



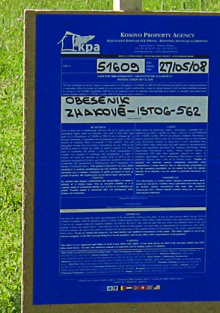
KOSOVO PROPERTY AGENCY  
AGJENCIA KOSOVARE E PRONËS  
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# Annual Report 2015



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NË MBROJTJE TË PRONËS PRIVATE – PROTECTING PRIVATE PROPERTY – ZAŠTITA PRIVATNE IMOVINE

# 2015 ANNUAL REPORT

## OF THE KOSOVO PROPERTY AGENCY

e themeluar nga rregullorja e UNMIK-ut 2006/10 - established by UNMIK Regulation 2006/10 - osnovana pod UNMIK Uredbom 2006/10  
e përkrahur nga - supported by - podržavaju





## *List of abbreviations*

### **1. Executive summary**

### **2. Legal Framework**

- 2.1. Existing legal basis regulating the Agency

### **3. Description of the institution**

- 3.1. Mandate
- 3.2. Additional mandate inherited from the HPD

### **4. The scope covered by the institution**

- 4.1. Scope
- 4.2. Organisational structure
- 4.3. Executive Secretariat
- 4.4. Kosovo Property Claims Commission (KPCC)
- 4.5. Supervisory Board
- 4.6. Human resources, personnel and capacity building
  - a. *KPA staffing*
  - b. *International staffing*
  - c. *Staff Training*
- 4.7. Assets

### **5. Activities for the reporting period**

- 5.1. Statistics on the number of claims registered in KPA
- 5.2. Notification of claims
- 5.3. Publication of claims
- 5.4. Access to property records and claim processing
- 5.5. Claim adjudication by the Kosovo Property Claims Commission (KPCC)
- 5.6. Statistics on claims adjudicated by KPCC
- 5.7. Implementation of Kosovo Property Claims Commission Decisions
  - a. *Service of Property Claims Commission Decisions decisions*
  - b. *Service and Implementation of Judgements of the Supreme Court of Kosovo on appeal of KPCC decisions*
  - c. *Implementation of Housing and Property Claims Commission Decisions*
  - d. *Requests from Municipal Cadastral Offices*
  - e. *Requests from the Kosovo Cadastral Agency*
  - f. *Requests received from other Institutions*
  - g. *Requests received from the Basic Courts*
- 5.8. Implementation of the Compensation Scheme
- 5.9. Claim Closure
- 5.10. Mediation
- 5.11. Administration of Property, Voluntary Rental Scheme and Enforcement Activities
  - a. *Administration of Property*
  - b. *Voluntary Rental Scheme*
  - c. *Enforcement Activities*
  - d. *Serial Reoccupation Cases*



5.12. Outreach Activities and Dissemination of Public Information

- a. Visibility and Outreach
- b. Interagency Cooperation

**6. Institution challenges/recommendations**

- 6.1. Challenges of the previous year
- 6.2. Operational Goals and Performance Indicators

**7. Funding and Budget**

- 7.1. Funding
- 7.2. Budget Implementation

**8. Reporting on the comments of the Office of the Auditor General**

**9. Annexes**

Annex A – KPA Organisational Structure

Annex B – Statistics on the adjudication of claims up to December 2015

Annex C – KPA 2015 Budget

Annex D – KPA 2015 Revised Budget

Annex E – KPA 2015 Budget spending overview

Annex F – Properties under KPA Administration by Region and Municipality

**Main events during 2015**

## LIST OF ABBREVIATIONS

CPT	Claims Processing Team
EULEX	European Union Rule of Law Mission
FHM	Family Household Members
HPD	Housing and Property Directorate
HPCC	Housing and Property Claims Commission
ICR	International Civilian Representative
IDP	Internally Displaced Person
KCA	Kosovo Cadastre Agency
KCB	Kosovo Consolidated Budget
KPA	Kosovo Property Agency
KPCC	Kosovo Property Claims Commission
NGO	Non-Governmental Organization
OSCE	Organization for Security and Cooperation in Europe
PRH	Property Right Holder
UNDP	United Nations Development Programme
UNHCR	United Nations High Commissioner for Refugees
UNMIK	United Nations Interim Administration Mission in Kosovo

## EXECUTIVE SUMMARY

*The KPA is an independent institution exercising its functions independently of any other body or authority in the Republic of Kosovo. Despite its institutional independence, the Government, national and international stakeholders are playing a vital role in its daily work.*

*The KPA is composed of three main bodies, namely an Executive Secretariat, an autonomous quasi-judicial Property Claims Commission (KPCC) and a Supervisory Board – the latter consisting of representatives of both the Government and international stakeholders, providing administrative oversight, overall direction and policy guidance. The KPCC is assisted in the execution of its adjudicative functions by legal and administrative support staff members from EULEX who are assigned to the Office of the KPCC.*

*In the field the KPA maintains an active presence through its regional offices in Kosovo's five regions, whereas the KPA's operations in Serbia are being undertaken through UNHCR Property Offices pursuant a Memorandum of Understanding (MoU) between KPA and UNHCR.*

*The KPA claim intake closed on 3 December 2007, and by the end the number of registered claims was 42,749. The Executive Secretariat of the KPA has in December 2014 successfully completed the process of receiving, registering and processing for adjudication all of the claims submitted with the KPA.*

*During the reporting period, no Commission's session was held since all the claims were adjudicated in the previous reporting period.*

*During the reporting period, the KPA has received 159 appeals against KPCC decisions. Out of them 156 have fulfilled the appeals criteria and as a result 221 (including some appeals received in 2014) were forwarded to the Supreme Court. The Supreme Court has adjudicated 126 appeals, of which 104 appeals were refused and 22 were granted. 106 judgments of the Supreme Court were delivered to the initial Claimants, 79 to initial Respondents and 21 to Interested Parties.*

*During the reporting period, the KPA has received 292 requests for property administration, 181 claims for repossession of properties and 218 requests for case closure by successful claimants. 393 requests for property administration were processed and sent to the Property Administration Unit. 177 cases for repossession were processed and 226 requests were sent for case closure upon request by the Claimants. The total number of implemented KPCC decisions during the reporting period is 6,235.*

*During the reporting period, 534 new properties were taken under KPA administration and in average 13,026 properties were administered by KPA during 2015, while the property right holders/owners have submitted requests for termination of property administration for 369 properties.*

*The KPA voluntary rental scheme applies KPA and HPD claims granted and upon the request of the successful claimants. In 2015, 1,450 new properties were included in this voluntary rental scheme. By the end of the reporting period, a total of 4,639 properties were part of the voluntary rental scheme.*

*During the reporting period €543,638 was collected in rent of which €432,676.98 was transferred to identified property right holders; €44,499.28 are held as deposit for unidentified owners and €19,634.65 are held as security deposits. The amount of €21,634.65 was reserved to cover administrative costs of implementing the scheme.*

*During 2015 the KPA Enforcement Unit scheduled 2,532 evictions. Of these, 945 physical evictions were undertaken by the Enforcement Unit with the Kosovo Police support; 114 were for repossession, 625 for*



*illegal occupation, 126 for non-payment of rent and 80 for refusal to enter a rental agreement.*

*From March 2014, evictions in the North Mitrovica were reinitiated after extensive negotiations with the Kosovo Police. Since then, several evictions have been carried out successfully with the assistance of the Kosovo Police. The total number of pending evictions until December 2015 at national Kosovo level is 835. Of these, 242 cases are in the North Mitrovica.*

*During 2015, 14 cases of reoccupation were initiated with the respective prosecutor offices. Of these, 1 case only, has been decided by respective municipal court (in 2016) whereas all the other cases are pending in prosecution offices or municipal courts. This brings the total number of re-occupation cases initiated with the respective prosecutor offices to 369. Of these, 180 cases have been decided by respective municipal courts and 189 cases are pending in prosecution offices or municipal courts.*

*Based on applicable laws and regulations, the KPA has created a legal framework regulating the mediation, "The Internal Mediation Procedure", which has been in force since 17 October 2013 and is being applied by the KPA mediators. During 2015 the KPA has identified and proceeded with mediation in 32 cases. For some of such cases the KPCC has recommended this process, while other cases about mediation were decided by the Executive Secretariat.*

*As part of its mandate inherited from the HPD, the Executive Secretariat administers abandoned residential properties. During the reporting period, the KPA has handed over 9 properties that were taken "ex officio" under the KPA administration. 305 properties are still under the KPA administration, while, since April 2009 the KPA has been implementing a strategy whereby it attempts to identify the lawful property right holders in order to enable them to take control of their properties.*

*In relation to the "Compensation Scheme" - which aims at providing recompensation for certain categories of HPD claimants left without remedy - the KPA also during 2015 has sent a letter to all stakeholders by offering a funding proposal for the scheme. The issue was in parallel addressed to the Government of Kosovo seeking needed funds for the implementation of the scheme. A series of meetings were held and further consultations are planned in order to create the necessary momentum to find a solution. There are in total 143 HPCC decisions which need to be implemented through compensation, with the compensation amount totalling 3.2 million Euros. Despite its best effort the Agency has until now been unable to acquire the necessary funds, and without such funds the HPCC the decisions cannot be fully implemented and closed.*

*In 2015 and on an ongoing basis, the KPA has been replacing both local and international staff in accordance to the needs of the organization. However, the KPA faced financial difficulties related to donor funding and all recruitments have been kept on hold.*

*The Procurement Office successfully completed 41 procurements in 2015. All procurement activities were conducted in accordance with the provisions of the Law on Public Procurement (04 / L042). It is worth to note that during 2015 the Agency did not receive any procurement complaint from either an economic operator, or from the Procurement Review Body (PRB).*

*The KPA has currently finished the adjudication of all claims filed, and the Agency is now entering the full gamut of decision implementation. In addition to the new focus of the organization, the Agency faced other critical challenges in 2015. The mandate of the Agency's international Executive Director ended in August 2014 whereas the Deputy Executive Director resigned in July 2014, both of whom could not be replaced during 2015 either. At the time of reporting, the KPA is still led by an Acting Deputy Director, who in concert with the remaining staff have ensured the continued work and implementation of the KPA mandate.*

*Of the five members of the Supervisory Board, only the 3 international members have valid mandates, whereas the mandate of the two local members expired on 15 November 2014. As a consequence and during the last two months of the reporting period, the KPA Supervisory Board functioned without the two local Board members pending the nomination of the newly constituted Assembly of Kosovo.*

*Regarding financial sustainability, the Kosovo Property Agency has previously been supported by the Kosovo budget as well as other sources; hereunder a number of international organizations and partners. During the current reporting period the KPA has, however, been challenged by financial instability concerning in particular international donations. Because of the governing financial unpredictability, a number of professional staff, hereunder mostly lawyers with years of experience in the field of property rights, have resigned and left KPA.*

*In an effort to provide information to local and international institutions, the KPA met regularly with other actors in the field of property rights, including inter alia, the UNHCR, OSCE and various NGOs, in order to raise awareness of its work and the importance property restitution constitutes for peace building, economic development and rule of law. To this end the KPA also met with officials of the Assembly and the Government of Kosovo. KPA officials have, furthermore, regularly participated in meetings, workshops and seminars within and outside Kosovo, organized by organizations and NGOs related to issues of property rights and the return process.*

*The KPA would hereby like to express its gratitude to all institutions, organizations and international partners that have contributed and assisted the KPA, thereby ensuring the successful completion of the adjudication element of the KPA mandate in 2015. The Agency hereby asks its stakeholders to provide the same level of support to ensure the full implementation of the KPA mandate, which the Agency is foreseen to complete during the next year.*

## LEGAL FRAMEWORK

*2.1. Existing legal basis regulating the Agency*

The Kosovo Property Agency (KPA) was established as an Independent Agency by the promulgation of UNMIK Regulation 2006/10 on the resolution of claims relating to private immovable property, including agricultural and commercial property. UNMIK Regulation 2006/10 was amended by UNMIK Regulation 2006/50 of the same name, which provided the Agency with a clear mandate and a division of roles between its three main bodies, namely the Executive Secretariat, the Kosovo Property Claims Commission (KPCC) and the Supervisory Board. UNMIK Regulation 2006/50 was adopted and amended by Law of the Assembly of Kosovo No. 03/L-079 which provided the applicable legislative framework for the operations of the KPA (hereinafter the applicable legislation). The Law 03/L-079 was amended in part by Law 04/L-115 on amending and supplementing the laws related to the ending of international supervision of independence of Kosovo. It should be noted that the independent functioning and nature of the Agency has not been changed by any of these legislative changes.

The KPA has developed, adopted and implemented a great number of internal rules and administrative procedures that make the Agency's work more functional and efficient.

There has been no amendment during the reporting period to the legal base upon which the Agency relies for its mandate. The KPA has been foreseen a new mandate by the adoption of the Law on the Establishment of Kosovo Property Comparison and Verification Agency (KPCVA) - as part of an agreement between Pristina and Belgrade for a return of displaced cadastral records. This law was not passed during 2015 as expected.

A faster adoption of the Law on the Establishment of Kosovo Property Comparison and Verification Agency (KPCVA) would have paved the way to the new mandate for the KPA and conclude the process of implementing the decisions of the Kosovo Property Claims Commission (KPCC) in the prescribed period.

The delay in terms of the new KPCVA mandate has, however, not managed to sway the professional commitment of the KPA in fulfilling its current mandate in accordance with the applicable legal framework.



