

*N.B.* The KPA can not administer properties of the following types: (i) properties that need consent of other co-owners and consent are not obtained; (ii) properties based on an assessment report are not fit to be placed under KPA administration and (iii) forests.

**If you request case closure** the KPA will not undertake any further action in relation to the claim.

Any person may submit on your behalf a request for a remedy, on presentation of a valid Power of Attorney from you and a copy of his/her valid ID-document.

A member of your family household may submit on your behalf a request for a remedy if he/she provides evidence of your family relationship, valid Power of Attorney and his/her valid ID-document. The only exception when a family household does not need to present a Power of Attorney is if he/she was the person who submitted the initial property claim or response on your behalf.

If the claimant passed away after filing the claim, the person requesting a remedy must present a death certificate together with a marriage certificate (if spouse), birth certificate (if child) or other document proving the family relationship, and a valid inheritance decision naming him/her as the heir of the claimed property. Without such a valid inheritance decision, KPA may only offer the remedy of taking a property under administration.

**Please note:** All persons registered with KPA as a Claimant, Respondent or other interested party to a claim can find information on the claim, including if it has been decided or not in addition to other useful information by visiting [www.kpaonline.org](http://www.kpaonline.org).

**Please remember to keep your contact information with the KPA up to date. If you change your address, telephone number or other contact details, it is essential that you send your updated contact details in writing, together with a copy of your ID card.**

#### **Prishtinë/Prishtina**

str. Rexhep Luci 2/ str. Golesh 2  
Tel: 038 225 473 - fax: 038 244 854  
Graçanicë/Graçanica: Behind Municipality Building  
Tel: 038 225 473

#### **Pejë/Pec**

str. Mbretëresha Teuta, No. 85  
Tel: 039 431 668  
fax: 039 432 970

#### **Prizren**

str. "William Walker" (at EULEX-base)  
Tel: (038) 760 610/ (038) 760 611

#### **Mitrovicë/Mitrovia**

Southern Part: str. Mbretëresha Teuta (Jugobanka building)  
028 530 136 and 530 137 - fax: 028 530 139  
Northern Part: str. Filip Vishnjq No. 4, Room No. 18 (former KTA Building), Northern Police Station  
Tel: 063 197 6470

#### **Gjilan/Gnjilane**

str. Lidhja e Prizrenit No. 114  
Tel: 0280 320 289 - fax: 0280 324 067

#### **Beograd/Belgrade**

str. Kosovska 49/8  
Tel: 011 334 5513 or 334 5314 Fax: 011 334 4452

#### **Kragujevc/Kragujevac**

str. "Ljolla Ribar" No.9 3rd Floor  
Tel: 034 330-234; 330-784

#### **Nish/Niš**

str. "Dusanov Bazar" (Kupola) 3rd Floor, Office No. 210  
Tel: 018 203 777

#### **Podgoricë/Podgorica**

str. Crnogorskih Serdara  
Tel: +382 20 624 216/ 20 623 744

#### **Shkup/Skopje**

str. Vinička No. 10 (CDRIM building), 1st Floor  
Tel: +389 226 56 680; +389 226 56 291  
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# What happens after a claim has been decided?



## What happens after a claim has been decided?

This leaflet has been designed to provide Claimants, Respondents and other interested parties with guidance on their rights once a claim has been decided by the Kosovo Property Claims Commission (KPCC).

The Kosovo Property Agency (KPA) is mandated to receive, register and, through the KPCC, to resolve claims resulting from the armed conflict that occurred between 27 February 1998 and 20 June 1999 in respect of **private immovable property**, including agricultural and commercial property. The KPCC is a part of the KPA and is composed of two international and one national Commissioners. Decisions by the KPCC are subject to the right of appeal to the Supreme Court of Kosovo.

### How the claim will be dealt with?

Following receipt of a claim the KPA will publish the claim, notify the current occupant of the claim and allow others who claim to have a legal interest in the property to participate in the proceedings. The claim will be individually investigated. This includes the verification of all documents submitted in support of the claim, conducting searches in public records and when necessary obtaining other evidence and statements. Once the claim has been fully investigated it will be presented to the KPCC for adjudication.

