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Report from the Regional Roundtable on Housing of Roma

12-13 September 2012

Zagreb, Croatia

About the project

“Best Practices for Roma Integration” (BPRI) is a regional project for the Western Balkans. Its aim is to contribute to the integration of Roma in the countries of the region and Kosovo*, reflecting commitments they have made with a view possibly to joining the EU and as OSCE participating States. This project is funded by the European Union (90%) and OSCE participating States (10%).

As part of the OSCE Action Plan on Roma and Sinti, the Decade of Roma Inclusion and national government strategies for Roma integration, governments, non-governmental organizations and Romani civil society in the Western Balkans are working together on promoting social inclusion for Roma and combating discrimination against them.

The EU’s Enlargement Directorate General held a number of high level conferences on Roma involving all the governments in the region, which led to a series of conclusions and commitments (a summary is provided below). If Roma are to truly benefit from these, governments will need to increase their efforts and find innovative solutions. Civil society organizations, and especially Roma NGOs, will need to continue advocating for reforms, proposing more inclusive solutions and raising awareness about the status of the Roma minority.

The BPRI project will support this process by promoting innovative programmes and facilitating co-operation between local and national governments, independent institutions and civil society. Housing is one of the five areas that BPRI will work in: 1. Participation in political and public life and decision-making; 2. Access to legal aid; 3. Improvement of living conditions; 4. Combating discrimination and promoting visibility for Roma communities; and 5. Regional co-operation.

Objective of the roundtable

The objective of the roundtable is to support the Governments and civil society to improve national and local mechanisms for legalization and improvement of Roma settlements. Because legalization and improvement are not a viable option in all settlements, the roundtable will also highlight potential links with the social housing development initiatives. By bringing together experts from ministries and municipalities working in the field of housing, this roundtable will:

- promote an exchange of experience with different models of housing improvements;
- raise awareness about the development of social housing and realization of housing rights;
- address the challenges of Roma integration in relation to housing developments.

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/99 and the ICJ Opinion on the Kosovo declaration of independence.

Best Practices for Roma Integration
Supported by OSCE participating States



Project funded by the EU



Participants

The roundtable participants included representatives of over 20 municipalities, including the Roma Coordinators and Referents where applicable, 7 ministries responsible for spatial planning and/or minority rights, associations of municipalities, non-governmental organizations and other experts working on housing issues.

Background

The OSCE working definition of an illegally built settlement is “any human settlement where housing has been constructed without the requisite permits or legal title for use of the land.”¹ The issue of legalization of informal Roma settlements is one of the most pressing concerns identified in the 2003 OSCE *Action Plan on Improving the Situation of Roma and Sinti within the OSCE Area*.² In most jurisdictions in the Western Balkan region, having a legal residence is a prerequisite for the fulfilment of other rights. Roma people living in informal settlements lack justifiable access to the land and property they occupy and are therefore vulnerable to eviction. They also face difficulties in accessing civil registration, education and other public services. Resolving housing and settlement issues is necessary for combating social marginalization and exclusion.

Informal Roma settlements are present in all jurisdictions in the Western Balkan region. In 2002, the OSCE Mission to Bosnia and Herzegovina identified about 100 informal Roma settlements, in over 30 municipalities, with a total population of approximately 22,000 persons. In Serbia, out of approximately 590 Roma settlements, it is estimated that 35% are illegally constructed, while an additional 35% are a combination of illegal and legal settlement.³ However, in most jurisdictions, accurate data about the number and living conditions of Roma settlements is not available.

Housing development and settlement improvements within Roma communities should be conducted in accordance with the 10 Common Basic Principles on Roma Inclusion which, among others, include the use of European Union instruments and active participation of Roma.

Summary of presentations

- ❖ *Legalization of (Roma) Dwellings in Law and in Practice*, Mr. Zarko Hadzi-Zafirov, Macedonian Young Lawyers Association, the former Yugoslav Republic of Macedonia

An increase in unlawful construction over the last two decades and infrastructural problems led the government to adopt the Law on the Treatment of Unlawful Constructions in 2011. The deadline for submitting an application for legalization was 6 months from the entry into force of the Law. During this period (March - September 2011), 353,800 legalization requests were submitted (20% in Skopje).

