



**“Scaling up a sustainable model for communities living in
non-regulated areas to improve their living conditions –
SCALE IT UP”**

**A survey among people who identify as ethnic Roma or
live in a situation similar to the situation of the Roma –
assessment of housing needs**

(summary report on the quantitative survey)

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This report has been drafted under the project "Scaling up a sustainable model communities living in non-regulated areas to improve their living conditions - SCALE IT UP". The project focuses on the need for improving the knowledge and competencies with respect to housing issues and ensuring equal access to public services among municipal staff, and contributes to their active involvement in the process of overcoming the existing stereotypes related to the Roma communities and building mutual trust. The project also empowers the local communities and encourages their direct involvement in decision-making processes. "Urban Sustainability" is a project of the Trust for Social Achievement Foundation implemented in cooperation with the Agency for Marketing and Social Research "Alpha Research", the Community Investment Fund Foundation - Peshtera, Peshtera Municipality and Dupnitsa Municipality.



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1. Objectives, methodology and implementation of the survey

1.1. Objectives

The current quantitative survey was conducted by the sociological agency Alpha Research in the period June 1 - July 21, 2021.

The survey had two main objectives. First of all, it aimed at providing a complete, reliable and reliable picture of the specific characteristics of and the main challenges in front of the people who identify as Roma or live in a situation similar to the situation of the Roma. Secondly, it aimed at identifying the attitudes of these people towards their housing conditions and the planning and development of the neighborhoods they live in, as well as their readiness to take actions in the direction of legalizing their dwellings.

A number of events and facts characteristic of the social reality in Bulgaria have segregated the Roma minority in a way that led to the existence of over 100 unregulated settlements with a significant percentage of Roma population. For the purpose of ensuring the widest possible representation, a total of 3830 interviews were conducted under the survey with households in such settlements. The survey covered a total of 30 municipalities in 17 districts (according to the NUTS III classification). Thus, the results of the survey are representative of more than 50,000 Roma or people who live in a situation similar to the situation of the Roma.

In order to highlight the specific differences (whatever they are) between the different regions the municipalities covered by the survey have been classified into three groups (depending on the problems, challenges, attitudes of the target households and opportunities for action). The differences and specific characteristics have been analyzed against the average level for the studied general population. This is the most reliable way for highlighting these characteristics (otherwise the living conditions and the needs of the target group in all municipalities should be defined in the same way - as severe, problematic, challenging, requiring solutions). Each group of municipalities has been assigned a color, and each color has been used to indicate the following characteristics:



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***A table of the three categories of municipalities**

Group/ color	Definition
	The households in this group of municipalities experience serious problems and challenges in most (if not all) areas of the survey – housing conditions, income, financial status, attitudes and readiness for taking actions towards legalizing their dwellings. The situation within the households in this group has been defined as the most difficult, and both the households and the institutions are about to experience a lot of challenges.
	For the households in this group of municipalities (some) conditions have been identified for positive development of the process of the legalization of houses. The conditions for positive development in the different municipalities are of a different nature but the problems and challenges are still dominant.
	Not only positive trends have been identified in this group of municipalities, but also some steps have been implemented/ achieved in the direction of legalizing illegal housing. Again, the households in this group of municipalities experience significant challenges but compared to the average level for the general population, they are in a more favorable situation.

The analysis has classified the municipalities with respect to each group of indicators, and a general classification has been made at the next stage. As expected, one and the same municipality may fall into a different group depending on the level of the individual indicators. This approach allows easy tracking of the position of the municipality in the different groups with respect to each of the topics investigated in the survey.

2. A summary of survey results
2.1. General trends

The overall picture with respect to the living conditions and needs of the households who live in illegal dwellings (which are often built on unregulated terrains) in the municipalities covered by the project exhibits the following main characteristics:

- **The demographic, educational and labor profile of households is very different from the national average:**
 - In most of the target households, women identify themselves as the head of the household (while at the national level this role has been taken by men). This is not a fundamental difference that leads to a deterioration in the quality of life and a



higher risk of discrimination. The fact that in most of the households (which remain highly patriarchal in the Roma community) women play a leading role is indicative either of the overall absence of men (i.e., women who got divorced, left their partners or broke family ties), or of the fact that men do not live permanently in the household (e.g. work abroad or in another city or town), or that if they live in the household, they are not in the position to find successful realization and take over the functions of the head

