



Institute of Social Studies and Analysis

**Survey of Target Groups' Attitudes and Expectations Related to
Social Housing**

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1. Research methodology

1.1. Research objective and the methods used

This research studies the attitude towards social housing and the expectations related to these institutions. It also aims to define for which vulnerable groups (i.e. potential beneficiaries of social housing) this kind of service is more suitable.

For the above purpose quantitative sociological research has been conducted with the use of *the face-to-face interview method*.

Group discussions (focus groups) were held to ensure the appropriateness of the research instrument used (questionnaire). This was done through defining the indicators to be measured in the course of quantitative research. Therefore, group discussions had an auxiliary, rather than independent function and served the development of the questionnaire.

Focus groups were conducted with:

1. Tbilisi and Rustavi municipality representatives (Tbilisi staff took part in the implementation of the social housing project; Rustavi staff had an intention to establish this kind of service in Rustavi);
2. Beneficiaries of the social housing program (mainly IDPs);
3. Staff of the agencies for social services.

Finally, a structured questionnaire was developed. The questionnaire included the following blocks: a) Family demography; b) Living conditions; c) Family's economic situation and benefits; d) Family environment and family relations; e) Willingness to get living space; e) Conditions of moving into social housing; f) Social policy related issues.

1.2. The Sample

The survey was conducted in the five cities where it is planned to construct social housing. These are Tbilisi, Rustavi, Gori, Batumi and Zugdidi.

The families from the above cities, selected as target (general) unity, were presumably most interested in getting the living space in the social housing. The survey covered the following three groups:

GR1. The families who recently applied to the city municipality to improve their housing conditions;

GR2. The families who are included in the integrate database for vulnerable families, whose rating score falls below 57 thousand and have very bad housing conditions (According to the social agent's assessment, the apartment is in a very bad shape).

GR3. IDPs that left Abkhazia and Tskhinvali in the 1990s.

GR1 is hereafter referred to as “Applicants’, GR2 as ‘The vulnerable’ and GR3 as ‘IDPs’.

Due to poor social and economic conditions, the families falling under the above mentioned categories are the groups most willing to get living space in social housing. (However, they are not the only groups interested in this).

The sample size was determined with the following taken into consideration: It had to allow for data analysis by cities and above listed groups nationwide. Also, sample error for 50% parameter could be maximum 5% with 95% reliability.

The research used stratified sampling. Each city was divided into three strata. Each stratum was composed of the families belonging to the same group. The general unity was divided into 15 strata.

The families were selected from the strata using the simple random sampling method.

The number of interviews by cities and groups is presented in Table 1.1.

Table 1.1.

City	Group			Total
	G1 Applicants	G2 The Vulnerable	G3 IDPs	
Tbilisi	140	151	144	435
Rustavi	80	158	148	386
Batumi	31	151	150	332
Zugdidi	26	152	180	358
Gori	20	148	171	339
Total	297	760	793	1850

1.3. Data analysis

The sociological data were processed using SPSS. To analyze the data different univariate, bivariate and multivariate methods (unidimensional frequency distribution, mean, correlation, regression, etc) were used.

2. The main factors determining the demand for living space in social housing

Bad living conditions are not enough for the family to make a decision and apply for space in social housing, since there are certain requirements set for social housing residents.

To determine the factors determining the submission of the application to get living space as well as the impact of these factors, we looked at the families' different characteristics, like household structure, demography, living conditions, social environment, welfare level, etc.

2.1. Willingness to live in social housing

To start living in a new, well furnished apartment, is a natural desire of many families. However, there are some obstacles that prevent them from requesting space in social housing. These are moving from the habitual living place, stigma, the fear of losing social benefits, the requirements they have to meet when living in social housing, etc.

Depending on the level of a family's willingness to get space in social housing, the population under research was broken down into *three categories*. To make the breakdown, we used the responses to question I1 ('*Would you like to get an apartment in social housing?*') as well as to the block of questions (J1-J11), which explained the requirements set for the dwellers of social housing (11 requirements, altogether). (See the questionnaire attached).

After analyzing the families' responses, the following groups were formed:

CAT1. The families who said in response to question I1 that they wanted to get an apartment in social housing and agreed to all the requirements in questions J1-J11 (response code '1');

CAT2. The families who said in response to question I1 that they wanted to get an apartment in social housing, but did not agree to at least one requirement in J1-J11;

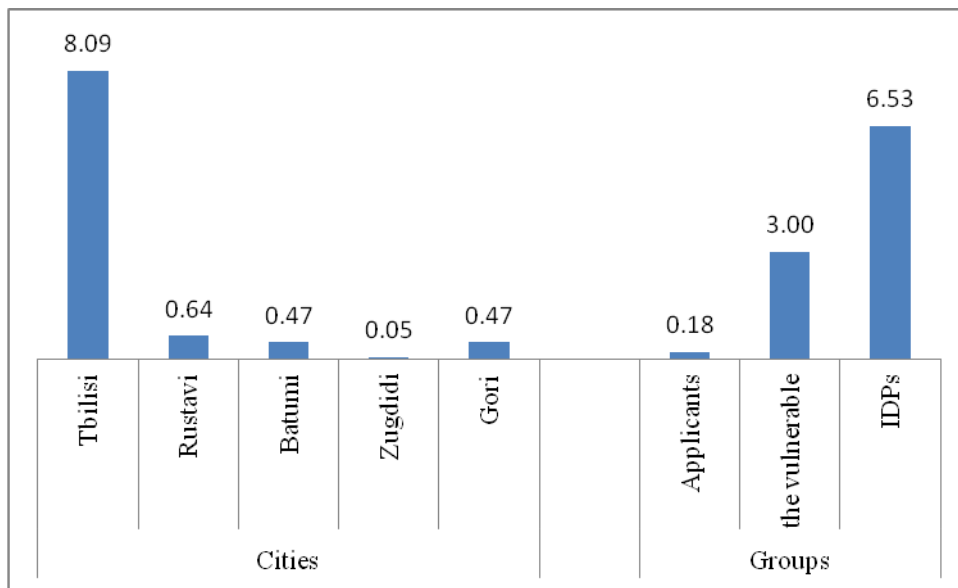
CAT3. The families who said in response to question I1 that they did not want to get an apartment in social housing.

We label the families in category CAT1 '**The relevant**', those in category CAT2 – '**The hesitant**', and category CAT3 – '**The resistant**'.

The data say that almost half of the target population responds positively to question I1. However, all the requirements set for the dwellers in social housing (J1-J11) are acceptable for one third of the group. **According to the final results, the share of the families willing to get an apartment in social housing constitutes 9.7 thousand families of the target population.**

Diagram 2.1 shows the estimated number of the families willing to get apartments in social housing by cities and groups (This issue will be discussed in more detail in Chapter 4).

Diagram 2.1. Estimated number of the families willing to get an apartment in social housing (arranged by cities and groups) (Thousand families)



2.2. Family demography

The average size of the family in the surveyed group (3.72) is not, essentially, different from the average size of the household in the country (3.64).

However, the average size of the families varies by groups. In particular, *applicants* (G1 group) are relatively big and their average size reaches 4. The size of the families in Category CAT1 is even bigger (4.1).

The applicant families also differ from the surveyed population by age structure. They include fewer family members of pensionable age and a higher number of children and the big average size of applicant families is determined by a large number of children. In particular, in the researched population the average number of family members of pensionable age is 0.48, whereas in applicant families the corresponding showing is 0.26. The number of children under 18 constitutes 1.02 in the above population and 1.41 among applicants.

Table 2.1. shows the average number of the family members of different age in the group under research

Table 2.1. Average number of the members of different age in the families arranged by cities and groups

		Family size	Average number of children aged 0-6	Average number of children aged 7-18	Average number of family members aged 19-64	Average number of family members above 64
Cities	Tbilisi	3.80	0.44	0.62	2.25	0.49
	Rustavi	3.27	0.31	0.65	1.82	0.49
	Batumi	3.30	0.35	0.59	2.01	0.35
	Zugdidi	3.72	0.38	0.49	2.38	0.48
	Gori	3.27	0.38	0.61	1.89	0.39
Groups	Applicants	3.99	0.56	0.86	2.31	0.26
	The vulnerable	3.41	0.40	0.65	1.83	0.53
	IDPs	3.82	0.43	0.58	2.35	0.46
Population		3.72	0.42	0.60	2.22	0.48

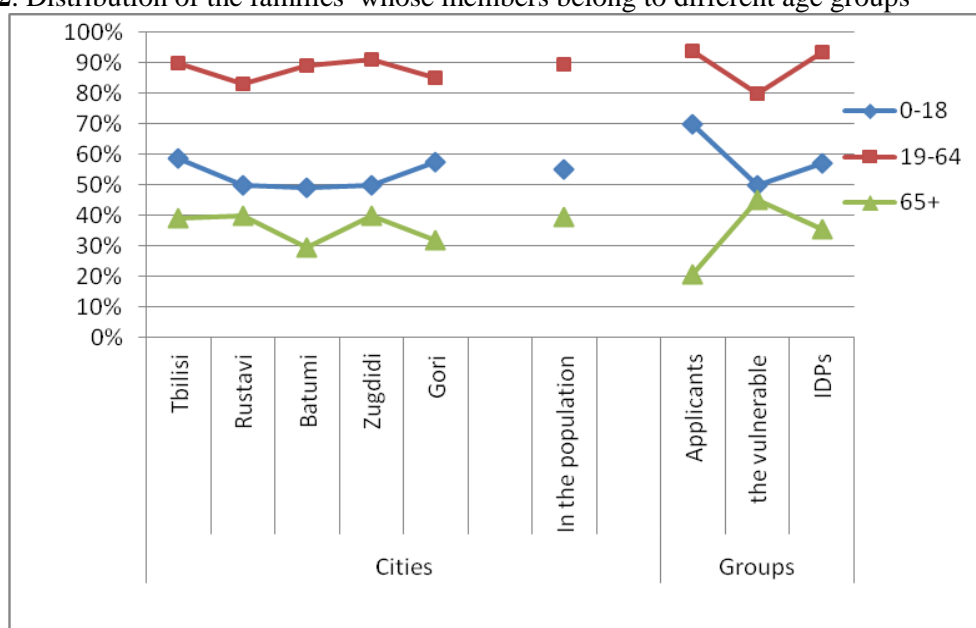
It seems that large families have a more negative perception of bad housing conditions. Also, they are more active. That is why they often submit applications more often.

In the 54.7% of the households of the surveyed population lives at least one adolescent under 18 and the people of pensionable age are encountered in the 38.5% of households. Comparison by cities does not show important age related difference. As for the applicant families, their 69.0% includes adolescents under 18, whereas the family members of pensionable age are only in the 22.4% of families.

The largest number of people of pensionable age is encountered in vulnerable families (45.5% of families has the members of pensionable age).

Diagram 2.2. shows the share of the families whose members belong to different age groups.

Diagram 2.2. Distribution of the families whose members belong to different age groups

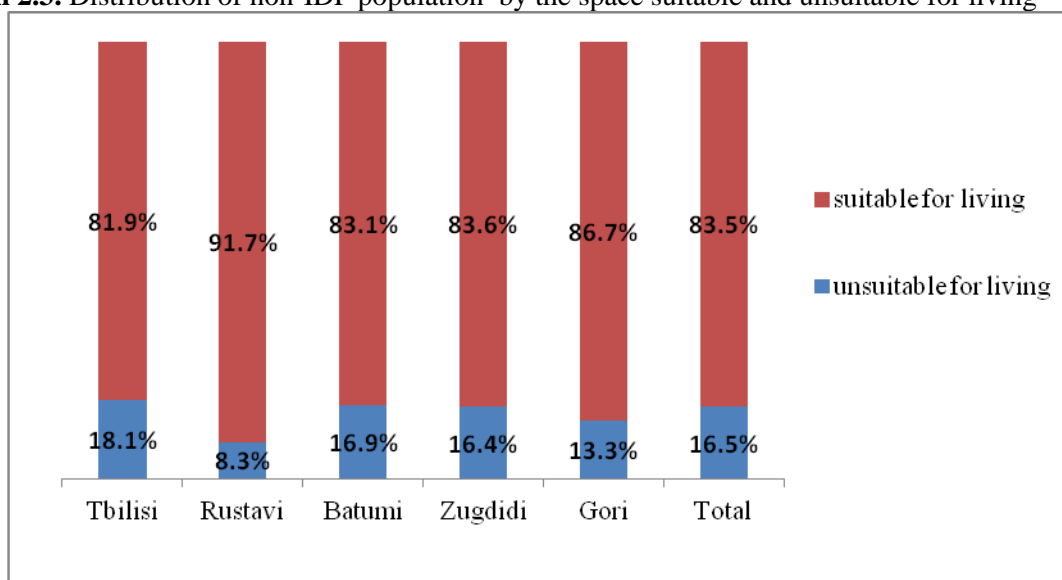


2.1. Living conditions

The living conditions of the surveyed population are quite poor. Almost two fifths of IDPs still lives in camps, abandoned buildings, former hotels and the space not suitable for living (hospitals, carriages, etc). This is basically true for IDPs (47.2%).

As for non-IDP population, 16.5% lives in the space not suitable for living. The highest percentage of such population lives in Tbilisi (18.1%) and the lowest percentage in Rustavi (8.3%) (see Diagram 2.3).

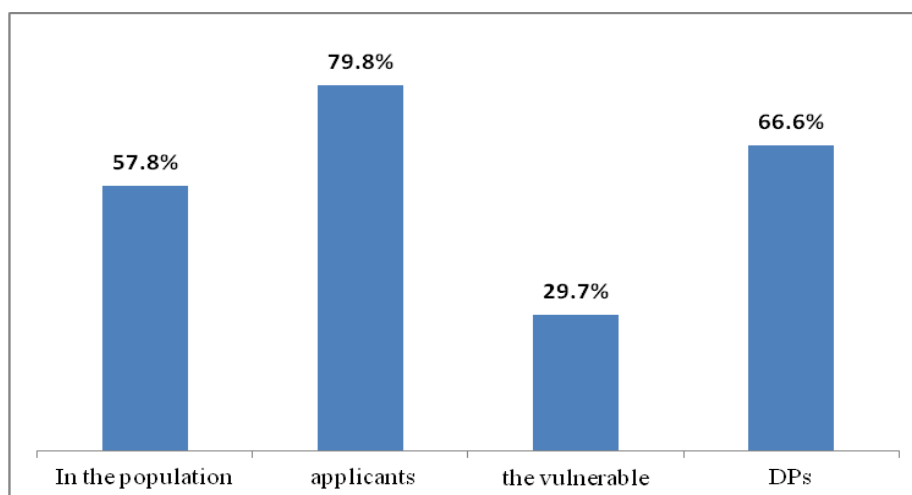
Diagram 2.3. Distribution of non-IDP population by the space suitable and unsuitable for living



42.2% of the surveyed population owns the apartment where it lives; 56.2% does not own the space where it currently lives (1.6% abstained from the answer to this question). More specifically, the share of respondents not owning the dwelling space is composed of the following categories: 18.0% is temporarily using public space; 18.4% is living in abandoned buildings, 14.8% lives in a relative's or friend's apartment or some space in the apartment and only 5% rents the apartment.