### DESCRIPTION OF THE INSTITUTION

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#### 3.1. *Mandate*

The KPA functions as an independent body pursuant Article 142 of the Constitution of the Republic of Kosovo, although the Government and international stakeholders have a significant role to play in the KPA through the Supervisory Board. The KPA's mandate is to resolve property and user rights claims, subject to the right of appeal to the Supreme Court of Kosovo, for private immovable property involving circumstances related to the armed conflict that occurred between 27 February 1998 and 20 June 1999. Private immovable properties include residential, agricultural and commercial property categories. The KPA has in total received over 42,749 claims of which approximately 90% were received through KPA offices in Serbia.

#### 3.2. *Additional mandate inherited from the HPD*

The KPA has succeeded to several tasks which originally fell within the mandate of its predecessor, the Housing and Property Directorate (HPD) as established by UNMIK/REG/1999/23. Such responsibilities include the implementation of remaining Housing and Property Claims Commission (HPCC) decisions which were pending enforcement, and the management of properties under the administration of the HPD. In exercising this aspect of its mandate, the KPA was vested with the rights, obligations, responsibilities and powers of the HPD. The HPD's physical assets were furthermore transferred to the KPA and a number of its personnel were redeployed to carry out similar duties within the KPA.

## THE SCOPE COVERED BY THE INSTITUTION

### 4.1 Scope

The KPA works independently from the government and local and international organizations in Kosovo, although the Government and Stakeholders have a significant role to play in the KPA through the Supervisory Board. The KPA is composed of three main bodies, namely the Executive Secretariat, the quasi-judicial independent Kosovo Property Claims Commission (KPCC) and the Supervisory Board, which provides administrative oversight, overall direction and policy guidance. In addition, through its regional offices, the KPA maintains a presence in the five regions of Kosovo. The KPA operations in Serbia are now being undertaken through UNHCR Property Offices, which were established following the signature of a MoU between KPA and UNHCR. The KPA is thereby the only institution in Kosovo that is legally vested the responsibility to receive, register and adjudicate claims on private property in Kosovo that fall under the mandate of the institution.

### 4.2 Organisational structure<sup>1</sup>

The KPA is composed of three main bodies, namely:

- *Executive Secretariat;*
- *KPCC “autonomous quasi-judicial”; and*
- *Supervisory Board, providing administrative oversight, overall direction and policy guidance*

The Executive Secretariat maintains, through its regional offices, a presence in the five regions of Kosovo (Prishtina, Peja, Gjilan, Mitrovica and Prizren). The KPA previously also had office presence in Montenegro and Macedonia. Although these offices were originally used as locations for the receipt of claims, they now function as outreach points, where parties to the KPA procedures may e.g. submit additional documentation and collect decisions on their claims. The KPA's operations in Serbia are now undertaken by UNHCR Property Offices, which were established on the basis of a

MoU signed between KPA and UNHCR in Prishtina on 19 August 2009, and its renewal each year

### 4.3 Executive Secretariat

The first main responsibility of the Executive Secretariat was claims collection and registration. The receipt of claims closed on 3 December 2007 and following the end of registration of collected claims on 29 February 2008, there were 38.335 claims filed. The Executive Secretariat then proceeded to processing and reviewing the registered claims before they were referred to the KPCC. The processing and reviewing include the following activities:

- *notification of occupants of claimed properties and publication of claims for interested parties;*
- *publication of claims;*
- *verification of documents;*
- *collection of evidence and conducting interviews with parties to the claim;*
- *disclosure of parties' evidence in contested claims;*
- *preparation of written documents dealing with claims; and*
- *reference of claims to KPCC for adjudication.*

The KPA is additionally mandated to ensure effective implementation of final KPCC decisions and the second instance judgments of the Supreme Court Appeals Panel of the Kosovo Property Agency. Mandated implementation remedies include, but are not limited to take properties under KPA administration, repossession, seizure and demolition of illegal constructions, auction, compensation and lease agreements, which all facilitate and ensure the return of properties to the rightful property right holders.

The Director and Deputy Executive Director, supported by the staff of the Executive Office, lead the Executive Secretariat of the KPA.

Under the Law 03/L-079 (as amended), the Prime Minister nominates the Director and Deputy Director of the Executive Secretariat for their ap-

1 For the KPA organisational structure see Annex A of this report

pointment by the Assembly of Kosovo. In accordance with the amendments made through Law 04/L-115, the appointments made in accordance with the Constitution, shall continue under the terms and conditions specified in the appointment decision.

a. Executive Director

The Executive Director was re-nominated by the Prime Minister on 28 March 2013 with a mandate until 31 August 2014. The previous Executive Director of the KPA, Mr. Marian Nieora, following the end to Kosovo's supervised independence and based on Law 04-L-115 on "amending and supplementing the laws, dealing with the end of international supervision of Kosovo's independence" completed his mandate on 31 August 2014. Due to the delay on constituting the Assembly and the new government after the general elections, there was no new appointment of a new Executive Director of KPA during 2014 and neither during 2015.

b. Deputy Executive Director

On 29 July 2014, after the resignation of Mr. Xhevat Azemi, the Supervisory Board appointed Ms. Florije Kika as Acting Deputy Executive Director. She continues to perform her tasks during the reporting period, until a new Deputy Executive Director of KPA has been appointed. Under the applicable law, the Deputy Executive Director is appointed by the Assembly of Kosovo upon the nomination of the Prime Minister, however, the Deputy Executive Director could not be appointed by the Assembly in 2015.

**The Executive Director** represents the Executive Secretariat before the Supervisory Board and also provides the latter with secretarial services. This includes organizing meetings, preparing agendas and minutes of meetings, distribution of relevant documents and information and monitoring of follow-up actions regarding instructions received. In the absence of the Executive Director in the second half of 2014 (August-December 2014) and also during 2015 the Executive Secretariat was represented by the Acting Deputy Executive Director in the Supervisory Board meetings and other internal and external meetings.

**The Executive Secretariat** of the KPA has been successful in completing the process of receipt, registration and process of adjudication of 42,749 submitted claims to the KPA.

c. Management and supporting personnel

The following are the main KPA operational units dealing with claim processing and implementation:

- *Regional Offices;*
- *Information and Notification Unit;*
- *Documents Verification Unit;*
- *Files and Data Management Unit;*
- *Claims Processing Unit;*
- *KPCC Office;*
- *Implementation Unit;*
- *Property Administration Unit;*
- *Enforcement Unit and*
- *Case Closure Unit*

The functions and responsibilities of these units are vital for the Agency's ability to fulfil its claims processing, adjudication and implementation mandate. There are other units that, although not being directly involved in the claims processing and implementation, also play an important and integral role in the KPA.

**The KPA Administration Unit** provides logistics support, transport services, building management, security services, asset management, supply and archiving services for the HQ Office and Regional Offices.

The KPA uses modern technology, and the claims processing is computerized to a large degree. The IT Unit is responsible for providing overall technical support and keeps a stable electronic work environment. To facilitate claims processing, the data management and application development is done in collaboration with the end user and the development and update of applications is made through the identification and use of new technologies. Staff training for the use of software applications and devices is also done by the IT Unit.

**Internal Audit Department** of the KPA is responsible to ensure the senior management that the management control systems that are applied in KPA are adequate and operate effectively. The Internal Audit undertakes independent and objective as-



assessment of activities of units that are subject to internal audit and provides analyzes, recommendations, advices, and information to unit leaders concerning the activities reviewed. This includes promotion of effective controls at reasonable cost. The Internal Audit Unit carries out a range of audit services including financial audits, compliance audits, operational audits, information technology audits and advisory services.

**The KPA Translation Unit** offers written and oral translation services to KPA. This includes KPCC decisions, various memorandums and correspondence, reports and any other translation that is needed within the KPA mandate.

**The KPA Procurement Department** undertakes all procurement activities required by KPA under the Law No. 04/L-042 on Public Procurement and Public Procurement Rules in Kosovo. During 2015, the Procurement Office conducted 41 procurement activities classified according to the following procedures.

- *Average value procurements (€10,000-€125,000), in total three conducted procurements;*
- *Small value procurements (€1,000-€10,000), in total seventeen conducted procurements;*
- *Minimal value procurements (€100-€1,000), in total seventeen conducted procurements;*
- *Single-source procurements (procedure without publication of a contract notice); in total four conducted procurements*
- *Re-bidding procurement, six in total.*

All the abovementioned procurement activities were conducted in compliance with the provisions of Law on Public Procurement (04/L042). It is worth to note that during 2015, the Agency did not receive any complaint from any Economic Operator, nor from the PRB.

All procurement contract awards were published on the PPRC website (average value) and also on the KPA website (small and minimal values), which means that the KPA Contracting Authority was transparent and open to all the Economic Operators - participants in the process.

During 2015, the CPA also commenced with the centralized procurements, including the KPA. The Centralized Procurements including the KPA are as follows;

- *Fuel supply;*
- *Office supply;*
- *Sanitary supply;*
- *Vehicle Tire supply.*

During 2015, the KPA CA was monitored by the PPRC in relation to the undertaken procurement processes during 2014, which resulted with a positive report. During 2015, the procurement unit was audited by the Internal Auditor of the KPA and the Auditor General (Preliminary Report), and the Procurement Unit has apparently considered the recommendations and successfully implemented all rules and legal provisions of procurement process according to LPP;

#### **4.4 Kosovo Property Claims Commission (KPCC)**

The KPCC is conferred with jurisdiction to adjudicate claims referred to it by the Executive Secretariat. Under the Law 03/L-079 (as amended), the President of the Supreme Court is to nominate the three Commission members for their appointment by the Assembly of Kosovo. In accordance with the amendments made through the Law 04/L-115, the appointments made in accordance with the Constitution shall continue under the terms and conditions specified in the appointment decision.

The two international members, Mr. Veijo Heiskanen and Mr. Norbert Wühler were reappointed as members of the Commission on 27 August 2014 by the EUSR in accordance with the Law (no.04L/274) on the Ratification of the International Agreement between the Republic of Kosovo and the European Union on the EU Mission for Rule of Law in Kosovo and they are still with a functional mandate in the reporting period. While, after the lapse of the mandate of the local member Mr. Adem Vokshi, on 24 October 2015 the Assembly of Kosovo appointed Mr. Abdullah Aliu as the local member of the Commission for a 1-year term, i.e. until 23 October 2016.

The KPCC did not meet during the reporting period, as the case deliberations ended in December

2014. The Executive Secretariat provides administrative, technical and legal support to the KPCC.

*Members of the KPCC are:*

**Mr. Veijo Heiskanen** (Finland) is the Chairperson of the KPCC.

**Mr. Norbert Wühler** (Germany) is the KPCC international member.

**Mr. Abdullah Aliu** (Kosovo) is the KPCC national member.

The head office of the KPCC is located in Prishtina. It is allowed to exercise its decision-making functions through sessions held in Prishtina or elsewhere, or hold deliberations through electronic means whenever necessary. The KPCC Chairperson, in consultation with other Commission members, determines the order in which claims have to be referred for adjudication and taking into account information on the volume of work provided by the Director of the Executive Secretariat. Claims arising same legal and evidentiary issues are entered together in batches in categories for adjudication, in accordance with the KPCC instructions.

The KPCC as a rule decides on claims based on documents and other written evidence. The parties are invited to submit to KPCC their evidence and arguments through the Executive Secretariat and have the right to be disclosed the evidence and submissions of the other party/ies in a dispute, and to present evidence and paperwork as response. The parties have no immediate right to be given an oral hearing by the KPCC unless invited to do so, as arrangements for the participation of thousands of claimants would entail considerable resources and time, thus being in contradiction with the rights of claimants to remedies within a reasonable period. In addition, the fact that claimants are displaced throughout i.a. Serbia, Macedonia, Montenegro, would potentially result in that only few claimants would be able to exercise the right to attend hearing sessions. Whenever the KPCC, however, finds that the interests of justice requires it, the commission have held hearings for all parties involved, including claimants, respondent parties and witnesses.

All claims were adjudicated based on claim file referred to the KPCC, which contain the claimant's

evidence and submissions and in contested claims the respondent's evidence and submissions, the evidence gathered by the Executive Secretariat and claim processing report.

During the adjudication process when KPCC finds that additional information is necessary to decide the issues raised by the claim, it may refer back the claim to the Executive Secretariat with the order to undertake additional investigations in relation to the claim. This usually includes additional checks and searches for documents or for interviewing parties to the claim.

Before a claim is decided, the KPCC may, at the claimant's request and upon Secretariat's recommendation, grant provisional measures of protection, including temporary order when the claimant has established *prima facie* and should these temporary measures would not be granted, the claimant would face irreparable damage.

After each session, the KPCC issues processing guidelines providing guidance to the Executive Secretary in relation to a proper presentation of claims for adjudication by the KPCC. Processing Guidelines deal with procedural and substantive issues arising in the course of claims processing.

The Commission may grant, refuse or dismiss a claim and is limited by the criteria set out in its decisions, unless there are reasons that force it to be avoided by those principles. The Commission may assign only legal remedy that is provided to it by the legislation in force and cannot assign costs arising from the proceedings in favour of or against any party in the procedure.

The KPCC may refer matters arising from a claim, and which are not within its jurisdiction or specific parts of such claims, if the adjudication on those separate parts does not affect property issues or property user rights as provided for in the legislation in force before a competent local court or administrative tribunal.

