of newsletter every month" (Popasna, in-depth interview, management company)
2. Legal literacy
"From a legal point of view - contractual relations for the employment of people" (Popasna, in-depth interview, local authorities)
3. Accounting
"Accounting skills" (Popasna, focus group discussion, OSBB, female)
4. Project management
"Relevant project management and general management" (Popasna, in-depth interview, local authorities)

Public activity events

Proposed measures:

- measures to identify initiative groups in houses without the OSBBs:
"We need some kind of event for the formation of initiative groups" (Popasna, in-depth interview, local authorities)
- measures aimed at increasing the level of cohesion among co-owners of apartment buildings, united in the OSBBs
"It is necessary to make the Day of the OSBBs, that is, some kind of holiday. Make friends inside the house. Up to the point of developing some projects, in order to finance them a couple of times, to do it at the table, so that they get to know each other and understand. Maybe this should be done with a kind of educational focus, maybe the youth should be attracted. And I think that after 2-3 such holidays they will begin to participate in clean-up events. Or make it part of the clean-up event" (Popasna, focus group discussion, OSBBs, male)

Fig. 18. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Popasna is a city where the model of the development of the OSBB is not fully formed. Indeed, the high level of support of local authorities does not give the expected results, because of which the last association was formed in 2012.

The first steps of the OSBB development model

Step 1. Actualization by the authorities of the need to solve problems with the state of apartment buildings, especially with the outbreak of hostilities;

Step 2. Monitoring by local authorities of the general situation in the city with the quality of service for apartment buildings by management companies;

Step 3. Information campaign on the part of local authorities aimed at co-owners whose houses are not united in the OSBBs;

Step 4. Local authorities defend the position “assistance through co-financing”

Step 5. The maximum orientation of local authorities on the provision of explanations and assistance (not only informational, but also organizational) at each stage of the unification, the format of “parental care”, **but without the stated goal of their actions**. That is, there is no clear understanding that the OSBB is a priority and up to year X we strive to achieve a certain level of unification.

Now in the city there are three initiative groups that did not create the OSBB due to the absence of co-owners and the impossibility of quorum for voting.

Positive results:

- 1- 77% of co-owners are satisfied with the operation of the OSBB
- 2- positive experience of cooperation of chairpersons with local authorities to solve existing problems

Negative consequences / limitations of the model:

- 1- the slow pace of starting OSBBs, with a total coverage of 15%, the last association was created eight years ago
- 2- the activity of the population of apartment buildings is not initiated from below, but is formed from above
- 3- a high level of positive assessments of the activities of the OSBBs does not coincide with the negative comments of the chairpersons regarding their work. This is also characterized by the fact that despite the large amount of work that has been done over the years of its existence, the OSBB chairpersons are concentrated on what has not yet been implemented

There are important indicators that are not consequences of the model itself, but at the same time that are important from the point of view of further activities in the direction of the development of the OSBBs in the city:

Firstly, incomplete understanding of the essence of the OSBB by co-owners of apartment buildings, including such questions as who the chairperson is and what his functions are, what the chairperson ‘owes’ us, and what he or she does not, and if it is at all appropriate to say that he/she owes us something.

Secondly, a twisted perception of the essence of management in the OSBB provokes the burnout of elected chairpersons and the accumulation of mental fatigue and the desire to avoid constant pushback from the co-owners of apartment buildings.

Thirdly, as a result, a situation arises in which the co-owners of apartment buildings are satisfied with the OSBB as a form of management, however, the chairpersons are convinced otherwise because they often hear “we hired you, you owe us” than “thank you, it would have been more difficult to achieve the result without you”.

CASE # 3 SIEVIERODONETSK

CASE CHARACTERISTIC ASPECTS: STRENGTH TEST

GENERAL INFORMATION

| | |
|--|---------|
| Population size | 104 503 |
| Number of apartment buildings | 808 |
| Number of OSBBs | 67 |
| The number of apartment buildings that are included in the OSBBs | 99 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 12,2% |

Assessment of the support level for the OSBBs by local authorities



low level

Detailing the conditions created by local authorities for the development of the OSBBs

-1- Assistance of the OSBBs development in Sievierodonetsk is at the moment in the “passive” phase, that looks like constriction of co-owners associations support.

Earlier, within the framework of the “Program for assistance of the OSBBs activity in Sievierodonetsk city for 2016-2017” and the “City target Program for assistance of the OSBBs activity in Sievierodonetsk city for 2018-2019” **was funded as follows:**

- 2016 – 1,1 million UAH
- 2017 – 5,1 million UAH
- 2018 – 7 million UAH
- 2019 – 5 million UAH

in the following areas:

- experience exchange and training organization
- preparation of the technical passports, plans and schemes of engineering networks,
“Under co-financing program almost everyone, except of seven buildings, has had the building technical documentation done” (Sievierodonetsk, public utility company, in-depth interview)
- preparation of the land surveying documentation
- refurbishment of the apartment buildings of the OSBBs
“There was a city program initiated by the city authorities. For refurbishment of the buildings. They allocated money for different projects, I have had the central heating system changed” (Sievierodonetsk, focus group discussion, OSBB, male)
- increasing of energy efficiency of the buildings
“Participated in a city program, we took out the “warm loan” (Sievierodonetsk, focus group discussion, OSBB, male)
- “I have had the roof repaired, a very expensive project, up to 500 thousand UAH. 50% was budgeted by the United Nations Development Program, 45% by the city authorities and 5% by the OSBB” (Sievierodonetsk, focus group discussion, OSBB, female)

- installation of accounting devices
- holding of the elevators expertise

-2- Up-to-date areas of the OSBB support include the following:

■ **methodological assistance to the OSBBs**

Ground: *Decision No. 288 “On approval of composition of the OSBB Assistance Council and regulations related to its activity”*

■ **outreach and awareness-raising work with the co-owners of the apartment building / OSBBs**

The main aspects of work: promotion of the OSBBs and activity of members of the already-existing OSBBs concerning protection of their rights, government relations and effective work for development of the housing and communal services, informational and legal assistance to the newly created OSBBs at the primary level with creation of conditions for the further informational and legal assistance; outreach and awareness-raising work with the city residents regarding advantages and perspectives of the OSBBs creation; explanation of the legislative acts and other regulatory documents that regulate the OSBBs work; consideration of applications, appeals, petitions of the citizens, members of the OSBBs concerning activity and creation of the OSBBs and their practical assistance; provision of individual consulting and training services to the initiative groups formed in the apartment buildings

Ground: *Decision No. 15 “On approval of the Development strategy of Sievierodonetsk city for the period until 2020”*

■ **development of the OSBBs**

Ground: *Decision No. 4689 “On approval of sustainable energy development action plan of Sievierodonetsk city until 2020”*

“At the moment there are no programs for development of the OSBBs in Sievierodonetsk city” (Sievierodonetsk, public utility company, in-depth interview)

Detailing the manifestations of low interest of the city authorities in the development of OSBBs

-1- Absence of communication “authorities – OSBB”

“The city authorities know that we exist, it doesn’t take long to find us. Whenever we call someone, there is an informational vacuum. They do not want to communicate with us” (Sievierodonetsk, focus group discussion, OSBB, male)

“We would like to communicate with the local authorities. Experience has shown, if you ask me, that there is no authorities in the city” (Sievierodonetsk, focus group discussion, OSBB, male)

-2- Shutdown of the Resource center for the OSBBs development

“The local authorities led to shutdown of the Resource center” (Sievierodonetsk, focus group discussion, OSBB, male)

“The local authorities have made the Resource center redundant. We have been reduced and that’s it” (Sievierodonetsk, public utility company, in-depth interview)

-3- Political grounds for deterioration of relationship

- rope pulling of the Resource center with different political powers

"If the center was established not by the local authorities in Sievierodonetsk – it would not survive. Because they are fools, went into politics. Every party wants to have their own center, to consult their supporters. That is why the center collapsed. This is the direct method of management, if I told them to vote for someone, they would vote. They got scared" (Sievierodonetsk, public utility company, in-depth interview)

- opposition of the OSBB chairpersons in relation to the local authorities

"They closed down the Resource center because all OSBBs went into opposition. They realized that there would be no support of the local authorities at the election and they decided to play a dirty trick" (Sievierodonetsk, focus group discussion, OSBB, male)

- seeing the OSBB as a competitor

"No need to make a leader. They, the local authorities, are the leaders" (Sievierodonetsk, focus group discussion, OSBB, female)

"We received an order from the authorities that OSBB chairpersons should not stand together. If they would stand together, they would pose risk for the City Council" (Sievierodonetsk, focus group discussion, OSBB, male)

Detailing institutional support for OSBBs

- 1-** The only manifestation of the institutional support on behalf of the city authorities is existence of the OSBB Assistance Council, which actually is a working group – it consists not only of the government officials.

Thus, co-owners are critical regarding everything that is related to the local authorities.

"We need a center independent of the city authorities" (Sievierodonetsk, focus group discussion, OSBB, female)

- 2-** In the city there is a Copartnership of the OSBBs, but it does not perform any advisory or advocative function.

"There is a Copartnership, but it does not do anything. This Copartnership is like the OSBB, not like non-governmental organization. It is pointless. It is just to meet the own needs" (Sievierodonetsk, public utility company, in-depth interview)

- 3-** Unlike other cities without institutional support, in Sievierodonetsk there is almost no networking and experience exchange inside the city.

"Now they have closed down the Resource center, no support at all. The OSBBs members are responsible for everything" (Sievierodonetsk, focus group discussion, OSBB, male)

In the implementation phase:

"Now we are going to create a Copartnership of the OSBB of our district and prepare people for this" (Sievierodonetsk, focus group discussion, OSBB, male)

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Image of the multi-apartment building

Sievierodonetsk has the lowest life satisfaction rate among 10 cities of Donetsk and Luhansk regions, where the co-owners of the apartment buildings with the existing OSBBs have been questioned. In a certain way it influences the specificity of perception – tendency towards pessimism. In particular, it is reflected in the attitude towards the city – assessment of the locality maintenance satisfaction is the lowest among 10 cities of Donetsk and Luhansk regions, where the public opinion of the apartment building co-owners with the OSBB management form has been examined – 45% of respondents are dissatisfied to an extent.

Additionally, **distinct externality** is peculiar for Sievierodonetsk citizens – 41% of the citizens think that their life equally depends on them and on the external circumstances, and 37% are sure that external factors affect their life more than themselves (**fig. 2**).

The building images are shaped, detailed, convey certain emotion/feeling, but they mostly convey condition of the building and depress more than images of the buildings of the front-line cities citizens.

Image # 1.

Functional inability.

“Less than medium height, with grey hair and stick. The internal organs do not work good, haemorrhoid” (Sievierodonetsk, focus group discussion, NAABC, male)

“My house is younger but with hepatic cirrhosis, kidneys do not functionate. Excrements are extracted through the separate tube” (Sievierodonetsk, focus group discussion, NAABC, male)

Image # 2.

Abandonment.

“Elderly, unemployed, wears bad clothes, dirty” (Sievierodonetsk, focus group discussion, NAABC, female)

“A down-and-outer in my view – “the bottom”. The same clothes for all seasons, sad, gloomy, with a burden behind the back” (Sievierodonetsk, focus group discussion, NAABC, female)

“Sometimes it stinks” (Sievierodonetsk, focus group discussion, NAABC, female)

Image # 3.

A man with no future.

“A not young man” (Sievierodonetsk, focus group discussion, NAABC, female)

“But with the memory about the great past time, when it was built, and the grounds were cleaned” (Sievierodonetsk, focus group discussion, NAABC, female)

Image #4.

Fruitless efforts.

“Beautiful from outside, and inside everything is joyless” (Sievierodonetsk, focus group discussion, NAABC, female)

“We have had the hair dyed, they repaired the roof” (Sievierodonetsk, focus group discussion, NAABC, female)

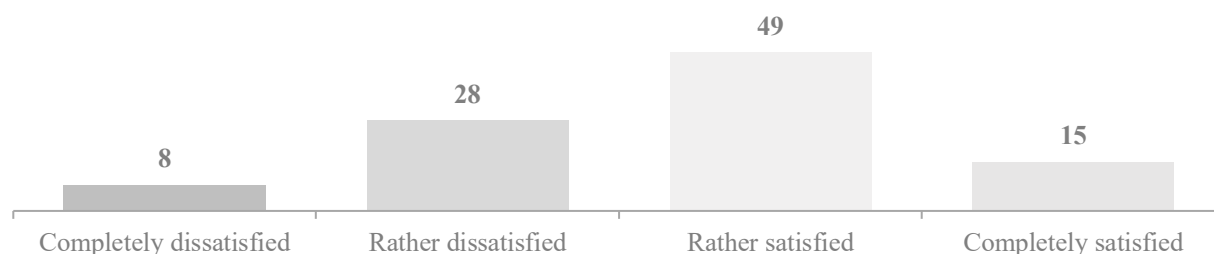
Image #5.

Amorphousness, inexpressiveness.

“He is lacking in character” (Sievierodonetsk, focus group discussion, NAABC, female)

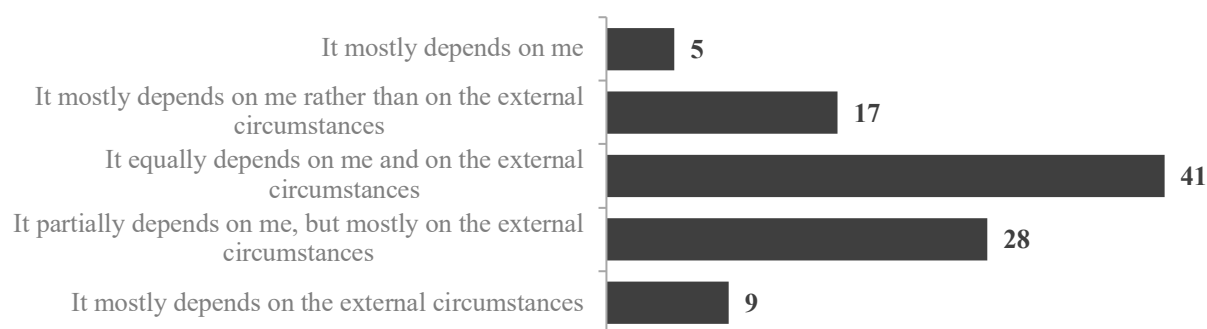
«Asexual creature” (Sievierodonetsk, focus group discussion, NAABC, female)

Fig. 1. General level of satisfaction with life (in %)



In fact, every third person is not satisfied with the own life, and every fifth person thinks that he/she can do something, does not rely on fate.

Fig. 2. Specificity of perception of influence of external circumstances on life (in %)



Association of co-owners of Multiapartment houses' image

Images of the OSBBs, comparing to images of the apartment building, are more optimistic. Formation of images is subordinated to another logics – the emphasis is not on condition of the building, but on the management specificity, attitude of the co-owners towards the OSBB.

There are two types of images:

- 1- individual personified
- 2- related to the community

Image # 1.

Perplexity.

“An empty-headed child” (Sievierodonetsk, focus group discussion, OSBB, male)

Image # 2.

Inertness.

“This is a person aged between 30 and 50, close to Europe, who wants everything to be clean and pretty, but he understands that no one except of him can do it. He looks back if someone can motivate him. He does not want to go back, to the Soviet Union” (Sievierodonetsk, focus group discussion, OSBB, female)

Image # 3.

Unawareness.

“Due to the fact that I am a former teacher, I look at my house like at the school students. You come, you are a teacher, you are a head, whatever you achieve depends on what you do. They need to be taught, they need to be shown. Yes, it is a hard work, yes, you should save your face. Yes, you need to work at this direction. We need an absolute transparency in everything, and to make the rules of a game. The way you treat people depends on how you react on their fears. For them the OSBB is an unknown field and they are scared that they do not know something. They are angry and unkind not because they want to do something bad for you. They just don't know what it is. It should be explained to people, to alleviate their nightmares” (Sievierodonetsk, focus group discussion, OSBB, female)

Image #4.

Revolutionism.

“I associate the OSBB with self-organization, and, roughly speaking, with revolution” (Sievierodonetsk, focus group discussion, OSBB, male)

“I think, it is a progressive community. The only thing that gives us some air and hope for the future” (Sievierodonetsk, focus group discussion, OSBB, female)

Attitude towards OSBB

Assessment of attitude to OSBBs



positive

Key indicators that are important in terms of the case specificity understanding:

- 1- At this point we can say that citizens of Sievierodonetsk are free of stereotypes and fears concerning the OSBBs, but after all, attitude is mostly positive – 67% of respondents supported the idea of creation (fig. 6), and 78% of co-owners are to an extent satisfied with the OSBB work (fig. 8).

Fig. 3. OSBB as an opportunity (in %)

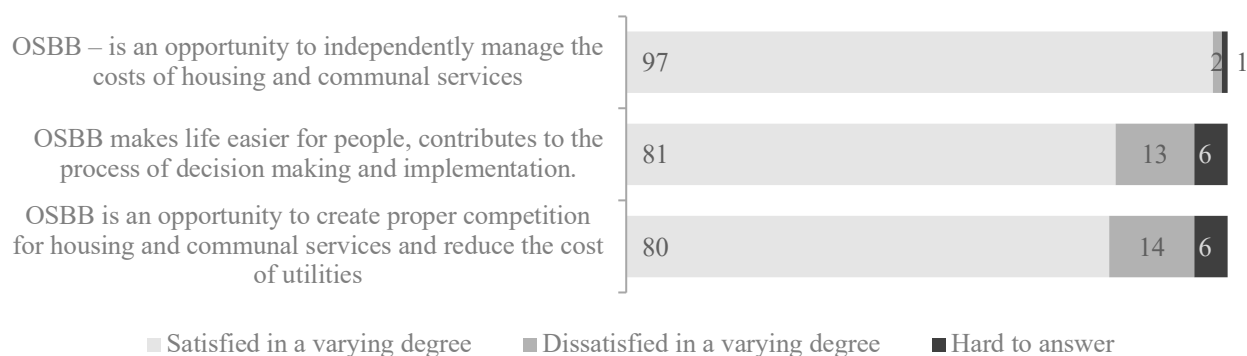


Fig. 4. Negative images of OSBB (in %)

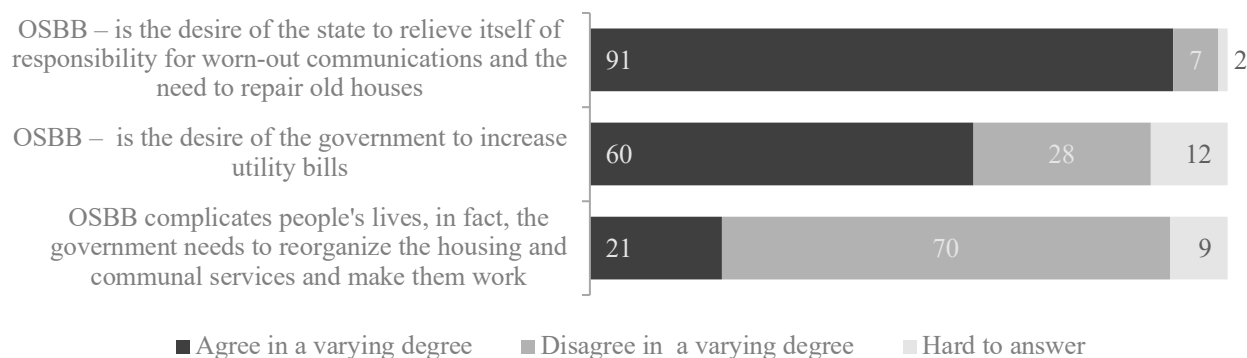
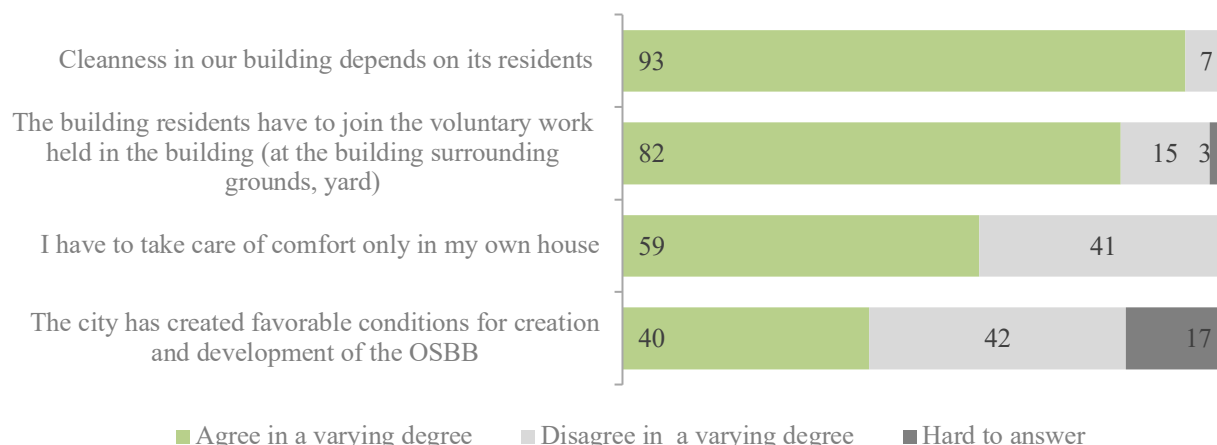


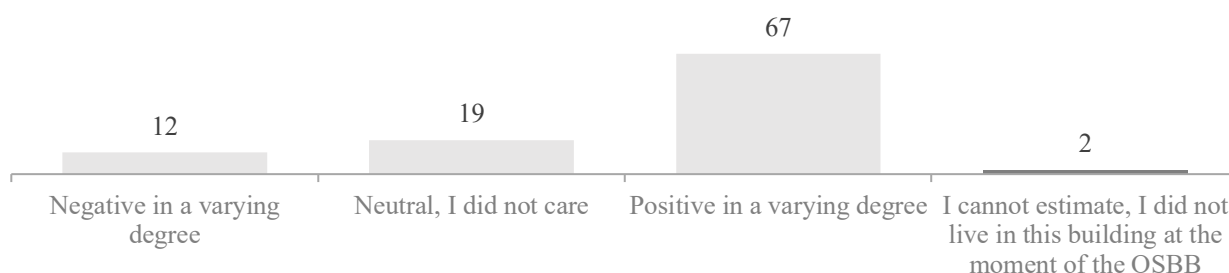
Fig. 5. Boundaries of responsibility (in %)



- 2- Assessment of favorableness of the city conditions for creation of the OSBB is ambiguous – every 6th apartment building co-owner could not estimate, and opinions who those who made up their minds almost equally divided (fig. 5).

Detailing the attitude of the population to OSBBs

Fig. 6. The attitude of apartment owners to starting an OSBB in their house (in %)



- 1- Every 8th apartment owner was against the OSBB as a form of the building management. For people aged 50+ it was harder to make a decision, because these categories demonstrate the leading positions by both the supporters and opponents of the idea to create the OSBBs (table 1).

Table 1. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|-------|-------|-------|-------|-----|
| Negative to an extent | - | 8 | 6 | 18 | 19 |
| Neutral, I did not care | 29 | 30 | 23 | 9 | 11 |
| Positive to an extent | 63 | 55 | 71 | 73 | 70 |
| I cannot estimate, I did not live in this building at the moment of the OSBB creation | 8 | 7 | - | - | 1 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 7. Changing attitudes towards OSBB after its creation in the house (in %)

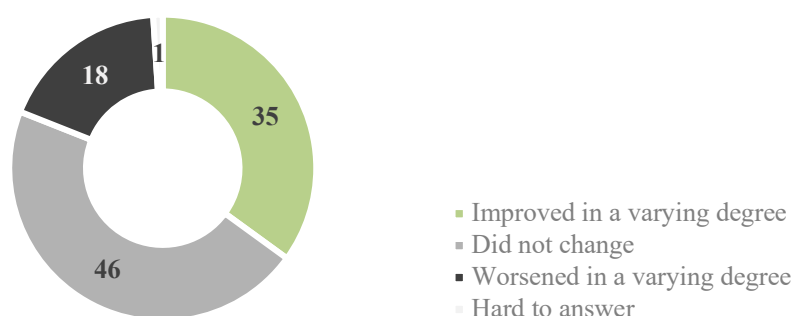


Table 2. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Did not change | Worsened to an extent | Total |
|------------------------|-----------------------|----------------|-----------------------|-------|
| Negative to an extent | 33 | 25 | 42 | 100 |
| Neutral, I didn't care | 35 | 54 | 11 | 100 |
| Positive to an extent | 35 | 48 | 17 | 100 |

- 2- There is twice as many of those who have changed the opinion of the OSBBs for the better, than of those who have lost the optimistic perception of this idea after its creation (**table 2**). But reasoning for change of the attitude for the better is always substantive (**table 3**). Regarding explanation of the opposite changes, the main explanations do not demonstrate the essence and are based on the personal assessment rather than on the facts.

Table 3. Reasons for improving attitudes towards the OSBB (answer to an open question)

| Possible answers | Frequency |
|---|-----------|
| Abstract (began to do something. etc.) | 28 |
| Replaced windows / doors | 12 |
| Overhaul works | 10 |
| Improved lighting | 7 |
| Repaired of the roof | 5 |
| Work of the OSBB board | 5 |
| Improvement of cleanliness | 4 |
| Maintenance of the building surrounding grounds / greening | 3 |
| Replaced pipes / communications | 3 |
| Installation of meters | 1 |
| Prompt decision-making / winning of competitions and grants | 1 |
| Decrease of utility bills | 1 |

Table 4. Reasons for worsening of attitude towards the OSBBs (answer to an open question)

| Possible answers | Frequency |
|-----------------------|-----------|
| Inactivity | 13 |
| Bad OSBB management | 10 |
| Disappointment | 8 |
| Absence of accounting | 3 |

Table 5. Change in the assessment of the quality of services received after starting an OSBB (in %)

| Parameter | Changes for worse | No changes | Changes for better | Hard to answer |
|--|-------------------|------------|--------------------|----------------|
| Staircase lighting | - | 28 | 72 | - |
| Staircase cleanliness | 1 | 40 | 58 | 1 |
| Streets cleanliness and cleaning efficiency | 1 | 45 | 54 | - |
| Building surrounding grounds greening level | 1 | 48 | 50 | 1 |
| Overhaul of the staircases (full replacement of windows, doors, roofs, etc.) | 4 | 50 | 46 | - |
| Maintenance of structural elements (solving local problems, prompt response) | 2 | 50 | 46 | 2 |
| Technical condition of the building | 6 | 51 | 42 | 1 |
| Renovation of the house / staircases | 5 | 55 | 40 | - |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 1 | 65 | 34 | - |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 1 | 65 | 34 | - |
| Indoor temperature | 2 | 64 | 33 | 1 |
| Condition of elevators in the building | 2 | 61 | 26 | 11 |
| Garbage removal | 1 | 70 | 26 | 3 |
| Lighting of the inter-district roads | 2 | 78 | 20 | - |
| Availability and sufficient number of parking spaces near the house | 7 | 84 | 8 | 1 |
| Water-supply stability | - | 92 | 7 | 1 |
| Condition of the inter-district roads | 6 | 87 | 7 | - |
| Power supply stability (voltage stability in the network, shutdown frequency) | 6 | 88 | 6 | - |
| Central heating stability | 4 | 92 | 4 | - |

Fig. 8. General level of satisfaction with the OSBB operation (in %)

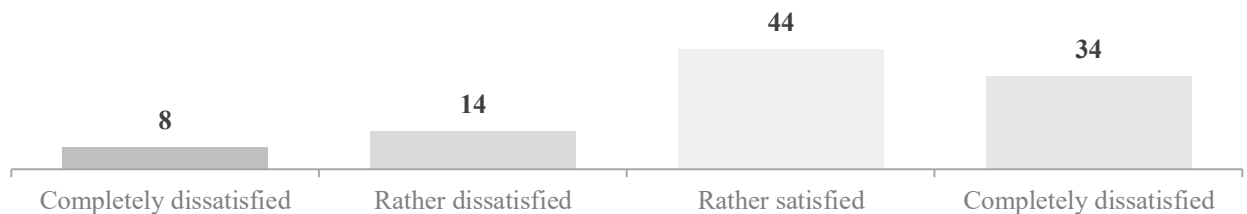


Fig. 9. Satisfaction with certain aspects of life in the OSBB (in %)

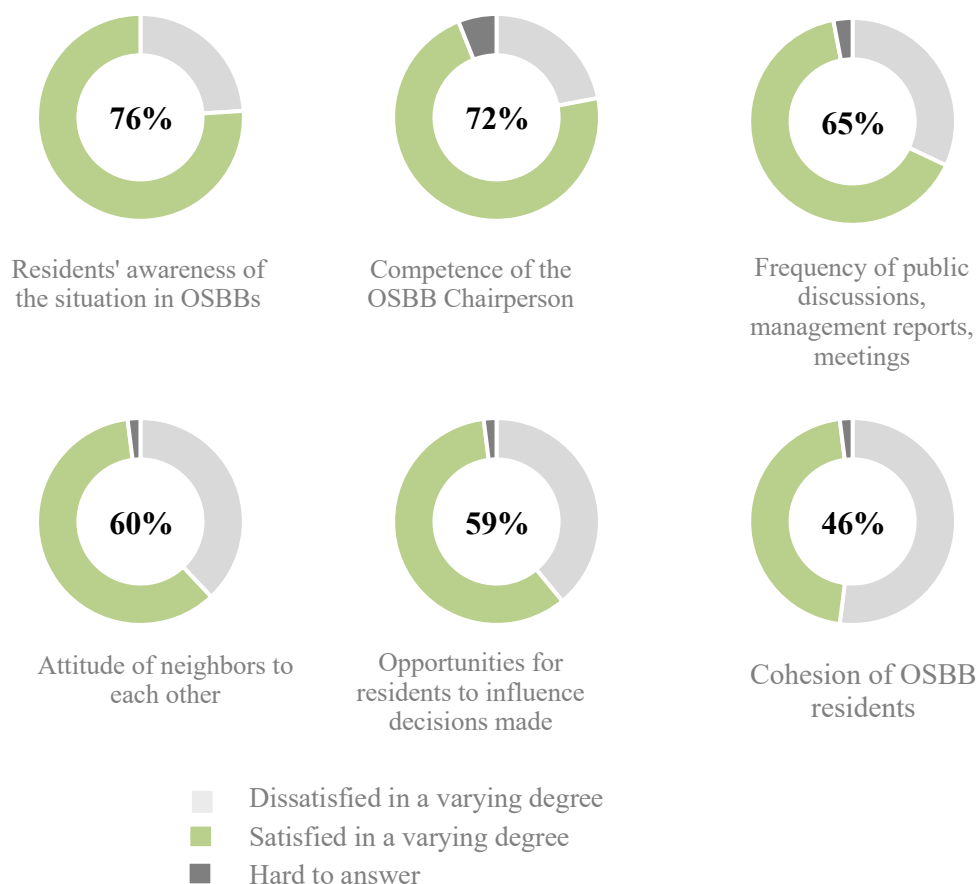


Table 6. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 13 | 57 | 30 |
| I greet the neighbors | - | 12 | 55 | 33 |
| I communicate with neighbors on everyday topics | 6 | 45 | 37 | 12 |
| I can make small requests (ask for salt, a screwdriver) | 20 | 63 | 15 | 2 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 47 | 45 | 6 | 2 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 62 | 34 | 3 | 1 |

Table 7. Implemented OSBB projects for improvement of the living conditions / maintenance
(answer to an open question)

| Possible answers | % |
|--|----|
| Staircases repair | 39 |
| Lighting improvement | 33 |
| Replacement of windows / doors | 29 |
| Maintenance of the building surrounding grounds / greening | 19 |
| Replaced pipes / communications | 17 |
| Repair of the roof | 11 |
| Replacement of the wiring | 7 |
| Basement repair | 5 |
| Cleanliness improvement | 4 |
| Installation of meters | 4 |
| Children's and sports grounds | 2 |
| Building façade repair | 2 |
| Elevators repair | 2 |
| Sidewalk repair | 1 |
| Insulation | 1 |
| Nothing | 7 |

OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. OSBB is the only opportunity to change the building for the better

The vision of the benefits of this form of building management is based on comparison with past servicing experience, as well as on the difference between the service of the managing companies (condition of the buildings under their service) and the existing conditions in the OSBB. Objectification of the benefits is supported by emotional coloring, full of hope and faith that will surely be better than it used to be.

