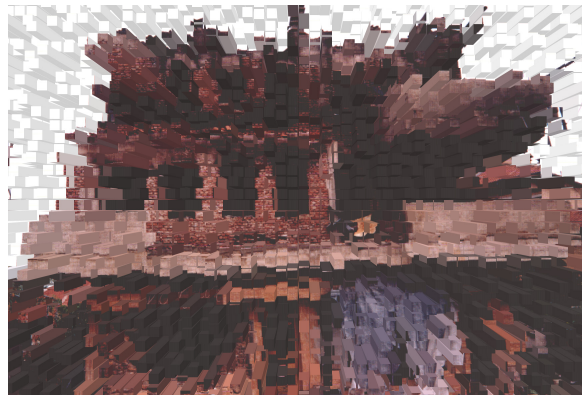


**KOSOVO DIRECT
Malta**

**Municipality of Peje
Urban Karagaq Town
Kosovo**



**Shelter Infrastructure and Community Assessment
Analysis, Results and Project Concept**

August 1999

**Report compiled by
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Terms of Reference

Outline report prepared by Kosovo Direct as part of an infrastructural and community survey-analysis initiative in the area of Karagaq that is part of the municipality of Peje situated south of the river. The assessment and the data therein have been compiled with the aim that the results would lead towards the fulfilment of shelter provision in Karagaq as well as the identification of possible infrastructure that can be utilised as temporary shelter. This was mainly concerned with the identification of unfinished structures and partly damaged buildings that could accommodate guest families for the winter. In addition, the survey aimed to trace the probability of people who were willing to act as host families to refugees, both from the surrounding areas of urban Peje as well as in-migrants from the surrounding towns and villages.

The report is based on a three-week survey of the area, house-to-house interviewing and interaction with the local community and its leaders.

Introduction

This project is the culmination of an extensive research based on the identification of needs and demands posed by the community of the Karagaq town area of Peje. The study is based on a technical and analytical assessment of both the current provision or non-availability of various infrastructural and community facilities that are deemed necessary for the re-animation of an integrated society.

The aims of this project were two fold: the analysis of the current infrastructural matrix and the needs in each sector and the analysis of community care provision in the designated area which Kosovo Direct is willing to commit itself to.

Kosovo Direct, which is a Maltese non-profit NGO (Appendix A) commissioned this assessment in order to finalise its decision on the areas of work to concentrate on as well as to look into all the possibilities of intervention both as part of repair, rehabilitation and reconstruction as well as in the provision of community care. The organisation can do so due to the familiarity with the area designated, direct contact with representatives of the local community, a reliable network of contact persons both within Kosovo and Albania as well as an considerable backup of professionals in diverse fields of planning, research, and project implementation in fields ranging from physical development to social and community activities.

Study Purpose

The current project being proposed by Kosovo Direct involves the setting up of an initiative aimed at identifying the current situation on the ground in the Municipality of Peje. This project was initiated with a research based on methodological analysis of the physical and community aspects of the area, propose issues for a strategic nature and eventually commence implementation of outlined goals. The results are herein produced.

Analysis of Current Situation

General: The current situation is one that was primarily explored through the intervention of UNHCR, the humanitarian community and KFOR. The main data was collated as part of the Rapid Village Assessment that are current at Second Cut and include most of the 2000 towns and villages in Kosovo.

Peje (Pec): The First Cut¹ report identified the imperative that any further study first needs to complement same report as well as identify specific needs in the area of Peje and its surrounding cities, especially since the area suffered massive damage: 40-45% loss of the housing stock and 90% in the Albanian-majority.

To date the Rapid Town Assessment has been augmented by studies carried out by CONCERN Worldwide on the Southern part of the river. These studies have now been completed and the data on Karagaq presented to Kosovo Direct (Refer to Appendix B). This urban analysis summarises the situation that was identified by CONCERN and confirmed by the field team of Kosovo Direct.

Once the data was available a decision was taken for the filling in of data lacunae as regards to unfinished buildings and potential host family identification. Therefore new assessments (Appendix C) of the area were carried out in a scientific and detailed way in order to fully assess the situation as it currently is, the way it may develop as more refugees and internally displaced people move in as well as propose issues for development.

In view of the above the research survey was based on two generic but distinct areas of planning:

i) **Infrastructural analysis**

This topic concerns the carrying out of on-site surveys of the current infrastructural situation as regards to the various areas as outlined below:

*** Housing**

¹ Kosovo Rapid Village Assessment – First Cut, 7 July 1999, Compiled by UNHCR, in collaboration with the humanitarian community and K-FOR.

