



Research
on Green City Concept
in Yerevan's households

Report



Main Survey Group

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The expressed opinions and conclusions belong to the authors and it is not obligatory for them to coincide with the official views and/ or positions of any RA state body, Yerevan Municipality or with UN separate institutions.



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YEREVAN
MUNICIPALITY



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Abbreviations

GEF	Global Environmental Fund
NSS RA	National Statistical Service of the Republic of Armenia
UNDP	United Nations Development Programme
UN	United Nations
HH	Household

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Summary

“Urban green-lighting” program implemented by Yerevan Municipality and the UN Development Programme, which is financed by the Global Environmental Fund, is aimed at promoting energy efficiency in urban lighting and thus reducing emissions of greenhouse gases. Within the framework of this Program a number of energy saving light-emitting diode lamps have been installed. In addition to energy consumption and service savings it helps in reducing emission of greenhouse gases. The final result of the implementation of this Program is to have a modern urban lighting system. This survey was conducted in the scope of the above mentioned Program, but with the task to assess the population’s opinion on green city, green economy and urban services. The beneficiary of the survey is the UNDP. The survey is co-financed by Yerevan Municipality and the GEF.

The main aim of the survey was getting information from the residents of Yerevan about energy consumption, building management issues and other problems concerning the field, which will serve as the basis for development of energy efficiency improvement policies and investment recommendations. The survey was conducted in February and March of 2018.

During the survey, 2098 households of Yerevan have been studied.

- ✚ This analytical report is based on the results of the random survey of households (HH) and describes the information on energy consumption, issues of building management and other problems concerning the field, which will serve as the basis for development of energy efficiency improvement policies and investment recommendations.
- ✚ The results achieved about the general condition of the apartment building are as follows.
 - According to the results of the survey nearly in all the administrative districts the entrance doors (68% in total) of the apartment buildings are mainly installed and the windows are not completely installed (completely installed windows make up 34,65 in total), which results in the loss of energy.
 - Only 1/3 of the apartment buildings' entrances is lightened.
 - Nearly in all the apartment buildings there are elevators, but in general more than half of the surveyees (54,2%) noted that the elevator works with failures.
- ✚ The following results concerning the apartment building management problems have been achieved.
 - More than half of the residents (58,5%) are informed on who is the building management body, but the level of awareness of surveyees on the functions of the management body is low (7,5% is fully informed, 24% is rather informed),
 - In the last 3 years as a main work conducted by the management body, cleaning of the area (71,3), yard area lighting (51,6%), repair of elevators (20,2%), repair of entrances (29,2%) were mentioned.
 - Only 7,6% stated that the condominium informed the owners about the planned works. This is also proved by the low level of participation of the residents in the meetings of the condominium. The majority of surveyees (70,1%) do not participate in meetings because they are not informed about them, which proves that there is a lack of communication between the residents and the condominium,
 - As necessary information sources about the works of the management body, the announcements posted in the buildings (46,4%), as well as organisation of meetings with residents (30,2%) were mentioned.

- More than half of the surveyees are aware of how much money is paid for building maintenance and other services, but a few know the method of calculating the fee (24,3%). The majority of the surveyees are not informed for what the fee is spent (82,6%).
- Cleanliness of the buildings (46,2%), renovation of entrance (39,6%) and lighting (29,9%) were mentioned as required works of foremost importance.
- ✚ Results about the housing conditions are presented below
 - In case of more than half (66,8%) of the inquired HHs, windows in the apartment are completely or partially replaced by euro-windows.
 - The main option for heating in Yerevan is the natural gas (70,7%). Nearly the same indicator—72%— was recorded as a result of the study on energy consumption in 2015 in the residential part of the Republic. In case of 25% of the inquired HHs electricity is used as the main heating option. Heating by natural gas is mainly done through individual heating boilers (53,8%) and by gas heaters (22,4%). The main options for heating through electricity are the electrical equipment and heaters (17,8%).
 - The majority (84,9%) of HHs inquired during the heating season in 2017-2018 who were able to get temperature of more than 17 Celsius in average, were satisfied with apartment temperature.
 - The amount of money spent on heating essentially differs from the 2017-2018 comparatively mild winter heating season and from that of 2016-2017. If in 2016-2017 22,0% of HHs spent AMD 50 001-80 000 on heating, in 2017-2018 only 9,8% spent AMD 50 001-80 000 on it. More than half of the surveyees monthly spent up to AMD 30000 on heating in 2017-2018.
 - More than half of the inquired HHs do not pay attention to ABC classification of energy efficiency while buying electrical equipment. Nearly 1/5 of the surveyees is not aware of that classification.
- ✚ The residents' opinion on the alternative sources of energy are the following:
 - The majority of the surveyees are for the alternative energy sources. In particular, the majority was for installing photovoltaic power system on the roof but only 31,3% was willing to pay. Moreover, the surveyees had difficulty in mentioning an exact amount of money (11,1%) or they mention up to 10000 for a month (74,5%) due to low level of awareness.
 - 28,8% of the surveyees were willing to provide money for thermal insulation of building structure. 56,4% was willing to pay for the walls of the main building structure and 40,9% was willing to pay for the windows. In this case too, the majority (48,6%) is ready to invest money up to AMD 10000.
 - The results of apartment lighting are as follows:
 - If according to the energy consumption survey in 2015, light-emitting diode lamps were used only in 5,4% of the HHs inquired in Yerevan, according to the results of this survey that number has considerably increased, becoming 22,8%.
 - In case of the results of the 2015 survey and in this case the main reason for not using the light-emitting diode lamps is financial inaccessibility and then the low level of awareness.
 - Those inquired mention non-formal sources for getting information on light-emitting diode lamps, particularly, close relatives, friends, acquaintances (44,8%) and then information from stores (21,4%).
- ✚ The other part of questions revealed Yerevan residents' opinion on urban services:
 - The surveyees' assessment for the condition of the current public transport is fairly low. The assessment for the route taxis was even lower.

- Approximately one third of the residents of Yerevan use ground electric transport/ trolleybus/, 16% of which use it once a week and the others use more frequently. The main reason for not using the ground electric transport is the lack of comfortable traffic route (47,4%).
- Nearly 40% of the residents of Yerevan use underground electric transport/metro/ and the main reason for not using it is the lack of subway station in administrative districts (52,9%).
- The majority of the surveyees are positive about the development of electric transport in Yerevan (87,6%), considering that electric transport is ecologically cleaner for the city.
- The Yerevan residents' assessment for the general lighting of Yerevan is above average (3.8 from 1-5 points scale), however the assessment for street lighting was low. The highest indicator was reported in Avan administrative district and the lowest one in Nubarashen and Erebuni administrative districts.
- Positive changes have been noticed in garbage collection and cleaning sphere. More than half of the surveyees stated that both the condition of garbage collection (63,8%) and cleaning (52,6%) were improved during the last few years.
- The majority of the surveyees are aware that there is a Hot line service operating in Yerevan Municipality.
- Those surveyees inquired about the electronic services provided on the website of Yerevan Municipality are more aware of "getting information on violations revealed at paid parking places" (21,1%), and they are less aware of the "Interactive budget of Yerevan" service (6,1%).
- "Provision of free services in polyclinics" (60,7%) and "organization of free visit of parents to their servicemen of Yerevan serving in borders and Artsakh (58,7%)" are the most popular among the social assistance and healthcare programs conducted by Yerevan Municipality.
- According to the surveyees the symbols of Yerevan are the Republic Square (33,9%), the Opera and Ballet House (28,9%), Cascade (15,8%).
- In the list of events dedicated to the 2800th anniversary of Yerevan 17,7% of the surveyees want to see concerts, 7,5% wants to have children's' programs, 6,8% is for landscape gardening and tree planting, 6,4% is for the social programs to families in need. 5,1% of the surveyees stated that they want the events to be hold in all parts of the city, not only in the center.

1. Introduction

The Armenian office of the UN Development Programme pays attention to “the environment and energetics”. The main activities of this Program are establishment of a regulatory framework for fostering renewable energy and energy efficiency, reduction of local influence of the climate change, promotion of green urbanization and sustainable land management as well as implementation of the national disaster risk reduction strategy.

Within the framework of “Urban green-lighting” program and in collaboration with Yerevan Municipality, UN Development Programme, GEF and other institutions, “MPG” LLC conducted a survey, the main aim of which was the insourcing of information by the residents of Yerevan about energy consumption, building management issues and other problems concerning the field, which will serve as the basis for development of energy efficiency improvement policies and investment recommendations. The survey was conducted in February and March of 2018.

During the survey 2098 households of Yerevan were studied. Taking into account the aims and requirements of the survey a representative sample was implemented in accordance with the administrative districts of Yerevan. The survey was conducted in all the 12 administrative districts of Yerevan. The proportion of surveys coincides with the distribution of the households of Yerevan.

This report is the final report of the abovementioned survey, which is comprised of 5 sections.

The next section following the introduction represents the methodology of the survey.

In the third section of the report, the details about the Households and housing conditions are introduced. The detailed condition of the apartment buildings and a number of other problems concerning the apartment building management are introduced in this section.

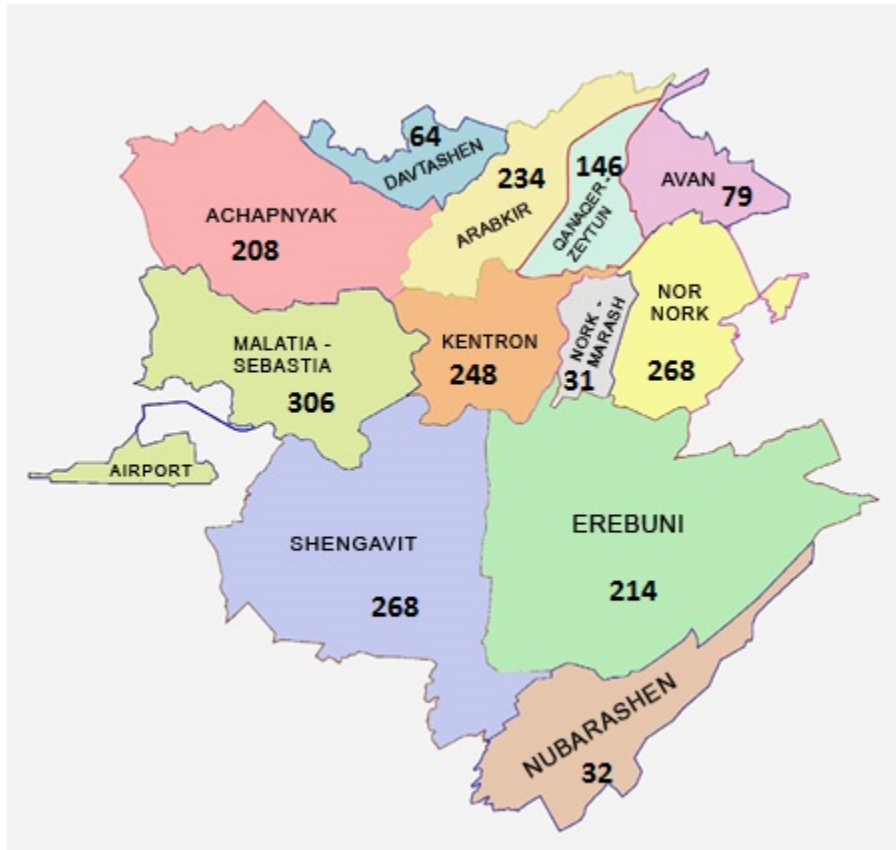
The questions about the heating of Households, electrical equipment and energy efficiency, are discussed in section 4 of the report. This section also touches upon the alternative sources of energy as well as the willingness for financial participation of the surveyees. In addition, the lighting arrangement in HHs is also discussed.

In section 5 of the report urban services, particularly a number of questions concerning public transport, city lighting, sanitation and services provided by Yerevan Municipality are discussed.

2. Survey Methodology

2098 Households of Yerevan were studied during the survey. The main aim of the survey was the insourcing of the information by the residents of Yerevan about energy consumption, building management issues and other problems concerning the field, which will serve as the basis for development of energy efficiency improvement policies and investment recommendations. The survey was conducted in February and March of 2018. The received information will serve as the basis for development of energy efficiency improvement policies and investment recommendations.

Taking into account the aims and requirements of the survey a representative sample was implemented in accordance with the administrative districts of Yerevan. The survey was conducted in all the 12 administrative districts of Yerevan. The proportion of surveys coincides with the distribution of the households of Yerevan.



The general population is separated in accordance with the following clusters:

- Administrative district
- Type of residential house

“The RA 2011 population consensus results” served as the source of information about the general population. The actual distribution of the sample is as follows:

Table 1. HH Number according to the Administrative Districts, Apartment Buildings and Separate Houses of Yerevan.

	Residential apartment building	Private house /separate house	Total
Ajapnyak	205	3	208
Avan	70	9	79
Arabkir	224	10	234
Davtashen	60	4	64
Erebuni	164	50	214
Kentron	200	48	248
Malatya Sebastya	220	86	306
Nor Norq	265	3	268
Shengavit	231	37	268
Kanaker zeytun	125	21	146
Norq Marash	0	31	31
Nubarashen	26	6	32
Total	1790	308	2098

Field works. The survey was conducted through face to face surveys, the answers were imported through tablets. The average duration of a survey was 30 minutes. The instrument of the survey, that is the questionnaire was developed together with experts of the UN Development Programme and was finally approved by the experts of the UN Development Programme.

The questionnaire includes 7 sections.

Before starting the actual field works instruction of the surveyors and testing of the questionnaire have been conducted in the presence of the client. 30 pilot surveys have been conducted as a result of which after the joint discussion between the client and “MPG” Company experts some changes have been made in the questionnaire.

The survey was conducted by 25 surveyors.

The traffic route in apartment buildings was developed so that the sample includes households on the ground floor, on the first floor and on the second floor.

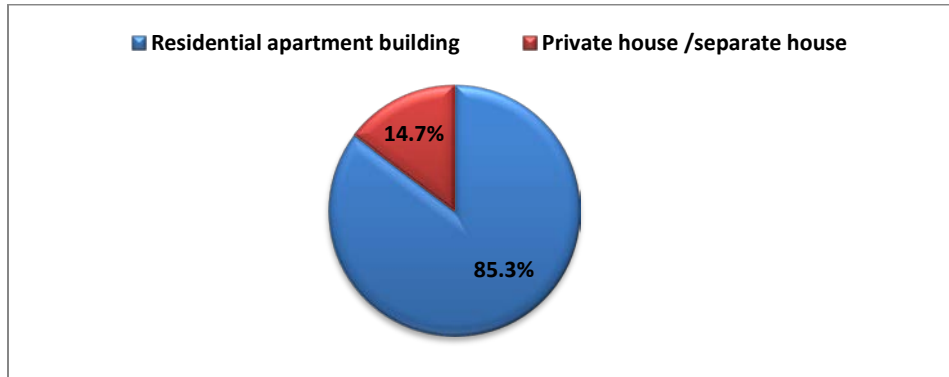
The inspection of the field works was conducted during the field works.

3. Households and Housing Conditions

3.1. Apartment Building Conditions

During the survey 85,3% of the surveys were conducted in the apartment buildings, and 14,7% was conducted in private houses/separate houses. This distribution coincides with the one introduced by Yerevan Municipality¹.

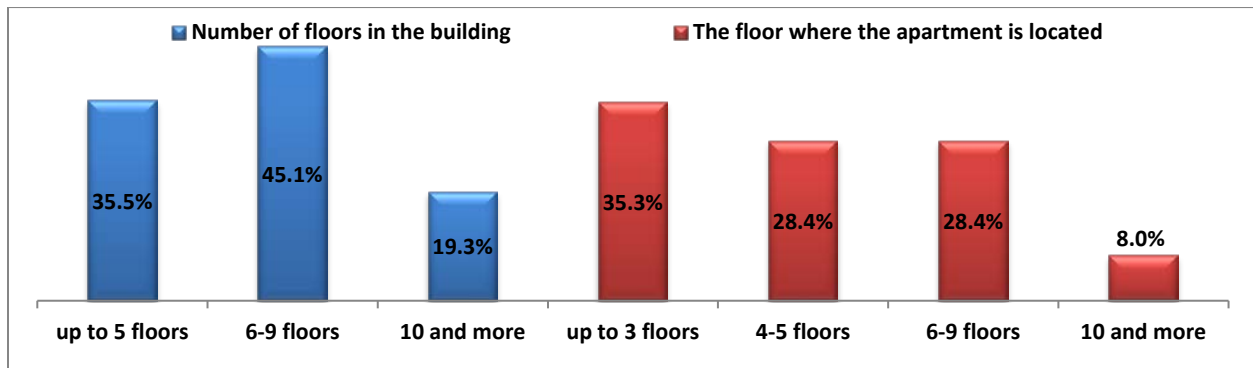
Graph 1. Type of Building:



35,5% of the survey was conducted on the 5 floored building, 45,1% -in 6-9 floored buildings, 19,3- in 10 and more floored buildings. Taking into account the peculiarities of HHs residing in different floors, during the survey the steps were taken so as to have HHs residing on different floors participate in the survey.