The share of families not owning an apartment is especially high among the applicant families. Their 79.8% has no place of dwelling (see Diagram 2.4).

Diagram 2.4. Share of households without apartments in different groups



86% of interviewed families lives alone, 9% lives with friends or relatives, 3% holds some space in the friend’s apartment (lives together with the friend) and 1.3% lives with the family from which they have rented/leased the space.

The families living with another family also prevail among the applicants (20.3%) compared to the showing for the entire sample (13.7%).

2.3 Dwelling space

The respondents most often have one (37.5%) or two (30.0%) room apartments. 2.1% of families owns the apartments with five or more rooms.

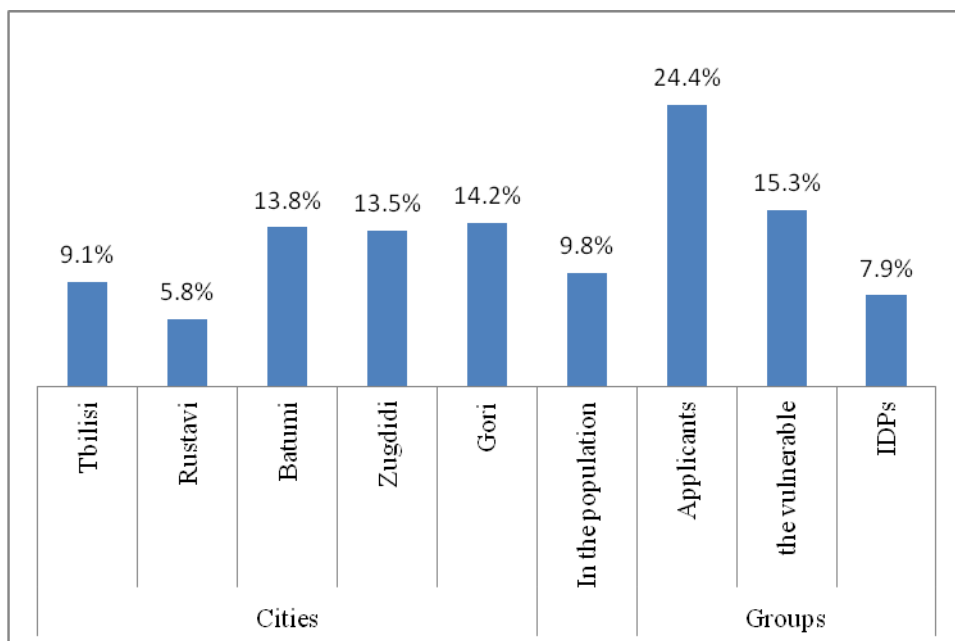
According to living space the families were broken down into **two groups**. We assumed that a family does not have enough space and lives in difficult conditions because of small space if one person holds less than four square meters or two or more people live in one room.

According to this criterion, almost every tenth family (or 9.8% of families) does not have enough space. This problem is most topical in Gori (14.2% of families) and least important in Rustavi (5.8%).

The problem of inadequate space is much more acute in *applicant* families. Almost every fourth family is in a difficult condition.

Diagram 2.5 shows the share of families who are in the most difficult condition in terms of living space. These families are arranged by cities and groups.

Diagram 2.5. Share of families in the most difficult condition in terms of living space (arranged by cities and groups)



Such difficult conditions of course influence the willingness to receive an apartment in social housing. But they do not directly determine this. In the group, rejecting the space in social housing,

5.8% des not have enough space. At the same time, only 23.6% without enough space turned out to be relevant to receiving space in a social housing (or belong to group CAT1).

2.4. Problems related to dwelling conditions

Respondents had the opportunity to assess the severity of the problems related to the condition of their apartment. Evaluation was made using a 5 point scale. The scale showed the level of the severity of problems. In particular, Code 1 indicated that the family was not worried about the problem, whereas Code 5 indicated that the problem was topical for the given family.

Interviews were basically held with vulnerable families. Therefore, as expected, a common problem for almost all the families was repairs (the mean value for the severity of the problem was 3.93). The vulnerable families had the highest showing compared to other households (4.70).

The lowest mean score was given to the problems related to rent payment. The reason is that a small share of researched population lives on rent (5.5% of families). However, the problem related to the payment of rent cannot be a strong motive for requesting space in social housing.

Table 2.2 demonstrates the mean scores for evaluating the severity of the problems related to dwelling conditions. The data are arranged by cities and groups.

Table 2.2. The mean values for the assessment of the severity of the problems related to dwelling conditions arranged by cities and groups

(1= family is not bothered by the problem; 5=problem is perceived as extremely severe)

Problems	City					Population	Group		
	Tbilisi	Rustavi	Batumi	Zugdidi	Gpri		Applicants	The vulnerable	IDPs
Apartment (house) is a dangerous state	2.86	2.28	3.16	2.30	2.46	2.74	3.37	3.49	2.49
Apartment (house) is unfit for living (damp, no windows, etc)	3.06	2.61	3.23	2.43	2.66	2.93	3.60	3.71	2.67
Apartment needs to be repaired	3.89	4.27	3.69	4.03	3.89	3.93	4.40	4.70	3.68
Apartment (house) is too small to live in	3.77	3.11	3.50	3.33	3.53	3.65	4.03	3.52	3.69
Apartment (house) cannot be heated	3.47	3.53	3.29	3.12	2.46	3.38	4.03	3.99	3.18
No electrical installation in the apartment	1.37	1.26	2.02	1.74	1.14	1.43	1.77	1.53	1.39
No opportunity to heat water and wash oneself	3.30	3.18	3.83	3.72	3.01	3.36	3.99	4.06	3.12
Problem with drinking water	1.60	1.40	2.50	3.28	1.93	1.86	2.19	1.88	1.85
Apartment is far away, which is inconvenient	1.70	1.31	2.20	1.06	1.56	1.60	1.84	1.67	1.57
Rent	1.20	1.48	2.33	1.16	1.20	1.24	2.42	1.36	1.19
Might be told to leave the apartment	2.03	1.96	2.76	2.04	1.75	2.04	3.55	1.83	2.09

The table does not show significant difference between the cities. The problems related to living conditions are more seriously perceived in Batumi and less seriously in Gori.

The inter-group difference is more prominent. The problem with living conditions is perceived as especially acute by **applicants** and the **vulnerable**. The mean score provided by the families of the above categories exceeds, for almost every aspect, the mean evaluation provided by the sample population. It has to be noted that in some cases (dangerous state of the apartment/house or its unfitness for living) the vulnerable group’s evaluations demonstrate that they perceive the problem as more acute than the applicants. IDPs give more moderate evaluations, although they also perceive some problems (the family does not have enough space, apartment/house not repaired) as quite acute (the mean score 3.69 and 3.68, respectively).

The willingness to get space in social housing largely depends on the intensity of dissatisfaction with the existing living conditions. In this respect, it is interesting to look at the share of those families who named certain problems as especially severe for their families (i.e. circled code ‘5’) (see Table 2.3).

Table 2.3. Share of those families who name certain problems as especially severe for their families (arranged by cities and groups) (%)

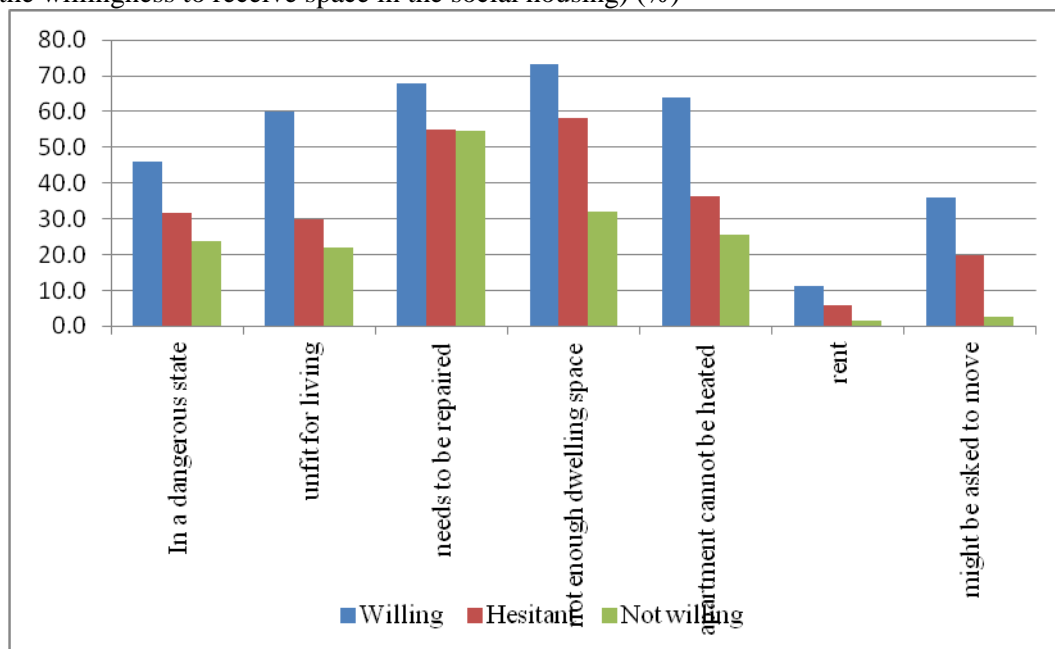
Problems	City					Population	Group		
	Tbilisi	Rustavi	Batumi	Zugdidi	Gpri		Applicants	The vulnerable	IDPs
Apartment (house) is a dangerous state	34.6	20.6	42.5	17.8	31.4	29.5	45.6	50.2	25.2
Apartment (house) is unfit for living (damp, no windows, etc)	34.8	26.6	43.4	17.9	32.1	33.0	50.6	50.4	25.9
Apartment needs to be repaired	55.9	67.8	54.6	57.0	57.0	63.1	74.7	85.0	47.8
Apartment (house) is too small to live in	55.2	41.8	52.8	38.8	52.0	57.0	67.8	51.5	52.0
Apartment (house) cannot be heated	42.9	43.7	38.8	7.8	37.1	21.8	54.4	54.6	31.3
No electrical installation in the apartment	2.5	3.6	21.0	4.1	3.3	3.1	13.6	8.1	1.7
No opportunity to heat water and wash oneself	44.2	36.2	63.4	43.7	44.0	39.2	61.5	59.8	38.7
Problem with drinking water	7.5	7.9	26.6	41.3	13.2	19.4	22.0	15.1	12.5
Apartment is far away, which is inconvenient	6.2	3.6	22.2	0.6	5.8	9.2	13.7	6.7	5.4
Rent	4.4	11.5	31.7	2.7	5.3	4.7	33.6	8.1	4.1
Might be told to leave the apartment	17.9	21.0	38.8	5.2	16.8	15.6	56.6	15.6	16.7

The table shows that IDPs perceive dwelling related problems as the least severe, whereas for applicants and the vulnerable these are the most severe problems. This case also shows that for the vulnerable families the problem with dwelling is as acute as for the applicants. Moreover, some aspects of the problem are perceived by vulnerable families as more serious.

Therefore, according to the data yielded by the survey, the **problems related to the dwelling largely determine the willingness to get an apartment in social housing. The more difficult dwelling conditions are the higher is the willingness to get living space.**

The **impact** of dwelling problems on the desire to receive space in social housing is shown in Diagram 2.6. The Diagram shows the extent of willingness to get space in the families that perceive the dwelling related problems as acute.

Diagram 2.6: The share of the families who are especially concerned about dwelling related problems (in terms of the willingness to receive space in the social housing) (%)



The diagram shows that the willingness to get space in social housing increases with the growth of the share of families with dwelling problems.

2.5. Changing the place of residence

The majority of respondents (54.8%) has been living at the present place of residence for over 10 years, 32.6% - from 3 to 10 years and 10.3% -for less than 3 years.

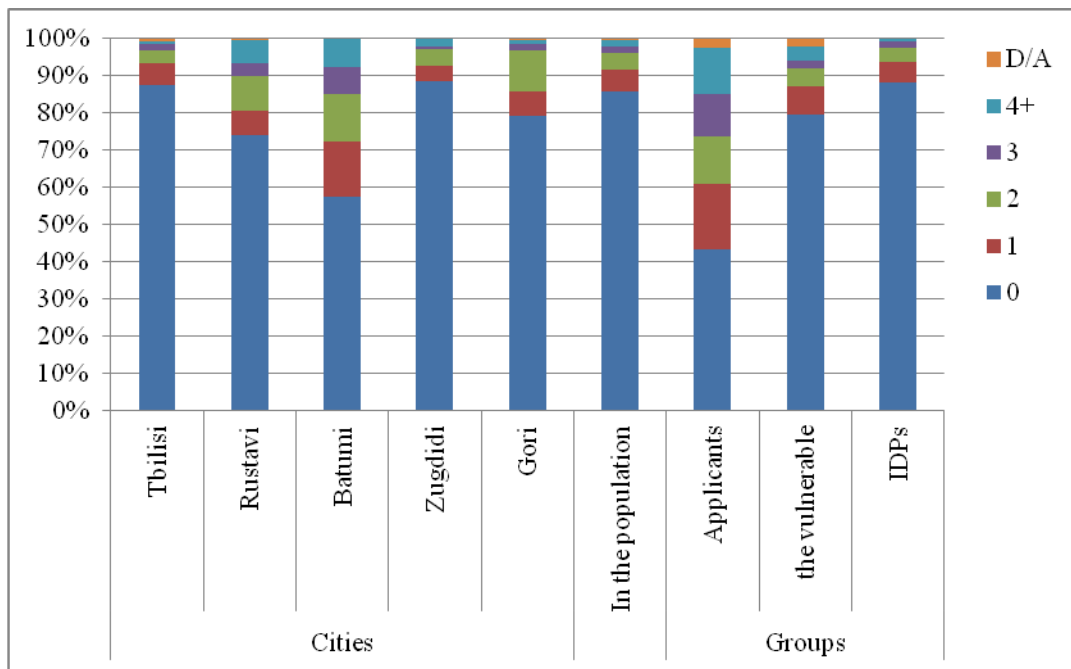
The vast majority of surveyed families (85.9%) has not changed the place of residence; 6.3% has changed the place of residence once, 4.3% - twice and 1.7% - three times. It has rarely happened that the families have moved to another place four times or more frequently.