The KPCC will issue a decision accepting or rejecting the claim. The decisions of the KPCC are legally binding without prejudice to the right of appeal.

### Where and when can you get the decision?

If you are a claimant you will be contacted by phone by a KPA staff member to arrange a time for you to collect the decision from any of the [KPA offices](#).

If you are a respondent or other interested party who has participated in the process, you will be contacted by phone by a KPA staff member to arrange a time for the decision to be delivered in person, at your current address or should you so wish you may collect the decision from any of the [KPA offices](#).

Interested parties to a claim which have not participated in the process will be contacted by a KPA staff member

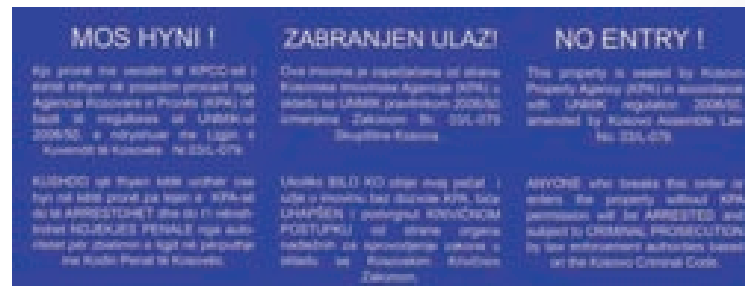
when the KPA is notified either in person or is formally advised of the existence of the interested party.

If you fail to pick up the decision at the agreed time of decision delivery, the decision will be seen as notified to you 45 days after the agreed appointment date, following a 30 days publication in the Regional Office in a list identifying each non-picked up decision.

### Can someone else collect the decision on your behalf?

Any person may pick-up your decision on presenting a valid Power of Attorney from you and his/her valid ID-document. A member of your family household may pick up the decision, but must also present a valid Power of Attorney and evidence of your family relationship. The only exception when family household member does not need to present a Power of Attorney is if he/she was the person who submitted the initial property claim or response on your behalf.

If the claimant passed away after filing the claim, the person collecting the decision must present a death certificate together with a marriage certificate (if spouse), birth certificate (if child) or other document proving the family relationship.



### What if you disagree with the decision?

**If you disagree with the KPCC decision** or parts of it you are entitled to submit an appeal to the Supreme Court of Kosovo through the KPA Executive Secretariat within 30 days of you being notified of the decision. Further detailed instructions and information on the appeals process are printed on a separate sheet and attached to each decision.

### How to submit an appeal if you disagree with a decision?

If you think you have reason to appeal the KPCC decision, you must submit your appeal within the thirty day deadline in writing, by letter (in person or by post), fax or e-mail, together with a copy of your personal ID document to any of the [KPA Offices](#). Further detailed instructions and information on the appeals process are printed on a separate sheet and attached to each decision.

### What are the remedies if you are a successful claimant?

A successful claimant can **(1) request repossession of the claimed property, (2) request the case to be closed or (3) request that the property be placed under KPA administration**. These request documents are attached all successful decisions or judgments.

**If you request repossession** of the claimed property the KPA will execute measures to enable you to take full physical repossession of the property as instructed in the decision or judgment. These remedies may include, but are not limited to eviction, placing property under administration, a lease agreement, seizure and demolition of unlawful structures and auction. Prior to the execution of the remedy you will be contacted by the KPA and requested to repossess the property at a mutually agreed date and time. You will be considered to have repossessed the property at this time, also if you fail to show up.

**If you request administration** the KPA will temporarily administer the property on your behalf as long as you are unable to take physical repossession of the property. If a property is under KPA administration, the property right holder can request the KPA to include the property in the KPA Rental Scheme; however its acceptance into the scheme will be dependant on a survey to establish the condition and suitability of the property. Should the KPA accept the property into the Rental Scheme any rent, minus a small administrative fee will only be paid if the property is physically rented to a third party through a lease agreement.