



Republika e Kosovës  
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# Drafting of Public Open Spaces Maintenance Plan and Investment Plan

Drafting of Public Open Spaces

Maintenance Plan and

Investment Plan

Manual for municipalities of Kosovo



## *Acknowledgments*

This manual has been prepared by Helvetas-Swiss Intercooperation Kosovo (HSI-K) / DEMOS, based on the experiences of partner municipalities of the project during the process of drafting the Public Open Spaces (POS) Maintenance Plan and Investment Plan.

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The manual has been prepared in order to be used not only by partner municipalities of DEMOS but also all other Kosovo municipalities to draft POS Maintenance Plans and Investments Plans for their respective municipalities. For this purpose, during the drafting process, were consulted members of collegium of Association of Kosovo Municipalities regarding public services and the collegium for urbanism, who have contributed with their proposals in finalization of this document.

## List of acronyms

<b>POSMP</b>	Public Open Spaces Maintenance Plan
<b>POSIP</b>	Public Open Spaces Investment Plan
<b>WG</b>	Working Group
<b>CG</b>	Coordination Group
<b>GIS</b>	Geographical Information System
<b>POS</b>	Public Open Spaces
<b>MDP</b>	Municipal Development Plan
<b>UDP</b>	Urban Development Plan
<b>URP</b>	Urban Regulatory Plan
<b>WM</b>	Work meetings
<b>CI</b>	Capital Investment

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# 1. INTRODUCTION

## 1.1. Maintenance of public open spaces

Public Open Spaces Maintenance Plan (POSMP) enables adequate addressing of needs in public open spaces and adequate designation of maintenance activities. The maintenance plan elaborates and illustrates the maintenance of Public Open Spaces (POS) on a continuous basis, based on all the foreseen activities that are necessary for a proper maintenance, as well as the monitoring and enforcement procedures.

The prepared manual is the result of experience of DEMOS project in drafting POS maintenance plans and investment plans with partner municipalities from the Department of Public Services, Urbanism and Environmental Protection.

### Management of POS in Kosovo

Based on the Law on Local Self-Governance, municipalities are responsible for planning, investing and maintaining POS within their territory. The development of cities in the last decades of XX century and in the first years of this century has failed to reflect the role and importance of POS on the lives of citizens. While the Department for Urbanism and Environmental Protection is responsible for drafting the projects for revitalization of POS and creating new spaces, the Department for Public Services is responsible for maintenance of POS.

**In general, based on preliminary finding, the inadequate quality of maintenance of POS is a consequence of:**

- The lack of a detailed maintenance component with a description of POS maintenance activities in the planning phase (among new POS);
- Management structure (limited staff of the respective department)
- Budget;
- Political support;
- POS database;
- Low participation of community during service planning and monitoring.

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## 1.2. POS Maintenance plans

- a. **POS Maintenance Plan (POSMP)** is a medium-term document that enables municipality to manage the POS maintenance in more efficient and qualitative manner.
- b. **POS Maintenance Plan (POSIP)** is a medium-term document that enables the municipality to plan municipal investments in revitalizing the existing POS and in creating new POS.

## 1.3. About the manual

The Manual for preparation of maintenance plans aims to provide the necessary data for drafting the POS maintenance plans and POS investment plans. Moreover, the manual could serve as an assisting instrument for relevant departments wishing to analyze the existing status of POS management as well as identify and evaluate options, methodology and financial costs to improve the status of POS.

### **This manual is prepared to be used by:**

- Department of Public Services and officials within local government;
- All professionals who will be involved in the process of preparing the plans;
- Officials responsible for organizing and monitoring POS;
- Other local authorities that play a role in planning and implementing the plans.

Since POS of settlements are used by different community groups, it is important that they are well-maintained in order to serve the purpose for which they are created. The community should be the most important and key group of these plans.

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Tab. 1: Internal groups – Description of roles and inclusion in the plan

Stakeholders	Role or inclusion in the plan
Internal groups	
Municipal Councils for villages and neighbourhoods, Committee for Public Services, Finance, Planning	Main custodian for POS along with councillors representing the citizens and who decide on strategic directions, maintenance and planning of public spaces.
Office or management team within the executive branch	Ensures that POSMP is implemented as approved and that based on surveys during the monitoring of the Plan, to guide municipal departments on long-term financial planning and budget for a sustainable maintenance of public spaces.
Manager/responsible official for POS	Strategic responsible official assigned to oversee and manage POS and Maintenance Plan, monitor the status of POS, monitor the revitalization plans, monitor the development of public spaces, standards, and for continuous and periodical update of existing plans.
Managers/officials of various public spaces/responsible persons within municipality for maintenance or contractors	Responsible for daily, operational and routine maintenance, including planning and timely delivery of cleaning and maintenance services as well as repair of damaged elements.
Managers/officials and responsible persons for environmental protection	Ensures that service delivery is at the right level and that the projects for eventual revitalization and reconstruction are being conducted in accordance with legal requirements for environmental protection.
Coordination group for POS management	Ensures that planning of POS management is in accordance with the requirements for optimal utilization and by considering the lifecycle or sustainability of spaces and constituent entities.
Financial manager	Ensures to provide adequate financial information during the planning and to provide this information to the respective municipal councils or committees and the Municipal Assembly for justification of envisaged budget.
Internal auditors	Monitors and ensures that appropriate practices are applied in planning, maintenance and financing of POS as well as they support and suggest eventual improvements.

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Tab. 2: External groups - Description of roles and inclusion in the plan

Stakeholders	Role or inclusion in the plan
External stakeholders	
Community	In general, all users or POS users. POS with accompanying elements are intended directly for the citizens and without their involvement, whether they are users or not, it is essential to have successful public open spaces. Municipal governance should aim to promote and strengthen the citizens' participation in planning, creation, maintenance, usage and care of POS. Without the involvement of citizens, these services may remain insignificant, irrelevant and end up as unenforceable plans.
Certain groups of users from community	Users of spaces intended for specific activities and for specific groups such as those from the community of athletes, children and certain age-groups, various clubs, etc.
Various service providers	Enterprises or agencies that provide different services to the community and which use the POS that is owned by municipality.
Contractors and economic operators	Ensures the provision of maintenance services at the required level according to the agreements or requirements in the respective contracts.
Builders and construction businesses	It can be one of the main sources to invest in creating new public spaces, in improving and maintaining the existing ones.
Civil society	

## 2. STEPS FOR DRAFTING OF POSMP AND POSIP

### 2.1. Basic planning steps

The process for drafting the plans goes through 4 steps that are indicated below:

#### 1. Step one – Evaluation of the existing situation

- Drafting the list of municipal POS;
- Creating a database/inventory of POS. Identification of spaces; recommended to be performed by using the software with geographic information systems (GIS);
- Analysis of the state of POS;
- Analysis of operational maintenance services and existing contracts;
- Analysis of the budget committed for maintenance and maintenance costs;
- Analysis of data on capital investments in POS.