According to Graph 2, 35,3% of HHs inquired in the apartment buildings are on the 3rd floor, 28,4%- on the 4-5th floor, 28,4% -on the 6-9th floor, 8,0% -on the 10th and more floors.

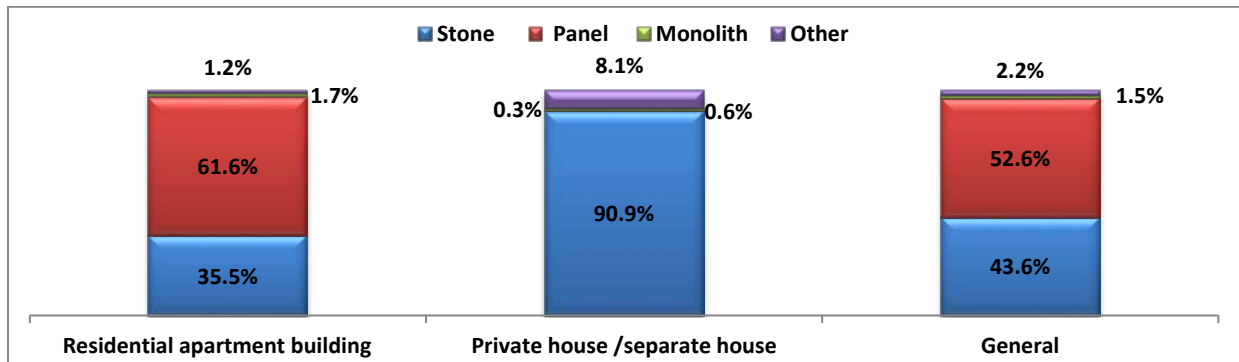
Graph 2. Building Floors: The Floor, on which the Apartment is Located



Graph 3 shows the main material of the walls of the house, apartment building according to the apartment building and separate houses. In case of the majority (90,9%) of the separate houses the main material of the walls is stone, in case of 35,5% of apartment buildings the main material of the walls is stone, while in case of 61,6 % it is monolith.

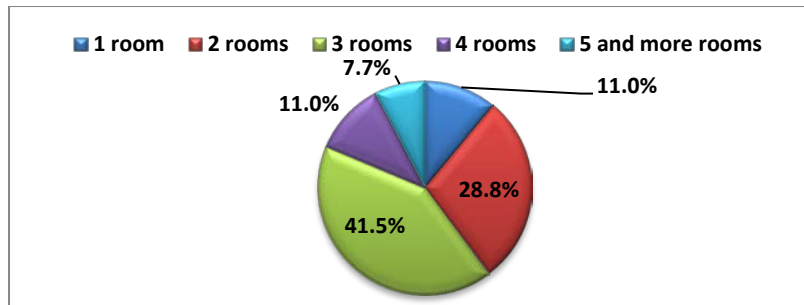
¹ <https://www.yerevan.am/uploads/media/default/0001/13/a61310fd090df40c3779883fe972c9dca35cf066.pdf>

Graph 3. The Main Material of Walls of the Apartment, Building



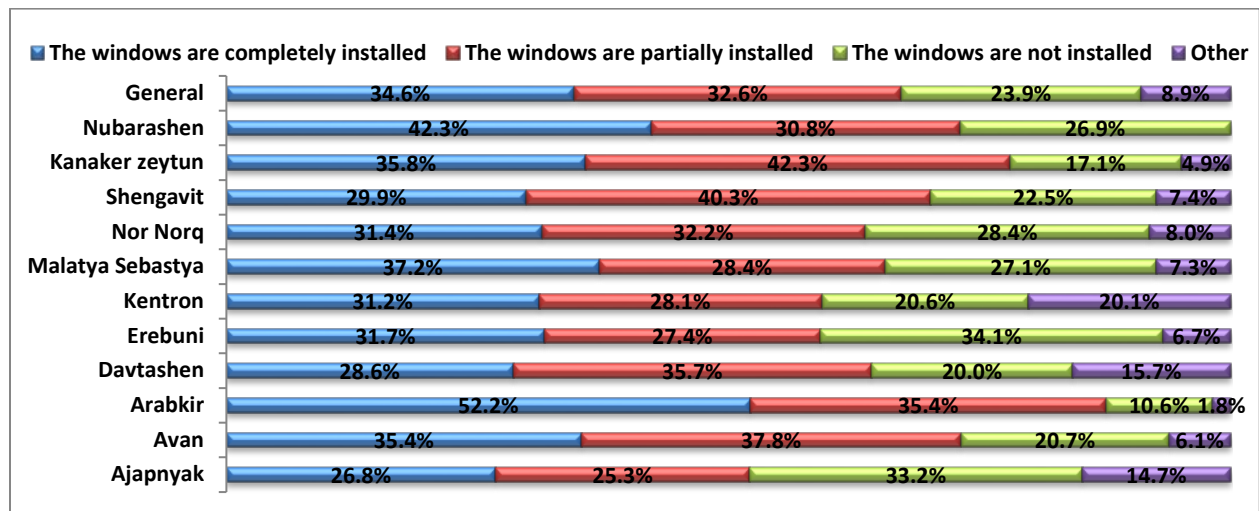
According to Graph 4, 11,0% of the inquired HHs have one room, 28,8% has two rooms, 41,5% has 3 rooms, 11,0% has 4 rooms, 7,7% has 5 and more rooms.

Graph 4. Number of Apartment Rooms A



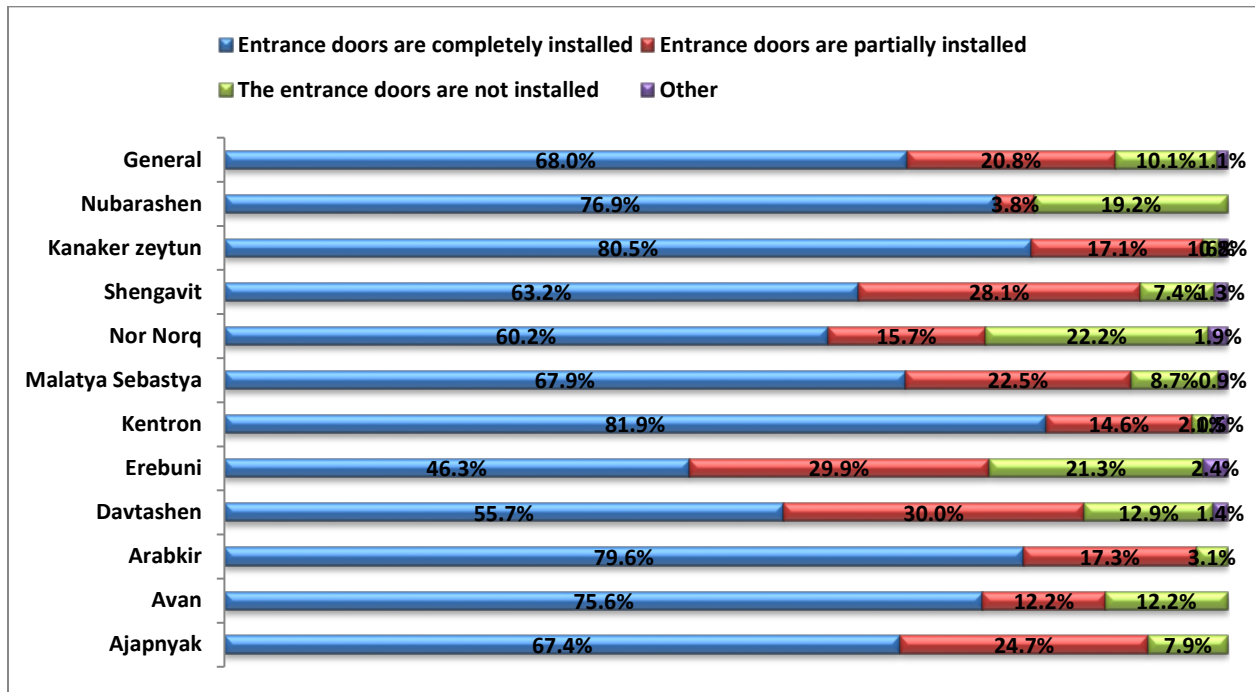
Graph 5 shows the condition of windows of the apartment building entrances according to the administrative districts of Yerevan. As we see, 52,2% of the surveyees of Arabkir administrative district stated that the windows were completely installed, in Ajapnyak administrative district 33,2% stated that the windows were not installed. In general 34,6% of surveyees in Yerevan stated that the windows were completely installed, 32,6% stated that they were partially installed and 23,9% stated that they were not installed at all.

Graph 5. Condition of the Building Windows



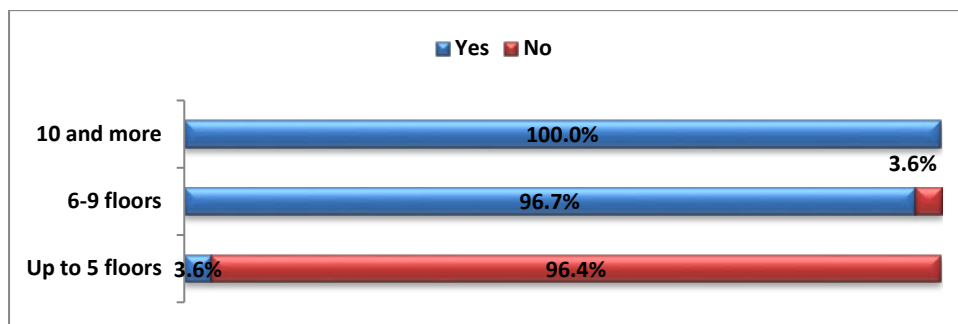
According to the results of the survey 68,0% of the surveyees stated that the entrance doors of the building were completely installed, 20,8% stated that the entrance doors were partially installed.

Graph 6. Condition of the Building Entrance Door/Doors



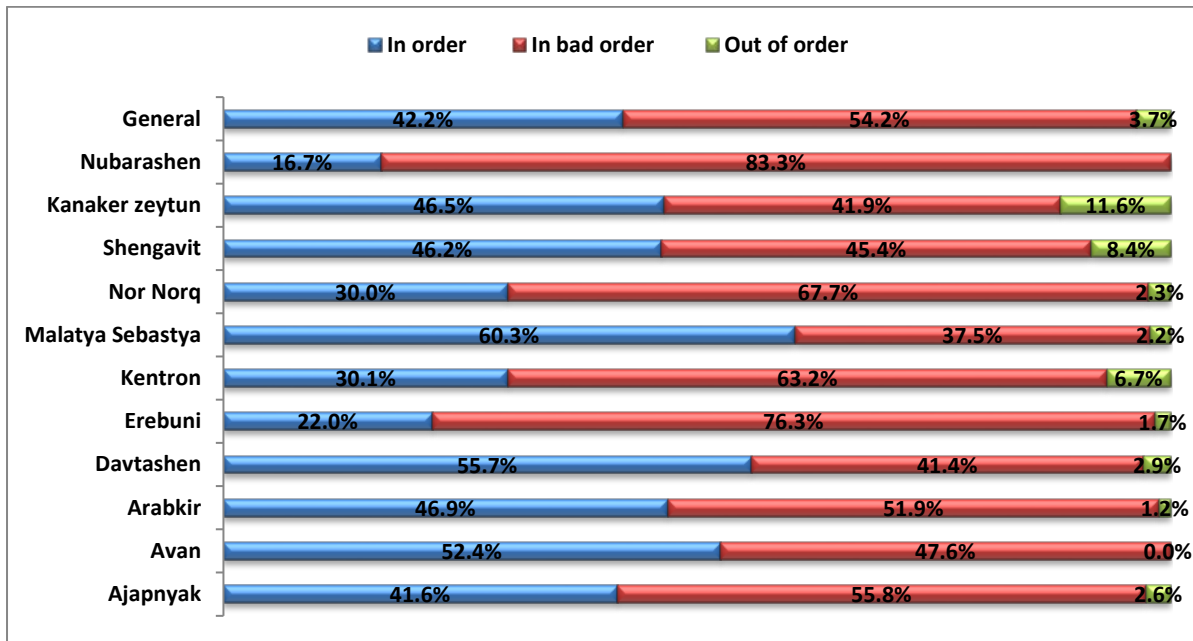
According to the survey only 3,6% of up to 5 floored buildings, 96,7% of 6-9 floored buildings and all the 10 and more floored buildings have elevator.

Graph 7. Available Elevator



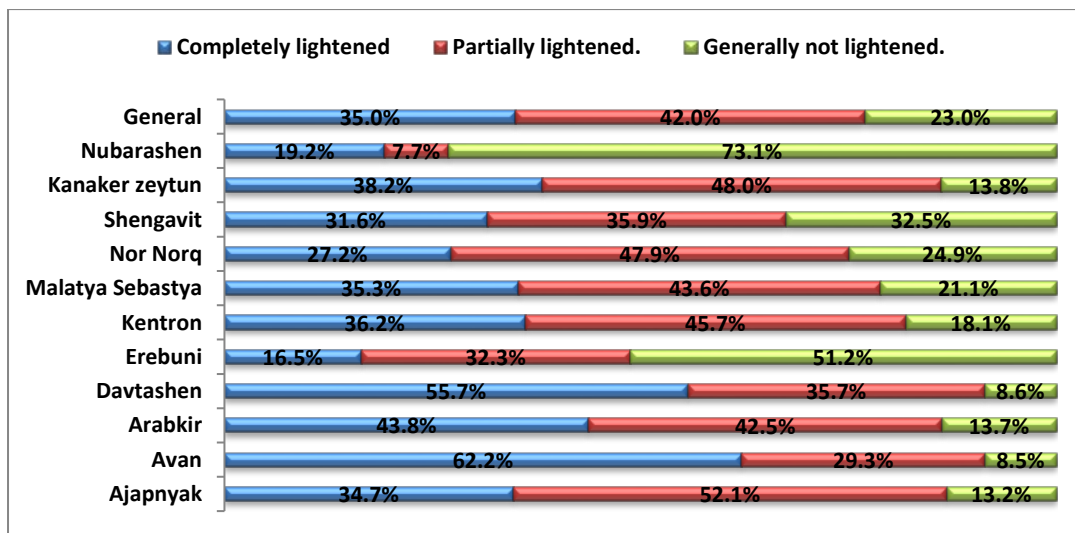
In the buildings where there is an elevator, an inspection of its operation was conducted. Graph 8 shows the results according to the administrative districts. According to the graphs, Malatia-Sebastia administrative district is in a better state, where 60,3% of the surveyees stated that the elevator was operating properly, the worst state of elevator was recorded in the administrative districts of Nubarashen and Erebuni where only 16,7% and 22,0% respectively stated that it was operating properly. Observing the overall picture a general problem can be mentioned, because 54,2% of the surveyees stated that the elevator did not operate properly.

