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**DART WEATHERIZATION PROJECT
MIDTERM REPORT
(Grant No. AOT-3045-G-00-6047-00)**

Submitted to:



World Vision Relief & Development, Inc.

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Submitted to:

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Washington, DC 20523-1802**

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Project Summary

The goal of the DART Weatherization Project is to provide immediate and tangible relief to the elderly who are one of the most vulnerable population groups identified in Sarajevo. This relief is provided through small-scale repairs made to individual homes to insulate them from inclement weather. This includes the replacement of glass and the repair of window frames, as well as minor repairs to roofs, ceilings, walls, and floors that have been damaged by shelling. Of the nearly 5,000 elderly persons identified by the international community as being extremely vulnerable, World Vision originally planned to target 500-700 of the worst cases. Because of a reduction in the market price of construction materials, World Vision anticipates making basic repairs to over 1,000 residences by the end of the project.

Goal To reduce the physical suffering of 500-700 of the most vulnerable elderly in Sarajevo caused by a lack of protection from the winter elements.

Objective To weatherize 500 apartments and homes for the elderly in Sarajevo.

Grant Period February 9, 1996 to August 9, 1996

Activities

1. Hire a team of technicians to individually identify, assess, measure, specify/write contracts, and undertake work inspection for 500 domiciles for weatherization from February 9, 1996 to August 9, 1996.
2. Identify, solicit competitive bids, and hire local contractors.
3. Purchase materials and undertake repairs of 500 dwellings. Repairs undertaken will include, but not be limited to, the replacement of glass and window frames, repairing shell damage to walls, floors, ceilings, and roofs, and other minor repairs.

Progress Against Objectives

With an engineering team consisting of engineers and construction technicians, WV has been able to identify and make detailed assessments of 819 apartments and homes where the elderly reside by mid-term in the project period. WV will exceed its original target of 500 dwellings with a total anticipated target of over 1,000 homes. At this time, repairs have been completed in over 260 dwellings and work is currently progressing on another 281 residences, using local contractors.

Because of the very high demand for these services and limited funding, WV is adhering strictly to the criteria it had set at the beginning of the project. In this way, WV is assured that the needs of

the most vulnerable residents are being met first. Beneficiaries selected must meet the following criteria:

- Must be over 65 years of age (exceptions will be made for the infirm, handicapped, and chronically ill who are pensioners under 65 years).
- Must be living alone, or with another elderly person (a few exceptions are made for families living in particularly harsh living conditions).
- Must prove ownership of the residence prior to 1992.

There are numerous factors which influence the selection process. These include:

- Is the beneficiary immobile (confined to residence or bed), handicapped, blind, or otherwise severely restricted in movement?
- Does the beneficiary have significant outside means of support, such as family or friends in Sarajevo to support them.
- Is the person chronically sick or terminally ill?
- What is the condition of the dwelling? Severe, moderate, or good?
- What is the social condition of the occupant? Poor or well-off?
- Does the person have basic services? Water, gas, electricity?
- Is the elderly person already receiving assistance from Irish Refugee Trust or CARE?
- Is it a priority area for the municipality?
- Are the repairs which are needed within the average budget of the weatherization project?

World Vision has received beneficiary lists from CARE International (Reach Program), Irish Refugee Trust, city municipalities, local pensioner associations, SANUS (a local NGO), and through unsolicited requests. Since May, WV has received an average of 10-15 elderly persons per day bringing their requests for assistance directly to the WV office.

WV is currently weatherizing approximately 250 homes from the CARE Reach program and 42 homes identified by Irish Refugee Trust (IRT). World Vision ultimately decides who is eligible under this project, given the set criteria, other influencing factors (above), as well as input from collaborating agencies. Once identified, homes are assessed by a WV construction technician or engineer, and local contractors are identified through competitive means to undertake the work.

Of the 819 homes already assessed, 163 dwellings are located in the Serb neighborhood of Dobrinja. A Serb engineer has been employed and Serb contractors are currently being identified to make the necessary repairs. WV is committed to working on both sides of the conflict, remaining neutral while addressing the urgent needs of the elderly in Sarajevo.

The following breakdown shows the neighborhoods where WV activities are concentrated:

Old Town	26	residences
Center	221	
New Sarajevo	206	
Grbavica	98	
New Town	81	
Mojmilo	7	
Dobrinja (Federation)	17	
Dobrinja (Srpska)	163	
Total	819	residences

World Vision has a data base with information on all beneficiaries and the work being completed. Every home has been assessed in detail. Currently, the median cost of homes is below 500 DM per residence. We have found that the homes for the elderly either need very minor repairs (under 500 DM), or very major repairs (2,000 DM and up). The average cost of 800 DM per dwelling outlined in the project proposal was an accurate estimate, but we have realized that some dwellings (below 10 percent of the total homes weatherized) will require more significant and costly repairs. Many of major reconstruction cases will be completed in the spring and summer due to weather constraints. These include roofing repairs, outside concrete works, etc. All work completed is reviewed by a WV construction technician to ensure quality control before final payment is made.

