

**Challenges and Prospects of Communal Service Governance:
The transferred Condominium Houses in Addis Ababa (Yeka sub-city)**

By

TEKELEHAIMANOT, Assefu Gebreamlak

THESIS

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KDI School of Public Policy and Management
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Committee in charge:

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ABSTRACT

Today's world is typified by a rapid urbanization. On the account of a considerable difference in socio economic conditions between urban and rural areas, people migrate to urban areas in the hope, rather than the actual of obtaining better infrastructure, social services and economic development opportunities. This social condition also imposed governments and city managers to look for adequate housing for the urban poor to mitigate the housing shortage and slum habitation in urban areas. Ethiopian urban centers in general and Addis Ababa city in particular is characterized by rapid population growth which in turn leads to huge housing demand. Taking in to account these human factors, the Ethiopian government is designed a condominium housing program to provide the poor-first housing. The condominium housing development can be considered as a forcing factor to ensure social, economic and political development in a country. However, the governance aspect of the transferred condominium houses and the condo-communal services are militating by several maladministration practices. Therefore, the study employs appropriate literatures to see condo communal service governance in general and particularly the Ethiopian case to evaluate and explore condo-communal service governance in Addis Ababa city. Thus, the study tried to assess and explore the challenges and prospects of condo-communal service governance. Hence, the study's aim was to assess the factors that affect the condo communal service governance in the condominium sites of Addis Ababa city so as to ensure the equal accessibility of the commons. During the study descriptive and exploratory research types were applied and both primary and secondary sources of date were used through key informant interviews, FGDs, questionnaires and document analysis. The analysis and findings of the study shows that though the Ethiopian government is instituted a district level decentralization to enhance quality public service delivery by empowering local communities by providing housing first, however, poor planning, monitoring and evaluation mechanisms; inadequate participatory and accountability approach , lack of knowledge, skills and commitments; lack of integration among stakeholders; lack of public health, school and recreation centers; poor sanitation and environmental pollution and poor administrative financial resources were of the practical condo communal service governance challenges of the study area. Therefore, government and other respected bodies must work towards insuring on integrated and participatory planning, monitoring and evaluation systems, building public health, school and recreation centers; ensuring sanitation and environmental soundness as well as mobilizing administrative financial resources so as to come up with effective condo-communal service governance.

Key words Sense of ownership, Social interaction and collaborations, Stake holders' integrations and challenges of communal services governance.

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ACRONYMS AND ABBREVIATION

AACA	Addis Ababa City Administration
AACAHDPO	Addis Ababa City Administration Housing Development project Office
BHA	Bureau of Housing Agency
BWUD	Bureau of workers and Urban Development
CSA	Central Statistics Authority
ECE	Economic Commission for Europe
EPRDF	Federal Democratic Republic of Ethiopia
FGD	Focus Group Discussion
MUDC	Ministry of urban Development and Construction
IAD	Institutional Analysis and Design
IHDP	Integrated Housing Development Program
MSE	Micro and Small Enterprises
MWUD	Ministry of Workers and Urban Development
PASDEP	Plan for Accelerated and Sustained Development to End Poverty
UN	United Nations
UNDP	United Nations Development program

CHAPTER ONE

INTRODUCTION

1.1 Back Ground

The world population is increasing very rapidly which affects all efforts to provide adequate housing. And obviously out of the whole population the urban population is growing faster. Already today Three billion people (nearly half of the world's population) live in urban centers where amongst one third of them in slums. UN-Habitat states that we are already in the middle of housing crises (UN-HABITAT, 2003).

The current trends observed especially in developing countries indicate that a high population growth leading to rapid urbanization. On the account of a considerable difference in socio-economic conditions between urban and rural areas in Ethiopia, people migrate to urban areas in the hope, rather than the actual of obtaining better employment opportunities, social and economic services. This has resulted in huge housing shortages among others in most urban centers of the country.

The above phenomenon also asserted by UN-HABITAT is that, more than two billion people will be added to the number of urban dwellers in the developing countries over the next 25 years (UN-HABITAT, 2003). Like other developing countries, Ethiopia is also facing huge challenges of rapid urbanization and net migration. As a result, the urban population is living in overcrowded housing and slum areas that lack basic services and obviously, housing is categorized under the basic necessities and human rights. Hence, absence of house is one of the manifestations of poverty (MUDC, 2013).

Besides, in the Ethiopia's cultural set up, housing is not considered as shelter only, but also as an asset, means of social security and indicator of social status (UN-HABITAT, 2007). But, housing was dominantly owned by few groups of elites in Ethiopia during the first half of the twenty century. This indicates that households with little income had few options to possess a house (UN-HABITAT, 2010).

After the downfall of the imperial regime, the Derg regime came to power in 1974 and by proclamation No. 47/1975 the government declared ownership of urban lands and rental

dwellings or extra residential houses in the urban areas. Consequently, ownership of all extra houses (more than one residential house) was transferred to the government. The right to own more than a house was over taken by the centralized and socialist ideology of the then government which in turn limited the housing market expansion.

After coming to power, the government of Ethiopian people's Revolutionary Democratic Front (EPRDF) developed five different subsequent documents in relation to housing policy directions. The first document named economic policy of the transitional government was developed in 1992 in which the land tenure and housing construction was incorporated as article eight. The second document was concerning land leasing that was expressed in a proclamation in 1994. The third was article 4.2 of the 2005 urban development that explain the government directions in the housing sector which expressed as integrated housing development package in the PASDEP. And the last one is concerning the industry and urban development package with the objective to overcome housing shortage, creation of job opportunity and poverty alleviation in the urban areas (MUDC, 2013).

Based on the above initiatives, the program was launched in Addis Ababa city in 2004 and since then the program has continued. Likewise, the other regions including Tigray, Amhara, Oromia and South Nations Nationalities and peoples have also started the implementation since 2007. As an output, 207,000 houses were constructed in the country, out of which 140,000 were constructed in Addis Ababa. This performance represents 20.7 percent of the nationwide housing demand and 34 percent of the demand of Addis Ababa city dwellers. However, as compare to the need of the citizens, this achievement is insignificant since the national level housing demand is one million while the demand of Addis Ababa city dwellers is one third of a million (MUDC, 2013).

Despite of the above limitations, the initiatives of the government has satisfied only a small portion of housing demand. Likewise, the private sector was unable to deliver affordable housing at large scale (UN-HABITAT, 2010). Therefore, the demand for housing, especially in Addis Ababa has become a critical issue.

Currently, Addis Ababa is known as chartered city administration which organized under ten sub-cities administration (A.A.C.A, revised charter, 2003). The city is the capital of Ethiopia and

also it has grown as an important political, administrative, commercial, industrial and diplomatic center in the country as well as in the continent.

According to the 2007 population and housing report, the current population of Addis Ababa is estimated about 3,025,763. In terms of population distribution the census shows that the current population of sub-city is estimated to be 385,056 which is one of the largest densely populated in the city administration (CSA, 2008). So it is expected that as population becomes larger, obviously the need for housing will be greater. On the other hand according to yeka housing agency six months report of 2013, under the above initiatives and as part of the city condominium program the sub city has constructed 4,303 houses in 16 sites and 4,133 of them have been transferred to the beneficiaries.

However, after being transferred to beneficiaries, the communal service and utility governance has been sources of conflicts and become challenging issues. This can be evident from the complaints of the residents of the condominium. Therefore assessing the challenges and prospects of communal services governance of post transferred condominium houses in yeka sub-city is valuable to suggest the possible ways of addressing the problems related to post transfer condominiums.

1.2 Statement of the Problem

It is obvious that, housing problem is very serious in the Ethiopian urban areas especially as one can simply understand from the reality in Addis Ababa. And to address this acute problem, Integrated Housing Development program IHDP0 has become one of the major policy issues in Addis Ababa city administration. To this effect 2004 the city administration has been committed to overcome the housing problem of the middle and lower income groups. Since then, with great endeavors of the city administration about 140000 condominium house units have been constructed and most of them are transferred to beneficiaries. Similarly, yeka sub-city has a share of 4,303 and 96 percent is already transferred (MUDC; 2013).

To manage the program, the city administration has a law on how condominiums should be established and regulated. Similarly, the post transfer condominium administration is also conducted by government, where associations are established by the owners. The major actors

here are the government bodies, owners of condominium units and their board of associations. The FDRE condominium proclamation number 370/2003 clearly reveals that association in charge of administering the post transfer condominiums should be established and act on behalf of all the owners of condominium house units in utilization of communal services.

However, after the transfer of the condominium houses, the condo communal services governance issues becomes critical. Due to the difficulty and complexity of collective property ownership administration, the common services and interests such as; management of greenery areas, septic tank management, maintenance, sanitation, security issues, compound management, issues of sound pollution and the like become of source of conflict and difficult for its governance. Therefore, this study is worthwhile to assess the causes and the nature of the problem, how various actors work together and the challenges they face in the course of interaction and suggest possible solutions for intervention.

1.3 Purpose of the Study

Housing problem is very serious in the Ethiopian urban areas especially in Addis Ababa. To address this acute problem; housing development program has become one of the major policy issues in Addis Ababa. To this effect the city administration has been committed to overcome the problem of the middle and lower income groups through this program. However; the program has been facing many challenges in the process. These challenges have become bottlenecks to achieve the desired objectives. One of the challenges is the complaint of citizens which emanate from the post transfer communal services utilization, interests and administration. Thus, it becomes a critical issue of good governance in Addis Ababa city Administration.

Therefore, this research thesis apart from its academic importance will contribute to identify the real problem and to come up with possible solutions.

1.4 Objective of the Study

1.4.1 General Objective

The general objective of this research is to assess the communal services problems that exist among the condominium residents. This will be seen as to how the condominium association, city administration and residents exercise their powers, responsibilities, duties and rights so as to

create stable and safe environment for the residents by managing the conflict of interest in the communal services.

1.4.2. Specific Objectives

Specific objectives are the following:

1. To assess the major post transfer condominium house communal services problems that exist among residents
2. Assess how different stakeholders exercise their powers, responsibilities, duties and rights so as to create stable and safe environment
3. Suggest possible solutions to improve communal services administration of condominium based on the major finding of the study

1.5. Research Questions

1. What are the main post transfer condominium house communal services problems that residents are facing?
2. What roles do actors play in the governance process of the communal services of post transfer condominium houses?
3. What possible measures can be taken to improve communal service administration?

1.6 Scope of the Study

This research covers the post transfer condominium communal service which includes government institutions related to post transferred Governance of condominium houses, based of condominium association and condominium households in the study area. It is restricted in the housing sector and cover the roles, duties and rights of the respective stakeholders reviewing, the laws, polices,

Strategies and manuals related to administration of post transferred condominium houses in line with the communal services and how their experience meet the expected common property management will be covered in this research study emphasizing on Yeka sub-city in Addis Ababa.

1.7 Limitation of the Study

The limitation in this research was lack of cooperation from the respected officials and limited availability of literatures specific to Ethiopian context and on the study area. However, the challenges was resolved by the researcher through proper communication with respective officials in advance and exhaustive utilization of the existing limited Ethiopian related literatures and other countries practices on condominium houses communal services.

1.8. Significance of the Study

The aspect of housing and post transferred condominium Governance is worth of study. Especially the management of condo-communal services and other common interests are often faced with difficulties. And research on such issue is obviously helpful to alleviate the administrative challenges on post transferred condominium houses in the utilization of communal services and other common interests. And the finding of this research on condominium communal services governance will contribute to improve administration capacity of the concerned bodies in the urban areas to achieve the desired objectives of housing program. In addition, this research will have contribution in filling the existing knowledge gap in the field of communal services administration as important component of governance. Furthermore, this research is mean to provide valuable suggestions and recommendations to the concerned bodies and it will also give insights in the area for further research and investigation.

1.9. Organization of the Paper

This research thesis organized under five chapters. The first is introductory part, which provides the basis for the other chapters and for the study in general. It provides; a brief background of the study, statement of the problem, purpose of the study, research objectives, research question that have to be answered, scope of the study, significance of the study, methodology and expected limitations together with its proactive remedies. Chapter two convoluted with theoretical, conceptual considerations and experiences of some selected countries. Chapter four clarify on the overall practice of housing sector development and management in Addis Ababa in general and address more specific issues in yeka sub-city which is indeed the central point of discussion in the study. And the last chapter comes up with conclusions and recommendations the drawn from the findings of the study.

CHAPTER TWO

THEORETICAL AND CONCEPTUAL REVIEW OF LITERATURE

2.1. Review of Theoretical Literature

2.1.1. The Theory of Housing

The development of human history shows that, housing is one of the necessities for human beings and become an imperative public issue and increasingly recognized as an important governance issue. The ideal housing approach reveals that, as it yield high invested resources it is considered as an engine for economic growth. Housing investment not only provide shelter and wealth accumulation for households but also contributes to job growth and tax revenue (Aldrich and Sandhu, 1995).