Graph 8. Operation of the Elevator



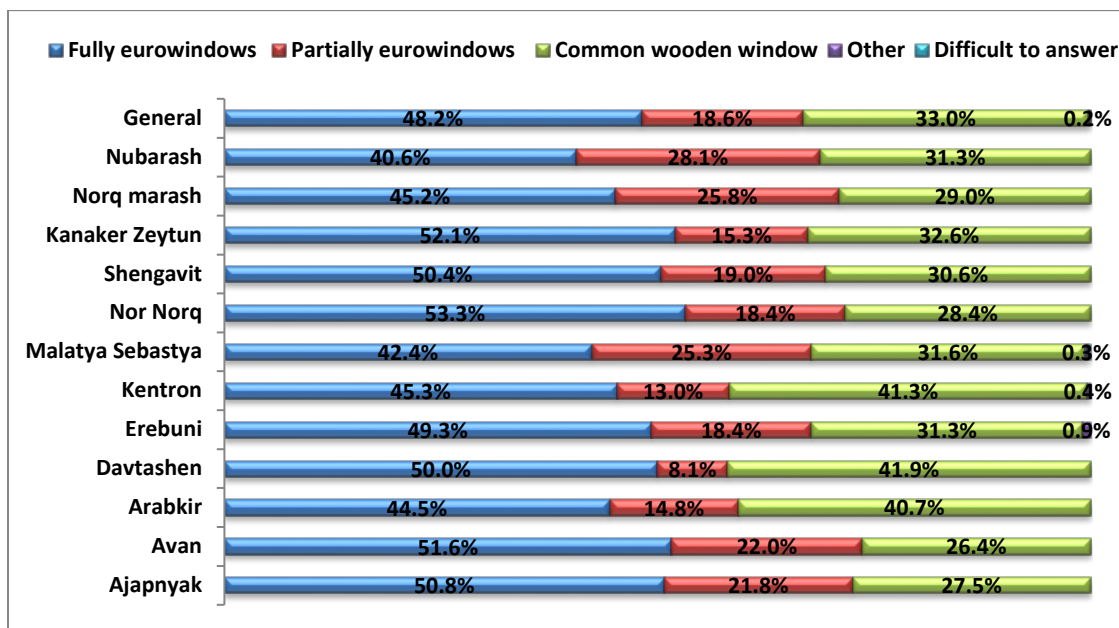
What refers to the lighting of the building entrances in Yerevan, generally 35,5% is completely lightened, 42,0% is partially lightened and 23,0% is not lightened at all. According to Graph 9 a higher indicator is in Avan administrative district, where 62,2% of the surveyees stated that the entrance was completely lightened. Lower indicators were recorded in Erebuni and Nubarashen administrative districts (16,5% and 19,2% respectively). It should be mentioned that 73,1% of the surveyees of Nubarashen administrative district stated that the entrance was not lightened at all.

Graph 9. Entrance Lighting



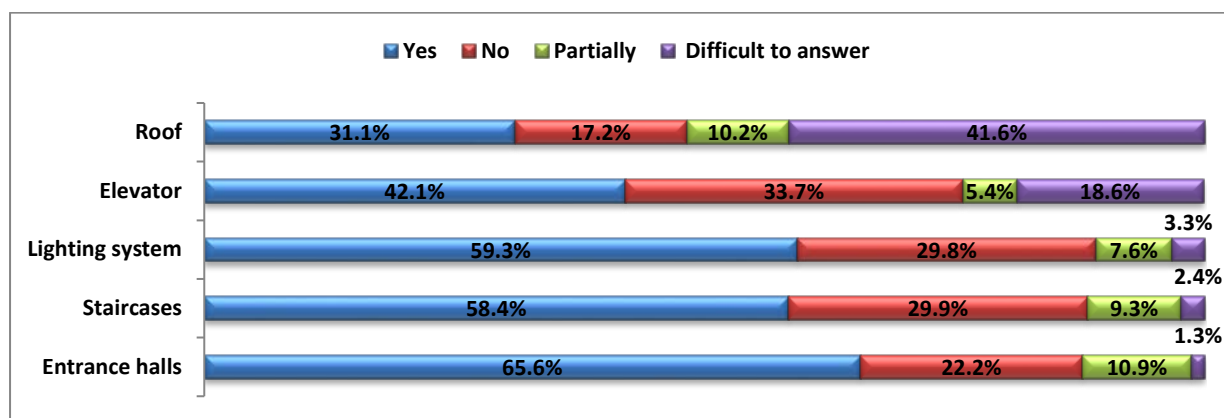
According to Graph 10 all the windows of 48,2% of the inquired HHs are euro-windows, in case of 18,6% they are partially euro and in case of 33% they are common wooden windows. It should be mentioned that the introduced differences according to administrative districts are not noticed.

Graph 10. Type of the Apartment Windows



It turned out what parts in the building need to be repaired. According to Graph 11, 65,2% of the surveyees mentioned the entrance doors, 58,4% mentioned the staircases, 59,3% mentioned the lighting system, 42,1% mentioned elevator, 31,1% mentioned the roof. It should be mentioned that 41,6% of the surveyees had difficulty in answering questions about the roof, because they were not aware of the state of the roof of their building.

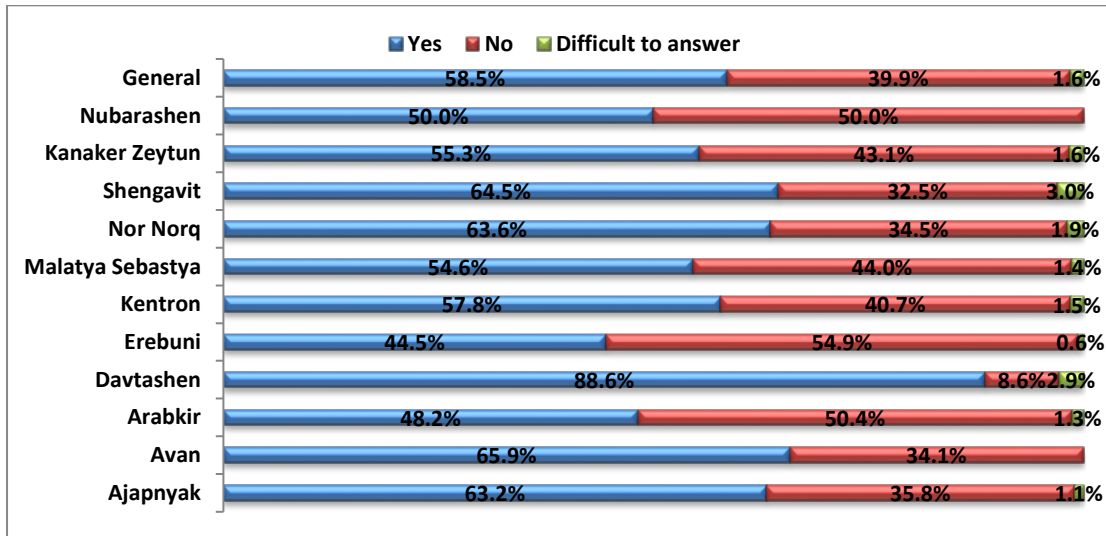
Graph 11. Parts of the Building for Repair



3.2. Apartment Building Management

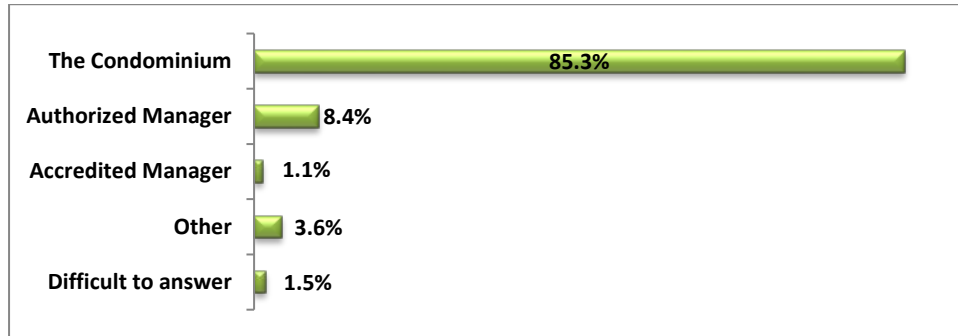
Questions introduced in this section were given only to the surveyees residing in apartment buildings. According to Graph 12, Davtashen administrative district (88,6%) has the highest level of awareness of who manages the apartment building and the lowest level of awareness is that of the Erebuni administrative district (44,5%). 58,5% of all the surveyees is aware of who manages their building.

Graph12. Awareness of the Apartment Building Management Body



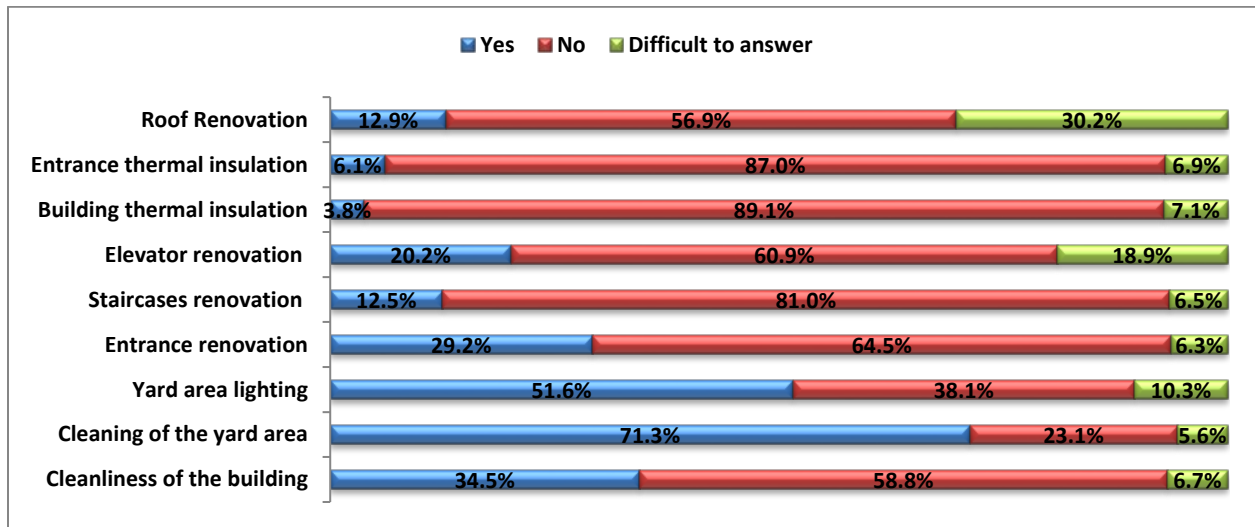
85,3% of the surveyees mentioned the condominium, 8,4% mentioned the authorized manager, 1,1% mentioned the trustee as the apartment building management body (Graph 13):

Graph13. Apartment Building Management Body



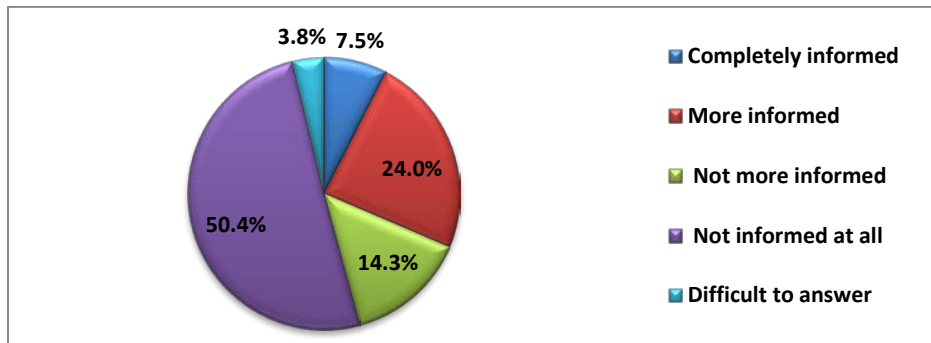
Graph 14 shows what activities were conducted during the last 3 years by the apartment building management body according to the surveyees. 34,5% of the surveyees mentioned building cleanliness, 71,3% mentioned yard area cleaning, 51,6% mentioned yard lighting, 29,2% - renovation of entrances, 12,5% - repair of staircases, 20,2% - repair of elevators, 3,8% - thermal insulation of the building, 6,1% - thermal insulation of entrances, 12,9% - repair of the roof.

Graph14. Works Conducted by the Building Management Body during the Last 3 Years



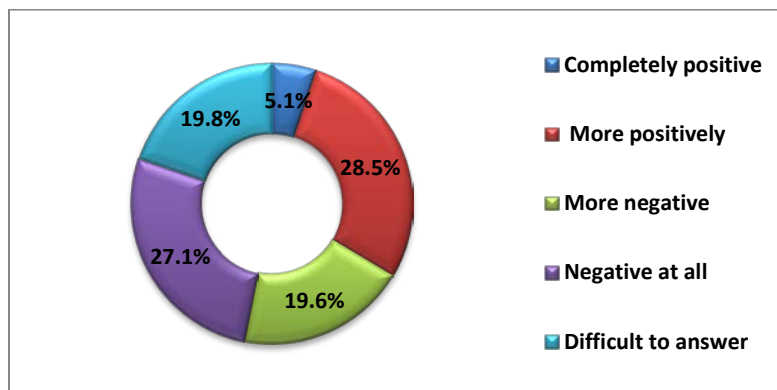
According to Graph 15, majority of surveyees are not aware of the functions of the apartment building manager. 5,4% of the surveyees are not aware at all, 14,3% are not rather aware.

Graph 15. Awareness of the Functions of the Apartment Building Condominium (Manager)



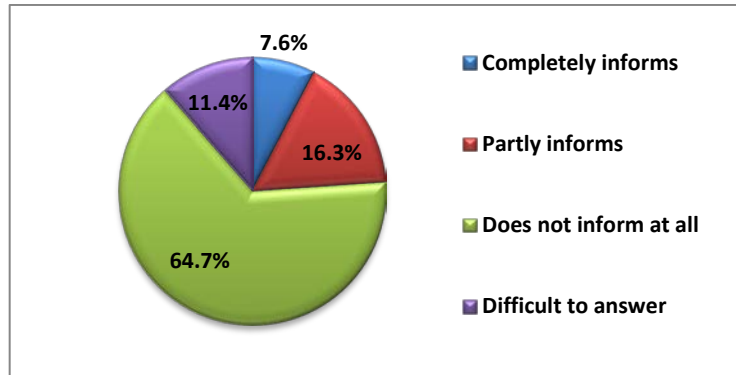
5,1% of the surveyees gave a completely positive, 28,5% rather positive, 19,6% rather negative, 27,1% completely negative assessment for the work of the building manager. 19,8% of the surveyees had difficulty in assessing, which speaks about the lack of awareness of this body.

Graph 16. Assessment of Apartment Building Condominium (Manager's) Work



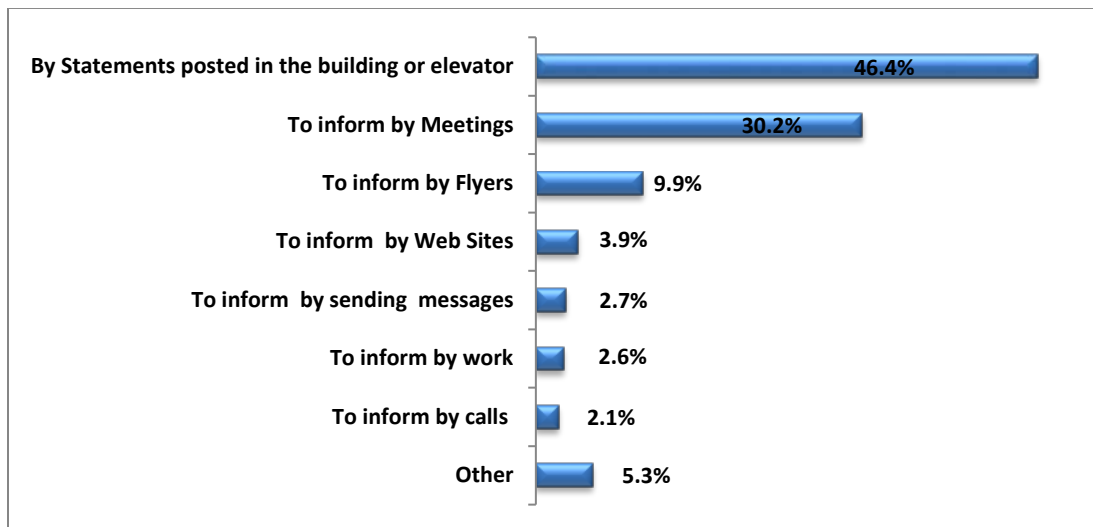
From Graph 17 one can understand that the link between the condominium and the owner is rather weak. Only 7,6% of the surveyees stated that condominium informed the owners about the planned works while 16,3% stated that they partially informed about the planned works.