The KPCC has determined in its jurisprudence that it has no jurisdiction to grant monetary compensation. In cases where claimants have also sought compensation for material damage or unauthorized use of claimed property, in addition to con-

firming the ownership, the KPCC dismissed this aspect of the claim, arguing that it has no jurisdiction to approve such a legal assistance.

*(Annex B of this report shows an overview on claims adjudication so far.)*

#### 4.5 Supervisory Board

The Supervisory Board is mandated to supervise the KPA work and provide it with administrative oversight, overall direction and guidance on the course of action. However, it is precluded from participating in the process in which the KPCC reviews and decides the claims. According to the Law No. 03/L-079 (as amended), the Prime Minister nominates the five members of the Supervisory Board to be appointed by the Assembly of Kosovo. In accordance with the amendments by the Law 04/L-115, appointments made in accordance with the Constitution, shall continue under the terms and conditions specified in the appointment decision. The international Board members were appointed or reappointed by the ICR. Considering the authority of the European Union Special Representative (EUSR) under the Law No. 04/L-274, On the Ratification of the International Agreement Between the Republic of Kosovo and the European Union on the European Union Rule of Law Mission in Kosovo, the EUSR issued decisions to appoint Ambassador Mr. Ruairi O'Connell as Chairman of the Board until 15.04.2016, or until the current KPA mandate of claims and adjudication is completed. Mr. O'Connell was appointed in lieu of Ambassador Mr. Ian Cliff, whose mandate as the Ambassador in Kosovo was completed on 31 March 2015. Also, during the reporting period Todd Christiansen, Head of Economic Section at the American Embassy, and Christiane Jaenicke, EUSR Adviser, were extended their mandates as members of the Supervisory Board of the KPA until 31 August 2016 or until the current KPA mandate of claims and adjudication is completed. In the meantime, on 15 December 2015, Mr. Nikolaos KAVALLARIS LADIS was appointed as a Board member in lieu of Mrs. Janikson.

Of the five members of the Supervisory Board at the time of reporting, three international Board members are with valid mandates, whereas the mandates of the two local Board members expired on 14 November 2014 and since then the Govern-

ment of Kosovo has not proceeded the nominees for appointment at the Kosovo Assembly.

International Board members with functional mandate, who were appointed under Law (Nr.04L/274) on the Ratification of the International Agreement between the Republic of Kosovo and the European Union on the EU Mission for Rule of Law in Kosovo, are:

- **Z.Ruairi O'Connell**, *chairman*,  
(appointed from 20.04.2015 until 15.04.2016)
- **Nikolaos Kavallaris Ladis**, *member*  
(appointed from 15.12.2015 until 12.12.2016)
- **Todd Christiansen**, *member*,  
(re-appointed from 24.07.2015 until 31.08.2016)

While the two local Board members, whose mandate has already expired:

- **Ujup Krasniqi**, *member*  
(appointed on 15.11.2013 and expired on 14.11.2014)
- **Ismajl Osdautaj**, *member*  
(appointed on 15.11.2013 and expired on 14.11.2014)

As a consequence, during the last two months of 2014 and entire 2015 the Supervisory Board has been operating without its two local members since the Kosov Government has not proceeded the nominees for appointment at the Kosovo Assembly.

The Supervisory Board met 6 times during the reporting period.

#### 4.6. Human resources, personnel and capacity building

The Human Resources Unit holds the responsibility for personnel and capacity building in the KPA.

##### *a.) An overview of KPA staff is as follows:*

The total number of staff working directly for the KPA and indirectly in support of the KPA mandate was 250 in December. Two tables with further details are presented below:



The following staff were provided by in-kind donations from the funding authority that is presented in the first column and as such is not covered by KPA budgetary resources:

Funding Authority	Number of International Staff	Number of Local Staff
EULEX	5 (have not been supporting staff since 2015)	6 (have not been supporting staff since March 2015)
Norwegian Government	2	
German Government	1	
UNDP/ UNV	1	

The following staff were contracted to work for the KPA and, as such, their remuneration is drawn from KPA Budget allocations:

Funding Authority	Number of International Staff	Number of Local Staff in Kosovo and Serbia
Donors Fund	4 (2 till end of February 2016 who were seconded by Nor-dem, Norway, 1 the German Government and 1 by UNDP)	174 (of which: 170 funded by budget lines, KCB + donor funds, in Kosovo and only 4 fully donor funded in Serbia.
KCB		72

\*170 of these are provided with a basic KCB salary

	Number of International Staff	Number of Local Staff
Total	4	246

The KPA Management is a mixed team consisting of internationals holding 5% of management posts and nationals holding 95% of management posts in the various KPA units and departments in Kosovo. During the reporting period, the KPA employed approximately 216 local lawyers, legal assistants, language assistants, accountants, computer and IT experts and administrative support staff. Change in the total number of posts is due to ongoing resignations and recruitments.

The KPA has a complement of 72 civil servants paid by the KCB, the terms and conditions of their employment and remuneration are governed by the Law on Civil Service. The KPA local staff in Kosovo are paid a basic salary from the Kosovo Budget which is topped up with additional donor funds to provide a similar level of salary to what the staff were provided up to the end of 2008 and, hence, their employment and remuneration is also governed by the KPA staff personnel policies in addition to the Law on Civil Service. With respect to consultants working in the UNHCR Property Offices, their employment is governed by the UNHCR staff policies, whereas for the local staff members in Serbia a fully funded donor contract is utilised and KPA staff personnel policies applied. In compliance with the applicable laws relating to taxation and pensions, the KPA makes appropriate deductions from the staff member's gross salary and remits the deductions to the Tax Administration of the Ministry of Finance of Kosovo and the Kosovo Pensions Saving Trust as appropriate.

b) International officers were brought to the KPA through an agreement with UNDP to provide the KPA five international staff employees. This agreement came into force in January 2012 for a period of one year and was extended to cover 2013. In July 2013 the regional coordinator position was left vacant and, consequently, four internationals with UNDP Individual Contracting Agreement remained. In 2014 only one international staff member remained with the aforementioned UNDP contract, and by the end of June 2014 this position was then converted into a secondment through an agreement with the Norwegian Bank of Resources for Democracy and Human Rights (NORDEM).

In addition to the aforementioned international staff members, five UNV officers were recruited to KPA through UNDP - one of these contracts expired end of May 2015, 3 of these contracts expired end of August 2014.

Furthermore, the KPA mechanism has not been supported by the EULEX, i.e. the two International Commissioners, the Head of the KPCC Office, two international legal officers as well as five EULEX local staff since 2015.

Since the KPA concluded all adjudication of claims in December 2014, in 2015 on an on-going basis, the KPA was recruiting replacements for depart-

ing local and international staff members to those positions where there was sufficient justification from their line manager for their replacement, the replacements commenced only until June, from June onwards the KPA was experiencing financial difficulties related to donor funds thus withheld all recruitments.

Transfer and assignment of Human Resources in other areas of work will be undertaken as required since the time of each transfer will depend on the progress against the business plan and the remaining work in the unit where a vacancy appears. This means that there will be no automatic replacement of any position that becomes vacant, since an analysis of the situation at that time has to be done.

### **c) Training**

Following the promulgation of Law 03/L-079 all KPA national staff including KCB staff have the opportunity to take part in the training courses organized by the Kosovo Institute for Public Administration (KIPA). Several staff members have been provided with and have taken up the op-

portunity to increase their capacity by attending these training courses.

Although the KPA has made extensive use of modern technology, computerising the processing of its claims, it is nevertheless heavily reliant on human know how and in this regard KPA's staff represents the backbone of the Agency. Substantial expertise in the area of property restitution has been developed over a number of years starting from the inception of the KPA's predecessor, the HPD, the majority of whose staff was transferred to the KPA following the closure of the HPD in order to retain their institutional and professional expertise. It is vital that the KPA has the resources to continue to retain staff with significant experience and expertise

During the reporting period 22 local officers of the KPA were trained in relevant areas organized by the Institute for Public Administration (KIPA).

However, the needs for advanced and professional training of staff, especially KPA local staff continue even though the KPA has no funds, which would be allocated for trainings that are more specialized.

Training	Number of staff members who attended training
Management and Leadership	1
Functioning of state administration in the Republic of Kosovo	2
Monitoring and assessment of the IPA-s Funds	1
Assessing effectiveness in the Public Administration	2
Communication, conflicts and team work	1
Rights, Liabilities and Appealing in the Civil Service	2
Elementary training programme for EU and Kosovo in the process of European Integration	1
Organisational skills	1
The right of access to public documents	1
Time management and delegation	1
Microsoft Office (Outlook & Power Point) 2010	1
Interpreting Legislation	2
Elementary training programme for EU and Kosovo in the process of European Integration	1
Microsoft Excel 2010	1
Quality Service Management according to IAS	1
Harmonization of national legislation with the EU legislation	3

## 4.7 Assets

The KPA assets for the year ended on 31 December 2015 are detailed as follows:

- *Book value of capital assets* €178,204.32
- *Book value of non-capital assets* €74,512.93

During the budget preparations for 2015, the KPA planned to purchase IT assets, which would be necessary in achieving its objectives but at the time when the budget had to be approved, the purchase of these IT assets was not approved. The KPA will continue to carry out its activities with the available IT equip-

ment, however the failure to approve the budget for the purchase of planned IT equipment may affect the KPA in achieving its objectives.

The KPA is currently renting a headquarter building in the center of Pristina which takes-up a considerable part of its budget. These premises are nevertheless not satisfactory, and the KPA is facing shortages of space needed for its staff and parking areas for its fleet of cars. Being provided a building free of charge, e.g. from the government, would release significant funds from the KPA budget which could be used for the Agency's operations.

## ACTIVITIES FOR THE REPORTING PERIOD

### 5.1 Statistics on the number of claims registered in KPA

On the closing date of claims receipt on 3 December 2007, approximately 38.335 claims were registered. During the claims processing it was discovered that a number of claims that were submitted as individual claims for multiple parcels and which at the time of submission were described as close to each or adjacent, in fact were entirely separated, something which was discovered only after the notification and inspection of the parcel/s in question. Consequently at the end of the reporting period, the number of registered claims increased to 42.749. However, the increased number does

not include new claims filed after the deadline, but only separation and re-registration of claims already submitted during the claim intake period.

Around 37.641 claims (88.1% of the total received) relate to agricultural land, while 943 claims (2.2%) relate to commercial properties and 4.162 (9.7%) to residential property. For 98.8% of claims the claimants claim ownership rights over the claimed properties. The largest number of the submitted claims is related to the properties located in Peja region (34.4%). The following tables set out the nature, geographical breakdown and the number of filed claims.

### NATURE OF CLAIMED PROPERTY RIGHTS

Region/Category	Gjilan	Mitrovica	Peja	Prishtina	Prizren	Total	% of claims
Ownership	9329	4621	14559	7146	6571	42226	98.8
User Rights	48	66	148	185	76	523	1.2
Compensation	0	0	0	0	0	0	0
Total	9377	4687	14707	7331	6647	42749	100
% of total claims	22.0	11.0	34.4	17.0	15.6	100	100

### CLASSIFICATION OF PROPERTY

Region/Type of Property	Gjilan	Mitrovica	Peja	Prishtina	Prizren	Total	% of claims
Residential	720	450	1548	891	556	4165	9.6
Commercial with buildings	107	120	262	348	106	943	2.2
Agricultural	8550	4117	12897	6092	5985	37641	88.2
Total	9377	4687	14707	7331	6647	42749	100
% of total claims	21.9	10.9	34.3	17.3	15.6	100	100

Municipality	Filed	%
Deçan/Decane	728	1.69
Dragash/Dragaš	6	0.01
Ferizaj/Uroševac	3156	7.39
Fushë Kosovë/K.Polje	405	0.94
Gjakovë/ Đakovica	796	1.79
Gjilan/ Gnjilane	1729	4.00
Glllogofc/ Glogovac	58	0.14
Istog/Istok	5942	13.91
Kaçanik/Kacanik	245	0.58
Kamenicë/ Kamenica	1510	3.53
Klinë/Klina	3645	8.57
Leposaviq/ Leposavic	75	0.18
Lipjan/ Lipljan	1580	3.69
Malishevë/ Malievo	586	1.37
Mitrovicë/Mitrovica	627	1.46
Novobërde/ Novo Brdo	881	2.06
Obiliq/ Obilic	464	1.08
Pejë/Pec	3596	8.36
Podujevë/Podujevo	2182	5.29
Prishtinë/ Priština	2392	5.59
Prizren/Prizren	3589	8.45
Rahovec/ Orahovac	615	1.44
Shtërpce/ Štrpce	127	0.30
Shtime/ Štimlje	250	0.58
Skenderaj/ Srbica	1780	4.16
Suharekë/ Suva Reka	1851	4.34
Viti/Vitina	1729	4.01
Vushtrri/ Vucitrn	1768	4.11
Zubin Potok	332	0.78
Zveçan/ Zvecan	105	0.25
Total filed	42.749	100.00



## 5.2 Notification of Claims

Notification of claims is a vital step of claims processing supervised by the Information Unit in co-ordination with Regional Office staff. Provisions in applicable legislation aim to ensure that the Agency's procedures are up to the requisite standard of due process and fair procedure, hereunder, by ensuring that any party/ies with a legal interest in a claimed property is/are notified of the claim and afforded opportunity to participate in the proceedings. This approach is central to ensuring due process given the fact that claims are decided based on written submissions and parties do not ordinarily have the opportunity to present oral evidence or argument before the KPCC.