"In the course of work we convinced that OSBB is much better than housing maintenance company. Because we have done a lot, we have solved many issues" (Sievierodonetsk, focus group discussion, OSBB, male)

"The management company provides not as good services as the OSBB" (Sievierodonetsk, public utility company, in-depth interview)

"This is the only chance to do something better" (Sievierodonetsk, focus group discussion, OSBB, male)

2. There are no risks for creation of the OSBB

"There are no risks, only advantages" (Sievierodonetsk, public utility company, in-depth interview)

3. OSBB is a tool for control of the local authorities and the city budget

"If we create many OSBBs in our city, we would control our money, know what it is spent for, in such a way we would control the local authorities. The money and taxes accumulate here, and then we can control them" (Sievierodonetsk, focus group discussion, OSBB, male)

4. OSBB is an opportunity to increase the housing prices

It is not the fact of the OSBB that increases the housing prices, but the implemented projects that promote improvement of the material-and-technical condition of the building.

“We explain to the pensioners that the better the building, the higher the prices for the real estate, the better heritage they may leave” (Sievierodonetsk, focus group discussion, OSBB, female)

OSBB CREATION BARRIERS:

Specific

1. Inability to see business through

There exists an interest of the OSBB creation, from time to time the activists organize meetings, but something does not let to get down to business. With institutional support this barrier can become the driver.

“We did not create the OSBB, but the residents have been discussing this issue long ago” (Sievierodonetsk, focus group discussion, NAABC, female)

“The majority of people who are aged 30-40, and we faced the fact that they are busy with their own problems, issues, children. They are not interested. That’s it, just discussed and went home” (Sievierodonetsk, focus group discussion, NAABC, female)

2. Affinity for the housing maintenance company

The housing maintenance company is associated with an institution that has always existed and is not associated as a service provider that can be changed. Moreover, its very existence (even like a modern management company, that may have nothing in common with the housing maintenance company) has a sedative effect.

Firstly, this institution has **a physical location, where people can personally come**. An alternative variant is to create the OSBB office in the building.

Secondly, existence of **responsibility shifting practice** – the housing maintenance company can be blamed of everything, and me as a co-owner – never.

“There were many people who said: “What do we need it for, we would rather be with the housing maintenance company”. They were many people, the third part of the house for sure” (Sievierodonetsk, focus group discussion, OSBB, male)

“At least I can go to the housing maintenance company to complain, and here whom can I complain to? – that’s how the elderly women say” (Sievierodonetsk, focus group discussion, NAABC, male)

“They got used that the housing maintenance company used to be and remained. The housing maintenance company must and obliged. Still the mentality is like this. This is the main problem” (Sievierodonetsk, public utility company, in-depth interview)

Typical

1. Absence of the leader / avoidance of responsibility

“People do not want to take responsibility” (Sievierodonetsk, focus group discussion, OSBB, female)

“There is a willingness, but nobody wants to rake responsibility” (Sievierodonetsk, focus group discussion, OSBB, male)

“People have willingness: “We want”, but there is no one who will do this” (Sievierodonetsk, focus group discussion, OSBB, male)

2. Attempt to find the most profitable financial formula for association

"We counted two years ago, concluded that the OSBB in one building is not profitable. It should be at least two, and better three, four. Residents of the other building were suspicious about this" (Sievierodonetsk, focus group discussion, NAABC, male)

"If we take a few buildings, everyone would pull on themselves" (Sievierodonetsk, focus group discussion, NAABC, male)

"Even the five-storey buildings are not taken by the OSBBs, because they say that it is not profitable. They need at least two-three, but then there would be many roofs and basements" (Sievierodonetsk, focus group discussion, NAABC, female)

3. Fraud warnings

"The main fear is that we will appoint a director and he will steal. He will not do anything but steal, and the maintenance company will belong to him, and he will steal two times more" (Sievierodonetsk, focus group discussion, NAABC, male)

"There are moments when the chairperson takes the credit card with the contributions and at 3 a.m. goes to buy beer and sausages" (Sievierodonetsk, public utility company, in-depth interview)

"There is no sense among the long-term residents, we should appoint the chairperson, secretary, accountant and everyone will think that these people steal money" (Sievierodonetsk, focus group discussion, NAABC, female)

4. Fear that at the OSBB an apartment is a tool for recognisance

"There are defaults in payments. Debts should be paid down, and many people were worried that someone would extort their apartments" (Sievierodonetsk, focus group discussion, NAABC, male)

"The contractor who repaired the roof asked me to come and explain people. They are ready, but they are scared, scared of the "warm loans" for which their apartments might be extorted. They should be explained on how it works, what could be done, how ordinary people can create the OSBB and become the masters of the house. I have been explaining and answering questions for almost three hours, even the most preposterous, for almost three hours I have been playing down their fears" (Sievierodonetsk, focus group discussion, OSBB, female)

5. Shifting of all problems and their solving to the OSBB chairperson, that calls into question the sustainability of association

"Three OSBBs collapsed because of the chairpersons, due to unwillingness to do something. In the Ministry of Justice there is still a record that there exists the OSBB, but nobody is engaged into it. There are trials of the chairpersons" (Sievierodonetsk, public utility company, in-depth interview)

"In case anything happens, everyone will call the chairperson. Clogged wastewater disposal, no water, no gas or there is too much of something. A tap or a socket doesn't work" (Sievierodonetsk, focus group discussion, OSBB, male)

"It appears that the chairperson is always guilty. It is a rare case when authorities work properly" Sievierodonetsk, focus group discussion, OSBB, female)

6. Unsatisfactory condition of the housing resources and absence of proper documentation of the buildings

"It is a very hard work. Housing resources and those promised "babana palm trees" are incompatible. Mildly speaking, we have the brick sheds" (Sievierodonetsk, focus group discussion, OSBB, female)

"No documentation for the buildings, and our building is not the only one, it is a general matter" (Sievierodonetsk, focus group discussion, OSBB, female)

7. Population outflow, and as a result, abandoned housing

"Many apartments that have moved out" (Sievierodonetsk, focus group discussion, NAABC, female)

"There are many empty apartments of people who moved to work to Europe, to Kyiv. Only a few of us left. Only three families live in our staircase, they are either pensioners or those who do not want anything in life" (Sievierodonetsk, focus group discussion, NAABC, female)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



medium level

Public participation practices at home level

Manifestation and specificity of the public activity at the local level:

- 1- 42% of co-owners participated in over the half of general meetings throughout the last year (fig. 10).
- 2- Socio-demographic portraits of the responsible meeting attendees and those who are usually absent are traditional – young people show consistently low attendance, persons aged 60+ have the highest attendance level (table 8).

Fig. 10. Frequency of participation in the general meeting of the OSBB (in %)

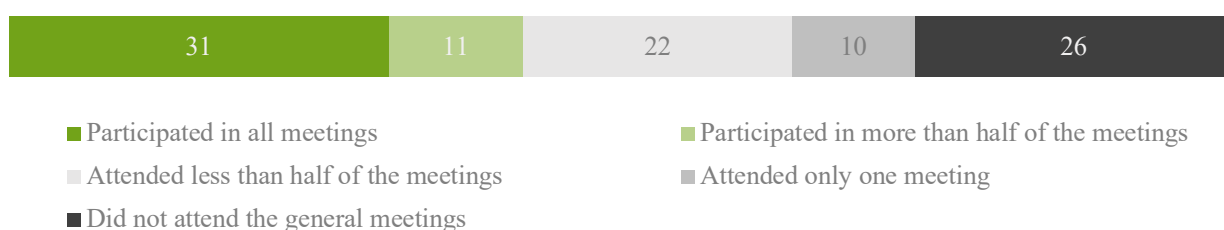


Table 8. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 21 | 22 | 11 | 35 | 47 |
| Participated in more than half of the meetings | 4 | 13 | 11 | 3 | 17 |
| Attended less than half of the meetings | 17 | 25 | 32 | 27 | 13 |
| Attended only one meeting | 8 | 10 | 17 | 12 | 8 |
| Did not attend the general meetings | 50 | 30 | 29 | 23 | 15 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 9. Barriers to participation in meetings of the OSBB (multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 65 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 12 |
| I believe that there is no point in these meetings - all decisions are made individually | 6 |
| I'm not allowed to express my thoughts | 5 |
| I believe that there is no point in these meetings - people do not listen to each other | 2 |
| Other | 19 |
| <i>Attended by the other family member (12)</i> | |
| <i>The state of health does not always allow to attend meetings (6)</i> | |
| <i>I am not informed about meetings (3)</i> | |
| <i>Meetings not held (1)</i> | |
| <i>There are more competent people (1)</i> | |

Fig. 11. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

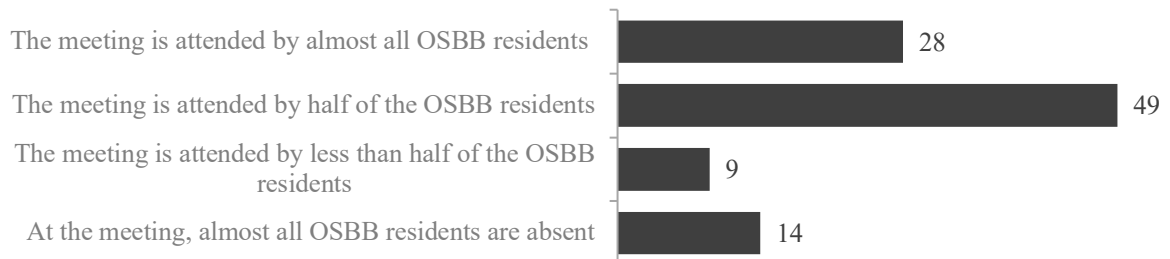


Fig. 12. Performance evaluation of the OSBB general meetings (in %)

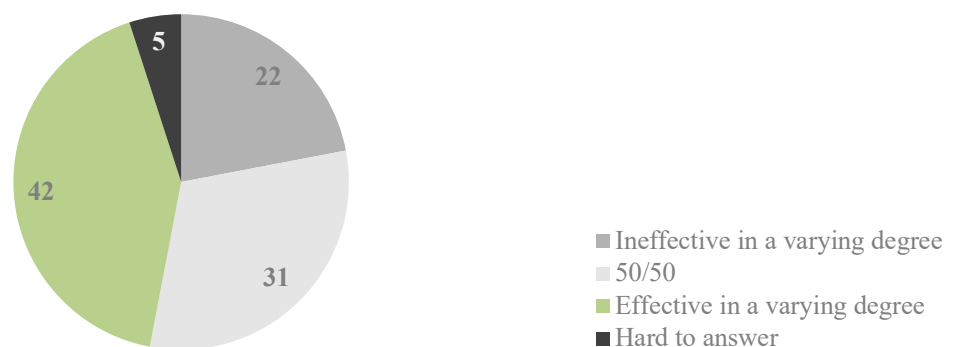
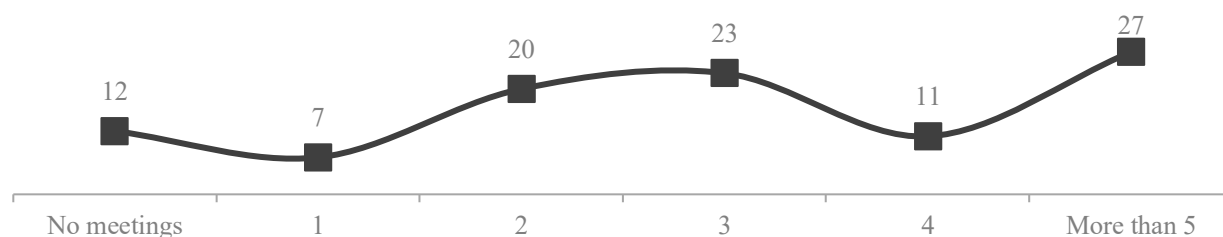


Fig. 13. The approximate number of general meetings of the OSBB for the last year (in %)



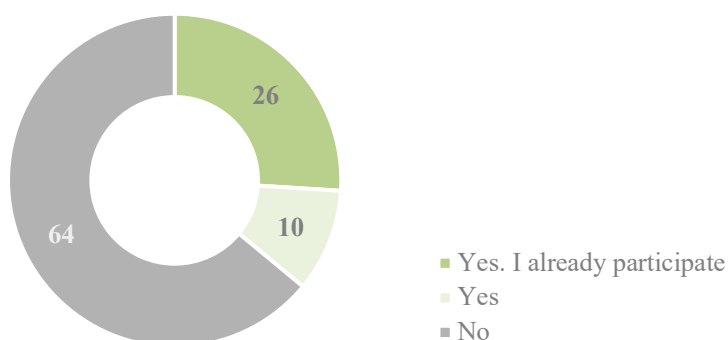
- 3-** The average number of the general meetings of the OSBB is 9. This is three times larger than the average value in the other cities of Donetsk and Luhansk regions that participated in the poll.

Table 10. OSBB activity reporting channels
(multiple choice)

| Possible answers | % |
|---|----|
| At the general meetings | 72 |
| Bulletin boards | 74 |
| Chat on Viber | 14 |
| Information booklet | 4 |
| On the official page of the OSBB in the social media (Facebook / Instagram, etc.) | 1 |
| At the general meetings | 3 |
| Other | 7 |
| No accounting (11) | |
| Face-to-face communication (2) | |
| Email newsletter (1) | |

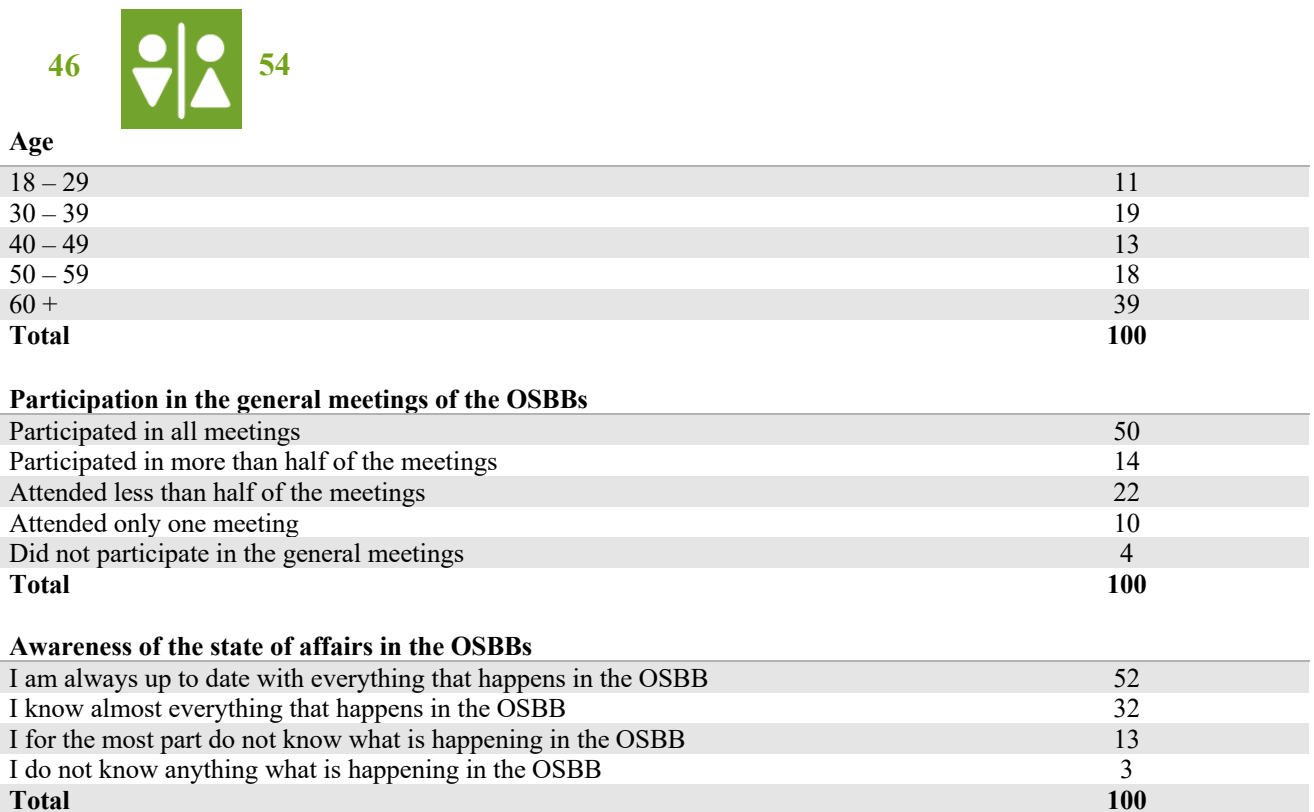
- 4-** The apartment building co-owner association administration uses traditional reporting channels, and does not really use the modern tools like social media or chatting.
- 5-** At the moment the OSBB affairs awareness is on the medium level – 59% of residents know everything or almost everything that happens in their association. Herewith, the lowest awareness rate is among the young people – it cannot be considered as peculiarity of the locality, but there is a connection between convenience of reporting channels and awareness.

Fig. 14. Willingness to join OSBB management (in %)



- 6-** Among the cities with population over 100 thousand, people of Sievierodonetsk have the highest level of willingness to join the OSBB management (it total answers “Yes. I already participate” and “Yes”).

Fig. 15. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Activity drivers of the OSBB chairpersons

■ Previously formed stories of success

Since its existence, the OSBB solves the old pressing issues. There is a positive dynamics of changes, it gives self-confidence and confidence that the OSBB is the right direction for development of the building.

“We have done the huge amount of work. Yesterday they did not believe that something could be done, and now they are surprised. Looking at what has been done, there is willingness to move on” (Sievierodonetsk, focus group discussion, NAABC, female)

Activity barriers of the OSBB chairpersons:

■ Underestimation by the co-owners of work done by the OSBB

“It is easy to take good things for granted, and the bad things are quickly forgotten. There was a moment when I said: “We should make a banner and show what was before. For you not to ask questions”. They are not enough. When everything is good, they are not enough” (Sievierodonetsk, focus group discussion, OSBB, female)

Table 11. Public participation of co-owners of apartment buildings over the past year

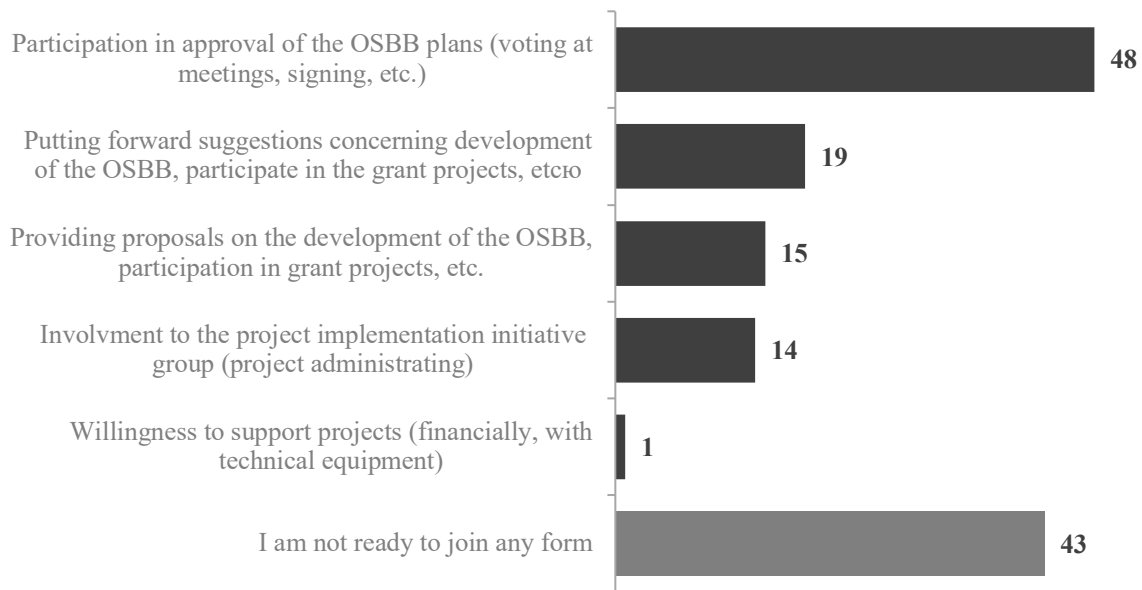
| Possible answers | % |
|---|----|
| Talked with neighbors on the affairs of the OSBB | 81 |
| Read information about events organized by your OSBB | 78 |
| Participated in the general meetings of the OSBB | 63 |
| Participated in the voluntary work organized by the OSBB | 54 |
| Turned to the OSBB chairperson with a request or for detailed information | 48 |
| Familiarized with decisions, protocols and other documents of the OSBB | 36 |
| Did not participate in any form of activity | 4 |

- 7- In spite of the fact that in relation to other forms of public activity at the house level, the least amount of the apartment building co-owners are involved in familiarization with the decisions/protocols/documents of the OSBB, this rate is the highest compared to other cities of Donetsk and Luhansk regions where the co-owners of the OSBB management form have been interviewed.
- 8- Involvement of the citizens of Sievierodonetsk city into participation in voluntary work is high as for the city with population size over 100 thousand.

Table 12. Ideas for the OSBB development for the competition of mini-grants (answer to an open question)

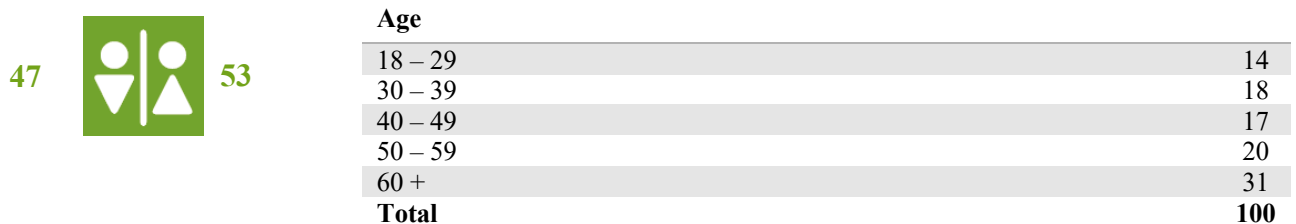
| Possible answers | % |
|--|----|
| Insulation | 23 |
| Staircases repair | 22 |
| Refurbishment of the building | 22 |
| Children's and sports grounds | 17 |
| Maintenance of the building surrounding grounds / greening | 12 |
| Replaced pipes / communications | 12 |
| Replaced windows / doors | 10 |
| Central heating repair | 10 |
| Roof repair | 9 |
| Parking | 7 |
| Repair of the inter-district roads | 6 |
| Rewiring | 6 |
| Repair of basement | 5 |
| Repair of elevators | 2 |
| Cleanliness (garbage cans, garbage removal, trash bins) | 1 |
| Lighting | 1 |
| Building façade repair | 1 |
| Carrying out OSBB-related information activities | 1 |

Fig. 16. Willingness to join various forms of implementation of the OSBB initiatives (in %, multiple choice)



-9- 23% of the co-owners are ready to join active forms of the public participation in the OSBB, while 53% are ready to perform a more passive role.

Fig. 17. Portrait of the apartment building co-owner who is ready to join the OSBB initiatives (in %)



Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 35 |
| Participated in more than half of the meetings | 14 |
| Attended less than half of the meetings | 20 |
| Attended only one meeting | 9 |
| Did not attend the general meetings | 22 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 36 |
| I know almost everything that happens in the OSBB | 38 |
| I for the most part do not know what is happening in the OSBB | 24 |
| I don't know anything about what is happening in the OSBB | 2 |
| Total | 100 |

Willingness to join the OSBB management

| | |
|--------------|------------|
| Yes | 55 |
| No | 45 |
| Total | 100 |

Public participation practices at the level of the city

- 1- In Sievierodonetsk, the public activity is **at the average level** in relation to the other cities. Thus, the existing **tools of local democracy have some functioning problems**:

■ public hearings

“There was a funny story about adoption of the financial program. When you come to the hall, where the deputies sit, in order to participate at summarizing of the results, they do not let you in. I even had the press card with me, it ment I can go there. They said that I had to register in the list of the voting observers 10 days prior, it could be done on the web-site, there was a special form. But on the web-site they announce about the City Council meeting two days prior to it. I got very disappointed, we called the patrol police, tried to clarify how they violated the law, it took them long to understand, and, as a result, a criminal case was not opened” (Sievierodonetsk, focus group discussion, NAABC, female)

■ participation budget

“Participation budget is a sore subject. I participated. I applied for a ground for dog walking. They stated two grounds in the city center. These grounds are private, they have a potential owner. Logic suggests that it should be like this: they had to check the cadastral register, offer us the territories that would meet the project requirements. I planned everything. Bahriantseva did not contact us, they just removed the project from the list, they did not put it for review on the City Council web-site. It was removed from the register. We complained, she said: “That’s it, time for impeachment is over, you will apply the next year”. Nice story. In the Executive Committee they have an “incompliance of interests” in the context of the public budget. Horrible organization with a shady shielding” (Sievierodonetsk, focus group discussion, NAABC, female)

- 2- A certain closedness of the city is confirmed by the fact that Sievierodonetsk City Council is the only out of 15 localities that did not satisfy the request for the public information (housing resources and OSBB statistics), justifying it by the fact that they did not know the statistics. If it is so, then not by all requested parameters, because most of them are applied while developing the city programs, development strategies, etc.
- 3- The highest public participation activity is observed in activities organized by the non-governmental organizations (**fig. 18**). This is peculiar for the other forms in Sievierodonetsk, and for the other cities, where participated the co-owners of the apartment buildings with the existing OSBBs.

Fig. 18. Practices of participation of the apartment owners in the OSBBs over the last year. Socio-political activity (in %, multiple choice)

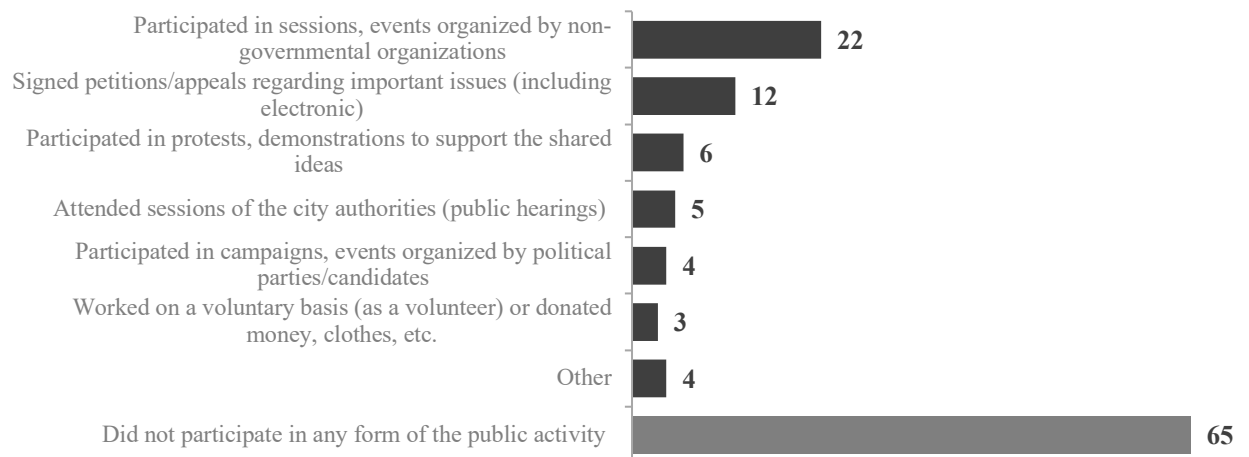
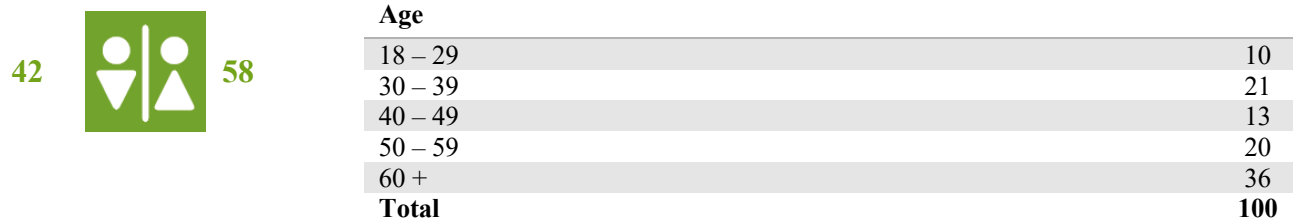


Fig. 19. Portrait of the public activist (in %)



Participation in the general meetings of the OSBB

| | |
|--|------------|
| Participated in all meetings | 46 |
| Participated in more than half of the meetings | 19 |
| Attended less than half of the meetings | 20 |
| Attended only one meeting | 11 |
| Did not attend the general meetings | 4 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 51 |
| I know almost everything that happens in the OSBB | 35 |
| I for the most part do not know what is happening in the OSBB | 11 |
| I don't know anything about what is happening in the OSBB | 3 |
| Total | 100 |

Willingness to join the OSBB management

| | |
|--------------|------------|
| Yes | 74 |
| No | 26 |
| Total | 100 |

Training of the OSBB chairpersons

Pressing topics

At the moment it is hard to speak about objective vision of needs for training of the OSBB chairpersons. Until recent times there used to be the Resource center for support of the OSBB development that met all information requirements and promoted formation of the necessary skills. Development of the OSBB is still inertial, thus, over some period of time the need for knowledge will be actualized.

“Now all information is missing, before we used to have everything. We used to make videos, had out page on Facebook. On Facebook it was called: “Resource center for support of the OSBB development of Sievierodonetsk city”. I uploaded something every day. Both jurisprudence and accounting. Since November I stopped to keep it. People could enter it, ask questions, consult, everything was for free” (Sievierodonetsk, public utility company, in-depth interview)

“When there was the Resource center, Roman Oleksandrovysh coped with his tasks well. He was a good legal and organizational advisor, how to write everything correctly. Everything was good” (Sievierodonetsk, focus group discussion, OSBB, male)

The OSBB chairpersons state that they need everything. This approach is quite formal, with no specific area or subject matter.

“We need everything. Legislation changes every day. Laws change, finances, technical knowledge” (Sievierodonetsk, focus group discussion, OSBB, female)

When the area is defined, there exists a need not in training, but in constant consulting. This is the result of addiction to the Resource center – a person capable of problem-solving is needed.