The most frequent mobility is encountered in Batumi where 42.4% of target families has changed the address at least once for the last five years. This must be caused by the fact that in the recent period a great number of residents in the collective centers has changed the place of dwelling.

Most applications for social housing come from the families without a permanent place of dwelling. More than a half of applicants has changed the place of residence at least once.

Diagram 2.7. shows the number of changes in the place of residence for the last five years. The data are arranged by cities and groups.

Diagram 2.7 Number of changes in the place of residence for the last five years (arranged by cities and groups)

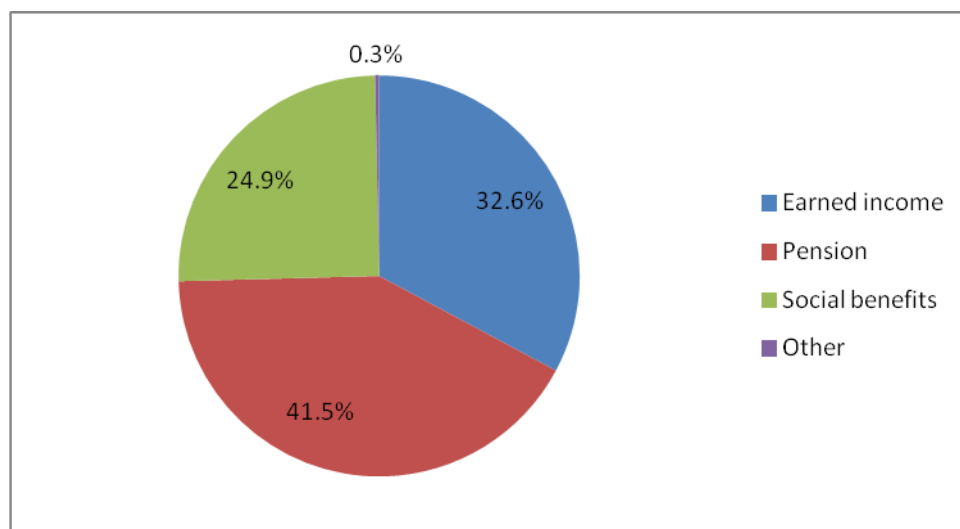


2.6 Family income and economic status

This type of research does not show a full picture of family incomes since, when being interviewed, respondents try to give an impression of poor people, conceal, as much as possible, the sources of income and state formal incomes, only (like pension, social benefit, salary, etc).

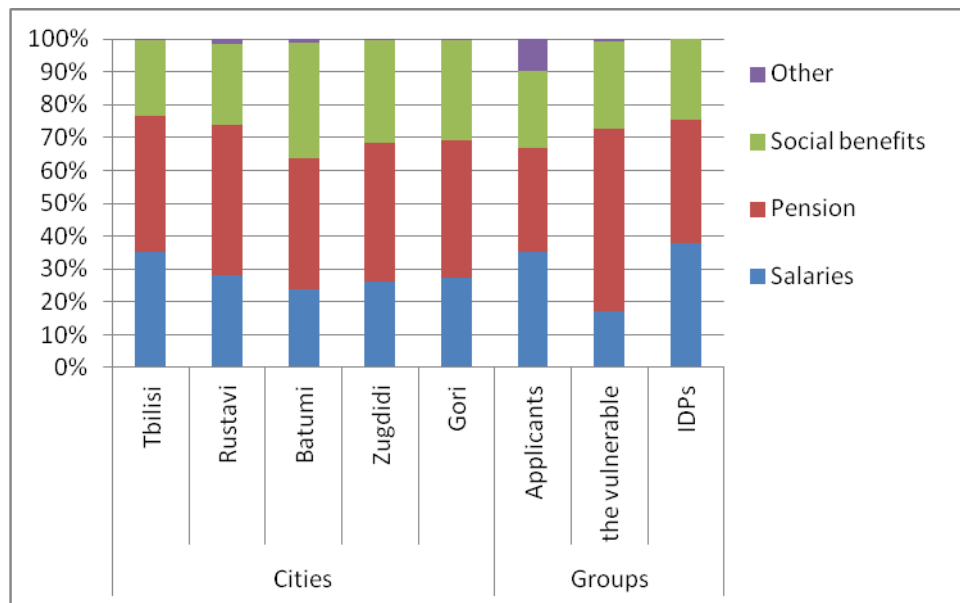
Over 2/3 of respondents name pension or social benefit as the main source of income, which points to quite a low level of the family's welfare. 41.5% says that the main source of family income is pension; 32.6% names the reimbursement earned by the family, whereas for 24.9%, the only source of income is social benefits and/or IDP allowance (see Diagram 2.8).

Diagram 2.8. Distribution of families by the main sources of income



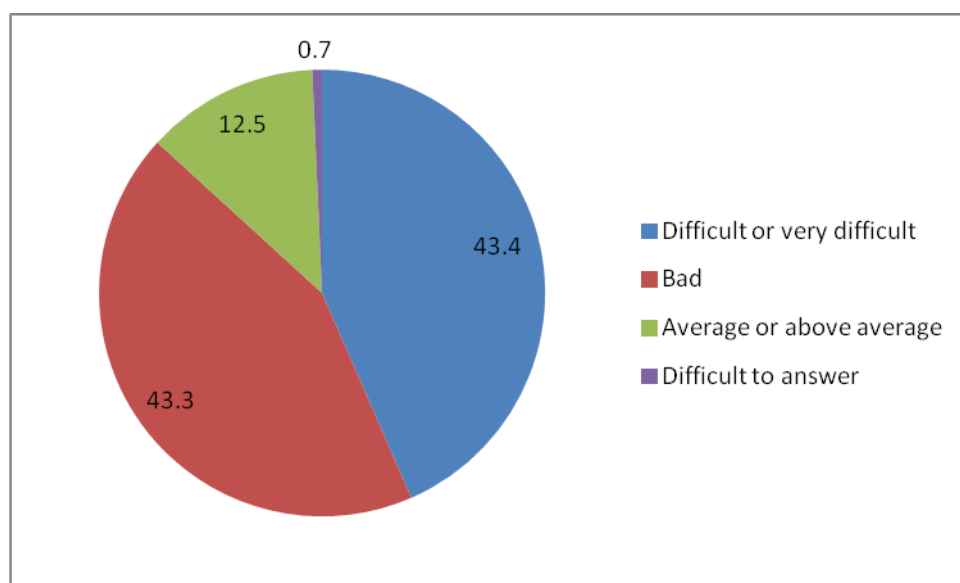
The share of families living on earned income is the smallest in the vulnerable group (17.1%) (see Diagram 2.9).

Diagram 2.9. Distribution of the main sources of family incomes by cities and groups (%)



As for the self-evaluation of the economic situation provided by families, a bit less than 50% (43.6%) evaluates the financial situation of one's own family as difficult or very difficult, almost the same percentage (43.3%) as bad, and only 12.6% evaluates it as average or above average. It has to be mentioned that only 0.1% of the target population assesses one's own economic status at the above average level (see Diagram 2.10.).

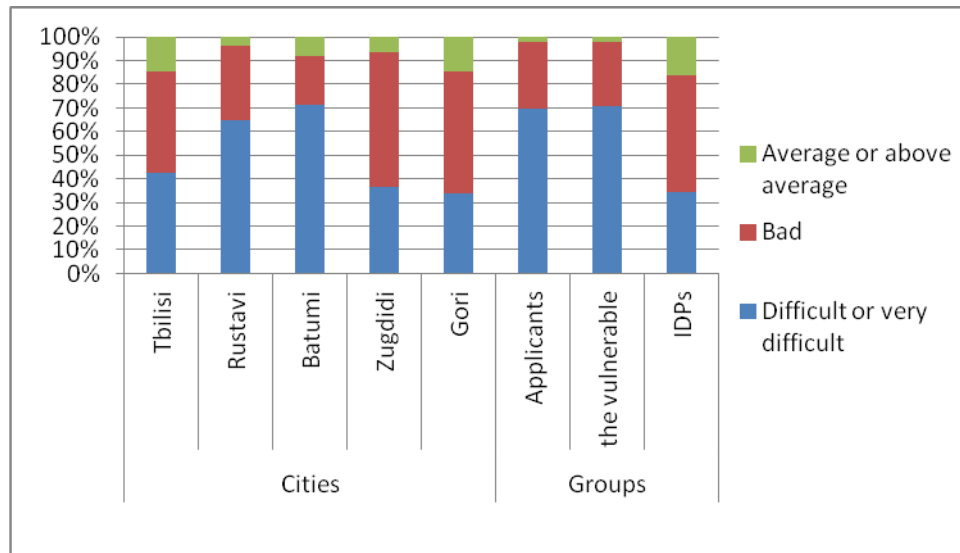
Diagram 2.10. Distribution of families by the self-assessment of the economic status (%)



The situation is the worst in Batumi where applicants and the vulnerable perceive themselves as the most poor. 69.6% of applicants and 70.8% of the vulnerable point to difficult or very difficult

economic situation of their families. The largest share of the families with the average or above average economic status can be found among IDPs (16.1%) (see Diagram 2.11.).

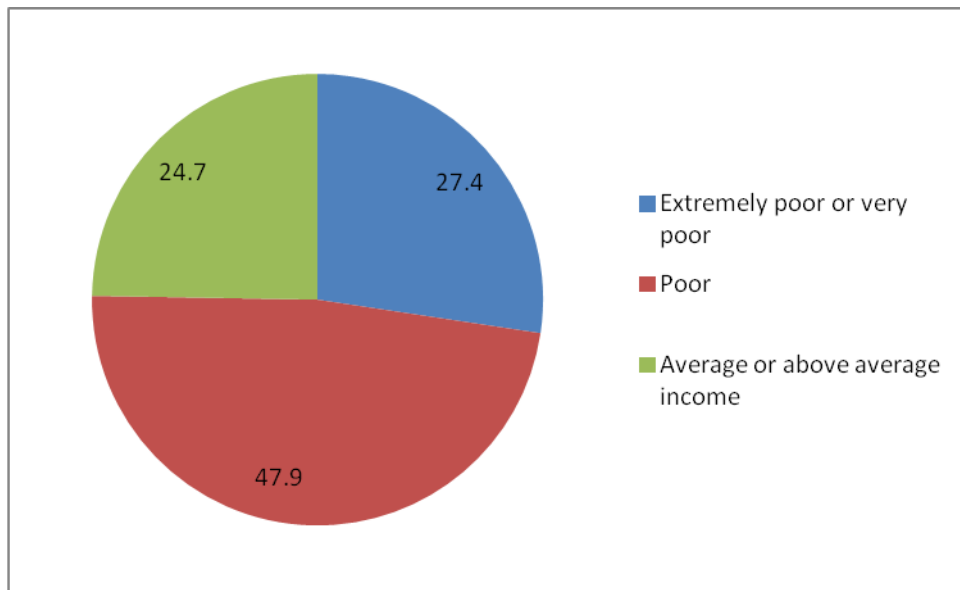
Diagram 2.11. Distribution of families by the self-assessment of the economic status (arranged by cities and groups) (%)



According to the families' self-evaluation, the share of the families in difficult or very difficult economic situation is largest among the respondents willing to receive space in social housing (63.6%). Their share is smaller among hesitant respondents (42.3%) and the smallest among the respondents not willing to receive space in social housing (35.4%). On the other hand, the share of families assessing one's own economic situation as average or above average is the least among those willing to reside in social housing (6.4%), twice as high - among hesitant respondents (13.3%) and even higher (14.1%) among the respondents not willing to get space in social housing. **This proves once again that the respondents largely link the improvement of their family's economic condition with the improvement of housing conditions.**

The economic level is relatively high according to interviewers' evaluations. (Note: The questionnaire contains the section for the interviewer's evaluation. In this section, the interviewer assessed the family's general economic situation and the condition of the house/apartment. The assessment was made using a 5 point scale). According to this criterion, 10.1% of families lives in extreme poverty, 17.3% is very poor and 47.1 % is poor. Almost every fourth family has average or above average economic status (24.7%) (see Diagram 2.12.):

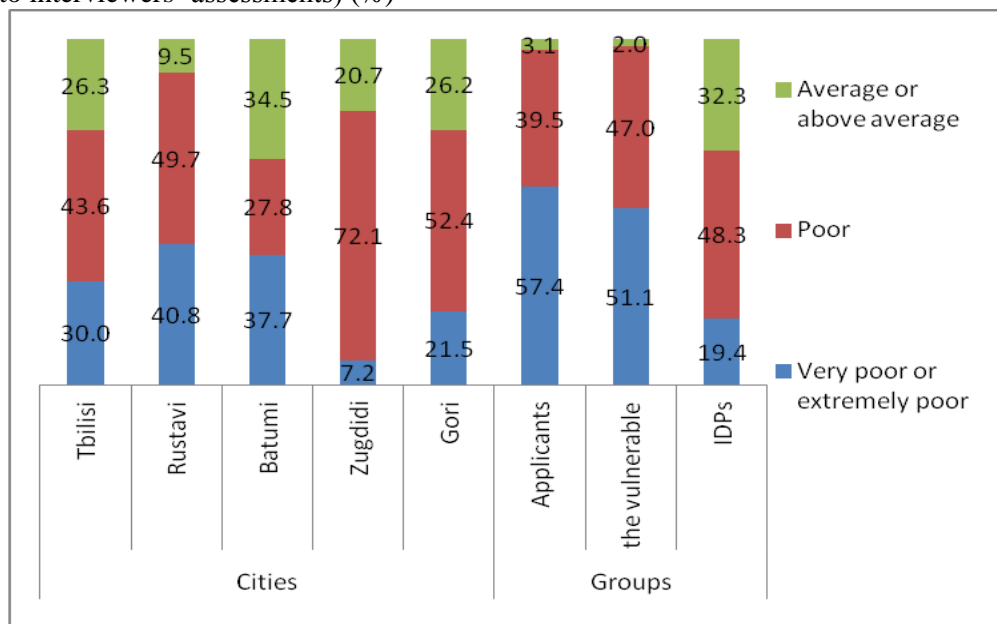
Diagram 2.12. Distribution of families according to interviewers' evaluation of their economic status (%)



According to interviewers' evaluation the largest share of extremely and very poor population can be found in Rustavi (40.8%) and Batumi (37.7%). Also, the share of the families with average and above average income is the highest in Batumi (34.5%). This showing is in variance with the self-evaluation data.

