

Tenants for safe and affordable housing

MINI SURVEY AND REPORTS OF IUT MEMBERS TO THE 22ND WORLD CONFERENCE 2023



International Union Of Tenants

LISBON, PORTUGAL, 19-21 APRIL, 2023

**Mini survey and reports of
IUT members to the
22nd World Conference 2023.
Tenants for safe and
affordable housing.**



INTERNATIONAL UNION OF TENANTS

Registered delegations to IUTs 22nd World conference were invited to report on the conditions in their countries and organisations.

The texts published in this book reflects the views of the respective author. For practical reasons the answers have in some cases been simplified and abbreviated and headings have been added.

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Amidst a housing crisis, war and natural disasters – a survey of Tenants' organisations

We are, as is customary, producing a conference booklet in connection with the World Conference in Lisbon in April 2023 together with our international tenants' organisations, to compare facts about the tenant situation in your and their countries, their joys and problems.

In an era of a global housing crisis caused by the cost-of-living increase, war and natural disasters to name but a few reasons, housing should and must take a place on the housing policy agendas of nations globally.

Since the last survey of IUT's members in 2019 we have had a world pandemic which has led to many tragedies but also how we work. There have been some successes and change to housing policy over the past four years. Our members also look forward and set out their hopes, plans and wishes for the coming three-year period. We will continue to work together in exchanging knowledge and best practice and help those organisations that wish us to help. Responses from those countries that are attending the con-

ference are presented and we hope to gather more responses which will be presented on the IUT website in the future. Thank you so much to all the contributors. There is a huge amount of inspiration in this short booklet for both policy makers and tenants' organisations around the world. ●



Annika Wahlberg
Secretary General
International Union of Tenants

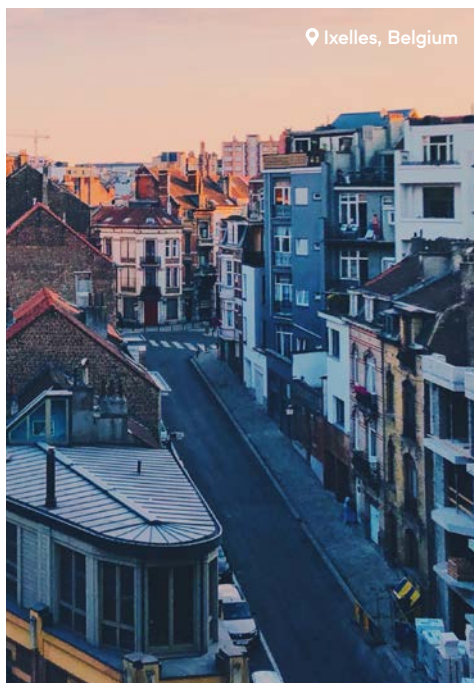
📍 Wollongong, Australia



📍 Montréal, Canada



📍 Ixelles, Belgium



A grim situation down under

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STATISTICS

The number of national and/or regional tenants' organisations: Each state and territory (except South Australia and the ACT) has a tenant advisory service with a jurisdiction-wide role. Some states have regional services as well. For example in Queensland, there is a network of 15 service provider organisations working together to provide services to and support renters in the state.

There are few organic tenant organisations left. This reflects a decline in social housing and increased reliance on the private rental market. People do not tend to identify with others in the private rental market and this reflects how how renting is considered a second-class tenure compared to home ownership.

The number of members and tenants or households represented by your organisation: We have 250 members. This would be typical of an organisation like ours which is funded to provide advisory services and

support to renting households. We also lobby for improvements to renting conditions.

Membership fee? The principal purpose of your tenant organisation: We have a low membership fee so it is not a barrier to joining. The fee is between \$2 and 10 per annum for individuals and a bit higher for organisations.

If you are a landlord or property manager/agent you cannot be a voting member of our organisation. Our key purpose is to empower renters to understand and express their rights as renters and to improve their situation through individual systemic advocacy.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: A large part of our work is in providing individual support and advisory services to those who rent their homes. We are experts in tenancy law and we have both paralegals and lawyers to deliver this work.

We try to educate renters and prospective renters about their rights (and responsibilities).

We deliver a robust program of training and professional development in regard to tenancy law, delivering quality services and worker well-being.

We seek to improve the situation for renters through systemic policy and law reform advocacy.

How many employees, how many active

members, and how many volunteers are in your organisation: 57 employees, 150 members and 5,000 Facebook followers. We run a volunteer student clinic with approximately 4 students per semester. Our Board are volunteers.

The population of your country/area?:

Australia – 25,000,000 and Queensland – 5,000,000

Number of dwellings: Australia – 10,000,000 and Queensland – 2,000,000

Percentage of rental housing: Australia – 31% and Queensland – 34%

Percentage of owner-occupied housing: Australia – 67% and Queensland – 63%

Percentage of Social housing : Approximately 4%

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

The housing situation in Australia is grim. The best thing over the last four years was the protections put in place for renters facing COVID-related loss of income. However, even those were skewed in favour of the owners of property. Housing in Australia is very unaffordable, both to buy and rent.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

Improve tenancy laws to remove the ability to end tenancies for no reason. Protect renters from unreasonable rent increases by limiting them to CPI.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

The moratorium on evictions was only available to those impacted by job and income losses. It was not aimed at Australia – 25,000,000 and Queensland – 5,000,000 keeping people in place and protecting them from having to move in a pandemic.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Rental costs have spiralled due to historically low vacancy rates. In addition, the cost of living is increasing.

How is your association and/or country dealing with energy renovations?

Australia had a change of Federal government last year. The new government is looking to transition to renewables but this is only just the beginning. In 2022, the Qld state government have also set a renewable energy target of 80% by 2035.

Young engagement, how do you attract young members of your association?

It's always a challenge to attract younger renters. Australians tend to be aspirational homeowners, even though that is a pipe dream for many.

What successful campaigns has your association conducted which can act as a good example for other associations?

We have been working with workers in the Domestic and Family Violence sector to upskill them with tenancy law information so they can support their clients with rental issues.

How do you use social media in your organisation?

We use our Twitter and Facebook accounts to advertise our service, promote our achievements and highlight issues for renters. We have both a Tenants Queensland sites as well as separate Make Renting Fair in Queensland campaigning sites.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

Yes, I coordinate a network of organisations in each state or territory which undertake similar roles to us. We meet via video link monthly.

Where there is a national issue, we try to coordinate responses. ●

Indexing of rental contracts

— a growing problem

MIETERVEREINIGUNG ÖSTERREICHS (MVÖ)

Address: Reichsratsstraße 15, 1010 Wien
Email: zentrale@mietervereinigung.at
www.mietervereinigung.at

STATISTICS

The number of national and/or regional tenants' organisations: National: >4; Regional: n.a.

The number of members and tenants or households represented by your organisation: 60.000

Membership fee? The principal purpose of your tenant organisation: EUR 69.- / year. Mietervereinigung (MVÖ) represents the interests of tenants and apartment owners in Austria.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: We are active throughout Austria in (political) committees for tenant rights, we carry out public relations work and draft legislation to make living in Austria safe and affordable. We advise our members in legal matters and legally represent them in disputes with the landlord.

How many employees, how many active members, and how many volunteers are in

your organisation?: Approx. 60 employees, approx. 120 active members.

The population of your country/area?: 9.106,000

Number of dwellings: 4.441,000

Percentage of rental housing: 43 per cent.

Percentage of owner-occupied housing: 47 per cent.

Percentage of Social housing: 23 per cent.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

The MVÖ fought off attacks on important tenant protection provisions before the Constitutional Court (VfGH) three times during the reporting period.

Broker commission improvements

In September 2019 - immediately before the National Council elections - the MVÖ presented a package for affordable housing with central demands. One point of the package of demands was the abolition of brokerage commissions for tenants. The long-standing demand of the MVÖ was found a little later, in January 2020, in the government program of the federal government and is now to come from July 2023 as the "first client principle" - which is

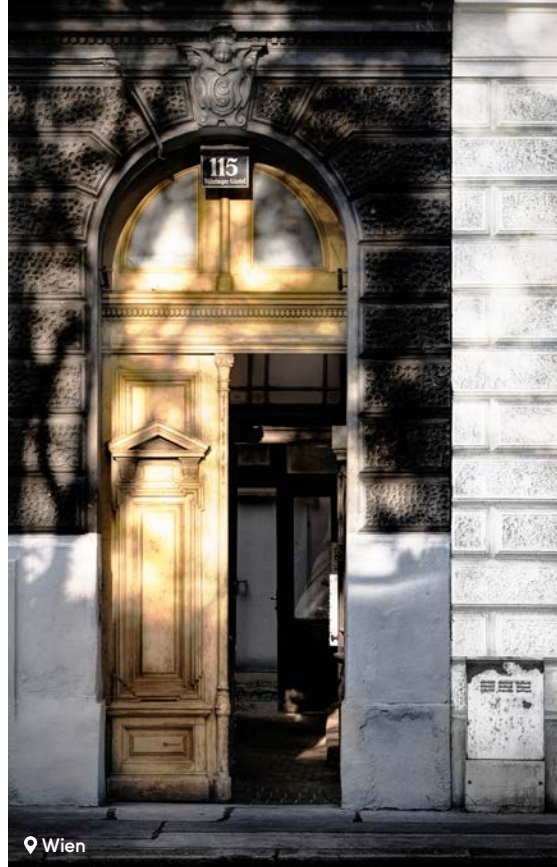
far from perfect. The MVÖ calls for further improvements.

Protective shield for tenants

With the beginning of the Corona crisis in March 2020, the tenants' association called for the establishment of a new, nationwide solidarity fund that would protect tenants with payment difficulties from losing their apartments. However, the federal government has not (yet) reacted. Continuous media pressure, together with other NGOs, finally led to the then Minister of Social Affairs providing 24 million euros for a fund in June 2021 to prevent evictions in the wake of the Corona crisis. The persistent work of the MVÖ has not only paid off for the tenants affected - there is also a positive balance for society as a whole because one euro from the fund avoids follow-up costs of over 12 euros. The establishment of the fund was eventually to take longer than the minister's term in office. On May 5, 2022, his successor, presented the fund, now known as the »Wohnschirm«. The ministry assumes that 5,500 households will be supported by the end of 2023. In addition to rent arrears, the fund also takes on arrears with energy suppliers.

Great success: rent increases stopped

Thanks to public pressure and the persistence of the MVÖ, the rents of more than 1 million households were frozen in 2021 and thus averting direct additional burdens amid the pandemic. The suspension of the increase saved 650,000 households additional costs of around 250 euros per year on average. The tenants' association had already drawn attention to the planned rent increases at the beginning of the year and fought tirelessly against them. Public pressure on politics grew; the opposition supported the demand for a suspension of rent increases and announced a corresponding motion in parliament. The government finally gave in and initiated the suspension – albeit limited to one year.



What would you change in your country's housing policy and the situation for tenants over the coming three years?

We have been demanding for some time that the already existing tenancy law must be valid for everyone (which is not the case right now) and introduce clear upper rent limits, a restriction of fixed-term contracts, and a reduction in operating and deposit costs. In view of the high inflation, the practice of indexing rental contracts – which is unfortunately common practice in Austria – has turned out to be a growing problem. Our goal is to introduce a rent cap to prevent annual rent increases of more than 2%.

Has the pandemic changed how you operate?

The demand for advice has increased. To be able to meet this demand despite the corona-related lockdowns and safety precautions, the processes in our service centres were reorganized. While contact restrictions were in place, advice was given →

→ to thousands of tenants by telephone and online in the usual high quality.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

There was a moratorium on evictions in Austria, but only if the tenants' economic performance was significantly impaired as a result of the Covid-19 pandemic and therefore didn't pay the rent due in the period from April 1st, 2020, to June 30th 2020. The moratorium was effective until June 30th, 2022. Some of the other facilities we demanded, such as the national fund to protect tenants in the event of rent arrears or a temporary freeze on rent increases, have proven to be effective. The fund was later expanded to include energy costs.

Do you have statistics on evictions in your country over the past four years and/or past year?