The Executive Secretariat is required to notify and send a copy of the claim to any person other than the claimant who is exercising or purporting to have rights to the property that is the subject to the claim, and make reasonable efforts to notify any other person who may have a legal interest in the property. Notified parties are entitled to reply to the claim and make written submissions or present evidence in connection with the claim.

Parties are notified through the physical placing of a form known as a 'notice of claim form' on the claimed property or by publication in the KPA notification gazette which sets out details of the claim and the nature of the property right being claimed over the property. The notice of claim form is accompanied by a notice of participation form, which notifies the party about his or her right to participate in the proceedings by either filling out the notice and returning it to the KPA within thirty (30) days or alternatively by attending in person at a KPA office to provide such information.

When a person with a legal interest in the claim does not receive notification of the claim, the rules of procedure provide that he or she can be admitted as a party at any point in the proceedings, provided the claim has not been adjudicated by the KPCC.

## 5.3 Publication of Claims

The publication of claims is also a function undertaken by the Information Unit. The publication procedure involves the official publication of a list of all claims filed with the KPA in a bulletin known

as "the KPA Gazette", which records the address of the property over which the claim is filed, together with the claim number. The gazette is distributed as a supplement in one Albanian language newspaper with 10,000 copies. The Gazette ensures that details of all claimed properties reach all interested parties and potential respondents both inside and outside Kosovo. A further 5,000 copies in Albanian and Serbian are routinely distributed to all municipalities, courts, enclaves, IDP organizations and NGOs throughout Kosovo. The KPA can no longer issue its Gazette in Serbia and as such in order to ensure that the information is imparted to those persons who need to be informed of the existence of the claims some 3,500 copies of the UNHCR Property Office Gazette which contains the same information as the KPA Gazette are distributed through the UNHCR Property Offices in Serbia. The Gazette is also published on the KPA's website.

During the reporting period, no new claims were published.

## 5.4 Access to property records and claims processing

A thorough search and verification of all efficient sources of documentary evidence on property rights is essential for the exact determination of property rights. One of the first essential steps involved in processing property claims, thus, involves the Agency's verification staff who verify the submitted documents in support of claims and/or undertake searches ex officio in the public property records in cases when claimants have not provided sufficient documentary evidence.

As for access to documents within the territory of Kosovo, the provisions of the applicable legislation provide that the Executive Secretariat and KPCC has free and open access to all public data in Kosovo, instrumental for the accuracy of claim processing and adjudication. As a step to implement the latter provision, the KPA and KCA signed a MoU on 13 July 2009, providing the KPA with free access to KCA data.

Access to property records in Serbia is also very important for the verification of claims, knowing that a substantial portion of property records from Kosovo is located there. After the closure of the

KPA offices in Serbia, the unhindered access that KPA enjoyed earlier in the property archives displaced there was also cancelled. With the opening of UNHCR Property Offices in Serbia, the access to these archives has been restored.

KPCC is not limited by the recommendations by the Executive Secretariat in its claims processing report. Through one or more of its members, it makes independent review of documentary evidence. It takes a final decision on each claim, after considering the recommendations of the report and based on its own independent assessment of issues.

The Office of KPCC consists of legal, administrative and linguistic personnel, provides legal, administrative and logistical support to KPCC. The KPCC office operates under the supervision of the Chairman of Commission and maintains contact with the Commissioners, undertakes quality control of submitted claims to the Commission by the Executive Secretariat before the Commission's sessions, performs legal research, prepares draft decisions to be signed by the Chairman. The Office of the KPCC also prepares individualized decisions for claimants, responding parties and other parties based on cover decisions.

### ***5.5 Claims adjudication by the Kosovo Property Claims Commission (KPCC)***

During the reporting period, no Commission's session was held since all the claims were adjudicated in the previous reporting period.

Confirmation of property right is not always sufficient to return possession of the property to successful claimants when a property is illegally occupied. When KPCC confirms a property right it may also order repossession of property in the claimant's favour and also issue subsequent orders if it deems necessary to enable the property right holder to exercise his/her property right. The KPCC was therefore given unambiguous powers to ensure compliance with legal obligations of decisions in favour of property right holders/owners

This is important given the fact that even if a claim is uncontested, it does not necessarily mean that a property is not used or is not illegally occupied; it may well be, but even when an occupant does

not wish to participate, for whatever reason, in the proceedings. Furthermore, in cases when a claimed property appears not to be occupied at the time of notification, this does not necessarily mean that the property has not previously been illegally occupied or will not be illegally occupied in the future. Thus, in cases when a property is uncontested on the date of issuance of the decision, the Commission's order confirming a property right and ordering repossession that includes the eviction of illegal occupants protects a claimant's property rights in such potential scenarios.

Because of ethnic mistrust that prevails in Kosovo, many minorities lack confidence in public institutions. In these circumstances, a KPCC decision, even when the property is not illegally occupied, regarded by property right holders as security for their interests in the property, to face some uncertainty which would they expose and which would damage them with regards to interventions in the public property records. Also, knowing that many claimants cannot have access to their properties, a decision confirming a claimant's property right has an important function as it clarifies and confirms the prevailing legal situation, in particular, in circumstances when claimants may have lost their property documents, or when they were destroyed in the conflict related circumstances.

### ***5.6 Statistics on adjudicated claims***

41,849 claims adjudicated by KPCC are included in the following categories:

Claim category	Number of new adjudicated claims	Number of re-adjudicated claims
Agricultural property	19,189	17,726
Commercial property	879	12
Residential property	3,373	670
Total	23,441	18,408

The KPCC may grant, refuse or dismiss a claim or issue any decision or order that is necessary to implement the applicable law, including orders for the restitution of property rights and repossession of property.

The KPCC decisions are legally binding, without prejudice to the right of appeal to the Supreme Court of Kosovo, as required by the legislation in force, which also describes the types of orders that the KPCC is allowed to issue.

Under the applicable legislation, it is required that KPCC decisions be reasoned and in writing, stating material facts and property rights established by the KPCC. So far, in terms of decision-making, the legislation provides for decisions to be taken unanimously, but when consensus cannot be reached, a claim may be decided by majority of votes. In addition, in order to allow a quick resolution of claims, the KPCC uses methods that allow issuing a decision on batches of claims arising similar legal issues, known as "Cover Decision".

The Chairperson signing a cover decision approves all individual decisions identified and registered with a claim number in the cover decision. During the reporting period, the KPCC has issued 8 cover decisions, including 198 new claims and 23 previously overturned claims.

When a claim is adjudicated through a cover decision, and in order to clarify it to the parties, an individual decision is prepared for each claim indicating the details of the claimant's individual property and the order approved by the KPCC. An individual decision is referred to a KPCC cover decision and a special paragraph stating the reasons for such a decision relating to a claim.

KPCC decisions are published on the KPA website.

## **5.7 Implementation of KPCC decisions**

Under the applicable legislation, an efficient implementation of final decisions on claims is achieved through measures that include, but are not limited to the adjudication of properties under KPA administration, eviction, seizure and demolition of illegal structures, auctions and rental agreements. The Implementation Unit of the Executive Secretariat carries out the implementation of the KPCC decisions. Implementation activities include the eviction of illegal occupants, which is carried out by the KPA Enforcement Unit.

### **a. Service of KPCC decisions**

The procedure for the delivery of KPCC decisions as the first step in the implementation process involves the KPA Call Centre contacting the claim parties by telephone to inform them about the issuance of a decision which is available for collection, and arranging an appointment to deliver the decision at the KPA Office or the UNHCR Property Office (where possible) of the claimant's preference. Upon delivery of the decision, the time limit of thirty-days for the submission of an appeal through the Executive Secretariat to the Supreme Court begins to run. In addition, this appointment provides an opportunity to inform the claimant about the implementation process and for the successful claimant to indicate if and how he/she would like the decision to be enforced. During the reporting period, the KPA served 2,174 decisions and 288 decisions were delivered to responding parties or current occupants. 1,492 decisions were delivered to claimants in person and 340 non-collected decisions were notified through publication lists in Regional Offices, while further 54 decisions were delivered through the KPA website.

The Memorandum of Understanding signed with the Non-Governmental Organization "Social Housing and Property Rights in Kosovo" (SHPRK) on 23 December 2014 for cooperation expired during the reporting period

### **b. Service and implementation of judgements of the Supreme Court of Kosovo on appeals against KPCC decisions**

The KPA has received 292 requests for administration of property, 181 claims for repossession and 218 requests for case closure from successful claimants. 393 requests for administration of property were processed and sent to the Property Administration Unit. 177 cases for repossession of property were processed, 226 requests were sent for closure on claimant's request, 1,045 requests dismissed/refused by the Commission decision were processed where no appeal has been received within the given deadline, and also 53 requests were processed for case closure where there was an appeal and by the decision of the Supreme Court it was confirmed the KPCC decision. Claimants submitted 15 requests for claim withdrawal and 4,326 other requests were sent for case closure due

to non-cooperation. The total number of KPCC implemented decisions during the reporting period is 6,235.

Under the applicable legislation, appeals against KPCC decisions are submitted to the Supreme Court through the Executive Secretariat, which is also responsible for the service and implementation of judgements. The procedures and format to be utilised in the submission of appeals have been agreed with the Supreme Court Appeals Panel. The Supreme Court judgments are delivered to KPA and the Executive Secretariat serves the decisions to the parties. The service of Supreme Court judgments and the notification on collection of court fees follows the same procedure as the notification of KPCC decisions as described above. The Supreme Court judgments are final and enforceable and cannot be challenged through ordinary or extraordinary remedies; and become executable fifteen days following notification of the parties.

During the reporting period, the KPA received 159 appeals against KPCC decisions. Of these, 156 fulfilled the appeal criteria and as a result, 221 (including some appeals received in 2014) were consequently forwarded to the Supreme Court. The Supreme Court adjudicated 126 appeals, 104 of which were refused and 22 of which were granted. Of these, 106 Supreme Court judgements were delivered to original claimants, 79 to original respondents and 21 to interested parties.

### **c. Implementation of Housing and Property Claims Commission Decisions**

The KPA is also mandated under the applicable legislation to enforce residential property claims that were pending on 4 March 2006, and to manage the HPD's administrative properties files. In exercising this aspect of its mandate, the KPA is vested with the rights, obligations, responsibilities and powers of the HPD.

In addition, there were a number of claims submitted to the HPD and adjudicated by the HPCC where the successful claimants did not request implementation of decisions at the time and the HPD closed these cases without physical implementation. Consequently, the KPA has received 8 requests for repossession submitted by successful claimants during 2015. Given that the claimants in

all these claims were entitled to an eviction as per the HPCC decision, all these requests were granted. In 3 cases the property was repossessed by claimants and in the remaining 5 cases the procedure is ongoing and the HPCC decision will be enforced in due course.

### **d. Requests from municipal cadastral offices**

The table below presents the number of requests from municipal cadastral offices for verification if property claims have been filed with the KPA/HPD for the related property. The municipal cadastral offices are required to make such requests in terms of new property registrations and pursuant Article 1, Section 3.3.c of Law No. 2003/13 on Amendments to Law No. 2002/5 on the Establishment of the Register of Immovable Property Rights.

No.	Name of Institution	Numri i Kërkesave për regjistrim të Pronës në Kadastër
1	Municipality of Prishtinë/ Priština	713
2	Municipality of Mitrovicë/Mitrovica	56
3	Municipality of Gjilan/Gnjilane	36
4	Municipality of Kamenicë/Kamenica	0
5	Municipality of Pejë/Pec	112
6	Municipality of Obiliq/Obilic	14
7	Municipality of Hanit i Elezit/Elez Han	0
8	Municipality of F. Kosovë/K. Polje	1
9	Municipality of Vushtrri/ Vucitrn	20
10	Municipality of Viti/Vitina	0
11	Municipality of Suhareka/Suva Reka	0
12	Municipality of Dragash/Dragas	1
13	Municipality of Prishtinë/ Priština in relation to the Project of Mr. Alexander Shmidt	414
		Total number of requests for this period - 1,367
		Total number since 2012 4,147

**e. Requests from Kosovo Cadastral Agency**

The table below presents the number of requests from KCA for verification if property claims have been filed with the KPA/HPD for the related property. The KCA is required to make such requests in terms of new property registrations and pursuant Article 1, Section 3.3.c of Law No.2003/13 on Amendments to Law No. 2002/5 on the Establishment of Property Rights Registry.

	Municipality:	Number of received claims:	Number of identified claims:
1	Deçan/Decane	0	0
2	Dragash/Dragaš	0	0
3	Hani i Elezit/Elez Han	0	0
4	Kamenicë/Kamenica	0	0
5	Istog/Istok	0	0
6	Mitrovicë Veri/Mitrovica sever	0	0
7	Mitrovicë Jug/Mitrovica jug	0	0
8	Shtërpçë/Strpca	0	0
9	Novobrd/Novobardo	0	0
10	Kaçanik/Kacanik	0	0
11	Skënderaj/Srbica	0	0
12	Graçanicë/Gracanica	0	0
13	Ferizaj/Urosevac	1,895	33- HPD+2-KPA
14	Gjakova/Gjakovica-City	1,344	21- HPD+2-KPA
15	Gjakova/Gjakovica-Suburb	6565	
		Total number of claims received for the reporting period: - 3,304	Total number of claims identified during this period 54 HPD+4KPA
		Total number since 2012 - 18,715	Number 123 HPD + 10 KPA = 143 claims

**f. Requests received by other institutions**

Requests received from various public and other governmental institutions for verification of claims relating to the privatization of apartments under Article 13 of Law No.04/L-061, for the sale of apartments.