Graph 17. Provision of Information with the Owners by the Apartment Building Management Body about the Planned Works



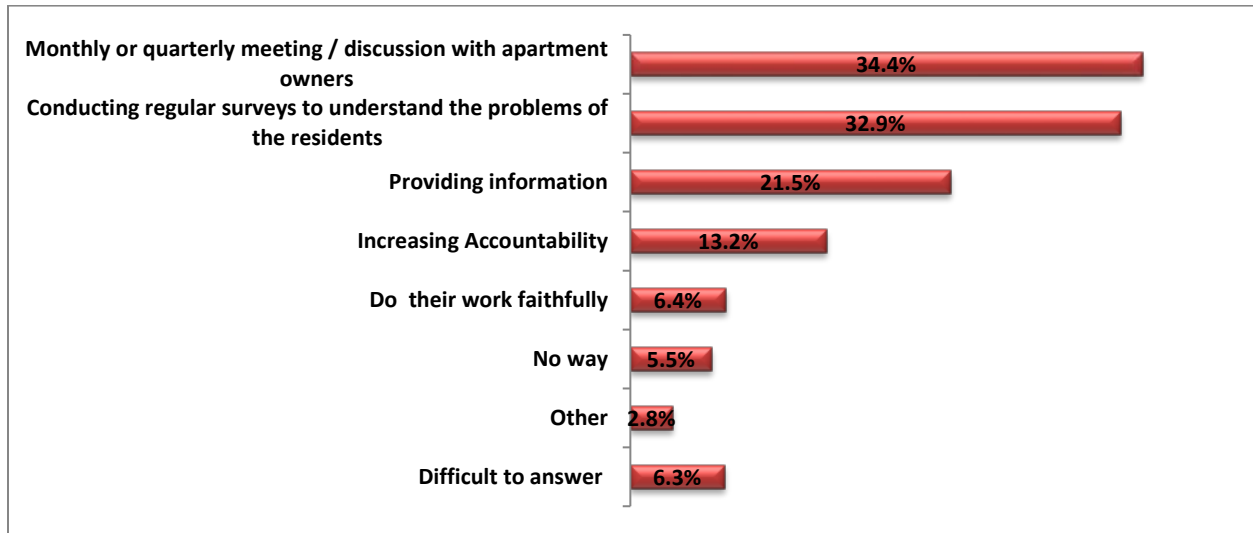
Nearly half of the surveyees (46,6%) prefer the information about the works of the apartment building management body to be posted in the building or in the elevator, 30,2% prefers to be informed about the works through meetings and 9,9% mentioned the method of leaflets.

Graph 18. Preferred Sources of Information about the Works Conducted by the Apartment Building Manager



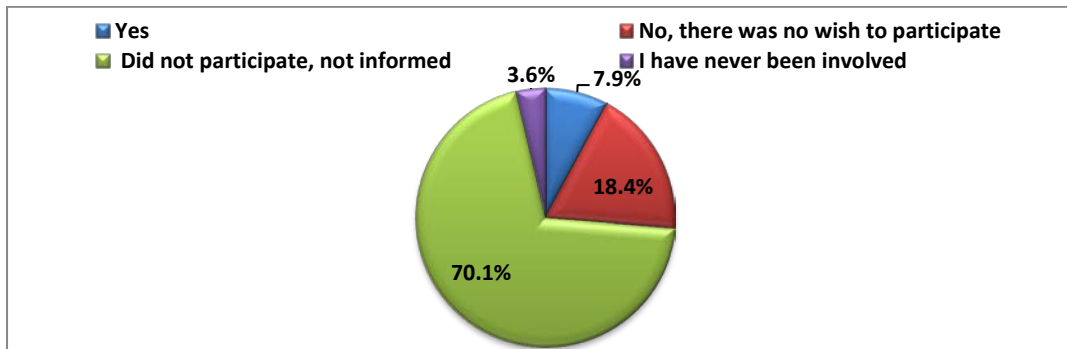
34,4% mentioned monthly or quarterly meetings/discussions with the owners of the apartments, 32,9% mentioned the periodical surveys for understanding the problems of the residents, 21,5% mentioned the wish to be informed about the activities, 13,2% mentioned the increase of accountability as means for increasing the level of participation of the owners of the apartment in the building management process. These results show that the majority of residents want to be engaged in activities connected with the building both in the management activity and from the point of being informed.

Graph 19. Means of Increasing the Apartment Owners' Participation in Building Management Process



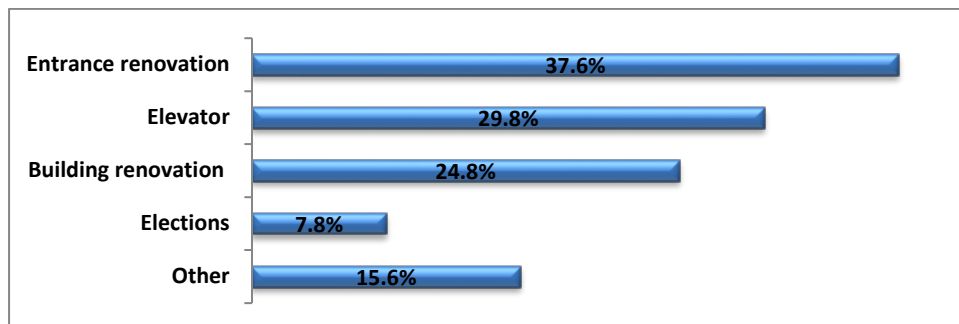
According to the results of the survey, only 7,9% of the surveyees participated in the meetings of the condominium, 70,1% stated that they did not participate because of not being informed, 18,4% did not participate because of lack of desire.

Graph 20. Participation in the Condominium Meetings



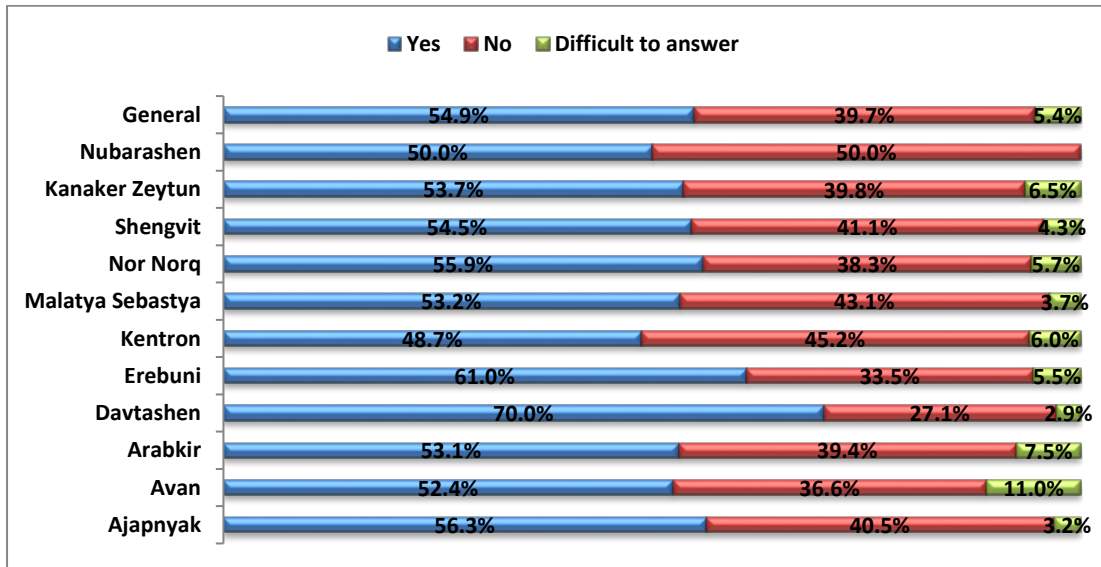
These surveyees who participated in the meetings also stated the topic of discussion. 37,6% mentioned repair of the entrances, 29,8% mentioned the elevators, 24,8% mentioned the improvement of the building, 7,8% mentioned elections as the topic of discussion.

Graph 21. Topic of Discussion in the Condominium Meetings



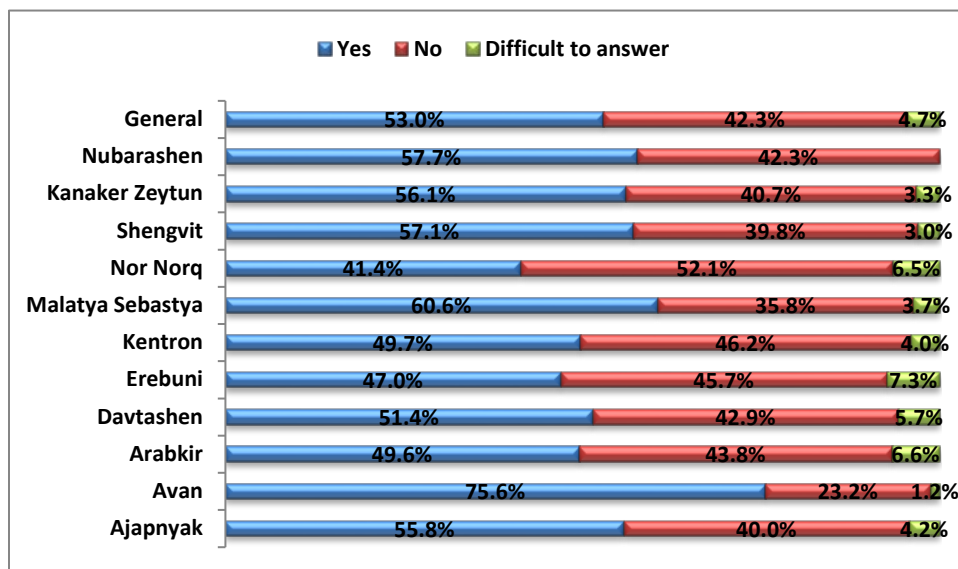
According to the results of the survey more than half of the surveyees (54,9%) stated, that they would be eager to see the report on the works of the condominium managing the apartment building every month. Surveyees of Davtashen administrative district (70,0%) and of Erebuni administrative district (61,0%) were the ones highly eager to see it.

Graph 22. Desire to Get Monthly Report on the Managing Condominium Works the Apartment Building



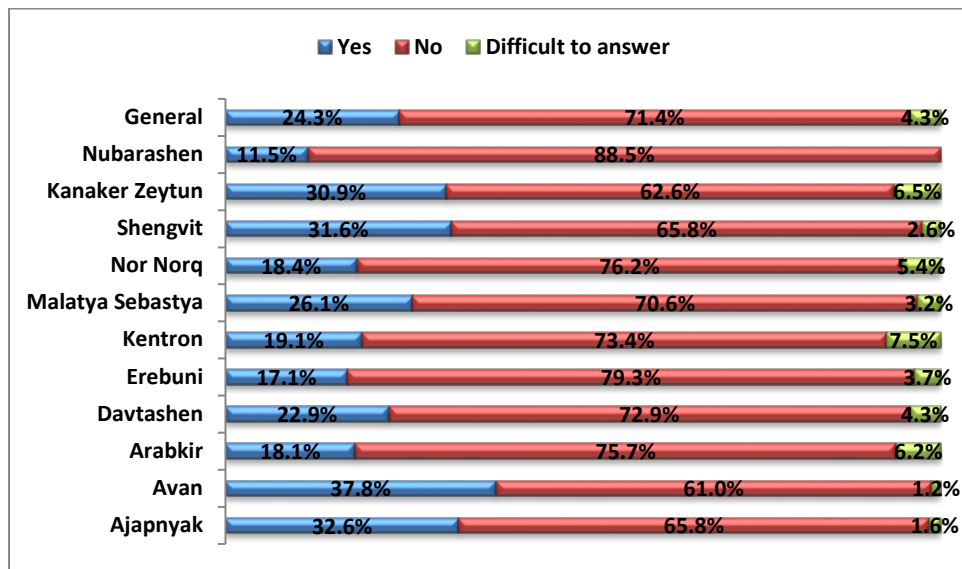
More than half of the surveyees (53,0%) stated that they were aware how much money is paid for the building maintenance and other provided services. Avan administrative district (75,6%) and Malatia-Sebastia administrative district (60,6%) had the highest level of awareness. Nor-Nork administrative district had the lowest level of awareness (41,1%).

Graph 23. Awareness of the Amount of Payment for Building Maintenance and Other Provided Services



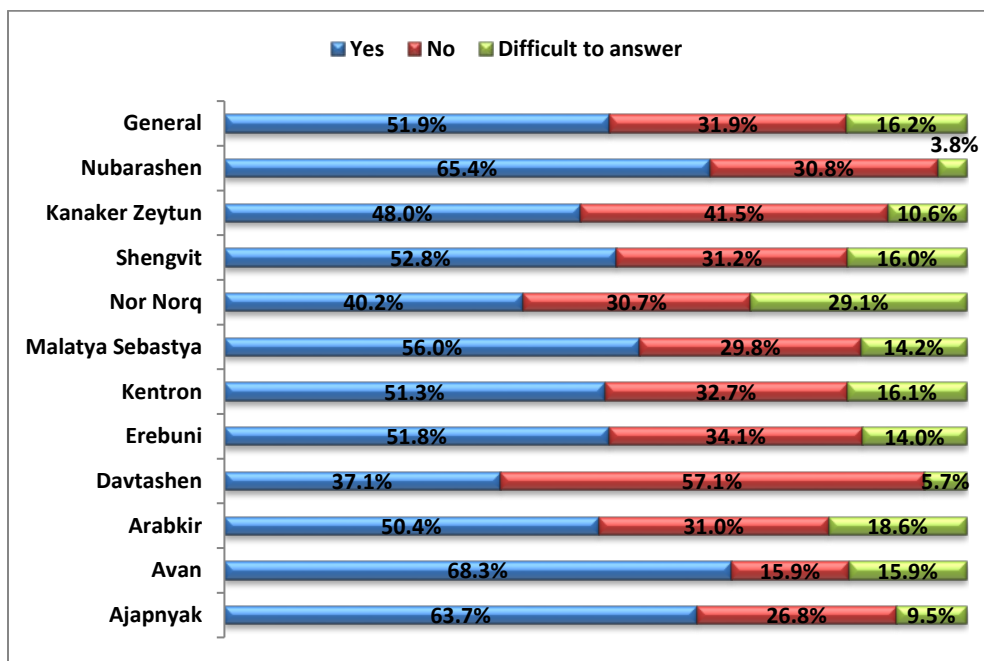
Those surveyees who stated that they knew how much money is paid for building maintenance and provided services were asked whether they were aware how that amount was calculated. The majority of the surveyees (71,4%) stated that they were not aware about the method of calculating the amount of money. The lowest level of awareness was recorded in Nubarashen administrative district and the highest one in Avan administrative district.

Graph 24. Method of Calculating the Amount of Money for the Building Maintenance and Other Provided Services



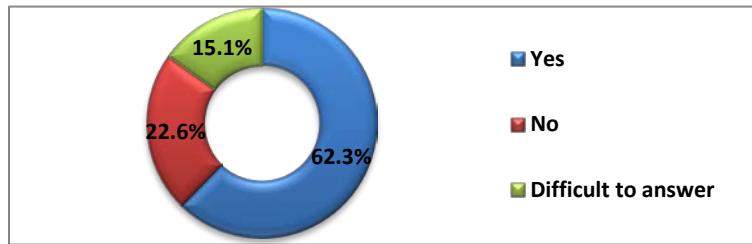
51,9% of the surveyees are satisfied with the way of payment. The surveyees of Davitashen administrative district (37,1%) are not satisfied with the way of payment (Graph 25).

Graph 25. Satisfaction with the Way of Payment



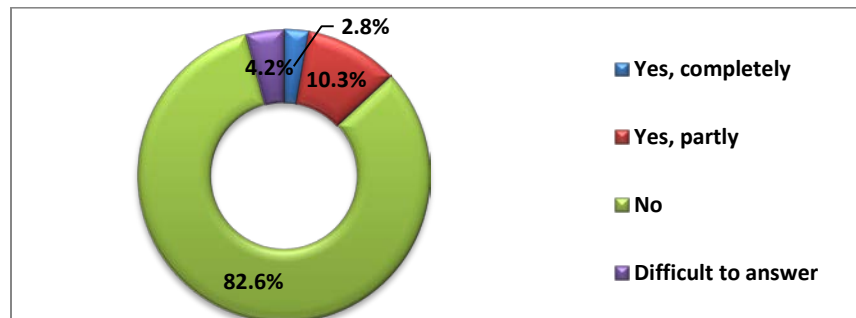
The Majority of the surveyees (62,3%) stated that the payment verification document was satisfactory.

