

**INSTITUTIONAL AND ORGANISATIONAL DYNAMICS IN SOCIAL HOUSING
PROVISION AND THEIR IMPACTS ON THE POOR AND THE VULNERABLE**

Social Housing developments in Serbia in an international perspective

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ABSTRACT

This paper focuses on institutional and organisational development in social housing and their impact on providing sustainable solutions for poor and vulnerable households. In many European countries and regions social housing is in a process of institutional and organisational transformation. New profit and non-profit providers are entering the social housing sector or are encouraged by governments to do so. New types of social housing solutions are developed, for example housing tailored to the needs of elderly or people with disabilities. Rented housing is supplemented with solutions for affordable home-ownership. Traditional landlord activities are increasingly combined with social services and social investments to support vulnerable households and help create not only decent housing but also attractive communities. Not only the products and services provided by social housing providers are evolving, also the institutional framework to regulate, supervise and assess the performance of housing providers is changing.

The Republic of Serbia is building a new social housing system in a country with many residents affected by war and poverty. This makes it very relevant to connect the Serbian housing system with other welfare activities and community building initiatives. This paper wants to contribute to the development of the Serbian housing system by presenting examples and experiences from England, The Netherlands, Belgium and Italy; and do so from an institutional and organisational perspective. The paper starts with a conceptual framework to position and compare different housing systems. We will continue with an exploration of recent institutional and organisational developments in the social housing models and the characteristics and activities of social housing providers. The paper ends with some recommendations for the design of the Serbian housing system in general and the institutional mechanisms that can be developed based on the new Law on Social Housing adopted by the Serbian parliament.

Key word: social housing providers, management and delivery systems, institutional developments in social housing.