#### 2. Step two - Visioning

- Identification of objectives and shortcomings related to POS, defining the vision for maintenance and investments in POS and solutions for their main problems.

#### 3. Step three - Concept

- Establish the concept for development of POS that will guide the municipality towards POS maintenance and investment. The concept should be based on the evaluations and results obtained from the previous two steps, so it shall be based on the existing situation and the defined vision.

#### 4. Step four - Implementation, monitoring and review of the plan

- Describe the key measures that need to be taken to implement the concept that is developed for POS. Upon the implementation of the plan, it is also important to define the monitoring activities so that there is no degradation of the POS, and to conduct the plan revision so that it is in line with current requirements.

### 2.2. Creation of organizational structures

**Prior commencing the implementation of these 4 steps, it is important to create organizational structures, to establish a Working Group (WG) and a Coordinating Group (CG) that serves as a basis for phases of planning and implementation of the plan.** Duties of the Working Group and Coordination Group should be well defined. It is also important to identify the key stakeholders that should be involved in the planning process. Depending on the municipality, within the Coordinating Group are appointed the directors of relevant departments that are directly or indirectly affected by the future plan. Within the Working Group, it is recommended to appoint members of the department that are carrying out the plan, which is responsible for management and maintenance of POS, respectively the Department for Public Services, whose officials have experience in drafting

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the plans and have knowledge of the municipal development documents, in particular in the field of environment. Also, it is recommended to be integral part of the Working Group the representative from the Department of Finance in order to analyze the investments in POS and their maintenance.

*Tab. 3 Members of the Coordination Group and description of their duties*

Members of the Coordination Group	Description of group duties
<ul style="list-style-type: none"> <li>• Mayor/Deputy Mayor of the Municipality;</li> <li>• Director of Department for Public Services;</li> <li>• Director of Department of Urbanism, Cadastre and Environmental Protection<sup>1</sup>;</li> <li>• Chair of the Committee for Public Services/Chair of the Municipal Assembly;</li> <li>• Directors of other departments, as needed;</li> <li>• Contracted professional consultant</li> <li>• (As needed).</li> </ul>	<ul style="list-style-type: none"> <li>• Manages the process of drafting the plan;</li> <li>• In co-operation with the working group, determines the timeline for drafting the plan;</li> <li>• Regularly monitors the progress achieved on drafting on regular basis;</li> <li>• Politically supports the process of drafting the plan;</li> <li>• Decides on budget allocation during drafting process if needed;</li> <li>• Finds ways to solve problems in case of eventual stand-stills;</li> <li>• Monitors the meeting of timelines and achievement of objectives;</li> <li>• Decides on allocating the budget for implementation of the plan during the planning of the annual budget or medium-term budgetary framework;</li> <li>• Gives consent on the duties of the working group and validates the results of the work of this group.</li> </ul>

*Tab. 4 Members of the Working Group and description of their duties*

Members of the Working Group	Description of group duties
<ul style="list-style-type: none"> <li>• Chair of the group: Director of the Department for Public Services or Director of the Department of Urbanism, Cadastre and Environmental Protection;</li> <li>• Municipal official from the field of Environmental Protection, Inspection, Public Services, etc.;</li> <li>• Municipal planner (architect, geodesist)</li> <li>• Financial officer;</li> <li>• Other officials, as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Organizes the launching of the plan drafting process;</li> <li>• Discusses and decides on group duties;</li> <li>• Determines moments of public inclusion in the process;</li> <li>• Supports the consulting company with data and information on specific areas;</li> <li>• Manages the technical part of the process;</li> <li>• Is responsible for drafting the plan;</li> <li>• Reports to the Coordination Group and the Committee for Public Services regularly on the progress of the process.</li> </ul>

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### 3. FIRST STEP–EVALUATION OF CURRENT SITUATION

The content of the plan is outlined depending on the municipal requirements. The main parts that need to be elaborated in the document, based on the experiences, are described as follows:

**Municipal Profile:** The geographic position, territory, number of residents and urban divisions are data that should be analyzed and are recommended to be described in the Municipal profile section. It is also important the description of municipal objectives set out in the Development and Planning Documents and the governing municipal policies.

**POS functions:** In addition to describing the key functions of public open spaces, it is important to describe the functions of the POS in relation to the settlement structure and the significance of the specific POS for the city/municipality.

**The scope of POS:** All public areas of importance for the development of social life, such as: parks, squares, sports fields, children’s playgrounds, green areas, promenades, river beds, parking lots, sidewalks, roundabouts, cemeteries, etc., should be included in inventory. In particular, this chapter should specify the spaces planned to be addressed by this plan for the medium term.

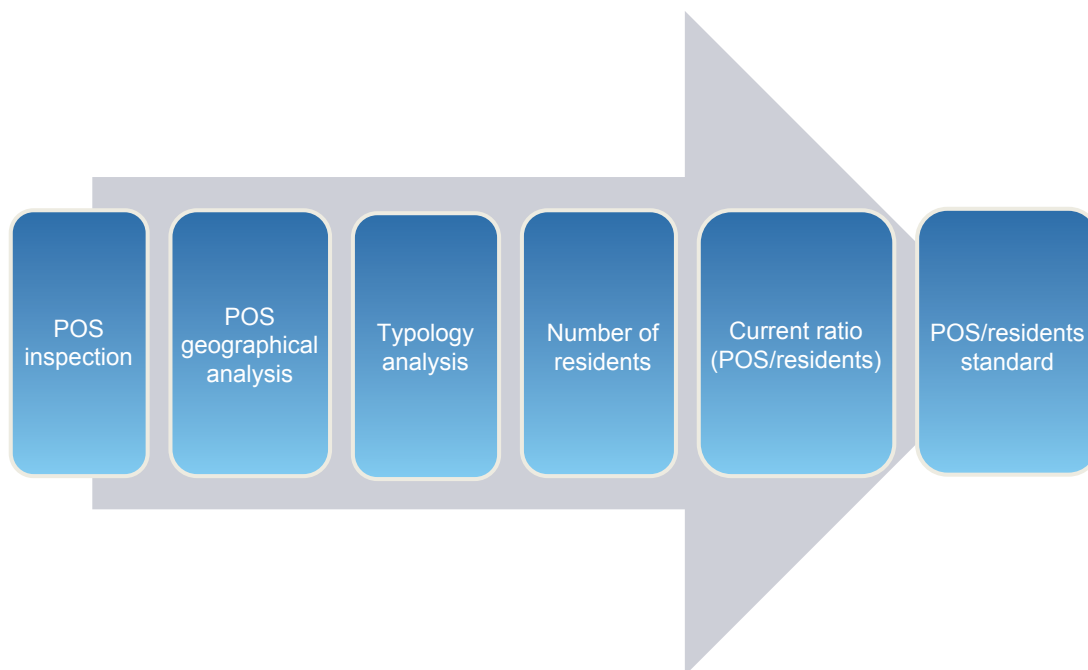
**Governing principles:** This chapter outlines the basic principles for drafting POSMP as a vital part of the local development and planning framework with the aim of improving and maintaining the character of the spaces, by focusing on qualitative maintenance.