The theoretical aspects of the poor-first housing reconcile that, social and urbanization development process is challenged by housing problems. Therefore, governments and city managers need to move towards formulating institutions, financial systems, legal and technical frameworks to address these problems. In addition, there is also a need for additional tool to address the problem properly as supply and demand for housing is unbalanced. To balance these two sides, a less cost house with a better quality and quantity is necessary (Balchin and Rhoden, 2002).

The theoretical foundation of housing is therefore, a paradigm shift towards the need to provide adequate, suitable and equitable housing and it confirms the poor-first housing to be a major priority of every government. The housing model suggests that governments and city managers to meet the conditionality of adequate housing. Therefore, housing to be adequate, according to the united Nation, it must be meet the criteria of Security of tenure, Availability of services, materials, facilities and infrastructure, Affordability, Habitability, Accessibility, Location and Adequacy.

2.1.2. The Theory of Condo-Communal Services

The central theme of this model is about communality that is people own and control common wealth and property in equal level and generates equal benefit. As people work and interact

together opportunities to share common political, economical, social, cultural and philosophical identity leads to arises community at international level. As the world population boost, sharing in community can ease the burden on the earth's natural resources more than can private ownership and consumerism (Hays, 1995).

The theoretical framework of Condi-Communal service (condominium communal service) refers to the public properties and services around/ within the condominium housing is owned in common. Economic development can be ensure through housing programs since the sector can allow to participate and give a chance to people who are with no job. Housing investment plays key role in political and socio-economic development (Clark and Mills, n.d.).

The hypothetical assumption of condo-communal service justifies that governments build and transfer condominium housing with a multiple ownership of a parcel containing several separate dwelling groups and commercial developments. It is substantiates that, the transferred Condo-Building is divided into individually owned units but the land, the outside walls, service areas, sewerages, water and electricity and joint use areas of the Condo-Buildings are considered as a common property (ibid).

According to (Dholakia and Blazevic, 2009 cited in myungsuk. L. 2003) the theory also captures that the basis of community service is an activity that is performed by someone or a group of people for the benefit of the public or its institutions. . Performing community service is not the same as volunteering since it is not always done voluntarily. With this intention, the condo-communal services are done on the bases of government policy directions, pre-stated rules and regulations, community associations and in collaboration with the condominium flat owners. However, the challenging mentality here is that everybody's property is nobody's property; mindset (ibid)

2.2. Review of Conceptual Literature

2.2.1. *Conceptualization, services* are of the multi-dimensional approaches of condominium housing both in developed and developing countries. To this regard, common property in condominium housing refers to natural or man-made properties which are impossible to exclude potential beneficiaries from obtaining benefits from its use. Communal service on the other hand

is a kind of common service obtained from the common properties either in the condominium or elsewhere. The most communal service used by the condominium residents are like parking, greenery, septic tanks, flats and other recreational facilities among others (United Nations, n.d.). This means that, the communal facilities are under the common ownership of the residents and are provided for their enjoyment.

Taking in to account the general concept of communal services in the area of condominium housing, it is essential to answer the question why we are dealing with housing? It is stated in the international human right law that everyone has a right to live and have house. Even though the right is stated, millions of people are homeless and lives in bad conditions (United Nation, n.d.).

With this in mind, Governments and city managers are nowadays trying to take remedial action to overcome such urban evils and they are shifting their attention towards the construction of integrated Housing Development program (Condominium Housing). As has stated above there are different communal services in condo-building residents.

2.2.2. Housing and Housing Governance

2.2.2.1. Housing

Similar to water and food one of the basic needs of human beings is shelter or housing. Following the rise of population number from time to time it becomes continuous need that must be retorted by giving attention and formulating policy frameworks. It is obvious that housing plays pivotal role in enhancing everyone's quality of life and health. In addition to this it is can be a reason for the creation of job opportunity, mobilizing capital and social security (UN-HABITAT, 2011).

The development goals of a country, for instance; reduction of poverty and ensuring equity between citizens, can be influenced by the way that governments built and allocate housing (Hays, 1995). National urban policy should consider collaboration and synchronization of all stakeholders, such as government bureaus, private sector and nongovernmental organizations, toward national urban development. The country's strategy toward housing also has to be one focus of the national urban strategy (UN-HABITAT, 2011).

The logic behind the right to adequate housing covers measures that are needed to prevent homelessness, prohibit forced eviction, address discrimination, focus on the most vulnerable and marginalized groups, ensure security of tenure to all, and guarantee that everyone's housing is adequate. These measures can require intervention from the government at various levels: legislative, administrative, policy or spending priorities. Government can implement housing through an enabling approach to shelter, rather than playing the role of housing provider, becomes the facilitator of the actions of all participants in the production and improvement of shelter (Balchin and Rhoden, 2002).

In the contemporary world today, access to adequate housing can be a precondition for the enjoyment of several human rights, including the rights to work, health, social security, vote, privacy or education. The possibility of earning a living can be seriously impaired when a person has been repositioned following a forced eviction to a place removed from employment opportunities. On the other hand, without proof of residency, homeless persons may not be able to vote social services or receive health care. Schools may refuse to register slum children because their settlements have no official status. Inadequate housing can have consequences on the right to health; for instance, if houses and settlements have limited or no safe drinking water and sanitation, their residents may face a serious health problem (Aldrich and Sandhu, 1995).

2.2.2.2. Housing Governance

The term Governance is defined by various authors from different perspective in different ways. UNDP (1997) defined Governance as the exercise of economic, political and administrative authority to manage a country's affairs at all levels. It encompasses the mechanisms, processes and institutions through which citizens and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences. But, housing governance refers to access for the provision of security of tenure, equal access to land, communal and credit services and the right to sufficient housing are some of the signs of housing governance (UN-HABITAT, 2000). Besides, policy issues and involvement of civic societies towards the provision of housing and ways of administration have a significant role in housing governance.

Recently, governance is seen as a medication for resolving common problems of various interests of actors. As in many literatures, from the fundamental perspectives of common property or jointly owned services in condominium houses, governance is believed as a significant role player. It is possible to define it in terms of different ways since it is a tool to solve national, institutional and social obstacles (Myunguk, L, 2003). In addition to this, according to Newman and Rhodes (2001), the outline of power and authority, channel of relationship, rights and responsibility between people sharing the same problems.

All the above definitions of governance put in the picture common characteristics. Rule of law is considered in all definitions that describe rights and responsibilities of associate experiencing common social problems (Rosenau, 1992). In this regard, (Lynn et. 2001) recognized that, rule of law not only indicates voluntary compliance to the law, but also deals with orders and controls.

Similarly, it can be more understandable that when the outlook of housing governance is in terms social coordination (Pierre, 2000). Social coordination indicates the process of resolving community problems such as the Condo-Communal services by coordinating interactions of various actors (Betham, 1996). To this end, various authors recognize governance like a process which determines exercising power, giving a voice by citizens and decisions including the communal service governance and other public concerns (New man, 2000). Governance deals with how formal and informal constraints affect the behaviors of people. Similarly, it is well-known as aspects such as, government and public organizations' interaction and coordination and cultural aspects for example norms, perceptions, rules and institutions (Roderick, 2000). Hence, from the institutional analysis point of view, one of the roles that governance can play is to verify the results of collective actions between actors experiencing common problems (Heinrich, 2000).

As a social phenomenon, governments are expected to create an environment within which people, from different income level, can purchase their own house and also improve when their income get better. Generally, governance has political aspects by nature. Governance can be sited as a 'game situation'. Hence, there must be political negotiations for public benefits (Stoker, 2000).

2.3. Condominium Housing and Communal Service

2.3.1. Condominium Housing

In a general term, condominium housing is an apartment building in which a person lives in it but the building owns each flat/apartment and every one owns shared areas together. Here the definition embraces those houses built by government agency for low and medium income group in urban areas (the free Encyclopedia cited Gebre, 2009). Similarly, condominium housing is individual unit owns a house and the communal area and facilities of the buildings are equally shared (ECE and Geneva, 2013). It allows to efficient utilization of urban land since many people can live within high rise houses in small size of urban land and benefit from common facilities. It can also contribute to maintain beautiful urban areas (ibid).

According to UN-Habitat (2002), by now, 50% population of the world lives in urban and 33% of them in slums. This is will be raise to 1 billion and slums expected to grow, unless, 35 million housing available annually. Practically all these expansion happens in countries which are developing. When we see the Ethiopian case, out of the whole 26% of urban population lives in Addis Ababa and every year approximately 120,000 new inhabitants are added (ibid). That's why government engaged in revising their urban housing policy and its implementation.

Condominium housing construction generates job opportunities and capital. Other related manufacturing like for example; cement, ceramics, wood, sanitary, steel and other can be grow as housing is enhanced. Condominium housing construction is labor-intensive which creates employment mainly for unskilled and semiskilled labor, owing to low level of mechanization of the construction process and it relies for most of its input, on local produced building materials are most common in low-income housing (Michael, 2007 cited in Gebre, 2009).

Economic development can be realized through condominium housing development. If housing development is Successful that can be attribute to clean and open environment which helps to create pleasant society.

2.3.2. Communal Services in Condominium Housing

Communal services are services which are used in common by groups of the society in an area. However, condo-communal services according to the FDRE Condominium Proclamation No. 370 (2003) are those portions of the condominium property which are not included in the units. Lands of condominium sites are owned by all condo-resident members. This means, condominium inhabitants have the ownership right on units of housing and share ownership of the common elements in condo-communal service.

Besides, the legal perspective of condo-communal services refers to situations where groups and communities have well defined, exclusive rights to jointly own and/or manage particular areas including manmade and natural resources. More often than not, the house owner association is responsible for preservation of the roof and walls (Andersen, 2011). Similarly, the FDRE, Condominium Proclamation NO.370/2003 defined it as common elements means all that are part of the condominium except the units.

Regarding to the typology/elements of communal services within the condominium housing, the connotation differs in different nations because of the difference in socio-cultural and level of economic development. However, some of the commons are expressed as the greenery areas, corridors, condo-building walls and roofs, sewerages, septic-tanks, play grounds, parking and recreational areas, public schools, health centers among others are examples of common elements in condo-communal service (Loep, 2008).

2.4. Governance of Condo-Communal Service

2.4.1. Functions of Condominium Association

As in any social order, a body that is responsible to administer shared community facility is necessary. A body may be the condominium association. Managing assets and common facilities, programs and activities in condo-building are the responsibilities of the association.

In most cases, once the state administrators built and transferred the ownership title under the critical supervision of national government to the condo-residents, there are associations who administer the condo-building assets and act according to the national and regional laws, by-laws

and agreements in association in condominiums. Though, the central laws and controlling powers given to the owners association differs from country to country, the associations have the mandate to function the condominium agreements, declaration of division of ownerships, management contract, and house rules can be indicated as the major functions (ECE, Geneva,2013).

2.4.2. Functions of Board of Association in Condo-Housing

Peoples who own a house in specific areas may come together and form an association. Its aim is usually to administrate and enforce agreements to preserve houses and common properties such as streets, recreational facilities and sidewalks among others (Balchin and Rhoden, 2002).

Some of the literature in condo-building indicates that, the difficulty to contact continuously the house unit owners of condominium houses. Therefore, it is important to establish an association which could be led by board members. Boards are elected by the residents, usually, through annual meetings (ECE and Geneva, 2013). The board members are expected to function on assessing and controlling the activities of association, executive functions (hiring employees, certain management function, maintenance), act on behalf of the residents, implement rules, regulation and decisions of the owners, ensuring peace and security and keeping documents are some among others (ibid).

As the main objective of the condominium housing is to sustain social security and the establishment of democracy and good governance, there is a need to ensure the administrative functions of condominium housing and the communal service there.

Principles, for instance; cheap and easy way in to means of conflict resolution, can be considered as a significant determinant factors at all levels of social network including in the condo-communal service utilization and management except the first one in which no boundary in condo-communal service is justified.

2.5. Experience and Best Practice in Condominium Management

Condominium is becoming a solution for the low and middle income urban dwellers. However, its management is not easy, especially after ownership transferred. Therefore, it is important to

look for experiences of other countries which may help to improve the current problems in this regard. Hence, for this study the experiences of Germany and Australia are chosen and presented in the following manner.

2.5.1. Germany

Germany has the opportunity of establishing condominiums since the 1950ies and the system seems to be working very well, with few modifications to the legislation throughout the years. Even though, the legislative is regulated quite in detail, there is a large influence from legal practice (Demharter, 2002 cited in paulsson, 2007). In Germany the condominium is considered as a unit consisting of three components that are: the common property, the private property and the membership in an association (ibid). Condominiums are of the possibilities to create offices and commercial premises so as to form common belongings are crucial.

Besides, if there is private and common responsibilities for the governance of condominiums common belongings that should be used only by a few owners, special user rights can be given to those parts of the property specifically only for those owners. If there are large building complexes with many owners, some issues might concern only a few of the owners. It is then possible to grant block voting rights for issues concerning a definite part of the building only for the owners involved in that (Erwin Hepperle et al, 2011).