The current residential situation as per supply and demand was analysed. Also, needs assessment as per damage sustained was carried aimed at reporting on the need to implement the current UNHCR recommendations on the urgent repair/winterisation programme. The UNHCR programme identifies priorities as being:

- i) the provision of temporary shelter to returning refugees
- ii) the provision of shelter repair kits and tools
- iii) winterisation package
- iv) special assistance for vulnerable families (disabled, single-headed households and community child centres).

The latter phase marks the introduction of an advanced stage of the Kosovo Direct project wherein the already-conceived psychosocial project mentioned above is brought into gear.

*** Utilities**

A preliminary analysis of the current provision of utility services such as water, electricity, sewerage and telecommunication were carried out.

*** Commerce & Industry**

The provision of commercial services including shops, food dispensers such as bakeries, spatial distribution of same services, etc will be surveyed.

*** Transport and Distribution**

This sector will mainly provide an analysis of the state of transport infrastructure such as roads, carriageways, bridges, etc as well as the actual provision of transport in the areas under review.

ii) Social and Community Care analysis

This section of the study concerns the analysis of the current social facilities and community care needs and demands. By social facilities is meant those facilities that complement housing provision, namely educational, religious, social and recreational aspects. By community care is meant the provision of facilities that promote health and a caring community, such as the provision of health and day centres, trauma clinics, residential/group homes, etc.

This section also examines demographic issues in relation to both infrastructural and social aspects.

Immediate priorities identified were the need for provision of educational, religious, health, social and recreational aspects.

This will be carried out through identification of pre war facilities with the help of local representatives. Although a very detailed demographic analysis would have been needed in order to carry out such a programme as per studies by age of inhabitants and needs, due to the constraints and the fluid motion of the various demographic variables in Karagaq assumptions had to be made as to need and provision be developed in parallel to this section of the project.

Assessment Results

The assessment results are based on both the Rapid Assessment presented by CONCERN updated on 31 July 1999 and the in-house fieldwork survey dated 4 August 1999.

Included in this section are maps and data tables presented as part of a GIS exercise used in the analysis phase.

i) Infrastructural analysis

The results for these areas are outlined below:

* Housing

The housing situation in Karagaq is one where a considerable number of dwellings have sustained a high degree of damage, with over 15% categorised as totally destroyed (Category 5). Table 1 gives a brief summary of the situation:

Table 1: Damage to housing infrastructure

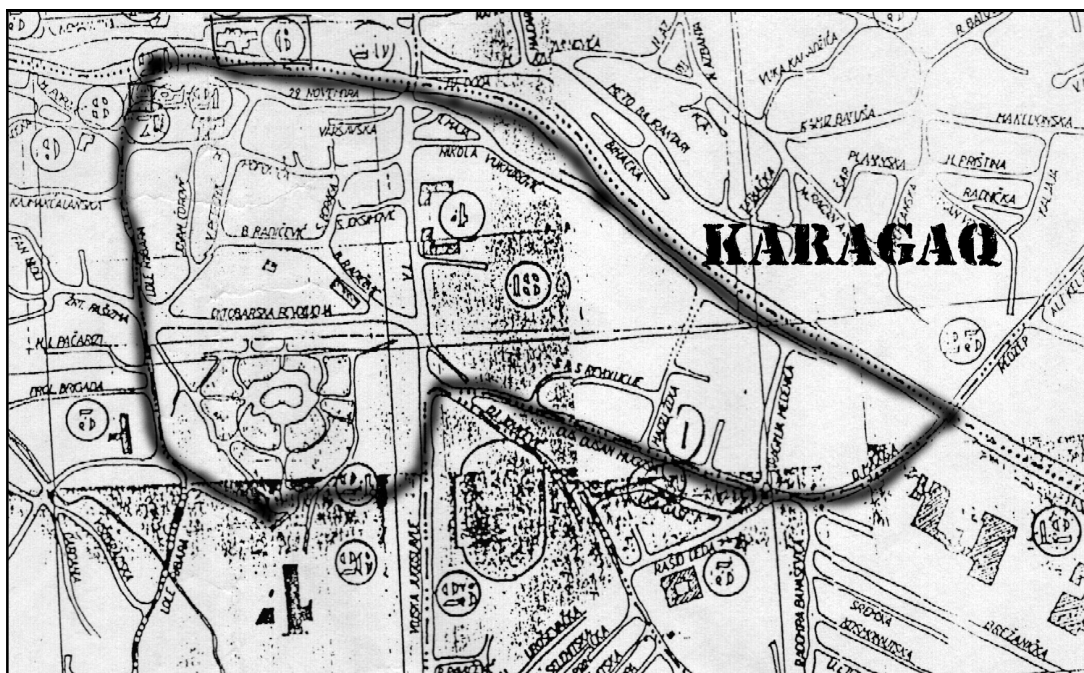
	Category 1	Category 2	Category 3	Category 4	Category 5	Total
Dwellings (No.)	97	-----	38	75	40	250
Dwellings (%)	40	0	15	30	15	100

Source: Rapid Town Assessment – 31 July 99

Table 1's indication that there are over 210 houses that are within Categories 1 to 4 is indicative of the potential for hosting. However, there are a variety of reasons why some house are not available for such an action. The survey carried out by Kosovo Direct in late July and during the first week of August identified the real availability of dwellings for use as hosting locations.