The request for legalization must be accompanied by a citizenship certificate or copy of ID card, as well as proof of connection or bills for public utility services (electricity, water, etc). Alternatively, if proof of utilities cannot be provided, the applicant must provide a notary statement confirming that the object was built prior to the entry into force of the Law.

In municipalities with large Roma populations (namely Shuto Orizari, Shtip, Prilep and Kumanovo), approx. 45,800 applications were received (approx. 13% were approved). The participation of Roma in the legalization process was likely hampered by the high price of the land survey report (EUR 100 compared to the average social assistance payments of EUR 25 per month), unregulated land ownership rights and lack of other documents (i.e. bills for utilities).

¹ OSCE Mission to Bosnia and Herzegovina, *Report on Roma Informal Settlements in Bosnia and Herzegovina*, 2003, p. 3. <http://www.osce.org/node/14860>.

² OSCE Action Plan on Improving the Situation of Roma and Sinti within the OSCE Areas <http://www.osce.org/odihr/17554>.

³ Guidelines for Improvement of Legalization of Informal Roma Settlements.

<http://www.romadecade.org/files/downloads/14th%20ISC/Guidelines%20ISC%204-5%20Sept%2008%20Macura.pdf>.

- ❖ Ensuring Roma Integration in Social Housing, Mr. Marko Canovic, Assistant Minister, Ministry of Tourism and Sustainable Development, Government of Montenegro

Government of Montenegro is currently working on the draft Law on Social Housing - a public debate is ongoing and it is hoped that the Law will be passed after the 14 October elections. Beneficiaries of social housing are people who cannot afford housing at the market rates. However there is a discussion whether Roma should be mentioned in the Law as a specific target group. Social housing is not a new initiative in Montenegro, but the draft Law aims to provide a stronger legal framework and regulations.

In addition to the construction of new social housing units, the draft Law also specifies other measures such as subsidies for buying apartments, subletting at sub-market prices, long term credit for cooperatives or private-public partnership, etc.

Development of the National Programme for Social Housing and local programmes is foreseen as the method for planning budgetary resources. The draft Law foresees the establishment of housing agencies that would maintain social housing units, define criteria, etc. Several municipalities will be able to establish a housing agency together.

Montenegro is also participating in the Sarajevo Process which started in 2005. The government proposed projects for the Konik settlement in Podgorica, including 90 housing units.

A housing savings bank is being established with an Italian co-operative. People will be able to save for a period of time and then get a low interest loan for buying or equipping their housing units. This type of innovative solution is necessary because people need 2.5 average salaries to buy 1m² in Montenegro. Most cannot afford loans at market rates. To date, social housing was provided to 430 families (1,100 people).

Government of Montenegro is also active in the field of legalization. There is an estimated 100,000 illegal housing objects in the country. The seismic stability of these objects is one of the main concerns. The Law on Legalization was linked to the orto picture which established a baseline – anything built after that moment (and thus not shown on the picture) cannot be legalized. There is a 9 month period for application for legalization. Applicants can pay the land in instalments over a 20 year period for a primary residence (10 years if it is not their primary residence). Municipalities will get a loan based on this system and build the necessary infrastructure.

- ❖ Challenges in Urban Development and Roma Integration, Ms. Svetlana Ristic, Advisor, Ministry of Construction and Urban Development, Government of Serbia

In 2002, Government of Serbia commissioned a research study about the Roma settlements in the country. This report⁴ identified 593 settlements with 247,591 inhabitants (including 19% IDPs). 4.7% settlements were defined as substandard (43.5% “unhygienic” and 41.2% partially equipped). 19% of housing objects were categorized as “unfit for living”.

The policy framework in Serbia evolved from the adoption of the National Action Plan on Housing of Roma in 2005 to *Instructions for Legalization and Improvement of Roma Settlements* produced in 2007 and culminating with the adoption of the National Strategy for Improving the Position of Roma in 2009 (including an updated action plan on housing). The Strategy sets objectives that include reconstruction and legalization of Roma settlements, broader integration of Roma communities, continued improvement of the policy framework, and others.