- At the same time, the main members of the household have an extremely low educational status (91% have no education or have completed primary education), which means that it is difficult for them to find a good job or any job at all.
- The members of the target households have a lower average age, which, on the one hand, could be seen as a favorable circumstance (more people in active working age, more opportunities for economic activity and more chances for improving their situation). However, the reality is different: compared to the national average the younger adult household members experience serious obstacles with respect to finding a job and constitute a large part of the vulnerable, inactive citizens on the labor market. This situation comes as a result of both the lower educational level and qualifications of these people (which does not allow them to find sustainable employment) and of their predominantly female profile (as they are engaged in raising children in the household).
- The current survey also established a higher than the national average number of children in the household and, respectively - a higher number of household members in general. In other words, the representatives of the target group not only have difficulties in achieving better personal realization, but also face the need of taking care of larger households.
- As a result, the majority of the household members remain poorly educated (the only exception has to do with the trend of a slight increase of the proportion of children in the education system in recent years but many of them drop out in the upper grades) and suffer from high unemployment rate (there is at least one unemployed adult in every second household and there is at least one full-time employee in a quarter of the households). Yet another problem has to do with the fact that employed household members are very often engaged in of temporary or seasonal work.

- The financial status of the target households in the municipalities covered by the project has been characterized by **low income, unstable sources of income, lack of savings and financial difficulties in paying everyday costs, including basic and vital services and products** (utilities, food, medicines, etc.).
- The poor social and financial status of the households causes a number of **problems with respect to housing conditions**. As a rule, the households in the surveyed neighborhoods/regions are often deprived of basic living conditions:
 - There are strong limitations in terms of space and the internal infrastructure of the dwellings. They are usually small for the numerous households, with no separate room for the children and no basic premises inside the homes (a toilet, a bathroom, a kitchen). In most of the cases, one and the same room is used for sleeping, cooking, eating, school preparation, entertainment activities. In addition to making the daily lives of both children and adults more complicated, these circumstances create greater risks for domestic accidents.
 - The furniture and household appliances within the dwellings are at the basic level. The survey does not include indicators that monitor the condition and quality of available furniture and appliances but the overall picture is more indicative of furniture and appliances that are old and of poor quality. In addition, the households included in the survey often use hazardous and harmful (both for them and the environment) energy sources.
 - There is a relatively good (still far from the level required for normal way of life) supply of electricity and water. In this regard, there are significant differences among municipalities (there are municipalities with poor electricity supply and other municipalities in which the level of electricity supply is very high). What is more, the illegal use of electricity and water remains a challenge in many places.
 - The hygiene of the neighborhoods is also a significant challenge. In most of the cases, the garbage is either not collected at all, or not collected on a regular basis which leads to poor hygiene, health risks, and in a pandemic situation, to much higher risk of the spread of infection.

- **Polarized opinions on the planning and development of the neighborhood and the required changes.** In general, people expect changes to happen but there is a lack of rational and reasonable understanding of what needs to change and in what manner. At the same time, the vast majority (almost all households) of households declare their intention to continue living in their current homes, regardless of the municipality and the conditions they live in :
 - The respondents' opinions with respect to their satisfaction with the condition of the neighborhood they live in have been polarized and the general attitude is one of dissatisfaction. This is one of the indicators for which the survey has established a strong correlation between the respective municipality and the assessment of the neighborhood's condition. There are municipalities in which the attitude of respondents is very negative and municipalities in which the opinion of respondents is predominantly positive. In general, there is a lack of understanding that measures need to be taken to improve the overall condition of the surveyed neighborhoods.
 - Diverse demographic trends have been identified: the general understanding is that the number of the population decreases due to emigration but there are also municipalities in which the respondents think that the number of the population in the neighborhood has increased.
 - Despite the polarized opinions with respect to the current condition of the neighborhoods, the survey has established a clear hierarchy in terms of respondents expectations with respect to what needs to change. In most of the cases their expectations have to do with improved infrastructure (roads, sewerage, legalization of housing) – these are projects that require significant investments from the municipal budget and public funds, and which can be implemented only after the neighborhoods have been regulated. The second group of expectations has to do with improving the access to communal services, the hygiene and improvement of the houses - a commitment, which to a large extent is related to public services but also depends on the willingness of household members. The third group of expectations includes upgrading elements of the environment such as playgrounds, parks, buildings, public transport.
 - Similarly, respondents' expectations with respect to their own homes are more related to general improvements rather than internal reconstructions. The majority

of the target households have not made any changes to their homes, and if such changes were made, they were related to slight improvements.