From 2021 to 2022, the number of evictions carried out increased from 3,221 to 3,890.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

In Austria, apartment rents do not include operating costs and energy costs. Due to the sharp rise in energy prices, housing costs have risen sharply overall. With a little delay, rents and operating costs are now also increasing. So far, there have been no sustainable government measures, one-off payments to all households (not only tenants, but also owners) were in the foreground.

How are your association and/or country dealing with energy renovations?

A law that is essential for Austria, which is intended to regulate the timetable for phasing out fossil fuels, is currently being negotiated in parliament. The Tenants' Association is attempting to enact provisions to protect tenants.

Young engagement, how do you attract

young members of your association?

The MVÖ is involved in schools and universities with information and advice stands as well as lectures on the subject of tenancy law and addresses first-time tenants with a series of lectures on the topic "My first rented apartment". There are reduced membership fees for pupils and students.

What successful campaigns has your association conducted which can act as a good example for other associations?

The MVÖ, in cooperation with other NGOs, has exerted concerted public pressure on the government to achieve a suspension of rent indexing during the corona pandemic. In the case of a fund to protect tenants from evictions, the MVÖ, in cooperation with NGOs from different areas, was able to steer pressure at different levels and from different sectors towards a common goal.

How do you use social media in your organisation?

The MVÖ also provides information and mobilizes via social media. We answer simple, general questions about housing law interactively and we regularly share media reports on relevant topics or the work of the tenants' association.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We cooperate with other tenants' associations on a regular basis.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

At the moment our research activities are focused on the domestic market. We also work internationally with other organizations through the IUT.

Have you implemented projects financed by others and/or the EU?

No. ●

The principal Dutch National Tenant Organisation

DUTCH UNION OF TENANTS / NEDERLANDSE WOONBOND

Address: Postbus 3389,
1001 AD Amsterdam
Phone: 020-5517700
www.woonbond.nl

STATISTICS

The number of national and/or regional tenants' organisations: The Woonbond is the principal Dutch national Tenant Organisation. There is the Bond Precaire Woonvormen as well, active in multiple cities, working mostly against short-term ('flex') contracts and evictions. We are not sure about the exact amount of local/regional tenant organisations. 402 tenant organisations are members of the Woonbond.

The number of members and tenants or households represented by your organisation: 1.6 million.

Membership fee? The principal purpose of your tenant organisation: We have two types of memberships. Individual members and tenant organisations. The fee for individual members is €39.50. The fee for organisations is in accordance with the number of dwellings represented by the organisation. The principal purpose of our organization is to support local tenant organisations in their work, to improve National policy concerning tenants, home-seekers

and the rental market, and to aid tenant organisations and individual tenants with (legal) disputes with their landlords. Furthermore, we inform and educate tenant and tenant organisations on their rights.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Influencing National policy through the lobby, educating tenant organisations, aiding tenant organisations, legal help for tenants and tenant organisations.

How many employees, how many active members, and how many volunteers are in your organisation: Employees: 56 (42,82 FTE). Active members: All of the board members and other active members of tenant organisations that are part of Woonbond are volunteers.

The population of your country/area: 17.8 million .

Number of dwellings: Around 8 million.

Percentage of rental housing: 40%.

Percentage of owner-occupied housing: 60%.

Percentage of Social housing: 34%.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

We achieved several important policy →



→ changes. In 2022 we made National Performance Agreements with the department of National Affairs and the Dutch Umbrella of housing associations (Aedes). These agreements were part of the abolishment of the 'verhuurderheffing' the special tax on social housing that was installed in 2013. Getting rid of the verhuurderheffing has been an important goal in our lobby activities. The National performance Agreements hold, among other:

- A lowering of rent prices for 510.000 lower income households.
- Free isolation of tenant dwellings (no rent raise for isolation measures).
- Building at least 250.000 social dwellings by 2030 and 50.000 free market dwellings priced between €850,- and €1000,-.
- All badly insulated houses (label E,F,G) will be improved by 2028.

Other important achievements are installing a cap on the annual rent raises in the unregulated market. And a rent freeze

for social housing and a lowering of rent for lower incomes of social housing owned by housing associations in 2021.

At the moment we are working on broadening the scope of rent price regulation by the WWS (the system that gives a maximum rent that is in accordance with the quality of a house). More rental dwellings will be protected by this system, and landlords that ask for a higher price can be fined by municipalities. Another law we are working on is called 'Goed verhuurderschap'. It gives municipalities the means to act on private landlords that charge too much for service costs, or that discriminate, intimidate with fines or even by taking control of the building of a landlord to secure the position of the tenant.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

- An abolishment of regular short-term rental contracts.
- All policies aiming at a larger and more affordable social housing stock.

- Eradicating energy poverty by obligating energy renovations in the privately owned tenant dwellings and by financial aid for tenants with lower incomes.

Has the pandemic changed how you operate?

Yes, we have been implementing more online meetings, webinars and other online ways of working and meeting.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

Agreements with the umbrella organisations of housing associations Aedes and real estate investors (IVBN, institutional investors and smaller private investors VastgoedBelang) to diminish evictions. It is unclear how well they worked since the agreements were not legally binding. There was no moratorium on evictions.

Do you have statistics on evictions in your country over the past four years and/or past year?

The statistics are incomplete. Only housing associations report on this. But we know very little about evictions in the privately owned (rental) market.

Furthermore, people that have to move because their short-term lease ends are not being counted as evictions.

There were 1400 evictions by housing associations in 2021. In 2015, it were 5.550. The number has been going down every year since. In 6 out of 10 cases, the reason for eviction is due to a pay gap in rent.

There are no final numbers on 2022 yet. However, in July 2022, 37% of housing associations saw an increase on pay gaps in rent.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

The government implemented an energy allowance in 2022 and 2023 for lower-income households and there is a price ceiling

for energy. These measures have prevented or diminished problems, but there are still a lot of lower and middle-income households that are deeply affected by the increasing costs of living.

How are your association and/or country dealing with energy renovations?

- As a part of the National Agreements, housing associations will renovate the homes with the worst insulation first and will isolate homes without a rent raise.
- We are still working with Aedes on an agreement on the rent raise for installations that can be part of energy renovations.
- Private landlords.

Young engagement, how do you attract young members of your association?

Since most of our members are not that young, attracting younger tenants and home seekers is mostly done broader than only within our members.

We installed an online questionnaire where young people can share the issues they have in finding a place to live, affording a place to live, and troubles they might have with their landlords or national policies.

We have worked together with activist groups on a series of big protests attracting a lot of young people as well.

What successful campaigns has your association conducted which can act as a good example for other associations?

Our campaign during the National elections in 2021 helped more political parties to embrace the idea of abolishing the 'verhuurderheffing' and to aim at a bigger and affordable social housing stock. This ensured that the vast majority of parties entering the coalition shared this view on the verhuurderheffing.

Previous campaigns had the same agenda, which shows that sometimes you need to be very persistent to achieve a political goal. ●

Finally connected

VLAAMS HUURDESPATFORM

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www.vlaamshuurdersplatform.be

STATISTICS

The number of national and/or regional tenants' organisations: Five tenant unions are covering the total Flemish territory (one in each province of Flanders). They give advice and information to individual tenants and organisations. There is also one platform organisation (Vlaams Huurdersplatform) which is the umbrella organisation of the Flemish tenant unions.

The number of members and tenants or households represented by your organisation: 20,032 tenant households are individual members and 419 collective members (local welfare assistance organisations, cities, NGOs, etc...)

Membership fee? The principal purpose of your tenant organisation: Individual tenants pay an annual membership fee between 12 and 25 euros. Organizations between 50 and 250 euros, depending on their type of membership.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Supporting the tenant unions, legal advice, and legal training, organising participation in social housing on a Flemish level, giving information, and lobbying for tenant-friendly legislation and policy.

How many employees, how many active members, and how many volunteers are in your organisation: Vlaams Huurdersplatform has 6 employees. The 5 tenant unions together have 55 employees and 40 volunteers.

The population of your country/area: 6.698.876 inhabitants in Flanders

Number of dwellings: 3,317,000 dwellings in Flanders

Percentage of rental housing: 20 per cent private rental housing

Percentage of owner-occupied housing: 72 per cent. owner-occupied housing

Percentage of Social housing: 6 per cent. social housing

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

During the energy crisis, we were lobbying for a block on the rental index. The

government decided to block the index for dwellings with bad energy efficiency. It's the first time in decennia that rents and (energy) quality are (partially) connected in Flanders.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

We need more social housing. We aim for a regulation that stipulates that 20 per cent. of social housing in every new development is obligatory.

Has the pandemic changed how you operate?

We work more or less in the same way. Some tenant unions extended their advice in digital ways.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

There was a period in which evictions were prohibited, with success. It gave local welfare assistance organisations more time to find housing solutions.

Do you have statistics on evictions in your country over the past four years and/or past year?

We don't have decent statistics on evictions, which is a shame. We know that about 1200 households per year are confronted with eviction in front of the judge, but we don't know how many households are effectively evicted.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Tenants suffered from the index of their rents in a 'market' where rents were already too high. However it doesn't solve the whole problem, but we are lucky with our automatic index system in Belgium. With this system, wages, replacement incomes and benefits are automatically indexed when there is inflation. More specifically in the private rental market, the government decided a temporary stop to the indexation

of the rents in dwellings with bad energy quality.

How are your association and/or country dealing with energy renovations?

Most support goes to owner-occupiers (who don't need it) to support their energy renovation. There is small support for the private rental market, where energy quality is the worst. We aim for a system in which landlords can get support for renovations in exchange for a long-term contract with regulated rent.

Young engagement, how do you attract young members of your association?

Local initiatives raise awareness for young people. The housing movement in Flanders grows because professional organisations are open to new input by new people.

What successful campaigns has your association conducted which can act as a good example for other associations?

We are one of the organizations that started 'Woonzaak'. This initiative is supported by more than 60 organisations. Woonzaak filed a complaint about the Flemish housing Policy in front of the European Committee of Social Rights.

How do you use social media in your organisation?

We don't use social media in a strategic, durable way at this moment.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We cooperate with all the tenant organisations and with a lot of other organisations that work in the housing field.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

We don't structurally work together with other countries' tenant organisations, but we are following the Housing Rights Watch initiative. ●

Lobbying for housing and living conditions

CENTRE FOR SUPPORT ORGANISATIONS (CENSOR)

President: Ms. Jasminka Tadic-Husanovic

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Tuzla, Bosnia and Herzegovina

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Email: censorba@gmail.com

Facebook: Censor

www.censorba.org, holicob.ba

STATISTICS

Number of national and/or regional tenants' organisations: 2 (Local Union of Tenants, Centre for Support Organisations – both based in Tuzla)

Number of members and tenants or households represented by your organisation: 517 members

Membership fee? The principal purpose of your tenant organisation: Membership is symbolic (2 € per year). Censor actively contributes to improvement of living and housing conditions in Bosnia and Herzegovina, provides new perspectives and involves tenants, in particular young people in initiating participatory approach of all relevant actors in direction of achieving acceptable solutions for all.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others:

- Promotion of housing culture in collective housing buildings through educational-informative contents and common actions.
- Following processes and initiatives which contribute to strengthening of legislation framework and initiating the design and adoption of a long-term strategy of housing and living conditions in Bosnia and Herzegovina and the region.
- Providing new perspectives in housing sector using competencies of the civil society organizations, academic community and civic participation in solving specific issues of individual and collective interest for the tenants.
- Recognized resource and referral centre in the field of housing and living sector, formalizing cooperation with CSOs, government at different levels and media in Bosnia and Herzegovina and region.
- Continuous improvement of the social networks for overall informative support in particular to youth, who seek to solve their housing situation.
- Cooperation with local, regional and international actors with the aim of transfer of good practices in the sector of housing and living culture, in accordance with the UN Agenda 2030 and sustainable goal number 11.

How many employees, how many active members, and how many volunteers are in

your organisation?: 1 full time and 1 part time employee, 9 associates, over 100 active members and 22 volunteers.