For the purposes of this study, Kosovo Direct analysed the are of Karagaq which was that originally outlined by CONCERN as well as an extended part as depicted in the map below which are extends to Duxan Mugosha Street next to the Bus-station and market.

Map 1: Area assessed - Karagaq



Source: CIMIC – July 1999

The resulting figures in this area amount to 324 houses, of which 61 are Category 5, following the same trend of percentages as per outlined by the Rapid Town Assessment.

The following section looks at the different categories of dwellings that are available for use as per hosting of families and as per collective or transit centres. Each category of dwellings is looked into as resultant from the assessment carried out by Kosovo Direct.

Note that the first three sections explore dwellings that are not immediately available while the last section discusses the situation of those dwellings whose owners are willing to host families.

The sections discussed in detail are as follows:

- a) Serb-owned houses
- b) Houses whose owners were not identified
- c) Houses whose owners were not willing to offer hosting
- d) Houses offering potential hosting facilities

Serb-owned houses

For this reasons, the Kosovo Direct survey was carried out in all houses excluding the following: those category 5 dwellings where no owner could be identified, unfinished houses with no owner, families already hosting refugees and relatives, unwilling potential hosts and Serb-owned dwellings. While the former 4 categories could be identified at a later stage, the case of Serb-owned dwellings proved to be a problem, especially since repairing these homes could have legal or ethnic repercussions.

In addition, Albanian refugees whose houses were destroyed occupied most of these dwellings. In most cases they occupied neighbouring homes. It has to be clarified that the Serb-owned dwellings are to be relegated to the Prefettura for decision-making purposes or UNMIK². In spite of this problem, one has to note that these dwellings pose a good potential for placing families in the short term together with the persons already occupying these homes. Doing so would serve a dual purpose: i) to keep further Serb dwellings from being burnt and destroyed and; ii) to provide more 'hosting' space since the Albanians occupying these homes are less liable to refuse another family living with them either through the preoccupation that they may be evicted by the authorities or else through concern from families in similar situations to their own.

Considering that in Karagaq there are 38 Serb-owned dwellings whose owners are not in Kosovo and (who may not return for the time being), should these units be made available for re-allocation of families at least for the winter, there is a potential for hosting. From these 38 dwellings, 1 is not strictly available since it houses 4 old Serb ladies and is situated in the KFOR centre, 10 are already occupied by Albanians and the rest (27) are empty, most with roofs intact. These dwellings, as shown in Table 2 could take up between 60 and 100 families should they be utilised (assuming that each building could take between 2 and 3 families each).

Table 2: Potential use of Serb-owned vacant dwellings

<i>Dwelling Status</i>	<i>Current Occupation (Dwellings)</i>	<i>Potential Families</i>
Serb inhabitants	1	0
Albanian occupiers	10	10 - 20
Empty	27	50 - 80
Totals	38	60 - 100

Source: Kosovo Direct Assessment – 3 August 99

Houses whose owners were not identified

A number of unfinished and slightly damaged houses that could be used for hosting of families were identified but the owners could not be traced. In some cases neighbours and relatives filled in for them and gave the necessary information, however for 40 dwellings this was not possible. The owners of these buildings were either non-traceable or else abroad, mainly in Germany and USA.

These dwellings in their majority are 3 or 4 storey buildings that can house between 2 and 3 families each. The potential for further assessment of these particular buildings exist, especially as owner's status is identified or return from abroad. Using the same assumption as above as to the number of host families which could be taken in by these dwellings, the figures show a potential between 80 and 120 families.

² United Nations Mission In Kosovo

Houses whose owners were not willing to offer hosting

Apart from Serb-owned homes and unidentified owners, the third category of non-available buildings includes those dwelling units that are not available due to unwillingness to host, private enterprise and other reasons.

This category of building availability is divided into 3 main areas:

- i) owners who are not willing to offer their house for hosting
- ii) owners who have hired their house to NGOs and other organisations
- iii) others

The first category is self-explanatory. 97 house owners are not willing to host families, mainly due to the fact that they have taken in their relatives to live in with them. Houses being occupied by an extended family of 20-30 or more people are common. In a few cases at least 7 families were living in 1 dwelling and 5 cases were identified where an average of 15 people were living in 1 room. Most of the guest families taken in are from the surrounding villages of Peja such as Strelc, Burod, Glogdan, Strell, Zuopek and Baran as well as from other towns such as Djakovica and Decani. Others hail from the other urban parts of Peja city that are more destroyed than Karagaq.