The groups relate to each other in the same as according to the data provided through self-evaluation. In particular: according to interviewers' assessments the most difficult economic situation is observed with applicants, whereas IDPs live in better conditions than the other groups covered by this research (see Diagram 2.13).

Diagram 2.13. The share of families with different economic condition arranged by cities and groups (according to interviewers' assessments) (%)



3. Families' social environment and family relations

The large majority in all the three target groups (74-78%) states that their families never get any kind of financial or material help (like clothes, food, etc) from relatives, friends or neighbors. Nor do they help them with family problems in case of need. The IDP group believes that they are most deprived of this kind of help (*see Diagrams 3.1.-3.3.*):

Diagram 3.1.

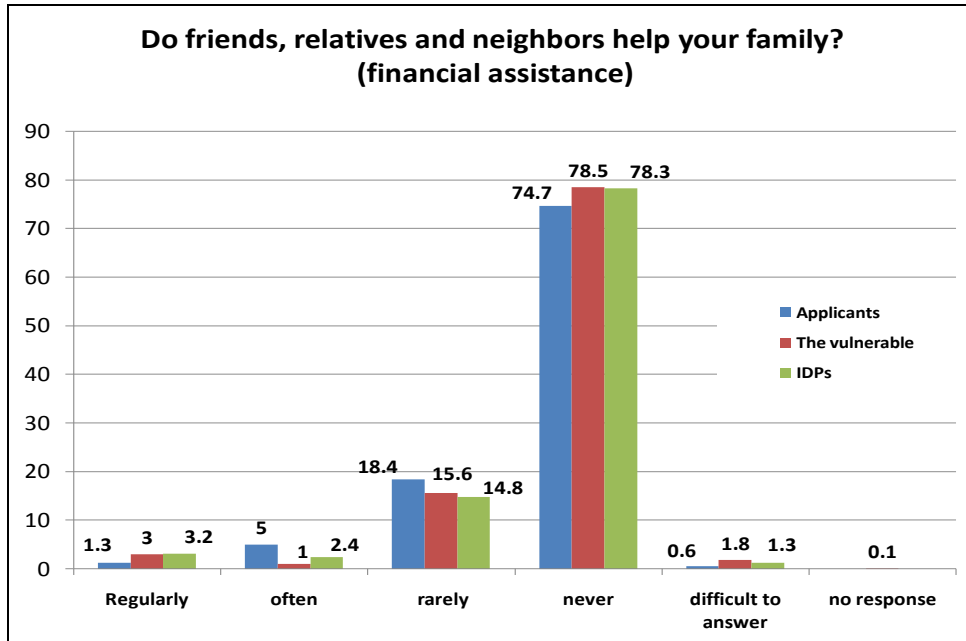


Diagram 3.2.

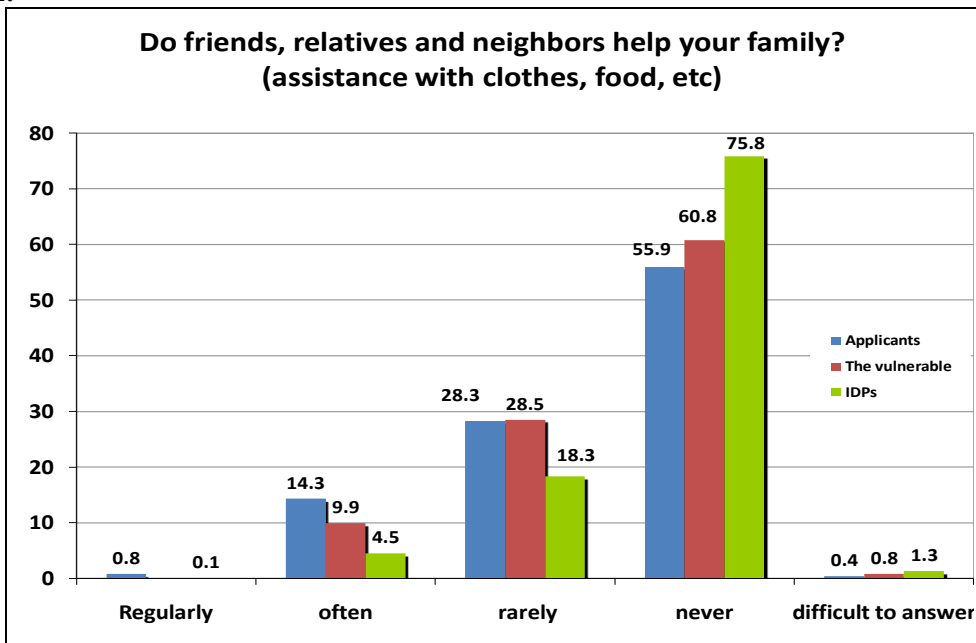
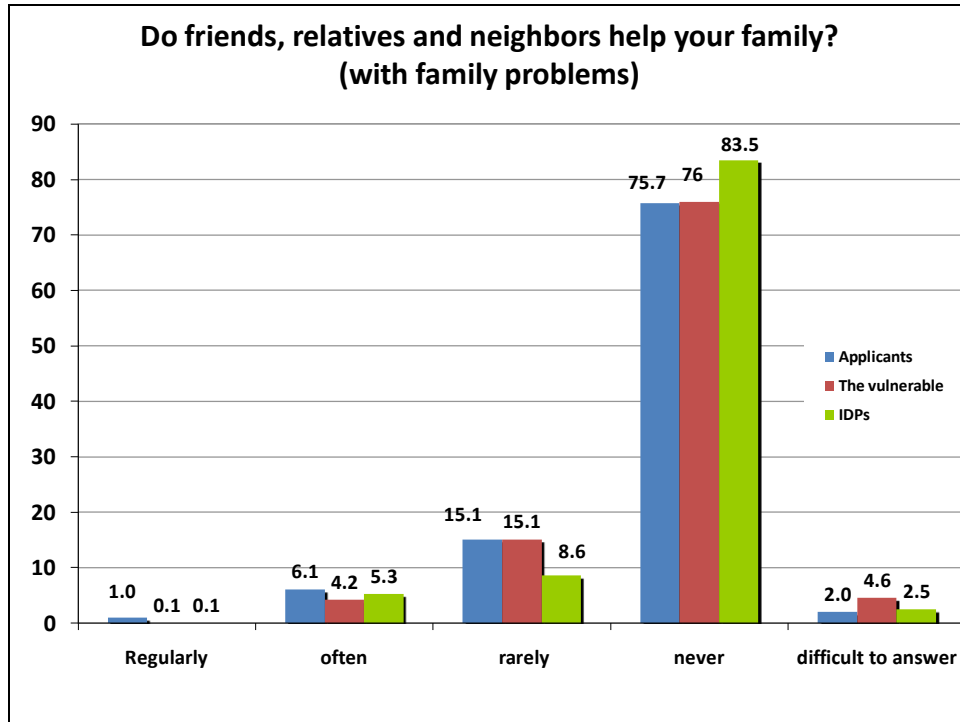


Diagram 3.3.



Comparison by **cities** shows the following difference: Although the families, in any city, deny the existence of help from, friends, relatives and neighbors, Tbilisi and Zugdidi demonstrate the highest share of those families, who claim not to be helped with money or things or in the case of family problems. Zugdidi results are the most striking in this respect (showings range between 89-97%).

As for the frequency of assistance, although this showing is the lowest in every city, Batumi, where the assistance indicator fluctuates between 6-12%, still demonstrates a relatively high showing. The highest share of material assistance (assistance with food, clothes, etc) (11.6%) was demonstrated just in Batumi.

As for the quality of the target groups' **relationship** with their neighbors and relatives, 'Basically good relationship' (55-67%) holds the leading position. It has to be mentioned that this kind of relationship is even more positive with IDPs than in the other groups. In particular, in the latter group, 'Very good relationship' with neighbors and relatives (27-29%) significantly exceeds the similar showing in the two other groups. We can conclude that this is **caused by the fact that IDPs live in collective centers and, also, by their negative past experience, which brings these people closer to each other and determines their high involvement in community life.**

It has to be mentioned, separately, that none of the researched group points to the existence of conflict with neighbors or relatives (see Diagrams 3.4 – 3.5):

Diagram 3.4.

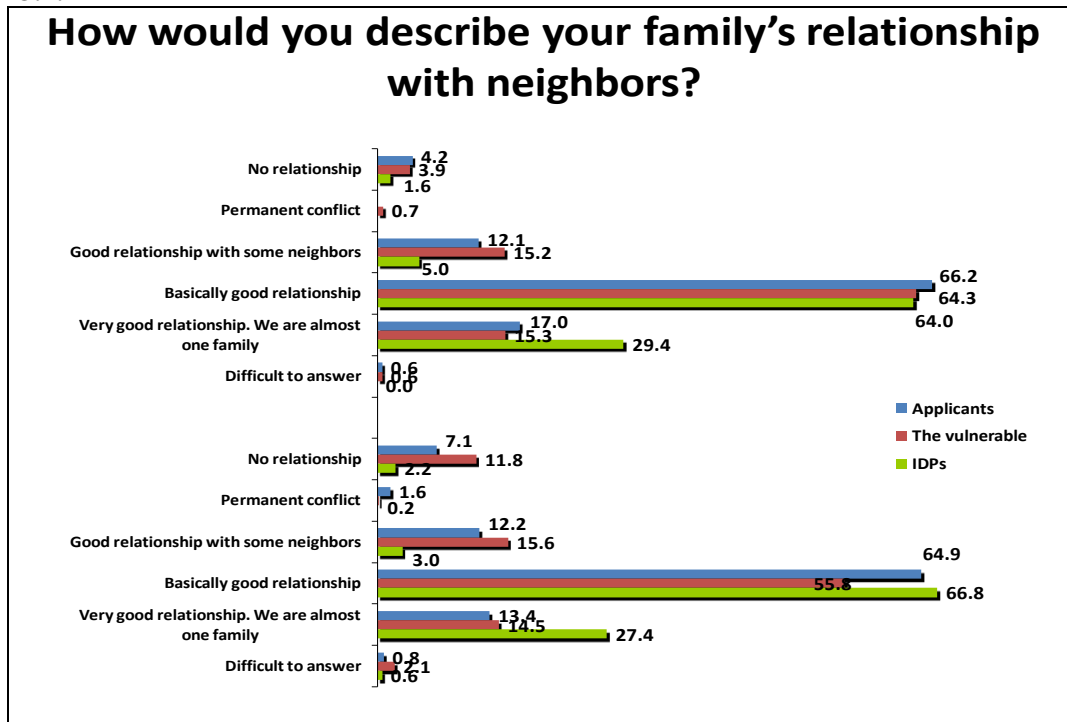
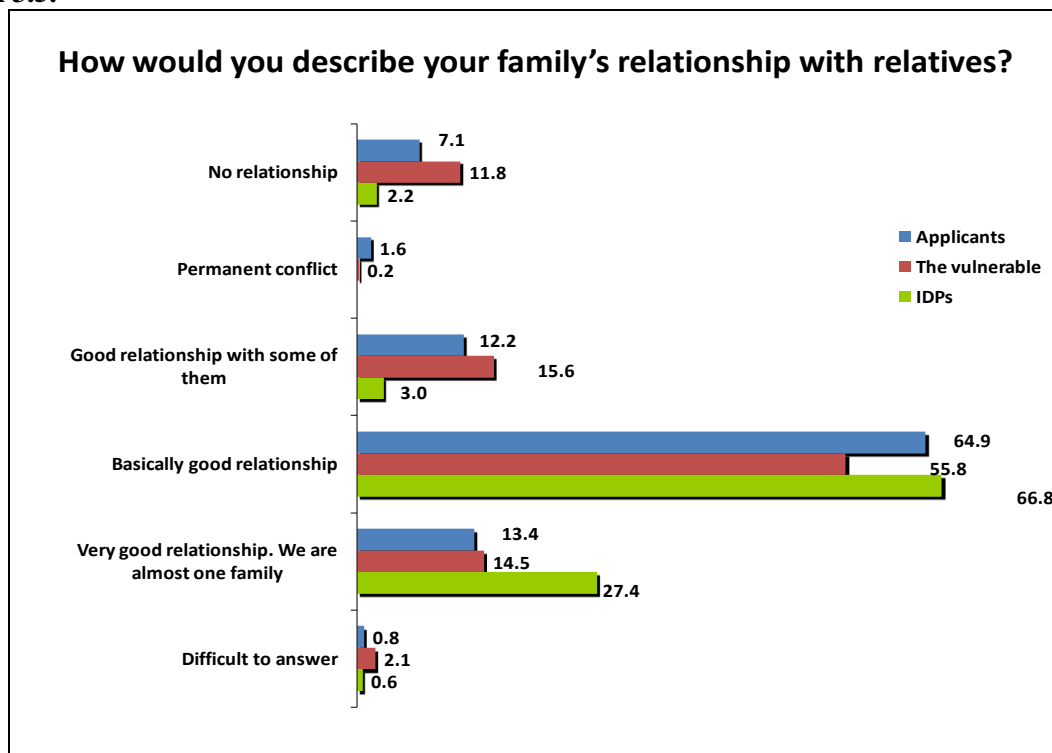


Diagram 3.5.



Therefore, although all the three groups of respondents are, basically, on good terms with neighbors and relatives, the indicator of the assistance provided by the latter is still low. The reason seems to be the economic difficulties facing the population. When translated into material and financial indicators, the benefits received cannot be used as a resource to assist other people, given the existing economic hardship.

As for **intra-family conflict**, the situation is the following: In general, a large number of respondents (and, sometimes their absolute majority), denies the existence of conflict in their families. However, according to their responses, the listed conflict situations can be split into two groups:

- The absolute majority of respondents (about 97-99%) notes that *severe conflict* (like physical insult, adults rebuking children which might develop into beating children, child's living home as a protest act, and a family member's regular intake of alcohol drinks or alcoholism) is not typical of their families.
- Respondents point to the existence of relatively *less severe conflicts* more frequently (verbal insult between family members and arguments between children). These fluctuate between 12-20%.