The population of your country/area?: 3.531.159 (According to the last census in 2013)

Number of dwellings: 1.155.736 (According to the last census in 2013)

Percentage of rental housing: 2,7 % (Source: Agency of Statistics of Bosnia and Herzegovina, 2015)

Percentage of owner-occupied housing: 92,9 % (Source: Agency of Statistics of Bosnia and Herzegovina, 2015)

Percentage of Social housing: 4,4% (Source: Agency of Statistics of Bosnia and Herzegovina, 2015)

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

From organisational point of view, we created two very strategic documents, which were presented to all relevant stakeholders, at different levels of the national administrative structures (local, cantonal, entity, national). These are “Strategic approach to solving housing situation of youth in B&H” and the “Housing Market”. Both documents contain recommendations for all structural levels, to improve the housing situation in country, especially young population.

“Strategic approach to solving housing situation of youth in Tuzla and Sarajevo canton”

<http://holicob.ba/wp-content/uploads/2020/04/Strates%CC%8Cko-pozicioniranje-CENSOR-2020.pdf>

Research “Housing Market in Bosnia and Herzegovina”

http://holicob.ba/wp-content/uploads/2022/03/STAMBENO_TRZISTE_BOS_web.pdf

From the governmental level, it is positive that practice of giving subventions

for apartments to young couples, who are solving housing situation for the first time continues.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

1. Although the youth housing is currently in the domain of social policy, it should be considered as a separated priority in terms of the development of the fiscal, economic and other policies. Young people's staying is a precondition for development of own capacities as a guarantee of economical and all other types of independence.
2. Youth housing should be regulated by a special law or the law on social housing that will enable them to purchase or build the first housing unit under more favourable conditions, enabling them renting adequate housing under more favourable conditions.
3. Introduce financial, administrative and any other reliefs for young people who are solving the housing issue for the first time and incorporate it in the existing laws that regulate real estate transactions, payment of taxes and other duties, obtaining construction and use permits, obtaining utility connections, etc.
4. Continue with current good practices on Cantonal level and on the level of self-government units which reflects in co-financing of the first housing unit, exemption from real estate transfer tax, co-financing of interest payments on commercial loans, etc.
5. Establish a special housing stock at the Cantonal level and adjust the work of existing ones that will keep special records on vacant real estate owned by the Canton or local self-government unit, be administrative support to young people in solving their housing issue, communicate with other executive institutions at all levels in order to use their capacities in this field.



- 6. Seek the support of the Development Bank of the Federation of BiH in financing both legal and obligations arising from individual projects and measures that enable youth housing.
7. Initiate public-private partnerships with privately-owned companies to pool funds for the construction of dedicated housing units.
8. Introduce a rental policy that will target different categories of the population, including young people, all with the aim of ensuring adequate housing conditions. In this regard, define the time and status deadlines by which persons using the existing housing stock can do so and under what conditions.
9. Work on the development of local strategic documents for increasing the housing stock with the preparation of adequate one-year programs. The documents must also propose a buyout policy for housing stock units after a certain period of time, taking into account the economic empowerment of young people leaving these programs.
10. Programs should clearly define the modalities of land allocation for adequate housing, types of partnerships and foreign partners in such models.
11. In the field of innovation of local policies and their harmonization with financial possibilities: a) Design and implement campaigns and new models of financing social housing policy through the involvement of the private sector; b) act proactively in the direction of contacting and communicating with international organizations to implement programs in the field of social housing.

Has the pandemic changed how you operate?

Not really, most of the activities were implemented online, when it was about education.

Many countries implemented special moratoriums on evictions during the past

three years, which were those in your country that worked well?

No

Do you have statistics on evictions in your country over the past four years and/or past year?

No

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

In 2022, inflation rate was 16,3%, while the prices increase by 0,7% in December 2022. The state introduced very few measures. They were mainly populist and symbolic, or single support (the most vulnerable population such as pensioners, unemployed and women after labour got 50 €).

How is your association and/or country dealing with energy renovations?

There is no national strategy nor systematic approach to this issue in our country. If so, then mainly individuals install solar panels when building private houses. In some municipalities, funds are available for collective public buildings for renovation of facades, taking care of energy efficiency (USAID programs). In Tuzla, for instance, city administration encourages citizens, owners of private houses to use available municipal funds to connect their individual heating system to the public one (using steam from the Power plant in Tuzla). That is all with the aim of reducing pollution (Tuzla is among the mostly polluted cities in Europe), due to economy crisis, households are forced to use low quality coal, oil, plastic and other waste such as tyres etc. for heating during winter season.

Young engagement, how do you attract young members of your association?

Participants of CENSOR's workshops and study visits are mainly young people, coming from faculties, with whom professors we have cooperation. (Faculty of Law in Sarajevo and Tuzla, Faculty of Economics and Mechanical Engineering in Tuzla). They become our members, too.



What successful campaigns has your association conducted which can act as a good example for other associations?

Not campaigns as such, but celebration of tenants' day, competitions (safe environment, organised neighbourhoods, etc.). It is important to mention that CENSOR suggested Tuzla City administration (Department of Housing) to compete for European Social Housing award 2022, in the category of Fair financing. In the application process, CENSOR provided consultations to their staff, as we recognised significant results of Tuzla city in social housing. The nominated project was selected as one of 10 finalists.

How do you use social media in your organisation?

Importing good practice from our Swedish partner, we rely significantly on social media. We run two web pages, one Facebook page and two Facebook groups. We publish all documents on social media, use it for information and communication with

members, run campaigns, announce competitions for tenants, etc.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organizations or with the municipality/state or businesses?

As the only two tenants' organisations in Bosnia and Herzegovina are based in Tuzla (one of them is CENSOR), we closely cooperate with the Local Union of Tenants. Their members are members of CENSOR Assembly. We are recognised by governmental institutions, that are in charge of housing, such as Ministry of Urban Planning, Sarajevo Municipality Old Town, Tuzla City Administration.

Have you implemented projects financed by others the EU?

Yes, Furthering Gender Equality through EU Accession Process – Gender in Housing:

Women as Property Owners, co-funded by EU and SIDA (February 2022 – April 2023). ●

Representing all the HLM tenants

FÉDÉRATION DE LOCATAIRES
D'HABITATIONS À LOYER
MODIQUE DU QUÉBEC (FLHLMQ)

Address: 2520, av. Lionel-Groulx, unit 202
Phone: 1-500-566-9662
Email: info@flhlmq.com
www.flhlmq.com

STATISTICS

The number of national and/or regional tenants' organisations: We have around 300 member associations all over the province of Quebec and we are the only organization which offers services to HLM (social housing reserved for low-income households) tenants.

The number of members and tenants or households represented by your organisation: We represent 65 000 households

Membership fee? The principal purpose of your tenant organisation: Only local tenant associations can be members, there is no individual membership. Our membership fee ranges from 25\$ to 75\$ per year is based on the number of dwellings represented by the association.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others:

- promote and defend tenants' interests and work to improve their quality of life;
- provide support for work done locally by tenants associations;
- encourage the involvement and tenants' empowerment;
- represent HLM tenants at the political and administrative levels.

How many employees, how many active members, and how many volunteers are in your organisation: We have 4 full-time employees and 15 volunteers who represent tenants of their regions in Quebec.

The population of your country/area: Quebec: 8 695 659, Canada: 39 292 355

Number of dwellings: Quebec: 4 050 164, Canada: 16 284 235

Percentage of rental housing: Quebec: 40.1%, Canada: 33.5%

Percentage of owner-occupied housing: Quebec: 59.9%, Canada: 66.5%

Percentage of Social housing: Quebec: 4.5%, Canada: 3.8%

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

By making representations to Quebec's government, we obtained 2.2 billion \$ to renovate and modernize the HLM housing stock.

What would you change in your country's housing policy and the situation for

tenants over the coming three years?

The housing crisis was at its worst these past years. Rents have increased and almost doubled and there is no rent control process. The government needs to build more social housing because new constructions are mostly by private investors, which explains the high costs of rentals.

Has the pandemic changed how you operate?

Yes, we had to transform our methodologies to operate virtually. We created lots of tools for our members that are now accessible on our website and we still maintain our online training sessions twice a month, which allows us to keep in touch with our members across the province.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

Unfortunately, nothing has been done on that issue in the private or the social sector. However, we succeeded in obtaining a rent freeze for HLMs during the pandemic.

Do you have statistics on evictions in your country over the past four years and/or past year?

In Canada, 7% have been evicted in the past and the numbers are growing by 50% due to housing shortages and the absence of effective rent control. Nonetheless, less than 1% are evicted from social housing.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

More and more middle-class households have trouble paying their rent because of the crazy increases. Lots of owners use “renovictions” to evict tenants by pretexting renovations and then simply turn around and increase rents by 30% or even more. The only measure adopted by the Canadian government is a ban on foreign buyers for 2 years. Luckily, HLM tenants are protected because they only have to pay 25% of their income for rent, no matter what.

How are your association and/or country dealing with energy renovations?

There is no innovative initiative here in Quebec because the electricity, which is 97% renewable hydroelectricity, is still very cheap. We produce more than we can use and even sell it to the USA.

Young engagement, how do you attract young members of your association?

Our organization represents 65 000 households (35 000 elders and 30 000 families). Families are mostly constituted of women as heads of household. They show more interest in security, urban planning and leisure issues for themselves and their family. With the increase in internet accessibility, we can also see a bit more young members in our trainings.

What successful campaigns has your association conducted which can act as a good example for other associations?

We organized a huge banner campaign on HLMs located in big cities to call upon the government to renovate existing HLMs that are in urgent need of renovation. That campaign was supposed to end with tenants visiting the housing minister in front of the Parliament. We had a commitment from her the day before. She promised to use the money negotiated exclusively for HLM use. It gave us great visibility and put pressure on politicians.

How do you use social media in your organisation?

Weekly: we feed our website 3-4 times and are active on Facebook by posting once or twice. We also release a newsletter every Tuesday morning.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We are the only organization in Canada that caters to the 65 000 HLM households so we don't have any interprovincial allies with whom to collaborate. ●

Days of rental housing in the Czech Republic

THE UNION OF TENANTS, CZECH REPUBLIC, SDRUŽENÍ NÁJEMNÍKŮ ČR

Address: Nam.Winstona Churchillilla 2,
113 59 Prague 3, Czech Republic
Phone: +420-2 3446 33436
Email: info@son.cz
www.son.cz

STATISTICS

The number of national and/or regional tenants' organisations: In the Czech Republic, we have a unified organization of tenants called: Sdružení nájemníků České republiky z. s. (SON) – there are branches in each region.

The number of members and tenants or households represented by your organisation: There are 830k thousand households

Membership fee?The principal purpose of your tenant organisation: Membership fee is determined by the internal regulation of the organization and it changes every year with regard to the amount of funds provided for the activity. The main purpose of the organisation is to protect the rights of tenants and provide them with professional advice and assistance

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security,

well-being and community activities, and others: Providing advice and assistance (by telephone, e-mail, in person), educational activities, education, legislative activities, cooperation with state authorities

How many employees, how many active members, and how many volunteers are in your organisation: We have 50 employees and counsellors and approximately 100 volunteers, the number changes on yearly basis.

The population of your country/area: 10,6 million inhabitants

Number of dwellings: 4.372 million permanently occupied dwellings

Percentage of rental housing: Rental apartments are 19,1 % of the total. In addition, 9 % of co-operative flats.

Percentage of owner-occupied housing: 56,9%

Percentage of Social housing: 0,9%

PROGRESS :

What achievements are you proud of concerning housing policy in your country over the past four years?

- collaboration on the project of changing housing benefits for low-income families
- providing help to tenants during covid and the energy crisis.
- In 2019 we organized the first annual in-

ternational conference “Days of rental housing in the Czech Republic”, which we organize regularly, last year it took place in the Senate Parliament of the Czech Republic

What would you change in your country's housing policy and the situation for tenants

For the long term, we strive for the legalisation of price maps in each city with rental apartments. We support the building of apartment buildings using public funds.

A big problem is the chaining of rental contracts for a fixed period when the tenant does not have the certainty of permanent living in the apartment, although they properly fulfil their obligations,

Has the pandemic changed how you operate?

Electronic communication has increased, which we consider being a positive change as it makes the provision of assistance faster and more efficient.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

This does not apply to the Czech Republic for the last 3 years.