The second categories of owners include those who are not willing to offer their houses for hosting for obvious commercial reasons. With rates going at 2000 DEM per month for an apartment, it is very difficult to convince these owners to offer their property against non-cash goods or services. The problem here arises where similar owners are now catching up on this idea and the best apartments with potential for hosting are displaying 'for hire' signs across Karagaq. In the area itself there are 9 NGOs who are either using the units for accommodation or as an office.

The third category of building which could house a large number of families and which could serve as a major collective centre is the area of buildings taken up by KFOR and CIMIC.

Thus in summary, Table 3 indicates the number of dwellings that are not immediately available for use for hosting purpose:

Table 3 Potential hosting dwellings that are not immediately available

Type of Building	Number of Dwellings	Number of Families
Serb-owned (1)	38	60 - 100
Owners not identified (2)	40	80 - 120

Owners not willing to host	97	(300)*
NGO occupied dwellings	9	-----
KFOR – CIMIC	1	-----
Category 5 units	61	-----
Total Potential units	78 [(1)+(2)]	140 – 220 [(1)+(2)]
Total non-available units	246	

* Assumed number of families living in these dwellings – not potential hosts.

Houses offering potential hosting facilities

Once the houses that are not immediately available are accounted for, the analysis looks at those houses that can be used for hosting purposes during the approaching winter. The figures outlined hereunder form an extensive GIS-based analysis and identify which houses are really available immediately and which need extensive repair before accepting host families. This is mainly due to the fact that some owners are willing to offer their houses but the extent of damage may be too severe to contemplate rebuilding before winter. In fact of 76 persons interviewed in detail, 16 had their houses in Category 5 and are being excluded from the following results.

Prior to indicating the work needed before hosting commences, one needs to point out the following important points:

- i) The families interviewed who were willing to host guest families totalled 76. This amounts to 26% of all the dwellings in Karagaq, in itself a satisfactory figure considering that another large number of families are already hosting refugees, some even for the last 3 years (mainly refugees from Bosnia-Herzegovina and the Balkan conflicts refugees) as indicated above. These families are prepared to take in 139 families between them. Considering the fact that a Kosovar family, though difficult to be precise due to the multiple and extended family situation, averages 6-8 persons. Thus, should all these host families take in their share, the potential number of persons who would be offered shelter during the winter could be between 800 and 1200 individuals. However, the situation renders itself more complicated when one considers the probability of providing shelter for all of them through the repair of the dwellings being offered. The tables below identify this problem.
- ii) The potential exists for indicating collective centres from the existing infrastructure exists, especially in those dwellings where roofs are still intact. This report identifies 1 major centre (a former school) and some houses that may be used as such since the owners indicated that they would allow a number of families to move in. These dwellings have intact roofs and need repairs to floors, windows and doors. As regards to electricity, water and sewage, facilities exist for their connection.

- iii) Shelter repair kit adequacy is a major issue to the persons offering their houses for hosting. The current UNHCR repair kits are not adequate in that they do not fully provide for the eventuality of winter conditions. Peja experiences temperatures of –30 degrees Celsius and snow depths of over 1m. In effect the temporary roof coverings provided for dwellings face the possibility of collapse once snow starts to accumulate. The recent rainstorm during the 4th week of July caused the collapse of quite a number of the same plastic roofing material supplied. Thus, there is definitely a need for solid roofing that can withstand heavy snow and storms. For this reason the priority for repair will be given to the potential host families who already have an intact roof and then the second phase of rehabilitating the other dwellings will be initiated.
- iv) People are growing restless especially since they view that little restructuring aid seems to be coming their way. This is understandable as most organisations are looking at ways to cover as many people as possible with limited but effective intervention. Kosovo Direct's current assessment is such a study aimed to provide help to the best candidates before embarking on a lengthy task of rebuilding. This restless situation needs to be augmented by the Prefettura's radio network informing people of the actions being taken and the need for all persons to co-operate.
- v) Duration of stay of guest families. Most host families would agree to have guest families in their homes against a contract for a limited period only. Whilst most stressed the fact that 1 winter season was agreeable to them and no more, some only need a little encouragement to extend that period to up to 3 years. This is vital to agree on especially since the host families are having their house rehabilitated at no expense and should be aware that there may be conditions imposed for this repair such conditions being the extension of hosting. It is understandable that they fear that the guest families may never leave their house but the repairing agency must clear this out before commencing work through reassurance and contracts.
- vi) Over 50 houses, which could serve as potential temporary shelters, have been indicated but the owners were not identified. Some owners are either abroad or have hired out the place to NGOs and private organisations. This situation has compounded the fact that good dwellings that may be used for temporary shelters for refugees are being taken up at very high hiring rates. Such a situation is pushing other persons with unfinished or finished dwellings to look at lucrative deals with paying-entities and not releasing the dwellings for refugees.
- vii) One other point of contention is monitoring. All work on shelter kit provision, repair and rehabilitation as well as material provision needs to be monitored aggressively. This is being stated due to the fact that during the house visits the fieldworkers noted that roofing plastics have been transformed into terrace covers for restaurants and commercial entities. Though hard to prove, it was indicated by some owners that kits provided to recipients are being sold off. Also, one