Graph 26. Satisfaction with the Payment Verification Document



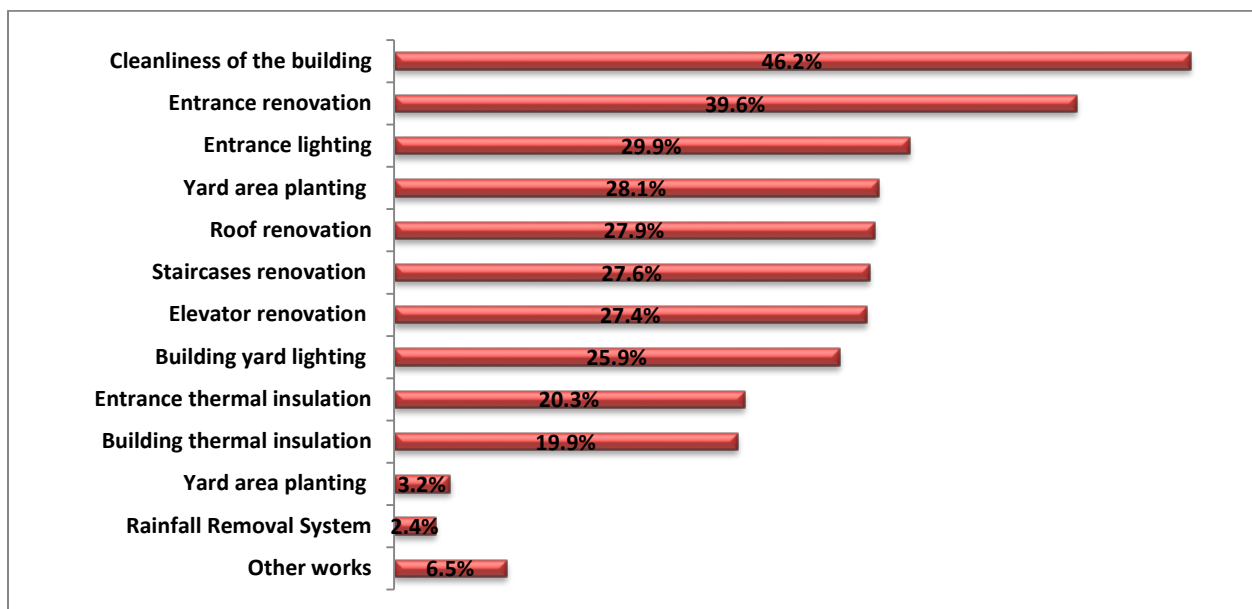
Only 2,8% of the surveyees are fully aware for what the raised money is spent , 10,3% stated that they are partially aware. This indicator also proves that resident-manager link is rather weak from all points of view, because residents are both not aware of the activities of the manager and do not know how the money paid by them is spent.

Graph 27. Awareness of Purposes for which the Money is Spent



What type of works are important for the surveyees: 46,2% stated cleaning of the building, 39,6% stated repair of the entrance, 29,9% stated lightning of the entrance, 28,1% stated yard gardening, 27,9% stated repair of the roof, 27,6% stated repair of staircases, 27,4 % stated repair of elevators (Graph 28)

Graph 28. Works that Should be Paid Attention to by the Building Management Body



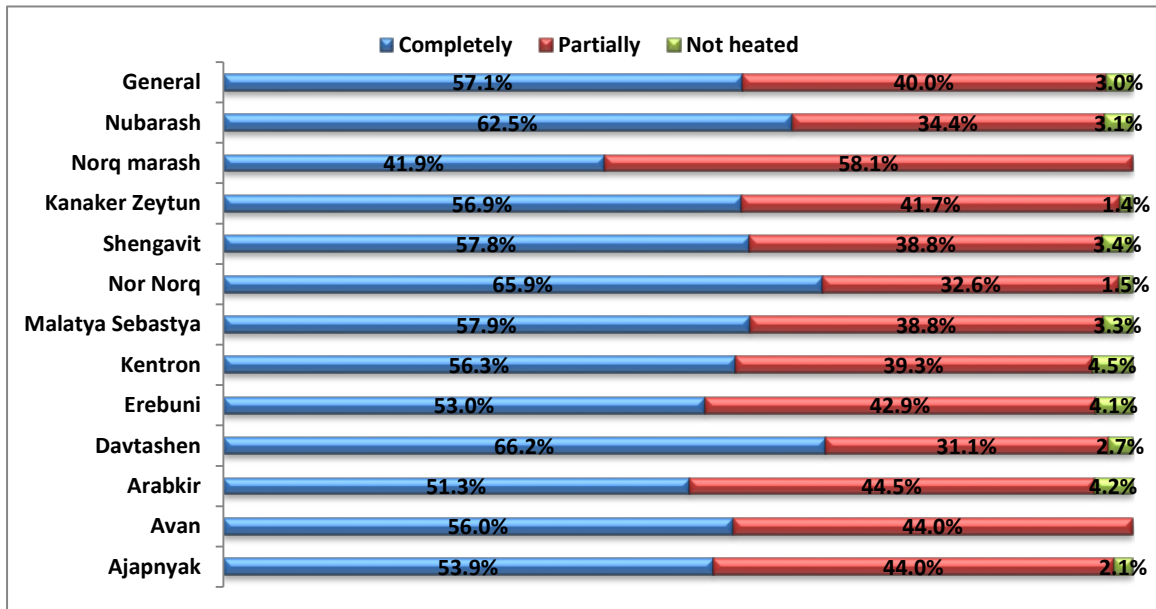
4. Heating, Electrical Equipment

4.1. Heating in Households

According to the 2011 NSS RA consensus data nearly all HHs are heated in Yerevan and 2,8% are not heated at all.

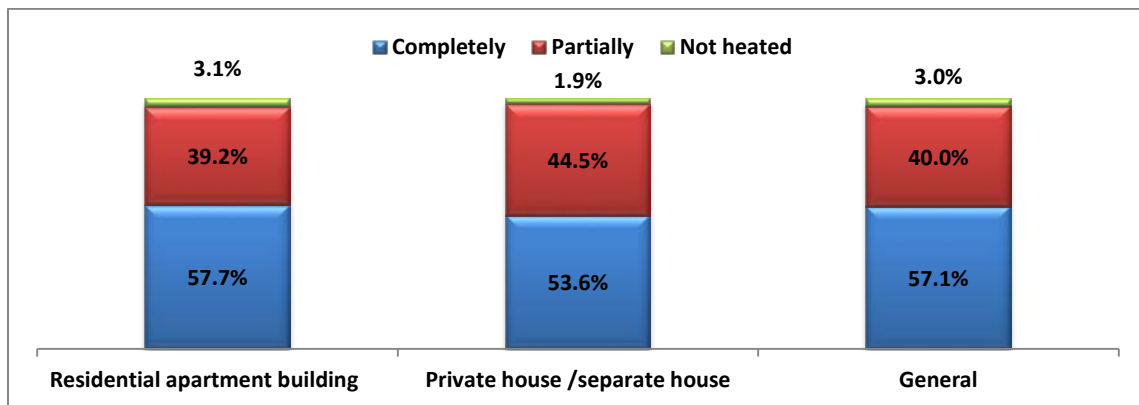
According to the results of this survey HHs inquired in 2017-2018 were fully heated by 57,1%, partially heated by 40,0%, not heated by 3,0% of the surveyees. Results according to administrative districts are shown in Graph 29.

Graph 29. Area Heated in HHs



It can be seen in Graph 30 that 57,7% of HHs in apartment buildings and 53,6% of separate houses are fully heated.

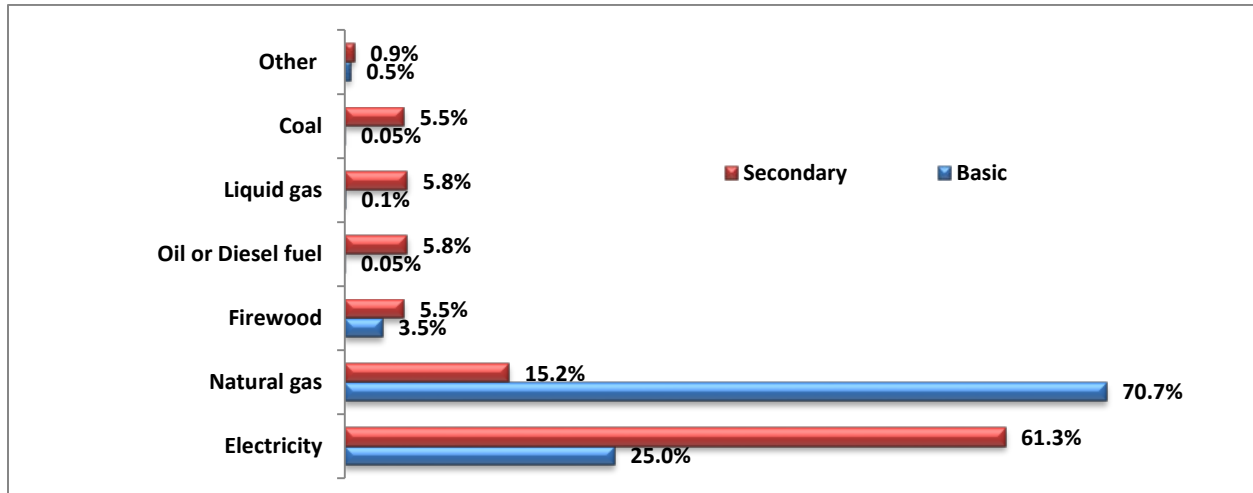
Graph 30. The Heated Area in HH According to the Type of the Building



According to the 2011 NSS RA consensus data in Yerevan the main means of heating is natural gas then electricity.

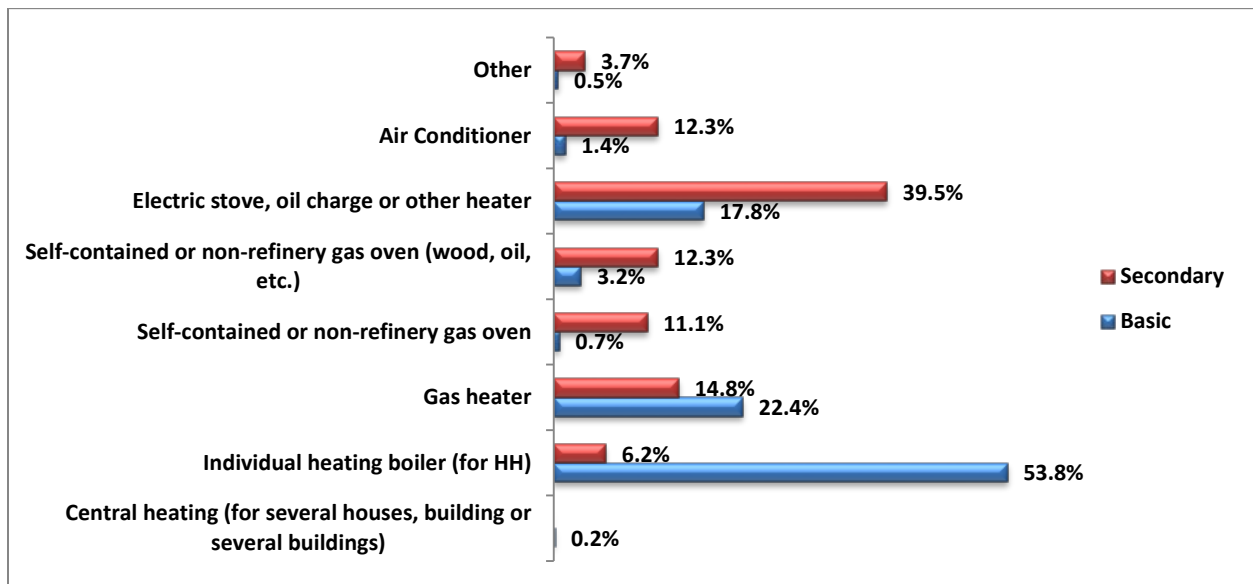
According to the results of the survey in case of 70,7%, 25% and 3,5% of HHs natural gas, electricity and firewood are the main heating sources respectively. Those surveyees who also use secondary source primarily mentioned electricity (61%), natural gas (15%), firewood (5%) and coal (5%), liquid gas (6%), oil or diesel fuel (6%) as a secondary source (Graph 31).

Graph 31. Main Heating Options (Source of Energy)



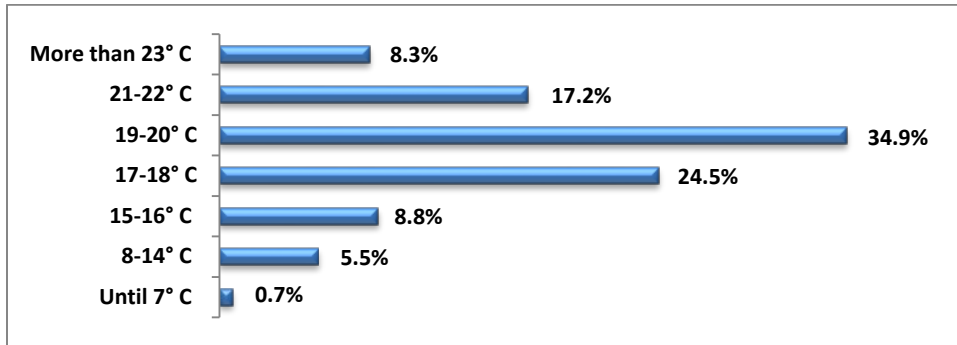
As a main heating option 53,2% of the surveyees use individual heating boiler, 22,4% uses gas heaters, 17,8% uses electric heaters. Conditioner is used as a second source of heating by 12,3% of the inquired HHs.

Graph 32. Equipment Used for Heating



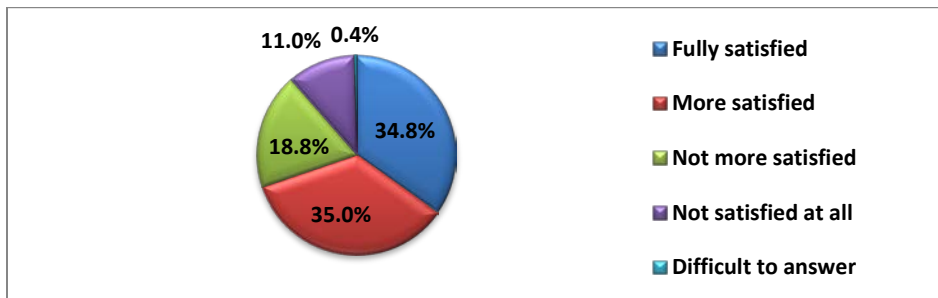
According to the assessment, in 2017-2018 heating season the average temperature of the house was 19-20 degree in 34,9%, 17-18 degree in 24,5% and more than 23 degree in 8,3% of HHs (Graph 33).