There are neither requirements nor special legal obligations for municipal authorities regarding the POS management. However, current laws such as the Law on Local Self-Government, Law on Spatial Planning, the Law on Protection of Agricultural Land, the Law on Construction, etc., empower and guide the local authorities regarding land management, including destination, and also by taking into consideration preservation of public health and POS maintenance. These legal and planning documents can also be taken as a basis for drafting POS maintenance plans as well as plans for investments in POS.

**Reference documents** for drafting of the maintenance plan are:

- Law on Spatial Planning;
- Law on Environmental Protection;
- Municipal and Urban Development Plans;
- Regulatory Plans;
- Law on Local Self-Government;
- Local Environmental Action Plan;
- Law on Waste (No. 04/L-060);
- Various municipal plans and regulations.

**Current situation and analysis:** Depending on the municipal definitions, the POSMP and POSIP can be drafted as separate documents or may be merged into a single document.



*Fig. 1: POS analysis*

**For the analysis of POS maintenance through their inventory and analysis, the following are elaborated:**

- Data on the POS number,
- The area and typology of POS;
- POS situation/their quality;
- Management;
- Usage;
- Expenditures of previous years in maintenance, etc.

### 3.1. Drafting the list of municipal POS

The purpose of this chapter of the plan is to provide a general and detailed picture of public open spaces. The results of this analysis provide a basis on which will be identified the strengths, weaknesses, opportunities and threats for adequate POS maintenance. The inventory of all POS in the municipal territory shall be the result of this action. Other data of particular importance are:

- Cadastral data for POS;
- Photographic data for each POS.

## 3.2. Creation of POS database/inventory

A good practice for inventory of POS was shown by using software/geographic information systems Q-GiS, as an open source software, which can be downloaded at the link <http://www.qgis.org/en/site/forusers/download.html>, and in this case was used to identify POS. Data required for the database are: municipal orthophotos, cadastral plans, MDP, UDP, URP in the respective format which can be read by the respective software. Inventorying is the result of detailed inspection, identification and update of POS grouped by typologies, with measured area, with current assessed situation, ownership status etc.

The key features of POS, needed for further analysis are:

- POS name;
- Category;
- Zone;
- Area;
- Ownership;
- Users;
- Frequency;
- POS situation;
- Quality of maintenance services, etc.

It is also important to describe maintenance activities. The following table outlines the main activities.

*Tab. 5: Inclusion of maintenance activities*

Nr.	Cleaning activities	Horticulture activities	Activities in the built environment
1	Waste collection	Fertilization	Maintenance of urban furniture
2	Cleaning of drainage channels	Mowing	Maintenance of paths
3	Cleaning of undesired graffiti	Digging	Repairs
4	Other	Planting low, medium and high greenery	Maintenance of irrigation system
5		Pruning	Maintenance of lighting
6		Irrigation	Maintenance of gaming equipment
7		Disinsection	Maintenance of sports fields
8		Other	Maintenance of fountains
9			Maintenance of parking lots
10			Monuments, memorial plates, etc.

QGIS User Guide, prepared by DEMOS consultants, is an important document that can be used by the Working Group to create a database for POS. Data sources for the basic map can be obtained from the Municipal Department for Cadastre and Geodesy. The following information is required for the creation of the basic map:

- Shape File for the municipal territory;
- Cadastral parcels for municipal territory;
- Orthophoto (last photograph in possession of Department for Cadastre).

### 3.3. Analysis of POS situation

The evaluation of the existing situation consists of carrying out a summary analysis for each POS.