could note that UNHCR roofing material was used as covering material for sofas in perfectly dry roofed buildings. Therefore, any rehabilitation programme can only be implemented with a continuous follow-up of personnel and resource monitoring.

Detailed analysis of repair work needed

Immediate Intervention – Short-Term Action

The initial analysis concerning the houses which can be utilised for hosting with minimal intervention have been designated as those that have an intact roof. These dwellings include those that are both unfinished as well as those that have sustained minor or no damage during the recent conflict.

These 13 houses can accommodate 33 families, especially since one of them can be used as a community centre, which can house at least 10 families. This particular dwelling, which was previously utilised as an ex-school is situated in Haxhi Zeka 1 street (1 corner away from the UNCHR building) and can serve as the first building to be rehabilitated. The rest can also be rehabilitated with minimal changes. Tables 4, 5 and 6 outline the statistics on these dwellings and the repair needs of these dwellings and to whether they can rehabilitate the dwelling themselves or need help to do so.

Table 4: Dwelling statistics

Guest families that can be accommodated	33
No of Dwellings	13
Average Area per floor (m2)	160
Average number of Storeys	2

Table 5: Internal accessories needed in these dwellings:

Accessory or Service needed	Number of Houses	Need as a Percentage
Doors	12	92%
Windows	12	92%
Floors	7	54%
Electricity*	8	62%
Water*	7	54%
Sewage*	5	38%

* Note that as regards to utilities, services are present in the vicinity or on the ground floor, however, the unfinished storeys need extension of same services.

Though most of these dwellings lack such accessories as doors, windows and in some cases adequate floors, they pose the best option for accommodating a number of families. Services exist in all dwellings and connecting needed

piping is envisaged as a minor issue once the open apertures have been closed up for winter.

Table 6: Degree of assistance for repair:

Repair Assistance needed	Number of Houses	Need as a Percentage
Self-Repair	6	46%
Need Help to Repair	7	54%

Table 5 indicates that nearly half of the owners are willing to upgrade the houses themselves, thus it is imperative that they are assisted in such provision of materials, preferably after the identification of the guest families who should be encouraged to involve themselves in the rehabilitation of such dwellings, giving them a sense of ownership rather than just hosting.

Comment:

In view of the above points, it must be noted that the greatest priority has to be given to these 13 houses as per immediate repair, with emphasis being given to the ex-school, which should serve as a collective centre.

Extended Repair Intervention – Medium-Term Action

In addition, Tables 7, 8 and 9 summarise the other dwellings that can accommodate persons but which need extensive repairs to their house especially since the buildings are Category 3 and 4 candidates.

Table 7: Dwelling statistics

Guest families that can be accommodated	76
No of Dwellings	48
Average Area per floor (m2)	130
Average number of Storeys	2

The number of guest families that can be accommodated in this group is large, 76 in all. This group can in effect be aided to build their own homes especially due to the fact that half of them (Table 9) are prepared to do the work themselves, vastly reducing building costs. However, costs for accessories and service provision are quite high in this area (Table 8) with repairs ranging from 66% for floors to 100% for roofs. Funding for this group needs to be considerable and decisions on whether to start implementing this stage of the project need to be taken once funding is available. This does not mean that one should not consider making funds available for such a group since in most cases the rehabilitation can be carried out before winter.

Comment:

It is recommended that the owners of these dwellings are provided with the necessary materials, once it is agreed that funding for the first short-term category has been catered for. Each house within the medium-term section should then be analysed further and materials supplied according to necessity.

Table 8: Internal accessories needed in these dwellings:

Accessory or Service needed	Number of Houses	Need as a Percentage
Doors	45	96%
Windows	45	96%
Floors	31	66%
Roof	47	100%
Electricity	38	81%
Water	34	72%
Sewage	33	70%

Table 9: Degree of assistance for repair:

Repair Assistance needed	Number of Houses	Need as a Percentage
Self-Repair	24	51%
Need Help to Repair	23	49%

Rebuilding of dwellings belonging to potential host families: Long-Term Action

16 families which have their houses listed as Category 5 have shown interest in rendering their house for hosting services. Whilst it is understandable that they may view such a situation to their advantage, it is nonetheless important to note that they may pose a long-term solution. For the purpose of this study they are listed as shown in the Tables 10, 11 and 12 below for information. As an additional note, 1 person offered his house for refugees indicating that it could take up to 6 families for long-term habitation.