Arguments between children are more frequently observed among applicants and vulnerable families (*sometimes* and *rarely* has been reported by about 17% of families).

Interview results are presented in more detail in Table 3.1.:

Table 3.1.

		Target group		
		Applicants	The Vulnerable	IDPs
How would you describe your family's relationship with neighbors?	No relationship	4.2%	3.9%	1.6%
	Permanent conflict		0.7%	
	Good relationship with some of them	12.1%	15.2%	5.0%
	Basically good relationship	66.2%	64.3%	64.0%
	Very good relationship. We are almost one family	17.0%	15.3%	29.4%
	No response	0.3%	0.5%	
	Difficult to answer	0.3%	0.1%	
How would you describe your family's relationship with relatives?	No relationship	7.1%	11.8%	2.2%
	Permanent conflict	1.6%	0.2%	0.0%
	Good relationship with some of them	12.2%	15.6%	3.0%
	Basically good relationship	64.9%	55.8%	66.8%
	Very good relationship. We are almost one family	13.4%	14.5%	27.4%
	No response	0.3%	0.1%	
	Difficult to answer	0.5%	2.0%	0.6%

The absolute majority (over 90%) in all the cities denies the existence of severe conflict. However, the Zugdidi group is still different in this respect (the existence of conflict is denied by almost all the respondents). This result can be explained by the fact that the largest number of IDPs is concentrated in Zugdidi, and IDPs, as mentioned above, show the highest involvement in family live, which, naturally, reduces the possibility of conflict.

Moderate conflict can be recorded more frequently in the families from all the cities (verbal insult, arguments between children). However, the resistance showing still reaches at least 70%.

Denial of the existence of family conflicts might be caused by cultural stereotypes. According to these stereotypes it is inappropriate to make family conflicts public and subject them to public discussions. This could explain the fact that respondents find it easier to report the existence of those conflicts that are not so severe.

4. Willingness to get apartment space in social housing. The determining factors

4.1. Willingness to get apartment space in social housing

Willingness to get apartment space in social housing (manifested or not so clearly manifested) dominates in all the three groups. However, **applicants show much stronger willingness compared to the other groups** and the relevant showings reach the absolute majority (‘would like to’ - 84.3%, ‘would probably like to’ - 5.3%). This is not surprising since applicants are the group that addressed the municipality with the demand for apartment space.

About the same number of vulnerable and IDP families (37.5% and 31.7%, respectively) refuse to get apartment space in social housing(6.3%). The least share of unwilling families is found among applicants (6.3%). 4.2% of applicants, 1.2% of the vulnerable and 5.7% of IDPs found it difficult to answer the question.

Moving to social housing can be rejected for different reasons. The main reason stated by the vulnerable families is that they already have their own apartment or house. IDPs do not like the requirements set in relation to social housing. Also, this group has its own apartment and does not want to change its living environment.

Detailed data are presented in Diagrams 4.1 and 4.2.

Diagram 4.1.

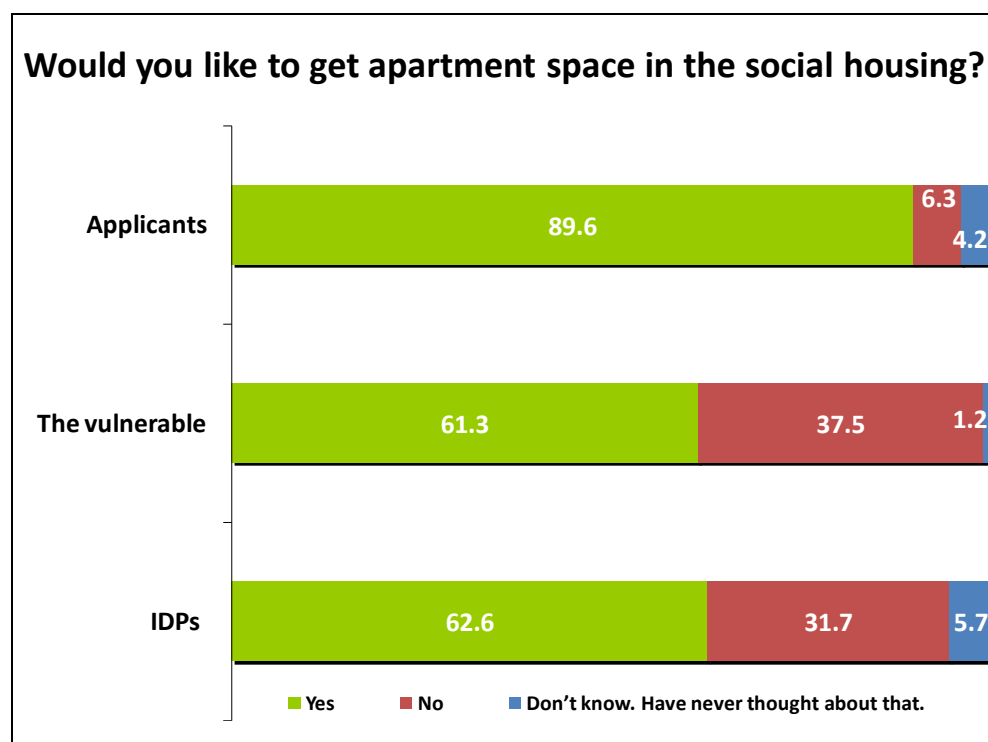
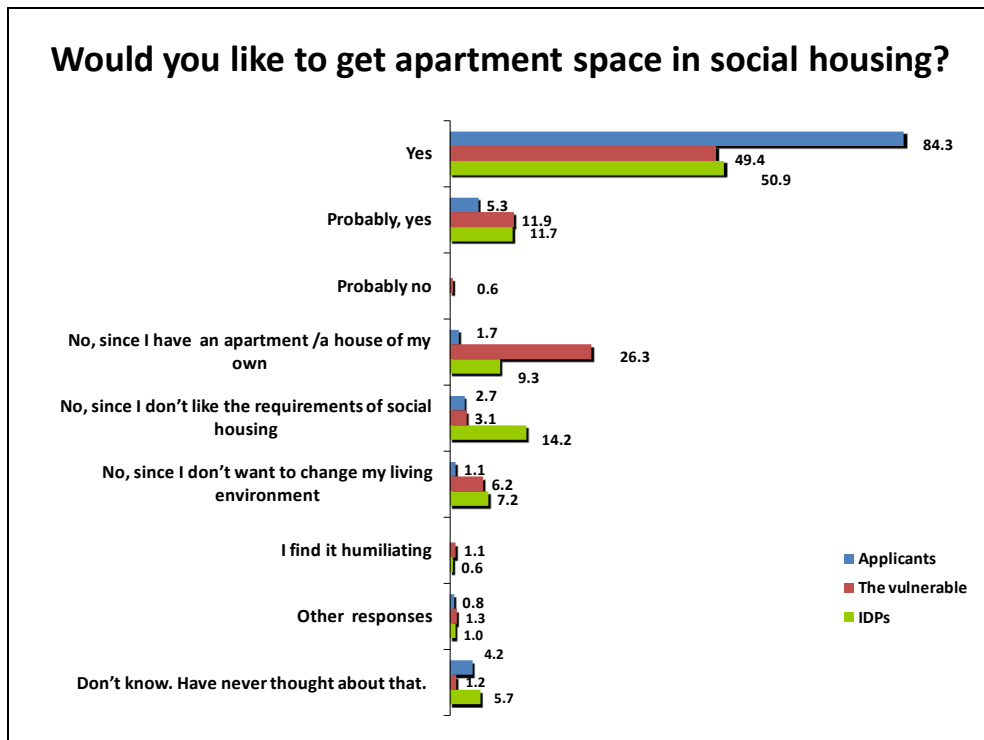


Diagram 4.2.



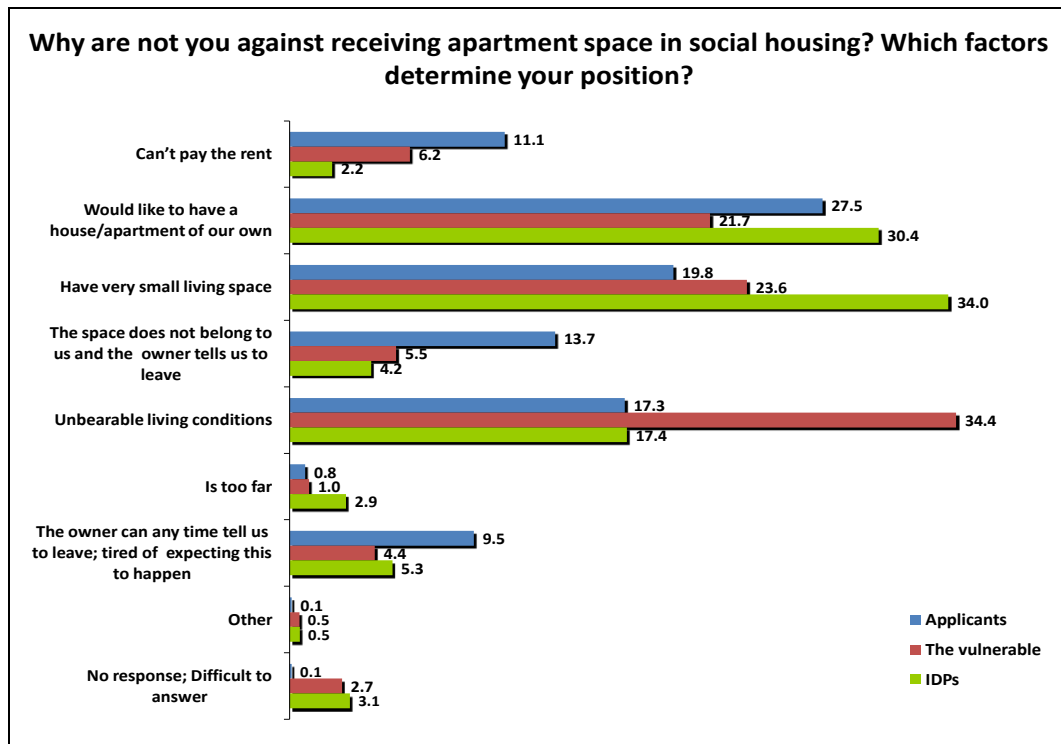
There are some differences between the **cities**. The largest share of families willing to get apartment space in social housing is encountered in Batumi (79.6%). The share of willing families is lower in Tbilisi by 10%. In Rustavii and Zugdidi almost more than a half of families does not want to move into social housing (51.6% and 52%, respectively). However, the highest share of the families refusing to move into social housing can be found in Gori (65%).

It seems that the families living in the cities adjacent to the conflict zone are least willing to get apartment space, which might be related to the following two factors: a) There are more IDPs in Gori and Zugdidi (consequently, there were more IDP respondents in these cities); as mentioned earlier, only about one thirds of IDPs is willing to move to social housing; b) respondents try to avoid unstable environment.

Those respondents who are not, in principle, against the receipt of apartment space in social housing (or, do not chose the response ‘NO’), mainly named **three factors** determining their willingness to move into social housing. These are: **1. Small living space; 2. Not owning a home; 3. Unbearable living conditions.**

Comparison of the groups shows the following picture: IDPs and applicants are more concerned about the fact that they do not own a house /an apartment or live in too small apartments, whereas the vulnerable complain about unbearable conditions (even though, they are also worried about inadequate living space and the fact that they do not have a private apartment/house (see Diagram 4.3):

Diagram 4.3

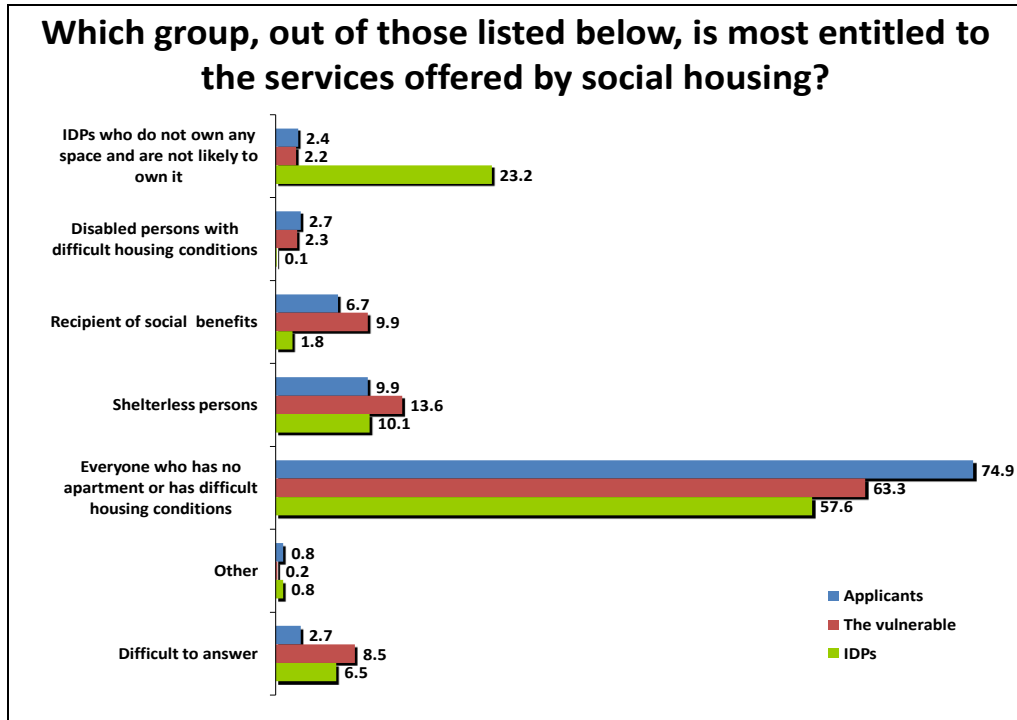


The mentioned factors (not owning a home, small space and unbearable living conditions) are priorities for all the **five** cities covered by the given survey. However, quite interestingly, compared to the other cities, ‘Inability to pay the rent’ has the highest showing for Batumi (about 15%).

4.2. Who is most entitled to use the services offered by social housing

According to the majority (sometimes, clear majority) of the respondents in all the interviewed groups, **anyone who has no apartment or has difficult living conditions should be most entitled to use social housing.** It has to be noted that the subjective factor comes to the foreground in the IDP group and almost one fourth names this group as the beneficiary with the maximum entitlement (or the respondents name the group they belong to as the most entitled beneficiary) (See Diagram 4.4.):

Diagram 4.4.