At the local level, the government financed the development of 10 plans of detailed regulation in 8 local self-governments. Four plans have been adopted (in the municipalities of Srbobran, Knjaževac, Opovo and the City of Niš), three are being revised and three are under development. The government will continue to provide funding for development of technical documentation (division of land into plots, infrastructural projects, etc.), in municipalities that adopted action plans. However, there is a lack of interest for this process in some municipalities.

Support will also continue through IPA 2012 which will enable the development of a spatial database about Roma settlements, continue funding for urban plans and technical documentation as a pre-condition for legalization, and provide training and awareness raising about the importance of

⁴ B. Jakšić and G. Bašić, *Roma Settlements, Living Conditions and Possibilities for Integration of Roma in Serbia*, 2002.

legalization. Priority is given to housing projects that include self-help construction. Where legalization is not possible, re-settlement and construction / adaptation of apartments will be implemented.

Benefits of legalization include:

- Municipalities that adopted urban plans, created conditions for attracting additional funds for infrastructure projects;
- The legalization process creates the basic conditions for providing housing support to individual households/families;
- The legalization process also encourages households to work more actively on their housing situation (increases the feeling of ownership over this project);
- Legalization decreases sources of conflict and the social relationships become more stable;
- Legalization enables the development of long-lasting and sustainable solutions.

Recently, the City of Belgrade initiated the re-settlement of Roma settlements in central locations (under the Gazela bridge and in the Belvil neighbourhood). Preparation for construction of durable housing solutions for resettled families is underway, but there is a lack of adequate urban plans and free and equipped land for this construction. In addition, it is necessary to approach the re-settlement as a comprehensive process – including access to employment, education and healthcare – in order to ensure its long-term success.

- ❖ *Using IPA Funding to Upgrade Infrastructure in Roma Settlements: the Example of Medjimurje*, Mr. Aleksa Djokic, Head of Department, Government Office for National Minorities, Government of Croatia

In 2005, the government conducted a baseline research and published two reports about Roma⁵. The 2011 Household Survey found that Croatia is the country with the largest disparity between the general population's and Roma's access to improved sanitation and improved water source.

The policy framework includes the National Roma Program (2003) and Roma Decade Action Plan (2005) with chapters on housing (mostly focused on privately owned houses). This was followed by County plans for improving the housing situation - all 14 counties prepared their plans between 2005 and 2010, and activities are mostly in the hands of local self-governments now.

The Ministry of Construction and Physical Planning provided funding for 14 urban plans to date and donated land to municipalities which transferred to Roma house owners. Roma were exempted from fines for illegal objects and were given low-interest loans for connection to utilities. Recently a new Law on Legalization was passed.

In the field of social housing, the lack of a national strategy/law is somewhat compensated by several examples of housing programs, catering to the needs of persons at risk of social exclusion (Roma are not explicitly mentioned). Support is also provided by the local self-governments, in co-operation with Welfare Offices and Roma councils/NGOs, including subsidies for rent, heating, water, waste, essential repairs.

When using IPA funds for housing projects, it is necessary to plan the activities and budget well ahead and in detail. Only this approach will help to minimize unplanned expenses which must be born by the local or national governments. Looking at PHARE and IPA projects in Croatia, progress can be seen in minimizing unplanned expenses:

	EU funds (EUR)	Croatian contribution (EUR)	Other costs (Croatia, EUR)
PHARE 2005	470,000	157,000	700,000
PHARE 2006	2,472,000	975,000	400,000
IPA 2008	1,971,000	733,000	215,000 until Sept. 2012
IPA 2012	900,000	100,000	Remains to be seen

Municipalities also have access to cross-border co-operation funds and should use them to build capacity for project development and implementation. Following accession, many more funds become available but absorption capacity in most countries is low, especially at the local level and in underdeveloped areas.

⁵ *Locations inhabited by Roma – current conditions and development opportunities of the settlements and improvement of housing conditions and Life of Roma in Croatia*, Zagreb, 2005.