Do you have statistics on evictions in your country over the past four years and/or past year?

These statistics are not available.

How has the cost-of-living crisis affected tenants in your country? What measures have been put in place?

The costs of housing increased for tenants and there have been more households that cannot cope without state assistance. As a result, it was necessary to change the system and the number of benefits provided. The procedure for obtaining those benefits has been simplified, but the situation is still not ideal

How are your association and/or country dealing with energy renovations?

Through publicly announced projects,

the state supports the isolation of houses and apartments and the purchase of solar panels and heat pumps.

Young engagement, how do you attract young members of your association?

We have new web pages and from this year onwards we are also on Facebook. Next to that, we uploaded legal help videos via the YouTube channel.

What successful campaigns has your association conducted which can act as a good example for other associations?

Every year we organize the international conference “Days of rental housing in the Czech Republic”, which is attended by representatives of tenants, landlords, the state and other cooperating organizations. The goal is the promotion of accessible housing, prevention of housing sustainability and prevention of social exclusion.

How do you use social media in your organisation?

We are on Facebook, where we regularly bring interesting things from the world of (not only) rental housing.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We cooperate and are financially supported within the project of the MMR of the Czech Republic and the Ministry of Labour and Social Affairs (Ministerstvo práce a sociálních věcí České republiky) with municipalities, as well as cooperating with other organizations dealing with housing issues (e.g., ČSRB – Czech Society for Housing Development) or organizations providing social or professional assistance.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

When necessary, we cooperate with representatives of organizations from neighbouring states and with representatives of IUT. ●

Introducing a rent ceiling

LEJERNES LANDSORGANISATION I DANMARK (LLO)

Address: Reventlowsgade 14, 4. Floor,
1651 Copenhagen.

Phone: 33 86 09 10

Email: llo@llo.dk

www.llo.dk

STATISTICS

The number of national and/or regional tenants' organisations: We are one organisation with nine local branches.

The number of members and tenants or households represented by your organisation: Approximately 45.000 households.

Membership fee? The principal purpose of your tenant organisation: The membership fee depends on the local chapter. Loyal members are rewarded with lower fees.

The purpose of the National Organization is in accordance with our articles of association:

- to protect the interests of tenants in private and public rental housing, cooperative housing, youth, disability and senior housing, as well as commercial leases,
- to represent the interests of tenants to public authorities,
- to work for better living environments,
- to promote tenants' influence and participation,
- to promote legislation that ensures a

fair relationship between tenants and owners,

- to promote legislation that prevents land and housing speculation,
- to work for the organization of tenants in all cities and areas,
- to collaborate with related national and international organizations, possibly through membership,
- to strengthen the National Organization to ensure achieved results for better conditions for tenants and to gain understanding of tenants' problems.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Legal aid for tenants and public affairs.

How many employees, how many active members, and how many volunteers are in your organisation: Approximately 35-40 paid employees. Hundreds of volunteers in different capacities. Approximately 45.000 members countrywide.

The population of your country/area: About 5.850.000 people.

The number of dwellings: Approximately 2.7 million

Percentage of rental housing: 21% (private rentals) (privat udlejning) About 7% are cooperative housing (a mix between renting and owning)

Percentage of owner-occupied housing: 50%

Percentage of Social housing: 22% public housing. (almene boliger)

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

LLO has put a significant focus on rent control and protecting tenants' rights against bad landlords in recent years. In 2020, the parliament approved the "Blackstone package," which aimed to regulate the housing market and limit the power of large investment firms to buy up properties and drive up rents. Our campaign received attention from policymakers and the media and helped to raise awareness about the issue and ultimately make legislation.

Moreover, LLO's efforts have also led to the introduction of "the rent ceiling" in 2022, which helps tenants by limiting rent increases to the rate of inflation.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

Further focus on the cost of living crisis as well as curbing the market-regulated rents. Most tenants in market-regulated rents spend 50% of their disposable income on rent. OECD is recommending about 30%.

Has the pandemic changed how you operate?

We have taken huge IT steps to better communicate in online meetings. Our members are also demanding an online option for legal aid and other organizational activities.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

Denmark did not make a moratorium. Instead, we had a generous social program, trying to compensate people for lost wages etc. The number of people being evicted during 2020 and 2021 decreased but in-

creased after the inflation crisis in 2022.

Do you have statistics on evictions in your country over the past four years and/or past year?

According to the latest available statistics, there have been a decreasing number of evictions in the country over the past four years. In 2018, there were 12,289 eviction cases started, with 2,278 forceful evictions. In the most recent year, 2021, there were 8,451 cases started, with 1,809 forceful evictions.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

The rent ceiling of 4% yearly rent increases (see above) for two years.

How are your association and/or country dealing with energy renovations?

Energy renovations are used as a "carrot", for landlords. To get market rent, a number of criteria have to be met, one of them being that the building is of a certain energy standard.

Young engagement, how do you attract young members of your association?

Mostly through our legal aid services. Most of the tenants in Denmark are young people.

What successful campaigns has your association conducted which can act as a good example for other associations?

We have done well with the so-called Blackstone campaign. Claus Højte director of LLO Copenhagen is going to elaborate on this.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We work well with the public housing sector in Denmark (BL). The fact that it is non-profit and determined to be "public housing" rather than "social housing" means that our interests are aligned on a range of issues. ●

Housing First in Finland

VUOKRALAISET VKL RY

Address: Velkuanpolku 1 E,
SF-00300 Helsinki, Finland
Phone: +358-9-4770 360
E-mail: anne.viita@vuokralaiset.fi
www.vuokralaiset.fi

STATISTICS

The number of national and/or regional tenants' organisations: In Finland, we have two different organisations.

The number of members and tenants or households represented by your organisation:

- Local associations
- Member Organisations
 - Service Union United PAM (190 000 members)
 - Trade Union JH is the largest trade union for the welfare sector in Finland (165 000 members)
 - Trade Union Pro (120 000)
- Direct members
 - From areas without local agencies

Membership fee? The principal purpose of your tenant organisation: The membership fee is 37 euros per year.

The principal purpose of our organization is to be a link between our members and supervise their common interests, guide, and support the cooperation of our member organizations by providing and

spreading correct information regarding residential rent agreements.

Vuokralaiset ry aims to maintain and improve the knowledge of our members and operate as a counselling organization that promotes fair renting practices. Our organization operates as the guardian of the interests of our members with issues regarding residential culture and living conditions.

One of our top priorities is to make sure affordable housing continues to be present in relevant discussions.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others?: Annual educational event for members. We provide our members with our newspaper.

How many employees, how many active members, and how many volunteers are in your organisation: Our association has an executive director and three to four part-time employees.

The population of your country/area: 5 565 519. (December 2022)

Number of dwellings: 3,25 million homes. (31.12.2020)

Percentage of rental housing: 30 %.

Percentage of owner-occupied housing: 65 %.

Percentage of Social housing: Approximately 1 000 000 dwellings.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

- reduction of homelessness (Housing First)
- Compose an 8-year plan to improve the existing housing policy (commonly the solutions are for 4 years which is one period of rule)

What would you change in your country's housing policy and the situation for tenants over the coming three years?

- restrain the cost of living
- reform the entire loan system of the country

Has the pandemic changed how you operate?

During and after the pandemic we have operated more digitally. For example, during the pandemic, we held our events only in Teams.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

We haven't had particularly many evictions in Finland. In Finland, we focus on acting preventively before eviction.

Do you have statistics on evictions in your country over the past four years and/or past year?

Since 2008 there have been 3,500-4,000 evictions every year, and the number has not decreased or increased over the years. The number of evictions has not increased significantly for example during the pandemic.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Inflation, high electricity prices and the cost of living have had an impact also for tenants. The government is preparing different ways to help people with high electricity prices, for example by deciding on subsidies for high electricity bills.

How are your association and/or country dealing with energy renovations?

As said above, the government is preparing different ways to help people with high electricity prices, for example by deciding on subsidies for high electricity bills.

Young engagement, how do you attract young members of your association?

We reach out to young members especially on social media, where we give young people valuable information about renting a first home, for example.

We also cooperate with other organizations, such as the youth housing association.

What successful campaigns has your association conducted which can act as a good example for other associations?

This may not be a direct "campaign", but we have noticed that creating nationally accepted and respected guidelines for housing with landlords has been successful for us.

How do you use social media in your organisation?

We use all the most common social media channels, such as Instagram and Facebook. On Instagram we have reached many younger members and, for example, students who are moving into their first (rental) apartment.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We cooperate with all other associations. We cooperate with different kinds of organizations, associations, and with various housing companies, for example.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

We cooperate via IUT.

Have you implemented projects financed by others in the EU?

No, we have not. ●

Largest tenant organisation

LA CNL CONFÉDÉRATION NATIONALE DU LOGEMENT

Address: 8 rue Mériel 93100
Montreuil France
Phone: +33 1 48 57 04 64
Facebook: /cnlconfederation
Instagram: /cnlogement/
Twitter: /La_CNL
www.lacnl.com

STATISTICS

The number of national and/or regional tenants' organisations: Five national tenant's organisations, some of them having regional and/or local branches; la CNL is as big as the other four associations brought together and La CNL is the only one to have strong regional branches in every French-administration territorial division.

The number of members and tenants' or households represented by your organisation: 70 000 family members of CNL and 450 activists elected to the board of the social housing company

Membership fee? The principal purpose of your tenant organisation: The Fees are Between 25 and 70 euros for a year. Standing up for tenants by providing legal advice and assistance. Representing tenants in social landlords governing bodies. Political activism at every local, regional and state level.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Helping people with their housing and consumerist issues. Political lobbying, Participation in several national institutions: for example the French national standardisation body (Afnor) on housing topics: elevators, accessibility, energy efficiency, electrical safety

How many employees, how many active members, and how many volunteers are in your organisation: In the headquarters, we have 15 employees and in the local CNL agency with have almost 40 employees. We have almost 10 000 Volunteers

The population of your country/area: 67 million inhabitants

Number of dwellings: 4,5 million social housing dwellings

Percentage of rental housing: 40% = 16% social sector + 24% private sector

Percentage of owner-occupied housing: 60%

Percentage of Social housing: 16%

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

A law cut down the budget for social housing (Law "Elan") very bad news for the tenants

What would you change in your country's housing policy and the situation for tenants over the coming three years?

- No more evictions (for no payment)
- Build 250 000 social housing per year
- Give again more budget for social housing companies

Has the pandemic changed how you operate?

More zoom meetings, less door knocking, fewer in-person meetings at landlords' offices

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

In France, we have a winter "three" from 1/11 to 31/03 but after this time the evictions carried on very strongly

Do you have statistics on evictions in your country over the past four years and/or past year?

Difficult to have the figures

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Parisian example: so far, tenants hold on and tighten their belts. Paris municipality has applied a lower yearly increase to municipal rents, that is to say to 250.000 homes: 1,90% instead of 2,30%.

How are your association and/or country dealing with energy renovations?

Via our participation in NSB (Afnor) work, via CRE, CSE...

Young engagement, how do you attract young members of your association?

We created "CNL for the young" in 2021

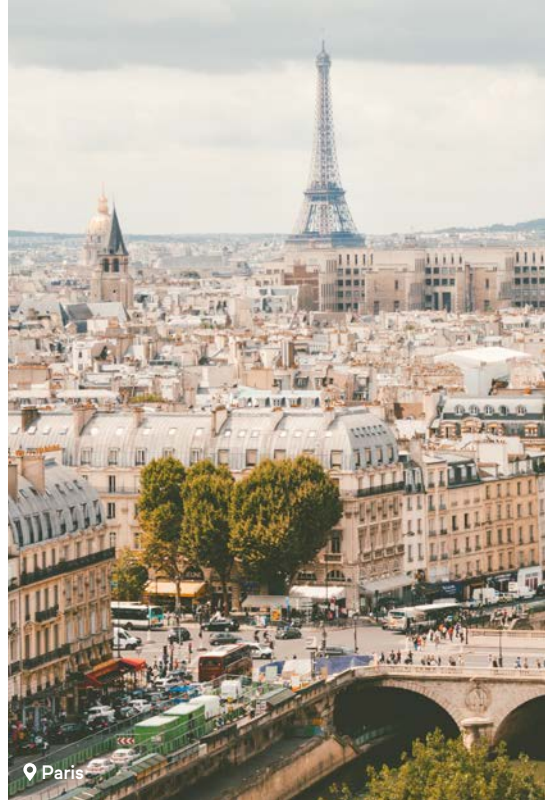
What successful campaigns has your association conducted which can act as a good example for other associations?