Table 10: Dwelling statistics

Guest families that can be accommodated	30
No of Dwellings	16
Average Area per floor (m2)	150
Average number of Storeys	2

Table 11: Internal accessories needed in these dwellings:

Accessory or Service needed	Number of Houses	Need as a Percentage
Doors	16	100%
Windows	16	100%
Floors	14	88%
Roof	16	100%
Electricity	16	100%
Water	14	88%
Sewage	13	81%

Table 12: Degree of assistance for repair:

Repair Assistance needed	Number of Houses	Need as a Percentage
Self-Repair	10	63%
Need Help to Repair	6	37%

Comment:

As can be read from the above tables most of these dwellings are too damaged to serve for the purpose of this exercise since most structures need demolition and rebuild rather than only rehabilitation. However, the owners are in their majority willing to rebuild their own homes should material be made available, a point to note pending decision to reconstruct the area.

In conclusion, the 3-tier strategy outlined above is recommended as an implementation action plan. Priority should be given to the first short-term action since a number of families can be housed both in the collective centre and also in the roofed-dwellings. Following the conclusion of this project the medium-term project can be initiated with 48 dwellings prepared for rehabilitation. These dwellings require considerable funding in order to be completed. The third and last phase should commence once the previous two phases have been completed. It is envisaged that this phase will continue during the winter months when persons living in tents may be able to move into the reconstructed dwellings.

It must not be excluded that some people who may not have been ready to accommodate homeless persons during this assessment phase may come forward to offer their houses once progress on rehabilitation is seen to be bearing fruit.

*** Utilities**

Utility provision for electricity, water and sewerage services is not seen as a problem in Karagaq. Service is present for all 3 areas and the fires do not

seem to have caused much non-repairable damage to the main distribution infrastructure.

Water: All houses in the area have continuous water supply though sometimes at low pressure. This may be due to the noticeable lack of regard for the use of water by residents in the area. Water flowing from pipes into the street is a common sight, thus reducing pressure for provision to higher storeys. This is mainly an educational issue and should be tackled through a campaign by the Prefettura council.

Electricity: Supply is readily available and the only existing problem appears to be the length power cuts from the generating plants.

Sewerage: Piping exists and little problems are perceived in Karagaq in this area.

Communications: Though internal telephone lines exist in Peja, there is to date no access to lines outside of the city, even through mobile phones since the infrastructure has been destroyed. Satellite phones are as yet the only means to communicate with the other towns and countries.

*** Commerce & Industry**

Community buildings have suffered major damage in Peja. This has caused disruption of nearly all services, but thanks to the involvement of NGOs and local workmen, some services are opening. The provision of commercial services including shops, food dispensers such as bakeries, is slowly coming on-line and hopefully the main services such as provision of food and heating necessities would be available before winter comes. Though all shops that were not totally destroyed are listed as Category 3, to date most meat shops and goods vendors have either rehabilitated their shops or even rebuilt some of them.

The main issue in this section will not involve the long-term development of the commercial sector, since that is a pre-requisite of long-term town planning. What it involves is the immediate provision of available food to all persons in Karagaq, especially in the winter months. This issue has to be tackled by NGOs who are committed to food provision and distribution.

*** Transport and Distribution**

This state of transport infrastructure in Karagaq is such that there is little need for immediate intervention. Roads, carriageways, bridges, as well as passageways have not been subjected to damage and should serve well during the coming months without and intervention.

What is envisaged, however, is the need to formulate a series of distribution lines for provision of services and food to persons living in isolated houses or tents in Karagaq, mainly in the area of Haxhi Zeka. To this effect, use should be made of local persons who had this task prior to the war. The local

community leaders have been contacted for this specific purpose and are willing to continue in this line.

ii) Social and Community Care analysis

This section of the study concerns the analysis of the current social facilities and community care needs and demands. By social facilities is meant those facilities that complement housing provision, namely educational, religious, social and recreational aspects. By community care is meant the provision of facilities that promote health and a caring community, such as the provision of health and day centres, trauma clinics, residential/group homes, etc.

Since the original purposes of this study have concentrated on infrastructure provision the main areas covered here include data extracted from the Rapid Town assessment and the Kosovo Direct assessment. A separate assessment and analysis is being carried out for this specific purpose.

