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Implementer:  
Armenian Lawyers  
Association



Partner:  
Freedom of  
Information Center of  
Armenia



Implementer:  
Centre for Social  
Technologies

## ***“Centre of Condominiums of the Lori Marz” NGO***

### **“Monitoring of Management Processes in Apartment Buildings of Vanadzor”**

#### **Project Report**

#### **Recommendations’ Road Map**

“Centre of Condominiums of the Lori Marz” Non-Governmental Organization implemented “Monitoring of Management Processes in Apartment Buildings of Vanadzor” Project with funds of small sub-grants provided in the framework of “Multi-Faceted Anti-Corruption Promotion” project implemented by the “Armenian Lawyers’ Association” NGO and the partner “Freedom of Information Center” NGO. Project budget is 597 000 AMD, of which 499 000 AMD was provided by the “Armenian Lawyers’ Association” Non Governmental Organization. Project duration: October 1 – November 30, 2016.

“Multi-Faceted Anti-Corruption Promotion” project is funded by the European Union and co-funded by OSCE Yerevan Office.

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**Vanadzor**

**2016**

# **“Monitoring of Management Processes in Apartment Buildings of Vanadzor”**

## **Project Report**

### **Recommendations’ Road Map**

"Center of Condominiums of the Lori Marz" Non-Governmental organization, has implemented the program "Monitoring of Management Processes in apartment buildings of Vanadzor" in the period of October 1 to November 30.

Participants of Monitoring:

1. Population of apartment buildings
2. Governing bodies of apartment buildings
3. Representative of local self-government and service implementing bodies

**The following conclusions became more apparent as a result of monitoring:**

1. There are violations and abuses in the sphere. Participatory governance and accountability are absent in the Condominiums and as a result the corruption risks are great.

The main causes are:

- Inactivity of Control Committee of Condominiums
  - Most of the condominiums continue to operate as a housing exploitation areas, because most of them are formed spontaneously, without any definite criteria.
  - Local self-government's unjustified interference in the activities of condominiums.
  - The annual meetings and reports of condominiums are formal.
  - The issue of the staff of condominiums.
2. Lack of participatory governance to raise awareness of the owners.

**To eliminate the mentioned gaps, including the corruption risks we suggest to:**

1. In order to form a real understanding among the owners about the costs connected with the maintenance work of the buildings.
  - a. To post information on the collections and the entrances of the apartment buildings that is provide information on financial flows to the residents on monthly basis, which the residents can see in the visible places of the building.
2. Increase the level of the amount of collected fees for maintenances of the apartment buildings and other mandatory fees. In case where the financial flows are visible for

the resident, everything is clear, transparent and targeted; the resident is more willing to pay for these services.

3. Promotion of the state, community and other support. Transparency of implemented activities will promote the provision of the state, community and other support, in the form of incentives as well.
4. Introduction the institute of professionals in the management spheres. It is necessary to elaborate clear criteria, which would allow defining who may be nominated, selected and work in the management bodies.
5. Organize annual review meeting in December of each year to present the final report on the implemented activities of the reporting year and to approve the budget for the next year.

**The mentioned above recommendations are aimed:**

1. To minimize the risk of corruption and shady practices in the field.
2. To enhance mutual confidence and mutual trust between the owners, management bodies of the apartment buildings and the government bodies.
3. To develop a culture of providing the reports to the owners of the apartments by the management bodies.
4. To reduce the corruption risks and abuse practices in the sphere.

**Impact Analysis of Monitoring Results**

The conducted monitoring revealed the following:

1. Participatory management is absent in Condominiums.
2. The Control Committee of Condominiums is non-functioning. Its targeted operation will contribute to the transparent activities of the governing body.

*The program also aims to promote the activities of independent control commission through participatory management, which in its turn will:*

1. Promote participatory management of condominiums.

2. The number of non-functioning or partially functioning condominiums will decrease, which in its turn will raise the efficiency of management of apartment houses in Vanadzor.
3. Will support the managers and owners-members of condominiums to regularly evaluate the results.
4. A real understanding of maintenance and activities costs of the buildings will be formed among the owners.
5. Investments of the owners for maintenance of the apartment buildings will increase.
6. Illegal practices and corruption risks will reduce.