- **Subjective value of the current dwelling but problems with their current legal status:**
 - Some positive trends with respect to the process of settling the status of dwellings have been observed in terms of how important these dwellings are for their occupants (the majority of respondents would not want to change their home, even when it has to do with moving to municipal housing), the level of occupancy of the dwellings, the availability of address registration, the presence of clarity with respect to ownership and the attitude towards the process of legalizing the dwellings.
 - The limited financial resources of the households and the current legal status of the dwellings (a significant share of the respondents do not have property documents) pose significant challenges to the implementation of the legalization process. Potential commitments on the part of the owners for the improvement of their homes are also an obstacle as most of them share their concern that they might not be able to provide the required materials and qualified construction labor (which is normal in view of the fact that most of the household heads are women). Organizational activities on the design and construction of the dwellings seem more manageable for the households.

2.2. Summary of the specific characteristics by municipalities

In addition to the general trends highlighted in the survey, each of the municipalities covered by the project has its own specific characteristics which have to be kept in mind. The next part of the report contains a summary of the characteristic features of each of the 30 municipalities. The municipalities have been presented in alphabetical order.



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Municipality	Demographic profile and specifics of the households	Labor and educational status of the households	Financial status of the households	Attitudes towards the housing conditions and the development of the neighborhood	Perception of the value of the current dwellings and their legal status	Housing conditions
Antonovo	Green	Red	Yellow	Yellow	Yellow	Yellow
Belogradchik	Green	Yellow	Red	Yellow	Yellow	Yellow
Berkovitsa	Green	Yellow	Green	Yellow	Yellow	Yellow
Bratsigovo	Red	Green	Yellow	Yellow	Yellow	Red
Velingrad	Red	Red	Green	Yellow	Yellow	Red
Vetovo	Green	Yellow	Red	Yellow	Yellow	Yellow
Vidin	Green	Green	Green	Yellow	Green	Green
Varbitsa	Green	Red	Red	Yellow	Red	Yellow
Gurkovo	Yellow	Red	Red	Yellow	Green	Yellow
Dobrich	Yellow	Red	Red	Yellow	Red	Yellow
Dunavtsi	Red	Yellow	Red	Yellow	Yellow	Yellow
Dalgopol	Red	Red	Yellow	Yellow	Yellow	Red
Isperih	Red	Red	Red	Yellow	Yellow	Yellow
Ihtiman	Red	Yellow	Red	Yellow	Green	Yellow
Kotel	Green	Yellow	Red	Yellow	Yellow	Yellow
Kubrat	Green	Red	Red	Yellow	Yellow	Yellow
Lom	Yellow	Yellow	Green	Yellow	Yellow	Yellow
Lukovit	Red	Green	Red	Yellow	Yellow	Yellow
Mezdra	Green	Green	Green	Yellow	Yellow	Yellow
Montana	Green	Green	Yellow	Yellow	Yellow	Green
Nikola Kozlevo	Green	Green	Green	Yellow	Yellow	Yellow
Nikolaevo	Red	Green	Red	Yellow	Yellow	Yellow
Pavlikeni	Yellow	Red	Green	Yellow	Green	Green
Petrich	Red	Yellow	Green	Yellow	Red	Yellow
Provadia	Yellow	Red	Yellow	Yellow	Yellow	Yellow
Rakitovo	Yellow	Red	Green	Yellow	Green	Red
Samokov	Yellow	Red	Green	Yellow	Red	Yellow
Sredets	Red	Red	Yellow	Yellow	Yellow	Yellow
Strelcha	Red	Green	Green	Yellow	Green	Yellow
Tvarditsa	Red	Red	Yellow	Yellow	Red	Yellow

Municipality of Antonovo

The municipality has been positioned in the "yellow" zone with respect to most of the indicators – income and financial status, attitudes to the planning and development of the neighborhood, quality of the living conditions, importance of the dwellings for their owners and dwellings’ current legal status. This means that on the local level there are certain positive trends, but at the same time the challenges remain dominant. The profile of the households in the municipality is more favorable from a demographic point of view (number of household members, number of children, age structure) but these household fall into the red zone with respect to the educational and employment status of their members.

Municipality of Belogradchik

The target households in this municipality have a more favorable demographic profile but their educational and employment status poses a challenge. Respectively, the respondents' level income and financial status appear to be a very serious problem that poses further challenges to the process of legalization of housing.