“For me legal issue is the most important. We need a lawyer” (Sievierodonetsk, focus group discussion, OSBB, male)

Public activity events

Popular formats

1. Mini-grants for implementation of the creative ideas for maintenance

“I have a dream. Last year, Mikhail Ivonin created at his territory a square for the city. We have the opportunity to buy plants thereto. Next to the tree will be located a sign plate. We participated. Now I want to do the same in the yard. To make me a layout of the yard, draw the location of benched and different stuff, so the residents of my house can buy something out of that, if they want. It is done for us” (Sievierodonetsk, focus group discussion, OSBB, female)

2. Experience exchange

“It is better to show by example” (Sievierodonetsk, focus group discussion, OSBB, female)

“We would love to. All advanced, non-standard solutions. Of course, we would like to know more” (Sievierodonetsk, focus group discussion, OSBB, female)

Formats that might be not supported by the local authorities

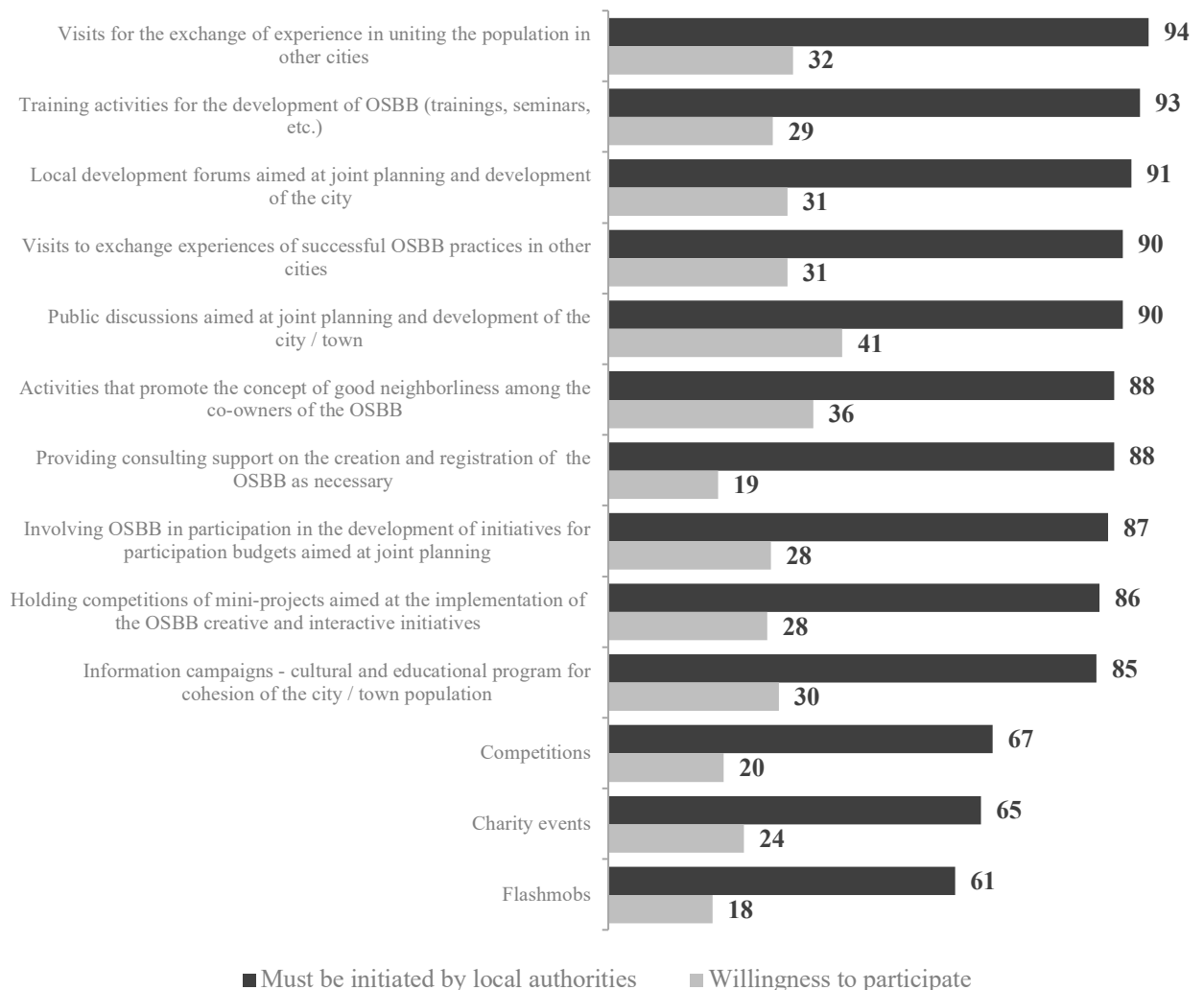
In general, it is difficult to draw conclusions about the measures that would be supported by the local authorities – the deputy mayor who manages the housing and communal services sector avoided the objective communication in the course of the interview relying on the fact that he did not have deep knowledge in the field of the OSBBs, because he is a politician and not really interested in such stuff. However, he assured that his thought coincides with thought of the former head of the Resource center.

“They went out of mind. Which political party says that they develop there. It will not make sense unless political issues are solved” (Sievierodonetsk, public utility company, in-depth interview)

“Everything will be when all elections will be over. When there is someone to manage it, everything will be back to normal” (Sievierodonetsk, public utility company, in-depth interview)

Considering the repeated emphasis on the excessive politicization of all processes in the city, it is not very appropriate at this time to carry out activities aimed at joint planning and development of the city – public discussions, local development forums, etc.

Fig. 20. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Sievierodonetsk is a city where the best times for the OSBBs may have been left behind. A city where the OSBB is a tool for political struggle.

OSBB development pattern

- Step 1.** Sievierodonetsk is a focus of attention of the international projects. Sievierodonetsk City Council partners with the projects of the European Union / United Nations Development Program “Community-based Local Development” and USAID “Municipal Energy Reform in Ukraine”
- Step 2.** Development of local programs – incentives for the OSBB development
With the support of the international partners, the OSBB comprehensive development programs are being implemented in the city.
- Step 3.** Creation of the Resource center for the OSBB development
Within framework of the USAID project “Municipal Energy Reform in Ukraine”, the OSBB Resource center was opened in the city. Institutional support contributes to increase of quantity and quality of the OSBBs management.
- Step 4.** Implementation of the successful cases
- Step 5.** Shutdown of the Resource center for the OSBBs support
- Step 6.** Expiration of the business incentives
- Step 7.** Inertial development

Positive results:

- 1- Compliance of the model with the external orientations of the co-owners – reliance not on their own strength, but on third-party assistance.
- 2- Formation of the positive background – increasing loyalty towards the OSBBs.

Negative consequences / limitations of the model:

- 1- Without additional external stimulation, the inertial motion of the OSBB development will quickly fall into stagnation.

CASE # 4 SVATOVE

CASE CHARACTERISTIC ASPECTS: “OSBB” AT ENTRANCE LEVEL

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 17 134 |
| Number of apartment buildings | 75 |
| Number of OSBBs | 1 |
| The number of apartment buildings that are included in the OSBBs | 1 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 1,3% |

Assessment of the support level for the OSBBs by local authorities



middle level

Detailing the current situation

- There is one program that provides support for apartment buildings in the form of encouraging the introduction of energy efficient and energy conservation technologies

Ground: Decision No. 33/1 "On Approval of the City Programs for 2020" dated from 24.12.2020

"We have also adopted an energy efficiency program. We're talking to Sberbank about "warm credits" and they say, as well as of this date they have money, and can granted them" (Svatove, in-depth interview, local authorities)

- To this date, not a single institution has been created in the city that would function to develop and support an OSBB

"They don't exist, but the City Council deals with the matters. It's not an agency, but I say the work is really huge" (Svatove, in-depth interview, local authorities)

Detailing the expression of middle interest of the city authorities in the development of the OSBBs

Actions aimed at developing an OSBB:

- 1- carrying out internal activities of the City Council aimed at planning the development of an OSBB

"The conditions for development an OSBB in the city are very good. Last week there was just an event to discuss the development of an OSBB" (Svatove, in-depth interview, local authorities)

- 2- holding meetings with apartment building co-owners in order to inform about an OSBB as a form of home ownership

"There is much information and a lot of meetings. In autumn, we went to the houses, around in a neighborhood. In winter we didn't go, in winter we invited people there, held various meetings" (Svatove, in-depth interview, local authorities)

- 3- involvement of active apartment building co-owners in field programs to exchange experience with established OSBBs in other cities of Luhansk region

"We're always taking people. It's good to talk and listen, and to see with your own eyes is really great" (Svatove, in-depth interview, local authorities)

- 4- support for initiative groups that are in the process of establishing an OSBB

"We are already in the process of establishing several OSBBs, all documents have already been collected. But for now they are shelved in this way. We're trying to encourage and sustain them...." (Svatove, in-depth interview, local authorities)

- 5- lack of a clearly defined mechanism for informing, not for information, but for a specific result – establishment of an OSBB. Most of the meetings of the City Council with the population are of introductory nature, the co-owners do not have an understanding of what and how to do further

"They gathered, discussed, the City Council was present. The Council offered to do it. At the place where I live, near the house it was discussed. But they talked and that's all " (Svatove, focus group discussion, male)

Institutional support for apartment building co-owners associations

The strong points of local authorities in establishing an OSBB: awareness of legal acts, existing state and international programs aimed at development of an OSBB; information campaign to promote development of an OSBB; work with local residents, in particular co-owners of an OSBB positively evaluate cooperation with the City Council:

"As for city authorities, it's OK, street lights are working everywhere. There's a light bulb near every entrance, the pavements have been made" (Svatove, focus group discussion, male)

"In most cases the City Council responds positively to requests" (Svatove, focus group discussion, male)

The weak points of local authorities in establishing an OSBB: Information activities are not subordinated to a common goal - the necessity of creating an OSBB. Therefore, the existing practice does not lead to the growth of the number of houses where an OSBB is established.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Image of the apartment building

The way how the apartment building is seen by co-owners who are actively involved in managing the building depends on:

- 1- the housing stock situation
- 2- the state of entry and neighborhood cohesion.

Image # 1.

Because of the lack of capital repairs and the general old age of the housing stock, apartment buildings are associated with a person who has reached retirement age and is trying his best to maintain the necessary level of health

"It's getting on in years, growing old, older and older. It needs a refurbishment and nobody's doing it, and then "BOOM" it falls to pieces" (Svatove, focus group discussion, NAABC, male)

"He is trying to clean it up somehow, to sweep clean here and there" (Svatove, focus group discussion, NAABC, female)

Image # 2.

Displaying the function of an OSBB at entrance level.

"We have a small OSBB – it's an entrance. We are the residents of our entrance. So we decided and this way it is now. You walk into the second, third entrance, there's a barn. You go into another one, everything is painted there" (Svatove, focus group discussion, NAABC, male)

"An entrance is our little country " (Svatove, focus group discussion, NAABC, male)

Image # 3.

"Familyhood" in relationships at entrance level.

"Relationships with neighbors are normal, friendly. But there's always some kind of a weirdo in the family" (Svatove, focus group discussion, NAABC, female)

Image # 4.

Inert attitude towards changes for the better.

"He's a drunk, peaceful. He is calmly waiting for a change" (Svatove, focus group discussion, NAABC, male)

The unit for the emergence of associations is not always a building, but an entrance. There are examples where only one of the two entrances in the building was in satisfactory condition.

Attitude towards the OSBBs

Assessment of attitude to OSBBs



positive

Detailing the attitude towards OSBBs:

-1- High level of dissatisfaction with the quality of service of the building and lack of alternatives

66% of the apartment building co-owners are dissatisfied to an extent with the quality of the work of management company “Svatove Blahoustrii” (Fig. 1), that is the only service company with which the residents of the city have to conclude a contract.

Failure to perform functions in the apartment building management makes co-owners to get involved in administration and solve existing problems by their own efforts.

“We have contracts for waste collection and cleaning outside the building. Actually, in the contract cleaning of the entrance is also mentioned but, in fact, we never have it” (Svatove, focus group discussion, NAABC, female)

Fig. 1. The general level of satisfaction with house maintenance (in %)



Fig. 2. Satisfaction with certain aspects of life in the house (in %)

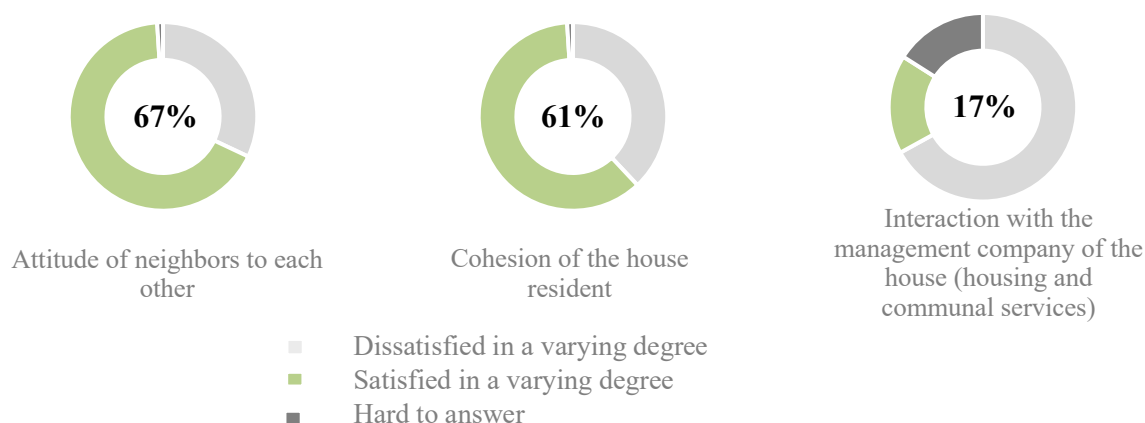
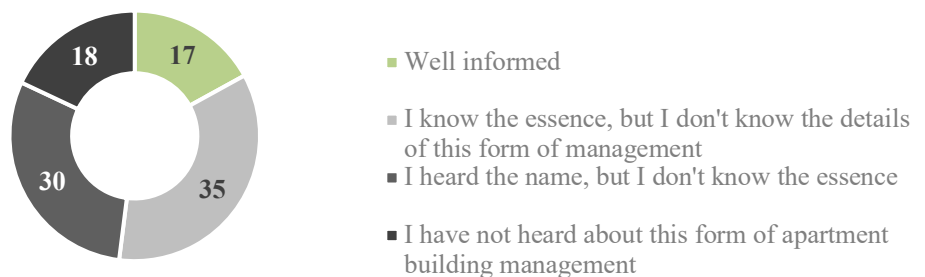


Table 1. Satisfaction with living conditions in the house (in %)

| Possible answers | Satisfied | Dissatisfied | Hard to answer |
|---|-----------|--------------|----------------|
| Waste disposal | 84 | 16 | - |
| Power supply stability | 74 | 21 | 5 |
| Cleanliness at the entrance | 73 | 26 | 1 |
| Water supply stability | 73 | 24 | 3 |
| Internal development road lightning | 69 | 30 | 1 |
| The level of greenery in the adjacent area | 67 | 31 | 2 |
| Street cleanliness and cleaning efficiency | 66 | 33 | 1 |
| Lightning at the entrance | 63 | 35 | 2 |
| Internal development road conditions | 60 | 37 | 3 |
| Availability of recreation areas (children's and sports grounds, benches, etc.) | 58 | 40 | 2 |
| Ongoing repair of structural elements | 57 | 42 | 1 |
| Situation with parking spaces near the house | 57 | 32 | 11 |
| Conditions of recreation areas (children's and sports grounds, benches, etc.) | 46 | 47 | 7 |
| Cosmetic house repair / at the entrance | 45 | 54 | 1 |
| Indoor temperature regulation | 39 | 58 | 3 |
| Technical condition of the building | 31 | 65 | 4 |
| Total | 31 | 64 | 5 |
| Overhaul of the entrance | 30 | 67 | 2 |
| Central heating stability | 6 | 14 | 80 |
| Lift conditions in the building | 4 | 4 | 92 |

-2- Low level of deep understanding of the OSBB, as a form of house management. At the same time 65% of respondents who know about the existence of an OSBB without the essence and details can become the basis for a successful information campaign. **(Fig. 3)**

Fig. 3. Awareness of OSBB as a form of apartment building management (in %)

Table 2. Awareness of OSBB as a form of apartment building management in the context of the age of the respondents (in %)

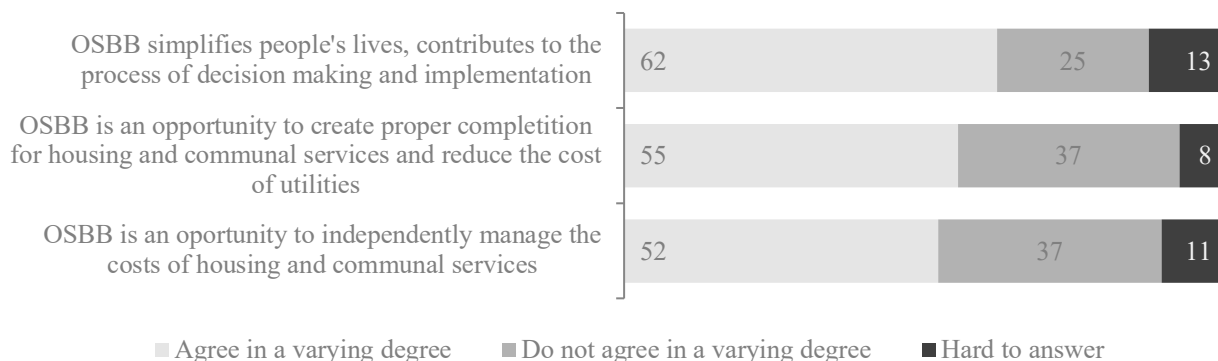
| Possible answers | 18 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ |
|---|---------|---------|---------|---------|-----|
| Well informed | 21 | 14 | 22 | 11 | 16 |
| I know the essence, but I don't know the details of this form of management | 32 | 29 | 39 | 41 | 34 |
| I heard the name, but I don't know the essence | 18 | 31 | 24 | 41 | 33 |
| I have not heard about this form of apartment building management | 29 | 26 | 15 | 7 | 12 |
| Total | 100 | 100 | 100 | 100 | 100 |

-3- An understanding that the OSBB is an efficient form of house management that allows co-owners to be asset managers

Co-owners have an understanding that the OSBB guarantees financial transparency and will allow them to decide for themselves which priority problems require attention.

“What we pay now, we'd pay, but we'd know the money was spent on our house. What we'd be told, what had been done, where the money went. It would have made more sense then” (Svatove, focus group discussion, female)

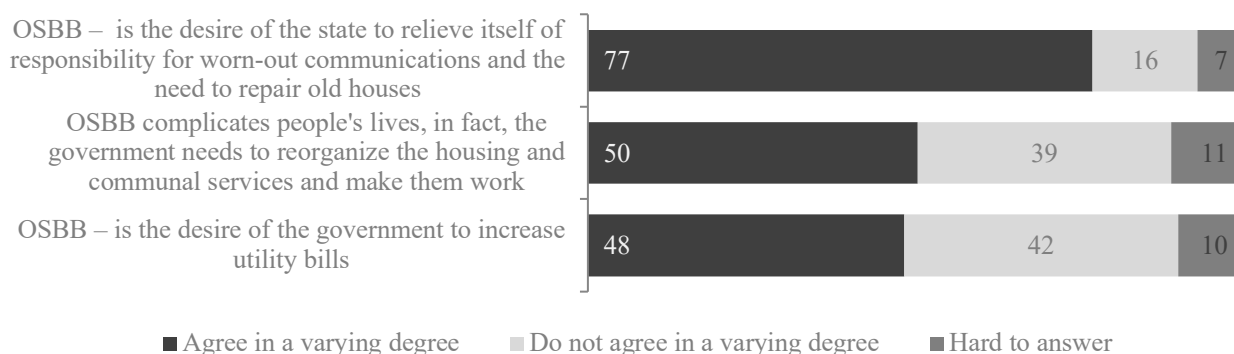
Fig. 4. OSBB as an opportunity (in %)



-4- The high level of positive perception of the OSBB does not indicate the absence of negative images and barriers. Now co-owners of apartment buildings perceive the OSBB as a desire of the state to shun the responsibility for the apartment building. (Fig. 5). In addition, the habit of “entrance association”, which is the specificity of this case, creates a barrier in the form of the lack of obvious benefits in the need to abandon what is now convenient and effective.

“I was at that discussion and how it was: there would be several houses in the OSBB, the chairperson would be elected, for example, from the 15th house. They might get more money. But no, let's live as we lived before, in entrance division. Why do we need this chairperson and company?” (Svatove, focus group discussion, NAABC, male)

Fig. 5. Negative images of the OSBB (in %)



-5- The main age group of co-owners, who have a negative attitude towards the possibility of establishing an OSBB in the house, are people aged 60+. (Table 3). The unwillingness to change the familiar way of life, the lack of understanding of the opportunities for house self-management and the habit of care on the part of the state - this is mainly related to the low level of desire for changes in this age group.

“Another risk is about the populations of the city, 7500 are retired. There are a lot of elderly people living in apartment buildings who do not understand this form of existence and are already used to the fact that they do not pay money anywhere for maintenance of the house” (Svatove, in-depth interview, local authorities)

Fig. 6. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality (in %)

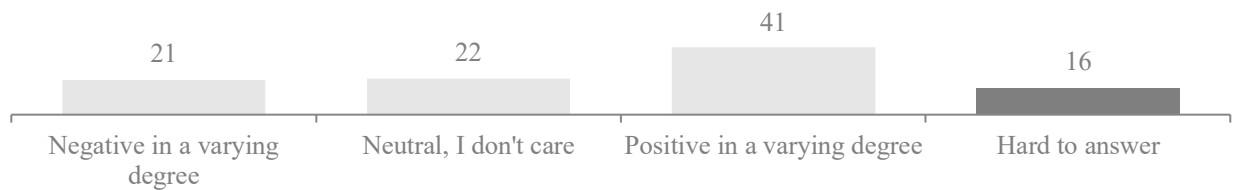


Table 3. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the age of the respondents (in %)

| Possible answers | 18 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ |
|-----------------------|---------|---------|---------|---------|-----|
| Negative to an extent | 11 | 6 | 24 | 19 | 33 |
| Neutral, I don't care | 32 | 26 | 15 | 22 | 20 |
| Positive to an extent | 46 | 51 | 41 | 44 | 30 |
| Hard to answer | 11 | 17 | 20 | 15 | 17 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 4. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the general level of satisfaction with house maintenance (in %)

| Possible answers | Dissatisfied to an extent | Satisfied to an extent |
|-----------------------|---------------------------|------------------------|
| Negative to an extent | 26 | 8 |
| Neutral, I don't care | 17 | 38 |
| Positive to an extent | 42 | 41 |
| Hard to answer | 15 | 13 |
| Total | 100 | 100 |

Fig. 7. The willingness to create an OSBB in the house (in %)

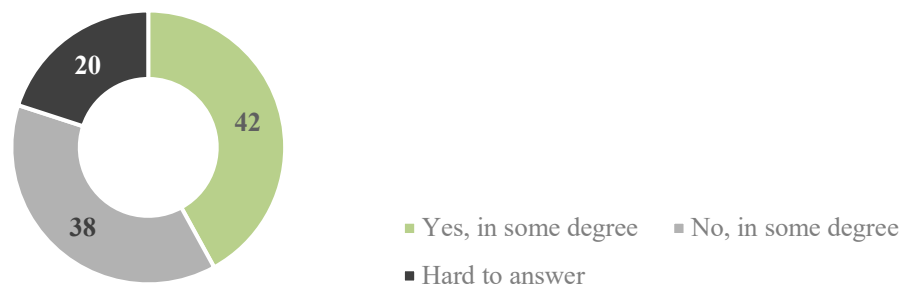



Fig. 8. Portrait of apartment owners wishing to create of the OSBB in the house (in %)

| | | |
|---|---|------------|
| 51 |  | 49 |
| Age | | |
| 18 – 29 | | 16 |
| 30 – 39 | | 21 |
| 40 – 49 | | 24 |
| 50 – 59 | | 15 |
| 60 + | | 22 |
| Total | | 100 |
| Awareness of such form of house management as the OSBB | | |
| Well informed | | 56 |
| I know the essence, but I don't know the details | | 60 |
| I heard the name, but I don't know the essence | | 32 |
| I have not heard about this form of apartment building management | | 8 |
| Total | | 100 |
| Overall satisfaction with house maintenance | | |
| Dissatisfied to an extent | | 68 |
| Satisfied to an extent | | 15 |
| Hard to answer | | 17 |
| Total | | 100 |

OSBB creation barriers and drivers

OSBB CREATION DRIVERS:

1. dissatisfaction with the level of service of the single management company in the city "Svatove Blahoustrii";
2. the presence of a category of co-owners who see in the OSBB an opportunity to improve living conditions.

Table 9. Reasons for unwillingness to create the OSBB in the building (answer to an open-ended question)

| Possible answers | Frequency | % |
|---|-----------|----|
| Abstract (improvement of living conditions, order, they will start doing something) | 34 | 47 |
| Lack of alternative (housing and communal services) | 12 | 16 |
| The ability to command finance independently | 7 | 10 |
| Existing successful cases of the OSBB | 6 | 8 |
| The necessity to elect a manager / the chairperson | 4 | 5 |
| Self-organization (willingness to take responsibility) | 4 | 5 |
| The ability to make independent decisions | 2 | 3 |
| The ability to apply for grants | 2 | 3 |
| Other | 3 | 4 |

OSBB CREATION BARRIERS:

Specific

1. Unreadiness to delegate control to one person

The co-owners are accustomed to managing the house together, and the OSBB is perceived as the delegation of authority into the hands of the OSBB chairperson. A kind of barrier here is the misunderstanding of the apartment owners that the OSBB is not the responsibility of one person but the teamwork of everyone.

"People have little hope for the Manager, they do not have willingness to elect and are not interested in working in the OSBB. Therefore, people manage the houses by themselves" (Svatove, in-depth interview, local authorities)

2. Lack of knowledge of the mechanisms for influencing the debtors

This barrier arises in two variations: a misunderstanding of what to do with existing household debt, and how to make people pay their dues in the OSBB if they have not been paying in the housing maintenance company for years.

"There are those ones who want nothing, do not pay anywhere, do nothing at all. Is it possible to charge them?" (Svatove, focus group discussion, female)

3. Fear of sanctions from the management company

As there is one servicing company in the city with the same waste bins on its balance, the co-owners are afraid that starting an OSBB will have negative consequences for them: higher tariffs, refusal of service, etc.

"We don't even know what the housing maintenance company will do when it has a competitor. The housing maintenance company's competitor has appeared. And at that moment they have all the waste bins, the waste disposal. What price will they fix?" (Svatove, focus group discussion, NAABC, male)

Typical

1. Lack of a leader

"There's a lack of an initiative individual, an ambitious one" (Svatove, focus group discussion, NAABC, female)

"It is necessary to have someone to do this. Maybe no one wants to take responsibility" (Svatove, focus group discussion, NAABC, female)

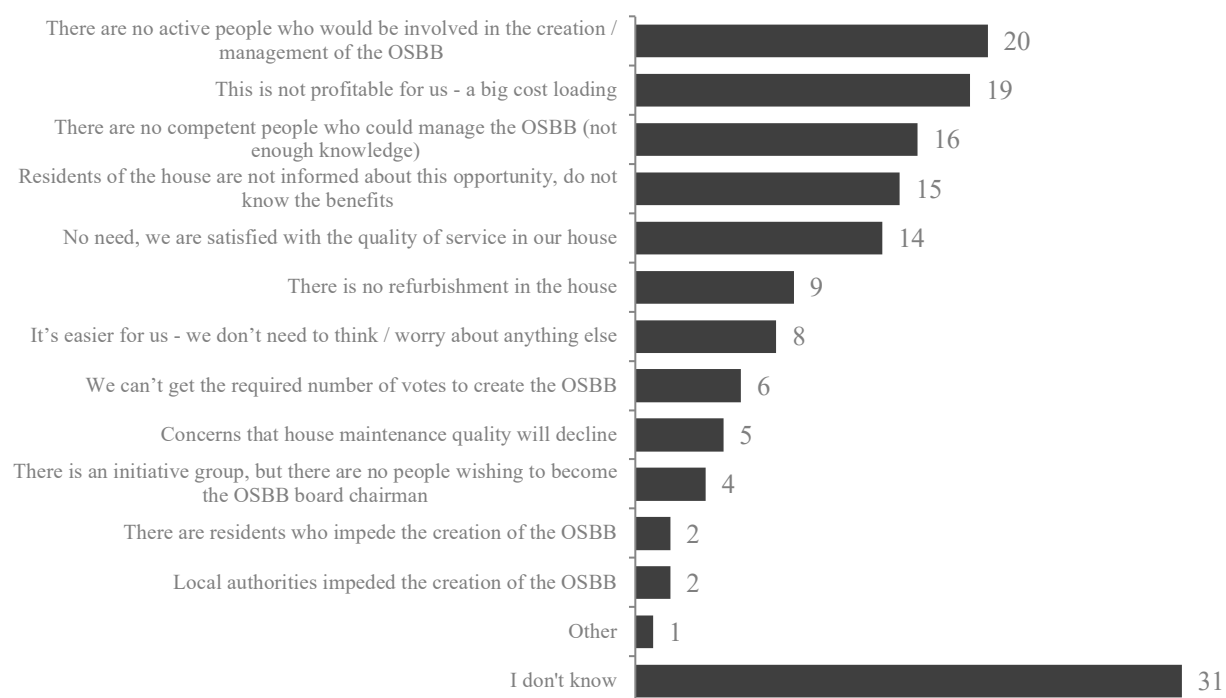
2. A large number of abandoned apartments

"Until people come back, there will be no OSBB" (Stanytsia Luhanska, focus group discussion, local authorities)

3. Lack of refurbishment in the house

"There is only fear. The housing maintenance company is keeping our building under unprofitable conditions, then when will we have the chance to make them better?" (Svatove, focus group discussion, NAABC, female)

Fig. 9. Reasons for non-creation of an OSBB
(in %, multiple choice)



PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



low level

Public participation practices at home level

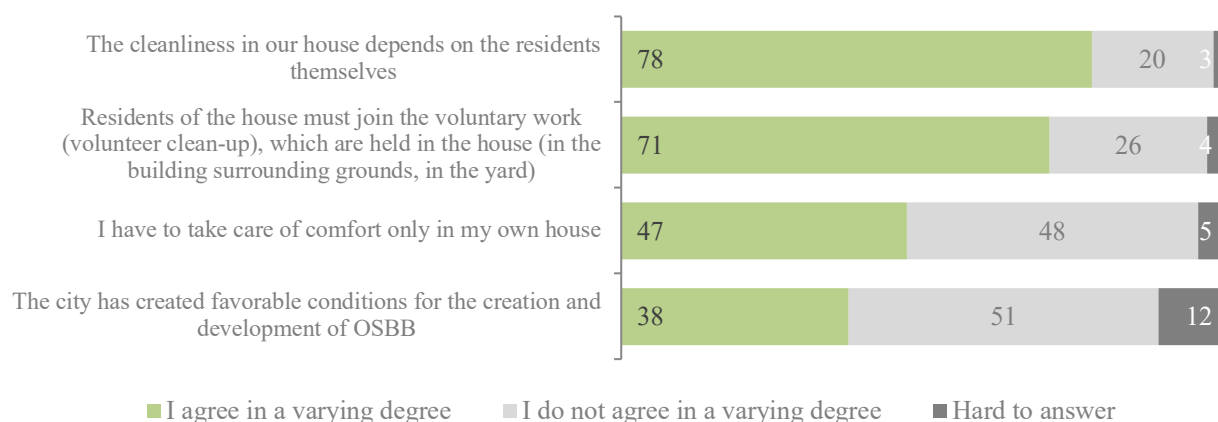
Demonstrations and specifics of public activity at the local level:

- 1- The city is characterized by a high level of involvement of co-owners of the apartment building in the house management at the entrance level (repair, cleaning of entrances and the adjacent area, fees, etc.), 80% of apartment owners participate in certain events organized in the house;
- 2- High level of understanding of responsibility of shop owners for improvement, so 78% of respondents support the opinion “Cleanliness in our home depends on the owners themselves”.