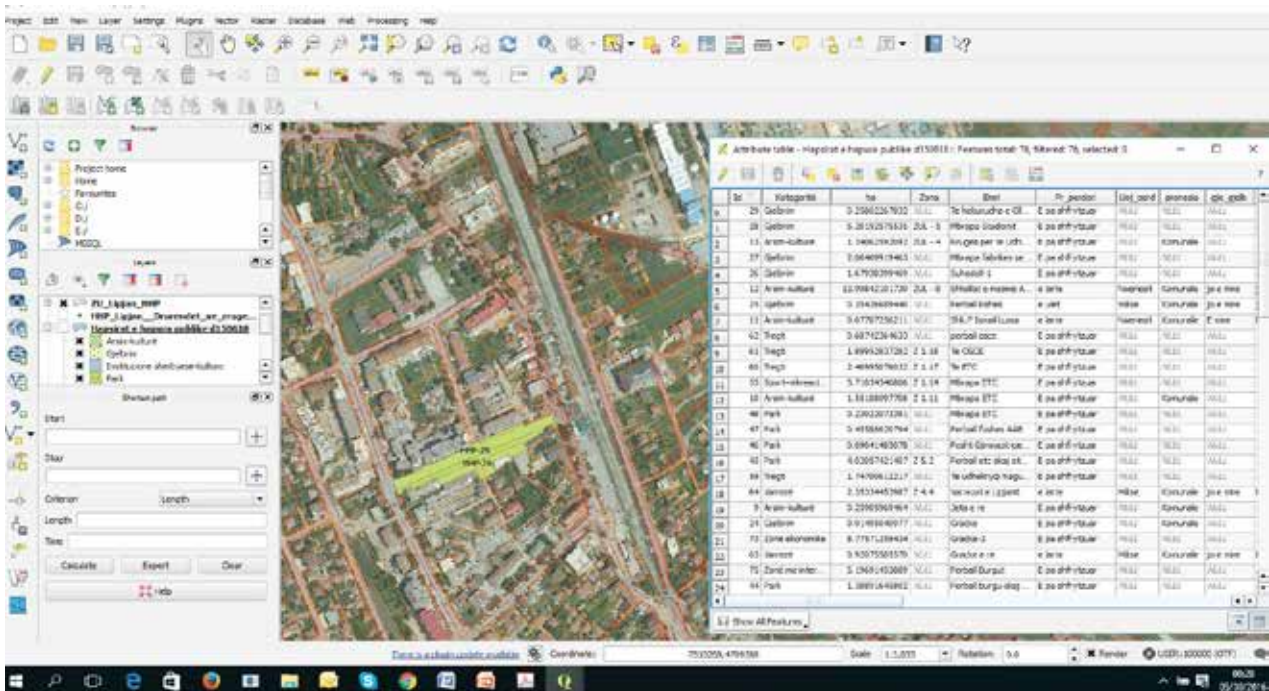


Fig. 2: POS inventory – QGIS

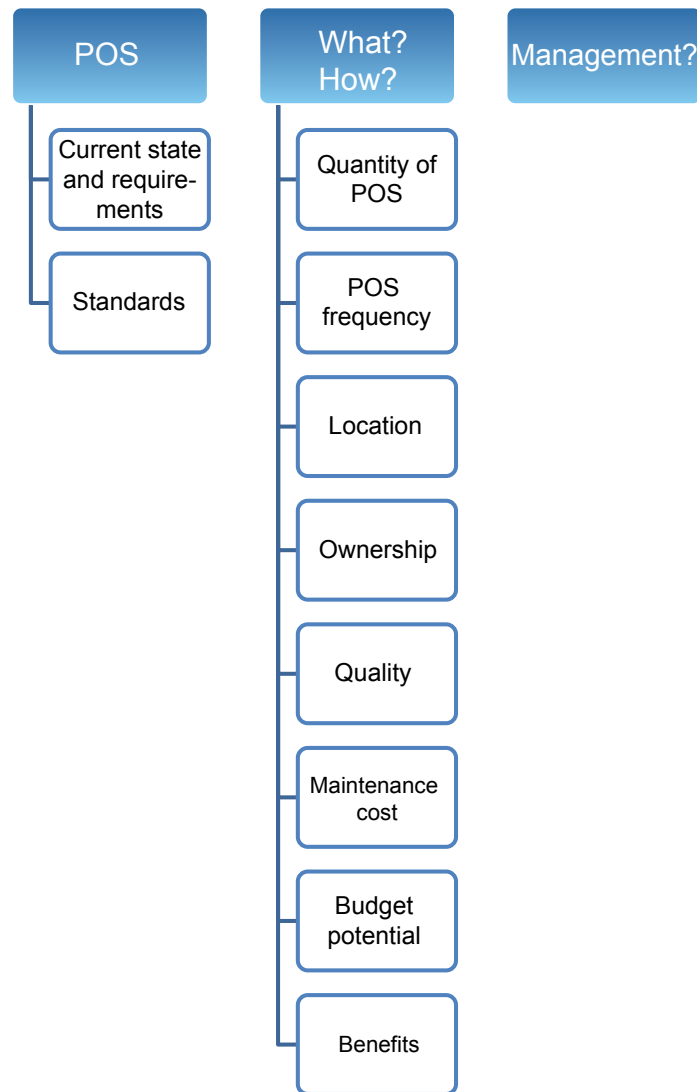
Depending on the location of POS and other predefined characteristics, categorization of POS should be done based on municipal priorities in relation to maintenance.



Fig. 3: POS inventory – Basic map

### 3.4. Analysis of operational maintenance services

In order to provide a realistic picture of the maintenance cost for public open spaces, it is important to prepare an analysis/report of data on maintenance typology, maintenance activities and cost for each activity. The cost of activities for three or more previous years would provide a basis for calculations of current cost that is analyzed based on maintenance activities.



*Fig. 4: Analysis of services*

- **Analysis of current practices:**
  - Organization of responsible municipal departments;
  - Service provision method (municipal enterprise, economic operator, private operator, etc.);
  - The areas where the service is provided;
  - Quality of maintenance service.
  
- **Consultation with relevant departments and stakeholders:**
  - Assessment if current sources are sufficient for expertise and inspection;
  - Provision of adequate training for municipal staff.
  
- **Analysis of existing POS: quantity, distribution, suitability**

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- **Analysis of maintenance activities:**

- Cleaning activities include: collection and disposal of waste, leaves, cleaning of drainage channels, cleaning of graffiti and paths, as well as cleaning activities of constructed areas (concrete sett, asphalt, concrete, fountains and artwork, etc.).
- Horticultural activities include: irrigation, mowing, planting, fertilization, ventilation, disinsection, maintenance of low, medium and high greenery, etc.
- Activities for maintenance of environment that is built within POS such as: maintenance/minor repairs on paths, built areas, urban furniture, playgrounds, fountains, irrigation systems, maintenance of sculptures and other artwork, maintenance of public lighting, etc.

### 3.5. Methodology to create POS database

**Action 1:** Identification of POS needs

**Action 2:** POS inspection (The Working Group in cooperation with municipal departments which can provide information and expertise/Department of Urbanism, Geodesy, Environment etc.)

- Provision of necessary information for POS within the scope of the plan;
- Provision of cadastral documentation for ownership, photographic documentation etc.
- The analysis of all available information and data extraction.

**Action 3:** Determination/adaptation of current municipal standards

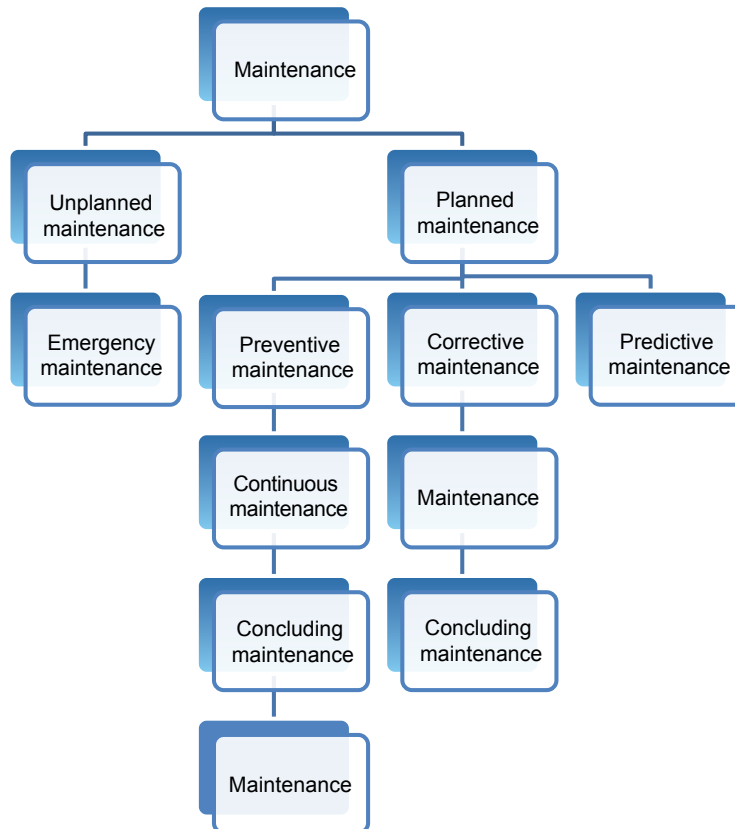
- Quantitative standards – Presentation in tabular form of data such as typology, area in ha or m<sup>2</sup>, number of inhabitants and area/inhabitants ratio;
- Qualitative standards - Description of the existing POS status in terms of quality. Overall evaluations of POS quality with recommendation for interventions (if necessary to rebuild, revitalize, or just maintain);
- POS classification - Various types of POS will inevitably be subject to the Maintenance Plan as well as various maintenance regimes. Certain typologies will be used as part of access to the management, categorization and classification of spaces according to their size and function. Most of the typologies mentioned are presented in a non-statutory way, the creation of which is inspired by the local context, type of space, and often from the suitability to manage. Among the potential problems that may arise and which should be addressed during the identification of spaces typologies are the following:
  - Consistency during the definition;
  - Overcoming the risk of double counting in cases where different spaces may match or overlap;
  - Harmonization and compatibility of categories/typologies in the local context.
  - Standards of access in POS.