In German, apart from the rules provided by legislation, there are also by-laws and house rules available for regulating issues within the condominium building. Time and again, building complexes may be very large, including more than a thousand condominiums that makes it not easy for the owners themselves to handle the governance of the building complex. In such cases, professional managers are hired to take care of the management, especially, for the common property (Erwin, 2011). This practice of professional management can be very important to the Ethiopian IHDP

2.5.2. Australia

The other important experience is the Australian case. Australia has capable to the condominium system for long time, established main properties in the 1960ies. The country has been known in the world in this field and has inclined the system of such privileges in other countries. Since the

introduction, continuous changes in the law have been made; some of them due to certain troubles and weaknesses with the current law and others due to transforms and advancement in society (Paulsson, 2007).

The New South Wales in Australian has a combination of several forms of main property rights, where the condominium is one of them. Part starta, for example, are a mixture of the division (independent main property) and division designation (con-dominium) within the same building, where one stratum can contain several division designation apartments. The original condominium Act was quite simple and did not regulate governance to a great extent. Some of the main problems were how common property should be dealt with and how to settle conflict of interest (Cahill, 1997). Because of this, a separate act regulating governance was introduced some years later. On the other hand, in Victoria the main properties have been integrated into the regular real property law (Erwin Hepperle et al, 2011).

In Australia, by-laws are called memorandum of article on practical issues and are used to standardize management issues. There are both compulsory by-laws, which concern the important issues and are included in the law, and voluntary by-laws that are selected for each building block. The other important experience is that, New South Wales has a system with a combination of umbrella associations and sub associations. The umbrella association covers an entire area, dealing with issues that are general for all blocks and sites that are included in that area. The sub-associations are members of the umbrella association and deal with issues for one specific area each, where only owners within that area take part and are concerned. Likewise, Victoria which is other state in Australia has a similar system with unlimited and limited associations. The unlimited association covers the entire building blocks and handles overall questions, while the limited associations are limited to a certain area or part of building, only including issues and members within that specific part. Professional managers are possible also here, depending on the size and type of building complex (Erwin Hepperle et al, 2011). This can be applicable in the Ethiopian case.

In community systems, with a mixture of condominiums and other type of housing within a larger area, there are often tiered management schemes, with more than one governing body. One community association will be the governing body for the entire development. The

members of that body are associations that are governing smaller areas, such as a neighborhood or zone, or a condominium program. Individual owners are members of these associations on the lower level. Such management systems can create complexity to a great degree. All associations on all levels must also hold their own meetings; have their own by-laws etc., which creates additional needs concerning both time and money (Shery, 2009)

2.5.3 Management of Common Area

In condominium and cooperative housing projects, common areas are those that are not owned by an individual owner of a residential unit other than shared by all house owners. In multi-family projects, such as condominium apartment buildings, the common areas can include the lobby, hallways, parking garages, laundry rooms, gathering spaces, etc. In residential communities, common areas may include recreational facilities, clubhouses, community centers, parks and other outdoor open space, parking, landscaping, fences, and all other jointly used space. Management of the common areas is the responsibility of the homeowners' association or the cooperative Board of Directors. From the basic definition of common area management, the homeowners' association or cooperative board of directors are the responsible bodies for the management of the common property. The same is true as the countries experience; this can be also applicable in the Ethiopian case. Definition of Residential Property Types - Private Communities (www.privatecommunities.com/.../residential-property...)

To sum up the experience of both Germany and Australia has a lot of importance to the Ethiopian case, in terms of formation of associations, of the post transfer condominium houses management and how the responsibility of the actors can be shared between the individuals and groups of residents.

2.6. The Ethiopian Experience in Housing Development

Until a recently, in Ethiopia, there was no specific legislation that recognized citizens 'right to housing or which forced a duty on the government to recognize that right. Nevertheless, coordination policies at national level regarding housing and urban development were few (UN-HABITAT, 2007 cited in Zelalem, 2012).

2.6.1. Housing during the Imperial Era

The historical housing development in Ethiopia indicates that, few people had power over the house and land during the imperial period. A provision of housing was controlled by the land owning leaders who constitute below 1 % of the population although own more than 70% of arable land (UN-HABITAT, 2007). However, households who are poor had little options and they can rent housing which was exercised with no formal controlling and planning mechanisms.

The situation continuous until the middle of 1980s, out of the total housing in Addis Ababa sixty percent were rental housing. When the rent rate is low the investment in housing might be less, this intern leads to inequality over the property right for housing. Although, urban housing were debated and documented by the governments, they did not materialize in to build projects to answer the housing demand.

2.6.2. Housing during the Socialist Era

The Derg regime (Era of Central planning) came to power in 1974 and declared government ownership of urban lands, and rental dwellings or extra houses (a person is not allowed to have more than one house). Consequently, ownership of all urban land and extra houses were transferred to the government in an endeavor to enforce a fair allocation of wealth across the country. During the Derg regime (1974-1991), housing supply was controlled by the controlled by the central government and urban inhabitants can only keep one house and if necessary, business house. Housing supply was insufficient to meet the large demand and all cities in Ethiopia were experienced acute housing shortages and ever-deteriorating housing conditions (Teshome, 2008).

Recognizing the severity of housing challenges, in the late 1980s, the Derg regime released its control on the supply of housing by participating private house owners and residents to sell and exchange their houses (Mulugeta, 1995 cited in Zelalem, 2012). According to the government's Proclamation No. 292/1986, residential buildings declared to be produced only by state enterprises and municipal government.

2.6.3. The Past Derg Housing Program

The current Ethiopian government, which is Ethiopian people's Revolutionary Democratic Front (EPRDF), comes to power after the overthrow of the Derg regime in 1991 and tried to design a new residence scheme for urban. Leasehold as a land residence scheme was introduced in 1993 and then revised in 2002 and 2011 respectively. It is believed that, transferring the tenure of urban through fair-priced leases is helping the expansion of the housing market.

Even if the private sector is not successful to provide low cost house for many people, the government offers different incentives, for instance; free of charge or highly subsidized urban land and cost of buildings, to support the housing market (UN-HABITAT, 2010).

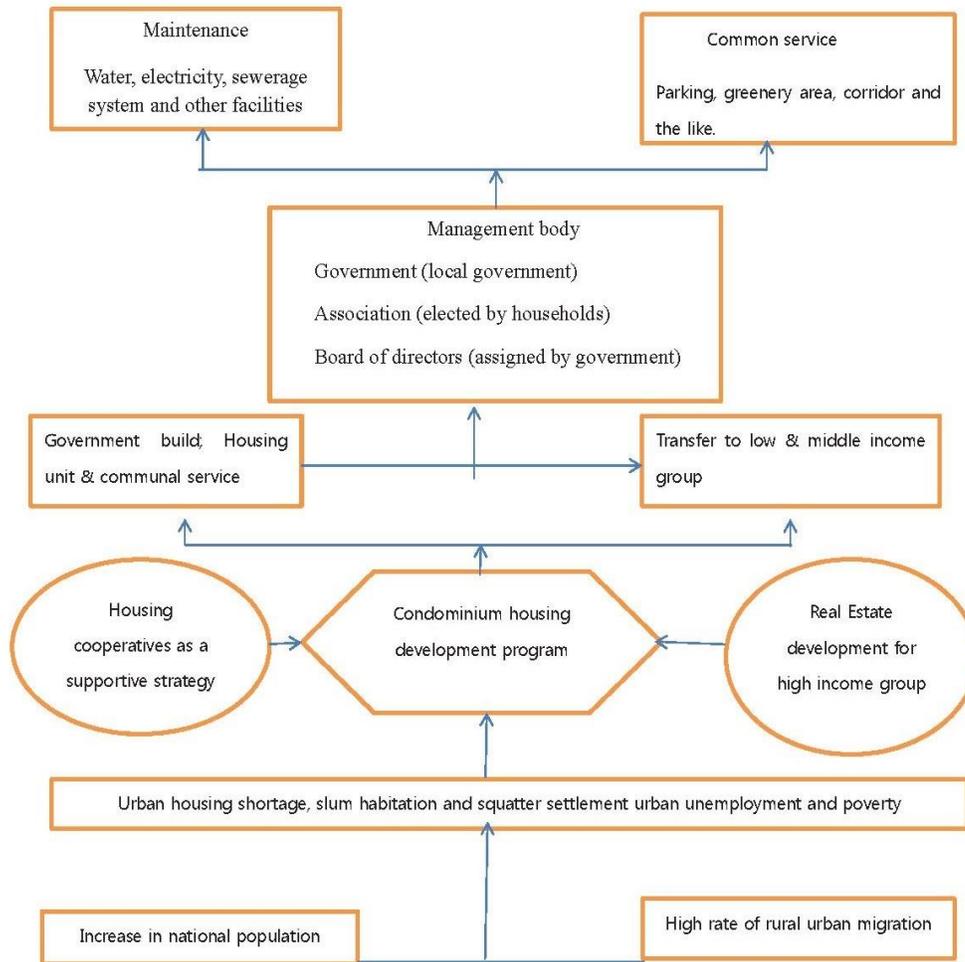
Hence, by the mid-2000s, but, the governing and planning aspect start a change in urban areas. Strategic planning approach and urban policy were improved due to the increasing pressure on the issue. Consequently, the Ministry of works and urban Development program (MWUD) becomes realized. The MWUD has four major objectives: among others, to increase housing supply for the low-income population is mentioned (MWUD, 2008).

To ensure and sustain the poor-first housing policy and strategy, Ethiopia has been implementing an ambitious government-led low and middle –income housing program since 2005. The program involves a radical shift from the single-story detached housing typology (government-owned rental housing) to a new condominium typology (private homeownership). According to the program, all slums would be cleared within ten years of the program introduction. To make the program feasible, the state transferred the overall responsibility for the housing sector at the regional level to city administrations or municipalities. Urban management and development issues are the responsibilities of the Bureau of works and urban Development (BWUD) at the regional level (UN-HABITAT, 2007). This organizational structure was under practice till 2007.

The Ministry of urban Development and Construction (MUDC) has been established to deal with the housing program at large with some customary responsibilities. The ministry provides support and direction is provided by the ministry at national level at the same time as a bureau of urban development and construction (BUDC) formulated and organized under the housing development bureau. Within MUDC there are four direction one is to manage housing finance, the other is for implementation mechanisms and the rest for capacity building, and research and design (UN-HABITAT, 2011).

On the above fundamental bases of institutional arrangements and experiences, the Addis Ababa city administration has been established housing development agency. Such an organization was established to manage the IHDP in the city so as to meet its objectives. The city administration created the housing Development project office (HDPO) was, to ensure the successful housing transfer and administration of condominium houses. On top offices that are responsible for the transferring of house are located in every cluster sub cities (UN-HABITAT, 2011).

Figure 1 Conceptual Framework of the Study



Source; Researcher own development based on existing literature reviewed

CHAPTER THREE

METHODOLOGY

To solve the research problems analytically it's required to have methodology and to design a conceptual structure in which the study focuses. It is a map that leads the researcher throughout the study and helps to determine the outline of each and every parts of the study (Kothari, 2004). In order that, this chapter includes the research type, data sources; data collection methods; techniques of sampling and the size of sample and the analyzing and interpretation techniques.

3.1. Research Design

To analyze the problems that inhibit the effective governance of communal services in relation to condominium housing, exploratory and descriptive research which are based on survey method were employed. This is due to descriptive is a kind of rigid design, it applies probability sampling design and structured instruments of data collection. However, exploratory research is a kind of flexible design which uses a non-probability sampling design and unstructured instruments of data collection (Kothari, 2004). Applying both descriptive and exploratory helps to describe and explore the administrative challenges of communal service in the study area, complement the shortfalls on one another, determine the sampling technique and decide what data collection instruments will appropriate. The survey method on the other hand is employed to gather data via interviews and questionnaires based on non-experimental and descriptive technique (Kothari, 2004).

3.2. Research Approach

The researcher applied both quantitative research approach popularly called mixed methods which helps to collect two different types of data. Therefore, the researcher used mixed method of research type. According to Christine, Walker and Robinson (2004) mixed method is a procedure that is necessary to collect, analyze and mix qualitative and quantitative techniques in a particular study to generate more understanding on the research problems.

3.3. Sampling Technique and Sample Size

3.3.1. Sampling Technique

The method of sample selection and sample size is depicted through sampling technique. Then, the sampling procedures and its forms with their justification are used. Both probabilistic and non-probabilistic sampling methods are utilized in the study. The total population of the study constitutes 4303 households, who are homogenous in nature, in 16 sites of Yeka sub city. Besides, out of the 16 condominium sites in yeka sub city, 3 condominium sites were selected by simple random sampling. Likewise, in the 1st, 2nd, 3rd site (yeka-2,yeka-1 and Kotebe) sites 2 blocks from 43 blocks, 2 blocks from 8 blocks and 2 blocks from 8 blocks respectively that holds the maximum and minimum number of house units selected.

This is because, considering all these blocks as a sample size was difficult to manage as well as it was time consuming and needs a large budget. In addition to this due to the homogenous nature of the population and the study considers all the households in each block, it will not affect the representativeness of the sample size.