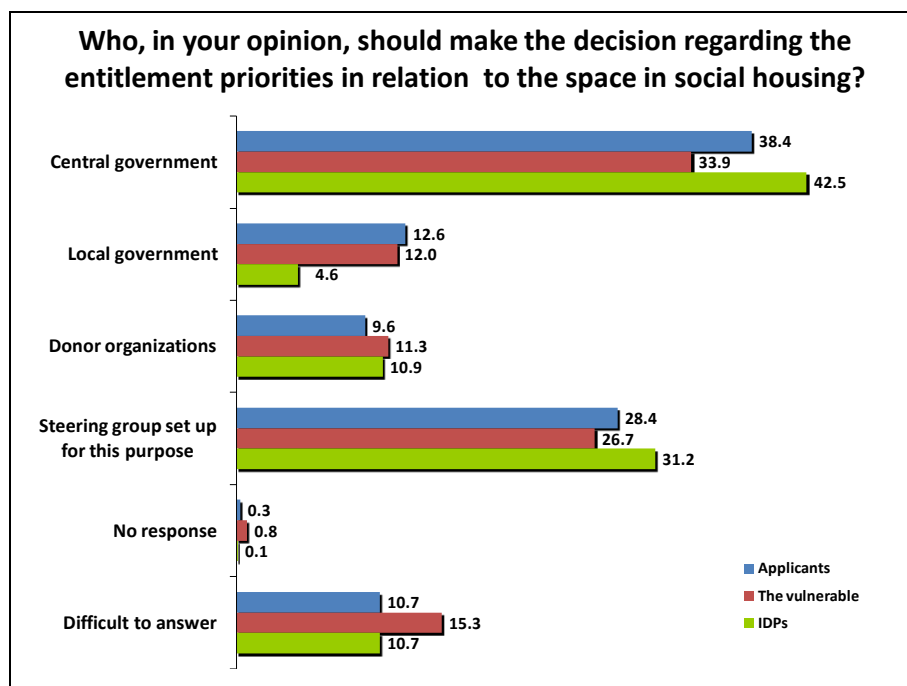


Similarly to the target group responses, in all the cities ‘Everyone who has no apartment or has difficult housing conditions’ was named as the group most entitled to living space in social housing.

4.3. Institutions making decisions regarding the entitlement to apartment space

According to most respondents in all the three groups (34-43%) the **decision about the entitlement priorities** should be made by the central government. Also, the groups show a certain amount of trust (within 30%) in relation to a special steering group set up for this purpose. It is interesting to note, that the target groups do not perceive donor organizations as decision makers. The share of local government bodies is also relatively low (see Diagram 4.5.):

Diagram 4.5.



If these findings are viewed from the perspective of cities, it turns out that Tbilisi, Zugdidi and Batumi respondents name the central government as the decision maker (The results were most prominent in Zugdidi - 87%). In the Batumi group, the central government is followed by local government, whereas in Tbilisi and Zugdidi the central government is followed by the commission set up for this purpose. It seems that for Batumi residents, the local authorities have the same status as the central authorities.

Responses are different in Gori and Rustavi: The steering group is considered to be the primary decision maker. This is followed by the central government.

As for donor organizations, their role is considered most important with the Batumi and Gori groups (17-20%), whereas donor organizations are not at all named in Zugdidi.

Naming the central authorities as the primary decision maker points to the fact that paternalist attitudes are still dominant in the target groups. Such an attitude implies the placement of government institutions at a high hierarchy level, considering them the guarantors of justice and demonstrating unconditional readiness to follow their decisions.

4.4. The factors that are important in making decisions about the use of services of social housing

To evaluate the use of services provided by social housing, respondents had to **determine the importance of different factors.**

Listed factors were evaluated using a 5 point scale, where 5 indicates ‘very important’ and 1 – very unimportant. 3 is the neutral point on the scale and indicates ‘neither important, nor unimportant’. The points below 3 correspond to the values below the neutral point and those above 3 - to the values above the neutral point.

The analysis of respondents’ evaluations yielded the following results:

Preservation of the allowance provided to vulnerable groups (or any other kind of assistance) after moving into social housing (at least 5 scores in any of the two groups) turned out to be the **most important factor**. However, applicants attach less importance to this factor compared to the other groups receiving different kinds of assistance, i.e. beneficiaries of social services and IDPs.

The factors related to the ownership and dates of social housing, i.e. a) transferring the ownership of the space held in social housing, and, b) the right to unlimited stay in social housing, turned out to be **very important** (at least 5 scores in one of the groups). **It has to be emphasized that the transfer of ownership and the right to unlimited stay in social housing are considered the most important factors by IDPs, which is not the case with the two other groups.**

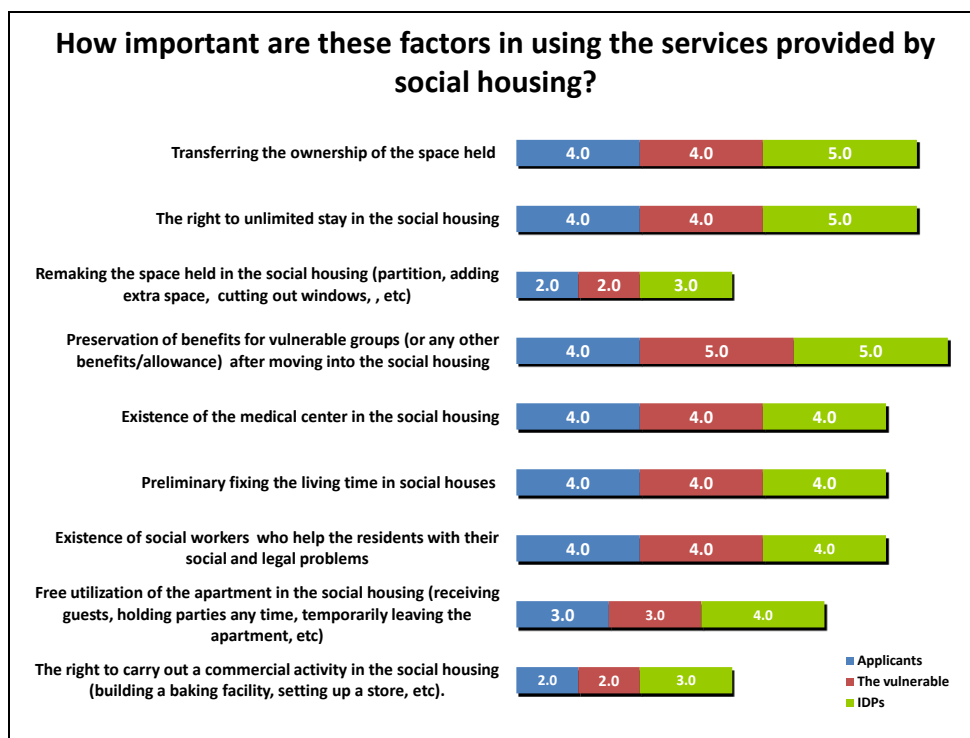
a) Preliminarily determined duration of stay in social housing; b) existence of medical center in the social housing, and c) existence of social workers who will help the residents with social and legal problems, are considered to be **important factors** (4 scores in all the target groups).

Freedom in the utilization of the space held in social housing (receiving guests, holding parties at any time of the day, temporarily leaving the apartment, etc) are thought to be of ***neutral importance*** (3 points in at least two groups). Important point to note is that this factor is more important than neutral (mean score 4) for IDPs as compared to the two other groups. This points once again to the IDPs’ readiness to take part in community life and their readiness for social communication.

a) The right to carry out an entrepreneurial activity in social housing, and, b) remaking the space in the social housing (building a bread baking facility, setting up a store), etc) are considered ***less important*** (at least 2 points in any two groups). IDPs are different in this respect and do not evaluate these two factors as ‘less important’. They consider them to be ‘neither important, nor unimportant.’

Detailed results are presented in Diagram 4.6.:

Diagram 4.6.



Differentiation of the responses by cities:

Similar trends are observed in **Zugdidi, Batumi and Gori**: Out of the listed factors, the resident’s right to own the space held, unlimited stay, preliminary determination of the duration of stay and the preservation of the assistance for vulnerable people (as well as of other kind of assistance) have **acquired the highest values**. The latter has tuned out to be the most important also in Tbilisi.

It is interesting to note that none of the factors holds the most important position in **Rustavi**.

Significant difference is observed between the factors placed **below the neutral point** (i.e. ‘these factors are considered less important’).

None of the factors was placed in this area by **Batumi** and **Gori** respondents. The **Zugdidi** and **Rustavi** respondents placed in this area a common factor, which is the right to carry out entrepreneurial activity on the territory of the social housing. The **Rustavi** respondents added two more factors: unrestricted utilization of the space held and remaking the space. The latter factor falls in the area below the neutral point also with the **Tbilisi** respondents.

It seems that the group of applicants is relatively less ‘demanding’. They did not give the maximum score ‘5’ to any of the factors. The preservation of the benefits for the vulnerable (or any other kind of assistance) is a topical issue. However, they do not face the dilemma – living space in the social housing versus benefits.

In addition to the above, it is very important for IDPs to have the right to own the space held in the social housing as well as the right of unlimited stay. This is not difficult to explain: IDPs are away from their home places for an unknown period of time and need to have these issues solved to feel more stable. This is also proved by the fact that the right to carry out entrepreneurial activity is not a ‘less important’ factor for the IDP group, differently from the two other groups of respondents.

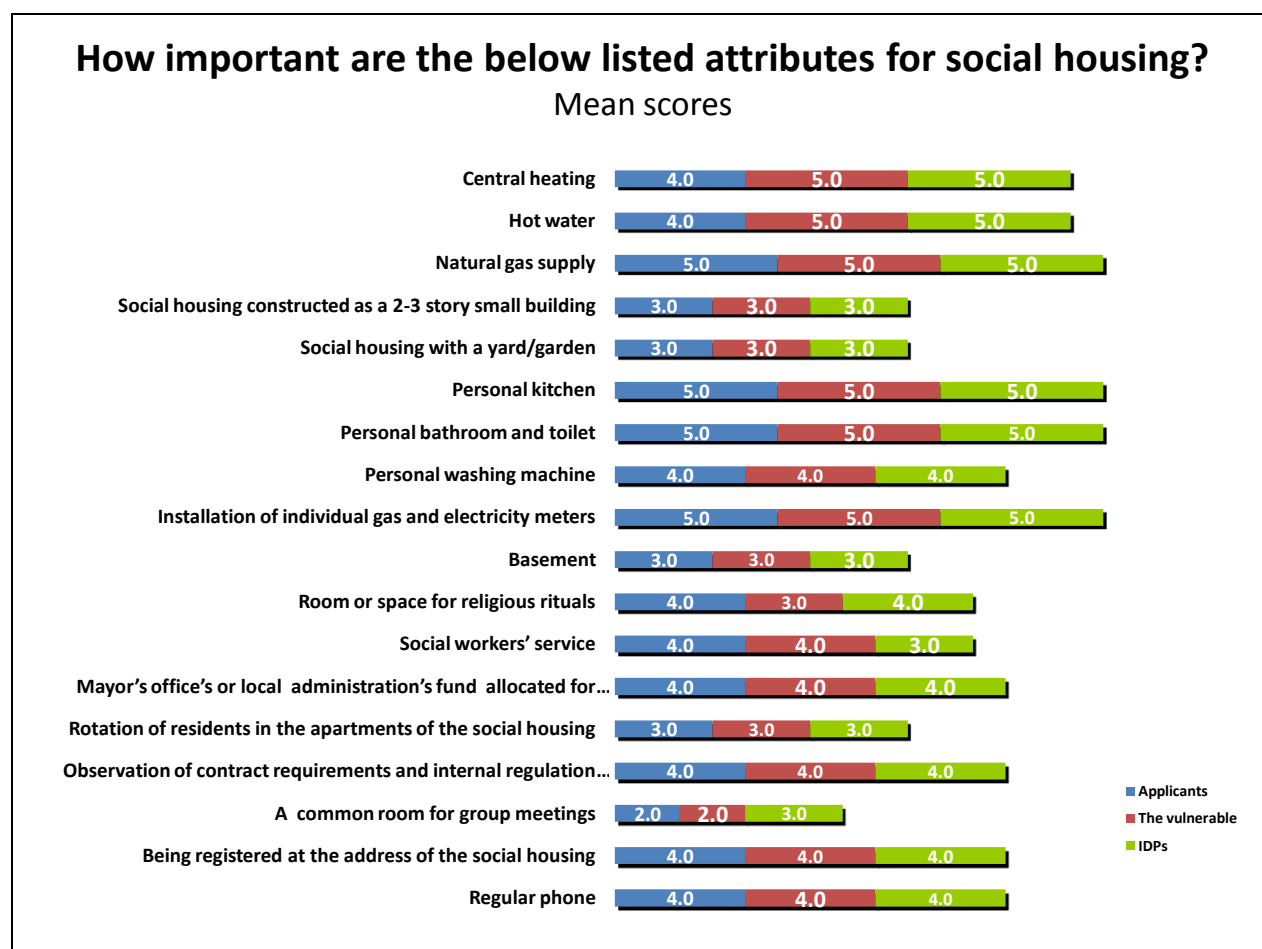
4.5. Desirable infrastructure and design of social housing

The target groups expressed their ideas regarding the infrastructure, design and other characteristics of social housing. Interview results obtained from the three groups show that they perceive the living space in social housing as a usual living environment and set, in relation to it, the same requirements as they would in connection with privately owned comfortable living space (central heating, hot water, natural gas, private bathroom and toilet, individual gas and electricity meters, etc.) **Almost every time when an ‘untraditional’ element is added to the infrastructure of the social housing (room for meetings, social worker’s service, rotation of the residents), the social housing decreases in importance. This means that it is necessary to provide target groups with the information about social housing as special services and develop adaptive consciousness.**

Interview results are shown in detail in Diagram 4.7.:

The listed attributes were assessed on a 5 point scale, where ‘5’ indicates ‘very important’, and ‘1’ indicates ‘very unimportant.’ The neutral point on the scale is ‘3’. The showings below ‘3’ correspond to the values below the neutral score and those above ‘3’ - to the meanings above the neutral score.

Diagram 4.7.



The analysis of these showings from the perspective of cities does not demonstrate any serious differences. However, the **Zugdidi** group showed higher resistance to some ‘untraditional’ attributes of social housing. For example ‘rotation of residents’ received an extremely negative evaluation (‘1’) compared to other assessments (Tbilisi – ‘3’, Batumi – ‘4’, Gori ‘3’).