A campaign for a "rent freeze"

How do you use social media in your organisation?

Website, Twitter, Instagram, Youtube, Facebook

Do you have opportunities for cooper-



ation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We work a lot with FLHLMQ (tenants organisation for social housing in Quebec)

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects.

La CNL collaborates with the International Alliance of Inhabitants (IAI).

We also follow up APDLC Congo activities.

La CNL also collaborate with ANEC, which not a tenant association but a consumer one, of course they also deal with housing-related topics: accessibility, energy renovation, www.anec.eu/about-anec/our-members

Funded by EC.

Have you implemented projects financed by others in the EU?

La CNL has been participating in FEEDS project for 5 years and is vice president since 2021. FEEDS is funded by European Copper Alliance (ECI). www.feedsnet.org. ●

Decline must be stopped

GERMAN TENANTS' ASSOCIATION (DMB E.V.)

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Littenstraße 10, 10179 Berlin

Phone: 030 22323-0

Email: heike.zuhse@mieterbund.de

www.mieterbund.de

STATISTICS

Number of national and/or regional tenants' organisations: 300 regional tenants organisations & 15 national organisations.

Number of members and tenants or households represented by these and your organisation: 1,5 million households, 3 million tenants.

The principal purpose of your tenant organisation?

- political representation of tenants interest.
- information and public relations work
- legal advice.

The principal activities your organisation? for example policy questions, educational activities, local activities for security, well-being and community activities, other?

- political work: accompany legislative processes, esp. with regard to housing

and buildings (consultations, comments etc.) concerning tenants laws, affordable rents, promotion of social housing, housing and building regulations, energy renovations, renewable energies, urban development and heating ordinances.

- information booklets, an encyclopedia for tenants, tenants magazine, professional magazine tenants rights.
- the work of the regional tenants' organisations focuses on the representation of tenants' interest, e.g. legal advice and support in disputes with landlords.

How many employees, how many active members, how many volunteers in your organisation?: Around 1.300 employees and 2.500 volunteers work for the German Tenants Association, the national organisation and the regional tenants' organisations

The population of your country/area?: 83 million.

Number of dwellings: 19 million residential buildings with 43 million apartments.

Percentage of rental housing: 53% (23 million).

Percentage of owner-occupied housing: 47 %.

Percentage of Social housing: 2,5 % (1,1 million).

Membership fee?: regional tenants organisations set their membership fee, e.g. Berlin: 9 Euro/month (4,50 Euro/month for low income).

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

Sadly there has been little progress in in housing policy towards tenants rights. However, the tenancy law reform in 2019 brought some changes, most importantly with regard to renovations: the allocation of modernization cost was reduced from 11 to 8 percent and the rent increase was capped at 3 Euro/m² capped (2 Euro/m² if rent prior to renovation was below 7 Euro/m²).

Also noteworthy: since 1998 (more than 21 years) there has been no independent ministry for housing and construction, the responsibility has been relocated from ministry to ministry in almost every legislative period. Since 2021 Germany has an independent Ministry for housing and construction (again).

Increased public funding for social housing but by far not enough.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

- Decline in social housing must be stopped – 100.000 additional apartments in social housing need to be built each year – making 50 billion Euro of public funding necessary until 2025.
- Ban on rent increases in tight rental markets („Mietenstopp“).
- The allocation of modernization costs must be abolished (“Modernisierungsumlage”) or at least a substantial reduction from 8 to 4 per cent must be implemented.
- Reintroduction of non-profit housing law (“Neue Wohngemeinnützigkeit”)
- Abolishment of index-linked rental agreements.

Has the pandemic changed how you operate?

As most likely everywhere an increase in digitalisation.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

If tenants were unable to pay their rent between April and June 2020 due to the pandemic they were given time to repay these debts until June 2022 (and their rental agreements could not be terminated).

How has the cost of living crisis affected tenants in your country? What measures have been put in place? Housing subsidies have been increased and a heating cost allowance was introduced

Proper measures for households not eligible for housing subsidies still needed (ban on termination of rental agreements due to heating costs, ban on energy disconnections).

Too little progress also in social housing, the number is still declining each year.

Energy renovations?

German building sector behind climate targets, with low-income groups living in worst-performing buildings (facing high heating costs).

But the current system of allocation of modernization costs to tenants needs to be replaced by a fair distribution of costs between landlords, public hand and tenants (public funding), e.g. a partial gross rent model.

Young engagement, how do you attract young members of your association?

Campaigns, such as the ban on rent increases (“Mietenstopp”).

How do you use social media in your organisation?

Twitter, Facebook.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

Other social and environmental associations, Mietenstopp is a platform for cooperation between all kinds of tenants initiatives. ●

Suspended evictions during the pandemic

UNIAT APS NAZIONALE

Address: Registro Nazionale delle Associazioni di Promozione Sociale n. 191
Via Castelfidardo, 43 – 00185 Roma
Phone: 06.97606677
Fax: 06.97606868
Email: uniatnazionale@gmail.com
Posta certificata: uniat.aps@pec.it
www.uniat.it

STATISTICS

The number of national and/or regional tenants' organisations: 21

The number of members and tenants or households represented by your organisation: 23000

Membership fee? The principal purpose of your tenant organisation?: Yes. Provide assistance services, technical services and legal services.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Develop support for housing policies, environmental and energy policies, and policies to combat poverty.

How many employees, how many active members, and how many volunteers are in your organisation: 9 employees, 20 active members and 30 volunteers

The population of your country/area: 59 million

Number of dwellings: 31 million

Percentage of rental housing: 70,8%

Percentage of owner-occupied housing: 20%

Percentage of Social housing: 9,2%

PROGRESS:

What would you change in your country's housing policy and the situation for tenants over the coming three years?

Realization of new social dwellings.

Has the pandemic changed how you operate?

Yes it did.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

Suspension of the executive order of eviction.

Do you have statistics on evictions in your country over the past four years and/or past year?

Yes, they're increased by 20%

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Increase in evictions for innocent arrears. The government has not implemented measures to counter the innocent arrears.



📍 Roma

How are your association and/or country dealing with energy renovations?

In Italy, an urban regeneration plan is underway to make buildings less energy-intensive.

Young engagement, how do you attract young members of your association?

Formulating knowledge proposals for access to rented or owned homes.

What successful campaigns has your association conducted which can act as a good example for other associations?

Uniat has promoted initiatives for the redevelopment of urban suburbs.

How do you use social media in your organisation?

The bare minimum.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

Uniat collaborates free of charge on national and European projects with state bodies, universities and private bodies.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

I don't, but I would like to

Have you implemented projects financed by others or by the EU?

No. ●

Housing rights under risk

LATVIAN UNION OF TENANTS

Reporter: Edvards Kvasnevskis, Nataly Volkina/ Latvian Union of Tenants

Email: denac-asoc@inbox.lv

STATISTICS

The number of national and/or regional tenants' organisations: 4

The number of members and tenants' or households represented by your organisation: 3200.

Membership fee: We have no member fee.

The principal purpose of your tenant organisation:

- to expand housing support for lower-income households and for middle-income.
- families with children, in particular through reforms to housing allowance,
- to ensure the protection of tenants in any new tenancy and civil procedure legislation, at the very least at the level of the law currently in force.
- to renew the payment of state and municipal allowances for resettling those tenants of denationalised housing, with a view to full compensation of the flat value.

The principal activities of your organisation? For example, policy questions,

educational activities, local activities for security, well-being and community activities, and others: Monitoring the current legislation in the field of housing, interaction with state institutions in the field of housing legislation, providing legal advice to tenants, and dissemination of information about their rights. Organising public rallies in defence of the rights of tenants.

How many employees, how many active members, and how many volunteers are in your organisation: Active member – 67, volunteers is about – 220.

The population of your country/area: The population of Latvia in 2022 was 1,850,651¹

The number of dwellings: 825722.

Percentage of rental housing: 19%

Percentage of owner-occupied housing: 81%².

Percentage of Social housing: 0,54%.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

In December 2021, the program of payment of benefits to a few tenants of "denationalized housing" was resumed and the term of existing rental contracts was extended until 2026.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

On April 21, 2021, the Latvian parliament adopted the bill „The Residential Tenancy Law”. Tenancy stability is a key issue at stake. The new law provides for the existing tenancy contracts to be renegotiated. If the parties cannot agree, the court establishes the rules of rent, but its duration may not exceed 10 years. This generally undermines the right to housing. Moreover, it is of special concern to the numerous tenants of “denationalised housing”, tens of thousands at least. The apartments they rented in the Soviet time as most urban dwellers did, were assigned to the heirs of pre-Soviet owners in the 1990s. Thus, these people weren’t able to privatise their housing as most people did at the time. Now, these tenants usually pay higher rents. The main safeguard for them not falling victim to a forced eviction is that the old tenancy agreements, usually indeterminate in duration, have been left in force. But only until 2024! This protection is under threat in the new law.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

The numerous appeals to authorities are invariably ignored. Landlords widely practice arbitrary treatment of tenants, such as cutting off electricity, heating, and water supply, as well as trespassing, psychological pressure, threats etc.

Do you have statistics on evictions in your country over the past four years and/or past year?

The new bill deprives of protection a special vulnerable group of Latvian residents – tens of thousands³ of tenants of denationalized houses, which were returned to private ownership in the early 90s. Those tenants have been forced to pay higher rents than those in the municipal housing; besides, the former weren’t able to privatize the housing they had lived in. The main safeguard of their rights so far has been the indeterminate duration of their rental contracts.

Those tenants were promised housing of equal value or land plots as long ago as in 1991⁴. Later, they were promised support and, in particular, compensation.⁵ In practice, they were only given some options of renting municipal housing, subject to availability, and some allowance in case of resettlement. Even those allowances have ceased to be paid during the 2009 financial crisis.

What successful campaigns has your association conducted which can act as a good example for other associations?

Monitoring the current legislation in the field of housing, interacting with state institutions in the field of housing legislation, providing legal advice to tenants, and dissemination of information about their rights. Organising public rallies in defence of the rights of tenants.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

Interaction with deputies of the Latvian Parliament during the discussion of the new “The Residential Tenancy Law” has led to progress in favour of the rights of tenants. ●

1. https://www.google.com/search?q=latvia+population+2022&rlz=1C1ASUM_enLV522LV522&oq=latvia+population&q=chrome.1.69i57j0i51219.11023j0i15&sourceid=chrome&ie=UTF-8

2. <https://eng.lsm.lv/article/society/society/81-of-latvian-population-own-their-homes.a436400/>

3. No official statistics is available, this is an unofficial estimate.

4. Decree “On the entry into force of the Laws of the Republic of Latvia “On Denationalisation of Housing Properties in the Republic of Latvia” and “On Restitution of Housing Properties to their Lawful Owners” ” of 30.10.1991. Para. 5.3. <https://likumi.lv/ta/id/70830> (Latvian)

5. Law “On Residential Tenancy”, Transitional Provisions. Para. 14 The English translation, partly outdated, is available at <https://likumi.lv/ta/en/en/id/56863> The translation of Para. 14 of the Transitional Provisions is up-to-date, though, as it hasn't been amended after its adoption.

Establishing a quality database

HOUSING AND TENANTS ORGANIZATION HTO

Address: Cedomir Minderovic 41, 1000
Skopje, North Macedonia
Phone: +38 975 25 55 21
Email: hto.info.contact@gmail.com
www.hto.org.mk

STATISTICS

The number of national and/or regional tenants' organisations: We do not have national tenant associations. HTO is the only tenant association in North Macedonia.

The number of members and tenants or households represented by your organisation: We have around 100 tenant members in the association so far.