Municipality of Berkovitsa

The households in the municipality have been positioned the "green" zone in terms of demographic profile, income and financial status. All other groups of indicators related to economic activity, attitudes towards housing, urban planning and housing legalization have been positioned in the "yellow" zone. That is, some positive trends have been observed in the municipality for the process to take place, but there are also serious challenges. Berkovitsa is one of the municipalities that has not been positioned in the "red" zone with respect to any of the groups of indicators. In each of the surveyed areas steps have been taken by both the municipal authorities and the households themselves.

Municipality of Bratsigovo

Two groups of indicators seem to be very problematic in the municipality of Bratsigovo: the demographic profile of the target households and the housing conditions. In other words, the municipality has been characterized by a large number of big households that live on insufficient space and in poor conditions. There are certain positive trends that have been observed with respect to the educational and employment status of household members. However, the challenges with respect to their financial status, their attitudes towards urban planning, the current legal status of their dwellings and their willingness to contribute to the improvement of their housing are significant.

Municipality of Velingrad

The households in the municipality of Velingrad are positioned in a more favorable situation in terms of their income and financial status. However, three groups of indicators stand out as very problematic – the demographic profile of household members, their educational status and the condition of their housing. Despite the challenges, some positive trends have been identified with respect to respondents' attitudes towards urban planning (their intention to continue living

in their current homes as well as the improvements they made to their dwellings in the recent years) and the way in which they assess the chances they have for legalizing their housing.

Municipality of Vetovo

Just like the households in the other municipalities, the target households in Vetovo exhibit a more favorable demographic profile and experience serious challenges with respect to their income and financial status. The indicators related to housing conditions, attitudes towards urban planning, the importance of housing and the current legal status of dwellings have been positioned in the "yellow" zone. Some positive trends have been identified with respect to the overall condition of housing, the internal infrastructure, the access to electricity and water supply, the legal ownership of housing, the availability of address registration, respondents' satisfaction with the condition of the neighborhood and their declared intention to continue living in it.

Municipality of Vidin

This is one of the municipalities covered by the project where the most successful steps have been taken to improve the current situation. The target households in the municipality have been positioned in the "green" zone with respect to most groups of indicators: demographic profile, employment status, financial status, current legal status of the housing, attitudes towards housing legalization, the living conditions offered by the dwellings. Problems have been identified only with respect to respondents' attitudes to urban planning, mainly due to the changes in the number of the population in the neighborhood (a growing number of settlers from other localities), their expectations with respect to the required improvements in the neighborhood and the lack of improvements in the dwellings.

Municipality of Varbitsa

The profile of the households in this municipality is among the factors that pose the most serious challenges. The respondents seem to experience some serious financial difficulties which have a strong impact on their attitudes to legalizing their dwellings and makes them more reserved in this respect. In addition, there are more than the average uncertainties have been observed with respect to housing ownership, address registration and the current legal status of housing. There are also challenges with respect to the other groups of indicators

(demographic profile, housing conditions, attitudes to urban planning), but some positive trends have been identified as well.

Municipality of Gurkovo

Gurkovo is among the municipalities in which there are acute problems in the areas of educational and employment status, income and financial situation. The group of factors related to the housing conditions have been positioned in the "yellow" zone due to positive trends such as access to utilities, but the internal infrastructure and security of housing seem to be a problem. The respondents' attitude to the current state of the neighborhood and the lack of changes implemented in the recent years is critical. Positive trends have been identified with respect to most of the indicators related to the significance of housing and its current legal status.

Municipality of Dobrich

The households in Dobrich experience the most acute challenges - especially in terms of their demographic profile, employment status, financial status and legal status of their housing (they are in the "red" zone in terms of address registration, housing ownership, attitudes and financial opportunities for legalizing their dwellings). Overall, Dobrich is one of the municipalities in which the process of housing legalization will be accompanied by serious difficulties.

Municipality of Dunavtsi

The households in the municipality of Dunavtsi have been positioned in the "yellow" zone with respect to most of the indicators. Two groups of indicators fall into the "red zone" – the respondents' demographic profile, their income and financial status. With respect to other groups of indicators, some positive trends have been identified (satisfaction with the current state of the neighborhood, a declared intention to continue living in it, long-term use of housing, legal ownership of housing, internal house infrastructure, access to utilities, availability of furniture). There are groups of indicators in which the problems prevail.

Municipality of Dulgopol

The target households in this municipality also experience significant difficulties. They have been positioned in the "red" zone in terms of demographics, educational and employment status (which initially poses barriers to achieving good living conditions). Respectively, the households in this municipality experience the same serious problems with respect to their

living conditions. Challenges dominate with respect to the other groups of indicators but there are some positive trends as well such as the level of satisfaction with the neighborhood and respondents' intention to continue living in it.