4.6. Expectations related to social housing

What expectations do the target groups hold in relation to social housing, i.e. in their opinion, in what way will their family situation improve after moving into the social housing?

We broke down the ‘family situation’ into 5 indicators: 1. Family’s economic situation; 2. Living conditions; 3. Relationship between family members; 4. Psychological/emotional state; 5. Employment; 6. Relationship with friends/relatives/ neighbors.

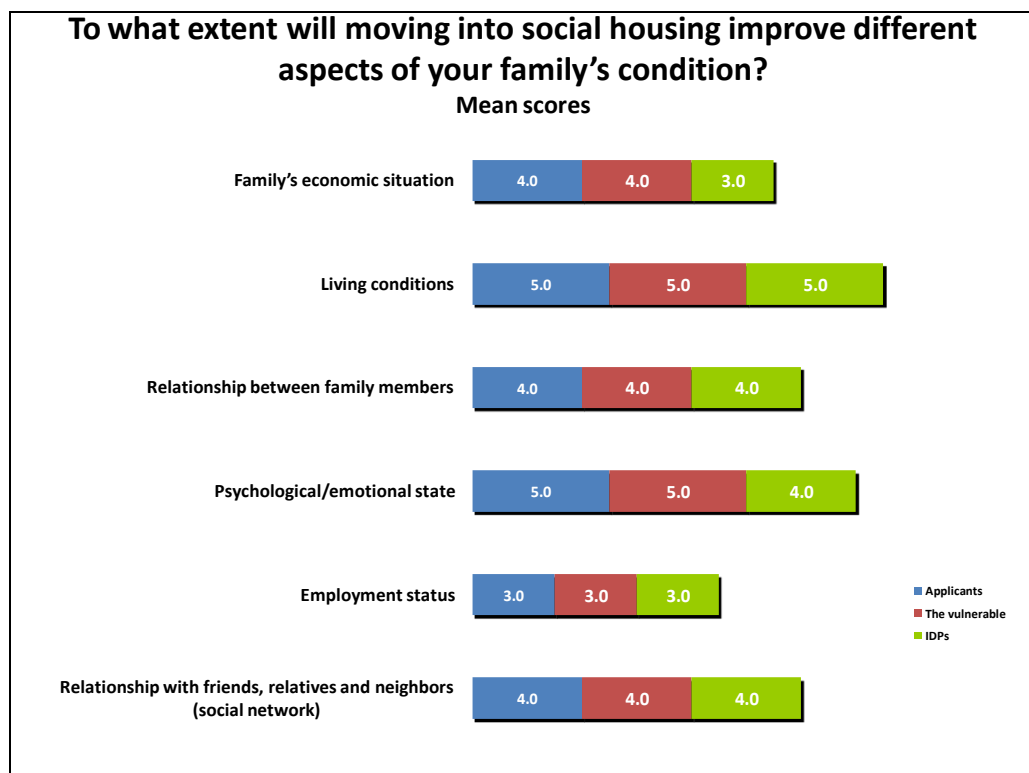
Survey results show that respondents clearly link the **improvement of living conditions** with moving into social housing. For applicants and the vulnerable, moving into social housing would be the best way of improving their psychological state (with IDPS, such an expectation is weaker, but it still exists). The respondents did not link social housing with their employment status (or to the way social housing can affect – positively or negatively, employment status). This statement received the neutral score (‘3’). **It can be concluded, in general, that the target groups hold positive expectations in relation to social housing.** (We have to keep in mind that in this case

one’s own expectations are determined by the group of respondents who did not express their unwillingness to receive space in social housing).

Interview results are shown in diagram 4.8.:

The listed attributes were evaluated using a 5 point scale, where ‘5’ indicates ‘will largely improve’, and ‘1’ indicates ‘will not at all improve.’ The neutral point on the scale (‘3’) indicates ‘will neither improve, nor deteriorate’. The values below ‘3’ correspond to different degrees of deterioration, whereas the scores above ‘3’ to –different extent of improvement.

Diagram 4.8.



The analysis of results in terms of the cities shows that Zugdidi and Gori population is skeptical about the role of social housing in the improvement of employment status (point 2). Batumi is optimistic, again (4 points). Tbilisi and Rustavi chose negative evaluation (3 points).

5. Conditions for moving into social housing

In the evaluation of the importance of different factors by different target groups (evaluation of the use of the services of social housing), important factors were singled out. These are the ownership of the space held in social housing and the right to unlimited stay in social housing. More neutral and less important factors were also singled out (chapter 4, & 4.4). The interview also aimed at determining the following: **To what extent will different factors or conditions influence the decision of target families to become residents of social housing.**

11 conditions were set for respondents in relations to social housing (Note: Each of these conditions is a part of the actual internal regulations of social housing). They had to decide whether they would **agree to live in social housing on the following conditions** (Note: The attitude to these conditions was, naturally, tested with the respondents who did not respond negatively to the question on their willingness to receive living space in social housing):

1. Using the living space without the ownership right;
2. In case of the improvement of economic situation, the resident has to leave the social housing;
3. In the case of damaging the social housing, the resident has to pay for repair works;
4. It is not allowed to change the exterior of the social housing (partition of rooms, installing a door, changing the kitchen and the toilet/bathroom);
5. The social housing will be regularly checked by social workers or municipality representatives;
6. The social worker or some other responsible person keeps one duplicate of the key to use in force major conditions (fire, leakage in water pipes, etc);
7. The resident is not allowed to leave the social housing for more than one month;
8. From the day of moving into the social housing, the resident who is fit to work and has not reached the pensionable age, must try to find a job and leave the housing in several years' time after being able to maintain oneself;
9. Guests are not allowed to stay in the social housing for over 14 days;
10. It is only allowed to hold parties (including those in the guests' room) until 11 p.m.
11. The residents have to pay for utility services.

The level of the acceptance of each condition (related to moving into social housing) was evaluated using a 4 point scale, ranging from -2 to +2, where -2 means 'disagree', -1 – 'mostly disagree', +1 – 'mostly agree', +2 – 'agree'. Point 0 corresponds to neutral response . The scores below 0 indicate different extent of disagreement and the points above 0 – different extent of agreement.

Interview results are shown in Diagram 5.1.:

Diagram 5.1.



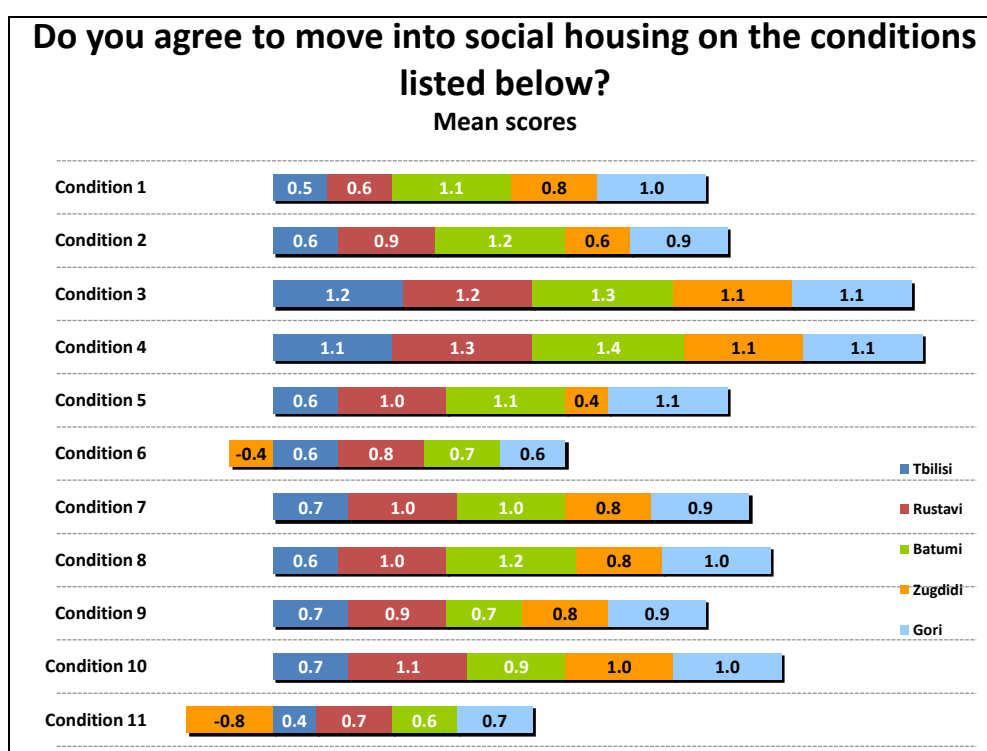
Interview results show the following:

- ✓ There is no condition with the mean score falling below 0. These data were obtained from all the three groups. This means that there no condition that would prevent respondents from moving into social housing.
- ✓ Despite this, in the three target groups, IDPs turned out to be the **least willing or most critical potential beneficiaries** of social housing (compared to the other groups, their mean scores are closer to point 0 or to the neutral point). The conditions they find most unacceptable are the payment for utility services, no right to own the space, the rotation principle, leaving the key with the administration, etc.
- ✓ **The most willing potential beneficiaries are applicants.** They are least critical about the conditions (this is the group who approached the municipality with the requirement to solve their dwelling problems). Their readiness to use the services provided by social housing is higher than that of the two other groups. This applies to any of the conditions listed above.
- ✓ As for the vulnerable, their readiness level is higher compared to that of the IDP group and lower than the applicants' readiness level.

The arrangement of the data by cities, shows the following: **The highest resistance to moving into social housing on the above conditions is observed in Zugdidi.** There are two conditions due to which the Zugdidi population rejects the services provided by social housing. These are: a) Payment for utility services (Mean-0.8) and b) Leaving the key with the administration, who is entitled to use it in force major situations (Mean-0.4). The data demonstrate such a high resistance also due to the fact that a large share of Zugdidi respondents was composed of IDPs or the category most critical about the conditions set in relation to social housing.

Diagram 5.2 shows detailed results arranged by cities.

Diagram 5.2



By taking into consideration the acceptance of the above conditions we can **more precisely identify the groups of potential beneficiaries relevant to the utilization of the services provided by social housing.**

The procedure followed was already described in Chapter 2.

The target (sample) population was split into three categories:

- ✓ CAT1: Families who expressed their willingness to receive an apartment (living space) in social housing and agreed to all the 11 conditions;
- ✓ CAT2: Families who expressed their willingness to receive an apartment (living space) in social housing, but did not accept at least one out of the 11 conditions;

- ✓ CAT3: Families who expressed their unwillingness to receive an apartment (living space) in social housing.

The first category can be labeled **relevant** in terms of the utilization of the services provided by social housing;

The second category can be labeled **hesitant** in terms of the utilization of the services provided by social housing;

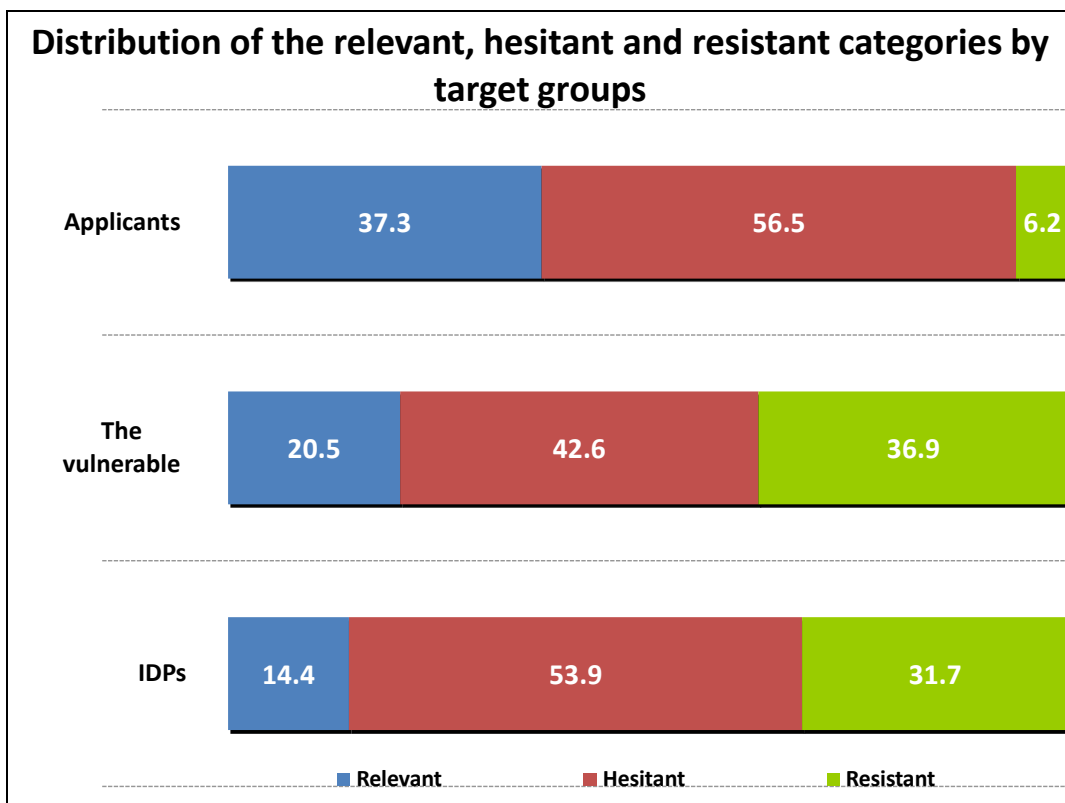
The third category can be labeled **resistant** in terms of the utilization of the services provided by social housing.

The share of each category in the target population:

1. Relevant – 16.1%
2. Hesitant – 51.2%
3. Resistant - 32.7%

Find below Diagram 5.3. for the distribution of each category by target groups.