**Action 4:** Defining/adapting municipal standards for the medium term

- Projecting
- Quantitative standards
- Qualitative standards



*Fig. 5: Report*



*Fig. 6: POS maintenance*

### 3.6. Data analysis for capital investment in POS

The list of capital investments for the previous period provides a clear picture of the municipal and donor approach towards POS. The analysis of the projects on which the POS revitalization projects have been implemented is also important in order to identify the parts that need to be met during the POS capital investments in the future.

#### Important data for POSIP analysis:

Data on operational expenditures for POS maintenance in previous years by analyzing contracts in relation to maintenance quality in the past, respectively in providing maintenance activities, operator data, management etc. Identifying the flaws or defects, or concluding that the same are maintained. Based on analysis of the contracts, were found the following flaws:

- Inadequate separation of maintenance zones/areas;
- Low number of foreseen maintenance activities;
- Inadequate description of maintenance activities;
- Lack of technical specifications;
- Lack of timely/dynamic maintenance planning, etc.

## 4. SECOND STEP – VISION AND OBJECTIVES

Determining the vision for the maintenance/investment in POS is based on municipal policies and municipal development vision (MDP) if its is determined and should be formulated only for POS. The vision is prepared from the Working Group in consultation with the Coordination Group and other stakeholders in the workshop foreseen for the vision in public workshop. Particular importance is given to the general objectives and goals that represent measurable aspirations for the quality and public open spaces.

## 5. THIRD STEP – CONCEPT

The third step foresees the creation of a concept for maintenance and investment in POS for a longer period. It is important to base the concept in the results of the work up to this stage, thus to be based on the assessments obtained during the analysis of the existing situation and the vision defined by the WG and CG in cooperation with other stakeholders.

## 6. FINANCIAL PLAN

In order to ensure long-term sustainability of quality of spaces, it is required to analyze and plan the budget for investments in continuous maintenance and capital investment in POS.

The financial chapter elaborates:

- Funding source of investments in maintenance over the medium term, based on the scope of the plan.
- Funding source of investments in new POS based on the list of priority projects.

Also important information that needs to be provided is described below:

- Current investments** - in this subchapter should be described the list of capital investments and the source of funding
- Investments in POS in previous years**
- Financial analysis of real maintenance expenditures** - as defined by the drafters of the plan (WG and CG)
- Cost analysis for creation of new POS based on investments in the past
- List of capital investment projects**

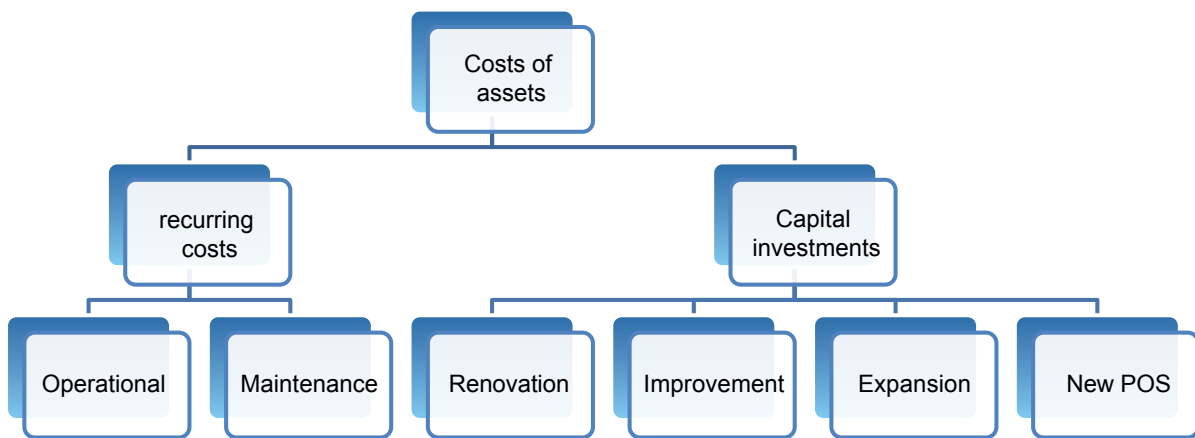


Fig. 7: Asset costs

## 7. APPROVAL OF THE PLAN AND REPORTING ON THE IMPLEMENTATION OF THE PLAN

In order to ensure continuity of implementation of the plan, in particular the Public Open Spaces Investment Plan, the approval at the Municipal Assembly is of utmost importance.

The process of drafting the plan should be preceded by the initiation of drafting the plans by the Municipal Assembly. The final draft of plans shall be sent to the members of the Municipal Assembly for possible comments and remarks. Depending on the municipal procedures, the POSMP and POSIP should be subject to public discussion and public scrutiny. These procedures would enable the provision of contributions by citizens and decision-makers by raising the community's "ownership" of plans and would ensure their implementation.

Reporting the implementation of the plan in the predetermined time period (at least twice a year) would enable members of the municipal assembly and community to update the status of POS and identify areas where the services could be improved.

## 8. MONITORING AND REVISION OF THE PLAN

The existence of a monitoring system at all levels of strategic maintenance of spaces and the creation of proper indicators as well as evaluation methods for measuring and evaluating POS is extremely important. It is vital to properly monitor the situation, conditions and evident changes in POS and to evaluate the success of the management and maintenance process. Monitoring activities can be described as follows:

- Determination of implementing aspects of the plan;
- Progress evaluation in the implementation of the plan;
- Analysis of findings and their systematization;
- Identification of the causes and possible consequences;
- Identification and evidencing the gaps in the previous plan;
- Preparation of periodic and final reports;
- Visits and inspections.

The respective departments and committees will evaluate the realization of the plans and their success or failure through the following indicators:

- Available budget values;
- Budget expenditures for the evaluated period;

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- The level of improvements achieved and visible in existing POS;
- The level of proper addressing of deficiencies in existing POS;
- Citizen/community satisfaction evaluated by periodic surveys.

Based on the abovementioned indications and evaluations, the decisions for eventual changes or supplementations to the current plan during the planning for the subsequent phase may be taken.

## 8.1. Evidence and reporting of works on POS maintenance

The economic operator shall keep records of daily work and activities in a format approved by the municipal observer or the relevant municipal office in order to provide evidence on the quantities, price, location and other necessary details regarding the provided services. The same are updated in the database and in the POSMP monitoring form.

Correspondence with the office or managing officer should include sufficient data on the implemented activity, such as:

- Name or code of POS;
- Area or zone of maintenance;
- Improved POS element, if there is any improvement;
- Priority;
- Date and time of activity;
- Current price for the realized position.

**Daily plan:** The economic operator shall provide every day at 08:00 o'clock the work plan for the current day. It should also include a list of engaged employees, including the timetable and the location of the action.