Membership fee?The principal purpose of your tenant organisation: For now, it is free of charge, but it will be 10 euro per year

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Our main activities are aimed at creating better conditions for tenants through:

- Organizing focused groups within different cities across the country
- We have official meetings with the decision-makers in the area of housing.

We present the challenges and tenants' problems and we propose solutions and housing models for the issues

- We participate in the preparation of tools (calculator) and methodology for determining the fair price on the real estate rental market.
- We are in constant communication with the Housing Regulatory Commission, the Ministry of Transport and Communications, and the Ministry of Labor and Social Policy, where we monitor the implementation of laws and bylaws that protect the rights of tenants.

How many employees, how many active members, and how many volunteers are in your organisation: We have 2 employed people, 15 active volunteers and 100 member tenants.

The population of your country/area: The current population of the Republic of North Macedonia is 1 836 713 according to the State statistic office

Number of dwellings: 533 659 according to official data from State Statistics Office

Percentage of rental housing: 17,3 % according to official data from State Statistic Office

Percentage of owner-occupied housing: No official data

Percentage of Social housing: No official data. Macedonia does not have publicly available data related to housing that can be easily downloaded and analysed.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

Given that we are a relatively young organization, we detecting the key problems and challenges that our country is facing and proposing appropriate solutions to adequately overcome the problems

What would you change in your country's housing policy and the situation for tenants over the coming three years?

At the moment, our main priority will be for the competent institutions such as the local authorities, the regulatory commission for housing as well as the competent ministries to establish a quality database with data and information about the concluded lease agreements between the lessor and the lessees to facilitate the filling of the provided calculator for a fair price for renting real estate with accurate and timely data so that it can be properly used by tenants and lessors.

Has the pandemic changed how you operate?

We were established in early 2021 and we managed to work during the pandemic in different ways (online and organizing safe meetings)

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

No data

Do you have statistics on evictions in your country over the past four years and/or past year?

No data

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

The cost of living has grown significantly in the period 02.2022 - 02.2023 and the Republic of Macedonia calculates an average inflation of about 19% for this period

at the national level, of course with a different threshold of inflation in different segments. This significantly increased the price of apartments, and according to the increase in the price of apartments, the average price of renting a residence also increased.

How is your association and/or country dealing with energy renovations?

The energy crisis in our country has also significantly increased due to the fact that energy resources such as gas, oil and firewood on the world markets have risen by more than 32%. Although the Republic of Macedonia has been investing in gas pipelines and central heating systems in the last few years, the percentage of coverage at the national level is below 25%.

Young engagement, how do you attract young members of your association?

We have signed memorandum of collaboration with student dormitories and we have focused groups with students, youth, meeting with youth organizations, motivating volunteers and more.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

There is no tenant association in Macedonia, but we cooperate with the local authorities in the bigger cities, with whom we periodically organize meetings and exchange experiences and make suggestions, all with the aim of improving the standard and the rights of the tenants.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

Yes, we collaborate with the Swedish union of tenants, Austrian union of tenants, Censor organization from Bosnia and Hercegovina, ZID organization from Montenegro and we are part of the regional Balkan housing platform. We are also member of IUT from 2022. ●

A grassroots self-help approach

SUPPORTING COMMUNITIES THE HATCHERY NI

Address: Unit 19 Antrim Enterprise, 58
Greystone Road~ Antrim, BT41 1JZ
Phone: 028 2564 5676
Email: info@supportingcommunities.org

STATISTICS

The number of national and/or regional tenants' organisations: Supporting Communities is unique in Northern Ireland as the single regional support organization focusing solely on supporting tenant's and resident's associations across the region.

The number of members and tenants' or households represented by your organisation: Supporting Communities provides support and assistance to over 550 local tenants' and residents' groups in Northern Ireland.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others: Supporting Communities provides a grassroots self-help approach to community development, offering support, advice, information, and training to new and existing community/resident groups, and statutory and voluntary organisations in Northern Ireland.

In the spring of 2017, Supporting Com-

munities launched a social enterprise called Empowering Communities to develop our services for housing associations and to deliver on some of the objectives in our capacity as the Independent Tenant Organisation for Northern Ireland.

How many employees, how many active members, and how many volunteers are in your organisation: Supporting Communities currently has 31 members of staff

The population of your country/area: The population of Northern Ireland on census day, 21 March 2021, was 1,903,175; the number of households in Northern Ireland was 768,810.

The number of dwellings: At the last House Condition Survey in 2016 the number of dwellings in Northern Ireland was assessed as 780,000

Percentage of rental housing: 32.9%, including private rented, public and social housing

Percentage of owner-occupied housing: 63.4%

Percentage of Social housing: 10.9%
Housing Executive (public) housing. 4.6%
housing association (voluntary) housing.

PROGRESS :

What achievements are you proud of concerning housing policy in your country over the past four years?

The Northern Ireland Assembly passed

legislation as the Private Tenancies Act, the first in a series of legislative reforms to improve standards, security of tenure and affordability in the private rented sector. As well as providing certain protections for tenants by extending notice to quit requirements, there are further arrangements to address improvements to safety standards, providing information to tenants about their tenancy and limiting rent increases and deposit amounts.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

A full and comprehensive review of the housing market including a proper consideration of the respective roles and contributions of private renting, social and voluntary housing and public housing ensuring distinctions and tenants' rights in each are fully considered and determined.

Has the pandemic changed how you operate?

Following the impacts of the pandemic Supporting Communities has developed and enhanced its digital access and services providing many training and support functions on digital and social media platforms.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

The moratorium on evictions helped many vulnerable and marginalized households manage the restrictions imposed by pandemic responses

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

There has been a UK-wide domestic energy support scheme to help households meet increasing fuel costs; some local authorities have also provided additional schemes to support the most vulnerable households.

How are your association and/or country dealing with energy renovations?

By way of illustration, The Housing Execu-

tive is Northern Ireland's Home Energy Conservation Authority (HECA) and in the most recent Progress Report of 2021, it demonstrated how energy efficiency investment has reduced fuel poverty in Northern Ireland during its 50th anniversary of delivering housing services to local people. During the last financial year, the Housing Executive invested over £11.32 million across energy efficiency measures in 3,840 of its own properties.

Tackling Fuel Poverty through energy efficiency measures continues to be key to the Housing Executive. Fuel Poverty estimates continue to be carried out by the Housing Executive's Research Department, with the 2019 figure estimated to be 24%.

Young engagement, how do you attract young members of your association?

Supporting Communities encourages the participation of young people in community activity and community development through our work in local communities.

What successful campaigns has your association conducted which can act as a good example for other associations?

Supporting Communities do not run campaigns as such but we share good and best practice through the Housing Community Network both at Northern Ireland wide and more local levels.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

Supporting Communities has maintained strong links with our equivalent organizations of TPAS in England, Wales and Scotland. Supporting Communities has been developing stronger links with tenants' and community organizations in the Republic of Ireland, resulting in our first-ever All-Ireland Tenant Engagement Conference in June this year; and of course, Supporting Communities has been a supporter and contributor to the International Union of Tenants. ●

A new rental act 2023?

LEIEBOERFORENINGEN (LBF)

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Phone: +47 24149100
Email: lbf@lbf.no
www.lbf.no

STATISTICS

The number of national and/or regional tenants' organisations: One national organisation in Norway. Two smaller regional organisations in Bergen.

The number of members and tenants or households represented by your organisation: 4.650 households.

Membership fee? **The principal purpose of your tenant organisation:** NOK 400 (€ 37). The tenants' association is a party-political independent interest organisation for tenants. The association shall work for a holistic housing policy that ensures all tenants a safe and good home in a good living environment and with acceptable housing costs. The housing policy must give the individual a real choice between owning or renting housing and take into account the individual's needs.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security, well-being and community activities, and others:

- A more tenant-friendly policy.
- Legal aid to tenants.
- Tenants' participation.

How many employees, how many active members, and how many volunteers are in your organisation: 16 employees, 50 volunteers.

The population of your country/area: 5.4 million inhabitants.

Number of dwellings: 2.5 million dwellings.

Percentage of rental housing: 23.6 per cent.

Percentage of owner-occupied housing: 76.4 per cent.

Percentage of Social housing: 18 per cent. of the total rental stock is owned by the municipalities and can be categorised as social housing

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

- Changes in the national housing policy that underline the need for a well-functioning rental sector.
- Better framework conditions for professional landlords including the need for a non-commercial rental sector.
- The need for tenant participation.
- Political agreement on designing a new rental act in 2023.



What would you change in your country's housing policy and the situation for tenants over the coming three years?

- Implement a new and more consumer-friendly rental act.
- Better conditions in the social housing sector.
- A new framework for financing the non-commercial rental sector.

Has the pandemic changed how you operate?

Very little.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

No special moratoriums on evictions have been implemented.

Do you have statistics on evictions in your country over the past four years and/or past year?

Not as we are aware of.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

The increase in rent last 12 months has been around 7 per cent.

How are your association and/or country dealing with energy renovations?

Nothing particularly – except for underlining the need for energy grants in the social housing sector.

Young engagement, how do you attract

young members of your association?

- Reduced student-membership fee.
- Campaigns on SoMe.
- Cooperation with other organisations/groups with a more clear age-focus.

How do you use social media in your organisation?

- Links to news, reports and other relevant information.
- Invitations to meetings, arrangements etc.
- Direct SoMe video meetings.
- Campaign for more members.
- Campaign for political activity.
- The search for special tenants (for news, activity etc).

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We cooperate with a lot of other organisations, NGOs, municipalities and government.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects. The Nordic Countries meet now and then. Have cooperated earlier in some projects with former eastern European countries and in Mexico/Venezuela.

Have you implemented projects financed by others and/or the EU?

No – too complicated. ●

What a platform for social movement

AIL – LISBON TENANTS ASSOCIATION

Address: Av. Almirante Reis, 12
1169-199 Lisboa, Portugal

STATISTICS

With the 2011-2015 austerity crisis, budget allocations for public housing policies have been shrinking, if not disappearing, as well as worsening living conditions and lower incomes for many households.

The liberalization of tenancy from 2012 onwards has created additional pressure on households, which has been accentuated in urban areas with the attractiveness of new economic sectors such as local housing and external housing demand. Inequalities in access to housing have widened and now reach not only the most vulnerable but also the urban middle classes.

However, the territory has been depopulating, as dramatically demonstrated by the tragedies of the 2017 fires in the rural areas of the interior of the country.

The country thus comes to a paradoxical situation. In 1970, another 500,000 houses were missing in Portugal. Between 1970 and 2011, the number of individuals in Portugal grew by 21.9%, but the number of families grew by 72.4%. Changed the nature of households. However, the number

of households increased from 2.7 million to 5.9 million (65% in urban areas and 35% in rural areas).

At this moment it is already possible to have an objective and categorical estimate of the total number of vacant houses in the country and Lisbon, as this number is provided by the 2021 population census. 2021 census, are in the order of 725 thousand nationally, 150 thousand in the Lisbon Metropolitan Area, of which 48 thousand are located in the city of Lisbon and of these 2 thousand are owned by the Central State and City Council. This means that around 15% of the housing stock both nationally and in the municipality of Lisbon is empty and vacant. The number that has been increasing consecutively in recent decades, only decreasing in the last one; relates to a trend that suggests the existence of a housing market that is very much geared towards the construction of new housing, towards a growth in the number of vacant dwellings and towards the existence of family dwellings that are not intended for the usual residence, but the second-holiday residence or temporary/seasonal occupation. There is a commitment to a progressive transformation in the form of access to housing: from a model strongly based on the construction of new housing and its acquisition for own housing, to a model in which the rehabilitation of buildings and housing lease can gain new dynamism.

PROGRESS

What achievements are you proud of in relation to housing policy in your country over the past four years?

The AIL through its action and integrated into the social movement Morar em Lisboa (MEL) (a platform / collective where ideas, wishes and dynamics of more than 40 associations and 40 specialists in the urban issue converge) aimed at the discussion and elaboration of proposals for a transparent and collaborative housing public policy, accompanied by and participated by citizens. It has been highlighted in the Portuguese panorama by the pressure exerted on the political power (local and central), but also by the sensitization of the civil society. Considers it urgent and essential to place and keep the theme of Housing and the Right to the City at the forefront of the national political agenda. The movement formed in the last months of 2016 and presented itself to Portuguese society in January 2017 with the launch of an Open Letter for the Right to Housing which already has more than 4700 signatures, a significant number for the Portuguese context.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

In early 2023, the Associação dos Inquilinos Lisbonenses proposed a manifesto with 23 urgent and priority measures that had the effect of leading the Portuguese Government to design a package of extraordinary measures in terms of renting and housing, currently under public discussion.