“When there is a problem, you need to solve it, and not go somewhere so that it will be solved for you. It's easier to do it all by yourself. You did it all by yourself, and that's all, the deed is done” (Svatove, focus group discussion, NAABC, male)

“Switzerland has to be made at home. That's how it works; both the curbs and the flowerbed fencing are painted in white” (Svatove, focus group discussion, NAABC, male)

Fig. 10. Boundaries of responsibility (in %)



Most common practices of interaction between co-owners of the apartment building:

- voluntary work, the measures aimed at the development of the building surrounding grounds

“In the spring, as it gets warmer, everyone goes out. Somewhere they put something into order, clean the beds, plant flowers. It has always been in this way. Because we live in a small town. It can be in big cities, where high-rise buildings have nine floors, people don't know each other. As for us, that is the other way around” (Svatove, focus group discussion, female)

- repair work in the entrance

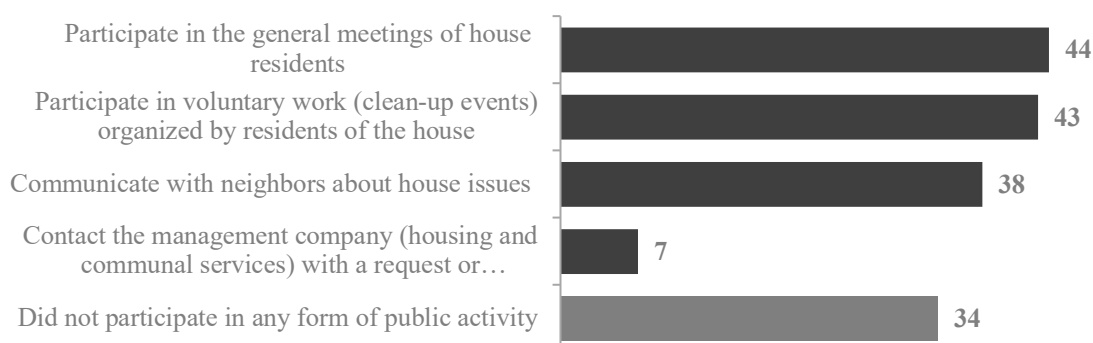
“And we have everything organized in the entrances. We've gathered, and now we have water, we have wastewater disposal. In the entrances” (Svatove, focus group discussion, male)

- city competitions for the best yard and the best apartment building

“By the City Day we always announce such competitions for the best entrance, for the best building surrounding grounds and in general for the best house. We always award certificates, letters of commendation and valuable gifts - because it's work” (Svatove, in-depth interview, local authorities)

- 3- Despite the absence of an OSBB, **home meetings are initiated by the co-owners and are one of the most common practices of social activity at house level (Fig. 11).**

Fig. 11. Participation practices of apartment buildings co-owners at the level of their house over the past year (in %, multiple choice)



- 4- Cohesion of co-owners of the building is positively evaluated by 61% of co-owners (**Fig. 2**). At the same time 35% of apartment owners can address up to half of their neighbors significant requests (to look after the child, to look after the apartment for the period of vacation).

Table 11. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 3 | 27 | 68 |
| I greet the neighbors | - | 7 | 32 | 61 |
| I communicate with neighbors on everyday topics | 5 | 19 | 41 | 35 |
| I can make small requests (ask for salt, a screwdriver) | 2 | 38 | 35 | 25 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 13 | 52 | 21 | 14 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 24 | 57 | 11 | 8 |

Fig. 12. Willingness to participate in starting an OSBB (in %)

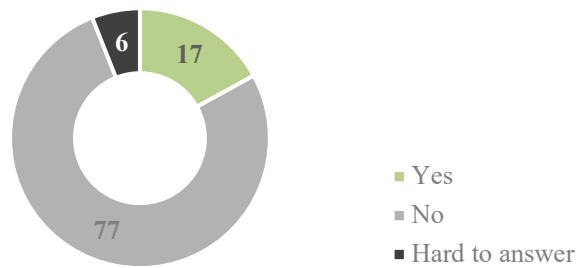

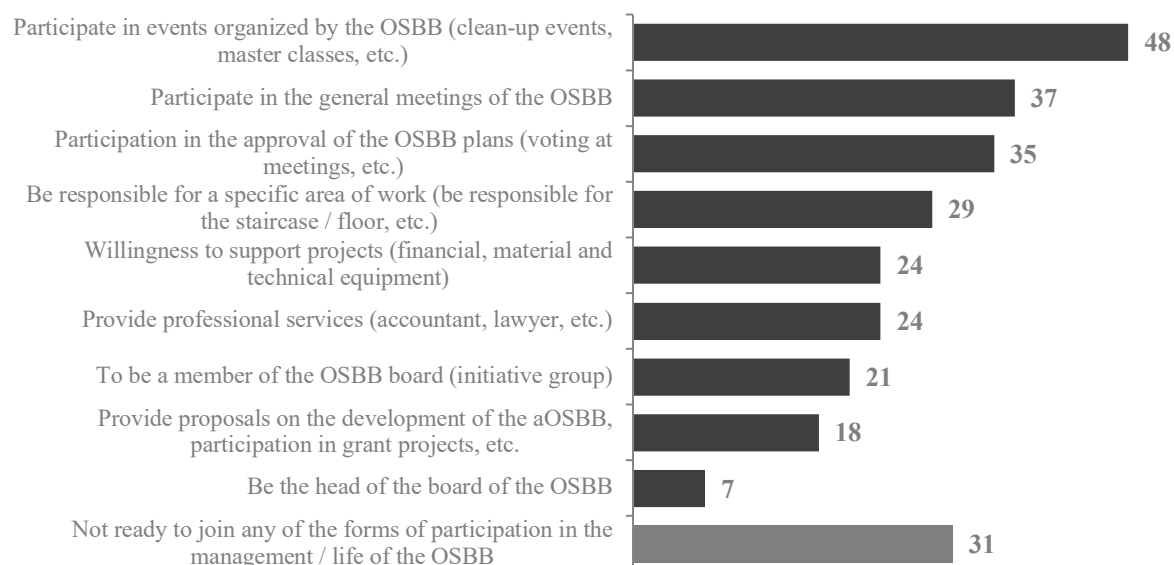


Fig. 13. Portrait of active apartment buildings co-owners who are ready to take part in starting an OSBB (in %)

| | |
|---|------------|
| <div> <div>37</div> <div>  </div> <div>63</div> </div> | |
| Age | |
| 18 – 29 | 20 |
| 30 – 39 | 26 |
| 40 – 49 | 26 |
| 50 – 59 | 17 |
| 60 + | 11 |
| Total | 100 |
| Awareness of such form of house management as the OSBB | |
| Well informed | 37 |
| I know the essence, but I don't know the details | 40 |
| I heard the name, but I don't know the essence | 17 |
| I have not heard about this form of apartment building management | 6 |
| Total | 100 |
| Overall satisfaction with house maintenance | |
| Dissatisfied to an extent | 77 |
| Satisfied to an extent | 12 |
| Hard to answer | 11 |
| Total | 100 |

- 5-** The activity of co-owners is characterized by a high level of readiness to take responsibility for making proposals and organizing their implementation (46%), while 64% of apartment owners are ready to participate in at least one of the passive forms of the OSBB management.

Fig. 14. Willingness to join the OSBB management (in %, multiple choice)



Public participation practices at the city level

-1- Most common practices for public participation:

- national holidays (Pancake Day, New Year's Day, Christmas, etc.), to which charitable activities are timed to coincide

"We have charitable activities all the time. It's already up on the website, tomorrow we have a charity event - we have an idea for the nursing home. As the Pancake Day is coming, volunteers from the "Ethnocentre" will perform, 80 people will be accommodated there now, and they will be treated to pancakes" (Svatove, in-depth interview, local authorities)

- celebrations aimed at the renewal and preservation of Ukrainian traditions

"Our City Council is quite patriotic and wants to promote everything Ukrainian in Slobozhanshchina. Basically, the Council holds the following events: City Day, the Epiphany, Ivan Kupala Day, it isn't called Ivan Kupala Day, we have it near the tower at the Cossack settlement – it is held by the public together with the Council. The events are like those, of a public nature – they are held by the Council" (Svatove, in-depth interview, non-governmental organization)

- voluntary work in the city, mass clean-ups of public spaces

"All forms are possible. Those ones are both voluntary Saturday work, and voluntary Sunday work, as well as information events" (Svatove, in-depth interview, local authorities)

-2- 82% of apartment building co-owners did not participate in any form of social and political activities (Fig. 15).

Fig. 15. Participation practices of apartment buildings co-owners in various events over the past year. Socio-political activities (in %, multiple choice)

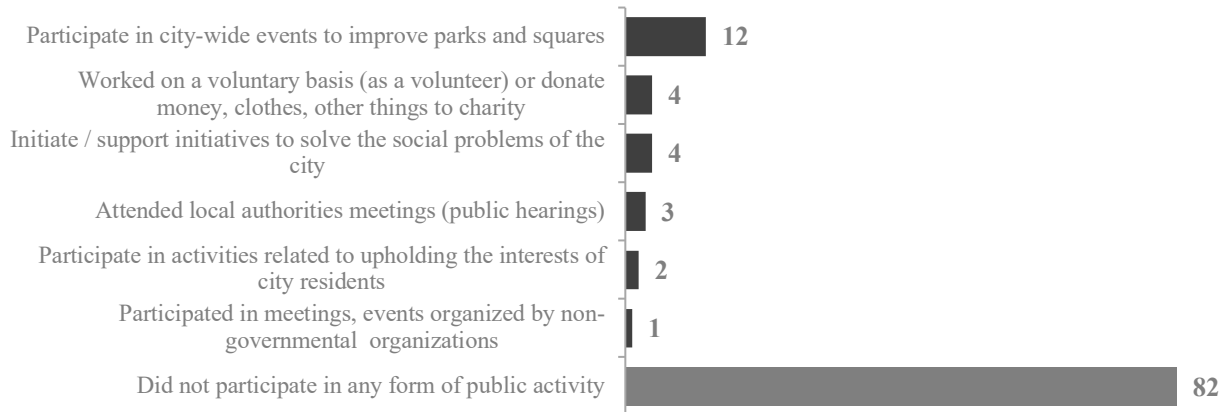
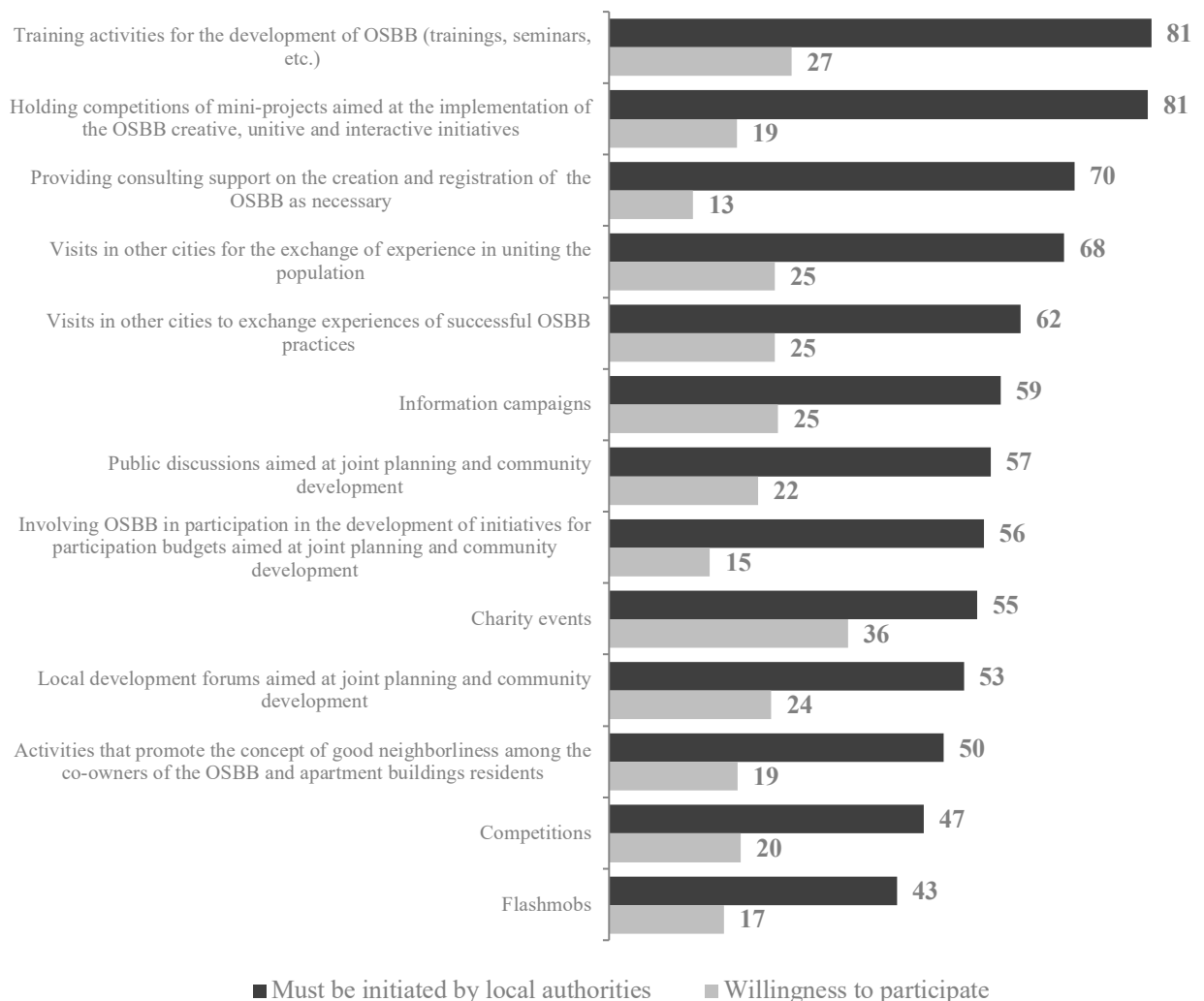


Fig. 16. Assessment of the types of public activity that local authorities should organize and willingness of co-owners to participate in these events (in %)



Current event formats

1. Psychological consultations and trainings

"We had the bombings in 2015, people have to work with a psychologist. A professional psychologist. These trainings, psychological, are required in any project" (Svatove, in-depth interview, non-governmental organization)

2. Activities aimed at involving youth in public participation

"We have the Youth Center, we need to hold events where young people would be taught to write projects, to create project activities. In order to involve them more in this process in the future" (Svatove, in-depth interview, non-governmental organization)

3. Decentralization forums

"Decentralization forums are very much needed now. We need to do it right now" (Svatove, in-depth interview, non-governmental organization)

CASE RESUME

Svatove is a city where co-owners of apartment buildings unite at the entrance level, creating their own “autonomous area”.

Existing institutional conditions for the creation and development of the OSBBs

Average level of institutional support.

The activities of local authorities, which are aimed at the development of the OSBB, are mainly informational in nature. Meetings with co-owners of the apartment building are held to get acquainted with existing forms of house management, including the OSBB. However, dialogue with the target audience has mostly no call to action. Active co-owners of the apartment building note that they simply do not know what to do with the information they have received.

There are no associations / institutions that focus on the OSBB development in the city.

Associative background

The specificity of associations with the house is that **it is not perceived as a whole but at the level of the entrance**. The owners of the apartments actually bring the functions of the OSBB to the lower level. At the same time, **the vast majority of houses have a positive image**.

Attitude to the OSBBs as a background for creating associations

Rather positive.

The lack of a deep understanding of the OSBBs decreases the willingness of co-owners to choose this form of house management. Apartment owners already have a practice of the apartment building management and solving existing problems, although it is shown in a somewhat unusual form. In this way, co-owners focus on their own entrances, without considering that it is more efficient to maintain common communications and territory at home. This creates both additional drivers and barriers. The existing experience of activation of apartment owners is an obvious advantage and can serve as a basis for creating initiative groups. But the established perception of different entrances as “we” and “they” reduces the willingness to unite, for fear that some will receive more than others. Co-owners are used to working according to this system, it is convenient for them and they see the results, that is why the work on the OSBB development in the city should take into account such specifics.

Public activity practices

The average level of activity of the apartment buildings co-owners.

All activity is concentrated within the house. Willingness to participate in active forms of the OSBB management is declared by 46% of apartment owners. At the same time, at the city level, the activity is sharply decreasing, so over the last year 82% of respondents participated in one of the forms of public activity, while at the house level there was a third of passive co-owners.

CASE # 5 LYSYCHANSK

CASE CHARACTERISTIC ASPECTS:

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 97 251 |
| Number of apartment buildings | 853 |
| Number of OSBBs | 6 |
| The number of apartment buildings that are included in the OSBBs | 6 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 0,7% |

Assessment of the support level for the OSBBs by local authorities



low level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- Free reissuance of technical documentation for houses that decided to create an OSBB
"When the OSBBs want to unite and there is no technical documentation, we prepare it at the expense of the local budget" (Lysychansk, in-depth interview, local authorities)
- 2- There is one program that provides support for the OSBBs:
 - the OSBBs participation in energy saving programs
 - financial assistance in the repair of apartment buildings

Ground: Decision No. 84/1219 "On approval of the Program for the reimbursement of part of the loans received by Association of co-owners of Multiapartment houses and citizens for the implementation of measures for energy saving, reconstruction and modernization of residential buildings in the city of Lysychansk for 2020-2021"

Detailing the expression of low interest of the city authorities in the development of the OSBBs

- 1- The activity of the Housing and Communal Services Department in the city is not aimed at the development of the OSBBs. Management companies independently work with the local population on the forms of managing an apartment building, this causes a conflict of interests
"The Housing and Communal Services Department should be engaged in explanatory work on the OSBBs. Now they refuse this problem and pass it to the management companies. The situation is twofold, conflict of interest" (Lysychansk, in-depth interview, management company)
- 2- Closedness of the local authorities to the dialogue. So, in order to contact the Deputy Mayor, whose authority includes questions on the OSBBs, it was necessary to write a letter to the address of the Lysychansk City Council. Only after that, the Deputy Mayor got in touch, all communication attempts stopped at the assistant level.
- 3- Formal approach to work on the development of the OSBBs. To start an information campaign and work with co-owners, representatives of the local authorities are waiting for an

initiative from the apartment buildings co-owners. If the latter take an active part and turn to the city authorities for help, they will receive it, but without appeals the authorities will not be active.

"I don't even know what will help. Many initiatives can be proposed, but their desire remains a priority" (Lysychansk, in-depth interview, local authorities)

-4- Closing up of the information campaign on the OSBBs development

"We held house-to-house meetings. We had a schedule for districts, micro-districts. We conducted meetings, got acquainted, talked. That was a few years ago" (Lysychansk, in-depth interview, local authorities)

-5- Lack of active inclusion in programs offered by international donators. Constant involvement of the same participants in information meetings.

"United Nations Development Programme distribute information through the Head of the Housing and Communal Services Department, Yakimchuk. They give a command to gather heads of the enterprises. This is done in a day, in two, no information is brought to the public. There are house managers who come. The person says: "Of course, I am grateful, thank you, but all the time there are the same people. We have already discussed everything with them. We discussed with you that it is necessary to work with the population. Did you work with the population?", "No", "Why didn't you?" (Lysychansk, in-depth interview, management company)

"Nobody told us about this. If there weren't international organizations, we wouldn't read it ourselves, we wouldn't even know what it is" (Lysychansk, focus group discussion, NAABC, female)

-6- Lack of the structured information about the OSBB on the City Council website, with which local residents would have the opportunity to familiarize themselves and understand the advantages of this form of managing an apartment building, the steps of creation, the contacts of those who can consult.

"I periodically visit the site of the City Council, and I have never seen there what the OSBB is" (Lysychansk, focus group discussion, NAABC, male)

-7- Unwillingness to participate in existing housing and communal services development programs.

"Lysychansk does not appear anywhere. Grants are being held in the whole Luhansk region, and the Housing and Communal Services Department does not appear anywhere. There is a program, we are sending it to them, we intend to participate. Here they specially keep silent about it" (Lysychansk, in-depth interview, management company)

Actions aimed at the development of the OSBBs:

- consultations on starting an OSBB, if there is an appeal

"When people turn to us for legal support, we help. Some people come and say, "Where do we need to start?" We talk about laws that need to be studied first. Elementary paperwork, the model articles, execution of memorandums. We have and distribute the methodological literature" (Lysychansk, in-depth interview, local authorities)

- recruitment of participants for events initiated by international and state funds

"When experts come, we gather participants. We disseminate information and invite people. This is an exchange of emotions and information" (Lysychansk, in-depth interview, local authorities)

- organization of trainings and seminars within the framework of existing state and international programs to promote the development of the OSBBs
"We conduct seminars and trainings in the framework of all programs. We quite often conduct them" (Lysychansk, in-depth interview, local authorities)

Detailing of institutional support for OSBBs

One association operates in Lysychansk, the focus of which is support for the OSBBs, which have already been created in the city - this is the Resource Center based on one of the OSBB.

"We have the OSBB, Maksym Trunov, he organized a Resource Center on the basis of his OSBB. They conduct information seminars. He is the chairperson, works closely with various international organizations, often travels throughout Ukraine. He recently created a Resource Center on the basis of his OSBB" (Lysychansk, in-depth interview, local authorities)

Institutional support weakness:

- the lack of representation of the Resource Center on the Internet, which minimizes the opportunity to contact the institution for initiative groups that are only thinking of creating an OSBB. In fact, the center works for cronies, that is, for six associations the chairpersons of which are in contact
- focus of the center - already created OSBBs, informational and consultation work is not carried out with unassembled apartment buildings co-owners.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Image of the apartment building

The formation of images of the house by its active residents is based on an assessment of the state of the housing stock and the general depressive atmosphere of the city. Lysychansk is the only city in the Luhansk region where the image of the house of all participants comes down to the fact that it is a "terminally ill person".

Image # 1.

The state of buildings refurbishment forms associations with a sick person who is unsurvivable.

"A disabled person who is not able to save himself" (Lysychansk, focus group discussion, NAABC, male)

Image # 2.

Hopes for changes for the better in the future, in which no one believes now.

"A person who suffers from a fourth-degree cancer, who hopes that a remedy against his illness will be just about invented" (Lysychansk, focus group discussion, NAABC, male)

"I also have a disabled person. A disabled person who wants to believe that he will be cured. But the medicine has not yet been invented" (Lysychansk, focus group discussion, NAABC, male)

Image # 3.

Firmness that has been lost over the years.

"I have a soldier, I do not know words of love. Soldier, it is sickly, I just have an Afghan house. It is still awake, persistent, but starts to limp a little" (Lysychansk, focus group discussion, NAABC, female)

"It was awake, sunny. Now it is already coming apart. It is still bright, pretty, but already with specks" (Lysychansk, focus group discussion, NAABC, female)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



more likely negative

The information vacuum causes a lack of an essential understanding by the co-owners of apartment buildings of the specifics of the OSBBs operation. The passivity of residents is added when it comes to involvement in events organized in the house and willingness to participate in the work of the OSBB.

Prerequisites for the attitude towards the OSBB:

- 1- **The critical mass of negativity**, which in certain localities becomes the main engine for active action towards starting OSBB, **is not accumulated in the public consciousness of apartment buildings co-owners in Lysychansk**. At this stage, there is no ingrained disappointment in the existing forms of managing an apartment building (Fig. 1), as well as in general about how life develops (Fig. 3).

"We had conversations, meetings. And everyone seemed to agree. And when it came down to the matter, everyone refuses: "I won't give money" and that's where it ended" (Lysychansk, focus group discussion, NAABC, female)

Fig. 1. The general level of satisfaction with house maintenance (in %)

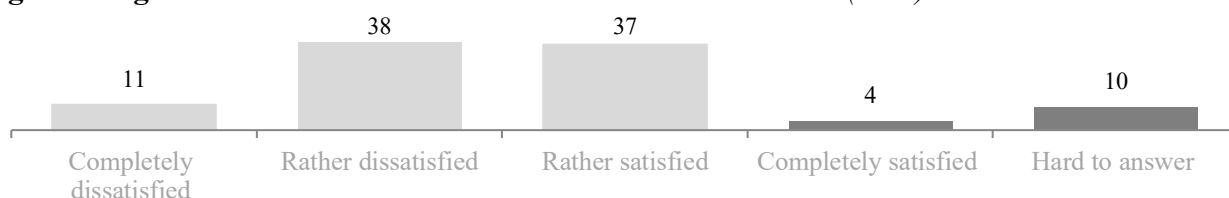


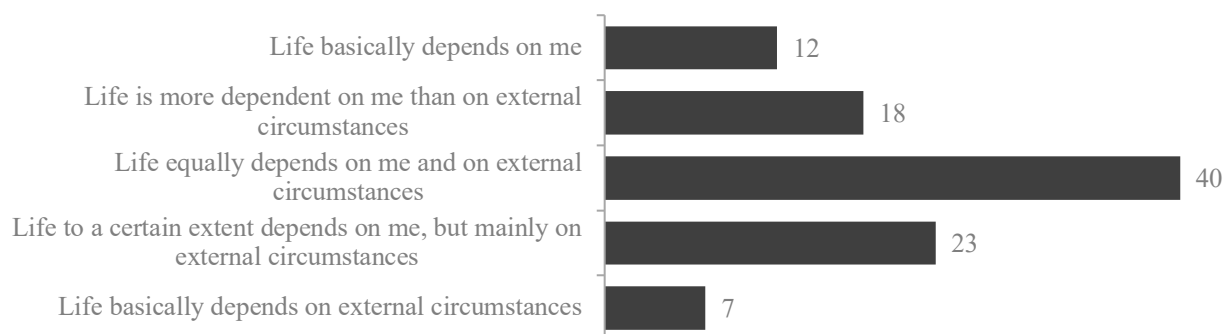
Table 1. The general level of satisfaction with house maintenance in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---------------------------|-------|-------|-------|-------|-----|
| Dissatisfied to an extent | 48 | 49 | 50 | 45 | 49 |
| Satisfied to an extent | 39 | 40 | 43 | 52 | 38 |
| Hard to answer | 13 | 11 | 7 | 71 | 13 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 2. Overall satisfaction with own life (in %)



Fig. 3. The specifics of perception of how external circumstances affect life (in %)



-2- Low level of substantive awareness of the OSBB, as a form of house management, due to the lack of an information campaign on the part of local authorities and other civil society actors. However, there is a basis for implementing a potentially effective communication campaign on this issue - 43% of co-owners of apartment buildings say that they are aware of the existence of this form.

Fig. 4. Awareness of OSBB as a form of apartment building management (in %)

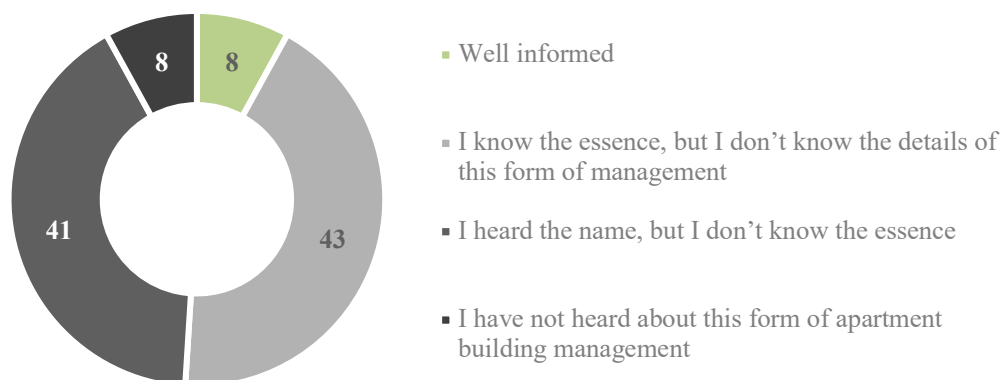


Table 2. Awareness of OSBB as a form of apartment building management in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---|------------|------------|------------|------------|------------|
| Well informed | 3 | 13 | 5 | 10 | 5 |
| I know the essence, but I don't know the details of this form of management | 58 | 36 | 45 | 52 | 36 |
| I heard the name, but I don't know the essence | 26 | 44 | 50 | 31 | 46 |
| I have not heard about this form of apartment building management | 13 | 7 | - | 7 | 13 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 3- The perception of the OSBB as a tool through which the state relieves itself of responsibility for the condition of houses and communications is typical for various localities. While the fact that **61% of co-owners of apartment buildings are convinced that the Government should reorganize the housing and communal services and make this system work, reflects the specifics of the localities where there are no OSBBs, or their share is extremely low (Fig. 6)**. This position indicates a greater orientation to the fact that the issue of managing an apartment building will be solved without the participation of the co-owners.
- 4- Awareness of the possible benefits and opportunities that are revealed after the formation of the OSBB is typical for 55 - 58% of apartment buildings co-owners (Fig. 5).

Fig. 5. OSBB as an opportunity (in %)

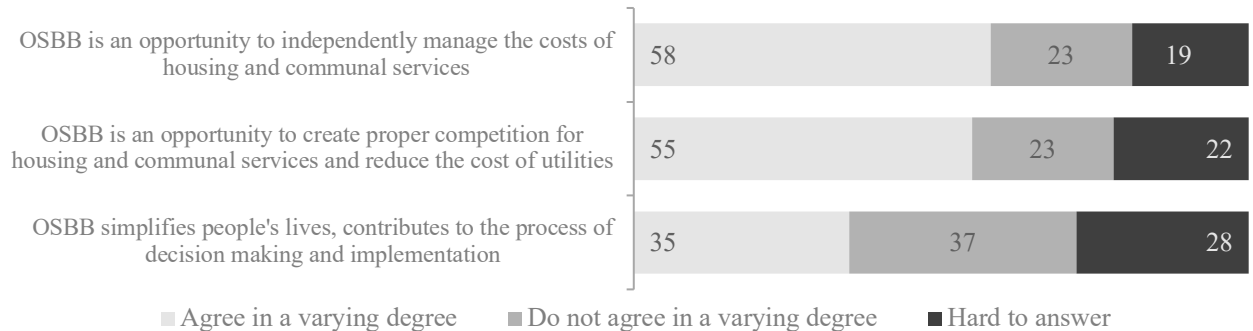
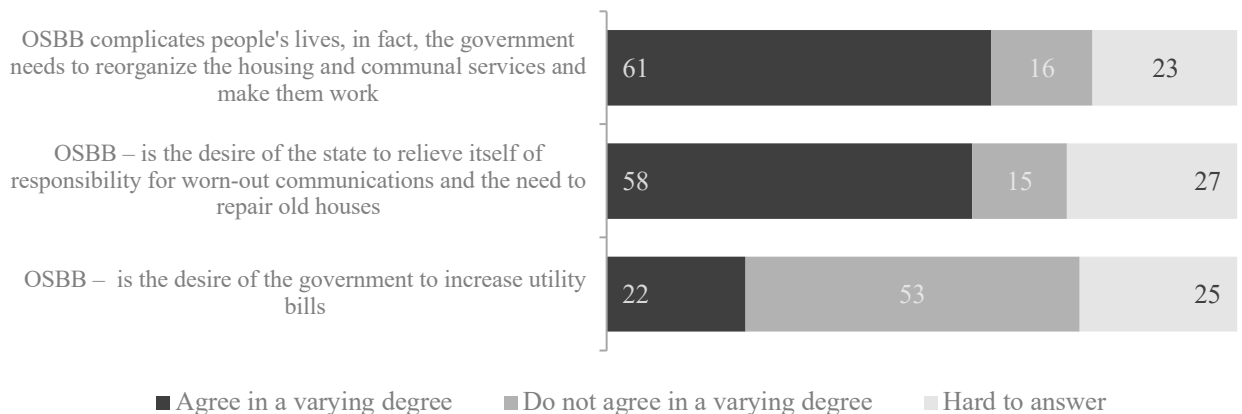


Fig. 6. Negative images of the OSBB (in %)



- 5- **Lack of an unequivocal position on starting the OSBBs in the locality.** The distribution of answers to the corresponding question (Fig. 7) shows the presence of almost identical groups in terms of the number of co-owners of apartment buildings. Moreover, the position of the respondent correlates with his level of satisfaction with the current form of house management (Fig. 9). The attitude towards the OSBB as a whole in the locality and to the fact that the OSBB will be created in my house is somewhat different. Co-owners of apartment buildings have a clearer negative position regarding the association in their house - 43% (Fig. 8) against 31% (Fig. 7).