Graph 33. Average Temperature Assessment



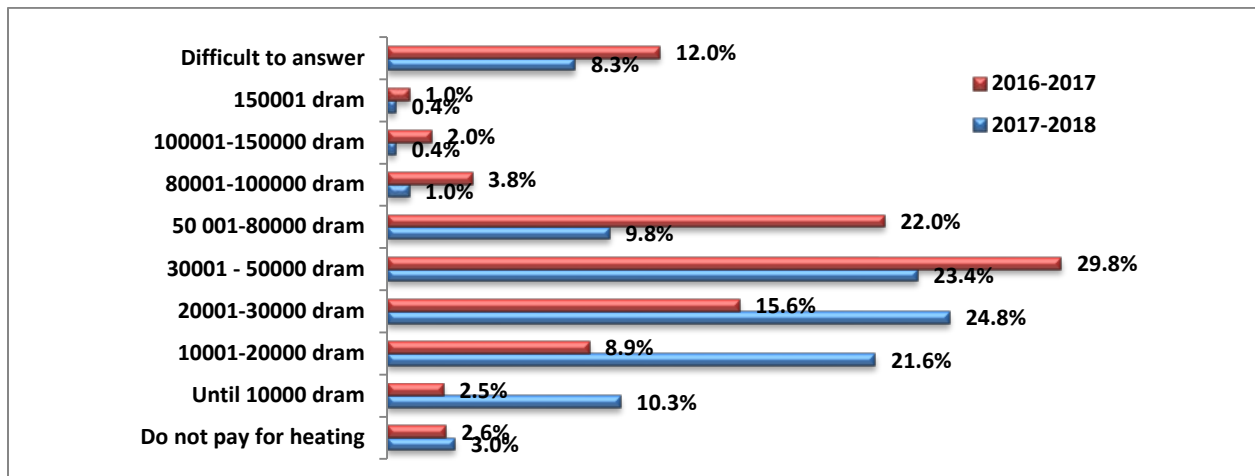
34,8% of the inquired HHs are fully satisfied, 35,0% is rather satisfied and 30% is not satisfied with the received temperature.

Graph 35. Satisfaction with the Temperature



Taking into account the fact that 2017-2018 was rather mild we asked the surveyees to also mention the average amount of money spent each month on heating for the past heating season, that is in 2016-2017. As we can see the spent money considerably differs between the two seasons. Particularly, AMD 50001-80000 was spent by 22,0% of HHs in 2016-2017 and the same amount of money was spent by 9,8% in 2017-2018. More than half of the surveyees spent up to AMD 30000 monthly on heating, while in 2016-2017 27% spent up to AMD 30000 on heating.

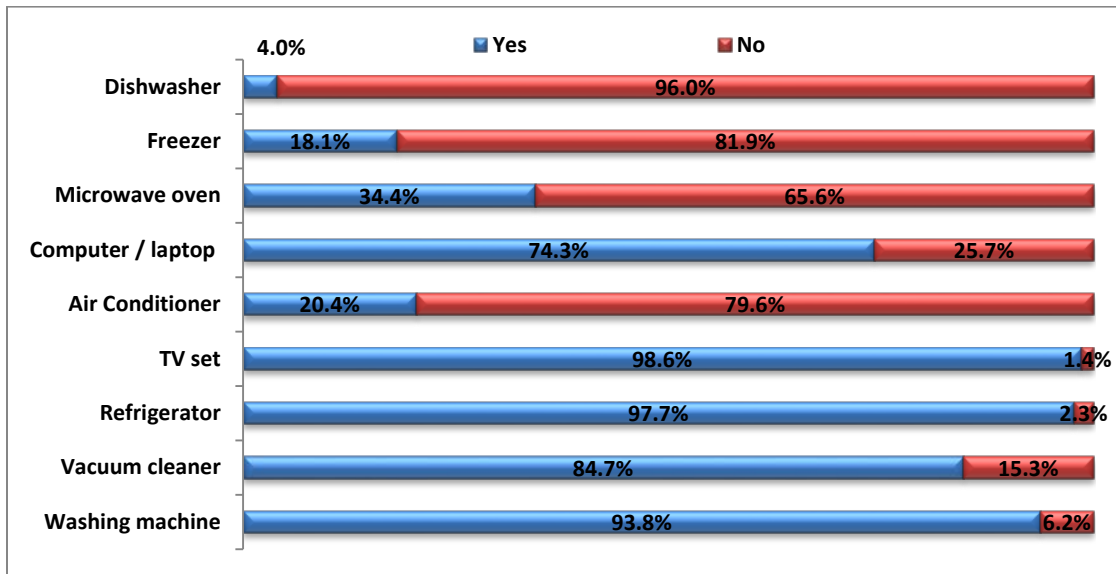
Graph 36. Amount of Money Spent for Heating on a Monthly Basis for 2016-2017 and 2017-2018



4.2. Electrical Equipment, Energy Saving Problems

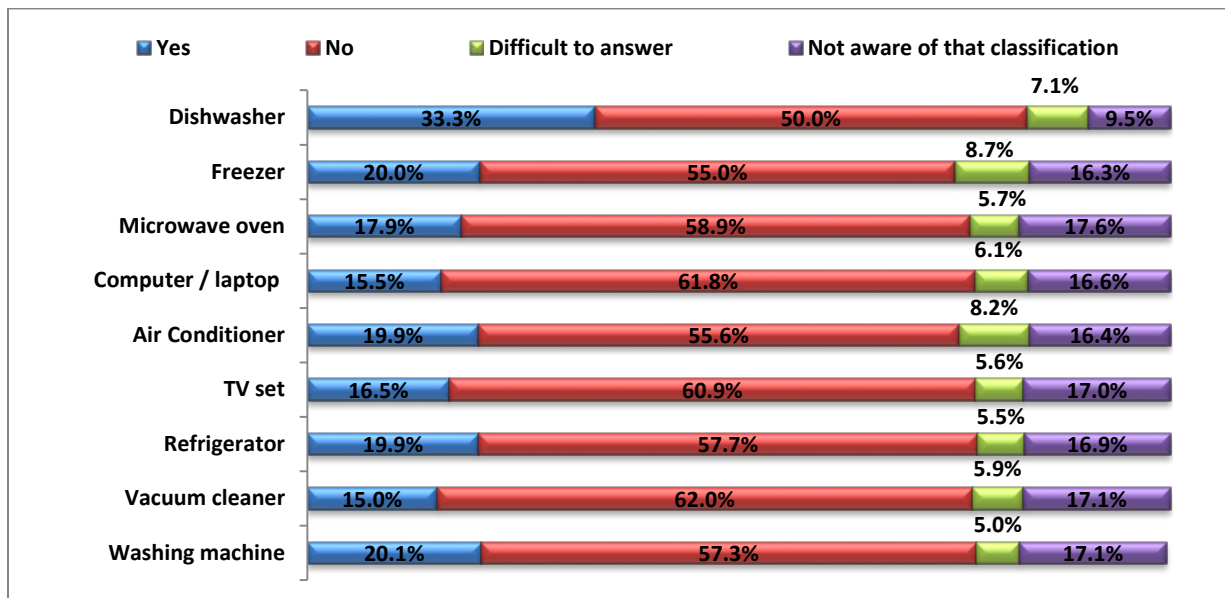
There are TVs (98,6%), refrigerators (97,7%) and washing machines (93,8%) in nearly all HHs. There are vacuum cleaners (84,7%), computers (74,3%) microwave ovens (34,4%) and conditioners (20,4%) in 84,7% of HHs.

Graph 37. Electrical Equipment in HHs



More than half of the surveyees paid no attention to ABC classification of energy efficiency while buying electrical equipment. Nearly 16% of surveyees are not aware of that classification at all. More attention was paid to this classification by the buyers of dishwashing machine (33,3%)

Graph 38. Importance of ABC Classification of Energy Saving while Buying Equipment

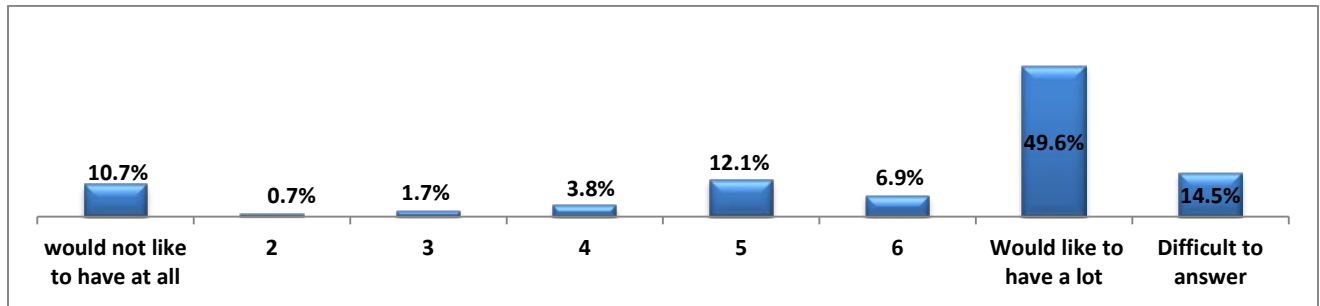


4.3. Alternative Energy Sources: Willingness for Financial Participation

More than half of the surveyees have a desire to install photovoltaic system in the building. 49,6% of HHs desire to have photovoltaic system installed on the roof of their building and 10,7% has no desire at all.

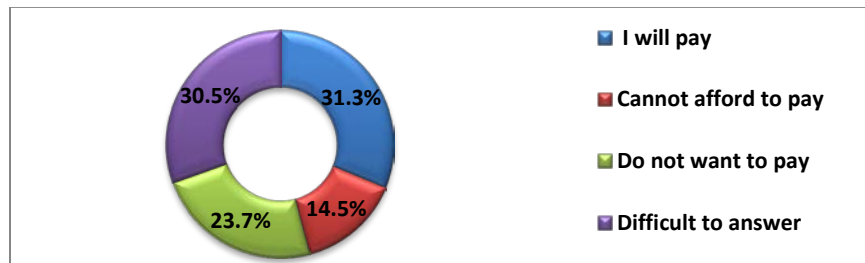
Graph 39. Desire to Have Photovoltaic System Installed on the Roof

(1-7 points scale was used, in which 1 stands for having no desire and 7 stands for having a strong desire)



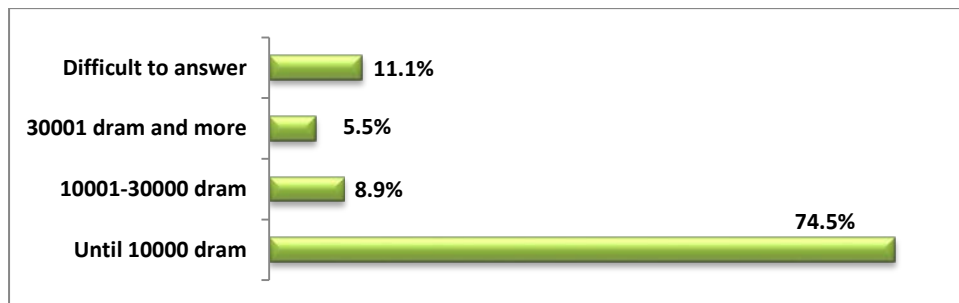
31,3% of the surveyees stated that they were ready to pay a certain sum of money, 14,5% is willing but is not able to pay, 23,7% does not want to pay.

Graph 40. Willingness to Pay Monthly in Case of Co-Financing with Yerevan Municipality



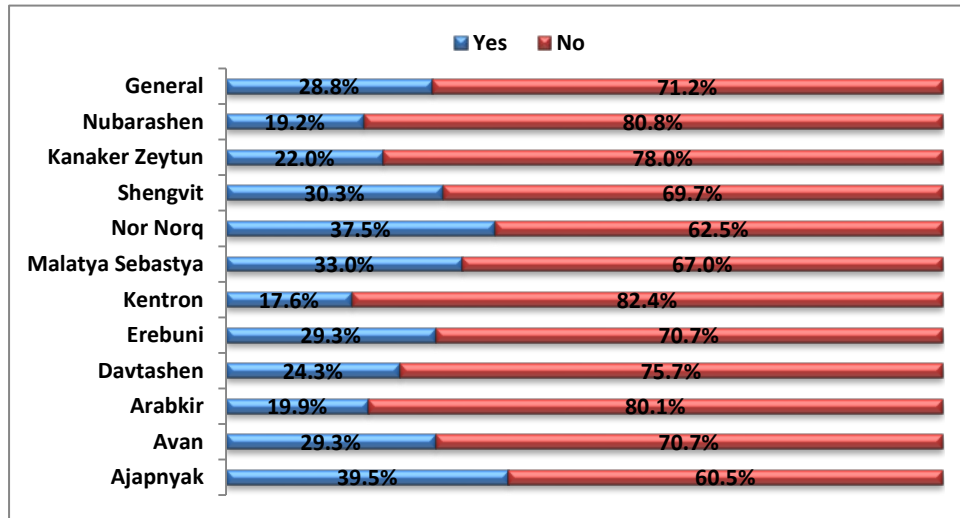
Those surveyees who were willing to pay also stated the amount of money they were ready to pay. 74,5% of the surveyees stated that they could pay up to AMD 10000, 8,9% stated that they could pay AMD 10001-30000 and 5,5% stated that they could pay AMD 30 001 and more (Graph 41).

Graph 41. The Amount of the Paid Money



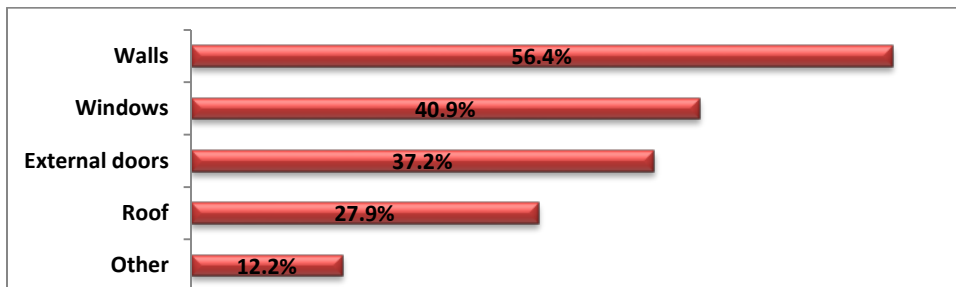
Only 28,8% of all HHs is ready to provide money for insulation of building structure. Nor Nork (37,5%) and Ajapnyak (17,6%) administrative districts had the strongest willingness. Kentron administrative district (17,6%) is not willing to provide money.

Graph 42. Willingness to Provide Money for Thermal Insulation for Building Envelope /eg. Walls, Roof, Windows, External Doors



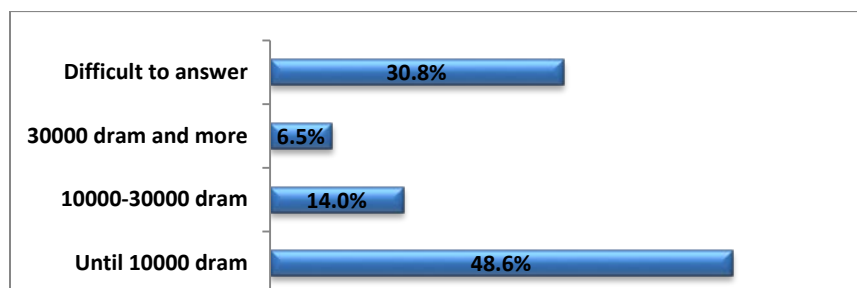
56,4% of the surveyees is ready to provide money for the walls, 40,9%- for the windows, 37,2% - for the external doors, 27,9% - for the roof. It should be mentioned that the surveyees providing money for the roof are mainly those residing on higher floors.

Graph 43. What Constructions are to be Paid for



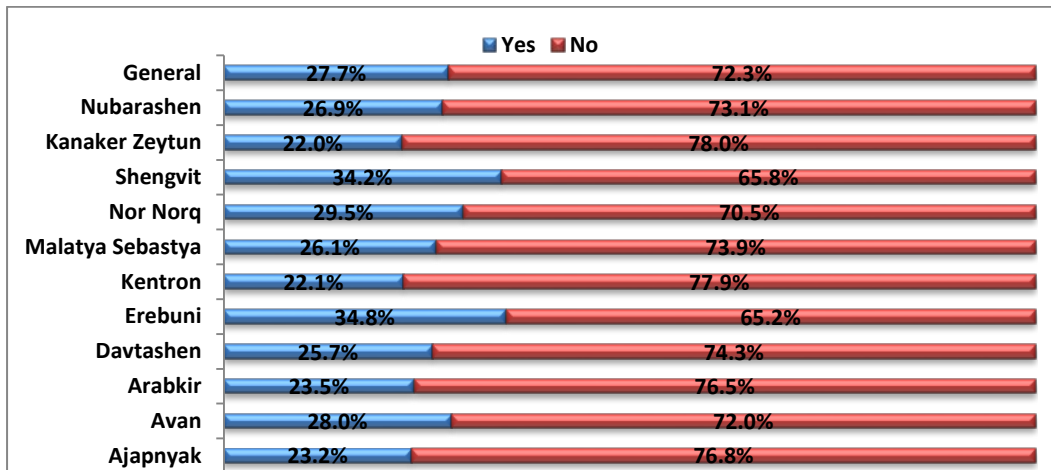
48,6% of the surveyees are ready to pay up to AMD 10000, 14% is ready to pay AMD 10001-30000 and 6,5% is ready to pay AMD 30 001 and more for the Energy Saving Program.