Has the pandemic changed how you operate?

Yes, we started working online and giving more time to receive our members and their claims by phone and email.

Do you have statistics on evictions in your country over the past four years and/or past year?

Lisbon and Porto concentrate 58% of evic-

tions in the country. Non-payment of rent is the main reason given by landlords for ending the lease. In the last 5 years, there have been more than 8,500 tenants forced to leave the houses where they lived. More than half of these evictions took place in Lisbon and Porto. Non-payment of rent is the main reason given by landlords for ending the lease. The data are from the National Rental Desk, which came into operation in 2013.

Since then, and until the end of March of 2021, almost 22 thousand eviction requests were filed, but only 8 thousand and 500 were carried out, that is, the majority of landlords did not see their claims met. Once the landlord's request is accepted, the tenant still has 15 days to object and only after this period has expired does the process move forward to vacating the property.

In Lisbon since 2013, for example, the parish of Santa Maria Maior has lost almost two thousand inhabitants. This gives more than one inhabitant per day, in the 4 years from 2013 to 2017. Depopulation is not a recent phenomenon in the historic centre of Lisbon, and statistical records from INE indicate that this demographic bleeding began in the 1940s. 20th century and where 160,000 inhabitants lived, now 40,000 live. This process during the last century was mainly related to the expansion of suburbanization and the consequent formation of the Lisbon Metropolitan Area. The last population census of 2011 does not capture the population loss in recent years aggravated by the evictions of the new rent law of 2012 nor the impact of Alojamento Local (Portuguese designation for apartments or tourist accommodation units, such as Airbnb) on the local housing market. The number of recent evictions in the historic centre of Lisbon is unknown, not least due to the lack of diagnostic studies that prove what seems to be clear evidence for those who live or have their daily lives in the neighbourhoods but are invisible in the eyes of public opinion and civil society in general. →



→ However, several associations of residents and those defending the right to housing speak of knowing hundreds of cases in recent years, especially in the central parishes of Santa Maria Maior, Misericórdia, and São Vicente, which in a universe of residents of a few thousand is quite significant, dealing, even more, with vulnerable populations and at social risk. Faced with a scenario of increasingly high rents, combined with the fact that wages are low for most Portuguese, the number of evictions has skyrocketed. According to the latest data from the National Leasing Bank (BNA), evictions have doubled since 2013 and, on average, around 5.5 families are evicted per day across the country. According to data from the Ministry of Justice, the number of people evicted in 2016 was 91.7% higher than the number recorded three years earlier, which may suggest evidence of the dynamics described. In the case of Santa Maria Maior, between 2014 and 2018, 2000 families were evicted, ac-

cording to the Parish Council. That's more than one family a day being evicted in an already depopulated area of the city. And this data is now more up-to-date.

During almost a decade of the intercensal period, and in the wake of a large set of profound urban transformations, especially in the historic centre, social scientists often questioned themselves about the depth of the depopulation in question. Debating with a total absence of official data, there was a great expectation to know the preliminary results of the 2021 population census, however, already been released. The results already give us certainty about the evolution trends of Lisbon's demography in recent years and confirm the hypotheses raised by the most critical studies. The city has once again lost inhabitants without being able to reverse a trend that has been going on for more than four decades (1.4% less than in 2011, around 8000 inhabitants). Half of Lisbon's 24 parishes have lost population in the

last decade. Despite the positive variations recorded in some of the city's parishes – Arroios, Areeiro, Avenidas Novas, Alvalade, Santa Clara and Parque das Nações, which, as a whole, recorded an increase in the number of inhabitants; in the historic center – especially in parishes such as Misericórdia, Santa Maria Maior, São Vicente and Santo António – losses are greater than 20%, which reveals the brutal impact that touristification, gentrification and the financialization of real estate have produced in this territory. Among the 12 parishes that lost population, it is Misericórdia, the parish whose territory covers the areas of Bairro Alto, Cais do Sodré and Príncipe Real, the one that recorded the greatest loss in the entire municipality: from 2011 to 2021, it lost 3399 people, more than 26% of its population. If, ten years ago, the parish had 13,044 inhabitants, today there are only 9,645. In Santa Maria Maior, a parish that comprises the areas of Baixa Pombalina, Alfama, Castelo, Mouraria and Chiado, there was the second largest percentage and absolute drop in population. In ten years, it lost 22% of its inhabitants. There are 2825 fewer residents, now with only 9997 inhabitants, compared to 12822 in 2011. Among the parishes with the most significant declines are São Vicente, also in the historic centre of the city, with a population decrease of 9.4%, and Ajuda, whose population decreased by 8.4%.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

According to a study that compared data on average income, cost of living and rents in large cities around the world and concluded that Lisbon is the third most expensive city in the world.

The Portuguese capital is less and less a friendly city for the Portuguese pockets. A study carried out by the British insurer CIA Landlords compared data on average income and living costs and rents in several large cities from all over the world and concluded that the Portuguese capital is the

third most expensive city in the world.

The analysis included 56 cities and determined the average salary in each metropolis, the average price of rent for a T3 and the average value of the cost of living (which includes other essential expenses, such as water, electricity, food, gas or transport).

In 2023, rent updates will be limited to 2%, instead of reflecting inflation. This brake on rent increases aims to prevent tenants, already pressured by a sharp rise in the prices of essential goods, fuel and energy, from losing even more purchasing power. Again, this was a request from AIL which the Government acceded to.

The president of the Lisbon Tenants Association (AIL) classified in the social media and press an increase in rents due to inflation as “unbearable” and demands the Government to create a “brake rule” that prevents the update from exceeding 1% in 2023. If the value of inflation to increase rents is 5.43%, from our point of view it is completely unaffordable for most families.

The value of rents could increase by 5.43% in 2023, after having risen by 0.43% this year, according to the inflation figures for the last 12 months until August released this Wednesday by the National Institute of Statistics (INE).

How is your association and/or country dealing with energy renovations?

We have not received any claims in our association regarding this matter.

Young engagement, how do you attract young members of your association?

We have been welcoming interns from the Erasmus + Program or coming from outside the EU, in the area of activism, supervision and professional training, in collaboration with the social movement Morar em Lisboa and although this practice does not necessarily translate into the recruitment of new young members, it helps to generate collective learning and transfer of know-how that strengthens the fight for tenants. ●

A new housing strategy

TIS SCOTLAND

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STATISTICS

The number of national and/or regional tenants' organisations: In Scotland, we have a legal framework for tenant participation and there are over 200 registered tenants' organisations that work to shape local housing services. We have four Regional Tenant Networks that engage with the Scottish Government on issues of national policy. There is also a growing number of tenant and service user scrutiny groups who independently review the housing services of social rented landlords throughout Scotland.

The number of members, and tenants represented by TIS: TIS has over 250 tenant and landlord members representing over 300,000 tenants in the social rented sector across Scotland.

Membership fees and the main purpose of TIS: TIS leads in the development of innovative tenant participation and scrutiny practice in Scotland. As a Charity and a National Membership Organisation, we are committed to influencing change and strive for an active, inclusive, and just Scotland.

TIS charges housing organisations an an-

nual membership fee to become TIS members. Our membership package includes access to free advice, support and training and access to a large TIS community network. Membership is provided free to all tenant's groups.

The principal activities of TIS: TIS provides a wide range of training and support services to empower tenants to have a voice. We work with tenants and housing organisations to work in partnership to improve housing services and standards across the social rented sector. We work closely with the Scottish Government to influence and shape housing policy and legislation.

Number of employees, active members and volunteers: TIS has a core staff team of 10 and a number of Associates who provide specialist support including; finance, accounting, HR and IT services. We are run by a voluntary Board of 15 Directors. We have 2 other projects that are supported by 20 tenant volunteers on our Project Monitoring Groups.

Population of Scotland: Scotland has a population of just over 5 million and this has seen an increase of 200,000 in the last decade. But the population figures are projected to fall by 2045. It is estimated that the number of people aged over 65 will grow by nearly one-third by 2045, which will increase demands on health and social care.

Number of houses and percentage and breakdown of private rented housing, own-

er-occupied and social rented housing: The last 30 years have seen a dramatic change in the shape of housing with over half a million public sector houses being sold through the Right to Buy legislation. We currently have 2.6 million houses in Scotland, 62% are owned, 23% are in the socially rented sector, and 15% in the private rented sector.

PROGRESS

What achievements are you proud of concerning housing policy in your country in the last four years

The Scottish Social Housing Charter sets out the standards tenants can expect in the social rented sector, and this is regulated by the Scottish Housing Regulator. There is also a legal requirement to consult tenants in the social rented sector each year on rents.

The Scottish Housing Quality Standard and the Energy Efficiency Standard for Scotland has supported improving standards in the social rented sector. But the same high quality and safety standards must apply across all sectors.

The Scottish government has published Housing to 2040, its first-ever long-term national housing strategy. It sets out plans to deliver 100,000 affordable homes over the next decade and a new legal requirement for all homes to meet the same standards regardless of tenure.

The Scottish government are looking to enshrine the right to housing in a future human rights Bill.

What would you change in your country's housing policy and situation for tenants?

Our vision for the future:

- That social rented housing is recognised as a positive and equal choice.
- That everyone should have the opportunity to access housing of the same quality and affordability as social housing.
- That the welfare system is fair and compassionate.

- That we work in partnership to eradicate homelessness and poverty.
- Housing organisations and communities work together to find solutions to reach net zero.
- That house building is increased for rent and for sale.
- That tenants are empowered and fully involved in the decision making process to improve services and standards.
- Housing is seen as a Human Right.

Has the pandemic changed how TIS operates?

As a result of the pandemic, we have transformed our services to develop digital participation opportunities to complement our face-to-face activities.

Many countries have implemented special moratoriums on evictions, which of these worked well in your country?

The Scottish Government has introduced emergency legislation to respond to the serious situation caused by the impact of the cost-of-living crisis on people who rent their homes in Scotland. This includes:

- Private rent increases capped at 3% (2023–24).
- Social sector rents to remain well below inflation (6% average over 2023–24).
- A limited ban on enforcement of evictions for all tenants except in a number of specified circumstances.

Do you have statistics on evictions?

No.

How has the cost of living crisis affected tenants in Scotland and what measures have been put in place?

Poverty in Scotland is getting worse with 1 in 4 children living in poverty and 1 in 5 working-age people living in poverty. With the cost of living crisis, 63% of social rented sector households and 40% in the private rented sector (PRS) are financially vulnerable with incomes of less than £20,000 per year. According to a national survey, “61% of tenants in the social rented sector feel that their financial circum- →

→ stances are worse now than prior to the pandemic”.

Around two-thirds of social rented households receive some level of support for housing costs through Housing Benefit or Universal Credit, with the equivalent figure for private rented sector households being 29%.

It is estimated that 24% of households in Scotland live in fuel poverty. This situation is being exacerbated by high energy costs, with many tenants struggling to heat their homes. Scotland is also seeing an increased use of food banks. The Trussell Trust’s food bank network provided 1.3 million emergency food parcels to people across the UK in crisis between April to September 2022.

Income inequality shows no signs of slowing down. With the current welfare reform legislation in the UK, rent affordability, and food and heating costs are critical issues for tenants.

Emergency legislation has been introduced in Scotland to protect tenants who rent. Rent increases in the private rented sector are capped at 3% over 2023-24 and rents increases in the social rented sector are to stay below inflation levels with average increases of 6% over 2023-24.

How is Scotland dealing with energy renovations?

By 2032, the Scottish Government aims to have 35% of domestic buildings and 70% of non-domestic buildings heated through low-carbon technology. The Committee for Climate Change for Scotland is calling for net-zero gas emissions by 2045.

How do you attract young members to TIS?