Fig. 7. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality (in %)

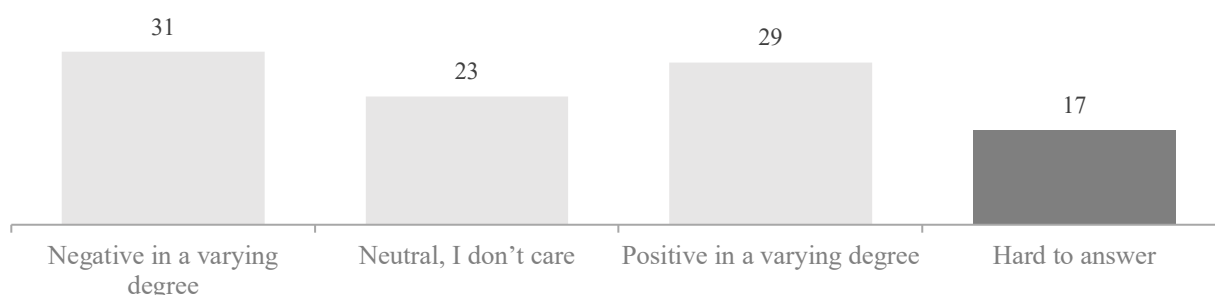


Table 3. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|-----------------------|------------|------------|------------|------------|------------|
| Negative to an extent | 13 | 40 | 32 | 34 | 33 |
| Neutral, I don't care | 35 | 16 | 28 | 28 | 14 |
| Positive to an extent | 36 | 28 | 32 | 34 | 20 |
| Hard to answer | 16 | 16 | 8 | 4 | 33 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 4. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the general level of satisfaction with house maintenance (in %)

| Possible answers | Dissatisfied to an extent | Satisfied to an extent |
|-----------------------|---------------------------|------------------------|
| Negative to an extent | 26 | 44 |
| Neutral, I don't care | 16 | 30 |
| Positive to an extent | 45 | 16 |
| Hard to answer | 13 | 10 |
| Total | 100 | 100 |

Detailing the willingness to create the OSBB

Fig. 8. The willingness to create an OSBB in the house (in %)

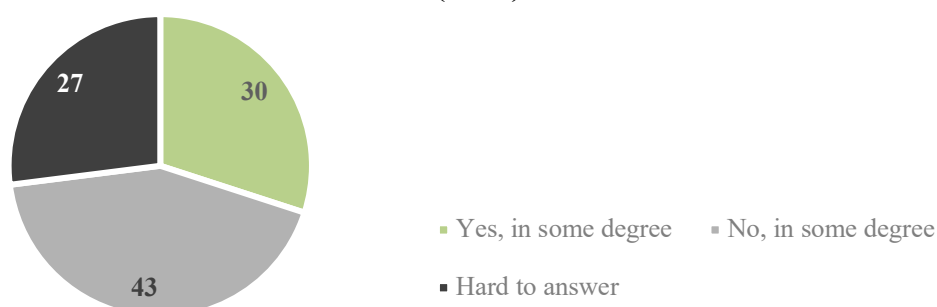


Table 5. The willingness to create an OSBB in the house in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|---------------------|------------|------------|------------|------------|------------|
| Yes, in some degree | 34 | 30 | 36 | 38 | 18 |
| No, in some degree | 28 | 52 | 41 | 45 | 44 |
| Hard to answer | 38 | 18 | 23 | 17 | 38 |
| Total | 100 | 100 | 100 | 100 | 100 |

- 2- The desire to participate in the process of creating the OSBB is declared by 26% of apartment buildings co-owners (**Fig. 9**), and 61% of respondents are ready to join at least one of the proposed forms of the OSBB management (**Fig. 11**).

Fig. 9. Willingness to participate in starting an OSBB (in %)

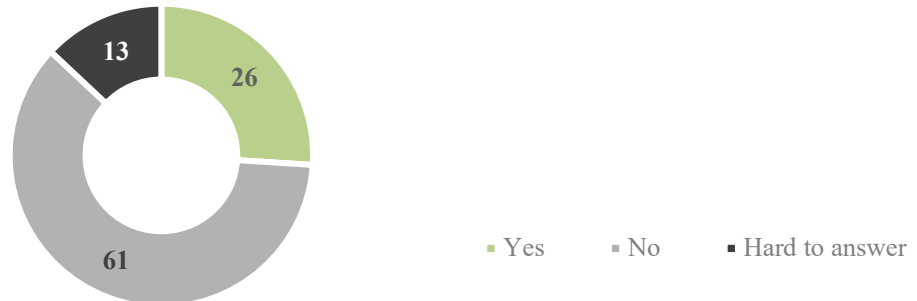



Fig. 10. Portrait of active apartment buildings co-owners who are ready to take part in starting an OSBB (in %)

| | |
|---|------------|
| <div> <div>41</div> <div>  </div> <div>59</div> </div> | |
| Age | |
| 18 – 29 | 17 |
| 30 – 39 | 14 |
| 40 – 49 | 33 |
| 50 – 59 | 16 |
| 60 + | 20 |
| Total | 100 |
| Awareness of the state of affairs in the apartment building | |
| I am always up to date with everything that happens in the house | 10 |
| I know almost everything that happens in the house | 59 |
| I for the most part do not know what is happening in the house | 31 |
| I don't know anything about what is happening in the house | 10 |
| Total | 100 |
| Overall satisfaction with own life | |
| Dissatisfied to an extent | 22 |
| Satisfied to an extent | 76 |
| Hard to answer | 2 |
| Total | 100 |
| Overall satisfaction with house maintenance | |
| Dissatisfied to an extent | 57 |
| Satisfied to an extent | 27 |
| Hard to answer | 16 |
| Total | 100 |

- 3- The main arguments in favor of the OSBB are:

- hopes for better house maintenance

“We with the residents of our house held meetings regarding the discussion of the OSBB, if we pay money for nothing, we need to do something by ourselves” (Lysychansk, focus group discussion, male)

"Money was paid to the Prozorro, or we pay money to the housing maintenance company, or we raised money, organized a tender, hired people and really got the result" (Lysychansk, focus group discussion, NAABC, male)

■ financial transparency

"You can get a report on spending money. And here you pay constantly, but there's no result" (Lysychansk, focus group discussion, NAABC, male)

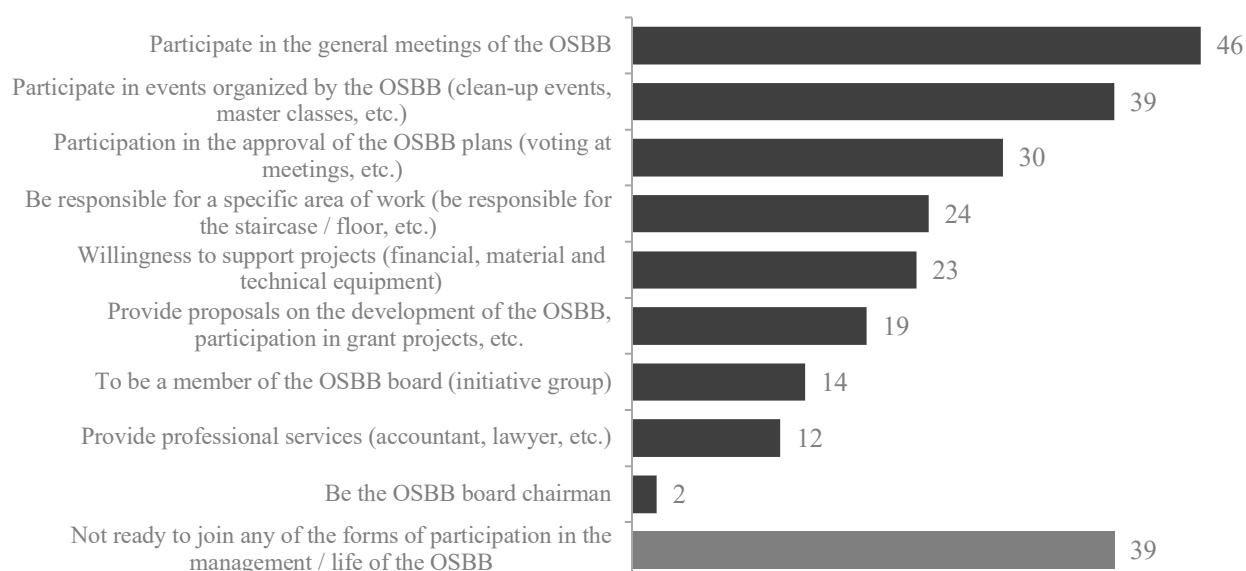
■ opportunity to participate in grant programs

"Each house is responsible for itself. They apply for participation in projects, various grants. Grants for heat insulation. The city does not bear the costs for this, the maximum can give a letter for co-financing" (Lysychansk, in-depth interview, management company)

■ the presence of successful examples among friends and the understanding that changes will not happen quickly, but they will still be

"The result appears in a year, in two, but it appears" (Lysychansk, focus group discussion, NAABC, female)

Fig. 11. Willingness to join the OSBB management (in %, multiple choice)



OSBB creation barriers

Among the existing barriers to starting an OSBB in Lysychansk, one can distinguish the following:

-1- information vacuum

"Older women don't even know what it is. You come up to her and ask: "Excuse me, will you create the the OSBB?", She will tell you: "What are you sick with, what kind of apartment building, damn junkball" (Lysychansk, focus group discussion, NAABC, male)

-2- the habit and convenience of using the services of the management companies

40% of co-owners say that the current form of managing an apartment building is simple and does not require additional inclusion in the life of the house.

"Here you need to understand the mentality, the specifics of our city. People are accustomed not to lead themselves, but to rely on the housing maintenance company, and that's where it all ends" (Lysychansk, in-depth interview, local authorities)

-3- financial risks associated with:

- unwillingness to pay more for house maintenance

"We need an accountant, a manager. You need to pay a salary to these people. If in our house some old woman pays 50 UAH for a housing maintenance company, and she needs to pay 500 UAH, she simply cannot do it" (Lysychansk, focus group discussion, NAABC, female)

- existing household debts

"We learned information, consulted, and also wanted to create the OSBB. Here the house created the OSBB, and the housing maintenance company, if there is a debt, cuts off all utilities. It doesn't matter if your apartment has household indebtedness. There are 52 million debts in our house. What can we talk about?" (Lysychansk, focus group discussion, NAABC, female)

- residents who do not pay for house maintenance, due to which the total amount of payment will be divided between other co-owners

"Of the 30 apartments in the house, 15 apartments are habitable, of these 15, maximum 5 apartments pay for utilities. What can we talk about? I consider it impossible in my case" (Lysychansk, focus group discussion, NAABC, female)

-4- a large percentage of abandoned apartments whose owners have moved to other cities or abroad

"2014, the military development. If we take the percentage of houses, then on average from 40% to 60% of people do not live. We take the house No. 287, a nine-story house, 60% of the residents live there, 40% of the people do not live. If they create the OSBB, it turns out that their utility tariffs will be very high" (Lysychansk, in-depth interview, management company)

"The working-age population has practically left, 60% of the residents are pensioners. This is probably the most basic difficulty. It is difficult for older people to accept and understand this. They say yes, the idea is good, but do it by themselves.... Even with the help of experts" (Lysychansk, in-depth interview, local authorities)

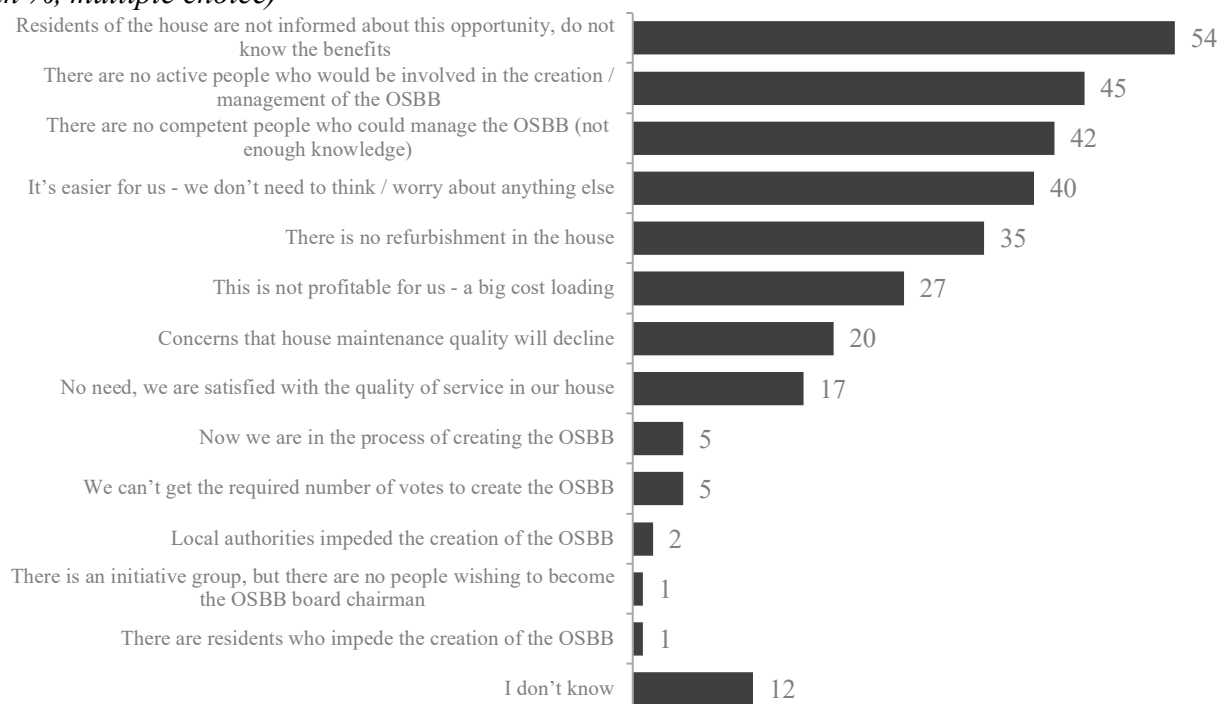
-5- lack of refurbishment in the house

"When the housing maintenance companies were liquidated and management companies were organized, they had to make refurbishment. That is, the houses should have been taken into balance in good condition. This has not been done" (Lysychansk, in-depth interview, management company)

"In the city there is a house in which the OSBB is organized, there is a crack on the wall and the house goes underground. In this state it was transferred by the housing maintenance company. And now they are saying that the OSBB should deal with these problems" (Lysychansk, focus group discussion, NAABC, male)

Fig. 12. Reasons for non-creation of an OSBB

(in %, multiple choice)



Existing barriers, according to active co-owners of apartment buildings, can be overcome as follows:

- cancel debt of houses that have decided to unite

"If the debt that is on the house were canceled, there would already be some kind of plus" (Lysychansk, focus group discussion, NAABC, female)

- create a support program for initiative groups and newly formed OSBBs at the state level

"We have a New Police, why not to create a New Housing and Communal Service. But using common sense, and not how everything is created in our country. Recruit real people from every house. Teach manager, accountant. Government counseling. At the city level, so that you can come to the city executive committee and get a consultation" (Lysychansk, focus group discussion, NAABC, male)

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



low level

Public participation practices at home level

Demonstrations and specifics of public activity at the local level:

- 1-** The main activity of the co-owners at the level of their own house is associated with the beautification of the building surrounding grounds

"Older women plant flowers near the entrance. Pictures in the staircases» (Lysychansk, focus group discussion, NAABC, female)

"If it is snowing in winter, we ourselves clear the paths to the garages. Because in housing maintenance company there are two young girls who obviously could not cope with this" (Lysychansk, focus group discussion, NAABC, female)

- 2-** Activization of residents to implement unifying initiatives. For example,

- organization of joint pastime after voluntary work

"Cooked porridge, worked for an hour and a half, ate porridge and went home" (Lysychansk, in-depth interview, management company)

"After volunteer clean-up we cook porridge or barbecue" (Lysychansk, focus group discussion, NAABC, female)

- joint celebrations

"I don't know, periodically people go out, celebrate something, sing songs. Pleasant hobby club in a decent form" (Lysychansk, focus group discussion, NAABC, female)

- 3-** Creative initiatives, decoration of entrances and building surrounding grounds for the holidays

"By the New Year I try to decorate the staircases by glueing stars with a hot glue gun. I look, the children on the first floor drew a poster. This makes me happy" (Lysychansk, focus group discussion, NAABC, female)

"In our house pensioners glue a poster on the ground floor, every year they decorate the Christmas trees that they planted, hang toys in the yard" (Lysychansk, focus group discussion, NAABC, female)

According to active co-owners, encouraging residents to initiatives is possible with the help of positive examples

"It works. Like in a village: one comes out with a rake and you think that your garden should be no worse than that of a neighbor" (Lysychansk, focus group discussion, NAABC, male)

"I noticed that after I laid out a flower-bed, it was not there before. I laid out a flower-bed, people also began to join, plant flowers" (Lysychansk, NAABC, focus group discussion, NAABC, male)

Fig. 13. Satisfaction with certain aspects of life in the house (in %)

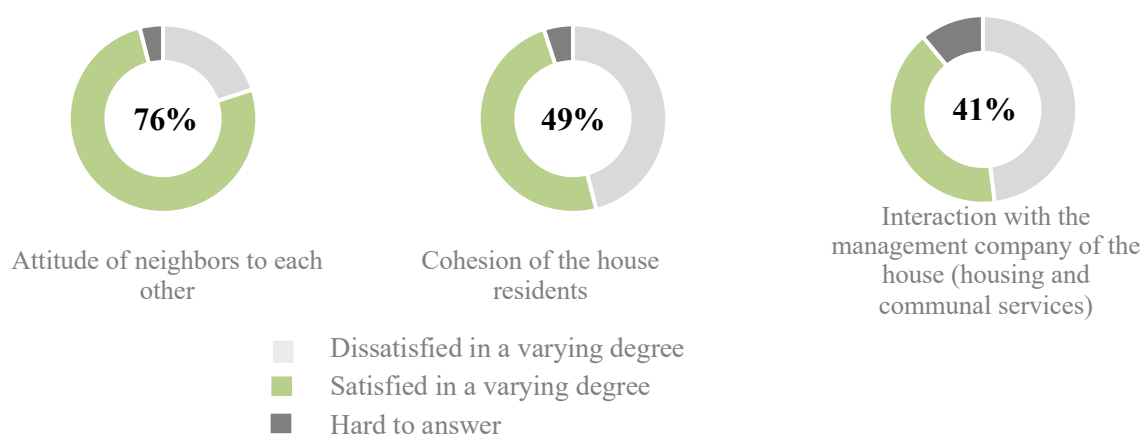
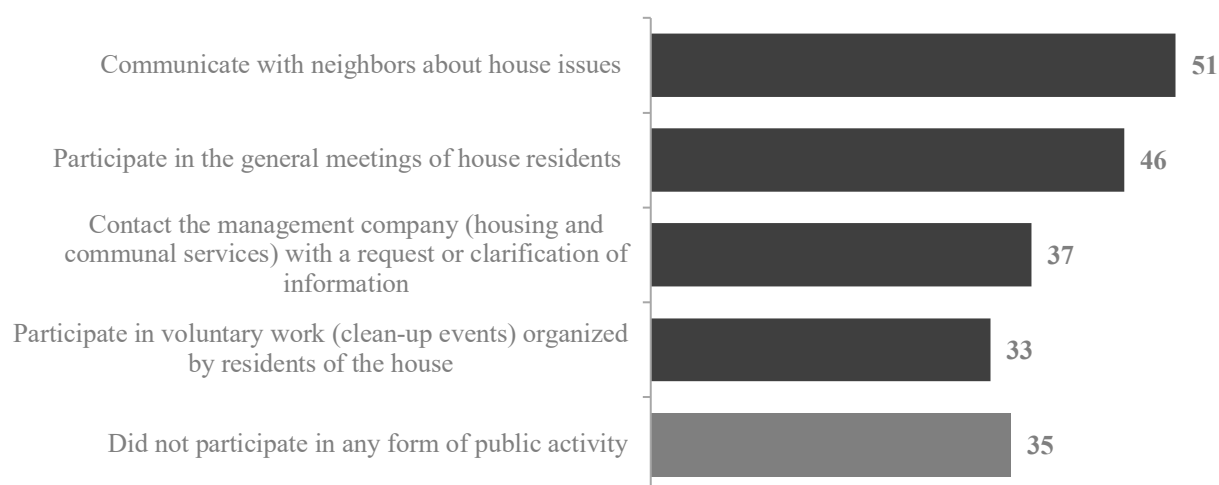


Table 6. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | 1 | 24 | 35 | 40 |
| I greet the neighbors | 2 | 27 | 31 | 40 |
| I communicate with neighbors on everyday topics | 17 | 50 | 22 | 11 |
| I can make small requests (ask for salt, a screwdriver) | 21 | 58 | 15 | 6 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 71 | 25 | 2 | 2 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 45 | 52 | 2 | 1 |

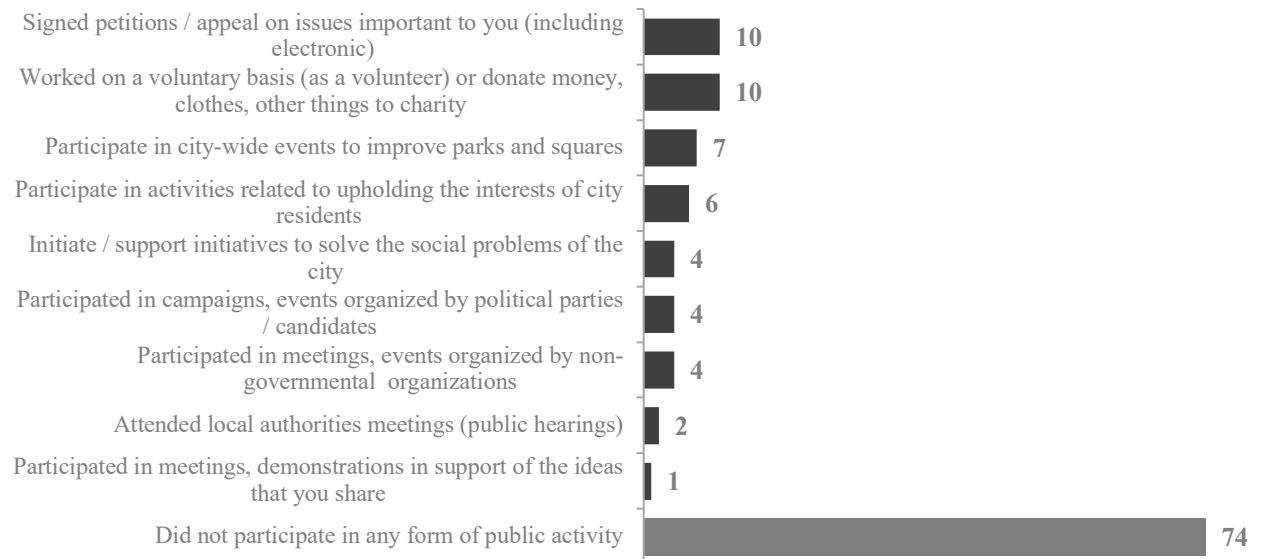
Fig. 14. Participation practices of apartment buildings co-owners at the level of their house over the past year (in %, multiple choice)



Public participation practices at the city level

- 1- Over the past year, **65%** of apartment buildings co-owners have joined / carried out at least 1 activity that relates to social issues in their house (**Fig. 14**), while in the city during the same period **26%** of respondents turned to instruments of public participation, which are more oriented towards advocating and solving problems. (**Fig. 15**).

Fig. 15. Participation practices of apartment buildings co-owners in various events over the past year. Socio-political activities (in %, multiple choice)



- 2- Among active co-owners of apartment buildings, an assessment of existing practices of community cohesion and public participation provokes ironic comments

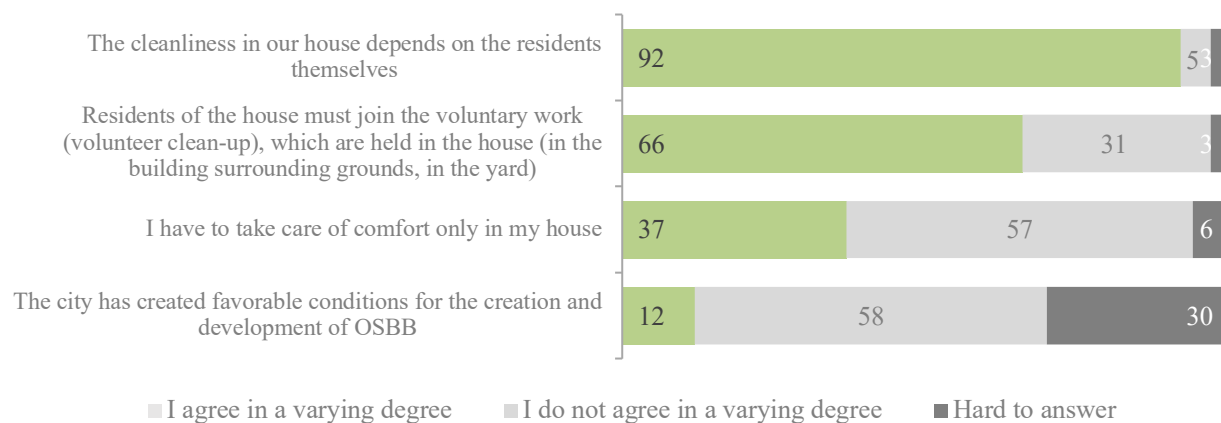
"The cohesion event is held in this way: the authorities turn off the water in one part of the city, and the second part of the city hates that part. This is rallying" (Lysychansk, focus group discussion, NAABC, male)

- 3- In addition to citywide holidays, participants talk about the availability of public hearings, noting their level of closeness to the public

"There are electronic petitions, supposedly there are public hearings, but they are so strangely closed, you were either late or you arrived early" (Lysychansk, focus group discussion, NAABC, male)

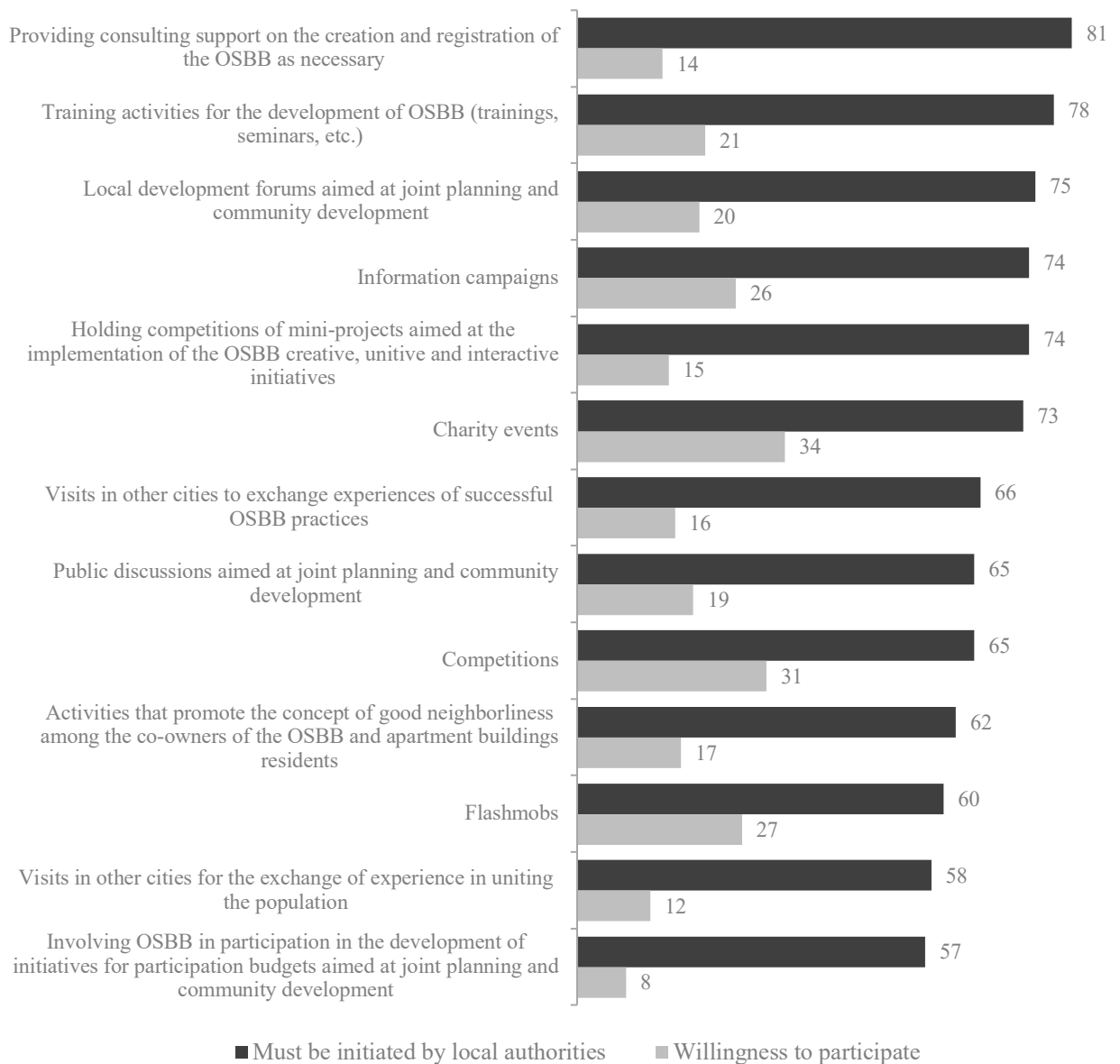
- 4- 57% of co-owners agree that the area of their responsibility for the house is limited only by their apartment (**Fig. 16**).

Fig. 16. Boundaries of responsibility (in %)



- 5- Co-owners of apartment buildings are characterized by a high level of expectations from the local authorities for the organization of various types of public activity. At the same time, 53% of apartment owners are ready to join at least one of the proposed options

Fig. 17. Assessment of the types of public activity that local authorities should organize and willingness of co-owners to participate in these events (in %)



Existing institutional conditions for the creation and development of the OSBBs

Formality of local government activities.

The Resource center, which operates in Lysychansk, was created on the basis of one of the six OSBBs, and its activities are aimed at consolidating existing associations. There are no other institutions or associations in the city designated to working with OSBBs.

The activities of the local authorities are characterized by a high level of formal approach, which is demonstrated in the absence of open communication with target groups of the population, and interaction is limited mainly to responses to a request for information. The presence of specialists in the field of housing and communal services does not affect the availability of completed projects or successful cases of the OSBBs. **Possible authorities support is limited to passive participation:** provision of premises, formal gathering of participants.

Associative background

Co-owners of apartments **do not have positive images** of apartment buildings.

The formed images reflect the state of the housing stock and are based on unclosed domestic issues that residents face in everyday life.

Attitude to the OSBBs as a background for creating associations

Not formed. It is characterized by the simultaneous recognition of both the capabilities of the OSBB and the desire to hold on to the existing form of managing an apartment building.

The low substantive level of awareness and the lack of simple and open channels for access to consultations negatively affect the willingness of co-owners of apartment buildings to set up associations. But at the same time, the presence of at least superficial knowledge in half of the co-owners of apartment buildings is a good basis for implementing an effective communication campaign in the city.

An important component that affects the willingness to take responsibility for managing the house is the habit of using the services of a management company. Despite the fact that the level of dissatisfaction with house maintenance reaches 49%, there is no critical mass of negativity, and the current practice is to wait for the solution of the problems of the apartment building from the outside.

Nevertheless, public opinion about the attitude to the OSBB is divided into almost equal shares of supporters, opponents and those who think that this does not concern him.

The main driver for residents towards a positive attitude to the OSBB and the subsequent creation of associations in Lysychansk is an understanding of financial advantages (targeted spending of money, transparency) and hopes for better house maintenance.

The main barriers to starting an OSBB, in addition to the low activity of residents, is the presence of financial risks (lack of refurbishment, household indebtedness).

Relations between the co-owners are not very close and remain at the level of acquaintances who greet each other. This reduces cohesion behind the existing issues.

Public activity practices**The average level of activity of the apartment buildings co-owners.**

Co-owners of apartment buildings **are more actively involved in activities at the level of their own house** and are less interested in and use e-democracy tools and other forms of public participation at the city level.

A feature of Lysychansk is **its high declarative readiness to participate in the process of creating the OSBB**, as well as its management, at the same time, a third of co-owners of apartment buildings are ready to join those forms of activity that provide for individual responsibility (for example, project administration, making suggestions, etc.).