Graph 44. How Much Money is to be Invested in Energy Saving Program



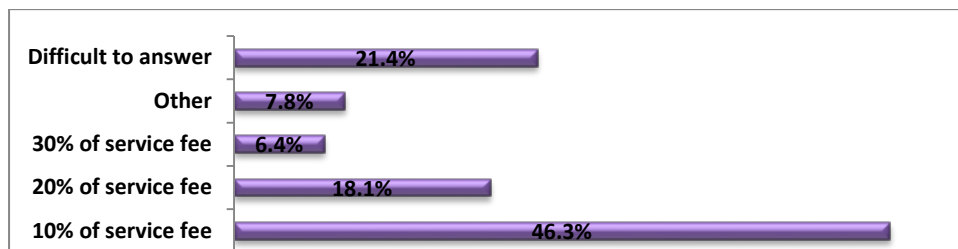
27,7% of HHs wanted to create an accumulative fund for financing the immediate works on the building. The greatest desire was expressed by Erebuni administrative district (34,8%) and the lowest desire was expressed in Kanaker-Zeytun administrative district (22,0%).

Graph 45. Desire to Create an Accumulative Fund for Financing Immediate Works of the Building



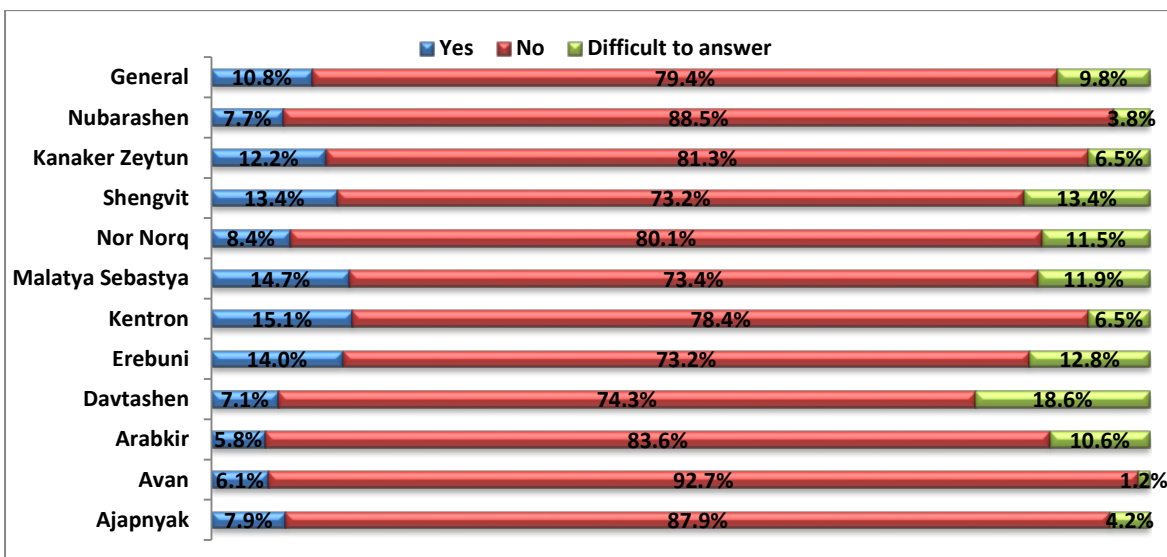
46,3% of the inquired HHs stated that they would like the accumulative fund to be created in the amount of 10% of the service fee, 18,1% stated 20% of the service fee and 6,4% stated 30% of the service fee.

Graph 46. The Amount of the Accumulative Fund



The majority of the inquired HHs (79,4%) do not want the condominium to take a loan for the improvement and renovation of the building. Avan, Ajapnyak, Arabkir and Nubarashen administrative districts are the ones mainly against (Graph 47).

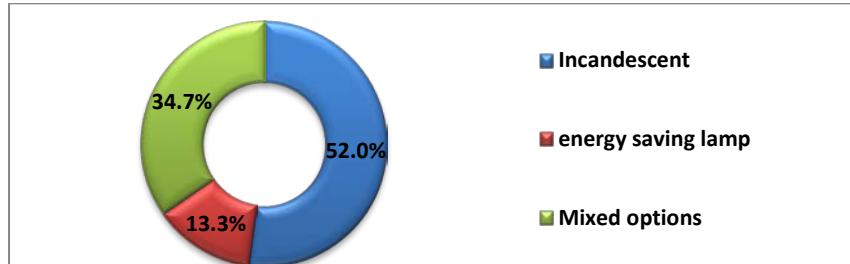
Graph 47. Opinion of the Surveyees on the Loan by the Condominium for Improvement and Renovation of the Building



4.4. Lighting Arrangement in HHs

According to the result of the survey, incandescent lamps are mainly used for arrangement of lighting in Yerevan. 52,0% of HHs use exceptionally incandescent lamps, 13,3% uses energy saving lamps, including fluorescent and light emitting diode ones, 34,7% uses mixed options of lighting.

Graph 48. Lighting Arrangement Options



Graph 49 shows the general distribution of all the lamps in HHs of Yerevan. 61,7% of HH lamps are incandescent lamps, 3,5% are halogen lamps, 12,0% are fluorescent lamps, 22,8% are light-emitting diode lamps (LED).

Graph 49. Distribution of Common Lamps in HH According to Types

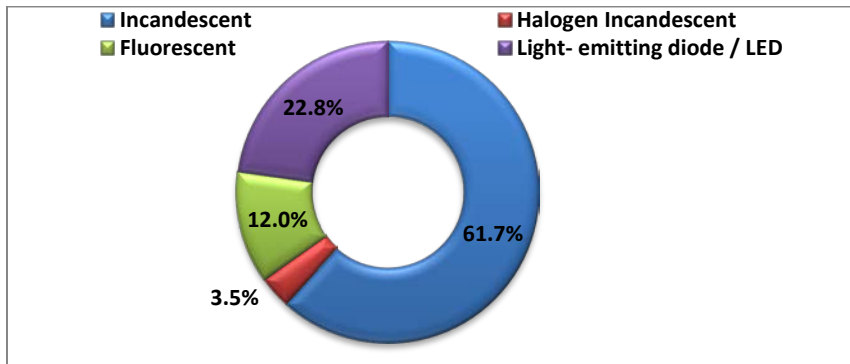


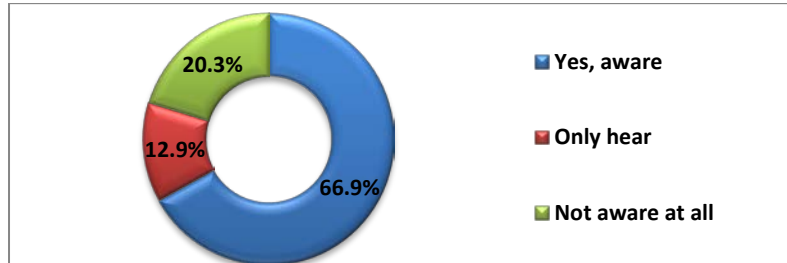
Table 2. shows some other indicators of various lighting lamps

Table 2---. Indicators of use of various lighting lamps

Total number of HH (pcs)	2098
Total average number of lamps in one HH (pcs)	12,4
Average daily connection duration (hours) of 1 lamp	3,37
Incandescent lamp average power (W)	72,6
Halogen Incandescent lamp average power (W)	53,55
Fluorescent lamp average power (W)	32,4
Light-emitting diode/LED/ lamp average power (W)	7,2
Incandescent lamps share of the total number of lamps in one conditional HH (%)	61,7%
Halogen Incandescent lamps share of the total number of lamps in one conditional HH (%)	3,5%
Fluorescent lamps share of the total number of lamps in one conditional HH (%)	12,0%
Light-emitting diode/LED/ lamps share of the total number of lamps in one conditional HH (%)	22,8%
Daily consume of electricity for lighting at 1 conditional HH	1983

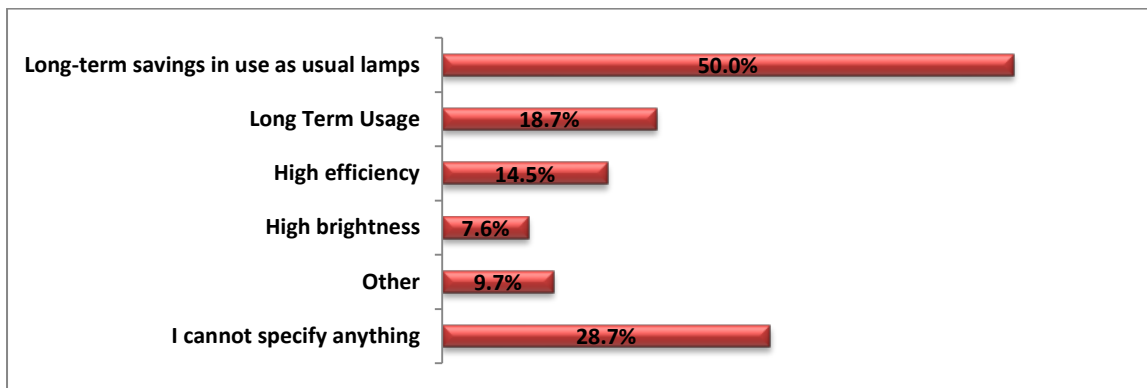
66,9% of the inquired HHs are aware about LED lighting, 12,9% has only heard about LED lighting, 20,3% is unaware of LED lighting

Graph 50. Awareness of Light-Emitting Diode (LED) Lighting



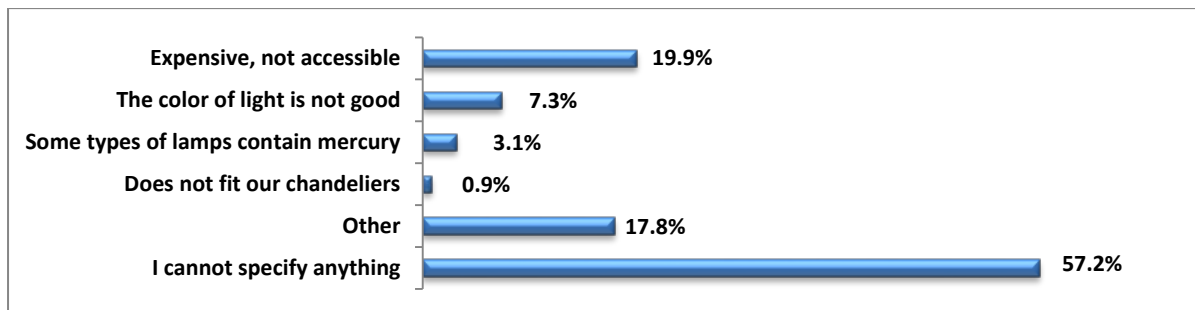
Half of the surveyees (50%) mentioned insurance of long-term energy savings use, 18,7% mentioned long-term exploitation, 14,5% mentioned high efficiency as the main advantage of light-emitting diode lamps (LED) over ordinary lamps, 28,7% could not state any advantage (Graph 51).

Graph 51. Advantages of Light-Emitting Diode (LED) Lamps



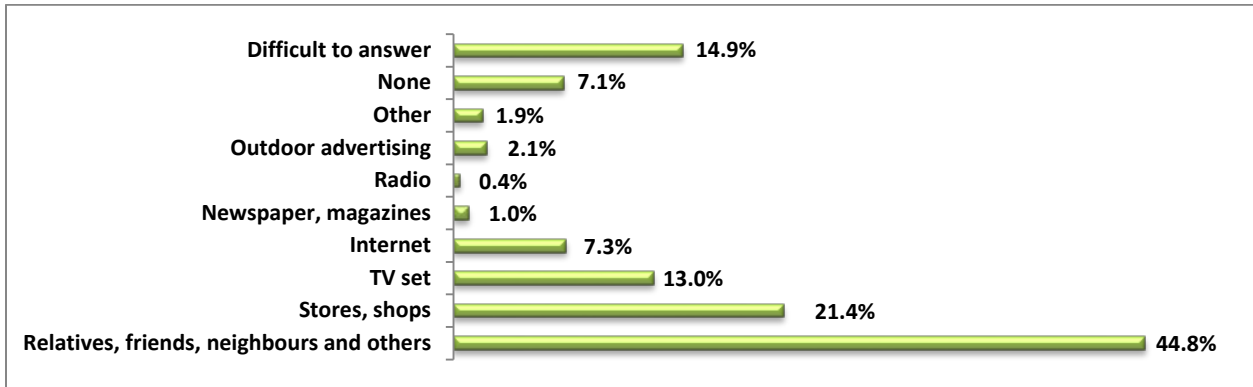
19,9% of the surveyees consider high cost as the main disadvantage of LED lamps. More than half of the surveyees were not able to mention any disadvantage.

Graph 52. Disadvantage of Light-Emitting Diode (LED) Lighting



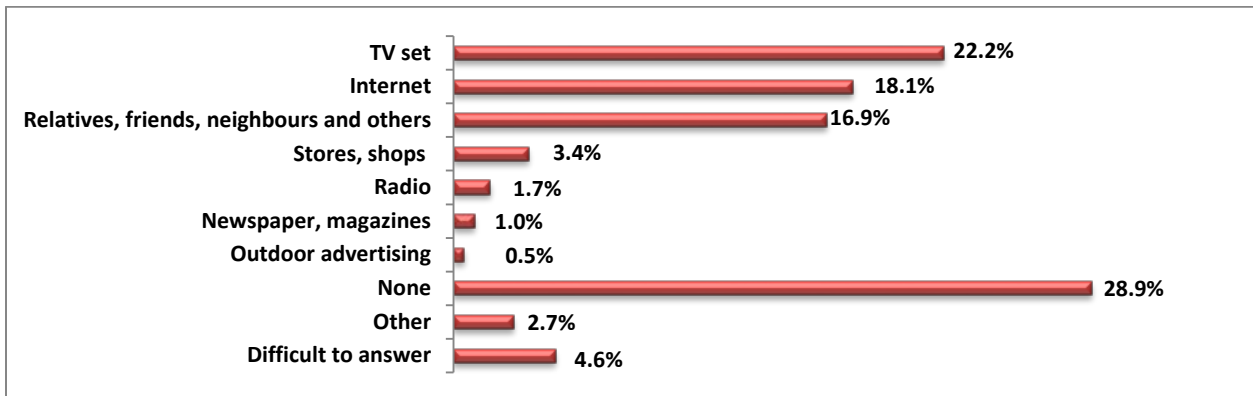
44,8% of the surveyees got informed about the LED lamps lighting from their surroundings, such as from relatives, friends, acquaintances and so on. 21,4% stated that they were offered LED lamps in stores, shops, 13,% got information from TV, 7,3% -from the Internet (Graph 53).

Graph 53. LED Lamp Information Sources



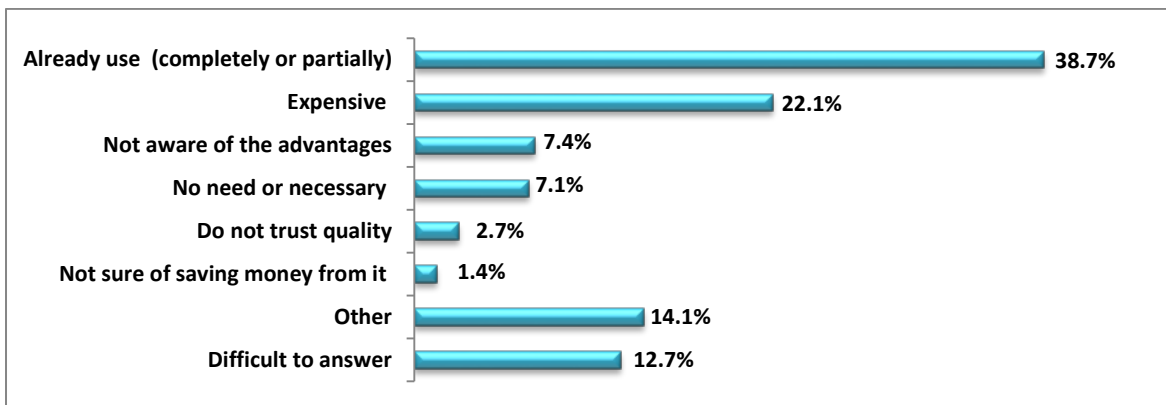
22,2% of the surveyees consider TV, 18,1% consider the Internet and 16,9% consider the surroundings (relatives, acquaintances) as a reliable source of information.