No.	Name of Institution	Number of claims for privatisation of apartments in 2015
1	Kosovo Energy Corporation	16
2	Kosovo Privatization Agency	394
3	Ministry of Internal Affairs	10
4	Ministry of Health	0
5	Ministry of Labour and Social Welfare	1
6	University of Prishtina	10
7	Hydro-Economic Enterprise IBËR-LEPENC	0
8	Regional Water Supply Company "Prishtina"	0
9	Municipality of Mitrovica	6
10	Municipality of Prishtina	8
11	Municipality of Suhareka	1
12	Municipality of Podujeva	14
13	Municipality of Gjiilan	0
14	Municipality of Lipjan	5
15	Municipality of Vushtrri	2
16	Municipality of Prizren	0
17	PTK	1
18	Regional Waste Management Company "PASTRIMI"	0
19	Municipality of Ferizaj	0
20	Office of the Prime Minister	4
21	Municipality of Skenderaj	1
22	Municipality of Fushë Kosove	0
23	Municipality of Klina	0
24	Transmission System and Market Operator Kostt j.s.c	0
25	Municipality of Glogoc	3
26	Kosovo National Institute of Public Health	0
27	Municipality of Dragash	2
28	Kosovo Academy of Sciences and Arts	0
29	Public Housing Enterprise	4
30	Municipality of Hanit i Elezit	0
31	Municipality of Viti	1
32	Municipality of Kaçanik	0
33	Municipality of Peja	0
34	Municipality of Deçan	0
35	Municipality of Istog	0
36	Urban Traffic	0
37	Ministry of Education, Science and Technology	0
38	Ministry of Infrastructure	0
39	INFRAKOS	12
40	Ministry of Culture, Youth and Sports	1
41	CF "PRISHTINA" LTD	1
42	Municipality of Kamenica	0
43	Municipality of Shtime	1
44	Municipality of Gjakova	49
		Total number for this reporting period: 549
		In total since 2012 - 2,777

## g) Requests received by Kosovo Basic Courts

Requests received by the Basic Court of Kosovo for verification, if someone has filed a claim with KPA/HPD for properties subject to proceedings before the respective courts.

No.	Kosovo Courts	Number of requests
1	Basic Court of Prishtina	45
2	Basic Court of Prizren – Suhareka branch	8
3	Basic Court of Mitrovica – Skenderaji branch	8
4	Basic Court of Prishtina – Podujeva branch	0
5	Basic Court of Peja	5
6	Basic Court of Mitrovica	1
7	Basic Court of Gjilan – Vitia branch	57
8	Basic Court of Gjilan – Kamenica branch	0
9	Basic Court of Prizren	4
10	Basic Court of Ferizaj	1
11	Basic Court of Gjakova	1
12	Basic Court of Gjilani	1
13	Basic Court of Prishtin – Lipjani branch	4
		Total number for this reporting period: 142
		Total: 307

## 5.8. Implementation of compensation scheme

As the successor of HPD responsibilities, KPA is responsible for establishing and administering a compensation scheme relating to properties where the HPCC found that discrimination had influenced that the initial property right holders be denied the possibility of buying residential properties in question which subsequently were allocated and purchased by another party.

Section 19 of UNMIK/REG/2006/50 as amended by Law 03/L-079 provides:

"The Kosovo Property Agency shall succeed to the responsibilities of the Housing and Property Directorate under Section 4 of UNMIK Regulation Nr. 2000/60 on the restitution of occupancy rights to socially owned apartments lost as a result of discrimination. It shall implement its provisions in

accordance with criteria and procedures adopted by the Kosovo Property Agency for the calculation of the amounts referred to in Section 4 of UNMIK Regulation No. 2000/60".

The KPA Supervisory Board has adopted criteria and procedures at its meeting held on 13 July, 2011, and the subsequent work was done on the stipulation of exact cost of the scheme and how the scheme would be funded. In addition, the Ministry of Finance has established a Trust Fund for the scheme. KPA has sent a letter to all donors to send proposals for funding the scheme. However, no positive answers were received as such, and the issue was addressed to the Government of Kosovo to seek the necessary funds for the implementation of the scheme. Several meetings were held and further consultations were planned in order to progress the matter.

## 5.9. Claim closure

Following the implementation of an adjudicated claim, the claim will be closed by the Claim Closure Unit. The objectives of the closure phase is to ensure that the KPA mechanism has been followed up in all stages of the process, particularly, with respect to time-lines and due process and any mistakes found can be addressed appropriately. Furthermore, a claim is closed following an assessment that all rules and procedures stipulated by the applicable legislation and Standard Operational Procedures have been complied with.

During 2015, 6,452 claims were closed:

*3,192 claims from the category "Non-cooperation – claimants informed on decisions";*  
*1,234 claims closed as they were dismissed by KPCC";*  
*691 claims closed as they were refused by KPCC";*  
*577 implemented claims by taking properties under administration;*  
*319 claim from category "Non cooperation – Claimant did not pick up final decision"*  
*198 claims implemented by closure without implementation;*  
*90 claims implemented by denying request for administration;*  
*66 claims as they were withdrawn by claimant;*  
*46 claims implemented by repossession without eviction;*  
*33 claims implemented by repossession with eviction;*  
*and*

*6 claims closed as they were dismissed by Executive Secretariat.*

## **5.10 Mediation**

Under the Section 15 of UNMIK/REG/2006/50 on the Resolution of Claims Relating to Private Immovable Property including Agricultural and Commercial Property as amended by Law No. 03/L-079 amending UNMIK/REG/2006/50 on the Resolution of Claims Relating to Private Immovable Property including Agricultural and Commercial Property, and in order to implement KPCC decisions finding an amicable solution, the KPA has started to mediate between property rights holders and those who either have acquired land on trust and built on it, or have purchased property built on land on which the builder had no right of ownership.

Based on applicable laws and regulations, the KPA has created a legal framework regulating the mediation, "The Internal Mediation Procedure", which has been in force since 17 October 2013 and is being applied by the KPA mediators. During 2015 the KPA has identified and proceeded with mediation in 32 cases. For some of such cases the KPCC has recommended this process, while other cases about mediation were decided by the Executive Secretariat.

31 mediators are from the Agency and all have undergone training for mediators supported by the British Government. Based on the applicable legal framework, two mediators were assigned to one case, one from the area where the property is located and one from the Regional Office that is closest to the claimant's residence. Currently, Pristina, Peja, Prizren and Gjilan KPA Regional Offices have been included.

## **5.11 Administration of property, voluntary rental scheme and eviction activities**

### **a) Administration of property**

UNMIK Regulations 1999/23 and 2000/60 authorized the HPD to place property under its temporary administration. In March 2006, the KPA in assuming responsibility for HPD operations took over responsibility for administering properties

already under HPD administration, and for the ongoing implementation of the scheme.

Section 23.1 of Annex I of the applicable legislation authorizes the KPA to administer properties in any of the following circumstances:

By agreement of the parties in settlement of a claim registered with the KPA;

On the request of a claimant, following a final decision confirming the property right of the claimant; Where no request has been submitted for administration of the property, following implementation of a decision of the Commission, and the eviction of the current occupant, if the property right holder fails to repossess the property on being notified of the execution of the eviction.

The KPA Property Administration Unit undertakes the duties and functions related to the administration of properties.

During the reporting period 260 new properties were taken under the voluntary rental scheme, of which 212 were agricultural properties, 10 were commercial properties and 38 were residential properties. Also, 188 requests for administration were denied due to the exception of certain properties such as forests, which cannot be taken under administration. At the time of reporting there were 13,026 properties under KPA's administration, although, in 369 cases, the property right holders/owners submitted requests for termination of property administration.

As part of its mandate inherited by the HPD, the Executive Secretariat administers abandoned residential properties. During the reporting period, the KPA handed over 9 properties, which were taken "ex officio" under administration. 305 properties remain under administration and the KPA continued with the implementation strategy in April 2009 in order to identify the property right holders and to provide them with the opportunity to take control over their property.

### **b) Voluntary Rental Scheme**

Section 1.1(b) of UNMIK Regulation 1999/23 provides that the rental scheme is implemented for properties under administration whereby rental money received from the property would be

lodged in a separate account on trust for the rightful owner. Proposals for such a scheme were made throughout HPD's existence, but due to the politically sensitive nature of this matter, the KPA was granted the necessary political approval in August 2006, and the scheme became operational in October 2006.

The voluntary rental scheme provides a minimum income source from the property for the property right holders/owners who otherwise may decide to sell their property.

Upon a favourable assessment of conditions and suitability of the property for inclusion in the voluntary rental scheme as well as consent from the property right holder/owner of the property, the KPA attempts to rent the property through a rental agreement with a third party. If the premises are not rented then no rental payment will accrue, but should a third party agree to rent the property, the KPA collects the rent on a monthly basis for residential and commercial properties while for agricultural on a yearly basis and remits this to the property right holder less a 5% administration fee. In cases where the rent is not paid the KPA can and will evict the occupant. The KPA also takes a deposit for residential and commercial properties from the tenant to cover potential unpaid rent or damage to the property, if the tenant should be held responsible for such damage. The remaining portion of the deposit is returned to the tenant when the agreement ends and after the property is inspected.

At the time of reporting, 1,159 tenants have signed a rental agreement, out of which 297 are for agricultural properties, 6 are for commercial properties and 859 are for residential properties.

During the reporting period, 1,450 properties were included in the voluntary rental scheme, of which 351 were agricultural properties, 7 commercial properties and 1,092 residential properties. By the end of the reporting period, 4,639 properties were included in the rental voluntary scheme. Of the total number of properties under KPA administration, 8,653 properties have been identified as unsuitable for inclusion in the scheme due to their location or due to poor conditions.

During the reporting period, the amount of €543,638.83 was collected from rent; €432,676.98 were transferred to identified property right holders; €44,499.28 were held as deposit for unidentified owners and €19,634.65 were held as security deposits. The amount of €21,634.65 is reserved for administrative costs of implementing the scheme.

A resident, who does not agree to pay the rent or does not pay the rent any more, has 30 days to leave the property. The KPA executes an eviction once the limit of 30 days has expired, if the resident has not voluntarily vacated the property. After the release of the property, it can be rented to another tenant. When the property is not damaged, the evicted tenants receive their deposit back.

### **c) *Enforcement Activities***

On 28 January 2015, a revised version of the Memorandum of Understanding with the Kosovo Police in relation to support to KPA evictions was signed.

During 2014, the Enforcement Unit scheduled 2,532 evictions. From these, 945 physical evictions were undertaken by the Enforcement Unit with the Kosovo Police support; 114 were for repossession, 625 for illegal occupation, 126 for non payment of rent, 80 for refusal to enter a rental agreement. 1,0115 evictions were cancelled due to the payment of the due rent after the Regional Offices issued the final warning as part of the initial eviction. For reasons other than payment, the KPA cancelled 361 evictions. At the end of the year, the Enforcement Unit has had 336 pending evictions to be planned with the support the Kosovo Police..

Eviction process supported by the Kosovo Police in North Mitrovica resumed in September 2009. However, it was interrupted after an incident occurred in January 2010. To ensure continuity of operations in the north of Mitrovica, the KPA decided to proceed with evictions without the support of police, as these were less difficult cases, since most cases were finished through dialogue. However, this was not a sustainable situation. Some evictions in North Mitrovica were carried out during the first half of 2011 in the most serious cases with the EULEX support. The eviction process previously was significantly hampered



due to the political situation and tension in the local population. As a result, from August 2011 to March 2014 no evictions were executed. Evictions in North Mitrovica resumed in March 2014 after long negotiations with the Kosovo Police.

From March 2014 to the end of 2015 a total of 10 evictions were executed in the north.

The total number of pending evictions including those supported by the Kosovo Police at the end December 2015 totalled 835 and is broken down as follows:

*Mitrovica South: 140 pending evictions - 7 for repossession, 13 for illegal occupation, 90 for non-payment of rent and 30 for refusal to enter a rental agreement.*

*Mitrovica North: 242 pending evictions - 16 for repossession, 3 for illegal occupation, 115 for non-payment of rent and 108 for refusal to enter a rental agreement.*

*Peja: 316 pending evictions - 22 for repossession, 185 for illegal occupation, 75 for non-payment of rent and 34 for refusal to enter a rental agreement.*

*Prishtina: 84 pending evictions - 14 for repossession, 58 for illegal occupation, 11 for non-payment of rent and 1 for refusal to enter a rental agreement.*

*Prizren: 41 pending evictions - 11 for repossession, 13 for illegal occupation, 10 for non-payment of rent and 7 for refusal to enter a rental agreement.*

*Gjilan: 12 pending evictions - 4 for repossession, 0 for illegal occupation, 8 for non-payment of rent and 0 for refusal to enter a rental agreement.*

Based on the totals given above, it can be seen that the Mitrovica Region is the region which is least compliant with Article 1 of Protocol 1 of the European Convention on the Protection of Human Rights and Fundamental Freedoms. The support of all parties including the public is needed to address this issue. The KPA has addressed this issue with several international organisations as the ideal resolution of the issue in the view of the KPA would be that all persons who are illegally occupying a property regulate their occupation and pay the required rent, as this will provide property

right holders incomes in lieu of possession of their property; also assuring occupants that they will not be evicted from properties without due consideration of terms of the rental agreement as well as allowing the KPA to focus on those cases where an eviction is inevitable due to the property right holders having requested repossession of their property.