CASE # 6 STAROBILSK

CASE CHARACTERISTIC ASPECTS: CONDITIONS WITHOUT REAL OPPORTUNITIES, OSBB WITH A NEGATIVE DYNAMIC PATTERN OF CO-OWNERS' ATTITUDE

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 16 917 |
| Number of apartment buildings | _* |
| Number of OSBBs | 9 |
| The number of apartment buildings that are included in the OSBBs | 34 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | - |

*Number of apartment buildings – information is not provided upon the request

Assessment of the support level for the OSBBs by local authorities



low level

Detailing the conditions created by local authorities for the development of the OSBBs

- 1- There are four programs that provide support of the apartment building associations in different forms and capacities, including:
 - refurbishment of the residential accommodation

Ground: Decision No. 34/6 “On approval of the City target program for development of the residential accommodation of Starobilsk city for 2018-2020” dated 23.11.2017
 - OSBB development support program

Ground: Decision No. 66/4 “On approval of the City target program for the Association of co-owners of Multiapartment houses support in Starobilsk city for 2018-2020 (as amended)” dated 23.11.2017

“There is an OSBB development program with the competitive conditions” (Starobilsk, in-depth interview, local authorities)
 - stimulation of the OSBB creation

Ground: Decisions No. 34/7 “On approval of the City target program for stimulation of the Association of co-owners of Multiapartment houses creation and activity in Starobilsk city for 2018-2020 (as amended)” dated 23.11.2017
 - financing and energy saving

Ground: Decision No. 66/11 “On approval of the Program for reimbursement of the part of the loan value involved into implementation of the energy conservation activities in Starobilsk city for 2020” dated 20.12.2019

“Under the program “Warm House” we have had the doors and PVC windows installed” (Starobilsk, focus group discussion, OSBB, female)

Detailing of the low interest of the city authorities in the development of OSBBs

-1- Absence of cooperation with the chairpersons of the existing OSBBs

"The City Council does not help us at all. They turned their back on the OSBBs. Whatever we apply with, whatever we offer, there are always obstacles" (Starobilsk, focus group discussion, OSBB, female)

-2- There are the OSBB development experts, but they confirm that they do not have enough knowledge about OSBBs for performance of the advisory functions

"We are ready to provide accommodation, but we do not have skills to teach" (Starobilsk, in-depth interview, local authorities)

-3- Absence of information campaign with the local population regarding creation of the OSBBs

-4- Change of the programs participation conditions into those that reduce the willingness of OSBBs to participate in them

"There used to be a program where 10% are paid by the OSBBs, and 90% by the City Council. They reconsidered the program and now it is opposite, the City Council pays 10% and 90% pays the OSBB" (Starobilsk, focus group discussion, OSBB, female)

-5- Absence of financial transparency upon realization of the city programs

"I do not know what program it is. The City Council budgeted us 70 thousand to install amplified wiring system. The works have been done for 40 thousand, and 30 thousand disappeared somewhere in the City Council" (Starobilsk, focus group discussion, OSBB, female)

-6- Only 29% of the apartment building co-owners believe that the favorable conditions for development of the OSBB have been created in the city (Fig. 13).

Nominally created conditions for development of the OSBB are peculiar for Starobilsk, thus the city has:

- four specialized programs in which the OSBBs can participate
- specialists that are involved into development of the OSBBs
- successful examples of the OSBBs functioning.

But by the in-depth study we get a different pattern. Specialists for the OSBB development do not have a keen understanding of essence of the associations activity, and also they are **poorly informed about available development programs**. By interviewing it was mentioned that there is a Program for the OSBBs development, but the expert of the local authorities could not explain its orientation, existing conditions and participation formats. Additionally, the investigation component, that provided the analysis of the existing regulatory decisions that would be accepted at a level of the City Council s and concerned matters of the OSBBs, demonstrated that in fact there are four programs (abovementioned) that are little-known not only to the target group but to the workers of the local authorities.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Association of co-owners of Multiapartment houses' image

The way the chairpersons in Starobilsk see the OSBBs depends on

- 1- condition of the residential accommodation
- 2- executed work over the period of the OSBB existence
- 3- active participation of the co-owners in the OSBB work

Image # 1.

Obsolescence of the residence accommodation and problems with refurbishments let the OSBB chairpersons associate it with a person of a retirement age, who after creation of the OSBB understood, that life goes on and it is necessary to continue to arrange himself and take care of appearance and health.

"I can see a person who takes some measures, initiative, offers something. In average it is 64-65-year-old woman, because men do not live long" (Starobilsk, focus group discussion, OSBB, female)

Image # 2.

Low level of interest of the co-owners in the OSBB work.

"A woman, because she is a housewife. Elderly. She does not make up her lips. A woman who wants to be married in order to have someone who will do something instead of her" (Starobilsk, focus group discussion, OSBB, female)

Image # 3.

Positive perception of work executed by the chairman and members of the Board as well as understanding of the existing shortcomings.

"This woman has painted nails, the doors are changed, the windows are changed. But a woman is not always neat" (Starobilsk, focus group discussion, OSBB, female)

The chairpersons of those associations that function not so long, have more negative associations with the OSBBs image. This fact is connected with the younger age of the association, and thus with the fewer amount of changes in the building. Herewith, they are more optimistic about future of the building and speak more freely about possible changes.

Attitude towards the OSBBs

Assessment of attitude to OSBBs



more likely negative

Prerequisites of attitude towards the OSBBs:

- 1- **Low level of interaction of the OSBB board with the co-owners**, thus 37% of the co-owners are satisfied with the quantity of the meetings held (Fig. 6). The chairpersons of the created OSBBs say that they may not initiate meetings until the apartment co-owners offer to hold them. This is one of the reasons why **64% of people who are dissatisfied with the OSBB work, do not see any working efficiency (Table 4).**

"We have never held meetings or only once in a year, and tell people what we would like to do throughout the year. It is a headache to gather everyone, and it will not give any result" (Starobilsk, focus group discussion, OSBB, female)

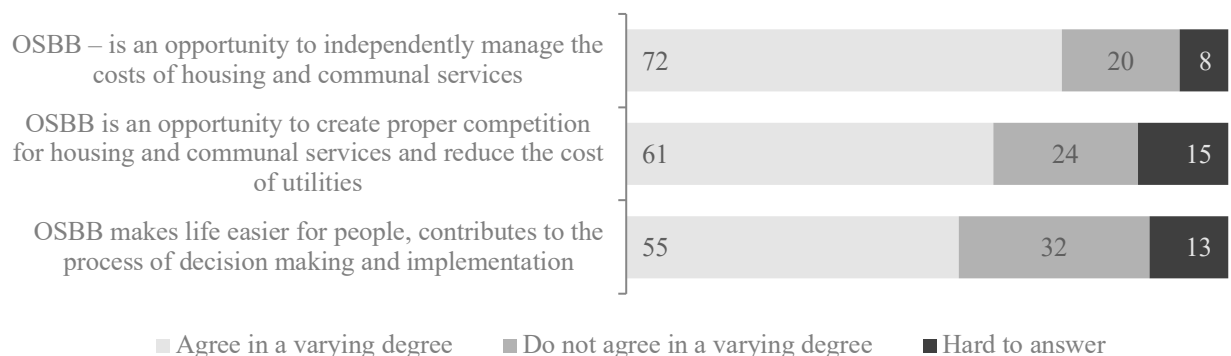
- 2- Co-owners **highly support the idea of the OSBB creation** in their building (56%) (fig. 3), that is also welcomed by the chairpersons

"I think that it is the best form of management" (Starobilsk, focus group discussion, OSBB, male)

Herewith, expectations and reality did not coincide. Before creation of the OSBB **19% of co-owners had a negative attitude towards association idea (Fig. 3)**, while level of the co-owners who are dissatisfied with the OSBB work comprises 54% (Fig. 5).

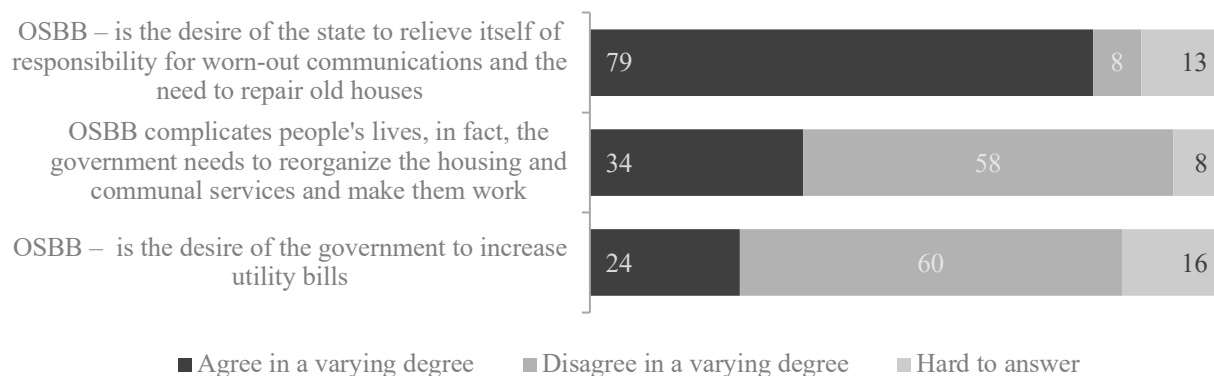
- 3- **Low level of satisfaction of the co-owners with the separate aspects of the OSBB work**, in particular with opportunity to participate in decision making that is negatively estimated by 61% of co-owners (Fig. 6).

Fig. 1. OSBB as an opportunity (in %)



- 4- Even though a though that the OSBB is an intention of the state to relieve itself of responsibilities is highly supported, **assessment of the positive images of this form of management is higher than 50%.**

Fig. 2. Negative images of OSBB (in %)



Detailing the attitude of the population to OSBBs

- 1- Attitude of the co-owners towards creation of the OSBBs is positive, **thus the older association is, the lower is the support level of this idea**. This fact might be related to renewal of the apartment building co-owners in associations that have been existing over 10 years, where almost the quarter of the apartment owners moved in after creation of the OSBB (Table 1).

Fig. 3. The attitude of apartment owners to starting an OSBB in their house (in %)

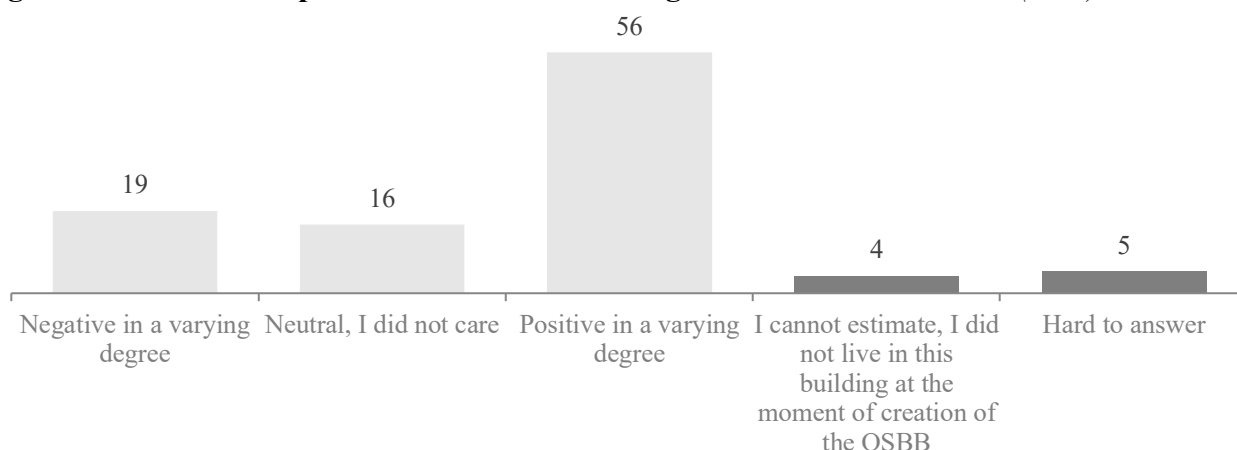


Table 1. Attitude towards creation of the OSBB in the context of the year of the OSBB creation (in %)

| Possible answers | Up to 3 years | 5 to 10 years | Over 10 years | I do not know |
|--|---------------|---------------|---------------|---------------|
| Negative to an extent | 17 | 23 | 22 | 8 |
| Neutral, I did not care | 17 | 15 | 22 | 14 |
| Positive to an extent | 62 | 58 | 34 | 46 |
| I cannot estimate, I did not live in this building at the moment of creation of the OSBB | 2 | 2 | 22 | 11 |
| Hard to answer | 2 | 2 | - | 20 |
| Total | 100 | 100 | 100 | 100 |

Table 2. Attitude towards starting an OSBB in the context of the age of respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Negative to an extent | 5 | 19 | 8 | 24 | 27 |
| Neutral, I did not care | 24 | 15 | 25 | 24 | 8 |
| Positive to an extent | 43 | 49 | 59 | 52 | 51 |
| I cannot estimate, I did not live in this building at the moment of creation of the OSBB | 9 | 15 | 3 | - | - |
| Hard to answer | 19 | 2 | 5 | - | 4 |
| Total | 100 | 100 | 100 | 100 | 100 |

-2- Since its creation, level of the OSBB supporters increased for 7%, while **loyalty level decreased for 31% (Fig. 4)**, the main reason is absence of activity and dissatisfaction with the OSBB management (Table 5).

Fig. 4. Changing attitudes towards OSBB after its creation in the house (in %)

Table 3. How the opinion of the population has changed BEFORE and AFTER starting an OSBB in their house (in %)

| Previous attitude | Improved to an extent | Did not change | Worsened to an extent | Total |
|------------------------|-----------------------|----------------|-----------------------|-------|
| Negative to an extent | 13 | 47 | 40 | 100 |
| Neutral, I didn't care | 25 | 53 | 22 | 100 |
| Positive to an extent | 19 | 47 | 34 | 100 |

Table 4. Reasons for improving attitude towards the OSBB (answer to an open question)

| Possible answers | % |
|---|----|
| Absence of activity (nothing is being done) | 64 |
| Bad management of the OSBB | 23 |
| Disappointment | 9 |
| Competence of people / willingness to participate in the OSBB | 5 |
| Absence of accountability | 4 |
| Abstract (degrading, worse than housing and communal service) | 8 |
| Low-quality work | 5 |

Table 5. Change in the assessment of the quality of services received after starting an OSBB (in %)

| Parameter | Changes for worse | No changes | Changes for better | Hard to answer |
|--|-------------------|------------|--------------------|----------------|
| Staircase lighting | 8 | 29 | 61 | 2 |
| Staircase cleanliness | 9 | 43 | 44 | 4 |
| Garbage removal | 11 | 45 | 41 | 3 |
| Streets cleanliness and cleaning efficiency | 6 | 52 | 40 | 2 |
| Lighting of the inter-district roads | 15 | 46 | 37 | 2 |
| Maintenance of structural elements (solving local problems, prompt response) | 19 | 43 | 36 | 2 |
| Renovation of the house / staircases | 26 | 44 | 29 | 1 |
| Technical condition of the building | 26 | 45 | 25 | 4 |
| Availability of recreation areas (playgrounds and sports grounds, benches, etc.) | 13 | 61 | 24 | 2 |
| Building surrounding grounds greening level | 8 | 69 | 20 | 3 |
| Indoor temperature | 24 | 58 | 16 | 2 |
| The state of recreation areas (playgrounds and sports grounds, benches, etc.) | 13 | 70 | 15 | 2 |
| Overhaul of the staircases (full replacement of windows, doors, roofs, etc.) | 29 | 55 | 14 | 2 |
| Water-supply stability | 7 | 81 | 10 | 2 |
| Power supply stability (voltage stability in the network, shutdown frequency) | 6 | 82 | 10 | 2 |
| Availability and sufficient number of parking spaces near the house | 19 | 64 | 9 | 8 |
| Condition of the inter-district roads | 52 | 40 | 7 | 2 |
| Condition of elevators in the building | 4 | 45 | 4 | 47 |
| Central heating stability | 9 | 53 | 4 | 34 |

Fig. 5. General level of satisfaction with the OSBB operation (in %)



- 3- Satisfaction of the co-owners with the various aspects of life in the OSBB depends on their participation in general meetings.** Thus, the apartment owners who attended the larger half of meetings, have a more positive attitude towards life of the OSBB. The biggest variance of evaluation is seen in the following categories: competence of the OSBB chairperson and frequency of the public discussions/meetings, while the least variance of thoughts is concerning attitude of neighbors towards each other. Herewith, in **34% of cases the activity of apartment building co-owners remains unaccounted (Table 10).**

“People initiate the meeting on their own, it is time to meet and talk. These are mainly residents who initiate the meetings” (Starobilsk, focus group discussion, OSBB, female)

- 4-** As estimated by the apartment building co-owners, in the majority of cases (41%) the apartment building association does not implement projects, oriented at improvement of the living conditions and maintenance of the building (Table 6).

Fig. 6. Satisfaction with certain aspects of life in the OSBB (in %)

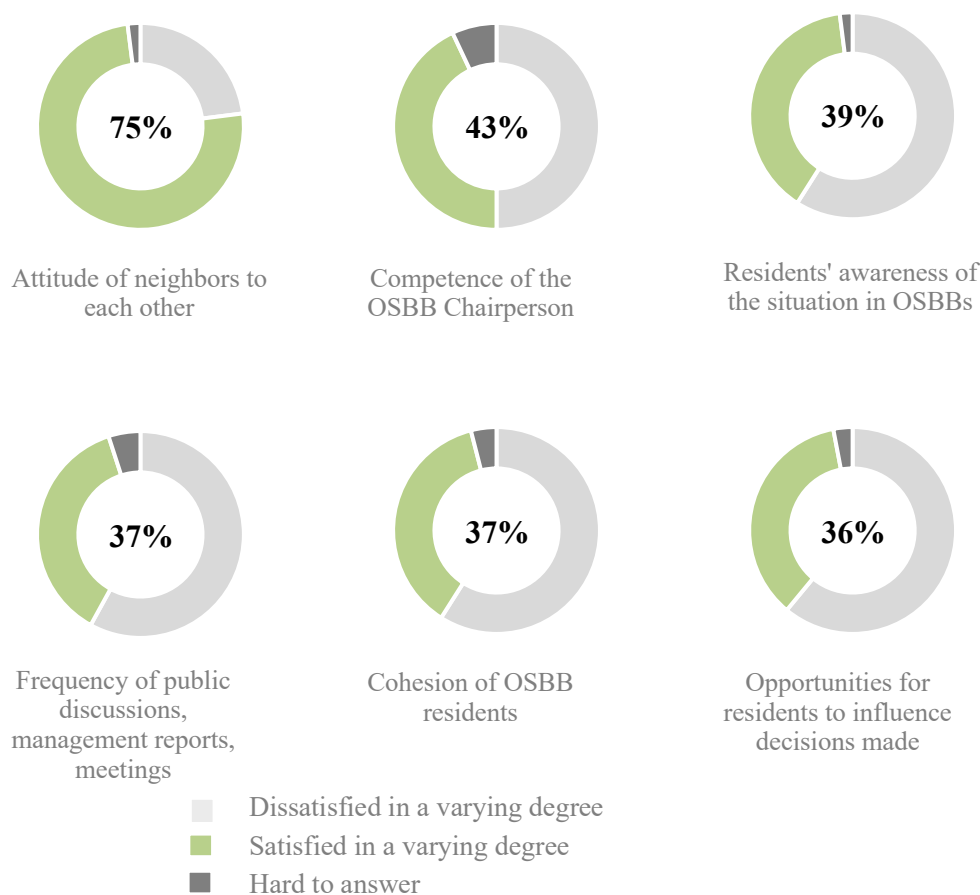


Table 6. Implemented OSBB projects for improvement of the living conditions / maintenance (answer to an open question)

| Possible answers | % |
|--|----|
| Nothing is being done | 41 |
| Maintenance of the building surrounding grounds / greening | 15 |
| Replaced pipes / communications | 11 |
| Staircases repair | 11 |
| Improved lighting | 10 |
| Repair of the roof | 9 |
| Replaced windows / doors | 5 |
| Improvement of cleanliness | 4 |
| Repair of ventilation / chimney | 3 |
| Change of the wiring system | 2 |
| Abstract improvements | 2 |
| Heating | 2 |
| Insulation | 1 |
| Installation of meters | 1 |
| Playgrounds and sports grounds | 1 |
| Refurbishment | 1 |

OSBB creation drivers and barriers

OSBB CREATION DRIVERS:

1. **Successful association cases:** the chairpersons can tell about specificity of the OSBB functioning in Starobilsk and peculiarities of the first year of work. Thus, one out of nine associations of the city includes 23 buildings – the OSBB “Uiut”

“We have studied the examples of the other buildings and understood what we expect from the housing maintenance company” (Starobilsk, focus group discussion, OSBB, female)

OSBB CREATION BARRIERS:

Specific

1. Absence of information on the possible forms of the apartment building management

“People feel more confident being with the public utility company. They even do not know about forms of the OSBBs” (Starobilsk, in-depth interview, local authorities)

2. Habit to live under authority of the housing maintenance company

“Starobilsk lives by the rules of the housing maintenance company, and fails to recognize us” (Starobilsk, focus group discussion, OSBB, male)

Typical

1. Absence of leader

“I do not want to take responsibility, even if there is an initiative group, I have no desire to be the chairperson” (Starobilsk, in-depth interview, local authorities)

2. Unwillingness of the apartment owners to join the apartment building management

“People expect that some man will come and do something” (Starobilsk, focus group discussion, OSBB, female)

3. Existence of debtors

“The main difficulty throughout the first year is to work with debtors” (Starobilsk, in-depth interview, local authorities)

4. Absence of refurbishment in the buildings

Mechanisms applied by the OSBB chairpersons to overpass the barriers:

1. Give more time for consideration together with the constant provision of information

“I give much time to people. We discuss something and they overthink for a long time, make up their minds. It is impossible to put pressure on people, they need to come up with a decision” (Starobilsk, focus group discussion, OSBB, female)

2. Stimulate activity of the co-owners by the personal example

“I should give people an example, maybe it can affect them somehow” (Starobilsk, focus group discussion, OSBB, female)

3. Show possible changes through the example of the already-existing OSBBs

Specialist for the OSBB development considers **making of a movie or series of videos “Life before and after OSBB”** as one of the possible variants for minimization of barriers, for its usage in the information campaign.

PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



low level

Public participation practices at home level

Manifestation and specificity of the public activity at the local level:

- 1- 39% of co-owners participated in over the half of general meetings throughout the last year (Fig. 7).
- 2- The most inactive participants of the general meetings are young people up to 29 years old, their participation level is only 14%, the same as residents from the 'aged 30-39' category who do not attend 54% of the meetings (Table 7)

Fig. 7. Frequency of participation in the general meeting of the OSBB (in %)

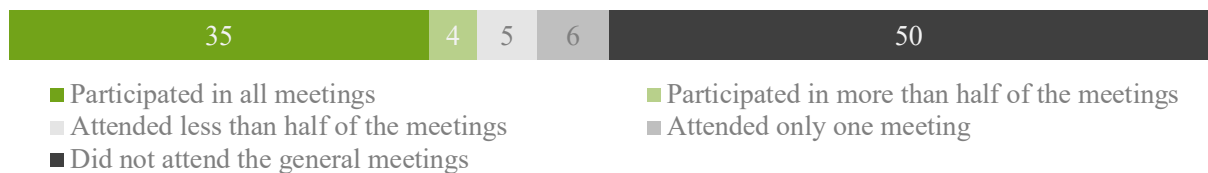


Table 7. Frequency of participation in the general meeting of the OSBB in the context of the age of the respondents (in %)

| Possible answers | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|--|------------|------------|------------|------------|------------|
| Participated in all meetings | 9 | 37 | 38 | 33 | 40 |
| Participated in more than half of the meetings | 5 | 2 | 8 | 4 | 1 |
| Attended less than half of the meetings | - | 5 | 5 | 10 | 4 |
| Attended only one meeting | - | 2 | 5 | 10 | 10 |
| Did not attend the general meetings | 86 | 54 | 44 | 43 | 45 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 8. Barriers to participation in meetings of the OSBB (multiple choice)

| Possible answers | % |
|---|----|
| I don't have time for this | 31 |
| This is a waste of time - information can be placed on information stands (bulletin boards) | 22 |
| I believe that there is no point in these meetings - all decisions are made individually | 18 |
| I'm not allowed to express my thoughts | 11 |
| I believe that there is no point in these meetings - people do not listen to each other | 10 |
| Other | |
| They do not inform people about meetings (9) | |
| Meetings not held (7) | |
| The state of health does not always allow to attend meetings (5) | |
| I am not interested (2) | |
| The other family member attends meetings (2) | |
| | 20 |

Fig. 8. Assessment of the activity of apartment owners of OSBB residents in the work of the general meetings (in %)

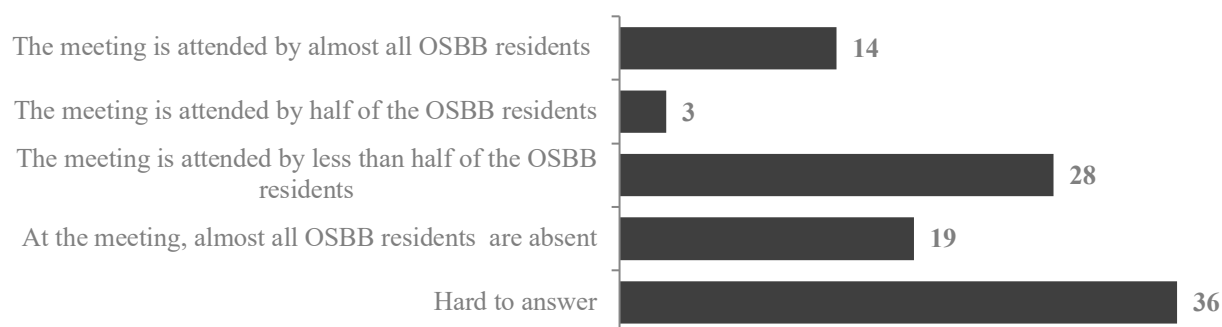


Fig. 9. Performance evaluation of the OSBB general meetings (in %)

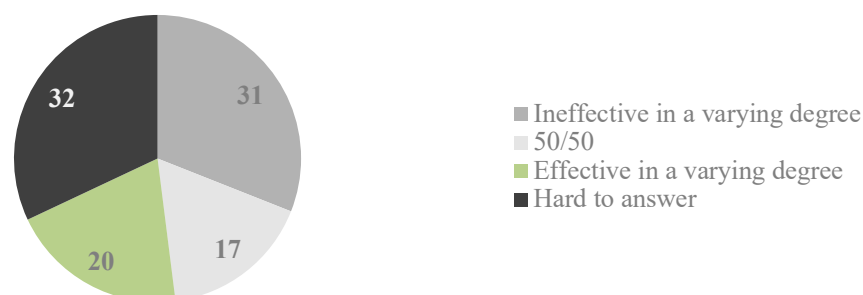


Fig. 10. The approximate number of general meetings of the OSBB for the last year (in %)

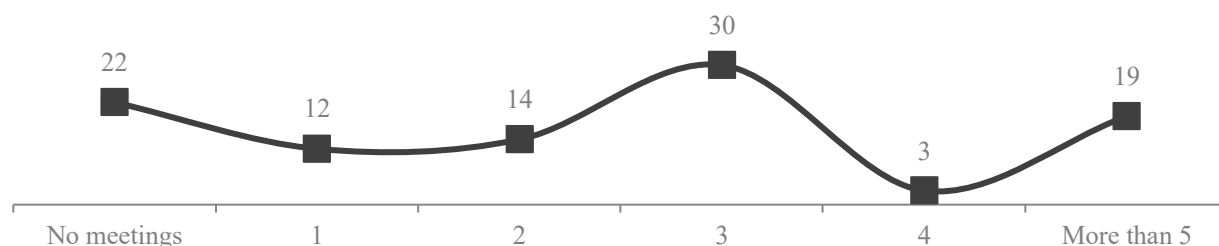


Table 9. OSBB activity reporting channels (multiple choice)

| Possible answers | % |
|-------------------------|----|
| At the general meetings | 54 |
| Bulletin boards | 21 |
| Chat on Viber | 3 |
| Email newsletter | 3 |
| Information booklets | 1 |
| Other | 34 |
| No accounting | |

-3- 24% of co-owners are ready to participate in the OSBB management or have already been involved in it (Fig. 11), this is the lowest rate across Luhansk region at the localities where the association was created. These are mostly women aged 60 + who are ready to join the OSBB management.

Fig. 11. Willingness to join OSBB management (in %)

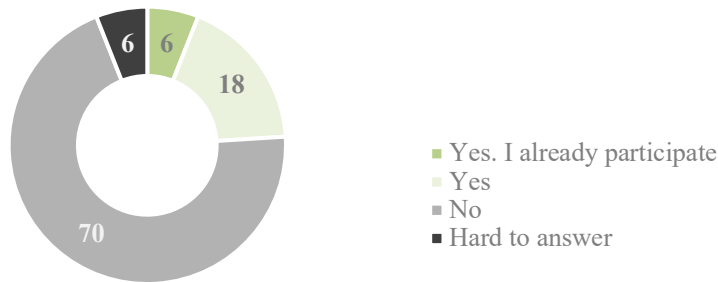


Fig. 12. Portrait of active residents who are ready to join or are already participating in the management of the OSBB (in %)



Age

| | |
|--------------|------------|
| 18 – 29 | 6 |
| 30 – 39 | 25 |
| 40 – 49 | 25 |
| 50 – 59 | 13 |
| 60 + | 31 |
| Total | 100 |

On whom does the life depend?

| | |
|--|------------|
| It depends mostly on me | 23 |
| It equally depends on me and on the external circumstances | 62 |
| It depends mostly on the external circumstances | 15 |
| Total | 100 |

Participation in the general meetings of the OSBBs

| | |
|--|------------|
| Participated in all meetings | 63 |
| Participated in more than half of the meetings | 10 |
| Attended less than half of the meetings | 2 |
| Attended only one meeting | 2 |
| Did not attend the general meetings | 23 |
| Total | 100 |

Awareness of the state of affairs in the OSBBs

| | |
|---|------------|
| I am always up to date with everything that happens in the OSBB | 54 |
| I know almost everything that happens in the OSBB | 19 |
| I for the most part do not know what is happening in the OSBB | 17 |
| I don't know anything about what is happening in the OSBB | 10 |
| Total | 100 |

Satisfaction with the OSBB work

| | |
|---------------------------|------------|
| Dissatisfied to an extent | 31 |
| Satisfied to an extent | 69 |
| Total | 100 |

Activity drivers of the OSBB chairpersons:

- 1- Understanding of the fact that building belongs to the co-owners and a desire of changes for the better

"As soon as we got passports, we understood that it is ours" (Starobilsk, focus group discussion, OSBB, female)

"Little by little people realize that they are the owners here" (Starobilsk, focus group discussion, OSBB, female)

- 2- Understanding of the need for changes and willingness to be involved

"When there is support of the residents, there is willingness to create" (Starobilsk, in-depth interview, non-governmental organization)

Activity barriers of the OSBB chairpersons:

- Absence of involvement of the co-owners into OSBB work

"People can only offer, when it is need to do something, then no one can point a finger at them" (Starobilsk, focus group discussion, OSBB, female)

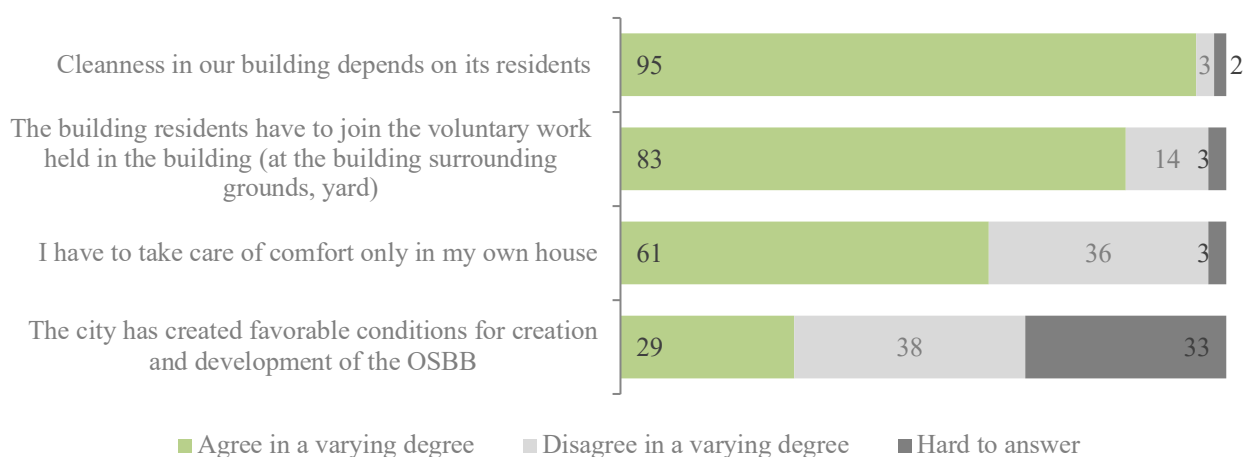
"Created, and now do whatever you want, because nobody needs anything. People believe that they will create and live like in heaven, and we will not do anything" (Starobilsk, in-depth interview, non-governmental organization)

- Absence of gratitude from the apartment co-owners for the executed work

"People are just ungrateful. They think that someone will come and do everything, and they do not do anything and express no gratitude" (Starobilsk, focus group discussion, OSBB, female)

- 4- Co-owners declare a high level of understanding of the need to participate in the social activities and to keep the building clean, herewith **61% of respondents have an idea that everyone is responsible only for their own apartment (Fig. 13).**

Fig. 13. Boundaries of responsibility (in %)



- 5-** Satisfaction with cohesion among the apartment building co-owners (**Fig. 6**) is explained by the relationship with neighbors at the level of greeting and communication on general topics. Herewith, there is inconsistency of the cohesion assessment with the high level of neighboring relationship that is indicated by almost every fifth respondent (**Table 10**). It might be explained with the fact that 51% of co-owners that have close contacts with the most neighbors belong to the age category 60+. Here applies the model: I was born and have lived the biggest part of my life in this apartment building, I was growing up with the other co-owners with whom I am still in a friendly relationship.