**Daily work reporting:** The economic operator shall provide a daily report in writing at 16:00 every day together with photos for documenting all the completed works on the current day.

**Weekly reporting:** The economic operator shall provide a written report with photos every Monday at 09:00 to document all the completed works of last week, including weekend days. It should include the works and activities under implementation with brief descriptive explanations as well as brief descriptions of completed works.

**Inspection evidence of work on POS maintenance:** There shall be field visits for routine checks to evaluate the level of services, timelines, to identify possible defects, and for direct communication with the economic operator and for instructions or eventual suggestions.

**Inspection and acceptance of works:** Regular field inspections are conducted during daytime maintenance and at certain time periods. Final inspections are made at the end of certain time periods (weekly, monthly or seasonal basis). The inspector or supervisor should be well informed and familiar with the current POS Maintenance Plan and with the technical specifications for all maintenance related positions. The final inspection shall be done upon completion of certain positions and acceptance of the completed works, including eventual deficiencies identified and recommended for improvement.

## 9. PUBLIC AWARENESS

Community involvement in the management and maintenance of POS is highly important. It serves as a mean of gaining public support and as a leverage to raise issues at the level of local policy agendas.

In this context, the respective departments in the municipality, together with the community and environmental protection organizations, may plan different cultural events on specific dates such as: Spring Day, Earth Day, etc. which would recall the basic knowledge and would encourage the public attention regarding the environment in which citizens spend much of their precious time. The municipal strategy in this regard could be applied through various public activities such as:

- Environmental awareness through education;
- Joint actions with civil society.

## 10. SUPPLEMENTING AND REVIEWING THE POSMP AND POSIP

**Supplementing the plan** refers to minor changes in the plan, which can take place after the first cycle of the project (first year of implementation).

**Review** refers to major and substantive changes in the plan, as a result of essential changes in goals and objectives. Reviewing is an interactive process and consists of the same steps as those applied during the drafting of the POS maintenance.