Social aspects: Immediate priorities identified were the need for provision of educational, religious, health, social and recreational aspects. Karagaq exhibits the availability of a number of services that are seen as essential for the community to adhere together or at least attempt at rebuilding those links necessary for the reconstruction of a cohesive society. Although this is deemed to be an extremely difficult task, considering that the locals have experienced decades of bitterness and hatred, it is nonetheless a primary imperative that some form of collective consciousness be brought to bear.

To this extent, an initial survey shows that a school is available and is already being used for kindergarten services. Another school, which was used as a business course school is also operating though listed as having sustained category 2 damage. There is also a mosque with category 2 damage and a health facility of the same category. All these community buildings can render their services to effective use and do not seem to be impeded by and damage constraints.

It should be noted that Kosovo Direct is aiming to provide a comprehensive psychosocial service in these areas of operation through the provision of educators, social workers, psychologists, nurses and medical staff. Use shall be made of local professional staff which include a number of lawyers, priests and imams, health workers, teachers, mechanical and electrical engineers as well as architects.

Demographic aspects: Although a very detailed demographic analysis would have been needed in order to carry out such a programme as per studies by age of inhabitants and needs, due to the constraints and the fluid motion of the various demographic variables in Karagaq assumptions had to be made as to need and provision.

Karagaq has experienced a massive influx of persons into its area. Previous to the war, Karagaq housed around 1,800 persons of different ethnic groups in its 324 dwellings. The average extended families inhabiting this dwellings was of 5.6.

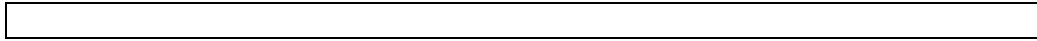
These population figures have now swelled incredibly and the area is home to around 4050 Albanian persons, since all the Serb populace have left. This large number represents an increase of 125%, more than doubling the pressure for services in the area. This has resulted in an average house occupancy size of 15.4 persons. It is calculated that another 50 families are living in tents in the area. Thus, retro-calculation of household based on the pre-war average of 5.6, Karagaq currently accommodates approximately 700 families in the 263 houses that are available for habitation. This puts the average number of families per house at

One point to note at this stage is that 35% of the persons now living in Karagaq are refugees, and they number around 1500 persons. These include internally displaced persons and refugees from Karagaq itself and from other towns and villages as described elsewhere in this document.

Since Karagaq has already taken up the bulk of homeless persons it is assumed to have reached critical point. However, the scope of this assessment has been to identify where other areas could serve to accommodate further persons. This could be made possible through the implementation of the programme outlined above. Table 13 summarises the possible number of families or persons that can be catered for in the current dwelling provision. It also includes a tentative figure for the setting up of a tent-city in the open areas of Haxhi Zeka south of the river which tent-city could accommodate up to 1000 persons assuming that the provision of large 40 person tents exists, possibly by UNHCR and other organisations. Kosovo Direct's involvement in this sector will be the distribution and setting up of the area as well as administering the running of the camp.

Table 13: Potential for household and population capacity:

Status	Number of Households	Number of Persons
Pre war	324	1800
Post-war	~ 700	4050
Short-Term Rehabilitation Implementation	33	190
Medium-Term Rehabilitation Implementation	76	430
Perceivable pre-winter population	~ 800	~ 4700
Long-Term Rehabilitation Implementation	30	170
Provision of 25 tents	170	1000
Perceivable total winter population	~ 1000	5870



Should all phases be implemented, Karagaq could take up to nearly 6000 persons, however the more feasible figure seems to be around 4700 persons composed of around 800 households.

Conclusion

This report outlines the areas of accommodation and community services in the urban section of Peja city named Karagaq.

Karagaq has a potential to take in a large number of refugees should the measures described in this report be implemented. There are diverse methods for operation, ranging from the provision of tents to reconstruction of destroyed dwellings. The solution to the current problem lies in between and should not be restricted to one sole mode of operation.

The conclusions reached in this report are based on a 3 stage implementation stage which shall involve Kosovo Direct in the provision of services to a number of considerable number of persons. These stages are documented above and include the following recommendations:

- i) Phase 1: Immediately start rehabilitating the ex-school in Haxhi Zeka Street to serve as a collective centre (August-September 1999)
- ii) Phase 1: Concurrently to i) initiate implementation of the short-term rehabilitation of roofed dwellings. As indicated in Table 13, i) and ii) should provide for 33 families or 190 persons. (August-September 1999)
- iii) Phase 2: Provide material and labour where needed to the dwellings tagged as eligible for medium-term planning. (September 1999)
- iv) Phase 3: Procure and distribute material and personnel for the long-term reconstruction phase of Category 5 dwellings whose owners are willing to provide shelter to guest families. (October-November 1999)
- v) Phase 3: Negotiate and distribute 25 40-person tents for the Haxhi Zeka open areas which tents could provide temporary accommodation for 1000 persons. (September-November 1999)

Due to the urgency of provision of services, Kosovo Direct is actively pursuing its funding activities in order to commence implementation.