Table 10. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 2 | 8 | 90 |
| I greet the neighbors | - | 3 | 13 | 84 |
| I communicate with neighbors on everyday topics | 8 | 32 | 23 | 37 |
| I can make small requests (ask for salt, a screwdriver) | 5 | 50 | 20 | 25 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 21 | 52 | 9 | 18 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 28 | 50 | 6 | 16 |

The most common apartment building co-owners interaction practices:

- voluntary work, building surrounding grounds cleaning

"We always organize the neighborhood clean-up in spring and autumn, also we do it in summer" (Starobilsk, focus group discussion, OSBB, female)

- celebrations

"People celebrate children's birthdays in the yard, in the simmer-house" (Starobilsk, focus group discussion, OSBB, female)

- 6-** 56% are ready to participate as an executive at least in one form of the OSBB initiatives realization, while 20% of co-owners demonstrate willingness to join the active forms.

Fig. 14. Willingness to join various forms of implementation of the OSBB initiatives
(in %, multiple choice)

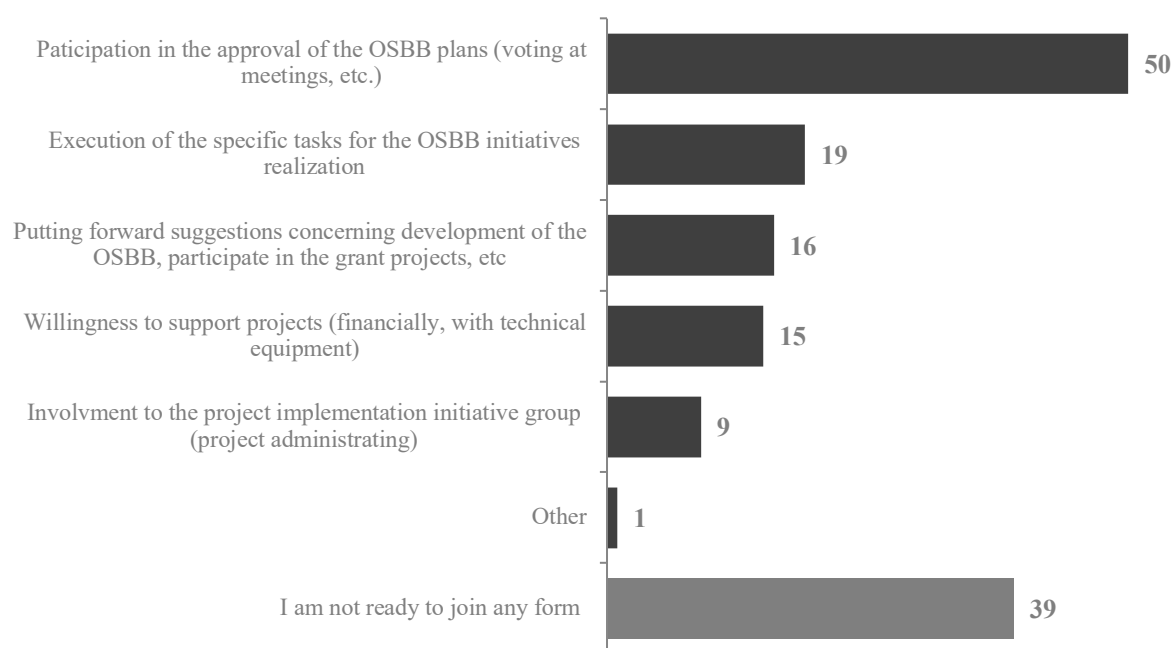
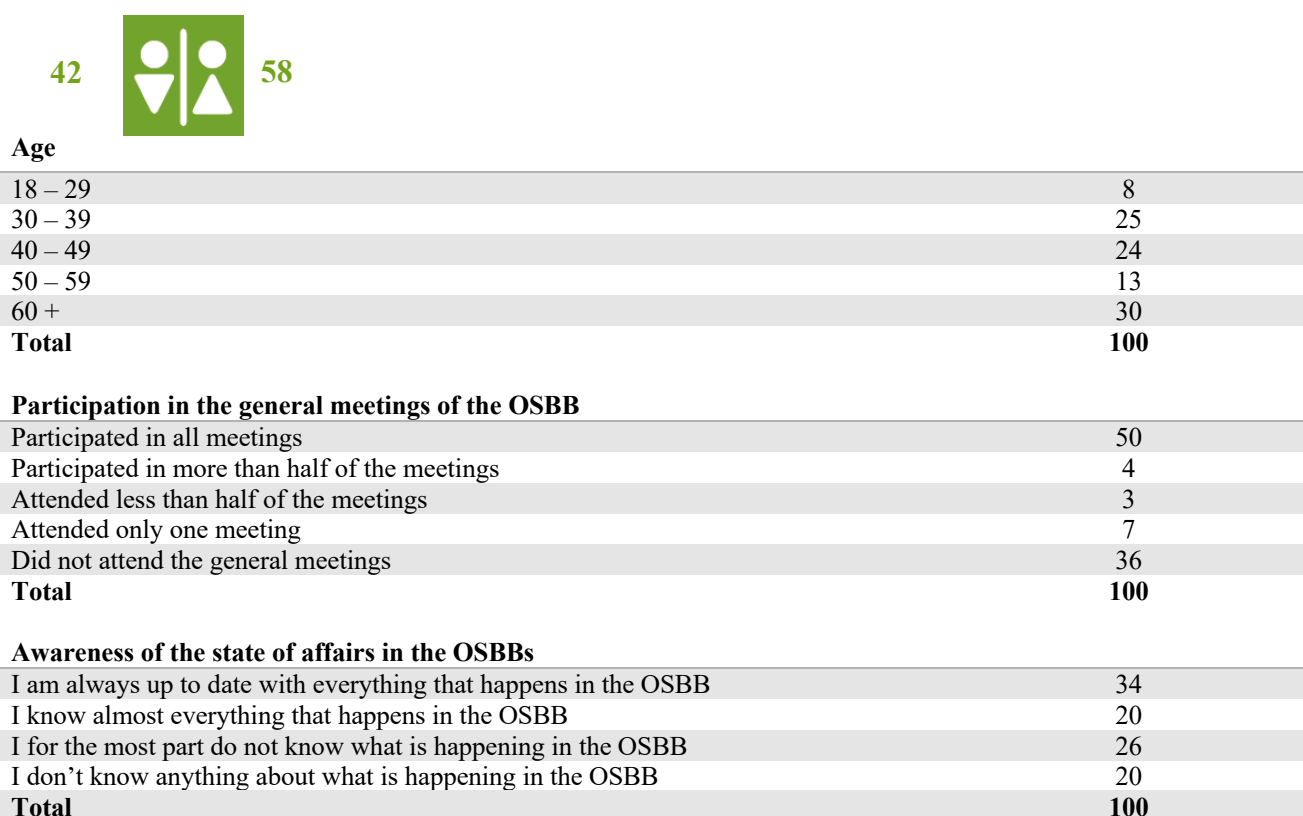


Fig. 15. Portrait of the apartment building co-owners who are ready to join the OSBB initiatives (in %)



Satisfaction with the OSBB work

| | |
|---------------------------|------------|
| Dissatisfied to an extent | 37 |
| Satisfied to an extent | 53 |
| Hard to answer | 10 |
| Total | 100 |

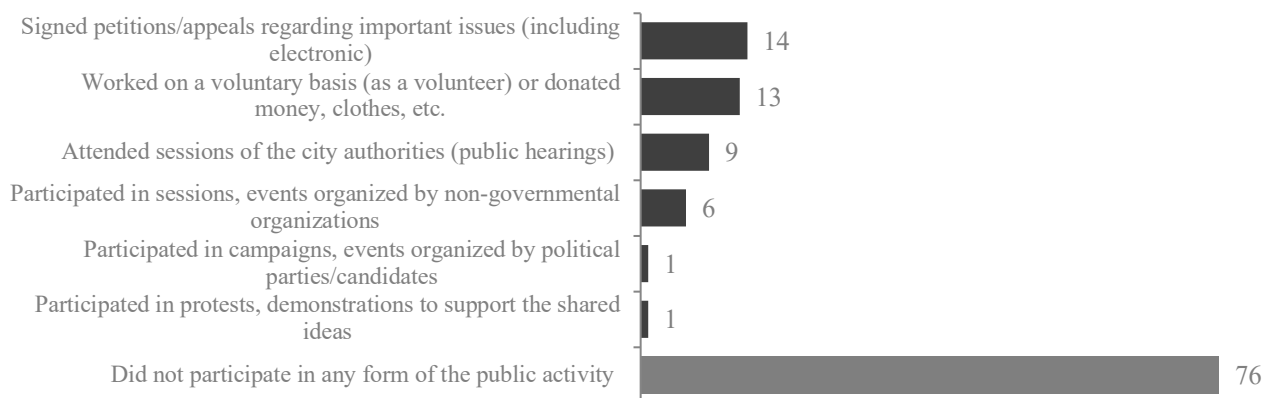
Participation in the public activities over the last year

| | |
|---|------------|
| Participated in the public activities over the last year | 39 |
| Did not participate in the public activities over the last year | 61 |
| Total | 100 |

Public participation practices at the level of the city

- 1-** Over the last year 25% of the apartment building co-owners participated in the socio-political activities.

Fig. 16. Practices of participation of the apartment owners in the apartment building co-owners associations over the last year. Socio-political activity (in %, multiple choice)



- 2-** The instruments of local democracy exist, but they do not work correctly. Even though there are ineffective mechanisms, the authorities do not react to the requests of the city residents to change the situation.

“Nominally the instruments do exist. But that is unreal. We have public hearings, that we can more or less conduct, but if they would like to stop everything, there are levers that may help them to fob it off. And here is the most interesting thing. Provision on Electronic petitions is written well, very well. Only 100 votes over the period of three months. But on the web-site there is no ‘submit’ button. We turned to them for an explanation and there has been none. At first, I thought that it was a web-site failure, and they said: “We never had it [the button]”. There are instruments, but only virtually” (Starobilsk, in-depth interview, non-governmental organization)

Training of the OSBB chairpersons

Pressing topics

1. Undergo certification to become a manager

"I would like to study to become a manager. I do not have enough of these functions. I mean certification" (Starobilsk, focus group discussion, OSBB, male)

2. Legal aspects of the OSBB

"I would like to have legal experience to be able to advance arguments to people. We even do not know our rights" (Starobilsk, focus group discussion, OSBB, female)

3. Filing of applications for participation in the grant programs

"The chairpersons do not have enough skills to file grant application and to control people" (Starobilsk, in-depth interview, local authorities)

Current formats

1. Trainings

2. Experience exchange, although there are OSBB chairpersons that did not find any new information in the experience change format.

"For sure it is useful. We have been to Sievierodonetsk, but did not see anything new there" (Starobilsk, focus group discussion, OSBB, male)

3. Experience exchange among the OSBB chairpersons of Starobilsk city

"If someone applies for help, I always help them" (Starobilsk, focus group discussion, OSBB, male)

Public activity events

Popular formats

1. Events aimed at training of the OSBBs

"They are relevant, but people will not attend them. Except of the OSBB chairperson or accountant. There is no demand for it" (Starobilsk, in-depth interview, non-governmental organization)

2. Public discussions, aimed at joint planning and development of commune

"We did carry out, we met. It is our topic, the development strategy. Analysis revealed that in recent years it used to be carried out on paper only. People have no need for that. Public official feels the need, because if the strategy is not approved, the Public Foundation for Regional Development will not provide funds" (Starobilsk, in-depth interview, non-governmental organization)

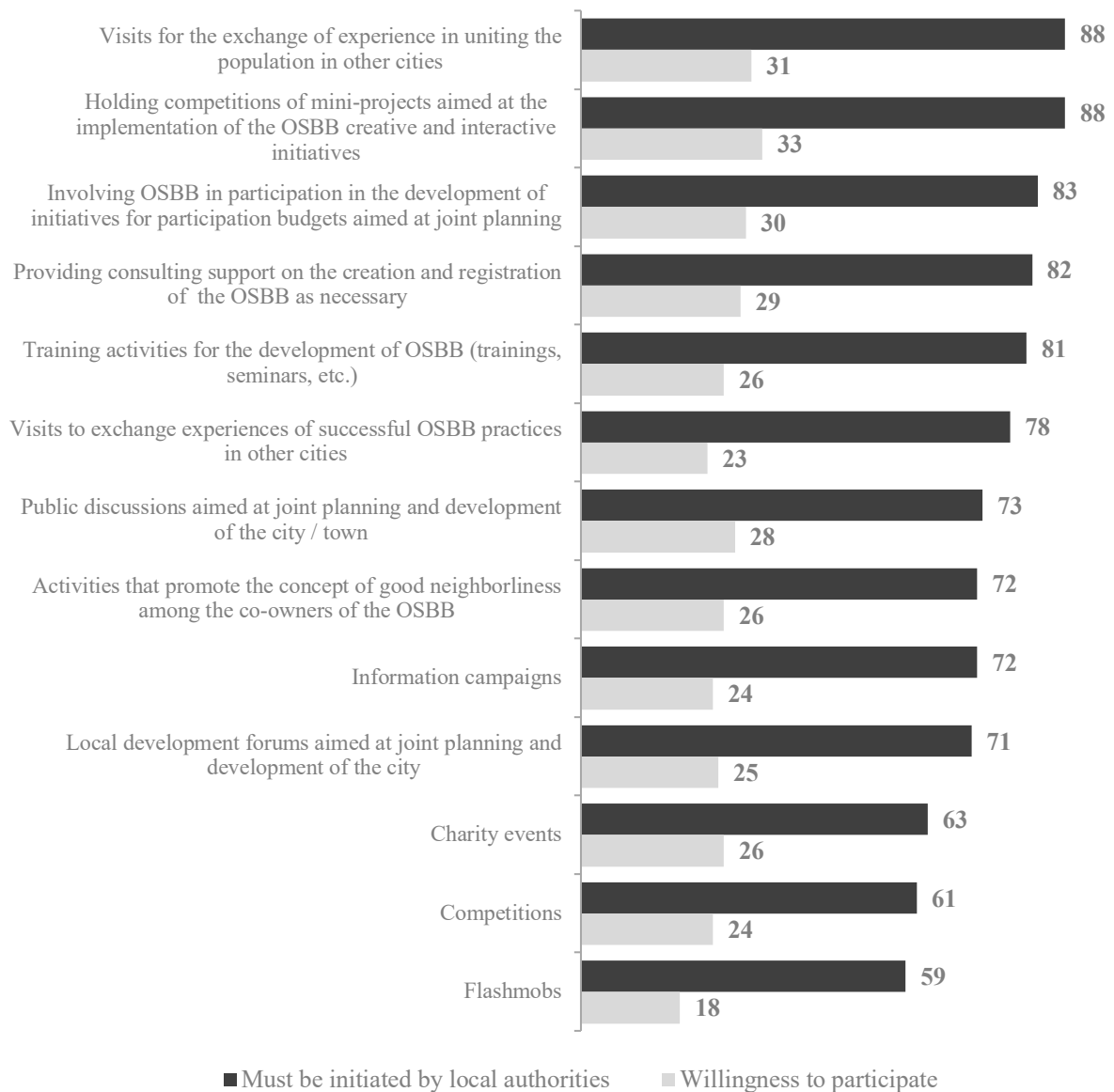
Public activists emphasize the difficulty of involvement of the residents into the commune life, because the most active category is women of the retirement age, the others join only if there is some financial benefit and no need to make much effort.

Not popular formats

1. Forums

"Forum for Starobilsk area – no. It is the countryside" (Starobilsk, in-depth interview, non-governmental organization)

Fig. 17. Assessment of the types of public activity that local authorities should organize and the willingness of co-owners to participate in these events (in %)



CASE RESUME

Starobilsk is characterized by absence of dialogue between three active participants: local authorities, OSBB chairpersons, boards and apartment building co-owners.

OSBB development pattern

Conditions for starting an OSBB:

- 1- **formal support from the authorities.** Despite the approved OSBB development programs, the local authorities do not cooperate with the existing associations, in addition to the apartment buildings without OSBBs
- 2- **absence of specialists,** capable of providing qualitative support for the development of the OSBBs (both at the level of the local authorities and specialized non-governmental organizations/associations)
- 3- issues of the housing and communal services development, in particular OSBBs, is not the priority of the local authorities, that reduces the level of loyalty to the initiatives of the chairpersons
- 4- there are successful examples of the OSBB, which chairpersons are ready to share their experience. In addition, there are both small associations of 8 apartments and OSBBs that include 541 apartments.

Starting an OSBB:

- 1- **it does not depend on the actions of the local authorities,** but rather on the willingness of the apartment building co-owners to change something for better and to follow examples of the neighbors
- 2- chairpersons function independently, without involving co-owners in the decision-making process concerning the apartment building
- 3- chairpersons closely communicate with each other and **exchange experiences.**

Positive results:

- 1- presence of successfully operating associations, including the OSBB *Uiut (coziness)* with 23 associated buildings
- 2- there are chairpersons who are ready to provide training of the others, demonstrating the possibilities of the OSBBs.

Negative consequences / limitations of the model:

- 1- 54% of the co-owners are dissatisfied with the OSBB work
- 2- the available tools of public participation formally exist but they are not used to the full extent
- 3- lack of dialogue between chairpersons and apartment building co-owners. This results in the fact that executed work is left unnoticed, and this, therefore, creates among the apartment owners the impression of inactivity of the OSBB.

CASE # 7 STANYTSIA LUHANSKA

CASE CHARACTERISTIC ASPECTS: ZERO LEVEL.

GENERAL INFORMATION

| | |
|--|--------|
| Population size | 13 089 |
| Number of apartment buildings | 63 |
| Number of OSBBs | 0 |
| The number of apartment buildings that are included in the OSBBs | 0 |
| Percentage of apartment buildings that are part of the OSBBs as part of the total number of city apartment buildings | 0% |

Assessment of the support level for the OSBBs by local authorities



no support

Detailing the current situation

- In the Stanytsia Luhanska **there are no** programs aimed at the development of the OSBBs and the housing and communal sector in general. The situation with the management company, which is also absent in the settlement, is also difficult.

“Now the house is maintained by the residents themselves. The only thing is that garbage is collected, contracts are concluded with the public utility companies. Public utility company “Popasnianske” supplies water. Everything else must be done by the residents” (Stanytsia Luhanska, in-depth interview, local authorities, male)

- **House maintenance is carried out** by residents **on their own**, and the supply of water, electricity and garbage collection are carried out by public utility companies. There were attempts to solve the problem of the absence of a management company through competitive selection, but not a single candidate applied for participation.

“We announced a tender on the Prozorro tender portal, but, unfortunately, no management company wants to participate” (Stanytsia Luhanska, in-depth interview, local authorities, male)

Detailing the reasons for the lack of interest of the city authorities in the development of the OSBBs

- 1- **Average age of the representatives of local authorities.**

Employees of the local Council mainly belong to the age category of 55+ , which explains the low level of relevance of the need for changes and the desire to stimulate change.

-2- Insufficient level of competence of subject matter specialists of the settlement council on the prospects for the development of the OSBBs.

In particular, when communicating with representatives of the local authorities, whose functional responsibilities include the sphere of housing and communal services, a superficial understanding of the mechanism for creating an OSBB and its functioning is recorded.

-3- Lack of specialists in the staff of the settlement council whose responsibilities include territorial development, which significantly affects the sustainability of implemented and funded projects.

“We have a non-governmental organization EKOMAH, which organized the initiative and created an online contact center. There is presented a map with streets, where a person, having registered, can put a mark that there is no lighting on a particular street or garbage collection is not carried out. They passed it to the settlement council, a contact center, which was paid for a year, and they say: “We have a very small staff and there is no specialist who can deal with this contact center” (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

-4- Direct proximity to the place of conducting warfare, which requires the local government to focus on overcoming problems of a different nature. In addition, the fact of being actually on the delimitative line affects the emotional state of the population as a whole.

“What OSBB are we talking about in our current situation?” (Stanytsia Luhanska, in-depth interview, local authorities, male)

“After helping to eliminate the damage from acts of a military nature, the local authorities did not take a special part in the life of apartment buildings” (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

-5- Lack of systematic communication between local authorities and the population.

Detailing of institutional support for OSBBs

At the moment, in the settlement of Stanytsia Luhanska **there are no** consultative and advisory bodies attached to the settlement council, a resource center, non-governmental organizations and associations whose attention should be focused on the development of the OSBBs.

EMOTIONAL BACKGROUND OF OSBBS PERCEPTION

Image of the apartment building

Focus group discussion participants do not associate an apartment building with something alive. There is a clear interconnection: **the houses were filled with life before the war, and now all this has ceased to exist:**

- children and grandchildren left, the vast majority of residents in the houses are old people
- evidences of military operations - holes from bullets and shells, collapsed buildings nearby - do not add optimism
- houses are no longer associated with a place that gives comfort and security

"I would not say that this is a representation of something alive. I can't say that life is in full swing there" (Stanytsia Luhanska, focus group discussion, NAABC, female)

"No youth, no children, no grandchildren. There is no life. How can we imagine a house without children and grandchildren? I don't see the future here in Stanytsia" (Stanytsia Luhanska, focus group discussion, NAABC, female)

"I associate my house with the movie "Road House". It's scary, just scary" (Stanytsia Luhanska, focus group discussion, NAABC, female)

Attitude towards the OSBBs

Assessment of attitude to OSBBs



not formed

Key indicators that are important in terms of understanding the case characteristic aspects:

- 1- More than 70% of respondents do not know the essence of such a form of apartment building management as OSBB (**Fig. 1**). The worst indicators of awareness are observed for the age groups "youth" and "people of retirement age," while on average 42% of co-owners aged 30–59 at least know the essence of this form of management (**Table 1**).

Fig. 1. Awareness of OSBB as a form of apartment building management (in %)

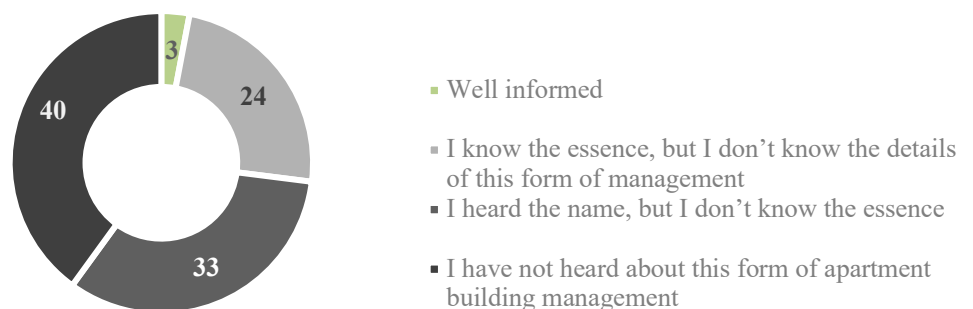


Table 1. Awareness of OSBB as a form of apartment building management in the context of the age of the respondents (in %)

| Possible answers | 18 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ |
|---|---------|---------|---------|---------|-----|
| Well informed | - | 3 | 12 | 3 | 1 |
| I know the essence, but I don't know the details of this form of management | 14 | 34 | 35 | 38 | 9 |
| I heard the name, but I don't know the essence | 31 | 40 | 32 | 26 | 34 |
| I have not heard about this form of apartment building management | 55 | 23 | 21 | 32 | 55 |
| Total | 100 | 100 | 100 | 100 | 100 |

Table 2. Awareness of OSBB as a form of apartment building management in the context of involvement in events organized in the house (in %)

| Possible answers | Participated | Did not participate |
|---|--------------|---------------------|
| Well informed | 7 | - |
| I know the essence, but I don't know the details of this form of management | 29 | 18 |
| I heard the name, but I don't know the essence | 34 | 32 |
| I have not heard about this form of apartment building management | 29 | 50 |
| Total | 100 | 100 |

-2- In the public conscience, there neither positive nor negative associations with OSBB are formed. Ignorance of what OSBB is not accompanied by clear negative stereotyping (**Fig. 2, 3**). At the moment, it can be stated that the public has no request for information on the OSBB on the background of the lack of such information from local authorities. Some (government officials) do not see the relevance in the issue of creating an OSBB in the settlement, others (co-owners of apartment buildings) do not know what it is, and therefore there is no interest and initiative.

Fig. 2. OSBB as an opportunity (in %)

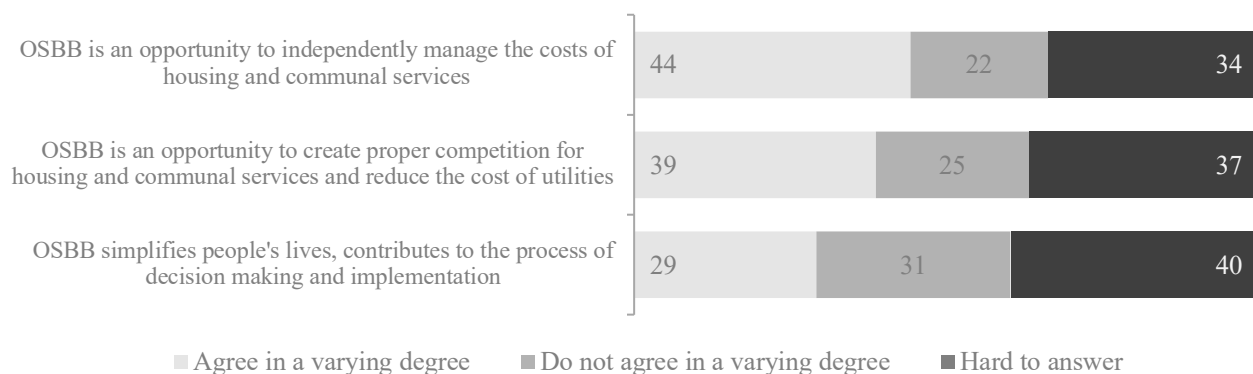
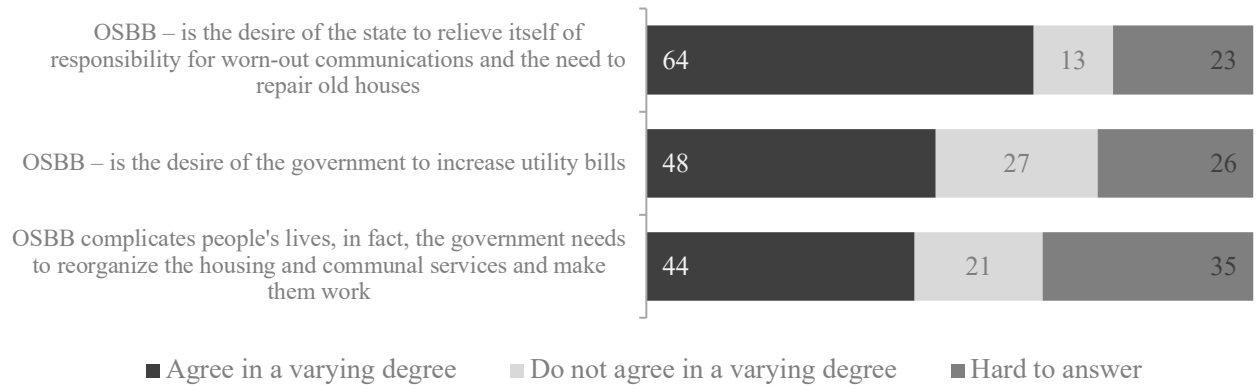


Fig. 3. Negative images of the OSBB (in %)



-3- The information vacuum directly affects the the building up of willingness to create the OSBB in this locality. 27% of co-owners of apartment buildings believe that this issue does not concern them, while the most common is the position of uncertainty (**Fig. 4**). Co-owners of apartment buildings in Stanytsia Luhanska also do not know whether they want to create an OSBB in their house (**Fig. 5**). At this stage, in their own house there are 42% of opponents of such a union.

It is worth paying attention to the fact that part of the argument for such reluctance lies in the plane of objective facts. In particular,

- a small number of residents in the house
- intention to change the place of residence
- financial insolvency

Fig. 4. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality (in %)

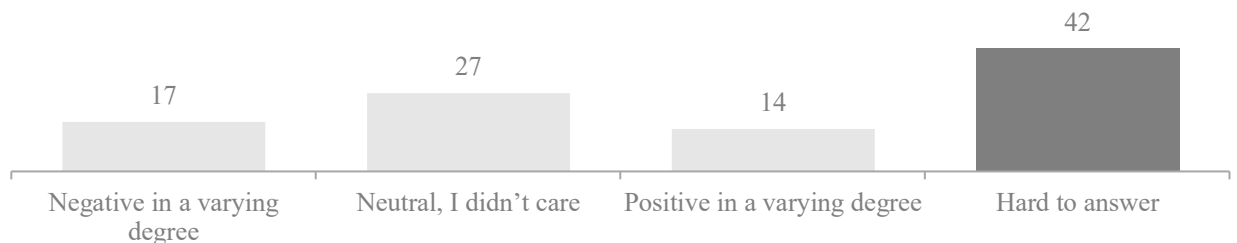


Table 3. The attitude of co-owners of apartment buildings to starting the OSBBs in their locality in the context of the age of the respondents (in %)

| Possible answers | 18 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ |
|------------------------|---------|---------|---------|---------|-----|
| Negative to an extent | 4 | 15 | 23 | 21 | 18 |
| Neutral, I didn't care | 39 | 32 | 21 | 33 | 18 |
| Positive to an extent | - | 15 | 21 | 13 | 18 |
| Hard to answer | 57 | 38 | 35 | 33 | 46 |
| Total | 100 | 100 | 100 | 100 | 100 |

-4- The desire to create an OSBB in their house is declared by 12% of co-owners (**Fig. 5**), which is the lowest among 5 research areas in which the process of unification is either not yet started, or is at the starting positions.