Municipality of Isperih

The households in this municipality experience more serious problems than the other municipalities included in the survey. The demographic profile of the households is in the "red" zone, which suggests difficulties of a financial nature for most of them. The other groups of indicators are again dominated by challenges as some positive trends have been identified in terms of respondents' satisfaction with their neighborhood, the lack of migration attitudes, expectations for positive changes in the neighborhood, availability of address registration, legal ownership of housing, intention to legalize the dwellings, access to utilities .

Municipality of Ihtiman

The situation in the municipality of Ihtiman has been polarized. With respect to the indicators of importance and current legal status, the households have been positioned in the "green" zone and the problems in this area have been recognized to a much lower extent compared to their level of recognition in the other municipalities. The situation with the housing conditions is similar. However, in terms of their demographic profile and financial status, the households have been positioned on the other extreme - the "red" zone. Respondents' attitudes towards urban planning and housing have been polarized. The positive trends refer to the indicators related to the intention to continue living in the neighborhood, legal housing ownership and legal status of housing, space, internal infrastructure and access to utilities. The other groups of indicators have been characterized by serious problems.

Municipality of Kotel

Kotel Municipality is one of the few municipalities in which the target households have been characterized by some positive trends in personal terms (socio-demographic profile, employment status), but this does not help them to achieve better living conditions. From the point of view of their financial status, the household in this municipality experience serious difficulties, and with respect to the attitudes to urban planning, legal status of housing and housing conditions, the situation is rather contradictory and has been characterized by a number of problems. The more positive aspects have to do with respondents' intention to continue

living in the neighborhood, their positive assessment of the changes made in the recent years, the presence of address registration, the legal ownership of housing, the respondents' willingness to legalize their dwellings, internal infrastructure of houses and the access to electricity and water supply.

Municipality of Kubrat

The households in the municipality of Kubrat find themselves in a controversial situation: they exhibit a relatively favorable demographic profile, but their educational status is low thus providing them with limited opportunities for employment and improvement of their financial status. Respectively, the other areas have been dominated by challenges, and some positive trends have been identified with respect to respondents' satisfaction with the neighborhood, the improvements made in the recent years, their intention to continue living in the area, legal ownership of housing, support for the legalization of housing, relatively better conditions in terms of space, internal infrastructure, access to electricity and water supply.

Municipality of Lom

Just like in the other municipalities, the households in Lom are part of a controversial situation. They have advantages in terms of their income and financial status but when it comes to all other areas, they have been characterized by challenges. The positive thing is that no group of indicators has been positioned in the "red" zone. Positive trends have been identified with respect to presence of address registration, duration of housing use, support for housing legalization, access to electricity and water supply.

Municipality of Lukovit

The situation of the households in Lukovit municipality is contradictory as well. These households are at a disadvantage in terms of their demographic profile and financial status. With respect to the other indicators, some positive trends have been identified such as the respondents' intention to continue living in the neighborhood and in their homes, the improvements made to those homes, the legal housing ownership, and the support the households receive for the legalization of their dwellings. There are serious problems with respect to the housing conditions related to infrastructure and access to electricity and water supply.

Municipality of Mezdra

The target households in the municipality of Mezdra exhibit a good socio-demographic and employment profile. Despite the challenges related to the process of legalization of housing, some positive trends have been identified such the declared long-term use of housing, the improvements made to it, the availability of address registration, the support received in the process of legalizing housing, the space available and the access to electricity and water supply.

Municipality of Montana

The situation in the municipality of Montana appears to be more favorable compared to the situation in the other surveyed municipalities. The target households there have a profile that presupposes better opportunities for personal development and that's why they have been positioned in the "green" zone with respect to the group of indicators dealing with the housing conditions. In the other groups of indicators the problems prevail, and the positive trends have to do with the intention of the respondents to continue living in their current homes and to make some improvements to them in the forthcoming years. A significant challenge for the households in Montana has to do with the legal status of the housing, and especially respondents' reserves with respect to housing legalization.

Municipality of Nikola Kozlevo

Just like some other municipalities, the households in Nikola Kozlevo have the advantage of exhibiting a more favorable socio-demographic profile, employment and financial status. In the other areas, the problems are prevalent, and the positive trends have to do with respondents' satisfaction with the neighborhood, the improvements made to the housing, the internal infrastructure and the access to electricity and water supply. The most significant challenges are related to the current legal status of housing and respondents' willingness to get involved in the process of legalizing illegal dwellings.