3.3.2. Sample Size

The study aims to comprise sample size which is adequate and representative in a way that can help to conduct successful analysis and interpretation. So, from the total number of the target population reasonable number of households should be included in this study.

Therefore, the sample size of the study will be 220 household residents of the six selected blocks in three sites, where all residents in each block are considered as respondents to maintain representativeness of the sample. .Based on the survey systems sample size calculator the confidence level of this study is 95% and the margin of error is 6.4.

Table 1 Proportion of Sample Size of Households

Site List	Total Block	No. of Blocks Selected	House Unit	Number of Households
Yeka 2	43	2	Block N1	40
			Block N2	35
Yeka 1	8	2	Block N1	40
			Block N2	30
Kotebe	8	2	Block N1	40
			Block N2	35
Total	59	6	6 blocks	220

Where, Block NI represents the maximum house units and Block N2 represents the Minimum house units from the total blocks of the selected site.

The researcher will also be selected purposively from officials and board of the condominium association to triangulate and compare the perception and feelings of the respondents. Thus, 2 from MUDC housing agency officials, 2 from AACAHDPPO and 2 from yeka sub city housing development project office will be selected. Similarly, from the condominium association board members each of 8 from the total 24 respondents of the three sites will also be selected purposively for focus group discussions as well as the researcher (representative) administrate the focus group discussion in each site. This is because they are the actors who have legitimate power to decide the issue and who have relevant information related to condominium communal services. Thus, from the officials and board members, there will have 30- respondents.

3.3.3. Sampling Frame and Target Population

The sample frame or the target population of this study include 4,133 house hold units in 16 sites in Yeka sub-city, out of which 220 households from 6 blocks in 3 condominium sites are the total sample population of the study. The rationality behind the inclusion of all those organs is, taking the time, budget and homogenous nature of the target population in to account.

3.3.4. Sample Unit

The sample unit of the study will be 2 MUDC housing agency head, 2 ACAHDPO heads, 2 Yeka sub city Administration housing project officials, 24 board of condominium housing association, and 220 condominium residents. Hence the unit of analysis or sampling unit for this study is households.

3.4. Source of Data Collection

3.4.1. Primary Data

To collect relevant primary data, the researcher will try to apply key informant interview, focus group discussion and questionnaire. Interview will be conducted for the federal Bureau Heads, Addis Ababa Housing project Office and yeka sub-city Housing project Office. FGD will also be employed for the board members of condominium association. Besides, questionnaires were developed to collect data from the sample households including from interviewees. Based on this, the detail descriptions of the primary data collection tools will be discussed as follow.

3.4.1.1. Interview

To get the desired primary data from higher officials the researcher will employ in depth interview. In this interview 2 respondent from the ministry of Urban Development and construction (Federal Housing Agency Head), 2 from Addis Ababa city Administration Housing project office and 2 relevant officers from yeka city Administration and/or their representatives consult as potential respondents.

3.4.1.2. Focus Group Discussion

To gather an important and relevant data by using the Focus Group Discussion (FGD), the researcher (representative) will conduct a discussion with 24 board association members. This will be conducted at each sample sites with 8 member groups of the association.

3.4.1.3. Questionnaire

Questionnaire was prepared to be answered by the sample households. To complement the difficulty of the other data collection instruments, gathering data by using questionnaire is preferable. The questionnaires will be translated in to Amharic language.

3.4.1.4. Observation

When the study is undertaken the representative (researcher) will try to observe the conditions and activities of solid waste management, greenery practices and social interactions and the like in condominium communal services. This will be conducted through non participant observation approach. This is because, the issue of communal service is an open secret of governance and public service delivery issues and it is also a social issue for all actors.

3.4.2. Secondary Data

Secondary data were collected from internet source, books, academic thesis, government policies, strategies, laws and regulations, reports and other relevant manuals and documents regarding IHDP and yeka sub city administration's statistical bulletin on post transferred condominium houses and its management. Hence, it will be conducted by way of document analysis.

3.4.2.1. Document Analysis

In conducting the document analysis, the researcher will use laws/proclamation/, polices, strategies, manuals, minutes of the board, and other relevant reports as part of the document reviewing. This data gathering tool helps the researcher to describe the situation regarding the governance challenges of communal services of condominium houses. The above mentioned documents will collect and review from MUDC, the city Administration and the board of association in the form of hard copy from their library as well as soft copy from their web sites as they give the necessary insight on the post condominium transfer communal services governance.

3.5. Methods of Data Analyses

First, the quantitative raw data will be organized in to a form that can give meaning then these data will be edited, coded, entered in to and processed using SPSS. Tables and figures depicts to summarize the respondents profiles and perceptions concerning the issues under investigation using simple descriptive statistics like frequency distribution, averages and percentages. Triangulation method will be used when multiple data sources will have been implemented to conduct a study, and it is an important to neutralize bias (Jick, 1979). Therefore, results or findings will discuss in detail in a triangulation manner.

To analyze qualitative data coding and transcribing into text will be required. The interviews and focus group discussions will be based on participants' own words. List of ideas, attitudes and statements expressed for discussion. On top to this, the quantitative and qualitative data analyses will mix. The triangulations, narrations and comparisons will do to describe and explore the issue understudy and to validate the results of the findings.

CHAPTER FOUR

RESULTS AND DISCUSSION

In this part, the data gathered from primary and secondary sources were presented and major findings are identified. Moreover, interpretations and recommendations have been made based on the findings. Primarily, the data was collected from the condominium residents through questionnaire, the FGDs were held with board members of the condominium associations and the key informant interviews with housing bureaus of the federal, Addis Ababa city administration and Yeka sub city administration. Results that were obtained from the respondents through questioners are organized and presented in tabular forms, figures, charts and then the data obtained from the FGDs and interviews were interpreted qualitatively.

Therefore, analyses have been made by triangulating data from of the various types of respondents. Finally, major findings are presented together with their interpretations and implications. Semi-structured questionnaires were administered for 220 selected condominium residents. Out of these questioners 214 were properly responded and collected with the response rate of 97.3 percent. The representative of the researcher accessed and interviewed all the 7 key informants and from 24 potential participants in the FGD 23 was participated in the discussion that constitutes for 95.8 percent. Therefore, it is believed that these response rates were enough to conduct a critical analysis on the topic. Hence, the results and findings are believed to be valued.

4.1. Demographic Characteristics of Respondents

4.1.1. Distribution of Respondents by sex

Table 4.1 below shows that, the sex distribution of respondents in the survey was 86 male and 128 female while the FGDs include 18 male and 5 female participants. Furthermore, 6 males and 1 female interviewee were participated in the key informant interview. This indicates that low female participant in key informant interview and FGDs and higher female participation in questionnaire contributed to balance in male to female participation ratio of respondents.

No	Types of Respondents	FGD	Key Informant Interview	Questionnaire	Sex Distribution of Respondents	
					Male	Female
1	Condominium residents			220	86	128
2	Board of associations (3 sites with 8, 8 and 7 board members)	8*2+7=23			18	5
3	Federal Housing Bureau		1			1
4	AACAHDPO		3		3	
5	Yeka Sub-city Housing Agency		3		3	
	Total	23	7	220	110	134
	Source:- Field survey					

Table 2 Data Collection Tools and Sex Distribution of Respondent

4.1.2. Age of the Respondents

From survey results, respondents' age that, 84 of them (39%) are between the age of 26-45 years, 78 of them are (36%) between the age of 56-65 years, 29 of them (14%) are between 46-55 years, 13 of them (6%) respondents are above 65 and 7 of them (3%) are less than 26 as it is explained in Table 4.2 below, but three respondents did not fill out their ages. From the data it can easily be understood majority of them are at the age of adolescence and above, who learned from life experience so as to expect to solve the problem through discussion and close interaction.

Table 3 Age Composition of Respondents

Age Category	Male	Female	Total	Percent
Less than 26 years old	0	7	7	3%
26-45 years old	28	56	84	39%
46-55 years old	10	19	29	14%
56-65 years old	35	43	78	36%
Above 65	13	0	13	6%
Missing	-	3	3	2%
Total	86	128	214	100%

Source: felid survey

4.1.3 Marital and Employment Status of Respondents

Regarding their marital and job status, the responses are organized below on table 4.3 that out of the total respondents 70% or 149 respondents were married, 19(9%) were single, divorced and separated constitute 36 (15%) and 3(1%) respectively and widows are 7 (3%).

When it comes to employment status 40% of the respondents replied that as they are working in public offices 21% are House wives and 20% replied that they are working in private company, while the rest 17% respondents engaged in their personal business and 2% are retired.

Table 4 Marital and employment status of respondents

Marital status	No. of respondents	Percent	Job status	No. of respondents	Percent
Married	149	70%	working in public offices	86	40%
Single	19	9%	House wife	44	21%
Divorced	36	17%	Working in private company	42	20%
Separated	3	1%	Personal business	37	17%
Widow	7	3%	Retired	5	2%

Total	214	100%	Total	214	100%
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Source; felid survey

4.1.4 Family Size of Respondents

Majority of the resident 171(80%) family in their house on the average is 7, few in number 34(16%) with 2-4, and living alone are 9(4 %). Out of total, 169(79%) residents have on the average 2 children under the age of six. All shows that, how many people are living in each house unit and conflicts have a chance to expand to the extended family which is not easily manageable.

Regarding the total household monthly disposable income, the responses were organized in table 4.4 below. All respondents replied their monthly income including the housewives who have no job, but their husbands' income

Table 5 Monthly Disposable Incomes of Respondents

No. of respondents	Range of monthly disposable income	Percentage
39	1500 or under	18%
98	1501-3500	46%
36	3501-5500	17%
21	5501-7500	10%
20	Above 7500	9%

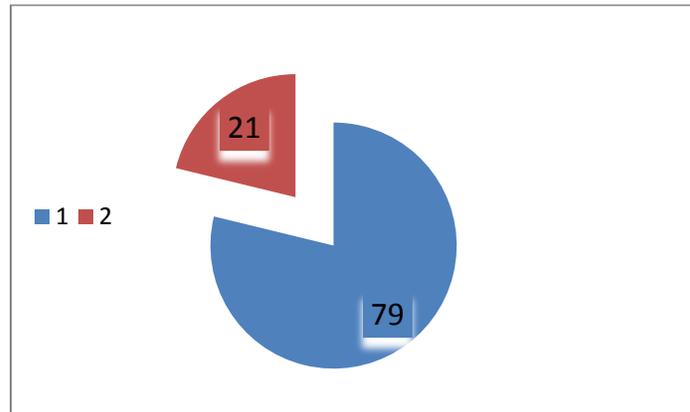
Source; felid survey

4.1.5 Condominium Housing Ownership

The individually owned flats are in titled with individual ownership as well as the communal services The Ethiopian government is constructing large condominium housing as one strategy of the poverty reduction in the country. Of the main objective of the Ethiopian IHDP (Condominium housing), is providing adequate housing to the low and middle level income groups with individually owned flats and some communal services are the common properties of

the condo-building residents. With this intention, to conform the ownership in relation to communal services utilization, respondents were asked to answer whether they are owners of the house unit or rented. Thus, their responses were organized in figure below.

Figure 2 Residents Ownership



Source: Field survey

As mentioned above, the main intention of the condominium housing is making the houseless (poor) to own a house. However, as indicated in figure 4.1 above, only 21% of the respondents replied that as they were owners of the transferred condominium flat, while most of the residents (79%) are living in rented condo-house. Although the poor have got an access to condo-houses, they are not living in it; they rather rent it and live somewhere. For that reason, since most of the condo is not occupied by the owners rather by non-owners who have rented it from the owners, it leads to lack of effective utilization of the common property.

Likewise, the secondary data obtained from the semiannual report of Yeka sub city summarizes that, in Yeka site-1, out of 250 residents 224, in Yeka site 2, out of 1050 residents 945, and in Kottebe site, out of 260 residents 190 were living in a rented condominium house which means out of the total residents in the stated sites, 88.5% were not the condo-flat owners (Semi Annual report of yeka sub-city, 2013). Similarly, FGDs were made with the selected members of the condo-association board about the residents' ownership of condominium houses and common sense of communal service utilization. Thus, the focus group discussants conformed that, majority of the inhabitants in the condo-building were living in a rented house. The discussants reason out that being most of the residents were living in a rental house, there exist difficulties in

handling and utilizations of communal services. The reason stated was, because of lack of sense of ownership of the rented residents and low level of awareness in both case (owners and rented). One member of owners' association, based on his practical experience said, "Many of the renters have an interest in carrying out or being responsible for activities in the condominium, which are not even specified in the law. However, renters are not allowed to deal with the issues at general meetings and it is possible that some of the rules are not well-matched with the current practical conditions.

The existing condominium proclamation No.370/2003, article 22 (3), stated that; the owner shall make available and transfer the responsibilities with a copy of declaration, by the rules that condominium is governed. However, result of the FGDs indicated that, unit owners were violating these laws, especially in Kottebe and yeka-1 sites, when the condominium house owners leased their house unit to those who rented the units, they did not apply the important legal documents which obliged to transfer the shared responsibilities of common rather all the process was done through illegal brokers. Moreover, even though the majorities were rented they had no voice whenever decisions are made unless they are delegated by the unit owner in legal terms.