-5- A noteworthy indicator is 46% of apartment owners who, even at the declaration level, refuse to participate in one of the forms of management (**Fig. 6**). This is the lowest indicator not only among the settlements of the Luhansk region, but also of the Donetsk region.

Fig. 5. The willingness to create an OSBB in the house (in %)

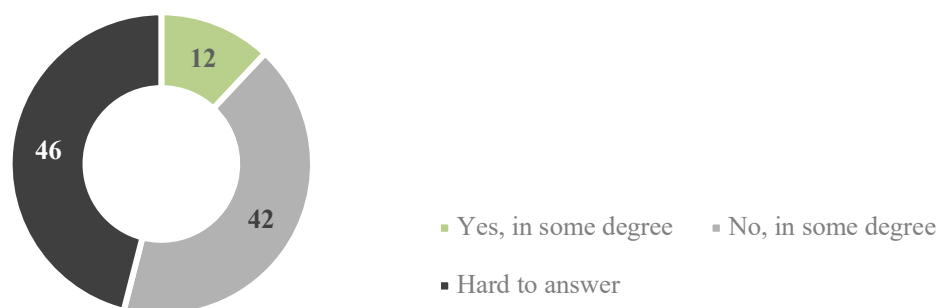


Table 4. The willingness to create an OSBB in the house in the context of the age of the respondents (in %)

| Possible answers | 18 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ |
|---------------------|------------|------------|------------|------------|------------|
| Yes, in some degree | - | 12 | 12 | 24 | 10 |
| No, in some degree | 31 | 51 | 47 | 38 | 42 |
| Hard to answer | 69 | 37 | 41 | 38 | 48 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 6. Willingness to join the OSBB management (in %, multiple choice)

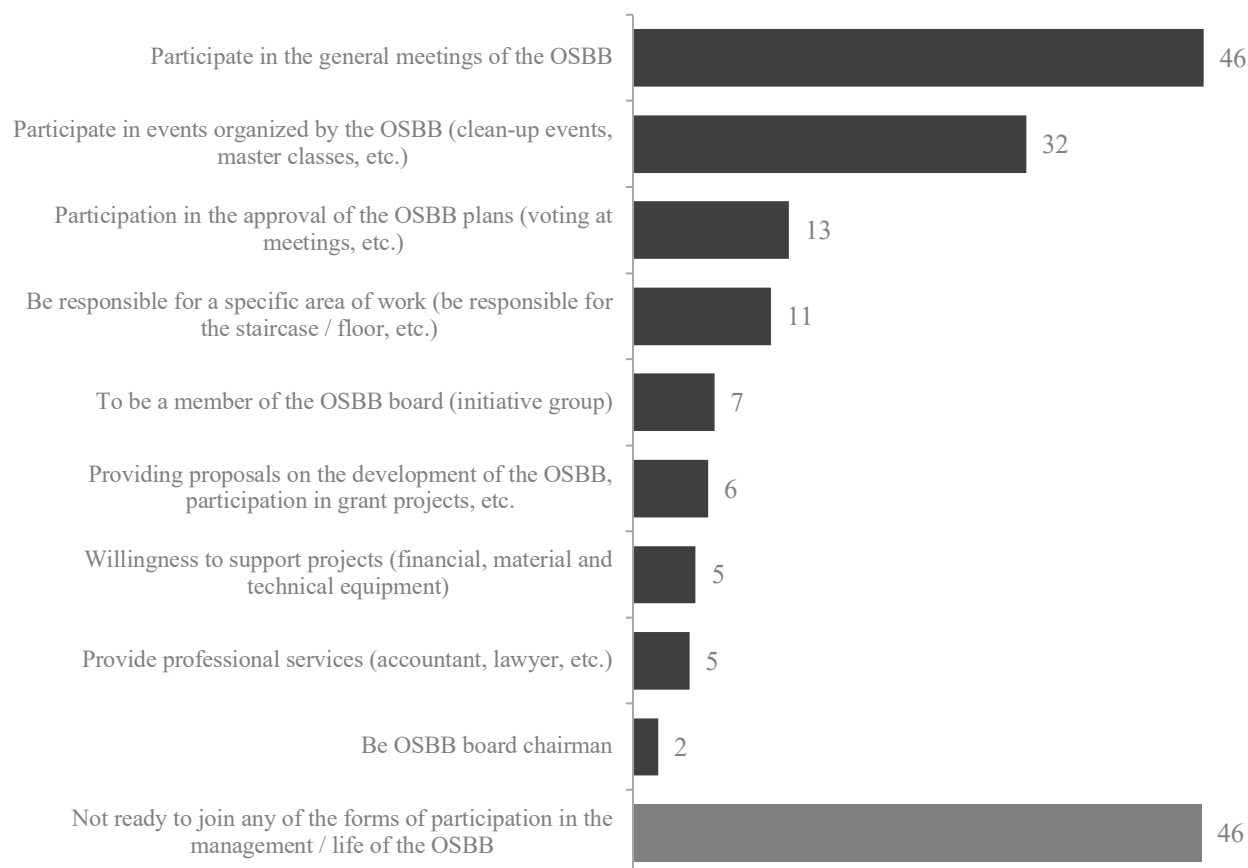
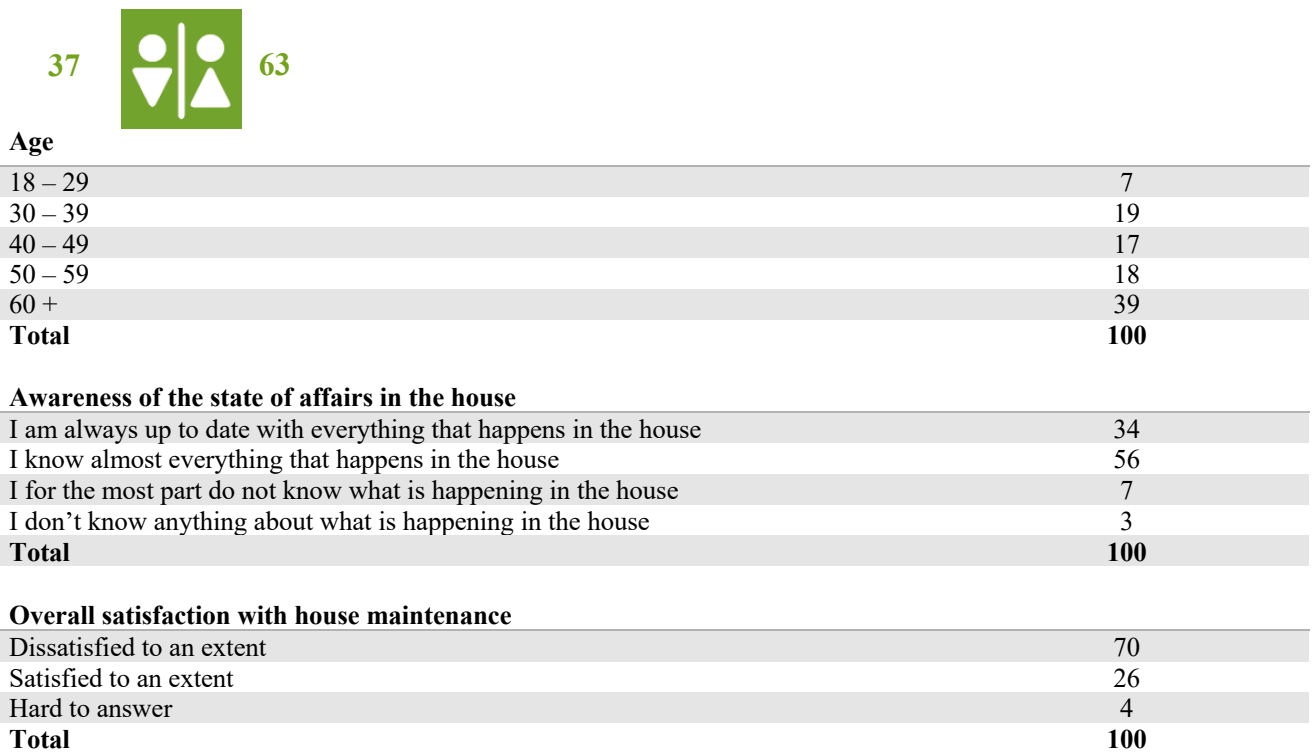


Fig. 7. Portrait of active residents who are ready to take part in starting an OSBB
(in %)



- 6-** The main argument of those apartment owners who are already positively inclined to create an OSBB in their house is to see in it a tool that provides the opportunity for quick decision-making and the ability to do the most in own house.

“The godmother of my child lives in Kherson. They have five houses standing nearby, for two years they fought with the residents to create the OSBB. Now everyone is very happy. Because residents got rid of half of the problems”
(Stanytsia Luhanska, focus group discussion, NAABC, female)

OSBB creation barriers

The existing barriers to starting an an OSBB in Stanytsia Luhanska can be divided into three groups:

-1- Information vacuum

Lack of understanding of the advantages of this form of apartment building management compared to what is now.

“Now the people will tell you: “What is it?” We, many residents, do not even know what it is” (Stanytsia Luhanska, focus group discussion, NAABC, female)

-2- Direct proximity to the place of conducting warfare

“What is our position? A checkpoint on the one side, a shellfire from the other side” (Stanytsia Luhanska, focus group discussion, NAABC, female)

“At the moment, in the gray zone, this is unrealistic” (Stanytsia Luhanska, NAABC, focus group discussion, female)

The fact that Stanytsia Luhanska is located on the delimitative line is the primal cause of a number of other factors that directly affect the assessment of the prospects for the development of OSBB in the settlement. These factors include:

- an increased percentage of uninhabited apartments in the house, which, in the case of starting an OSBB, will lead to the distribution of contributions of co-owners who left among those co-owners who remained

"Half of the residents are gone. In this case, we will have to pay more. Distribute the cost to the remaining residents" (Stanytsia Luhanska, focus group discussion, NAABC, female)

"There are eight apartments in the house; people live in only four apartments" (Stanytsia Luhanska, focus group discussion, NAABC, female)

"Half of the apartments in the houses are uninhabited" (Stanytsia Luhanska, focus group discussion, NAABC, female)

"At half of the house you will not do it. Eight-apartment building, what can be done there?" (Stanytsia Luhanska, focus group discussion, NAABC, female)

"Money is the main fear. You think, or take it there or buy medicine" (Stanytsia Luhanska, focus group discussion, NAABC, female)

- a large number of internally displaced persons who currently live in apartment buildings but are not the owners of apartments

"Many residents of Luhansk are now here. But these are tourists, I hope you understand. They arrived, checked in and left. Of those people who live here, they are mostly either pensioners or recipients of social benefits" (Stanytsia Luhanska, in-depth interview, local authorities, male)

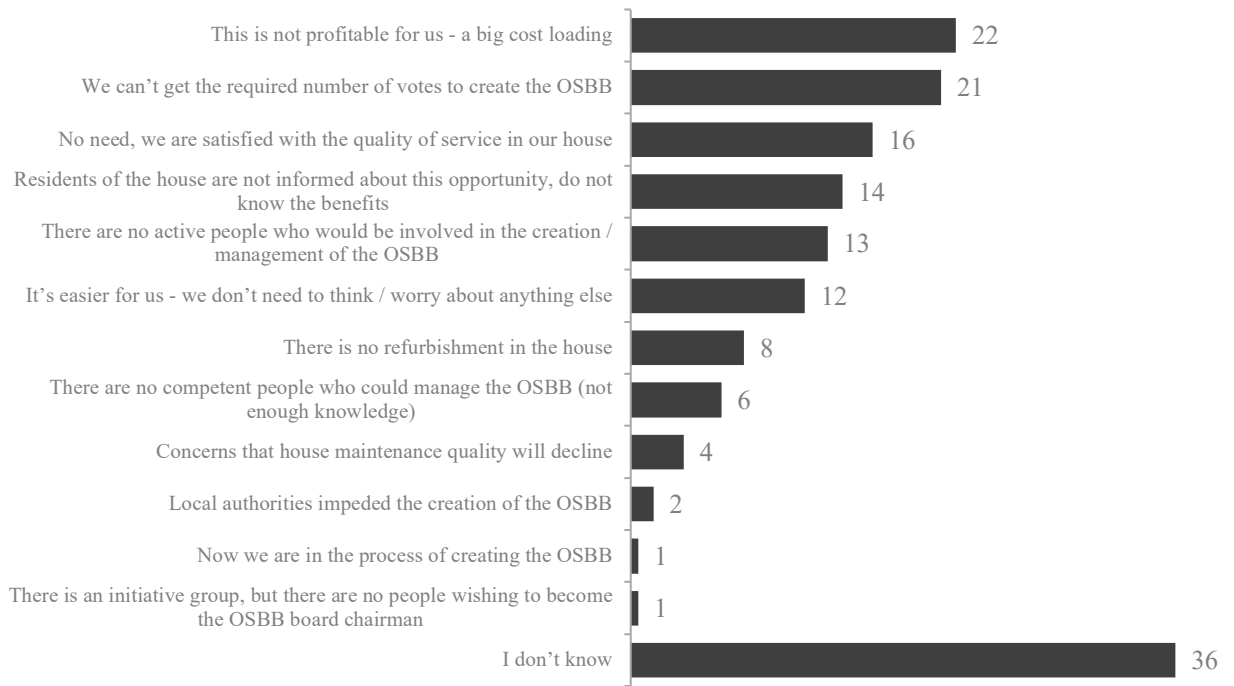
"For example, in-migrants. They drove into, received a certificate of internally displaced persons and live. How can we create an OSBB with them?" (Stanytsia Luhanska, in-depth interview, local authorities, male)

-3- Compiled practice of maintaining houses without an OSBB and without a management company.

Co-owners are accustomed not to pay for house maintenance, but to raise funds if necessary to solve an urgent issue.

"Residents of local houses about two or three years ago decided to independently deal with houses. They do not pay for housing and communal services" (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

Fig. 8. Reasons for non-creation of an OSBB (in %)



Detailing the situation with houses maintenance satisfaction

A high level of dissatisfaction with house maintenance (**Fig. 9**) is associated with unresolved communal issues:

- 1- the technical condition of the house and the lack of refurbishment. Partial repairs were carried out only to minimize the consequences of the military conflict
- 2- dissatisfaction with water quality, which is why some of the residents of apartment buildings go to the inner suburbs

"Our water is of disgusting quality. For food, I go to a detached house to get water from a well" (Stanytsia Luhanska, focus group discussion, NAABC, female)

- 3- lack of necessary specialists who can make repairs, repair water supply and solve other domestic problems for payment. That is, a significant problem is not only raising money for repairs, but also finding the necessary specialist who can do it.

Fig. 9. The general level of satisfaction with house maintenance (in %)

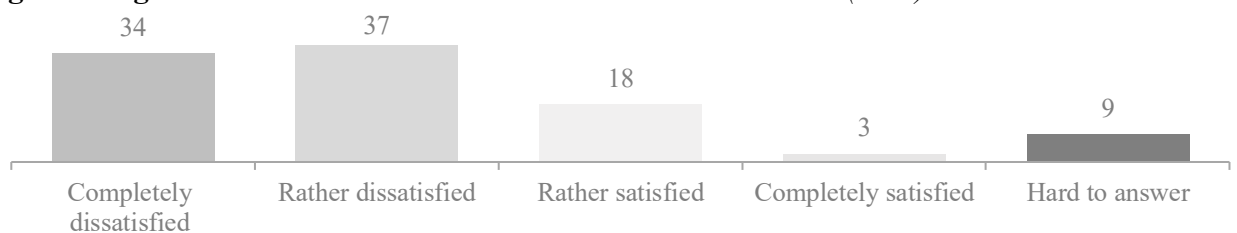
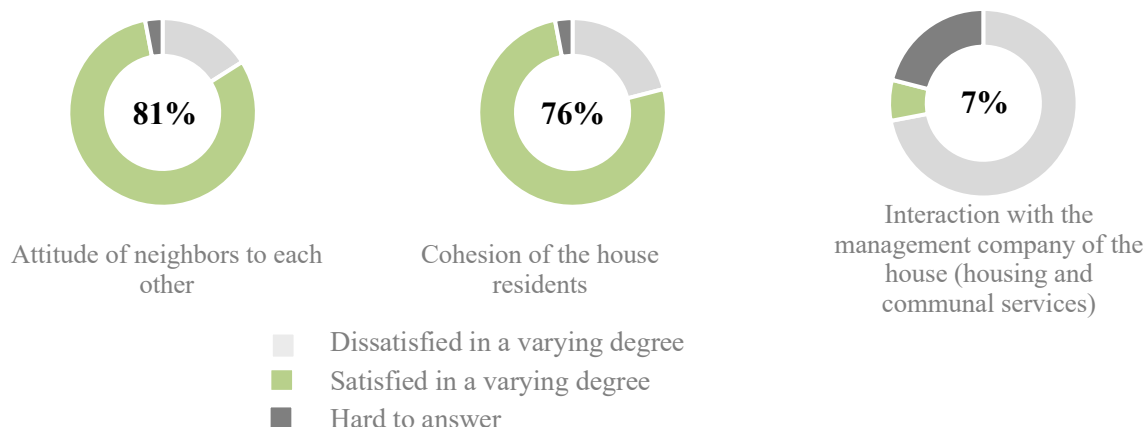


Table 5. The general level of satisfaction with house maintenance in the context of the age of the respondents (in %)

| Possible answers | 18 – 29 | 30 – 39 | 40 – 49 | 50 – 59 | 60+ |
|---------------------------|------------|------------|------------|------------|------------|
| Dissatisfied to an extent | 59 | 71 | 76 | 68 | 75 |
| Satisfied to an extent | 14 | 23 | 21 | 26 | 19 |
| Hard to answer | 27 | 6 | 3 | 6 | 6 |
| Total | 100 | 100 | 100 | 100 | 100 |

Fig. 10. Satisfaction with certain aspects of life in the house (in %)



PUBLIC ACTIVITY AND CURRENT POPULATION UNITING PRACTICES

Assessment of the public activity level



low level

Public participation practices at home level

Manifestations and specifics of public activity at the local level:

- 1-** The main activity of residents at the local level is related to the maintenance of their houses. Co-owners of apartment buildings stick by issues relevant to the house. For example,

- cleaning of the building surrounding grounds
- roof repair
- water supply replacement

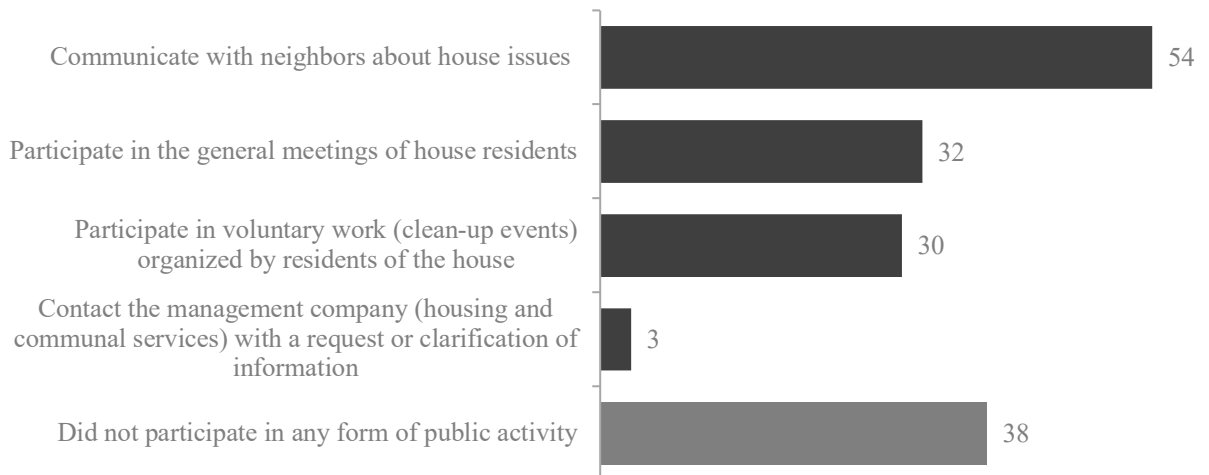
“Our house is considered privatized, it does not belong to anyone, you see. We do the repairs and everything else for its maintenance ourselves. Our roof is leaking now. I live on the first floor and up to the first floor is a puddle. We are collecting money now, when it gets warmer we will repair the roof. Some residents do not agree, three apartments in our house are uninhabited” (Stanytsia Luhanska, focus group discussion, NAABC, female)

“Before the war, we ourselves replaced the sewer system and pipes. We raised money for materials and hired repair workers, did it” (Stanytsia Luhanska, focus group discussion, NAABC, female)

“Residents who have acquaintances who can be contacted for any service are doing this. Someone is collecting money. Someone is watching what they are doing” (Stanytsia Luhanska, focus group discussion, NAABC, female)

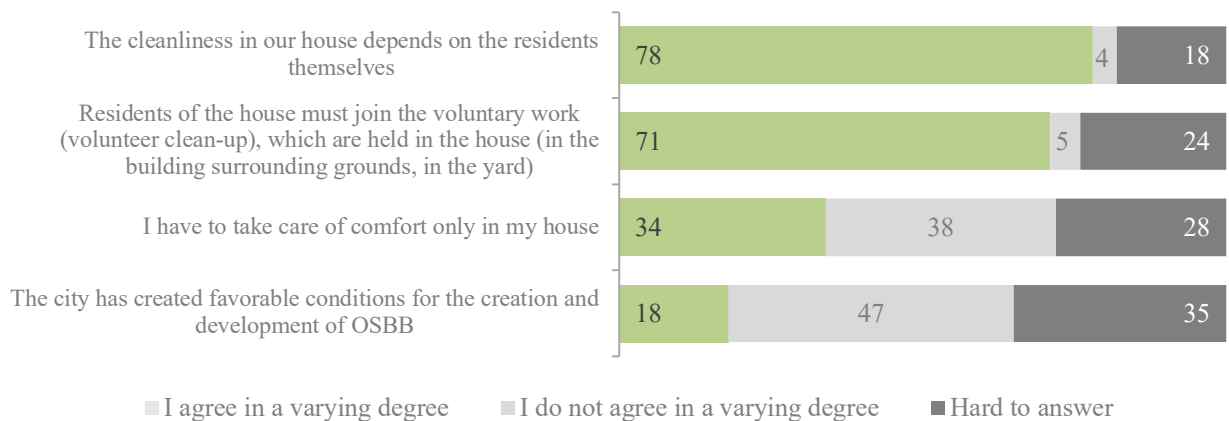
- 2-** The most common practice of public activity is communication with neighbors. At the same time, 38% of co-owners of apartment buildings over the past year did not participate in any of the proposed forms (**Fig. 11**).

Fig. 11. Public activity of apartment owners at the level of their home over the past year (in %, multiple choice)



- 3- The question as to whether the co-owner of the house should deal with comfortable conditions only in his own apartment has the most heterogeneous distribution of answers (Fig. 12), where there are almost equal shares of those apartment owners who are convinced of this and those apartment owners who disagree with this position.

Fig. 12. Boundaries of responsibility (in %)



- 4- 76% (Fig. 10) of co-owners of high-rise buildings are satisfied with the cohesion of the population of their house. The tightness of social interaction in Stanytsia Luhanska is more typical for settlements with a population of less than 20 000 people, which is characterized by a shorter distance and a higher level of trust, and is manifested in the fact that 36% of the co-owners of apartments have someone to ask from their neighbors (and there are more than half of them) to water the flowers or to feed the animal (Table 6).

Table 6. Cohesion of the apartment building residents (in %)

| Statement | With none of the neighbors | With several neighbors | Less than with a half of the neighbors | More than with a half of the neighbors |
|---|----------------------------|------------------------|--|--|
| I recognize the neighbors "by sight" | - | 11 | 25 | 64 |
| I greet the neighbors | - | 9 | 24 | 67 |
| I communicate with neighbors on everyday topics | 8 | 23 | 30 | 39 |
| I can make small requests (ask for salt, a screwdriver) | 10 | 34 | 24 | 32 |
| I can make significant requests (look after the child, water the flowers during absence, feed the animal, etc.) | 26 | 39 | 19 | 17 |
| We are friends, we go to visit each other, organize joint holidays, etc. | 32 | 56 | 7 | 6 |

Public participation practices at the city level

- 1- 96% of co-owners of apartment buildings did not participate in any form of public activity outside their own house.
- 2- The disproportion in the expectations of co-owners of apartment buildings from the authorities and their own willingness to join these initiatives is the largest of all the settlements that participated in the project (**Fig. 13**)
- 3- 49 non-governmental organizations are registered in Stanytsia Luhanska (together with the district), however, their activities in the majority remain unnoticed or purely formal.

"49 non-governmental organizations are registered in the district, only 9 of which really work. Some organizations were created for some project and that's all, and some of the organizations are veterans organizations" (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

- 4- The focus of non-governmental organizations is focused on eliminating the consequences of the military conflict and on improving the settlement with the financial support of international organizations.

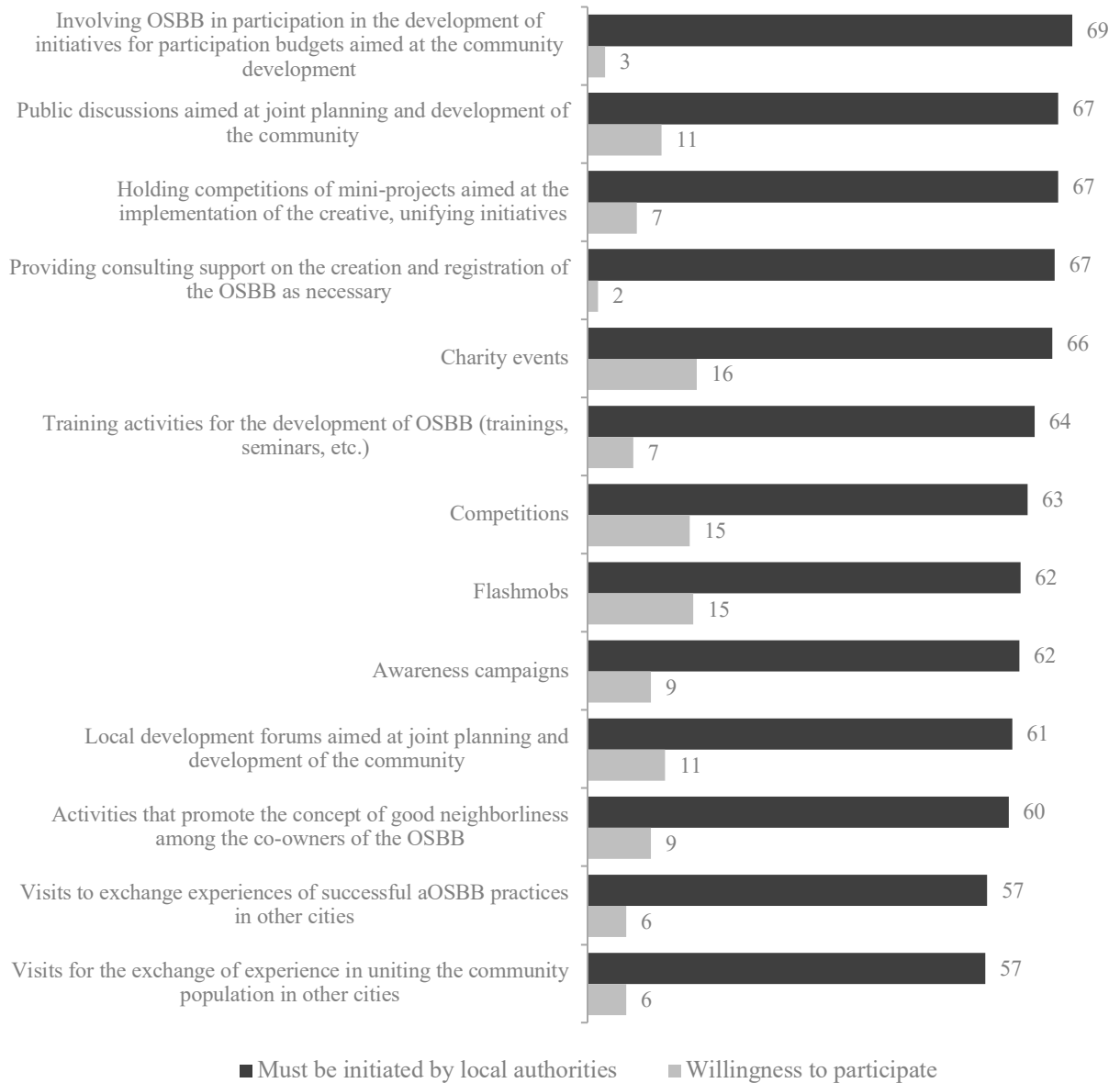
"In 2018, the "Velyka Rodyna" non-governmental organization made light on five streets. This year, another organization purchased 10 light fixtures, but so far they have not been partially installed due to the distribution of the budget. Basically, everything is implemented by the United Nations Refugee Agency" (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

- 5- There is an increase in the level of value of "soft" projects among non-governmental organizations, local authorities and the local population.

"We are trying to increase the activity of residents. As part of the USAID project, we conduct trainings "School of Active Community". We gather activists, representatives of local authorities and teach how to communicate, how to write projects. How to interact and solve community issues. We approached starting an an amalgamated territorial community in 2020, which is very important. Why is there a need for this project? Because the population was extremely inactive" (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

"We see how popular this is. And even representatives of local authorities are already interested. They say "Let's conduct such trainings locally" (Stanytsia Luhanska, in-depth interview, non-governmental organization, male)

Fig. 13. Assessment of the types of public activity that local authorities should organize and willingness of co-owners to participate in these events (in %)



Existing institutional conditions for the creation and development of the OSBBs

There are no manifestations of institutional support.

There are no OSBBs in the settlement, representatives of local authorities do not assess this issue as relevant, respectively, there are no programs and solutions that would concern the prospects of creating OSBBs.

An important institutional risk is that the lack of subject matter specialists in local government bodies (or specialists who would be focused on the development of the project) **reduces the sustainability of both implemented and potential initiatives**. This is especially urgent on issues that are directly related to the activity of the authorities or, at least, provide for its participation.

Associative background

Apartment owners **do not have positive images** of apartment buildings.

Existing images reflect the rooting of injuries caused by acts of a military nature. They are based on a feeling of emptiness, hopelessness in terms of further development and lack of potential for life.

Attitude to the OSBBs as a background for creating associations

Not formed.

Low level of awareness of this form of apartment building management. However, the existing informational vacuum on the issue under study did not become a fertile ground for a clear rooting of the negative attitude to the OSBB as a form of management. The best characteristic, which quite capably describes the attitude of co-owners of apartment buildings to OSBB, is **uncertainty**. Such uncertainty, combined with the fact that the main argument in favor of creating an OSBB is to see in it a tool that provides the opportunity for quick decision making, is the basis for further construction an action plan for this locality. An additional driver on the way of activating the process of creating OSBB is the fact that an informal practice of managing a house without OSBB and without a management company has already been formed in the locality. That is, in fact, there is experience of cooperation in order to solve pressing problems.

The main barriers are the non-dominant, but nevertheless specific gravity of those apartment owners who don't want to create an OSBB in their house. On the one hand, given the high level of population's lack of information about the nature of an OSBB as a form of management, such reluctance may be a reaction to the unknown. On the other hand, a number of objective factors deserve separate additional attention, such as an increased percentage of uninhabited apartments in the house, the number of internally displaced persons, which will certainly affect the complexity of the process of creating an OSBB. Moreover, given the sociodemographic composition of the settlement population, without the effective support of the authorities and / or relevant organizations, this process at this stage (in the current conditions) is rather impossible.

Public activity practices

Low level of activity of co-owners of apartment buildings.

It is fixed both at the level of direct place of residence and at the level of the settlement against the backdrop of high declared requirements for local authorities. So from the local authorities it is expected to initiate many activities, however, from 3 to 15% of the population are ready to participate in such activities.