Budget

The following figures represent the calculated expenses aimed at carrying out the Phases as described above:

Phase Activity	Cost (DEM)	
Phase 1: Community Centre		
a) Glass (100m ²)	@ 15DEM per m ²	1500
b) 10 Doors	@ 100DEM per door	1000
c) Slight repair to roof		500
d) Floors		10000
	<i>Total</i>	<i>13000</i>
 Phase 1: 12 Dwellings		
a) 8 Windows each	@ 400DEM each	38400
b) 4 Doors	@ 250DEM each	12000
c) Floors (7)	@ 3000DEM each	21000
d) Services installation	@ 200DEM each	2400
	<i>Total</i>	<i>73800</i>
	Total Phase 1:	86800
 Phase 2: 47 Dwellings		
a) 10 Windows each (45)	@ 400DEM each	180000
b) 6 Doors (45)	@ 250DEM each	67500
c) Roofs (47)	@ 6000DEM each	282000
d) Floors (31)	@ 3000DEM each	93000
e) Services installed (38)	@ 200DEM each	7600
	Total Phase 2:	630100
 Phase 3: 16 Dwellings		
a) 10 Windows each (16)	@ 400DEM each	64000
b) 6 Doors (16)	@ 250DEM each	24000
c) Roofs (16)	@ 6000DEM each	96000
d) Floors (14)	@ 3000DEM each	42000
e) Services installed (16)	@ 200DEM each	3200
	Total Phase 3:	229200

cont...

Phase Activity	Cost (DEM)
Recurrent Expenses (Based on 6 months)	
a) Office and Lodging @ 3500DEM per month	21000
b) Hiring of 3 Trucks @ 1500DEM per month	27000
c) 30 local workers @ 200DEM per month	36000
d) Miscellaneous @ 5000DEM per month	30000
Total Recurrent:	114000
Grand Total:	1060100

References

Organisations and individuals who were consulted as part of the data gathering exercise and included below:

- i) Mother Teresa Society
- ii) Dr. Hussein – lawyer and community leader in Karagaq
- iii) Prefettura (local administration)
- iv) CONCERN Worldwide
- v) GOAL
- vi) Sisters of Mother Teresa
- vii) Local religious leaders
- viii) International Rescue Committee
- ix) UNHCR Shelter Coordination
- x) USA-AID and OFDA
- xi) Save the Children

Appendix A – Kosovo Direct

Kosovo Direct

Kosovo Direct is a non-governmental organization based in Malta operating for the Kosovar population, recently emerging from an intensive ethnic conflict. Throughout the conflict Kosovo Direct has been the fulcrum of local mobilization of public opinion especially through activities aimed at raising funds and provision of humanitarian relief for the displaced Kosovar refugees.

To date Kosovo Direct has had a direct impetus on the provision of refugee accommodation in Malta as well as direct relief to the refugee camps in Albania. To this end, the organization has had and still has the responsibility for the refugee families in Malta as well as others in Albanian refugee camps.

The organization has also been involved in the setting-up of an initiative together with UNHCR (Tirana) regarding a psychosocial project based on an analysis of social cases including persons who experienced rape, murder, abuse and other related forms of trauma. For this project Kosovo Direct was actively involving sociologists, psychologists, social workers and other professionals in the caring profession.

In addition, Kosovo Direct was also the first NGO offering the introduction of private medical treatment of refugees in private medical centres in Malta.

The current initiative is a much wider and ambitious programme that Kosovo Direct is aiming to undertake through the immediate mobilization of professionals in the fields of planning, architecture, GIS (Geographic Information Systems), and research as well as the social fields.

Appendix B – Rapid Town Assessment (CONCERN Worldwide)

Appendix C – Karagaq Assessment Sheet (Kosovo Direct)

KOSOVO DIRECT ASSESSMENT							
A	Street						
	House Number						
	: other identification						
	Owner						
Willingness to cooperate in Scheme							
Not Willing	Willing to upgrade house (Refer to Section B)	Willing to host families					
		1	2	3	4	other	
Number of Storeys		1	2	3	4	other	
State of Dwelling							
Unfinished	Has apertures	Has utilities					
B	Dwelling Lacks:						
	Storeys						
		1	2	3	4		
	Doors					Electricity	
	Windows					Water	
	Floors					Sewerage	
	Roof						
	Is the host family willing to upgrade the house themselves?						
	Does the host families need help to upgrade the house?						

Appendix D – GIS Map of Karagaq