In conjunction with the DART program, World Vision is also making basic repairs to 150 additional apartments with funding from the Office of the Special Coordinator for Sarajevo (SCS). The SCS program targets the Serb elderly population in Grbavica who remained following the transition of this neighborhood to Federation control. Its goal is to encourage Serbs to remain in a multi-ethnic Sarajevo. DART funding is also used in Grbavica, targeting all nationalities.

The DART/World Vision weatherization project will have a lasting impact on the lives of the elderly in Sarajevo. Most beneficiaries targeted have a serious, debilitating disease such as bronchitis, arthritis, heart disease, cancer, etc. All have been made vulnerable by a multiplicity of causes: lack of money for a healthy diet, lack of regular heating, exposure to the cold, immobility, and chronic illnesses. In an IRT study in 1995, it was noted that over 15 percent of the elderly population are immobile, resulting either from chronic disease or their inability to climb the high rise apartments where they live. CARE reported several deaths this winter of elderly persons and other cases of pneumonia, resulting in part from exposure to the cold. Given the fact that gas service is expected to be inconsistent again next winter due to funding and infrastructural constraints, WV's weatherization repairs are critical to reduce the vulnerabilities these residents face.

Most beneficiaries do not, and will not have the amount of resources to make the repairs needed on their homes, nor do they have the physical ability or outside support to do the work if only materials were given. Pensions run at less than 40 DM per month which does not even cover the essentials for survival. The average amount of glass installed by WV per home is roughly 10-12 m², or about 150 DM worth of glass alone.

Some WV beneficiaries need more significant repairs to be done on their dwelling. Their homes are damaged by direct impacts from shells, and the cost of these repairs can be high. Two such beneficiaries are described below:

Milic Bosiljka, a beneficiary of the CARE Reach program, is 75 years old and lives alone in her apartment in Novo Sarajevo. During the war, a mortar shell struck her home, destroying the window and the dividing wall between the bedroom and living room, as well as making holes in the ceiling and floor. Because of the damage, she was confined to living in her kitchen for at least two winters until repairs were made in March by World Vision. Repairs included the replacement of the living room window and frames, the reconstructing of the bedroom wall, and the repair of the holes in the ceiling and floor.

Maros Marica, 85 years old, also lives alone in her apartment in Town Center. Because of a defect in the installation of her gas line, a gas fire occurred at her residence, causing massive damage to several rooms of the apartment. Some neighbors helped her to make temporary repairs to the dwelling, which upon our first arrival, could be best described as a "black hole." World Vision is in the process of helping with modest repairs including the replacement of windows and the repainting of walls to allow her to resume a normal way of life.

There are many cases like these. As far as we are aware, only World Vision are making these types of repairs to homes inhabited by the elderly. World Vision's work has been featured in at least 3 separate local newspaper articles (including *Oslobodenje* and *Vecernje Novine*) and in two radio news programs (Radio 202). In each case, WV has acknowledged to reporters the support of USAID/DART.

Constraints

World Vision has been inundated with requests for the type of services offered under this project. World Vision has additional beneficiary lists numbering in the hundreds who fit the set criteria. With the funding currently available, we are unable to satisfy the needs of everyone, which has caused some tensions in communities within Sarajevo.

World Vision has also faced difficulties in eliciting responses from local construction contractors to our invitations to bid on apartments being rehabilitated. In two invitations out of the first five, no bids were received although 14 invitations were sent out.

The lack of response to these invitations is a result of several factors:

1. The homes targeted in any one bid invitation are spread throughout the city and there is little standardization of work (besides the replacement of glass). Contractors must see every home to make a correct bid. Therefore, it is difficult and costly (in terms of time and vehicle costs) for contractors to locate and assess large numbers of dwellings in a single bid invitation.
2. The repairs to each residence are generally minor and the cost of rehabilitation for each individual apartment is relatively inexpensive. As a result, the profit margin for contractors is extremely low.
3. Contractors become easily discouraged when they do not receive an award, and therefore do not attempt a second tender on subsequent projects. The amount of work required to submit a bid on 100 homes or more is inherently high and discourages contractors from attempting a second bid on a subsequent project.
4. As the former Yugoslavia is emerging from a command economy that has existed for the last 50 years, many firms are unfamiliar with competitive tendering processes. Government contracting in the past was based on various forms of patronage.

We are currently utilizing 8 local contractors under this project. Since the first 70 homes, WV has made significant steps to streamline the contracting process while at the same time maintain a competitive and transparent process. This includes "clustering" homes in particular neighborhoods, when possible, to ease the burden of potential contractors, as well as standardizing work to be completed. We are currently utilizing contractors who have given us competitive bids on previous contracts and who have shown their reliability. Periodic invitations are sent out to allow new contractors an opportunity to compete. World Vision is committed to keeping the contracting process competitive and transparent.

Future Plans

By June 15, World Vision will submit a no-cost extension amendment to extend the grant to September 30, 1996, the end of the current fiscal year. Because of the great demand for these services, WV would like to continue this program for an additional six months. By mid-July, WV will submit another six month cost extension for funding for FY 1997. In any future grant, WV would like to expand the beneficiary list to include other invalids, persons with disabilities, and other vulnerable groups. Because of their physical and economic limitations, these persons will continue to be unable to do the work needed to insulate their homes from the cold.