Generally, the house owner in the condominium housing has the right to lease and transfer their own flats. However, the big problem here is that, the way they are exercising to transfer their shared responsibility to the rented. They are not transferring their shared responsibility with a written document based on the condominium proclamation, declaration and description, by-laws and rules. This in turn leads to the problem how to make the rented residents accountable while violating the responsible usage of the communal service in the condominium. From the significant problems were the existence of gap in transferring duties and responsibilities between the owners and rented, poor sense of ownership due to the high number of the rented residents, the exclusion and poor participation of rented residents in decisions, lack of awareness in relation to communal services utilization and management that have a considerable negative effect on communal services governance in condominium.

4.2. Problems of Communal Services

4.2.1 Complaints of Residents about Communal Services

As it is mentioned in the previous topics, the main objective of the Ethiopian IHDP (Condominium housing), is not only providing adequate housing to the low and middle level income groups with individually owned flats so as to economically empower them but also to make them be socially integrated with day to day interaction. This leads to mutual understanding, create conducive environment, and consensus building within them and with government's development agenda and strengthen good governance. The communal services are the common properties of the condo-building residents which need mutual understanding to use it equally. Above all, as it is one of the government intentions, maintaining the quality of the buildings and improving living standard of the residents is crucial. With this intention, the respondents were asked to answer whether they have any complaints regarding communal services or not and to list those major complaints by its importance if they have any. Accordingly 151(70%) respondents replied as they have a complaint/s, 51(24%) of them had no complaint and the rest 12(6%) of the respondents were reserved to respond whether they have or not. All of those who have listed their problems were organized below which are commonly stated as its importance.

- ✚ Use of corridors as a place for drying washed cloths by some residents
- ✚ Parking cars nearest and in front of other residents door, not in the parking lot provided
- ✚ Use of greenery areas for personal activities on monopoly
- ✚ Lack of proper handling of wastage most of the time, the liquid and sometimes solid wastage
- ✚ The most important of all complaints was keeping dirty solid waste staffs in the corridors resulting bad smell that affects health of residents especially children and people who suffer with chronic asthma.

Out of many the above are replied commonly by majority of the respondents. Similarly, the results of the FGDs regarding this issue strengthen the ideas which residents mentioned. Accordingly majority of the complainer's application during the day to day activities of the board members confirm that it leads to majority of the conflict. If anyone see as face value, they might seem easy. But if we see and understand the living condition, ethnic diversity with

different culture, believes and attitude towards utilization of communal services including lack of experience to live in this kind of environment, obviously, it has its own challenges and problems that need systematic approach to handle it wisely.

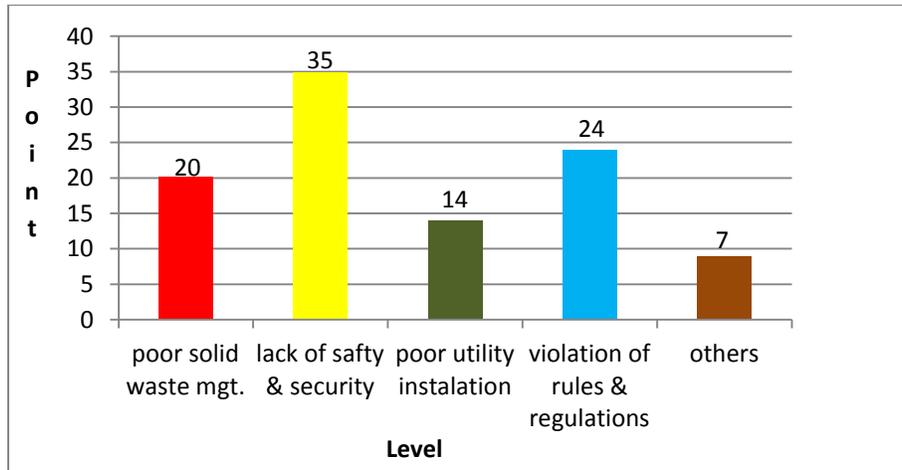
4.2.2 Conflict among Residents

The condo-communal services are services which are used in common and if these services are not well managed and utilized, they may create some social conflicts. It is true that, for every conflict there are some causes of conflicts. With this intention, respondents were requested whether they observed any conflicts between residents, have they ever been in to conflicts with others and about the causes of conflicts in condo-communal services and the feedbacks given are recognized in the table and figure below.

Table 6 Conflicts between Residents

No	Item	Alternatives	Frequency	Percent
1	Have you ever been observed any conflicts b/n residents?	Yes	148	69
		No	66	31
2	Have you ever been in to conflict with others in the last year?	Yes	126 (2 on average)	59
		NO	72	34
		Missing/no response	16	4
Source: field survey				

Figure 3 Response of Respondents on Sources of Conflicts



Source: Field Survey,

The Ethiopian condominium housing and the communal services have an administrative setup and guiding principles and the administrative bodies are expected to administer accordingly for the wellbeing of the society by minimizing social conflicts. However, as indicated in the Figure 3, 35% of the respondents explained that lack of safety and security was a potential source of conflict in their locality. The rest 24% of the respondents replied that violation of laws and regulations were of the fundamental condo-communal service sources of conflicts. Conversely, 20% of the respondents perceived that poor solid waste management practice was a source of conflict in utilizing the commons. Besides, 14% and 7% of them identified the poor water and electric installation systems and other reasons were sources of conflict around the condo-buildings respectively.

Similarly, the information obtained from the focus group discussion and key informants interviews confirms that, most of the residents in condo-building were not participated in the solid waste management activities specially in the act to work with cooperatives (SME), thefts, sound pollution (Bars, Restaurants, private audio visual companies) because all these commercial actors are private not commons which leads to conflicts of interest.

According to the board of association annual report (2012), in the year 2012, out of 1565 total residents there were 691 complaints in relation to the communal service utilization. The data obtained from the annual reports of the sites indicated that, the major complaints were mostly

from Kottebe site and yeka-1 sites. According to the resident’s opinion, these differences emanated from the existing differences in commitment and leadership skills among the condominium board of associations. This implies that the level of leadership skills and commitments of the board of associations have an implication in resolving conflict in condo communal services. Therefore, board members as well as the housing project office should give emphasis on the potential sources of conflicts and should introduce appropriate conflict handling mechanisms.

Table 7 Complain submitted to the board and respondents level of satisfaction during last year

Total respondents	Number of complains	Satisfaction by the decision given				
		Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
158	127	None	36%	None	64%	None
Source; survey						

Table 4.6 summarizes the 64% of the respondents, complains were contacted the condominium administration on time however they did not resolve the case properly and, only 36% of them were responded that their case were handled by the condominium administration and resolved as properly as possible. Therefore, respondents with a great in number were not happy with the complaint handling mechanism. Furthermore, respondents were given a chance to reflect their opinion regarding this. Interaction can be vigorously clash particularly even as there is no fair and legitimate allocation of rights and obligations in the users’ values and goals, so there should be clear local norms/rules for the elected members of the association concerning monitoring, decisions on sanctions, and conflict resolution mechanisms. Without such specific strategies and actions, implementing and ensuring communal governance will be difficult.

To generate common benefits owners association is formulated with the subsequent aims: to manage the condominium as acting as owners; associations were not act as they were expected to make sure that peace and security is ensured around the building; obey by the laws and rules; execute other necessary activities. Powers and duties of owners’ unit may includes the following; agreed on annual plan and budget of the union; select and relieve members of board of directors

and pass decisions on activity and audit reports of association. As it is stipulated in proclamation No 370/2003 the board of directors may present such and other matters. However, the analysis shows the existing practice was facing full of challenges and the unit owners associations were not act as they were expected. The reason is that, the majorities of unit owners were not living in the compound and most of the members of the associations were not committed to exercise their rights and responsibilities consequently, the general meetings were not carried out regularly. Even though, the provisions give them the right to change, modify or amend the laws and decisions related to the jointly owned properties, the general meetings and decisions were made by violating a two thirds majority vote of the unit owners.

On the other hand, the existing rented residents had no voice and opportunities. The primary outcomes against lack of renters participation in decision making unit that, be inclined to distort social, economic and political incentives, leading to incompetent use of condominium property. Most owners' associations also witnessed that renters are not interested in making efforts to maintain the use of condominiums. This discouragement is because of a lack of confidence about owners' association decisions and poor integration mechanisms.

4.2.3 Conflict in Condo-Communal Service Utilization

In the contemporary world today, governments are looking for condominium housing as poverty reduction mechanisms and to provide adequate housing to their citizens. In this regard, many scholars agree that, if the jointly owned properties are not well managed for common benefits, conflicts among residents might occur. In relation to this, respondents were asked to answer the question whether there are conflicts regarding the utilization of communal services or not. Hence, the result is summarized in the following table.

Table 8 Response of Respondents in Relation to Conflicts

Item	Responses	Frequency	Percent
Is there any conflict of interest in the utilization of communal service among residents	yes	148	69
	No	66	31
	Total	214	100

Source Filed Survey

As can be seen from the table 4.5 above, though the condominium communal service directive (2013) indicates that, the commons to be utilized equally, however, 69% of the respondents replied that, there were conflicts among residents in relation to utilization of communal services and 31% of them said that there were no conflicts. Similarly, the Addis Ababa housing agency and yeka sub-city were interviewed for the same purpose and they replied that even though the rights and obligations of communal services were precisely stated in the condominium legislation, directives and by laws of the associations, due to lack of awareness and lack of respecting among the residents, conflicts were seen as usual phenomena in most condominium sites.

Mechanisms for Condo-Communal Service Conflict Resolution

Condo-Communal services are of the multidimensional approaches and disciplines of housing governance. The interview and FGDs held with officials and board members, the yeka sub-city housing agency indicated that, the conflict handling mechanisms in the condominium are classified as formal and informal. The formal conflict handling mechanisms in the condominium communal services are structural and legitimate. In each sub cities, the objectives and responsibilities of Housing Administration and transfer departments are to support condominium associations and resolving conflicts among condominium residents. To this end, the city administration has established and introduced the condominium board at city level. In addition to this, housing transfer and administration, supporting and organizing condominium cooperative departments, board of associations and condominium managers are established to take administrative measures for the benefits of the residents and to reduce the conflicts of interest.

Furthermore, despite the board of association in the condominium, managers and police community is hired, traditional conflict resolution committee (2 elders from each block and 3 elders from each site) were elected to resolve the communal service based conflicts among others. Therefore, it is possible to say, there are mechanisms to resolve conflicts that arise from the utilization of communal services. However, its output seems poor due to the reason that weak proactive and reactive measures as well as due to the poor participatory conflict resolution approach.

4.2.4. Poor Social Interactions and Cooperation’s in Condominium Sites

In the dynamic interaction of world society, urban centers are becoming a playing ground for social network and integration. Most urban centers are becoming the engines of socioeconomic development and are shifting towards building communal houses for the urban dwellers. The condominium housing is intentionally designed to provide the poor-first housing and there is an expectation of mass population in the condominium sites with different ethnicity, socio cultural and political background. With this in mind, respondents were asked about the positive social interaction in their locality. Thus, the respondents were asked about the positive social interaction in their locality. Thus, the respondents answer is summarized as follows in the table below.

Table 9 Social Interaction and collaboration of Condominium Residents

Item	Respondent level of responses	Frequency	Percentage
Level of collaboration & interaction	Very strong	17	8
	Strong	52	24
	Very weak	145	68
	Total	214	100

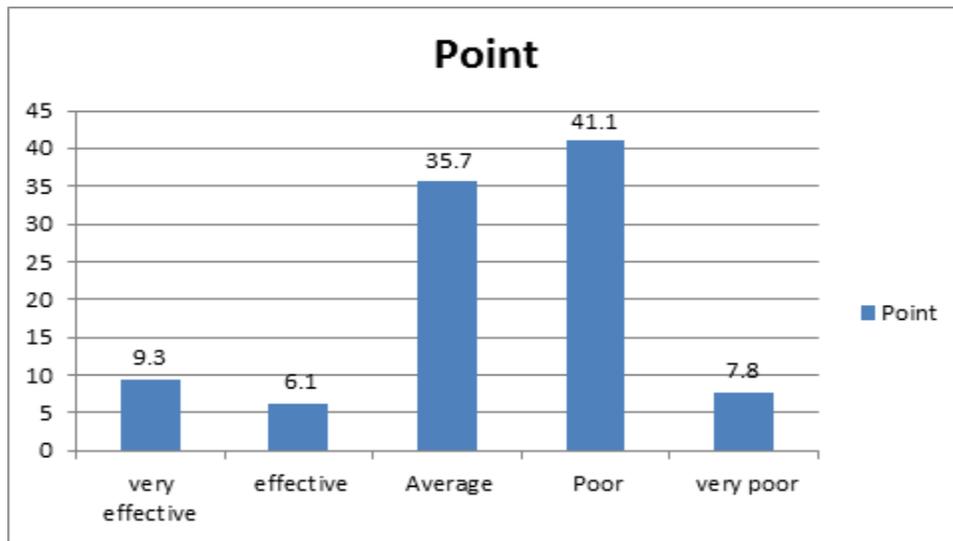
Source: Field Survey

Though the expectation in condo-residents is to adapt and mainstream strong social network and social harmonization, the above table 4.3 point out, 68% of the respondents believed that the social interaction in the condominium residents was not familiarized and interlinked strongly and 24 % of them also asserted that, the level of social interaction is somewhat impressive and strong while the other 8 % of the respondents replied that the collective social interaction in the condo-residents was very strong and impressive. Similarly, the data obtained from focus group discussant indicated that, there is level of interaction and collaboration among the condo-residents, lack of cooperation during funeral ceremonials, negligence of neighbors when theft crimes are practiced and poor emphasis for common interests. All these acts were resulted from the unstable living situations of the house owners being left rented their home, a failure to develop trust, certainty and respect in the owners' associations, Disruption of common meetings, poor emphasis for traditional values (Edir and Equb), the lack of a prudent balance of the rights and obligations of owners, and a failure to enforce reasonable rules and regulations and lack of socialization about life in a condominium were among others.