- ❖ Co-operation with Roma, Ashkali and Egyptian civil society in housing / resettlement programmes, Mr. Arsim Nimanaj, Deputy Programme Director, the European Union-Mitrovicë/a Roma, Ashkali and Egyptian Support Initiative (EU-MRSI), Mercy Corps

The objective of this project is the resettlement of up to 90 RAE families from the contaminated camps of *Cesmin Lug* and *Osterode* into the (former) Roma Mahalla in Southern Mitrovicë/a and the permanent closure of both camps. Housing is only one of six project components – there is also education, economic development, healthcare, etc. A Camp Advisory group was formed by the municipality, Mercy Corps, UNHCR, OSCE, community leaders and Roma and Ashkali Documentation Centre. They agreed that row houses are preferable to apartment blocks. Based on the Manual for Sustainable Returns⁶, row houses of different sizes were constructed (with one larger size of 95m² added).

Land was allocated to Mitrovicë/a municipality and tripartite agreements for the right of use were signed for 99 years. In addition, Mercy Corps signed an MoU with the municipality, to outline the co-operation within this project. An important aspect of the project was the selection of the right location for the settlement – it is a five minute walk from downtown Mitrovicë/a.



Demolition in progress



The Roma Mahalla in Southern Mitrovicë/a

Field visits

Meeting with the Head of Medjmurje County and visiting the Roma settlement

Medjmurje County is home to the largest population of Roma in Croatia. It is estimated that approximately 11% of the County's population are Roma. Medjmurje County identified that most of the Roma population had inadequate living conditions: either as a result of lack of infrastructure in the Roma settlements or lack of adequate condition of the individual houses.

Together with the Government Office for National Minorities, Medjmurje County secured funding for numerous infrastructural and housing projects, including:

- “Reconstruction of the infrastructural network (water, sewage and electricity) of the Parag settlement” (PHARE 2005);
- “Reconstruction of the infrastructural network in Pribislavec, Piškorovec and Lončarevo settlements” (PHARE 2006);
- “Reconstruction of the infrastructural networks in Orahovica and Sitnice settlements and commencement of the legalization process” (IPA 2008).



Roundtable participants during the field visit to the City of Sisak, Croatia

⁶ Ministry for Community and Return, *Manual for Sustainable Returns*, revised in July 2006, <http://www.mkk-ks.org/?page=2.42&archive=true>.

All three projects aimed at improving the standard of living of the Roma communities in Medjmurje Country and further integration and inclusion of Roma.

Meeting with the Mayor of Sisak and visiting the Roma settlement

In 2005, the settlement of *Capraške poljane* in the City of Sisak was an informal Roma settlement built on land owned by the Croatian Forestry Company. It was public urban land and not planned for residential use. With an objective of providing sustainable housing solution for the 150 Roma families who made *Capraške poljane* their home, the City of Sisak advocated for transferring land below the Roma settlement from the Republic of Croatia to the City of Sisak.

A sociological study was carried and it focused on the Roma population living in the city of Sisak as well as on the settlement of *Capraške Poljane*. This study was the basis to request the transfer of land ownership where the settlement was located from the State to the municipality. Following this transfer, the municipality adopted a new Detailed Urbanization Plan. The City reclassified the land from public urban to non-public residential land. The municipality invested 900,000 Kuna in this exercise (approx. EUR 120,000). One of the main reasons why this endeavor was successful is the good knowledge of the legal framework by municipal staff.

This enabled the City to provide formal access to infrastructural services such as water, electricity and garbage collection. Moreover, one of the municipal staff members focuses on working with the Roma community. Municipal authorities conduct outreach activities and have direct contacts with the Roma community leaders.

Currently, the inhabitants of the Roma settlement in Sisak need to apply for legalization. This cannot be done by the municipal authorities – this is something that Roma need to do by themselves. Unfortunately, the response rates from the Roma community are very low and applications are at an unsatisfactory level. Roma will be asked to buy their land in order to acquire ownership rights.

Summary of European Commission's recommendations for improving Roma housing⁷

The EU's Enlargement Directorate General held a number of high level conferences on Roma involving all the governments in the region, which led to a series of conclusions and commitments. While the recommendations are tailored to the situation in each jurisdiction, the following summary brings up issues that are relevant for governments throughout the Western Balkans region:

Legalization

- The informal settlements should be included in municipal spatial plans.
- Administrative burdens and fees for obtaining documents required for legalisation of illegal building should be waived for socially vulnerable persons.
- The provision of land to durably establish legal settlements and/or legalise the so-called "illegal settlements" should be ensured by municipalities.
- The Roma community needs to be better informed about the necessary procedures under the Laws on Legalisation of Illegal Buildings/Dwellings⁸. The Cadastre Office and Roma NGOs should organize workshops to raise awareness among the Roma community.