#### **d) Serial Reoccupation Cases**

As mentioned above, the KPA undertakes a number of different types of eviction.

In cases where a claimant requests repossession of property, the KPA undertakes an eviction at a time agreed with a successful claimant and, additionally, requests that the claimant or a representative of the claimant attend the eviction. In cases where a claimant or his /her representative do not attend, they are given 3 days to inform the KPA with appropriate evidence that the property has been re-occupied. In these cases, the KPA takes the property under its administration and carries out a second eviction at a time agreed with the successful claimant so that the claimant or his/her representative may attend. In the event of a second eviction, KPA closes the case and any further re-occupation of the property is a matter for the claimant to address to the local authorities.

In cases where the property is under the KPA administration whether included or not in the voluntary rental scheme, the KPA undertakes evictions when the property is illegally occupied, when an occupant is provided with a rental package and refuses to pay the rent, and in cases where a person has stopped paying the rent. It has been noted that in many cases the same person/family who is evicted from the property, immediately re-occupies the property. In many cases, the number of re-occupations and evictions has exceeded the number of ten times regarding the same person and property. The illegal occupation of immovable property and the breakage of the official seal are criminal offences under the Kosovo Criminal Code and the KPA submits such cases to court when these occur and has requested EULEX support in pushing these cases through the prosecutors and the courts. However, this has not been as effective as expected and has not had the required deterrent effect. In order to address this issue, an agreement



was reached on 23 August 2012 with the Kosovo Police and the Prosecutors in order to have these serial re-occupants arrested and severely dealt with through the courts in line with the Kosovo Criminal Code. It is hoped that the arrest and detention of these criminals will produce the desired effect of preventing serial reoccupation cases, which entail unnecessary waste of KPA and Kosovo Police resources to carry out more than one eviction over the same property with the same illegal occupant.

During 2015, 14 re-occupation cases were initiated with the relevant prosecutors' offices. None of these cases was decided by the relevant basic courts and all these cases are pending with prosecutors' offices or basic courts. This brings the total number of re-occupation cases initiated with the relevant prosecutors' offices to 369 from which 180 cases have been decided by the relevant municipal/basic courts and 189 cases are pending with prosecutors' offices or basic courts.

Following the implementation of the 23 August 2012 agreement, the KPA requested the arrest of 2 persons for illegal occupation, who were not present on the day of evictions.

## ***5.12 Outreach activities and dissemination of information to public***

### ***a) Transparency and outreach***

During the reporting period, the KPA undertook several initiatives to make itself more accessible to the parties to the claims, NGOs, national and international organizations and public.

The KPA also maintained the services of its Call Centre and a dedicated information telephone line and email (mailbox@kpaonline.org) so that the parties could be informed promptly on the up-to-date status of claims and provided with information on the KPA process and procedures.

The Agency maintained the website [www.kpaonline.org](http://www.kpaonline.org) for KPA claims to ensure the provision of a wide range of information and statistics on its activities, namely claim intake, adjudication before the KPCC, the delivery and implementation of

KPCC decisions, the management of its administrative properties portfolio and the rental scheme.

Throughout the year, the KPA maintained a media presence. Representatives from the KPA participated in newspaper, radio and television interviews on property related issues. The KPA also provides the media and the public with regular and up-to-date information and statistics on its activities and policies through its Information Unit.

The KPA has appointed a responsible officer for the receipt and record of requests for access to official documents and provides access to all interested parties in accordance with the applicable law.

### ***b) Interagency Cooperation***

In an effort to ensure the provision of information to national and international institutions, the KPA met regularly with other actors in the property rights field in order to increase awareness of its work and its relevance to peace building, economic development and rule of law. This included among others UNHCR, OSCE and various NGOs. It also met regularly with officials from the Assembly and the Government of Kosovo. In addition, officials from KPA regularly attended and participated in meetings, workshops and seminars in and outside of Kosovo, which were hosted by organisations and NGOs involved in issues relevant to property rights and the returns process.

## CHALLENGES OF THE INSTITUTION/RECOMMENDATIONS

### 6.1 Challenges from last year

During 2015, the KPA faced a number of challenges, which we tried to list below, as processes that are considered key issues that directly affect the work of the KPA. These processes are essential to the sustainability of the KPA and its progress.

#### a) *Failure to appoint key positions*

Despite successfully achieving the adjudication of all submitted claims, the challenges of the Agency are not small in the last phase of completion of the mandate. A challenge that is affecting the work of the KPA is the failure to appoint the two local Board members and the senior management, including the Director and Deputy Director of the Agency, which directly and indirectly has affected and can affect the completion of the mandate on time.

#### b) *Financial sustainability*

In relation to the financial sustainability, as so far the KPA has been supported financially by the Kosovo budget as well as by a number of organizations and international partners; during the reporting period the KPA has been challenged by financial instability especially in the international donations part.

One of the greatest challenges that KPA is facing refers to retaining qualified staff. The KPA is recognized as having some of the most eminent property experts in Kosovo in terms of legal and technical geodesic expertise. Due to the financial instability, the KPA is struggling to motivate and retain expertise, vital for the proper wrapping-up of the impending implementation phase. This present situation may impact production and quality of output. It has, moreover, already caused the resignation of some of the most experienced KPA staff members. Therefore, it is expected that the trend of resignation of qualified staff will continue, if donor funding for staff position will end. This could hamper the work of KPA and could cause delays at the expected outcomes.

The Agency needs to provide competitive salaries to retain qualified staff which will enable it to achieve the expected output, finalize successfully its mandate and enhance a smooth transition into the new mandate of the Kosovo Property Comparison and Verification Agency (KPCVA) in which mandate they are also expected to play a significant role. In addition, the Agency faces other obstacles when recruiting professional staff for vacant positions. Firstly, the KPA foresees difficulties in recruiting new adequate staff, if donor funding is not secured due to non competitive salaries. Secondly, the recruitment of new staff will inevitably have an essential impact on the finalization of the current tasks due to the required time for the training of the new staff. Therefore, it is in the benefit of the Agency to retain as much of the existing qualified staff as possible.

#### c) *Evictions in North Kosovo*

The eviction process in the Northern part of Mitrovica previously was significantly hampered due to the political situation and the continuing tensions of the local population. As a result, from August 2011 to March 2014 no evictions were executed. Evictions in North Mitrovica resumed in March 2014 after long negotiations with the Kosovo Police. Since then, several evictions were executed with the support of the Kosovo Police. On this basis, we can say that the KPA has made progress in overcoming this challenge to the realization of evictions in this part of Kosovo, and even though in the initial stage, there are great expectations that this process could affect the stability and respect of property rights in this part.

#### d) *Failure to adopt the draft Law on Kosovo Property Comparison and Verification Agency*

In 2014 and 2015, the initial draft law on the KPCVA, as the successor of the KPA, was elaborated by the government, and after amendments it is still pending for approval in the Assembly. The adoption of this law would pave the way for the transition of the KPA and its pending duties into the

new KPCVA<sup>2</sup>. It would, furthermore, help to restore and harmonize cadastral records in Kosovo, whilst building upon the substantial capacity, knowledge and expertise of the KPA/KPCC.

The fact that the draft law on the KPCVA has still not passed all legislative hurdles creates uncertainty and has discouraged the Agency's staff and caused the loss of essential staff, while making it difficult to prepare a reliable business plan, financial and transitional/exit strategy.

#### **e). Serial Reoccupation Cases**

The Agency will, furthermore, face challenges regarding serial re-occupations of properties. A major obstacle for restoring property rights to displaced persons in general is finding a durable solution on the ground. In cases of illegal re-occupations, the KPA has the authority to perform second evictions. However, since the mandate of the KPA does not explicitly provide an alternative dispute resolution or mediation prior to adjudication, the possibilities of the KPA to find a sustainable solution are limited. Nonetheless, the KPA is undertaking mediation in cases where the occupants have built structures on the claimed properties in order to find amicable and sustainable solutions during the implementation phase.

Simultaneously, the KPA has also sought further cooperation of the Kosovo Police and the Prosecutor's Office in order to increase the number of criminal proceedings of serial re-occupants as an issue that requires quicker action of law enforcement agencies, prosecution or the courts. In this regard, the agreement has been reached, pending for a decision from relevant institutions.

#### **f) Failure to implement the Compensation Scheme**

The KPA succeeded to the pending duties of its predecessor, the Housing and Property Directorate (HPD). However, under the current financial shape, the Agency will not be able to cover expenses relating to the implementation of 143 decisions issued under Article 4 of UNMIK regulation 2000/60 relating to the HPD compensation scheme.

The amount necessary to effectuate the according compensation payment adds up to a total of 3.2 million Euros. Since the KPA has no financial capacities, it has therefore sent a letter to all donors offering them a proposal to fund the scheme. The issue was also addressed to the Government of Kosovo in order to seek necessary funds for the implementation of the scheme during 2015. Several meetings have been held and further consultation is planned in order to progress the issue.

Despite its best efforts, the KPA has not been able to provide these funds. Without providing these funds such decisions cannot be implemented and also this responsibility inherited from HPD will not be able to be completed. At the same time it increases the likelihood of it to remain a burden of the new mandate or a legal solution would have to be found that this responsibility be transferred to another institution.

The Constitutional Court of Kosovo has, up to now, issued three judgments<sup>3</sup> concluding that the non-execution of HPCC decision in terms of compensation is contrary to the principle of the rule of law and constitutes a violation of fundamental human rights guaranteed by the Constitution of the Republic of Kosovo.

### **6.2 Operational Goals in 2016 and Performance Indicators**

The estimated overall results and expected outcome during 2016 foresee that the KPA has adjudicated and implemented as many of the currently pending cases and tasks within its current mandate. This will require the completion of the following necessary actions:

1. Deliver as many of the 4,319 remaining decisions to be delivered to the parties;

#### *Performance indicator*

*The performance will be measured by contacting parties and delivering the decisions on monthly bases.*

2. Process as many of the 4,860 individual decisions pending for implementation;

2 Cadastral Agreement of 02 September 2011

3 Case references KI144/14, KI156/14 and KI187/13

*Performance indicator*

*The performance will be measured against the number of requests that are processed and sent to the relevant unit within one month of being received against those that take longer than one month to process. During period of 2016 the implementation process will be prioritized.*

3. *Review and, if necessary, adjudicate as many of the remaining potential 2,289 corrections in individual decisions. In addition the corrected decisions will, subsequently, also need to be delivered to the parties and the Kosovo Cadaster Agency will need to be informed accordingly;*

*Performance indicator*

*The performance will be measured against the number of reprocessed and corrected KPCC decisions identified with processing or textual errors and deliver the corrected decisions to the parties and KCA within the optimal time-frame.*

4. *Claimants and respondents must be informed of decisions taken by the adjudicators and to have the opportunity to appeal. This relates to no less than the 4,319 individual decisions which are pending delivery and could potentially be appealed; Translate the received appeals and documents for the Appeals Panel at the Supreme Court and receive, translate and deliver the orders from the Appeals Panel to the parties;*

*Performance indicator*

*The performance will be measured against the number of appeals and orders received and processed to the Supreme Court or to the parties respectively and number of translated and forwarded appeals and orders to the Supreme Court.*

5. *Review and re-process the individual decisions that might be quashed by the Appeals Panel. Based on practice and previous experience, approximately 3% of adjudicated claims are expected to be returned and reprocessed;*

*Performance Indicator*

*The performance will be measured against the number of reviewed and re-processed of*

*returned cases that will be quashed by the Appeals Panel.*

6. *Should the property right holders wish to repossess their properties once the decision becomes binding (and not to place the property under the KPA administration), the KPA has to facilitate the transfer and remove according to occupants, if necessary;*

*Performance Indicator*

*The performance will be measured against the number of repossession of the properties by the parties based on their requests.*

7. *There are 13,026 properties under the KPA administration, which need to be administered and inspected regularly, moreover, should the property right holders decide to repossess, the KPA has to facilitate the transfer;*

*Performance indicator*

*The performance will be measured against administration, number of inspections and repossession of properties based on requests made by property right holders.*

8. *The KPA rental scheme must be managed and out of the currently 3,299 rentable properties under KPA administration the total number of about 1,200 rented properties is expected to be achieved; Additionally, the KPA needs to review and, if necessary, enforce the monthly rental payments of the 1,159 properties currently rented;*

*Performance indicator*

*The performance will be measured against the number of rented properties, the number of the repossession requests and monthly rental payments.*

9. *Review possible errors or omissions, address necessary corrections of individual decisions to relevant Units and close as many of the 12,510 implemented claims referred for closure. Additionally, there are closed cases that have an option of being re-opened for implementation as per claimant's request, in which case they will be referred again for review and closure.*



*Performance indicator*

*The performance will be measured against the number of processed and closed, re-opened and re-closed cases on monthly bases.*

10. Evict illegal occupants of relevant properties through the KPA executive powers;

*Performance indicator*

*The performance will be measured against the number of executed evictions on monthly bases.*

11. Administration and, if necessary, termination of the administration of currently 305 unfinished buildings which were taken ex-officio under administration by the KPA;

*Performance indicator*

*The performance will be measured against the number of buildings that are returned to the responsibility of the relevant authority.*

12. The KPA is also obliged to inform relevant institutions upon their request based on Law 04/L-61 on Sale of Apartments, when there is a tenure right; Furthermore, based on the Law on Amending and Supplementing the Law No.2002/15 on the Establishment of the Immovable Property, the KPA is obliged to provide relevant information to the according institutions upon request;

*Performance indicator*

*The performance will be measured against the number of processed requests submitted by relevant institutions.*

13. Continue the implementation of not implemented HPCC decisions; in claims which are closed based on the claimant's non-cooperation, there is a possibility for claimants to request re-opening of the claim by requesting repossession or closure of such claims. This relates to 1,858 claims closed based on non-cooperation and could require additional implementation as per claimants requests;

*Performance indicator*

*The performance will be measured against the number of processed requests submitted by property right holders or claimants.*

14. Cooperate with the Basic Courts in order to avoid parallel decisions claims by regularly reporting to the Basic Courts about claims adjudicated by the KPCC and HPCC upon their request;

*Performance indicator*

*The performance will be measured against the number of processed reports to Basic Courts upon their request.*

15. Send criminal charges to the Prosecutor's Office, if necessary, and attend sessions at the Basic Courts;

*Performance indicator*

*The performance will be measured against the number of cases sent to prosecutor office and attended sessions.*

16. Continue informing relevant institutions about properties subject of KPA claims regarding previous expropriations (upon receiving the expropriation decision) as well as informing claimants regarding expropriation of properties subject to their claim within KPA;

*Performance indicator*

*The performance will be measured against the number of decisions on expropriation notified to the relevant institutions and claimants.*

17. Continue the mediation process of 35 ongoing cases including new expected cases;

*Performance indicator*

*The performance will be measured against continuation of mediation of 35 ongoing cases, mediation of new cases and the number of identified cases which contain illegal structures.*

18. Negotiate, update and conclude the Memorandums of Understanding with the Kosovo Police regarding the KPA enforcement operations and with the UNHCR regarding the KPA operations in Serbia;

*Performance Indicator*

*The performance will be measured against MoU that will be updated between KPA, Kosovo*



vo Police and UNHCR which are expected to happen during 2016.