**Annexes:**

**Annex 1:** Thematic Maps (example of POSMP of Lipjan);

**Annex 2:** POS inventorying tables;

**Annex 3:** Timeline form for monitoring maintenance activities;

**Annex 4:** Technical descriptions typical for POS greenery maintenance.

Annex 1

Fig. 8: Thematic Maps

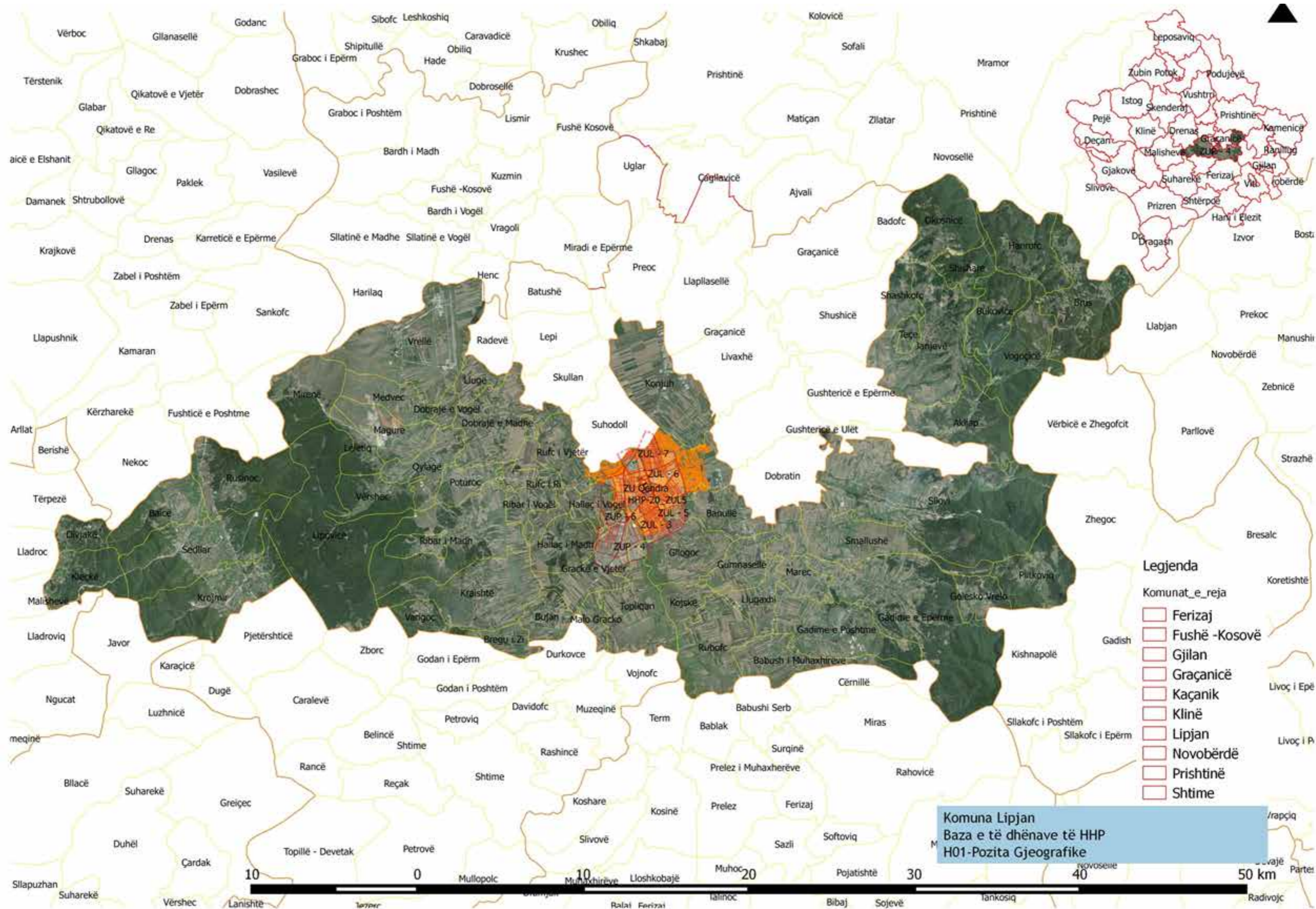


Fig. 9: Thematic map – Urban areas

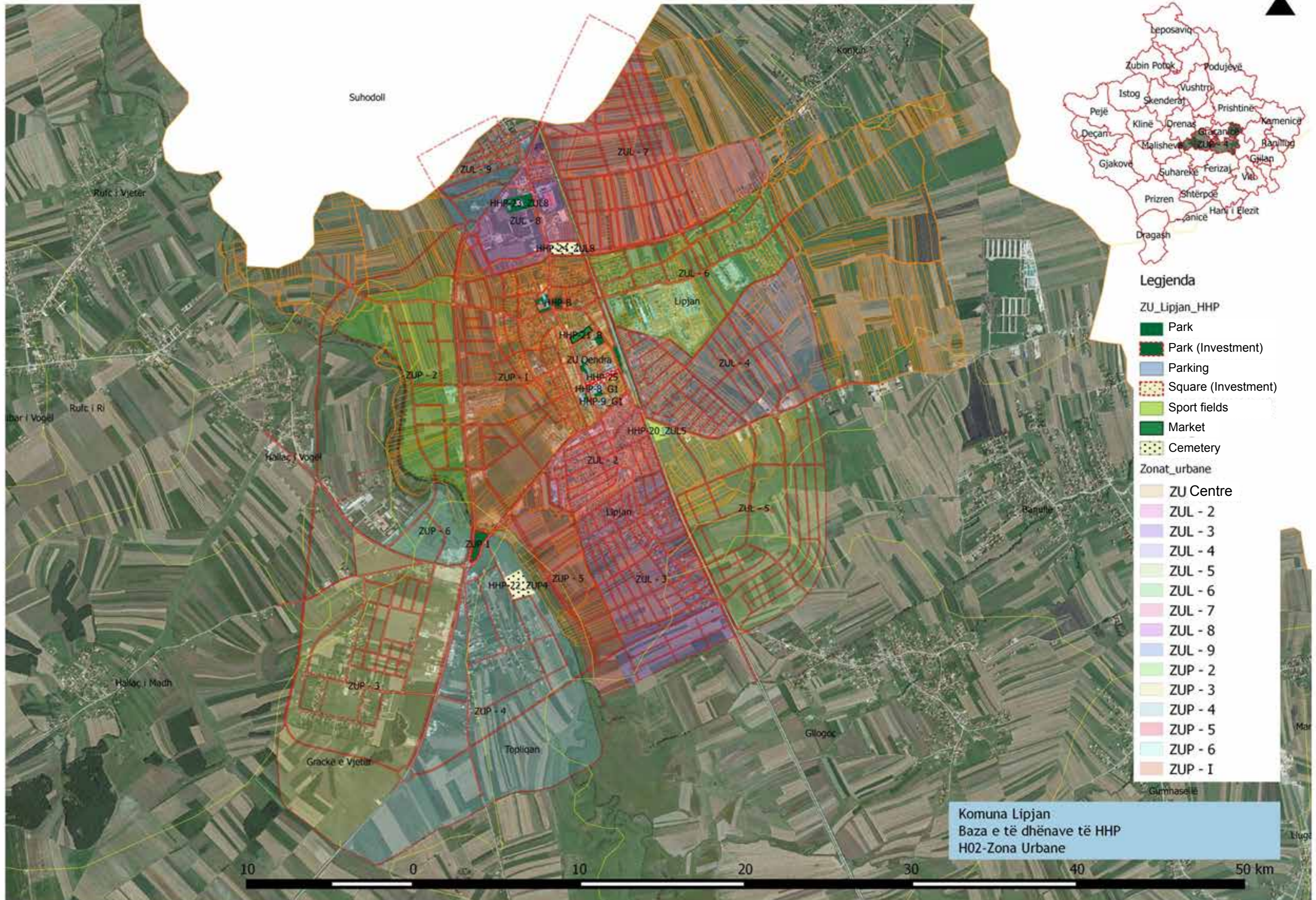
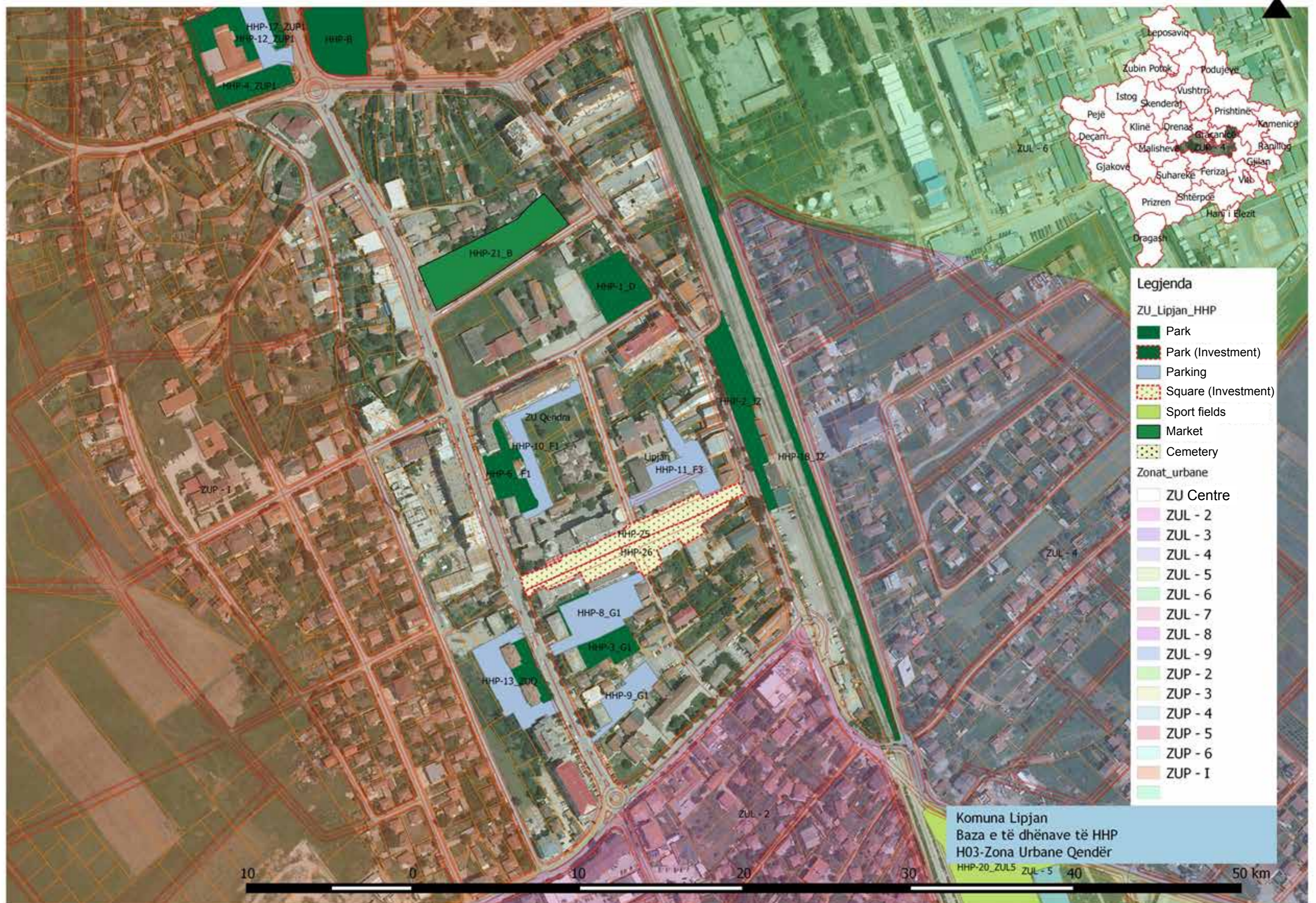


Fig. 10: Thematic map/POS categorization







## Annex 4: Typical technical descriptions for maintenance of POS greenery

Investor:

Project: Maintenance of Public Open Spaces

Establishment of a comprehensive system which will serve municipal departments that are responsible for maintaining the POS is seen as a current need. With the aim of supporting the municipality in defining a standard approach at the local level, two typical models/levels of the maintenance are proposed for implementation. Models and other elements can be added further in order for it to become a maintenance program based on which the budget for POS maintenance would be also prepared.