⁷ Based on follow up points identified in high-level seminars held by Pierre Mirel, DG Enlargement, European Commission, in 2011 in all Western Balkan jurisdictions, except Croatia. See the "Resource documents" section for recommendations for each jurisdiction.

⁸ Most jurisdictions in the Western Balkan region have taken the initial steps by adopting relevant legislation and strategies which would enable the formalization of illegally constructed housing and settlements. In 2006, Albania adopted its first Law on Legalization, Urbanization and Integration of Informal Construction. In 2009, Serbia adopted the Law on Planning and Construction which defines subsequent legalization of illegally constructed objects. In 2011, this was followed by the adoption of the Law on Treatment of Illegally Constructed Objects in the former Yugoslav Republic of Macedonia and the Law on Treatment of Illegally Constructed Buildings in Croatia. Croatia is currently in the process of adopting amendments to its Law on Treatment of Illegally Constructed Buildings. Montenegro is in the process of adopting the Law on Legalization of Informal Objects, while Kosovo* is in the process of adopting a Strategy on Regulating Informal Settlements. While Bosnia and Herzegovina does not have umbrella legislation on state level, numerous municipalities adopted a Decision on Legalization of Illegally Constructed Objects.

Relocation

- The local authorities should systematically organise consultations with affected communities prior to performing a relocation or eviction of informal settlements.
- In case of eviction, it should be an obligation for local authorities to provide substitute accommodation for all affected persons.

Social housing

- Municipalities should intensify their efforts to provide adequate/social housing to Roma families who are homeless or do not possess any property. They need to ensure that newly constructed houses are connected to utilities.
- The current methodology for selection of housing projects beneficiaries should be revised to clarify selection criteria, based on lessons learnt from past experience, while keeping needs-oriented approach. Role of commissions for selection of beneficiaries, role of Centers for Social Welfare and Roma representatives need to be clearly indicated.
- Specialised and diversified housing programs that respect the cultural diversity and avoid social segregation should be implemented gradually for vulnerable groups.
- An independent monitoring mechanism/body should be established to oversee the implementation of housing projects from the beginning to the end of implementation.
- The Government should ensure funds for the construction of additional housing units and additional support through municipal budgets and donors for the realisation of housing programmes.

*Standards to consider: **adequate housing** is more than a roof over one's head. According to UN-Habitat, "adequate housing" includes:*

- *privacy & adequate space;*
- *physical accessibility;*
- *adequate security;*
- *security of tenure;*
- *structural stability & durability;*
- *adequate lighting, heating and ventilation;*
- *basic infrastructure: water supply, sanitation & waste management facilities;*
- *suitable environmental quality & health-related factors; and*
- *adequate and accessible location with regard to work & basic facilities*

- all of which should be available at an affordable cost.

Living conditions

- The government should ensure the access to clean water and sanitation in areas where Roma, Ashkali and Egyptian communities are present.
- Housing and infrastructure projects targeting the Roma community should receive a higher priority in terms of budgeting.

Working Group Recommendations

Legislative and policy solutions for legalization and improvement of Roma settlements, reported by Ms. Sanela Imamovic, Project Manager, Catholic Relief Services, Bosnia and Herzegovina

- As a starting point, it is necessary to conduct an analysis of basic conditions – this includes identifying the housing objects' characteristics, any legal and property ownership issues, and making a social card of each household (depending on the available funding and the size of the settlement).
- It is recommended to adopt the approach of regularizing entire settlements by adopting a detailed regulation plan (which could even cover a broader area), rather than legalizing each individual object. The former method has proven to be an administratively less demanding and less expensive option. After that, it is necessary to divide the land into plots and legalize the housing objects.
- Subsidies and other resources should be provided to support the legalization process. The Roma community should be engaged in the construction of social housing or infrastructure, in order to develop a stronger feeling of ownership and responsibility.
- In case that some settlement cannot be regularized, in line with the Vienna Declaration, removal of housing objects should not proceed before alternative accommodations are found for the inhabitants.