Diagram 5.3



These data can be interpreted as follows:

- ✓ According to the applicants they are most concerned about the fact that they have no place of dwelling. Therefore, the largest share of the families that are flexible and open to the requirements set in relation to social housing can be found just in this category;

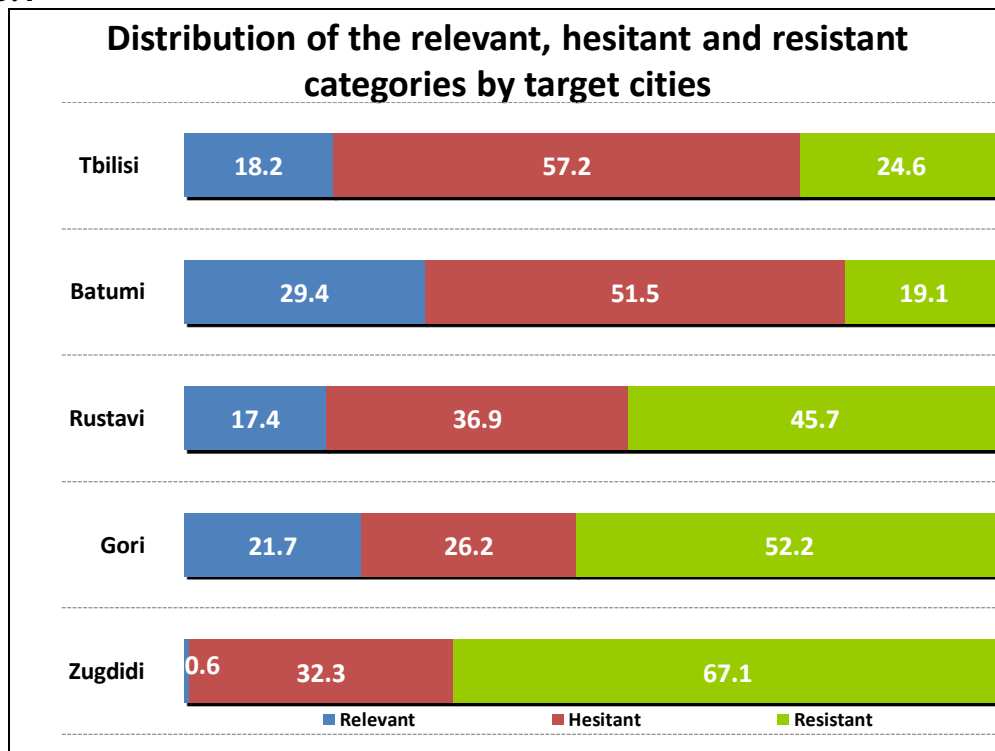
- ✓ Nearly every third vulnerable and IDP family is resistant to the services provided by social housing. Also, IDPs turned out to be more ‘revisionist’ and, consequently, less relevant in terms of the utilization of the services of social housing. **We can assume that IDPs will be the most difficult group to adjust to the concept and practice of social housing. Compared to them, the vulnerable category seems to be easier to persuade.**

What is the situation like in the selected **cities**?

The data show that it is most risky to construct social housing in **Zugdidi**. The most promising city in this respect is **Batumi**. As for the other cities, although the demand for this type of infrastructure is lower, the existing possibilities should not be neglected.

Detailed results are shown in Diagram 5.4.:

Diagram 5.4



6. The factors determining the submission of an application and the willingness to receive living space in social housing (Logistic regression method)

6.1. The main factors determining the submission of an application for the improvement of living conditions

To identify the factors determining application for the improvement of living conditions we used the **logistic regression method**, where the independent variable acquired value 1, in case the family had submitted an application to improve its living conditions and value 0 in case application did not take place.

Find below the regressor variables from the following groups:

1. Family demography
 - Family size
 - Number of children under 18
 - Number of family members of pensionable age
2. Dwelling related issues
 - Family owns an apartment
 - Family rents/leases an apartment
 - Family lives in someone else's apartment without paying rent
 - Family lives in an abandoned house
3. Whether the family lives separately
 - Family lives together with other families
4. Size of the space held
 - Family holds inadequate space (one person holds less than 4 square meters and/or there are more than four people in one room)
5. Problems related to the dwelling
 - Apartment is in a dangerous state
 - Apartment is unfit for living
 - Inadequate space
 - Rent
 - Family might be told to leave the apartment
6. Family conflicts
 - Family conflicts are an important problem
7. Relationship with neighbors and relatives
 - Very good relationship with neighbors
 - Very good relationship with relatives
8. Family's economic situation as assessed by the interviewer
 - Family is very poor as assessed by the interviewer
 - Family is poor as assessed by the interviewer
9. Condition of the apartment as assessed by the interviewer
 - In a very bad condition
 - In a bad condition
 - In a satisfactory condition.

Regression analysis shows that the submission of an application is not essentially determined by the family's demographic structure, whether the family lives separately or not, how big the living space is, whether there is conflict in the family and even by the family's economic situation. These factors certainly affect the application act, but they are not of crucial importance and are weaker determinants compared to other factors.

The most important factor is **not owning an apartment /a house**. The family rents or leases an apartment or lives in the apartment of their friends or relatives. Other important factors: The family can be asked any time to move out of the apartment; the apartment is in a bad condition. At the same time, good relationship with relatives prevents families from applying for space in social housing and lowers the probability of submitting an application.

Table 6.1. shows the results of logistic analysis:

Table 6.1.

Determining factors	Coef.	Std. Err.	t	P>t	95% Conf. Interval	
Family rents/leases apartment	2.22	0.31	7.27	0.000	1.62	2.82
Family lives in some other apartment without paying a rent	1.61	0.28	5.71	0.000	1.06	2.16
Apartment is in a very bad shape	1.48	0.26	5.69	0.000	0.97	1.99
Might be asked to leave the apartment	1.19	0.24	4.94	0.000	0.71	1.66
Apartment is in a bad shape	1.05	0.23	4.54	0.000	0.60	1.51
Family owns the apartment	0.67	0.28	2.42	0.016	0.13	1.22
Very good relationship with relatives	-0.88	0.31	-2.86	0.004	-1.48	-0.28
Constant coefficient	-6.86	0.27	-25.23	0.000	-7.39	-6.32

6.2. The main factors determining the willingness to receive living space in social housing

To identify the main factors determining the willingness to receive living space in social housing the variable in the logistic regression pointing to the intensity of the family's willingness to receive living space was identified as the dependent variable. This variable acquired value '1' in case the family expressed its willingness to receive living space in social housing in response to question I1 and agreed to all the conditions in questions J1-J11 (i.e. belonged to group D1) and acquired value 0 in the opposite case.

As it turned out, the **willingness to receive living space in social housing is mostly determined by extreme poverty and not owning a home**. Other important factors are good relationship with relatives and bad living conditions (small space and the apartment unfit for living). These factors are more important than the other factors that were involved in the regressive model and turned out to be statistically insignificant.

Logistic regression results for the willingness to move into social housing are shown in Table 6.2.

Table 6.2

Determining factors	Coef.	Std. Err.	t	P>t	[95% Conf. Interval]	
Family is very poor and lives in someone's apartment	1.90	0.37	5.10	0.000	1.17	2.63
Very good relationship with relatives	1.46	0.31	4.72	0.000	0.86	2.07
Apartment is unfit for living	0.96	0.31	3.13	0.002	0.36	1.56
Inadequate space	0.77	0.31	2.45	0.014	0.15	1.39
Constant coefficient	-3.23	0.32	-10.06	0.000	-3.86	-2.60

7. The main findings

The surveyed population was split into three groups:

GR1. **Applicants** – families who recently applied to the municipality to improve their living conditions;

GR2. **The Vulnerable** – Families entered in the integrate database for vulnerable families; their rating score is below 57 thousand and have very bad dwelling conditions according to the social agent's assessment;

GR3. **IDPs** – the families that left Abkhazia and Tskhinvali in the 1990s.

Depending on a families willingness to receive living space in social housing, the surveyed population was broken down into three categories:

GAT1. **The Relevant** - Families who expressed their willingness to get living space in social housing and accepted all the 11 conditions.;

GAT2. **The Hesitant** - Families who expressed their willingness to get living space in social housing but rejected at least one condition out of the 11 conditions

GAT3. **The Resistant**- Families who expressed their unwillingness to get living space in social housing.

In the above three groups, applicants (GR1 group) have the most distinguished economic and demographic profile:

- Applicant families are larger and their average size reaches 4 members. This is caused by a large number of children. They include fewer members of the pensionable age and larger number of children under 18 (number of children under 18 is 1.02 in the population and - 1.41 in applicants);
- The share of families without an apartment is especially high among applicants (79.8%). (the families not owning any living space: temporarily used public space, an abandoned building, live in the space allocated for them in friends' or relatives' apartments, rent an apartment);
- Among applicants you find a larger number of families living together with other families (20.3% in the given group and 13.7% in the sample population);
- Inadequacy of living space is a more severe problem for the applicants than for the other groups. In the group of applicants almost every fourth family is in a difficult condition in this respect (living space per capita is less than four square meters or four or more people live in one room);

- Applicants (as well as the vulnerable) have especially bad dwelling conditions in terms of the quality of the dwelling space (dangerous condition, unfitness for living, needs to be repaired, etc) and find these problems more severe than the two other groups;
- Applicants (69.6%) and the vulnerable (70.8%) consider themselves the poorest in the three groups and point to the difficult condition of their families. Applicants' self-evaluation is identical to the assessment by the interviewers who think the applicants are in the most difficult economic condition.

All the above points to the fact that out of the three interviewed groups, applicants are most likely to become beneficiaries of social housing due to their demographic and economic profile.

It is important to note another peculiarity which distinguishes IDPs from the other groups and, as demonstrated by the regression analysis, is an important factor for the beneficiaries suitable for social housing: This is communication skills and positive relationship with other community members (relatives, neighbors). Even though 'basically good relationship' prevails in every group (within 55-67% limits), this kind of relationship is even more positive with IDPs. This fact can be explained by their living in collective centers and common experience which makes their relations closer.

Regression analysis shows that the main factor determining the willingness to receive space in social housing is **extreme poverty and not owning a home**. These factors determine both justified and unjustified willingness to use the services provided by social housing.

Unjustified willingness implies the acceptance of the services of social housing without taking into consideration the conditions for their utilization, whereas justified willingness implies the acceptance of the services of social housing with a full realization of all the conditions related to their utilization.

The three above mentioned categories (relevant, hesitant and resistant) were determined on the basis of justified willingness.

The survey demonstrates that both justified and unjustified types of willingness are most clearly manifested in applicants whereas both types of willingness show the weakest manifestation in IDPs:

	Unjustified willingness
	(%)
GR1. Applicants	84.3
GR2. Vulnerable	49.4
GR3. IDPs	50.9

In the case of justified willingness (defined as the acceptance of the 11 conditions related to moving into social housing) the share of 'relevance' largely decreases in the target groups. However, applicants lead also in this case, and are followed by the vulnerable and IDPs.

**Justified willingness
or the relevant category**

	(%)
GR1. Applicants	37.3
GR2. The vulnerable	20.5
GR3. IDPs	14.4

The vulnerable and IDPs are most resistant to the services provided by social housing (37.5% and 31.7%, respectively). The smallest share of unwilling families is found in the group of applicants (6.3%).

The most **critical factors** the target groups find it especially difficult to agree with or the factors that prevented families from joining the relevant category are the following:

- ✓ Not owning the space held in the social housing;
- ✓ Paying for utility services;
- ✓ Rotation principle;
- ✓ Leaving a duplicate of the key with the administration.

The IDPs turned out to be most critical about these conditions, whereas the applicants were the least critical.

Another important thing is that the target groups found very important the preservation of the right to the benefits after moving into social housing. However, this requirement is less important for applicants than for the other groups.

Stemming from the above, IDPs seem to be the most difficult category in terms of the acceptance of the concept and practice of social housing. Compared to them, applicants seem to be easier to persuade.

Zugdidi is the city where it is most risky to build social housing and develop this type of service. The most promising city in this respect is **Batumi**. As for the other cities, the demand for this kind of infrastructure is weaker, but it still exists.

The target group name the central authorities as the main decision makers in the allocation of space in social housing. This points to the dominance of paternalist attitudes in the target groups, which implies that the authorities at the top of the hierarchy are regarded as the guarantors of social justice.

Respondents see direct links between moving into social housing and the improvement of living conditions. For applicants and the vulnerable this would be the best way to improve their mental condition. For the respondents, moving into social housing is unrelated to employment opportunities, and , therefore, cannot have a positive or negative influence on employment.

8. Recommendations for selecting residents for social housing

To select the relevant residents for social housing it would be advisable to consider the following recommendations yielded by the research:

Potential beneficiaries of social housing should be primarily selected from the population segment with the below characteristics:

- a) Extremely poor;
- b) Not owning a home (or have extremely bad dwelling conditions);
- c) Have good communication skills and maintain relationship with friends and relatives.

These factors determine the formation of the needs relevant to social housing. It is also important for the three factors to overlap each other or potential beneficiaries should be selected by all the three factors taken into consideration rather than one of the factors listed above.

To identify the extremely poor families it is possible to use the already tested method applied by social services (database of vulnerable families). Families not owning a house or apartment can be identified using different sources: social service database, applications submitted to the municipality, etc. As for the identification of the families with good communication skills, this can be done through psychological testing (there are many reliable and valid tests used to measure communication).

The most important question in this context will be the following: Which of the target groups (IDPs, applicants, the vulnerable) meets these requirements best?

Firstly, the target groups may overlap or one and the same family may be IDP and vulnerable at the same time. The same family might be also be the one who has applied to the municipality with the demand to improve dwelling problems (e.g. there are many beneficiaries of social assistance among the applicants to the municipality). Therefore, the families selected for social housing might turn out to be marginal or not specifically belong to any target group.

If the target groups are looked at separately, there are of course the families among IDPs, the vulnerable and applicants who meet these requirements. However, all these requirements taken together are best met by applicants, then by the vulnerable, and, to the least extent, by IDPs.

(There is one peculiarity to be taken into consideration: IDPs who are especially resistant and revisionist have very well developed communication skills which is one of the selection criteria. However, since they fall behind on the two other criteria their community life related habits do not provide the synergic effect which would make them the most relevant group for social housing services.)

Absence of a privately owned apartment/house, poverty and communication skills determine an intense desire to get space in social housing, and, therefore, the relevant readiness. Such readiness is manifested in the fact that the potential beneficiary accepts the idea of social housing, and,

consequently, the conditions that derive from it. Out of the conditions, the most critical are no right to own the space held, rotation principle, payment of utility services and the possession of one duplicate of key by the social housing administration.

Applicants turned out to be least critical in relation to these conditions. This proves once again that potential beneficiaries of social housing should be searched for just in this group.

Since IDPs are most resistant to these conditions for both objective and subjective reasons (many of them have an apartment that is likely to be transferred under their ownership and also most of them do not accept the named conditions), potential beneficiaries should be selected out of this category very carefully. It is also advisable to deliver to IDPs persuasive and educational training to raise their awareness of social housing. In addition, we should keep in mind the advantage IDP population has - well developed communication skills.