4.2.5. Ineffective Communal Services Administration

The Ethiopian government in general and the Addis Ababa city administration in particular has clearly defined the condominium housing governance as a responsible body to construct and transfer and administer the transferred condominium. To this end, respondents were asked to ratify the level of observation towards communal services/jointly owned property administration in their respective sites. Hence, the data obtained is summarized as follows.

Figure 4 Effectiveness of Communal Services Governance



Source; field survey data

As has been mentioned in the condominium communal service directives (2013), government bodies, condominium associations and the boards of associations are of the responsible and mandated bodies to administer the condominium and the commons effectively. To this regard, respondents were consulted to share their observation and experience on the communal service governance. As the figure 4.3 above indicated, 41.1% and 7.8% of the respondents have leveled that, the effectiveness of communal services administration was poor and very poor respectively. However, 35.7% of them rated that the condo-communal service governance was performed averagely. On the other hand, 6.1% and 9.3% of the respondents confirmed the communal service governance in their sites as effective and very effective respectively. Therefore, the result obtained from the data shows majority of the respondents graded the effectiveness of communal services governance was implemented poorly and somewhat average.

Similarly, potential informants during the FGDs were requested to answer the extent of functionality of the board of association and the main challenges that the board members faced in relation to their duties and responsibilities. As a result, the data obtained from FGDs was differed from site to site. Consequently, yeka site-2 participants explained that the board of associations was functional with some weakness. In the contrary, the respondents confirmed that board members of the other two sites were not functional as well. AS to the respondents' observations, the most challenges that the board members faced were, lack of commitment and willingness, lack of accountability, lack of leadership skill and knowledge, poor over-sighting, violation of laws and regulations by the residents, lack of participation of the residents were mentioned.

In addition to this, to ensure the equal accessibility and utilization of the commons in condominium housing, the Ethiopian government has designed the rule of law and supported by proclamations. The target proclamation 370/2003, article 10 indicates that, the primary objective to establish owners association is to obtain mutual benefit instead of profit. To this regard, respondents were consulted about how the communal services are utilized in their sites and their response in relation to equal opportunity to use the communal services is summarized in the following table.

Table 10 Equal utilization of communal services

Items	Response	Frequency	Percent
Do you have opportunity in utilization the communal service equally?	Yes	75	35
	No	139	65
	Total	214	100

Source: field survey

As shown in Table 4.8, 35% of the respondents believed that there was equal opportunity to use the communal services while, majority of the respondents (65%) replied that there was no equal accessibility to utilize the communal services in the condominium. The response from the open-ended questions also supplement that some individuals sewerage pipes impede the effectiveness

of the sanitation systems, some of the residents fenced the commons for individual purposes, and some uses the common plots for agricultural vegetation among others.

Similarly, the data obtained from the FGD held with the board members confirmed that, most of the communal house such as washing rooms and kitchen rooms were rented. The reason for renting such communal house was to earn money for administrative costs and to cover the Bank payment for the communal costs registered in each site as liability to the residents. As to the respondents, the factors that affect the condo-governance were occurred due to lack of awareness, negligence usage of the common utility and violation of rules and regulations. Therefore, to ensure communal service governance, it is believed equal utilization and opportunity is very important, if not it is difficult to create common belongingness.

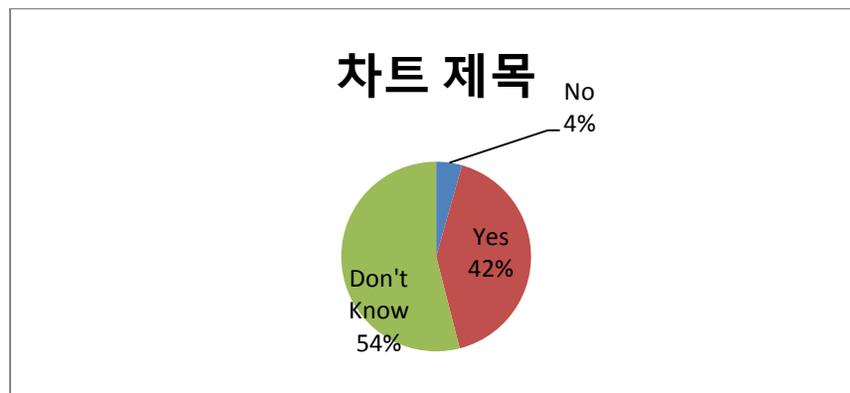
4.3. Legal framework governing of Condo-Communal Service

The agenda for housing provision has an impact on development goals, to this end the FDRE government is expected to design appropriate policies, strategies, rules and regulations which are of the important instruments to construct and transfer as well as to govern the condominium housing development. Accordingly, detail interviews with officials were made to know whether there is readymade policy, strategy, rules and regulations which can help for the communal services governance. At the same time, questions were also distributed to the condominium residents, in relation to condo-communal service governance. Furthermore, FGDs were conducted with board of associations in condominium and policy documents were assessed. Therefore, the result obtained from these sources are organized and presented in the following sub-topics.

4.3.1. Rules and Regulation to Govern Condo-Communal Services

In implementing the whitepaper of the PASDEP and GTP in Ethiopia, the IHDP is of the vital aspects of it. However, as many scholars agreed, jointly owned properties are more complicated to manage and utilize them properly and some calls it as a tragedy of the commons to show the unsuccessful and unmanaged part of it. Having this in mind, the researcher tried to assess the existing housing rules and regulations in relation to the condo-communal services. Consequently, the study also tries to identify understanding towards availability and proper implementation of the rules and regulations in their sub city. Hence, the result is summarized in figure below

Figure 5 the Availability of Rules and Regulations



Source; field survey data

The condo-residents are expected to know and act according to the rules and regulations all about the condo-building and the communal service governance. However, the above figure 4.3 summarizes that, majority of the respondents 116(54 %) replied that they know nothing whether there are rules and regulations available or not and 89(42 %) of the respondents responded as they were familiar with the existing rules and regulations. While the remaining 9(4 %) were responded as there were no rules and regulations that govern the condo-communal services. However, in the contrary, the focus group discussion in yeka site 2, the committee members admitted that, as they have distributed the necessary legal documents and bylaw to familiarize the residents with the existing condo-communal service rules and regulations. Even though, there are trial to distribute the rules and regulations, majority of the residents were not familiar with the existing rules and regulations that govern the shared services. This is turn in implies that, the sub city housing project office and board members did not proceed on continuous and regular follow up to remind and aware residents about the rules and regulations. On the other side, residents are expected to know and should have taken the responsibility to read the regulations and act accordingly.

Similarly, the researcher tried to supplement the above reality by reviewing the existing proclamation, directives and bylaws. Thus the researcher ensured that there are governing rules and regulations in relation to the condo-communal services governance. The gap here is that, the draft directive was initiated after the ownership transferred five years back and not yet ratified up to date. Besides, all condominium sites are expected to have their own bylaws which is adapted and cascaded from the Addis Ababa city administration. However, except yeka site 2 which tried to formulate and adapted draft local bylaw taking the .Addis Ababa City Administration general rules and regulations as a benchmark, the other condominium site were not yet cascaded and adapted to formulate their own site specific rules and regulations. This implies that the board members as well as the condo-residents were governed without contextualize the bylaw.

However the size of the condo-sites, service fee and interest may differ from site to site. For instance, Article 13(13.1) of the bylaw stated that, the unit owners associations shall have 2 representatives in each block with a total sum of 62 in the condo-sites. The intention is that, to act on behave of the unit owners, however, as shown above figure 4, in yeka site 1, the existing

unit owners were only 26 because the majority of the residents were rented. Moreover, the rented did not have legal rights to act and participate in such circumstance.

By realizing this fact, further discussions were held, with focus group discussants and representative personal observations were added. Article 29 sub article 29(29.2) states that, Cooperatives who administer the financial resources in the condominium are required to be audited once a year. However, the current board members confirmed that, the financial commons were not audited since the last five years. Hence, the existing challenges in relation to the rule of law. Lack of accountability was observed in the study area.

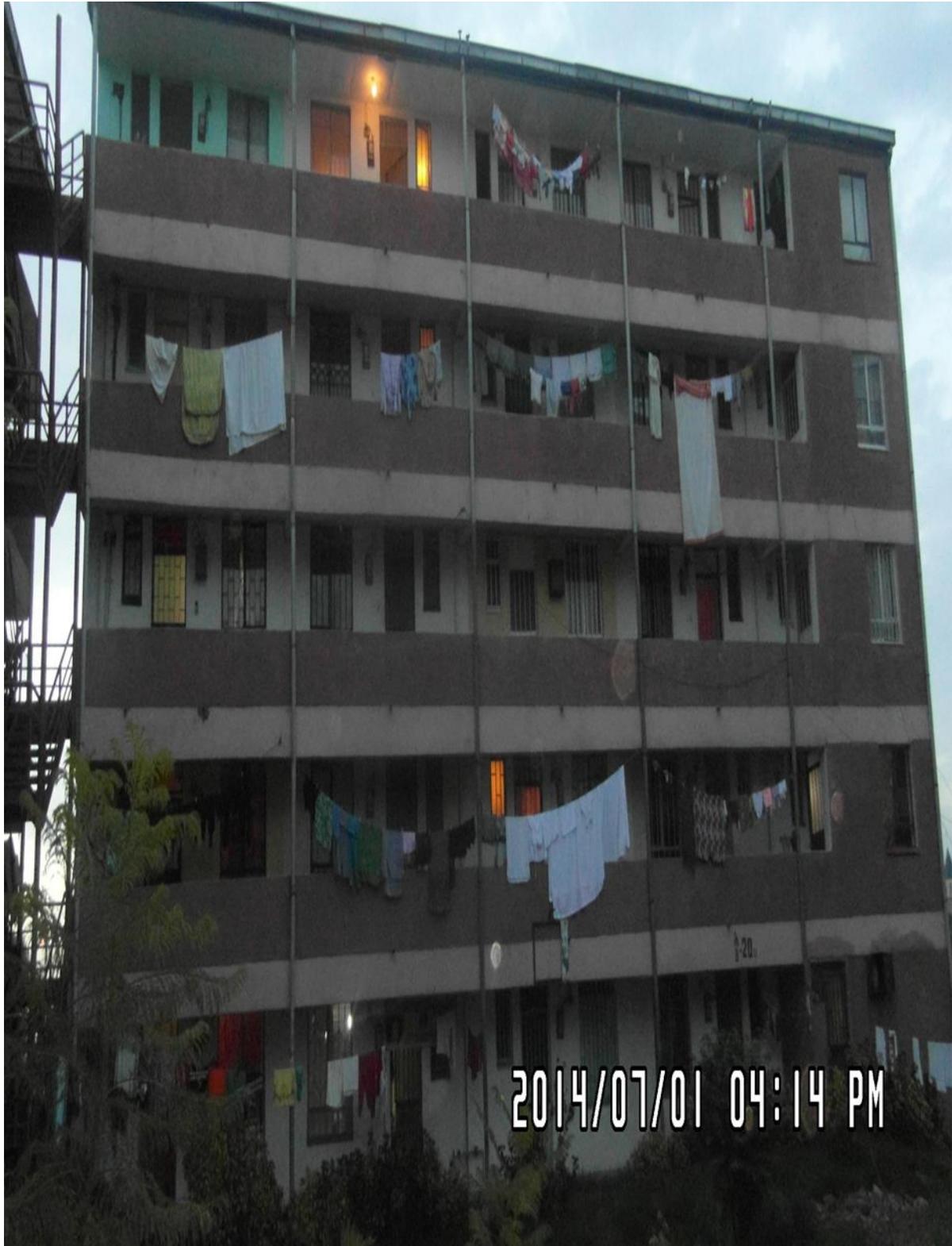
Likewise, the drafted directive (2013), article six sub article three and article two sub article two (one point three) of the bylaw states that, it is prohibited to place and deposit scraps, cartons, dishes, woods and other materials. Whereas, the existing practices are in the opposite and this indicates how the rules and regulations of the condominium are violated. More to the point, the pictures taken by the representative (researcher) during the field observation, indicates that, how the condominium surroundings are disordered due to the situation that the rules and regulations are not properly followed and applied.