- Public advocacy and awareness raising should continue in order to explain the importance of legalization and possible benefits.
- The question of civil registration should be considered during the legalization process as it directly influences its resolution.
- Legalization and social housing projects should be accompanied by other activities related to the social infrastructure, including access to education, healthcare and employment. Integration of these sectors should be strengthened, i.e. parents of children who successfully complete a grade should be exempted from legalization fees.
- Access to employment opportunities is essential for the sustainability of Roma settlements and social housing projects.
- In order to promote the integration of Roma who use social housing or are relocated, it is useful to establish a centre for monitoring of each individual beneficiary and his/her cooperation with the relevant services (employment, education, healthcare). This type of monitoring and detailed, regular reporting about the condition of beneficiaries should be built into the donor-funded projects from the design stage.

Legalization and social housing projects should be accompanied by other activities related to the social infrastructure, including access to education, healthcare and employment.

Municipal initiatives for legalization and improvement of settlements, reported by Mr. Dritan Shutina, Executive Director, Co-plan NGO, Albania

- The words „success“ and „best practice“ should be used carefully, with consideration of short-term and long-term objectives, as well as the risks of segregation.
- Promotion of integration should not lead to assimilation. The cultural and other characteristics that exist within the Roma community should be recognized. Some characteristics that we perceive as cultural are actually a consequence of the socio-economic conditions.
- Governments should pay attention to legal „traps“ – the focus on adjusting the law to the needs and conditions in the whole country can lead to the exclusion of some marginalized groups, such as the Roma.
- Allocation of land is one of the primary problems in the initiation of urban development projects.
- Laws are developed to achieve certain goals, but strong monitoring systems are essential to indicate problems in implementation and lead to the improvement of the legal framework over time, in accordance with the real needs in the field.
- The process of urban planning should be more participatory in order to satisfy the needs of the entire community, including the Roma.
- The Roma community is not a subject, but should be a partner and member in the process of policy development.
- Local self-government are faced with the lack of financial resources. National strategies are often adopted without the necessary budgets for their implementation.

The Roma community is not a subject, but should be a partner and member in the process of policy development.

Resource documents

Laws on legalization:

- Government of Albania, Law on Legalization, Urbanization and Integration of Informal Construction, 2006
- Government of Serbia, Law on Planning and Construction, 2009
- Government of the former Yugoslav Republic of Macedonia, Law on Treatment of Illegally Constructed Objects, 2011
- Government of Croatia, Law on Treatment of Illegally Constructed Buildings, 2011 (currently in the process of being amended)
- Government of Montenegro, Law on Legalization of Informal Objects
- Government of Kosovo*, draft Strategy on Regulating Informal Settlements, 2012

- Bosnia and Herzegovina does not have umbrella legislation on state level, but numerous municipalities have adopted a Decision on Legalization of Illegally Constructed Objects
- Ministry for Community and Return in Kosovo*, *Manual for Sustainable Returns*, revised in July 2006, <http://www.mkk-ks.org/?page=2,42&archive=true>

Laws on social housing:

- Government of Croatia, Program of Publicly Funded Housing Construction, 2001
- Government of Albania, Law on Social Housing, 2004
- Government of Serbia, Law on Social Housing, 2009, and National Strategy and Action Plan for Social Housing, 2012
- Government of Kosovo*, Law on Financing Special Housing Programs, 2010
- Government of Montenegro, draft Law on Social Housing, 2012
- While no formal legislation on social housing has been adopted in the former Yugoslav Republic of Macedonia, in 2010, the government adopted the National Strategy for Poverty Reduction and Social Inclusion which addresses persons that are socially excluded in the housing sector
- Bosnia and Herzegovina does not have any strategic or legal documents for social housing, but several development projects were implemented with support of CRS, UNDP and Hilfswerk Austria

International frameworks:

- International Covenant on Economic, Social and Cultural Rights, 1966, <http://www2.ohchr.org/english/law/cescr.htm>
- International Covenant on the Elimination of All Forms of Racial Discrimination, 1969, <http://www2.ohchr.org/english/law/cerd.htm>
- Convention on the Elimination of All Forms of Discrimination against Women, 1979, <http://www2.ohchr.org/english/law/cedaw.htm>
- Convention on the Rights of the Child, 1990. <http://www2.ohchr.org/english/law/crc.htm>
- OSCE Action Plan on Improving the Situation of Roma and Sinti within the OSCE Areas, 2003, <http://www.osce.org/odihr/17554>
- European Union, *The 10 Common Basic Principles on Roma Inclusion*, 2011, http://www.coe.int/t/dg4/youth/Source/Resources/Documents/2011_10_Common_Basic_Principles_Roma_Inclusion.pdf
- Council of Europe, Recommendation Rec(2005)4 of the Committee of Ministers to member states on improving the housing conditions of Roma and Travellers in Europe, adopted by the Committee of Ministers on 23 February 2005 at the 916th meeting of the Ministers' Deputies, <https://wcd.coe.int/ViewDoc.jsp?id=825545>
- Recommendation of the Commissioner for Human Rights on the implementation of the right to housing, Strasbourg, 30 June 2009, CommDH(2009)5, <https://wcd.coe.int/ViewDoc.jsp?id=1463737>
- Vienna Declaration, adopted by the World Conference on Human Rights in 1993, <http://www.unhcr.org/refworld/docid/3ae6b39ec.html>

EC operational conclusions/recommendations for each jurisdiction (except Croatia):

- Operational conclusions from the Seminar on inclusion of Roma and Egyptian communities in the framework of Albania's European Union integration, 15 December 2011, Tirana, available at http://eeas.europa.eu/delegations/albania/documents/roma_concl_final.pdf
- Operational conclusions from the Roma Inclusion Seminar: Way Forward for Bosnia and Herzegovina, 4 July 2011, Sarajevo, <http://www.osce.org/odihr/91134>
- Operational conclusions from the Working meeting on inclusion of Roma and Roma refugees, 26 July 2011, Skopje, available at <http://www.mtsp.gov.mk/WBStorage/Files/Conclusions.pdf>
- Operational conclusions from the Workshop on inclusion of Roma, Ashkali and Egyptians domiciled and displaced persons in Montenegro, 28 April, Podgorica, available at http://www.delme.ec.europa.eu/upload/dokumenta/082011_avgust/CONCLUSIONS%20OF%20WORKSHOP%20ON%20INCLUSION%20OF%20ROMA,%20ASHKALI%20AND%20EGYPTIANS%20DOMICILED%20AND%20DISPLACED%20PERSONS%20IN%20MONTENEGRO.pdf
- Operational conclusions from the Social Inclusion Seminar: Roma Issues in Serbia, 21-22 June, Belgrade, available at <http://www.osce.org/odihr/91136>

- Forty Actions to Boost the Implementation of the Roma, Ashkali and Egyptians Strategy and Action Plan, May 2011, Pristinë/a, available at http://eeas.europa.eu/delegations/kosovo/documents/press_corner/111608-com-ko-rae-meeting-recommendations_en.pdf

Reports:

- Council of Europe, The 10 Common Basic Principles on Roma Inclusion, 2011, http://www.coe.int/t/dg4/youth/Source/Resources/Documents/2011_10_Common_Basic_Principles_Roma_Inclusion.pdf
- Fresno, Jose Manuel, What Works for Roma Inclusion in the EU, 2012, http://ec.europa.eu/justice/discrimination/files/whatworksfor_romainclusion_en.pdf
- UNDP, Survey The Situation of Roma in 11 EU Member States: Survey Results at a Glance, 2012, http://ec.europa.eu/justice/discrimination/files/whatworksfor_romainclusion_en.pdf
- CRS, Recommendation for Development of Non-Profit/Social Housing in BiH, October 2011
- Government of Serbia, Guidelines for Improvement of Legalization of Informal Roma Settlements. <http://www.romadecade.org/files/downloads/14th%20ISC/Guidelines%20ISC%204-5%20Sept%2008%20Macura.pdf>
- OSCE Mission to Bosnia and Herzegovina, Report on Roma Informal Settlements in Bosnia and Herzegovina, 2003, p. 3. <http://www.osce.org/node/14860>
- OSCE, Roma Housing and Settlements in South-Eastern Europe, 2006, <http://www.osce.org/odihr/23336>