19. *Preparation of the KPA Exit and Transition Strategy; Develop and prepare the strategy, legal framework, and procedures for the imminent transformation of the current organization and mandate into the new KPCVA.*

*Performance Indicator*

*Depending by the approval of the law on KPCVA by Kosovo assembly, the performance will be measure by preparation of the KPA Exit and Transition Strategy, legal framework and procedure for transformation into the new mandate.*

## FUNDING AND BUDGET

7.1 *Funding*

The KPA budget and finance issues are the responsibility of the KPA Finance Unit. Although, the KPA is mandated to fulfil one of the core rules of law functions in Kosovo, the institution is, however, required to obtain a significant portion of its funding from donor contributions in contrast to other governmental activities, which receive appropriate levels of core funding.

The 2016 Kosovo budget was adopted on 29 December 2015 by decree of President Nr. DL-037-2015.

During the preparation of the 2015 budget, the KPA addressed to the Ministry of Finance the issue of the difference between the KPA budget request and budgetary ceilings proposed in the 2015 budget circulars, with a proper justification in order to try and provide the funds needed to cover a shortfall in goods and services in the amount of €298.289 and utilities in the amount of €31.175 which would happen if the budget draft law would be approved without amendments. The request to cover the shortfall in goods and services, and utilities was rejected, it was not covered.

The KPA also submitted a request for additional budget to implement decisions on the compensation scheme<sup>4</sup>. The request for extra budget for the implementation of the decisions from the compensation scheme was also rejected.

€1,970,477 has been allocated to the KPA from the Kosovo Budget for 2015.

Through the process of mid-year budget review for 2015, the KPA requested an additional amount of €169.471. The KPA reviewed its spending status and additional funding needs for the rest of 2015. Additional €169,471 is needed to cover the KCB basic salaries of the KPA staff, goods and services and utilities. Further, the request for additional

funds included an amount of €3,200,000 for the implementation of decisions from the compensation scheme.

Own Source Revenues (OSR) collected in 2015 in the amount of €21,170.70 has not been allocated to KPA through the 2015 Budget Law.

During the reporting period, contributions were received from the following donors:

**The Government of UK**, through the contribution agreement signed in December 2014, agreed to support the KPA with £8,700, which is equivalent to €11.658 for the period from January to March 2015. Through the extension of this agreement, additional funds for the KPA emergency needs in the amount of £7,600, that is equal to €10,592.98 was received in March 2015.

The Norwegian Government, through the contribution agreement signed in December 2014, agreed to support the KPA with €152,840.73 for the period up to February 2015. The instalment of €152,840.73 was received in December 2014.

The Government of the United Kingdom, responding to the KPA emergency needs regarding the extension of contracts for international staff engaged in the KPA Enforcement Unit, through a contribution agreement, signed in March 2015 agreed to support the KPA with £27.310, that is equivalent to €38,561, for the period from April to December 2015.

In addition, taking into account the financial situation of the KPA and the lack of donations in 2015, the Government of the United Kingdom through a contribution agreement signed in September 2015, agreed to support the KPA with £210.342 that is equivalent to approximately €289.210. Under the agreement, the KPA partial funding request was approved and this funding covered the period from September 2015 to March 2016.

<sup>4</sup> The compensation scheme for the implementation of issued decisions under Section 4 of UNMIK/REG/2000/60 regulating specific cases of the restitution of occupancy rights over the socially owned apartments lost as a result of discrimination.

## 7.2 Budget Implementation

Enclosed as Annex C of the report is the KPA budget requested for 2015, allocated as funding from Donors and Kosovo Budget, while is presented below as a total:

Wages and Salaries:	2,507,609
Goods and Services*:	974,796
Utilities:	123,508
Capital Investments:	94,000
UNV's	50,220
<b>Total:</b>	<b>3,750,133</b>

*(\*All local staff salaries outside Kosovo are paid from this economic category)*

Taking into consideration the revised needs of the KPA and the lack of donor funds in 2015, enclosed as Annex D is the revised 2015 KPA budget with the following revised allocations:

Wages and Salaries:	1,388,484
Goods and Services*:	537,663
Utilities:	89,933
Capital Investments:	0
UNV's	47,343
<b>Total:</b>	<b>2,063,422</b>

*(\*All local staff salaries outside Kosovo are paid from this economic category)*

Enclosed, as Annex E is the KPA 2015 budget overview, which reflects how the budget was spent. In summary, the total KCB appropriations for 2015 were €1,768,609 of which €1,713,712 was spent. The remaining appropriations amounting to €54,897 that could not be spent in 2015 is due to the difference between the planned amounts and the actual amounts spent.

The amount of donations was €294.814 of which €289.499 were spent. The remaining amount of €5,314.60 was transferred to 2016.

The percentage of expenditure from funds allocated from the KCB budget to the KPA budget for 2015 was 96.89%. Regarding the donor funds, the percentage of expenditures was 98.20%.

## ADDRESSING THE COMMENTS OF THE OFFICE OF AUDITOR GENERAL

During 2015, the Office of the Auditor General (OAG) conducted an audit of the KPA financial statements for 2014. According to the OAG's opinion, the KPA financial statements for 2014 present a true and fair view in all material aspects (Unmodified Opinion<sup>5</sup>).

For areas such as financial statements, revenues, wages and salaries, spending not through procurement, subsidies and transfers, assets and liabilities, debt handling and internal audit system, OAG raised no issues and no recommendations.

Despite the progress achieved by the KPA in designing a good system of internal control and financial management, the OAG has noted several areas in which additional controls are needed.

The Office of the Auditor General recommended the KPA management that additional control is need-

ed, and the Executive Director shall ensure that the action plan clearly sets out timelines and responsible staff for addressing the AG recommendations and the implementation of the plan to be reviewed by management on a timely basis; further ensure that budget preparation is preceded by detailed analysis that reflect all relevant information and their categorization should be reviewed; the Executive Director shall ensure that the evaluation committees are making an objective evaluation of bids in respect of all the criteria set; the Executive Director shall ensure that controls are strengthened in the process of execution of payments and comply with the steps set by Treasury rules.

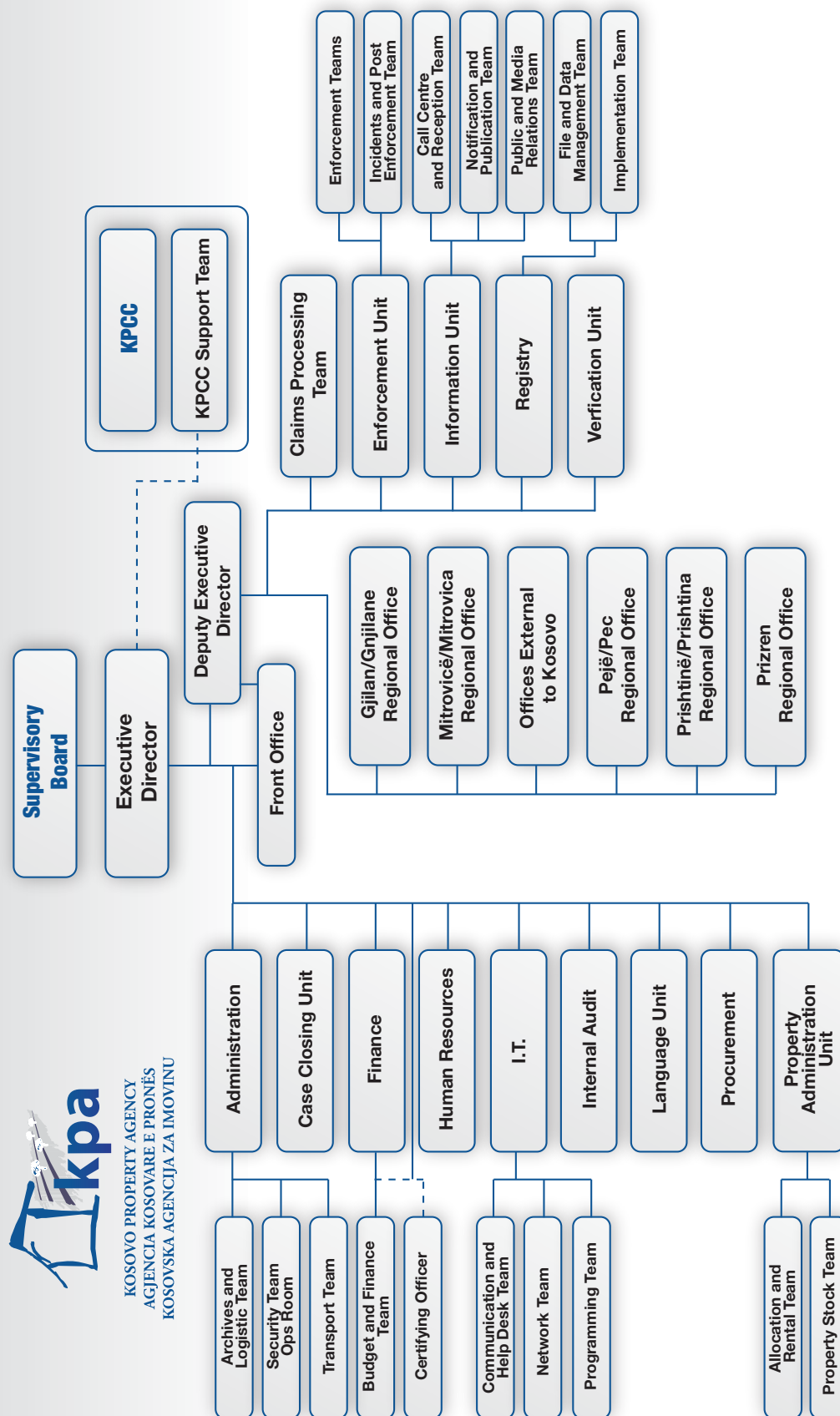
The Kosovo Property Agency has prepared an action plan to address the recommendations, and by the end of 2015, it has fully addressed the recommendations of the Auditor General.

<sup>5</sup> The term "unmodified opinion" is equivalent to the term "unqualified opinion" used in previous versions of the Annual Audit Report. The new terminology is in accordance with new INTOSAI standards (ISSAI 200).