In sum, the result from the data obtained indicated that, regardless of some limitations, there are governing rules and regulations. However, the problem here is absence of accountability, lack of contextualization, poor implementation of the existing rules and regulations, and lack of awareness which has resulted in violation of laws and regulations can be mentioned as potential draw backs for communal services governance.

Figure 6 Photo1. Yeka site-2



Here, we can observe that, condo-communal walls are full of privately owned Dishes which can negatively affect the attached neighborhood houses, the beauty and health of the condo building may cause cracking.



Similarly, the corridors are used as a place for drying washed cloths and the bidders are also used as Dish hanger which distorts the modernity of the buildings and they are looking as a modern slum. Photo3. Kottebe Site



Here also, the common plots around the condo-buildings are used as an individual store.

4.3.2. Policies and Strategies to Govern Condo-Communal Services

The housing provision in general and the IHDP in particular need to design proper country specific housing policy and strategy and the guiding principles of condo-communal service governance. Consequently, key informants from the federal housing bureau and ACAPO were interviewed whether there are policies and strategies or not and they elucidated that, the federal government has developed housing policy and strategy since the introduction of housing program. The current government in its PASDEP has clearly stated as policy directions of the Integrated Housing Development Package and the industry and urban Development package with the objective to overcome the housing shortage, creation of job opportunity and poverty

reduction in urban areas. The respondents added that, to meet the housing policy objectives, the government drafted Housing Delivery Strategic Package in 2013.

On the other hand, the officials were requested to justify the appropriateness of these strategies in line with the condo-communal property issues. However, they argued that, there are solid waste and greenery area management strategies at large-scale and Addis Ababa city level. For that reason, no need of formulating strategies for these specific issues because the condo-communal services can be treated with the overall macro strategies. This implies the tendency to resist the formulation of separate guiding principle strategies to properly govern the condo-communal services and the need to treat the huge commons as private households and the bureaucratic municipal functions.

However, the nature of compound life and privately owned houses are two different things. In the condominium houses, the issue of solid waste management and greenery areas is attached to the day to day life of all residents and is difficult to management as compared to the privately owned. Because, individual house owner are very concerned with their surrounding than the commonly used shared communal service in the condominium compounds. Besides, in the condominium sites there are thousands of people living in one compound and in the near future million of the communities are expected to live in such centers. For that reason, it is obvious that the issue of condominium governance will become more critical and challenging unless appropriate strategies specific to condo-recreational management, condo-sanitary governance, condo-social network creation, accesses for social services (education and health centers) and the specification of condo-commercial services are designed.

4.4. The Role and Collaboration of Actors in Condo-Communal Service Governance

In Ethiopia, the housing development program is considered as part of the poverty reduction strategy and as in any social order, the transferred condominium houses and the shared condo communal services are expected to be governed by a clearly mandated governing bodies.

In the interlinked social network today, the communal service governance may not be successful unless the different shares and contributions of stakeholders are added. The integrated effort can produce sound management in proper utilizations of common services and insuring good

governance and democracy. Therefore, to assess the role of stakeholders and their integration, the condominium resident respondents were asked about the roles and integration of actors (the government, board members and residents) regarding the communal service governance. Thus, their responses are depicted in table below.

Table 11. Respondents’ level of Response

Item	Level of responses	Frequency	Percent
Integration& contribution to communal service management	Very high	16	7
	High	17	8
	Average	27	13
	Low	112	52
	Very low	42	20
	Total	214	100

Source; field survey data

The above table (4.4) summarizes, greater part of respondents (52%) were replied that, the role and integration of stakeholders in communal service governance was low and 20% of the respondent believed that the roles and integration of stakeholders in governing the condo communal service was very low. On the other hand, 13% of the respondents responded that, the stakeholders’ integration was averagely performed to implement the communal service governance around the condominium. The other 8% and 7% of the respondents replied that the level of integration and effectiveness of different stakeholders regarding the communal services governance in transferred condominium houses was high and very high respectively. More over in regard to the role of government, interviews were held with officials and the data is presented in the following sub topics.

4.4.1. Government as an Actor of Communal Service Governance and Its Role

Many scholars agree that, governance is an ideal approach which needs the interaction of various actors. Even if there is a limitation in formal and informal institutions, it is also a means to resolve common problems. Hence, government as an actor of governance can play significant role in insuring communal service governance. By realizing this fact, the city administration has designed and introduced organizational structures such as: housing transfer and administration,

supporting and organizing condominium cooperative department and board of associations were established from city level to the sub city level.

To assess the existing roles and contributions of the government interviews were held with officials, from the federal Housing Agency and the data obtained from the interviewed conformed that, the role of the government is to draw policies and laws at federal level and the main concern of the government is delivering the housing supply for the poor (low and the middle level)of the citizens. Furthermore, the official believed that government intervention in management of post transferred condominium administration is not necessary because, the issue of communal services was given to the condominium association and their board of association.

For the same purpose, key informants from the Addis Ababa Housing project office were interviewed. According to the interviewee, even though the IHDP is implemented throughout the country, more emphasis is given to the revitalization of the slums and overcome the housing demand of residents in the city administration. As opposed to the federal housing agency the Addis Ababa Housing Project Office argued, due to the fact, condominium houses are highly subsidized and government as a key governance actor, the government should have played significant role in insuring condo-governance. Furthermore, the informants put their justification for instant government can act in insuring peace and security, conflict resolution and access for infrastructures among others. The interviewed added the city administration in general the housing project office in particular are responsible and confirmed that as they were acting in insuring condo-governance. However, from the above arguments one can understand that, there was a dilemma towards the role and level of government intervention between the ACAHPO and the Federal Housing Agency. Furthermore, the data from table 4.4 above indicated that as there was poor integration of stakeholders.

Similar discussions and interviews were held with board of condominium associations and yeka sub-city Housing project office and the results affirmed that, there were lack of integrations and coordination among different stakeholders. The board of association added, this poor integrations had been mainly seen among housing agency, electric authority and water supply of the city. According to the respondents, this lack of coordination manifests by poor installation of

water electric system of the blocks which leads for the inconvenience utilization of communal utility management of the condominium residents.

Furthermore, during the FGDs they stressed on the existing poor supporting system and follow up of the sub-city housing project Office. In their discussions, they had explored the manifestations of poor integration and support in communal service governance. The weaknesses were raised from poor monitoring and evaluation, absence of training for the condominium board of associations, lack of technical support and lack of experience sharing among condominium leaders were evidenced for the poor integration and coordination between the boards of associations and the sub city housing project office. This entailed that, the poor integration of different stakeholders may occur due to the dilemma of the officials regarding the administrative role of government on the transferred condominium houses and this in turn leads to low emphasis on post transferred Condo-communal services governance. Therefore, the city administration should ensure that they are effectively communicated and integrated each other.

4.4.2. Unit owners as an Actor of Communal Service Governance and Its Role

To generate common benefits owners association is formulated with the subsequent aims: to manage the condominium as acting as owners; associations were not act as they were expected to make sure that peace and security is ensured around the building; obey by the laws and rules; execute other necessary activities. Powers and duties of owners' unit may includes the following; agreed on annual plan and budget of the union; select and relieve members of board of directors and pass decisions on activity and audit reports of association. As it is stipulated in proclamation No 370/2003 the board of directors may present such and other matters. However, the analysis shows the existing practice was facing full of challenges and the unit owners associations were not act as they were expected. The reason is that, the majorities of unit owners were not living in the compound and most of the members of the associations were not committed to exercise their rights and responsibilities consequently, the general meetings were not carried out regularly. Even though, the provisions give them the right to change, modify or amend the laws and decisions related to the jointly owned properties, the general meetings and decisions were made by violating a two thirds majority vote of the unit owners.

On the other hand the analysis shows that, the existing rented residents had no voice and opportunities. The primary outcomes against lack of renters participation in decision making unit that, be inclined to distort social, economic and political incentives, leading to incompetent use of condominium property. Most owners' associations also witnessed that renters are not interested in making efforts to maintain the use of condominiums. This discouragement is because of a lack of confidence about owners' association decisions and poor integration mechanisms.

4.4.3. Board of Association as an actor of Communal Service Governance and Its Role

Some of the literature in condo-building indicates that, the difficulty to contact continuously the house unit owners of condominium houses. Therefore, it is important to establish an association which could be led by board members. Boards are elected by the residents, usually, through annual meetings. The board members are expected to function on assessing and controlling the activities of association, executive functions (hiring employees, certain management function, and maintenance), act on behalf of the residents, implement rules, regulations and decisions of the owners, ensuring peace and security and keeping documents are some among others. In order to perform their tasks; institutional arrangements with specified duties and responsibilities were established as; the general meetings, audit committee and board of association are there. The document of the existing by law states that, the audit committee and the board of associations are accountable for the general meeting. Under the board of directors; manager, development committee, social committee, peace and security and traditional conflict resolution committee, WERE ESTABLISHED. In relation to their functionalities Focus group discussants were asked how they worked together and their integration with the Condo-residents as well as with the sub-city. According the discussants, to carry out their objectives they were develop annual plan and approved by the general meetings. Accordingly to implement their plan and to ensure communal governance, they had introduced monitoring and evaluation mechanisms.

Even though there have been established institutional structures and the way they carry out their responsibility was clearly stated, the existing practices were challenging, the reason is that, despite of the managers and hired employees, most of the board members were elected to serve the unit owners without any incentives which lead to lack of commitment, furthermore it is

consider as par time task. Consequently, most of the regular meetings were not conducted in line with the schedule. The discussants added, due to such problems reschedule of meetings were seen as usual phenomenon. Likewise, as it is shown in the analyses part, the financial resources of the association was not yet audited. In regard to their integration, the discussants confirmed that, there have been poor integrations with the unit owners as compare to the rented residents. Furthermore, they witnessed that, the overall integration of actors were poor. Therefore, of the most challenging situations for the association is the fact that the associations do not have the opportunity to meet with renters and deal with the real problems and provide possible solutions. Since it is the owners who do not have much information about the actual situations and who are allowed to participate and deal with the issues at general meetings, decisions are focused on short term problems or not on long term solutions.

4.5 Major Challenges of Condo-Communal Services Governance

The Ethiopian government has instituted a district level decentralization to enhance quality public service delivery by empowering local communities. The GTP is also towards poverty reduction in the country. The poverty reduction strategy takes a board session by providing housing the poor first. The government also clearly stated how the condominium houses and the commons are administered by formulating legal frameworks. Hence, all respondents were given a chance to point out the major challenges faced in communal services governance. The major condo communal service governance challenges depicted by respondents were:

- Poor planning, monitoring and evaluation mechanisms
- Inadequate participatory and accountability approach
- Lack of knowledge, skills and Commitment of board and local administrators
- Lack of integration among stakeholders
- Poor sanitation and environmental prolusion
- Poor administrative financial sources among others

CHAPTER FIVE

CONCLUSION AND RECOMMENDATIONS

The summary conclusions and recommendations are presented in this chapter. The conclusions stress the major outcomes of the study and the recommendation suggests the possible mechanisms to overcome the identified condo-communal service governance challenges of the study area to ensure the equal beneficiary of condo- residents from the condominium commons.

5.1. Conclusion

Upon the analysis and findings, the researcher has drawn and clearly stated the following practical conclusions as follows:

The condo-communal service governance in yeka sub city was highly affected by poor sense of ownership because most of the residents were rented and there was also a gap in transferring duties and responsibilities when the owners rent their house. The significant problems were the existence of gap in transferring duties and responsibilities between the owners and rented, poor sense of ownership due to the high number of the rented residents, the exclusion and poor participation of rented residents in decisions, lack of awareness in relation to communal services utilization and management all these exert difficulty on communal services governance in condominium.

Ethiopian government in general and Addis Ababa city in particular has guiding housing principles, rules and regulations. The problem here that, even though there are rules and regulations, majority of the residents in the study area were not familiar with the existing rules and regulation, the draft directive has not yet ratified up to date, most condominium sites (in the study area) were not yet cascaded and adapted to formulate their own site specific rules and regulations and by large, there was poor implementation and violations of these rules and regulation. Moreover the rented did not have legal rights to act and participate for any amendment of the existing laws. Besides, there observed lack of accountability when misuse of communal assets such as financial resources.

The federal government of Ethiopia has developed housing policy and strategy since the introduction of housing program and in the PASDEP the government has clearly stated the

Integrated Housing Development Package. Besides, the government has revised and drafted Housing Delivery Strategic Package to manage the commons at Addis Ababa city level in 2013. However, there was a gap in formulating a separate guiding principle strategy to properly govern the condo-communal services specific to condo-recreational management, condo-sanitary governance, condo-social network creation, accesses for social services (education and health centers) and the specification of condo-communal services.