Difference between these two so-called classes/levels of maintenance is the approach towards the POS maintenance, in the intensity of maintenance and the frequency of activities. One of the options described above may respond precisely or not as much for POS. Maintenance unit prices vary from settlement to settlement or from model to model due to the engaged workforce, price of materials in the market, project level, duration, humidity of environment, utilization intensity of the POS, etc.

It would be preferable to define standard values for maintenance in order to normalize them during iterative cycles of the Plan. The standard descriptions mentioned can serve us in the future also as measuring criteria for evaluating and monitoring the POS maintenance.

Serial no.	Description of maintenance activities
1.	<b>Model I:</b> The maintenance applied in high quality and diverse landscapes, referred to urban zones with high movement such as public squares, city centres, government spaces or parks with a high frequency of visitors.

1.1.	<b>Areas with grass</b> - Grass height based on grass type/variety. Mowing at least once in every five days or more often (in three days). Ventilation as needed, but not less than twice a year. Replanting as necessary. Control of weeds so their presence shall not be more than 5% of the area.
1.2.	<b>Fertilization</b> - according to optimal requirements for a certain type and also to ensure adequate nutrition during the whole year. The percentage of nitrogen, phosphorus and potassium, according to the recommendations for service providers. Trees, shrubs and flowers to be fertilized as needed for optimal growth.
1.3.	<b>Irrigation</b> - automatic or manual spraying may be adequate. Frequency of application as needed and depending on rainfall, temperatures, and seasonal conditions.
1.4.	<b>Waste collection</b> - At least once a day, seven days a week and more often in spaces with high intensity of visits. Collection points and bins to be sufficient for receiving garbage without evident overflow.
1.5.	<b>Pruning</b> - The frequency depends on the type and variety of trees and shrubs, and project requirements (shaped or natural). Pruning should be conducted during the resting vegetation periods.

1.6.	<b>Pests and diseases control</b> - may be as follows: 1) preventive: according to any pre-determined program. 2) correctional: with chemical or mechanical means to eliminate the observed problems. 3) without applying any particular measure since no concrete damages have been noticed on the trees or greenery or since various insects do not significantly irritate. It is foreseen to prevent or detect the problems and avoid them at an early stage.
1.7.	<b>Removal of snow</b> - should commence immediately after having been accumulated at 5cm thickness. Roads, paths and spaces for parking of vehicles are by no means allowed to be covered with snow longer than the midday of the following day after the snowfall stops. Application of salts and sand is considered appropriate to reduce the risk of injuries from sliding.
1.8.	<b>Lighting</b> - Maintenance must ensure the purpose of the project. Damaged systems must be repaired as soon as they are noticed. Replacement of bulbs should be made on the first working day after the reporting of the breakdown.
1.9.	<b>Areas</b> - Wiping, cleaning and washing of the areas must be conducted so that the accumulation of sand, dirt and/or leaves shall not create unpleasant or insecure impression in the area at any time. Wiping and colouring of stains on the existing structures must be applied whenever the areas are seen as damaged from weather conditions or they are consumed over the time. Colouring of the surfaces made of wood is conducted at least once (maybe twice) a year. Stains from paved surfaces should be removed/cleaned or coloured within five days from the identification.
1.10.	<b>Repairs</b> - All constituent elements shall be repaired immediately after being noticed, if the replacement parts and workers are available. When repairs are critical and may present obstacles for users, the same may be extended for an appropriate period.
1.11.	<b>Inspection</b> - Inspections of surfaces by the person responsible should be carried out on daily basis.
1.12.	<b>Flowers/flower beds</b> - it is necessary to care for irrigation, fertilization, control of diseases and weeds at least once a week. A desirable standard should be the situation of fresh flowers and without weeds.
1.13.	<b>Covered area for rest</b> - are not always parts of the projects but where they exist, they should be given special care and daily cleaning, especially on days with very high attendance.
1.14	<b>Other micro-urban elements</b> - elements such as fountains, springs with drinking water, sculptures, artwork, poles for placing the flags, controlling barriers, etc. may be part of integral projects and the same also require maintenance which for the first class spaces may be of relatively high orders.
<b>2</b>	<b>Model II:</b>
	Average level of maintenance related to locations with average or low development, visited with average or low frequency, with limited budget capacities for maintenance.

2.1.	<b>Areas with grass</b> - The height of the grass by type/variety. Mowing at least once in 10 days. Ventilation is not applied except if poor quality of the surface does not impose it or the fertilization of the area. Replanting is conducted only in cases when are observed large barren surfaces. Control measures against weeds are applied when more than 50% of small areas are covered with them, or when 15% or more of the total area is covered with poor quality.
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2.2.	<b>Fertilization</b> - only when the grass is not able to be developed normally. Rare fertilization, once a year. The suggested rate, half of the amount foreseen for spaces of the first class.
2.3.	<b>Irrigation</b> - Depending on the prevailing climate. Areas rely on precipitation with possible complementary irrigation during dry periods. When necessary, regulated frequency would be one to two times (or maybe two to three times) a week.
2.4.	<b>Waste collection</b> - At least two to three times a week. Higher frequency of usage may detect a more frequent maintenance during the hot periods.
2.5.	<b>Pruning</b> - When it is seen necessary, for health reasons or for visual effects and landscape. For most of the trees and shrubs not more often than once in two or three years.
2.6.	<b>Pests and diseases control</b> - Only in case of any epidemic or based on serious complaints. Control measures can be applied when it is threatened the existence of trees or where the convenience of users comes into question.
2.7.	<b>Removal of snow</b> - based on the requirements under local laws, but in general should be applied on the day after the snowfall. Some of the areas or paths may not be cleaned at all.
2.8.	<b>Lighting</b> - replacement of bulbs is done when noticed that they are damaged/burned or after damages were reported.
2.9.	<b>Areas</b> - Wiping is carried out based on complaints. Repair or replacement is carried out depending on the available budget.
2.10.	<b>Repairs</b> - are made whenever safety or function is questioned.
2.11.	<b>Inspection</b> - is carried out once a week.
2.12.	<b>Flowers/flower beds</b> - only the maintenance of perennial herbs is required.
2.13.	<b>Covered areas for rest</b> - when they exist, are maintained at least twice a week, and even more often depending on cases.
2.14	<b>Other micro-urban elements</b> - minimum maintenance considering the function and safety of users.



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**HELVETAS**  
Swiss Intercooperation

KOSOVO



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