Municipality of Nikolaevo

As in other smaller municipalities, the socio-demographic profile of the households in Nikolaevo is low thus leading the lower financial status of respondents. Along these lines, a number of challenges have to be overcome in the process of legalizing housing, and the positive trends have to do with respondents' intention to continue living in their homes, the presence of address registration, the legal ownership of housing, the respondents' willingness to legalize

their dwellings. Serious problems have also been identified in the field of urban planning and the living conditions in the homes.

Municipality of Pavlikeni

Pavlikeni is one of the few municipalities in which the situation of the target households is better in general. Despite the weaknesses related to their socio-demographic profile, the respondents have managed to achieve a more favorable financial status. In terms of legal status of housing and the housing conditions the municipality has been positioned in the "green" zone. More serious challenges exist with respect to urban planning as respondents seem to be dissatisfied with respect to the neighborhood and the understanding that it should be further developed.

Municipality of Petrich

The situation in Petrich municipality is controversial. The most serious problems are related to the socio-demographic profile of households (despite that they manage to do better than many other municipalities in terms of financial status). The households in this municipality fall into the "red" zone with respect to the legal status of housing, mainly due to uncertainties related to ownership, the relatively recent settlement and the uncertainty in terms of the legalization of housing. The challenges in the legalization process have to do with the high level of respondents' dissatisfaction with the neighborhood as a place to live, the growing number of people who live in it, and the need for infrastructural changes and improvements in the homes themselves.

Municipality of Provadia

Just like in the other small municipalities, the situation in Provadia is controversial. There are a lot of challenges in all areas, with the intention to continue living in the neighborhood (along with the high level of dissatisfaction with the condition offered by the neighborhood and the lack of urban improvements) and the duration of use of current housing being identified as positive trends.

Municipality of Rakitovo

The target households in the municipality of Rakitovo have been characterized by a more unfavorable socio-demographic profile while the financial status of respondents is better compared to the financial status of the respondents in the other municipalities. The households

in Rakitovo have been positioned in the "green" zone with respect to the legal status of housing (legal ownership of housing, respondents' willingness to take part in the legalization process) despite the limited opportunities for investing in such an endeavor. The respondents also raise their concerns related to urban planning problems, the growing population in the municipality and the need for improvements.

Municipality of Samokov

Just like in the other municipalities under the survey, the situation in Samokov municipality is contradictory. The target households exhibit a rather unfavorable profile, but they are doing quite well financially. At the same time, the process of house legalization is rather problematic and the positive trends have to do with the internal infrastructure of homes and the access to electricity and water supply.

Municipality of Sredets

The households in this municipality experience significant problems. The socio-demographic situation is rather unfavorable and leads to significant problems in other areas. The positive trends have been related to the high occupancy of the houses and the respondents' willingness to take part in the process of their legalization. The housing conditions are rather problematic as well.

Municipality of Strelcha

The target households in Strelcha, as one of the municipalities covered by the project, have been put in a relatively better situation. The respondents exhibit a better educational and employment status, which lead to a higher income and a better financial status. There are problems with the legalization process, and the positive trends are related to respondents' satisfaction with the neighborhood as a place to live, less acute need (compared to other municipalities) for infrastructure improvements and public works, respondents' intention to continue living in their homes for a long time, a better organized space in the homes, a better interior infrastructure, the availability of furniture, the access to electricity and water supply.

Municipality of Tvarditsa

The survey has outlined serious challenges for households in the region, in view of the lower than average socio-economic profile, which poses serious problems in every respect. In other words, the challenges dominate. The positive trends are mostly related to respondents'



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satisfaction with the neighborhood as a place to live, the availability of address registration and permanent residence in the homes. The housing conditions, however, remain a major challenge in every aspect.

In general, the survey has identified an urgent need for improving the living conditions - both from urban planning (which involves more investment by local authorities) point of view, and within the homes (which requires more effort on the part of household members). This need is valid for all 30 municipalities covered by the survey, regardless of the nuances in their profiles.

The members of the target households have declared their willingness to take part in the process of legalizing their houses, but this process is unlikely to happen spontaneously given the overall poor social and financial status of the respondents. Purposeful communication and support in the implementation of the individual steps can give impetus to the process and increase the level of motivation of the respondents. It is especially important to explain to people how the formal legalization of their houses will solve many of the problems they experience in their daily lives and will lead to an overall improvement of their living conditions.