Over lockdown TIS has transformed

its services and has a digital strategy to complement more traditional methods of tenant participation. We are using digital participation opportunities to get younger tenants involved. We have produced a Thematic Study to look at ways to involve more young people in housing.

Examples of good practice

TIS was delighted to partner with Glasgow City Council to conduct the first Tenant Led Commission for the private rented sector in Glasgow. This provided opportunities for tenants to shape future recommendations for private rented housing across the city.

How do you use social media at TIS

We have a communications team who specialises in promoting the work of TIS through a wide range of social media platforms.

Do you have opportunities for cooperation nationally?

TIS works with the Scottish Government and key partners to shape and influence housing policy, legislation and practice. TIS works with key partners across the UK to share and develop good practice. TIS co-chairs the Scottish hub of the Cache project, which is a multi-disciplinary partnership between academia, housing policy and practice across the UK. TIS is also the Scottish Ambassador on the UK Housing Safety and Wellbeing Taskforce.

Do you collaborate internationally

TIS are members of The IUT and liaise with them to share good practice. We have worked with the IUT and the Scottish Government to explore the role of a Tenants Union in Scotland. TIS have worked with the IUT and the Swedish Union of tenants at TIS conferences and seminars. ●



The Swedish Union of Tenants – a people's movement

THE SWEDISH UNION OF TENANTS, HYRESGÄSTFÖRENINGEN

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www.hyresgastforeningen.se

STATISTICS

The number of national and/or regional tenants' organisations: The Swedish Union of Tenants is the largest organisation for tenants. There are other mostly local unions, with a limited opportunity for housing policies. Our union has approximately 1,100 local unions (all organized within nine regions).

The number of members and tenants or households represented by your organisation: The Swedish Union of Tenants contains over 541 000 members (March 2023). It is difficult to estimate the number of the other organisations' memberships, but it could be a total of 2-8,000 members.

How does your organisations' members divide when it comes to age approximately: The Swedish Union of Tenants (SUT) is traditionally a people's movement that gathers as members all groups of tenants, but where the elected representatives are mainly older pensioners. In terms of gender, there is a pattern where there are more women among the

locally elected officials and more men among the national/regional elected officials.

Does your organisation have a membership fee and how much is it for 2023: 85 SEK per household.

Are there other costs for members: No.

What is the principal purpose of your tenant organisation: The Swedish Union of Tenants is devoted to making sure that everyone has the right to good housing at an affordable cost, by promoting better housing for all.

The Tenants' Association's business concept:

By organising tenants, the Tenants' Association participates in, takes responsibility for and is a driving force in the development of the community.

We do this by:

- Being a vital meeting place for housing issues.
- Creating empowerment, safety and community in neighbourhoods.
- Providing knowledge, support and services to members.
- Inviting dialogue and cooperation with other partners.
- Using data and experience from people's own homes to influence policy and legislation.
- Negotiating rents for Sweden's tenants.

What are the principal activities of your organisation? For example, policy ques-

tions, educational activities, local activities for security, well-being and community activities, and others: We negotiate with landlords concerning rents and terms and conditions of housing. We work with opinion-shaping and lobby policymakers. We provide support and answer questions from our members. We conduct, support and develop different local projects, with the focus to create and strengthen community, security and general well-being in our local neighbourhoods.

The tenant association has a wide range of educational activities for its members and elected representatives. The trainings are offered by our 9 regions and coordinated nationally by the association. We also have a large selection of digital courses that you can attend whenever you want. We offer training in everything from rent negotiation and housing policy to inspirational lectures in urban development and balcony cultivation, but also functional training linked to the tasks of elected officials, such as treasurer, chairman or election preparer.

How many employees, how many active members, and how many volunteers are in your organisation:

Number of members: 541 000 households

Number of elected members: 8,950

Number of employees: 850

Number of local Tenants' Associations:

1,174

Number of Associations: 160

Number of regions: 9

No volunteers.

The population of your country/area:

Sweden had in December 2022, 10 521 556 residents.

Number of dwellings: 48per cent of the above lives in apartment buildings and 44 per cent in houses (the remaining 8% lives in special housing, for instance, elderly homes or dorms).

Percentage of rental housing: 27 per cent of the above has rental housing, mostly in apartment buildings.

Percentage of owner-occupied housing: 49 per cent of the above has owner housing, mostly in houses and 19 per cent of the above has condominiums, mostly in apartment buildings.

Percentage of Social housing: Sweden does not practice social housing, although Social Service in each municipality owns several homes for exposed people (for instance women and children fleeing from domestic violence or newly arrived refugees). Sweden does, however, have a municipal stock of public housing in almost all of the municipalities around the country, constituting 27 per cent of the entire stock of apartment buildings.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

The Swedish Union of Tenants has up to now successfully managed to prevent the financialisation of housing to be the dominant factor in Sweden. We have also regularly pointed out the importance of maintaining diverse neighbourhoods, to resist segregation. Moreover, our yearly negotiations with the landlords have every year prevented unfair increases of the overall rent level.

What would you change in your country's housing policy and the situation for tenants over the coming three years?

We want to see more state financing for new construction of apartment buildings, where need, not demand, determines output. It is in general more expensive to rent, than to own, which is an unfair housing policy and one we wish to change through tax reform. It must be less expensive to build apartment buildings and renovations of old apartment buildings must be conducted in a way that there are options for tenants, to choose different levels of renovation in the apartment to be able to influence the →



📍 Stockholm

→ final rent. The rent, in general, must also be settled in different levels, when it comes to different degrees of standard, position etc. There must be a wide diversity of apartments, from very cheap and simple to more expensive and attractive, so that all groups of tenants can both find suitable homes and still live in the same neighbourhood.

Has the pandemic changed how you operate?

We have developed the use of technical platforms, for example, we have digital member meetings.

The organization has learned a lot and quickly about digital meetings. It has been a big challenge because of high average age of many elected members. Much of the local business was put on hold and we lost many local associations. But meetings and trainings have been able to attract new and more target groups when the geographical distances have become less of a problem. On the employee side, we have switched to a more hybrid way of working, where the possibility of working

at home has led to fewer people being in the office at the same time than before.

Many countries implemented special moratoriums on evictions during the past three years, which were those in your country that worked well?

The preventive work is crucial. A challenge is to find methods and combinations of these that can work preventively, i.e. prevent people from becoming homeless. Eviction prevention work is an example of this. Social services need to cooperate in preventive work with other municipal administrations, the health and medical services, the bailiff, housing companies, voluntary organizations and more. Collaboration is facilitated by that goals are specified, that there are mandates and clear management and that the respective roles of the parties are clarified.

Do you have statistics on evictions in your country over the past four years and/or past year? If yes, please summarise below.

2 523 households were evicted in 2022 in Sweden.

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Tenants in Sweden have a lower mean income than people living in other types of tenure, which has had the effect that the cost of living crisis related to food, electricity and fuel strikes harder, with the tenants even before the crisis having smaller margins.

With the collective bargaining system in the rental market, cost increases for landlords are yet to have been fully realized for the tenants. The agreed-upon rent increases for 2023 do point to a sharp rise in rent increases as compared to the yearly increases for the last ten years, and will end up around 4,5 % on the mean.

The margin that a typical childcare worker (a profession which comes close to the mean income for the country) has to live on after the basics are paid for has decreased by 25 per cent for the last three years.

How are your association and/or country dealing with energy renovations?

With the change in government, the state support for energy renovation to multi-family residential dwellings was scrapped. Instead they put into place state support for energy renovation in single-family detached homes.

The policy of the SUT is that the cost of energy renovations should be shared equally between the tenant, the landlord and the state.

Young engagement? How do you attract young members to your association? Does your organisation have strategies for involving young people, or other groups of for instance culture that might be under represented in your organisation?

Yes, we do. There are many local initiatives, for example in Helsingborg.

The Tenants' Association works with landlords and various neighbourhood organisations to stimulate local initiatives

and involvement in different activities for young people.

What successful campaigns has your association conducted which can act as a good example for other associations?

The election campaign 2022.

How do you use social media?

We use social media to recruit new members, create loyalty, create opinion, strengthen the brand, and to increase awareness of the Swedish Union of Tenants. The channels we use include Facebook, Instagram, Twitter and LinkedIn.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

Yes. SUT collaborates with many different organizations in many different contexts. For example with Red Cross (Sweden), Save the children, (Sweden), and Majblomman (The Mayflower). Majblomman is a non-profit organisation with the mission to decrease the impact of child poverty in Sweden. Children in families with a low level of income can apply to Majblomman for financial aid to cover costs such as after-school activity fees, winter clothes or sports equipment. Children are eligible for Majblomman grants up until the year they turn 18. Majblomman's work is financed by thousands of children that sell "majblomman" – a small flower pin – each year in April.

Folkkraft (People power) is a network started by SUT, with a total of seven organisations. Local/municipal cooperation often takes place with other associations.

We meet politicians across the country and campaign online to highlight solutions for the housing shortage. We present solutions to speed up housing construction, and together with tens of thousands of tenants, we can put pressure on politicians in parliament and municipalities. ●

Successful policy vote

ASLOCA-FÉDÉRATION ROMANDE DES LOCATAIRES (FRENCH SPEAKING FEDERATION)

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STATISTICS

The number of national and/or regional tenants' organisations: 1 national and 21 cantonal or regional sections in Switzerland.

The number of members and tenants or households represented by your organisation: More than 225'000 tenants or households in the country.

Membership fee? The principal purpose of your tenant organisation: From 45 to 100 CHF – depending on the section and its proposal.

Regroup and act in the interest of all tenants in Switzerland; fend off attacks against tenancy law, and fight exploding rents.

The principal activities of your organisation? For example, policy questions, educational activities, local activities for security,

well-being and community activities, and others: Legal aid for tenants, advice, lobbying for tenancy law, actions for affordable housing, fight exploding rents.

How many employees, how many active members, and how many volunteers are in your organisation: On the federal level, five employees (politics, lobbying), are additional to the sections.

The population of your country/area: 8,7 million people.

Number of dwellings: About 5 million.

Percentage of rental housing: 62%.

Percentage of owner-occupied housing: 38%.

Percentage of Social housing: About 7%.

PROGRESS

What achievements are you proud of concerning housing policy in your country over the past four years?

On 9 February 2020, the popular initiative for more affordable housing we launched was rejected with a Yes vote of 42%. For a social policy vote in Switzerland, this is a success. We introduced new laws in a few cantons to protect tenants against high rents after renovations or to promote affordable housing and could regulate Airbnb in some cantons.

In 2022, we presented a study showing how much illegal returns the real estate groups are earning: 10.4 billion CHF in 2021 alone!



What would you change in your country's housing policy and the situation for tenants over the coming three years?

More non-profit housing, yield/return ("Rendite) and rent control, energy allowance for low earners.

Has the pandemic changed how you operate?

Yes, the pandemic has given our organization a digitization boost.

Do you have statistics on evictions in your country over the past four years and/or past year?

Not on the national level

How has the cost of living crisis affected tenants in your country? What measures have been put in place?

Affected a lot, and rents are exploding. No measures, unfortunately!

How are your association and/or country dealing with energy renovations?

In principle, we are in favour of energy-efficient renovations; they also reduce the ancillary costs for tenants. Unfortunately, they too often lead to vacancy notices and/or illegally high rents after the refurbishment.

What successful campaigns has your

association conducted which can act as a good example for other associations?

Currently, we are campaigning against political attacks on tenancy law, here is the campaign: [*www.mietrechts-angriff-nein.ch/\(d/frz/ital\)*](http://www.mietrechts-angriff-nein.ch/(d/frz/ital))

How do you use social media in your organisation?

Not yet very strong at the moment, but these instruments are currently being massively strengthened via the new campaign.

Do you have opportunities for cooperation nationally, i.e. are there several tenants' associations or do you cooperate well with other organisations or with the municipality/state or businesses?

We traditionally cooperate very well with the Social Democratic Party and the Green Party.

Do you collaborate internationally with other countries' tenant associations or do you wish to do so, e.g. research projects?

No, could be interesting, but is also a problem of human resources...

Have you implemented projects financed by others in the EU?

No. ●



INTERNATIONAL UNION OF TENANTS