## ANNEXES

## ANNEX A - ORGANIZATIONAL STRUCTURE

## KPA ORGANISATIONAL STRUCTURE





## ANNEX B - MAIN STATISTICS ON CLAIMS ADJUDICATION AND RE-ADJUDICATION AS OF DECEMBER 2015

Total adjudicated			42,055		
Total overturned			18,738		
Total adjudicated without overturned decisions			23,523		
Re-adjudicated decisions			18,532		
		Total	41,849		

### STATISTICS ON ADJUDICATION OF CLAIMS UP TO 31 DECEMBER 2015

2007-2014	KPCC Session	Referred claims to KPCC	Adjudicated claims	Claims referred back to Secretariat	
				No.	% referred
Jun-07	1st Session	955	498	457	48
Aug-07	2nd Session	1179	487	692	59
Oct-07	3rd Session	544	528	16	2.9
Dec-07	4th Session	1863	1833	30	1.6
Feb-08	5th Session	2415	2403	12	0.5
Apr-08	6th Session	2617	2586	31	1.18
Jun-08	7th Session	2880	2850	30	0.87
Aug-08	8th Session	3050	2920	130	4.26
Oct-08	9th Session	2622	2594	28	1.07
Dec-08	10th Session	2190	2140	50	2.34
Apr-09	11th Session	512	504	8	1.5
Jun-09	12th Session	2520	2474	46	1
Aug-09	13th Session	1094	859	235	21.4
Dec-09	14th Session	619	583	36	0.58
Feb-10	15th Session	1183	1094	89	0.92
Apr-10	16th Session	528	521	7	0.98
Jun-10	17th Session	611	597	14	0.97
Aug-10	18th Session	1007	974	33	0.98
Oct-10	19th Session	339	324	15	4.6
Dec-10	20th Session	174	171	3	1.75
Feb-11	21st Session	697	665	32	4.8
May-11	22nd Session	406	404	2	0.5
Jun-11	23rd Session	645	636	9	1.4
Sep-11	24th Session	911	875	36	4.1
Oct-11	25th Session	820	816	4	0.4
Dec-11	26th Session	632	619	13	1.9
Feb-12	27th Session	1005	925	55	0.6
Apr-12	28th Session	849	600	2	0.04
Jun-12	29th Session	845	1022	13	0.01
Sep-12	30th Session	1189	1161	20	0.01
Oct-12	31st Session	735	734	8	0.01
Dec-12	32nd Session	625	615	4	0.003
Feb-13	33rd Session	693	692	4	0.005
Apr-13	34th Session	661	660	1	0.001
Jun-13	35th Session	492	492	1	0.002
Aug-13	36th Session	811	794	17	0.02
Nov-13	37th Session	1058	1044	15	0.01

<b>Mar-14</b>	<b>38th Session</b>	<b>929</b>	<b>924</b>	<b>5</b>	<b>0.005</b>
<b>Apr-14</b>	<b>39th Session</b>	<b>503</b>	<b>501</b>	<b>4</b>	<b>0.01</b>
<b>Jun-14</b>	<b>40th Session</b>	<b>305</b>	<b>295</b>	<b>10</b>	<b>0.01</b>
<b>Aug-14</b>	<b>41st Session</b>	<b>296</b>	<b>287</b>	<b>9</b>	<b>0.02</b>
<b>Oct-14</b>	<b>42nd Session</b>	<b>193</b>	<b>183</b>	<b>10</b>	<b>0.1</b>
<b>Dec-14</b>	<b>43rd Session</b>	<b>155</b>	<b>171</b>		
<b>Total adjudicated</b>		<b>44,405</b>	<b>42,077</b>	<b>2,236</b>	
<b>Overtured</b>			<b>18,559</b>		
<b>Total</b>			<b>23,518</b>		

## ANNEX C - KPA BUDGET FOR 2015

KPA - 2014 Donors Budget 2015	yearly costs	committed	additional needs
<b>Total:</b>	<b>1,197,422</b>	<b>294,815</b>	<b>902,607</b>
<b>Wages and Salaries</b>	<b>1,010,469</b>	<b>201,083</b>	<b>820,376</b>
Local staff salaries	1,010,469	201,083	809,386
<b>Goods and Services</b>	<b>136,733</b>	<b>46,389</b>	<b>158,446</b>
Local Staff salaries outside Kosovo	48,306	26,166	22,140
Health insurance	69,077	7,381	61,696
Office rents	7,920	3,930	3,990
Petty cash	5,814	5,306	508
Other	5,616	3,606	2,010
Other ( ext. audit/exch.rate fluctuations)	0	0	0
<b>Transfer to UNDP</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>UNV's</b>	<b>50,220</b>	<b>47,343</b>	<b>2,877</b>

Note:

There has not been continuous funding to the KPA from donors in 2015

KPA - 2015 Kosovo Budget	Yearly costs	Committed	Additional needs
<b>total:</b>	<b>2,552,711</b>	<b>1,970,477</b>	<b>582,234</b>
<b>Wages and Salaries</b>	<b>1,497,140</b>	<b>1,328,370</b>	<b>168,770</b>
Goods and Services	838,063	539,774	298,289
Utilities	123,508	92,333	31,175
Capital Investments	94,000	10,000	84,000

KPA – 2015 Total Budget	Yearly costs	Committed	Additional needs
<b>Total Donors and KCB</b>	<b>3,750,133</b>	<b>2,265,292</b>	<b>1,484,841</b>

## ANNEX D – KPA REVISED BUDGET FOR 2015

KPA – 2015 Donors Budget	Monthly costs	Yearly Costs	Revised Budget	Committed	Additional needs
	a	b=a*12	c	d	e=c- d
<b>Total:</b>	<b>99,785</b>	<b>1,197,422</b>	<b>294,814</b>	<b>294,814</b>	<b>0</b>
<b>Wages and Salaries</b>	<b>84,206</b>	<b>1,010,469</b>	<b>201,083</b>	<b>201,083</b>	<b>0</b>
Local staff salaries	84,206	1,010,469	201,083	201,083	0
<b>Goods and Services</b>	<b>11,394</b>	<b>136,733</b>	<b>46,388</b>	<b>46,388</b>	<b>0</b>
Local staff salaries outside Kosovo	4,025	48,306	26,166	16,166	0
Health insurance	5,756	69,077	7,381	7,381	0
Office rents	660	7,920	3,930	3,930	0
Petty cash	485	5,814	5,306	5,306	0
Other	468	5,616	3,605	3,605	0
Other (external audit/exchange rate fluctuations)		0	0	0	
<b>Transfer to UNDP</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>UNV's</b>	<b>4,185</b>	<b>50,220</b>	<b>47,343</b>	<b>47,343</b>	<b>0</b>

Note:

There has not been continuous funding to the KPA from donors in 2015.

KPA – 2015 Kosovo Budget	Monthly costs	Yearly costs	Revised budget	Committed	Additional needs
	a	b=a*12	c	d	e=c- d
<b>Total:</b>		<b>2,552,711</b>	<b>1,768,608</b>	<b>1,768,608</b>	<b>0</b>
<b>Wages and Salaries</b>		<b>1,497,140</b>	<b>1,187,401</b>	<b>1,187,401</b>	<b>0</b>
Goods and Services		838,063	491,275	491,275	0
Utilities		123,508	89,933	89,933	0
Capital investments		94,000	0	0	0

KPA – 2015 Total Budget	Monthly costs	Yearly costs	Revised budget	Committed	Additional needs
	a	b=a*12	c	d	e=c- d
<b>Total Donors from KCB</b>		<b>3,750,133</b>	<b>2,063,422</b>	<b>2,063,422</b>	<b>0</b>

## ANNEX E - EXPENDITURES STATEMENTS OF 2015 KPA BUDGET

Kosovo Property Agency – 2015 Budget Overview (January to December 2015)

Economic code	KCB	A		B	C	D=B-C	C/B Spent vs Allocated (%)
		Appropriations	Allocations	Expenditure	Unpaid		
	Total	1,768,609	1,768,609	1,713,712	54,897	96.89%	
11100	Wages and Salaries	1,187,401	1,187,401	1,187,401	0.00	100%	
13000	Goods and Services	491,275	491,275	451,867	39,408	91.97%	
13200	Utilities	89,933	89,933	74,444	15,489	82.77%	
30000	Capital Expenditures	0.00	0.00	0.00	0.00	0%	
Economic code	Donors	A		B	C	D=B-C	C/B Spent vs Allocated (%)
		Appropriations	Allocations	Expenditure	Unpaid		
	Total	294,814	294,814	289,499	5,315	98.20%	
11100	Wages and Salaries	201,083	201,083	201,083	0	100%	
13000	Goods and Services	93,731	93,731	88,416	5,315	94.33	
13200	Utilities	0.00	0.00	0.00	0.00	0.00%	
30000	Capital Expenditures	0.00	0.00	0.00	0.00	0.00%	



## ANNEX F – PROPERTIES UNDER KPA ADMINISTRATION BY REGIONS AND MUNICIPALITIES

Municipality	Initiated by HPD (ex officio)	HPCC Claimant request:	KPCC Claimant request
Total	305	1756	10965
<b>MITROVICË</b>	47	545	1646
Leposaviq/Leposavic	0	0	5
Mitrovicë/Mitrovica	33	455	236
Skënderaj/Srbica	0	21	690
Vushtrri/Vucitrn	14	43	651
Zubin Potok	0	10	63
Zveçan/Zvecan	0	16	1
<b>GJILAN/GNJILANE</b>	61	124	2316
Gjilan/Gnjilane	23	14	360
Kamenicë/Kamenica	29	0	215
Kaçanik/Kacanik	0	12	61
Novo bërdë/Novo Brdo	0	7	350
Shtërpçë/Štrpce	1	0	22
Ferizaj/Uroševac	1	60	718
Viti/Vitina	7	31	590
<b>PEJË/PEC</b>	100	713	4413
Gjakovë/Đakovica	12	206	208
Deçan/Decane	9	236	215
Klinë/Klina	7	26	1099
Istog/Istok	14	86	2058
Pejë/Pec	58	159	833
<b>PRISHTINË/PRIŠTINA</b>	79	207	1320
Glllogoc/Glogovac	0	1	0
F.Kosovë/K.Polje	5	18	22
Lipjan/Lipljan	10	11	264
Obiliq/Obilic	18	57	84
Podujevë/Podujevo	0	17	655
Prishtinë/Priština	43	97	246
Shtime/Štimlje	3	6	49
<b>PRIZREN</b>	18	167	1270
Dragash/Dragaš	0	3	0
Malishevë/Malievo	0	0	287
Rahovec/Orahovac	0	20	104
Prizren	17	93	550
Suharekë/Suva Reka	1	51	329

## KEY EVENTS DURING 2015

**January** - An amount of €1,970,477 through the Law on Kosovo Budget for 2015 was approved to the KPA.

A Memorandum of Understanding was signed between the Kosovo Police and the KPA providing police assistance during evictions.

The Norwegian Government, through NORDEM approved additional donation to extend the contract for two international staff as Head of Claims Processing Unit as well as an International Legal Officer in the Enforcement Unit.

The German Government approved additional donation - contract extension to the Legal Officer/ External Relations Officer.

A Memorandum of Understanding was signed between the UNHCR and the KPA on operation of the KPA offices in Serbia.

**February** - Additional funding in the amount of £8,700 that is equivalent to €11,658 was provided to the KPA by the British Government.

**March** - Additional funding in the amount of £7,600 that is equivalent to €10,592.98 was provided to the KPA by the British Government. This transfer of £7,600 represents the last instalment of the grant agreement for the period January-March 2015.

On 25 March 2015, a contribution agreement was signed between the British Government and the Government of Kosovo on the financial support to the KPA in relation to the financing the UNV for the period April-December 2015 in the amount of £27,310 that is equivalent to €38,561.72.

The 2014 KPA Annual Report was published.

The EULEX ended administrative and technical support to the KPA.

**April** -KPA Offices in Serbia were temporarily closed due to lack of funds.

A new international member of the KPA Supervisory Board, the UK Ambassador in Kosovo, Mr. Ruari O'Connell was appointed.

The appointment of the local member of the Kosovo Property Claims Commission Mr. Adem Vokshi expired.

**June** - A Memorandum of Understanding was signed between EU and the KPA on operation of the KPA offices in Serbia, when the KPA offices in Serbia reopened.

**July** - On 24 July 2015, the EU Special Representative reappointed Mrs. Christianne Jaencike - Advisor of the EU Special Representative and Mr. Todd Christiansen - Economic Head within the US Embassy in Kosovo, as members of the Supervisory Board.

**August** - The British Government allocated funds under the contribution agreement signed on 25 March 2015 in the amount of £27,310 that is equivalent to €38,561.72.

**September** - A Memorandum of Understanding was signed between the NHCR and the KPA on operation of the KPA offices in Serbia.

On 16 September 2015, a contribution agreement was signed between the British Government and the KPA on financial support to the KPA for a period from September 2015 to March 2016 in the amount of £210,342 that is equivalent to approximately €289,210.

**November** - The British Government allocated the first instalment under the contribution agreement signed on 16 September 2015 in the amount of £80,026.27 that is equivalent to €111,684.66.

**December** - The British Government allocated the second instalment under the contribution agreement signed on 16 September 2015 in the amount of £26,960.76 that is equivalent to €38,313.93.

On 15 December 2015, the EU Special Representative appointed Mr. Nikolaos Kavallaris Ladis - Advisor to the EU Special Representative, as a member of the Supervisory Board.







## **KPA ZYRAT/OFFICES/KANCELARIJE KPA-a.**

Selia/Headquarters/Sedište

Perandori Justinian 71, Prishtinë/Priština,  
tel. 038 249 918, fax. 038 249 919.

### **Gjilan/Gnjilane**

Medlin Ollbrajt 199,  
tel. 0280 320 289, fax. 0280 324 067.

### **Mitrovicë/Mitrovica**

Shemsi Ahmeti, pn-,  
tel. 028 530 136/7,

Pjesa Veriore e Mitrovicës/Severni deo Mitrovice;

Filip Visnjic (ndertesa e Trepces/ zgrada Trepce / Trepca building) kati/sprat/floor 2  
nr.18. 065 577-8-550

### **Pejë/Peć**

Mbretëresha Teutë 85,  
tel. 039 431 668, fax. 039 432 970.

### **Prishtinë/Priština**

Rexhep Luci 6,  
tel. 038 225 473, fax. 038 244 854.

### **Prizren**

Jeronim De Rada nr.74,  
tel. 029 231 469, fax. 029 231 429.

## **UNHCR Property Offices**

The UNHCR has two property offices to provide assistance to any person who has submitted a claim to the Kosovo Property Agency which you may contact at the following addresses.

### **Beograd/Beograde**

Višegradska 23,  
tel.011 362 13 93/94, fax.011 361 27 48.

### **Kragujevc/Kragujevac;**

Kralja Aleksandra I Karadjordjevica 102, office no. 26, 1st Floor, Trzni centar /  
Shopping Mall  
tel.034 376 455