Condo-Communal services are of the multidimensional approaches and disciplines of housing governance. The condo-communal services are services which are used in common and if these services are not well governed and utilized, they may create poor governance and the major causes were, no equal access to utilize the communal service, Ineffective Communal Service administration and poor integrations and collaborations among residents and government bodies were major potential causes for poor condo-communal governance.

The Ethiopian condominium housing and the commons have an administrative setup and guiding principles and the administrative bodies are expected to administer accordingly for the wellbeing of the society by minimizing social conflicts. However, lack of safety and security, violation of laws and regulations and poor solid and liquid waste management practices were the potential sources of conflict in the study area.

The Ethiopian government has instituted a district level decentralization to enhance quality public service delivery by empowering local communities by providing housing the poor first. However, poor planning, monitoring and evaluation mechanism; lack of integration among stakeholders; lack of public health, school and recreation centers; poor sanitation and environmental pollution and poor administrative financial resources were of the practical condo-communal service governance challenges of the study area.

5.2 Policy recommendations

As the result of the finding, there are three actors which are the government, association and home owners (residents), should playing a vital role to overcome the problems of condo-communal services governance. Accordingly, they are packaged in to three categories based on their concerns.

1. Government

Based on the findings (analysis) we can conclude that, the government did formulate the rules and regulations and assigned concerned body regarding on how to utilize the communal services all the condominium residents on an equal basis, to ensure good governance. As stated on the condominium communal service directives (2013), the government bodies are one of the more responsible and mandated bodies to administer the condominium and the commons fully and effectively, and tried to somewhat to implement.

However, the residents are still facing many problems because of the government's existing poor supporting system to facilitate the condo-communal services governance such as; public health, school and recreation centers; poor sanitation and environmental pollution, lack of government's commitment to address the issues, making integration and collaboration with the concerned bodies and among the residents, monitoring , evaluation and incentive mechanisms, awareness creation and education regarding the rules and regulations. Lack of all these have their own negative impact which leads to conflict among the residents.

Therefore, after analyzed the findings, some of recommendations could give to the government bodies in order to improve its own performance and overcome the problems.

1.1. The government should work closely with the home owners 'representatives those who elected by the owner of the condominium to establish mechanism to enforce the homeowners that transfer the responsibilities stated in the legal guiding principles to the rented to build the source of ownership and to narrow the transferring duties and responsibility gaps in condominium residents through strengthen the rent agreement and the concerned office which deliver the service.

1.2. Government bodies should closely work in collaboration with the condominium associations for ensuring strong social integration, and collaboration among the residents through facilitating the pre-conditions to establish Equub, edir, and mahber etc. (different kinds of get together programs) which are commonly exercising in Ethiopian society, which strengthen and create

socially attached residents so as to help them to solve their problems through discussion before go further and complicated.

1.3. As, the more responsible, accessible, and respected body, government must take the line share to work in public awareness creation and education in collaboration with the associations and residents through using the time of the residents' get togetherness programs to overcome the safety and security problems, violation of laws and regulations, poor waste management practices and the notorious sound pollution in the condominium sites. What is the specific responsibility of each party (government, association, residents)? How to ensure they will collaborate

1.4. Government bodies must act towards formulating a separate guiding strategy to properly implement and govern the condo-communal sector specific activities.

1.5. The government should establish a new system, which is incentive mechanism for the actors and as the same time should strengthen the monitoring and evaluation system and create experience sharing program of good practices domestically.

1.6. Nowadays, thousands of people are living in urban areas demanding huge condominium housing and there is also an expectation that millions will live in urban Ethiopia in the near future. Therefore, government must work towards ensuring an integrated and participatory planning, introducing system accountability, capacity building and establishing strong bond with stakeholders, building public health, school and recreation centers; ensuring sanitation and environmental soundness as well as mobilizing administrative financial resources so as to come up with effective condo-communal service governance.

1.7. The government should have to look the best practices and experiences in condo-communal service governance domestically as well as from countries like that of Germany and Australia as they are very capable Government bodies and the condominium associations.

The government bodies should come in front, organized and work in integrated manner with other concerned bodies. Social security, respect of rules and regulations and good condo-governance cannot be ensured by leaving the whole responsibility for those elected by the

residents and the residents themselves without government intervention. Unless and otherwise, there should be one influential body, to enforce the residents to do accordingly and respect the rules and regulations, no one can give that much attention.

2. Associations

According to the findings, the same is true that, the associations tried to play its role even though the level of their performance is different, inconsistent and unsatisfactory. The reason is that, the unit owners associations were not act as they were expected most of the members of the associations were not committed to exercise their rights and responsibilities consequently. These have an implication in resolving conflict in condo communal services.

The availability and necessity of the associations for the good of condo-communal service governance is unquestionable. Because, since the members of the associations' are living in condominium as part and parcel of the residents, it is relatively easy for them to understand and know what is going on in each blocks and follow the day to day activities of the residents that help them how and what kind of corrective measures should be taking on time. In fact, this could be practical, if and only if the members of the associations are willing to exercise their rights and responsibilities as they received the responsibilities from the residents at the time of election.

Therefore, the following recommendations give to the associations in order to play their important role and exercise their responsibilities according to as they are given from the residents and received it.

2.1 The associations should give due special attention to establish scheduled get together time among the residents for ensuring strong social interaction which is community conversation to develop mutual understanding and respect each other, helps to keep the rules and regulations in their mind and respect.

2.2 The condominium associations should be proactive and must adapt and formulate their own site specific rules and regulations through the consent of the residents, so as to easily own it.

2.3 Social security and respect of rules and regulations cannot be ensured unless all concerned bodies are working closely in integrated manner. And the associations as a mediator have an

access to make strong bond among all. So, the associations as a bridge should facilitate the integration through consequent lobbying the residents to be attached with the government and the associations to overcome the problems through cloth discussion and consultation

The associations should work as a bridge to establish and strengthen integration among the residents so as to create close relationship that helps to enhance mutual understanding & solve the problem easily through discussion to be the condo-houses' environment conducive. Election by itself is not an end. Unless and otherwise, it works accordingly. Therefore, since the associations are more nearest to the residents and relatively easy to get the government bodies, also should work as a mediator between the residents and the concerned government bodies to be the communication effective.

3. Homeowners and Residents

The existing rented residents should have a voice and opportunities as well as there should be effective system in each site that makes accountable for what he/she did .Since most of the Condo- houses rented, the rented residents must be responsible, accountable and governed by the existing rules and regulations. To this effect, as mentioned in the above, the rented residents should have a chance to participate in every aspect of the condo-communal service governance activities.

Therefore, the following recommendations give to the home owners and rented residents in order to be governed by the rules and regulations and exercise their rights and obligations so as to play their important role.

3.1 To build the source of ownership and to narrow the transferring duties and responsibility gaps in condominium residents, condominium house owners should transfer the responsibilities stated in the legal guiding principles of the housing transfer while they are making the rent agreement in front of the concerned government bodies so as the rented residents should have a say in the issues of the commons.

3.2. Since the rented residents live in the condominium houses, they should know, respect and governed by the rules and regulations through sensitization and awareness creation programs that will be handled by concerned bodies.

The residents should make time schedule for meeting and be close each other and with the association to exchange current information regarding the Condo-communal service governance. And they should establish get together programs to facilitate mutual understanding and create conducive environment. Otherwise, it will be difficult (won't be easy) that all things handle and solve only by the government and association without the residents participation who are part and parcel of the problem and more suffering because of the identified problems.

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ANNEXES

KDI School of Public Policy and Management

Annex 1 Questionnaire for condominium residents

Dear respondents, the reason of this questionnaire is to assess the challenges and prospects of communal services governance in condominium housing the case of Yeka sub-city for the completion of master of development policy in KDI school of Public Policy and Management in South Korea. This research is for academic purpose only and hereby you are kindly requested to answer all the questions below to the best of your knowledge. The feedback from you that, all information obtained through this questionnaire will be used for academic purposes only and will be handled and stored with the highest order of confidentiality and I would like to appreciate your honesty and cooperation in fulfilling this survey questionnaire.

Instructions:

- No need of writing your name.
- Where alternative answers are given, please make a circle on your choice/s
- Please answer the open ended questions on the space provided
- Thank you in advance!!
- Questionnaire number: _____
- Condominium site number _____
- Date: ____/____/____

I. Demographic data of the respondent

1. What is your sex?
a. Male b, Female
2. How old are you? _____
3. Please identify your Marital status
a. Single b. Married c. Divorced d. Separated e. Widowed f. Living
with partner
4. What is your current employment status?
a. House wife b. pubic employee c. Private employee d. Personal business
5. What is your total no. of family members in the house? _____
6. How many children under age of six do you have in your family? _____
7. What is your total household monthly disposable income? (Birr) _____

- 8. Residents information:
 - a. House owner b. Renter
- 9. For how many years have you been living here? _____

II. Information regarding the problems communal services

- 10. Do you have any complaints regarding communal services?
 - a. Yes b. No
- 11. If the answer to the above question is “yes” Would you please list those major complaints by its importance?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
- 12. How do you evaluate the decisions made by the board of your association concerning your complaint?
 - a. Very satisfied b. satisfied c. Neutral d. unsatisfied e. very unsatisfied
- 13. Do you have equal opportunity in utilizing the communal services equally?
 - a. Yes b. No
- 14. If your answer for the above question is ‘ No’ , what are the reasons behind? Would you please list?
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
- 15. You know mostly people have varying interests that lead to conflicts, have you ever observed any conflicts between residents?
 - a. Yes b. No
- 16. Have you ever been in to conflicts with other residents?
 - a. Yes b. No
- 17. If your answer to the above question is “yes”, how many times do you face conflicts in the last year? _____
- 18. Would you please list some of the major (important) reasons to these conflicts
 - a. _____
 - b. _____
 - c. _____
 - d. _____

e. _____

III. Information about the administration of communal services

19. Is there any laws and regulations that govern the utilization of communal services?

- a. Yes b. No c. I don't know

20. If the answer to the above question is "yes" Do you know the details of the rules and regulations?

- a. Yes, I know b. I don't know

21. If your answer to the above question is "yes", is it being implemented accordingly?

- a. Yes, implemented b. To some extent c. No

22. If your answer is "No", why the rules and regulations may not be implemented?

- a. _____
b. _____
c. _____
d. _____

23. What do you think are the benefits implementing the rules and regulations?

- a. _____
b. _____
c. _____
d. _____
e. _____

24. What do you think are the costs of implementing the rules and regulations?

- a. _____
b. _____
c. _____
d. _____
e. _____

25. Do you attend regular meetings regarding to the common interests with residents?

- a. Yes b. No

26. If your answer for the above question is "Yes" how many times in a year?

- a. Once in two weeks b. Monthly c. Quarterly d. Annually e. Any other time interval (Please specify) _____

27. How do you observe the level of collaborations and interaction among residents in your site?

- a. Very strong b. Strong c. Normal d. Weak e. Very weak

28. If your answer for question above is weak or very weak, in your opinion what factors are affecting it? Please share your observation

- a. _____
- b. _____
- c. _____
- d. _____

29. How do you evaluate the roles and integrations of actor's (officials, board members and residents) regarding to the communal services administration?

- a. Very high b. High c. Average d. Low e. Very low

30. Overall how do you observe the effectiveness of communal services governance?

- a. Very good b. Good c. Average d. Poor e. Very poor

31. What do you suggest to each of the following stakeholders to improve the communal service in the condominium housing governance?

a. Residents

b. Housing association

c. Municipality

Thank you for your cooperation

Annex 2 Guiding semi- structured questions for the interview

A. For the federal housing Bureau

1. Would you please tell me how the communal services of condominium houses administer?
2. Is there any existing problem observed in relation to the communal service in condominium housing?
3. What is the role of the Federal housing Bureau in resolving the conflict of interest in communal service utilization?
4. What mechanisms are in place to resolve communal service governance problems among actors?
5. What strategic solutions does your office have to solve the problem of communal services governance?

Annex 3 Checklist for the Addis Ababa housing agency

1. Would you please tell me the powers and functions of your agency in relation to communal service administration?
2. What are the roles of the Bureau in ensuring communal service governance on post transferred condominium houses?
3. What are the existing problems in relation with the communal service utilization?
4. What relationship do you have with the Yeka Sub-City administration in resolving problems in relation to utilization of communal services?
5. What do you suggest for sound solutions regarding to the problem of communal services administration?
6. How do you evaluate the sub-city housing agency performance regarding to the problem of communal services administration?

Checklist for the Yeka Sub-City housing agency

1. Would you please tell me the powers and functions of your office in the housing transfer and post transfer communal service administration?
2. What relationship do you have with the condominium association and their board members?
3. What are the roles of the office in resolving conflict of interest that emanates from the communal service utilization among the condominium residents?
4. What are the existing problems in relation with the communal service utilization?
5. What kind of rules and regulations have to solve the problem?
6. What do you suggest for sound solutions regarding to the problem of communal services administration?
7. What kind of persons do you assign to monitor communal service?
8. How do you evaluate their performance?
9. What kind of incentive do you have for those who perform accordingly?
10. What about those who didn't perform, how does your office deal with that kind of employees?