Graph 54. Reliable Source of Information



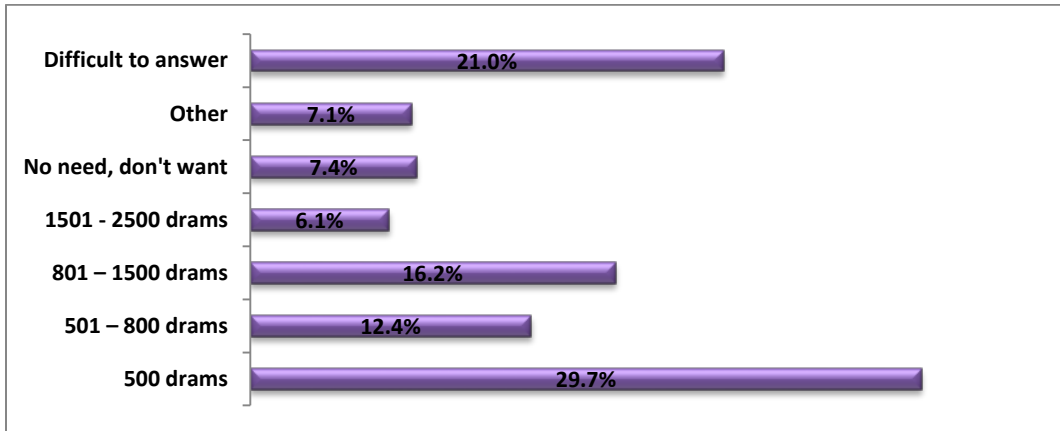
The main reason for not using the LED lighting is the high cost which is mentioned by 22,1% of the surveyees, there is lack of awareness among 7,4% of the surveyees and it is not necessary for 7,1% of the surveyees. 38,7% of HHs completely or partially use LED lighting.

Graph 55. Reasons for not Using the LED Lighting Option



29,7% of the surveyees stated that they were ready to pay AMD 500, 12,4% was ready to pay AMD 501-800, 16,2% was ready to pay AMD 801-1500, 6,1% was ready to pay AMD1501-2500 for an energy saving lamp.

Graph 56. Amount of Money Paid for the LED Lamp



5. Urban Services

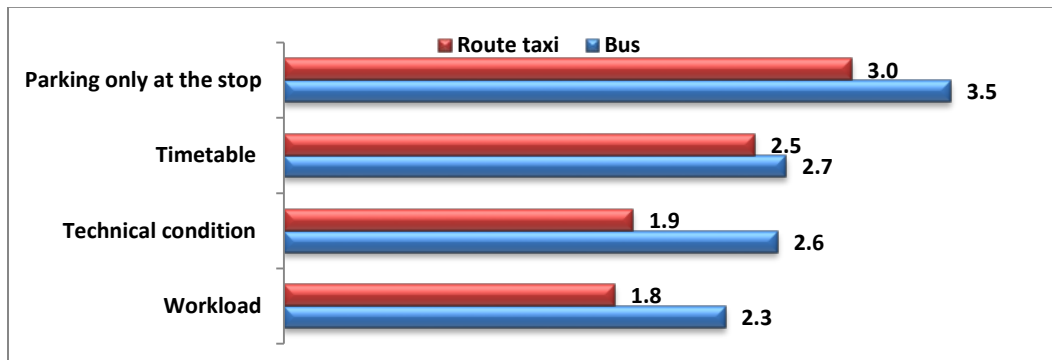
5.1. Public Transport

According to a statement by Yerevan Municipality the public transport network of Yerevan is being changed.

Graph 57 shows how the surveyees assess the state of the current public transport: buses, route taxis. As we see the route taxis were given a fairly low assessment for the mentioned 4 standards, particularly 1,8- for traffic load, 1,9 -for technical condition, 2,5 -for schedule, 3,0 -for parking only in the stops. In case of buses traffic load is 2,3, technical condition is 2,6, schedule is 2,7, parking only in the stops is 3,5.

Graph 57. Public Transport of Yerevan: Assessment of Buses, Route Taxis by 1-5 Point Scale, where 1 is the Lowest and 5 is the Highest Assessment

(The average assessment is illustrated in the graph)

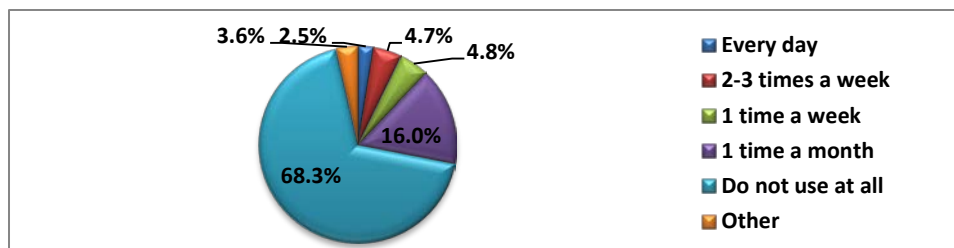


In the developed countries of the world the huge investments are made in the field of electric transport. It has a number of advantages: it is safe, fast, convenient, accessible and most importantly ecologically clean.

According to the statement by Yerevan Municipality, taking into account the role of the ground electric transport of the city in the general process of regular intercity passenger traffic, including from the point of ecological problems and highlighting the need for its further development, certain works are carried out for repair of ground electric transport fleet, communication and cable networks, tracking substations, for constructing certain new parts of communicative network, for repair and upgrading of trolleybus production buildings, as well as for increasing the efficiency of the exploitation of trolleybuses.

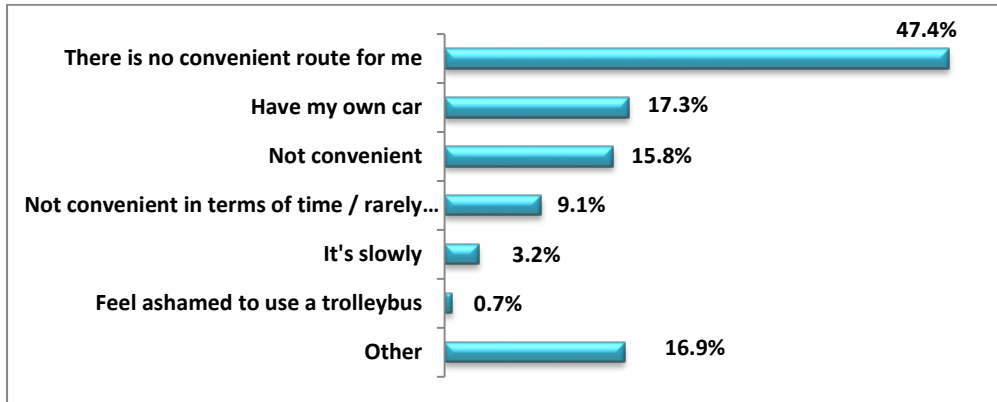
According to the results of the survey 68,3% of the surveyees do not use trolleybuses at all and 16,0% uses it once a month.

Graph 58. Frequency of Use of Ground Electric Transport / Trolleybus



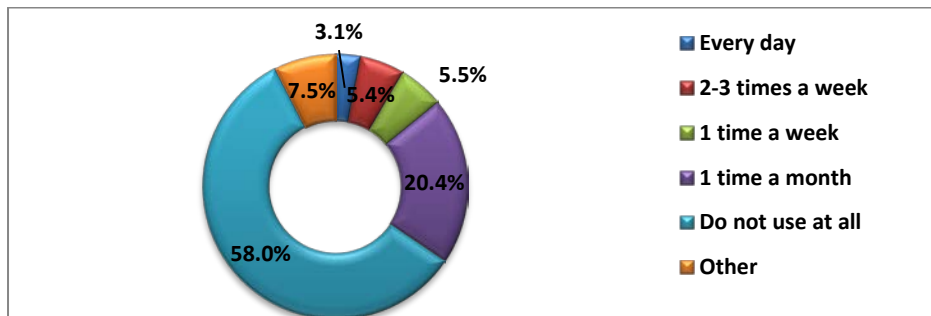
The main reason for not using the trolleybus is the lack of convenient traffic route, which was mentioned by 47,4% of the surveyees. 17,3% of the surveyees mentioned that they did not use it, because of having own cars, 15,8% mentioned that it was not convenient, 9,1% mentioned that it was not convenient from the point of time, and it was rarely met, 3,2% mentioned that it was slow.

Graph 59. Reasons for not Using Ground Electric Transport/Trolleybus



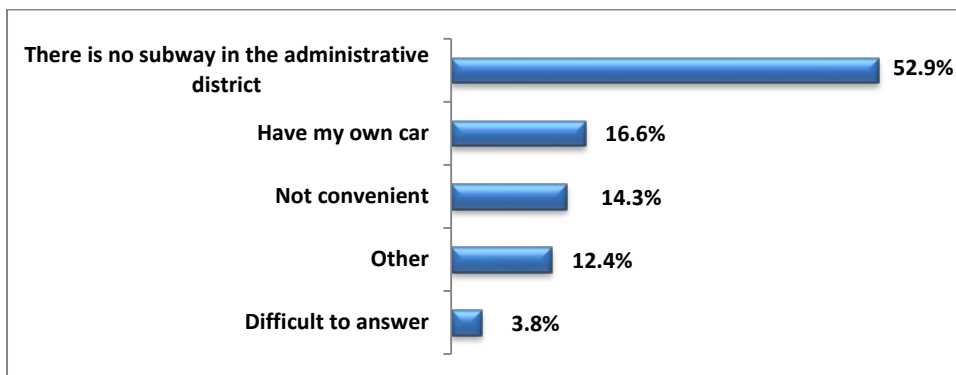
58,0% of the surveyees do not use metro. Nearly 3,1% of the surveyees use metro every day, 5,4% uses 2-3 times a week, 5,5% uses once a week, 20,4% uses once a month.

Graph 60. Frequency of Use of Underground Electric Transport/Metro



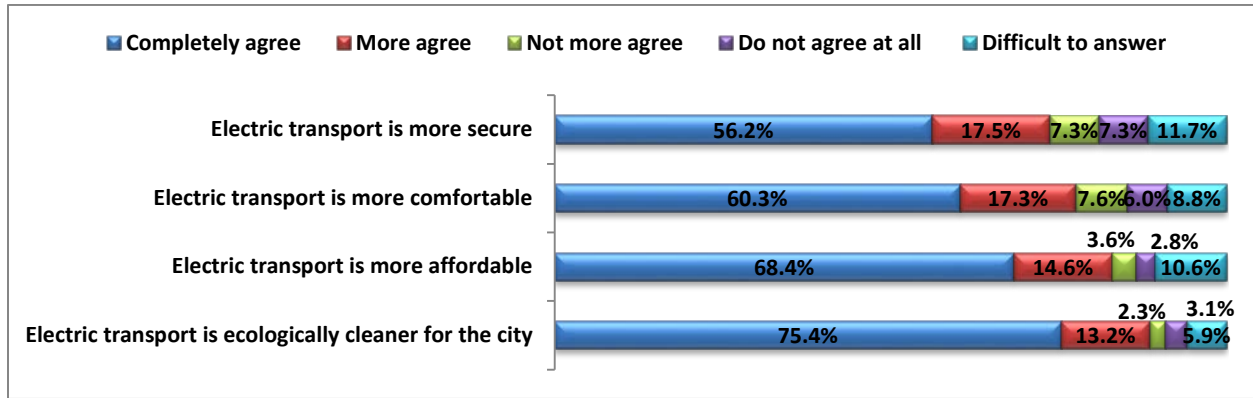
The main reason for not using metro is the lack of metro in administrative district (52,9%). 14,3% of the surveyees stated that it was not convenient.

Graph 61. Reasons for not Using the Underground Electric Transport/Metro



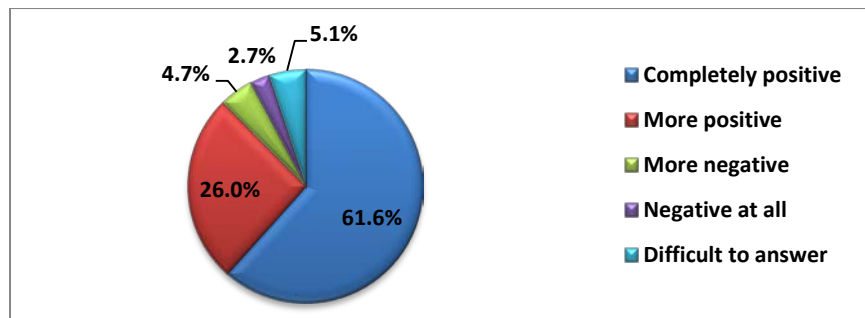
According to Graph 62 the residents of Yerevan were quite positive about the electric transport. Particularly, 75,4% of the surveyees fully agreed that electric transport was ecologically cleaner for the city, 68,4% fully agreed that electric transport was cheaper, 60,3% fully agreed that electric transport was more convenient and 56,2% fully agreed that it was safer.

Graph 62. Attitude Towards the Exploitation of the Electric Transport



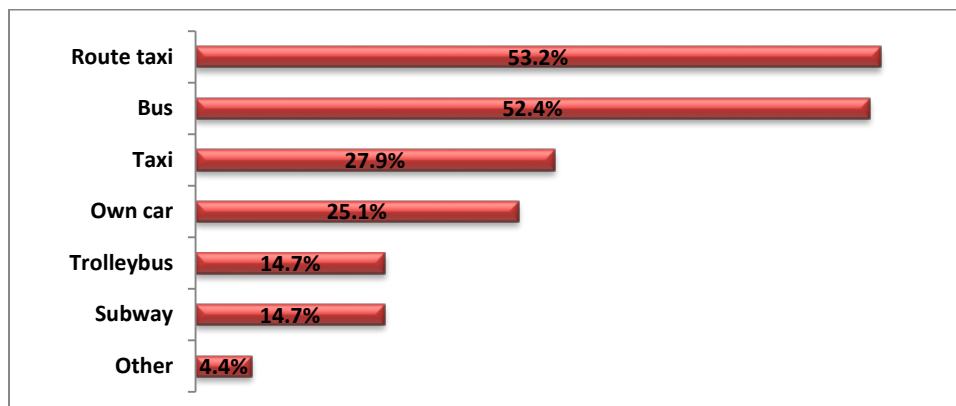
Majority of the surveyees (87,%) have positive attitude towards the development of electric transport in Yerevan: 4,7% has rather negative and 2,7% has completely negative attitude towards it.

Graph 63. Attitude towards the Development of Electric Transport in Yerevan



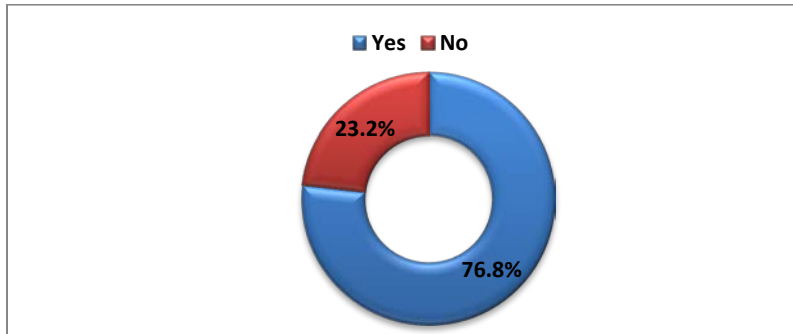
53,2% of the surveyees mentioned route taxis, 52,4% mentioned buses, 27,9% mentioned taxis, 25,1% mentioned own cars, 14,7% mentioned trolleybuses and metro respectively.

Graph 64. Exploitation of Transport Means



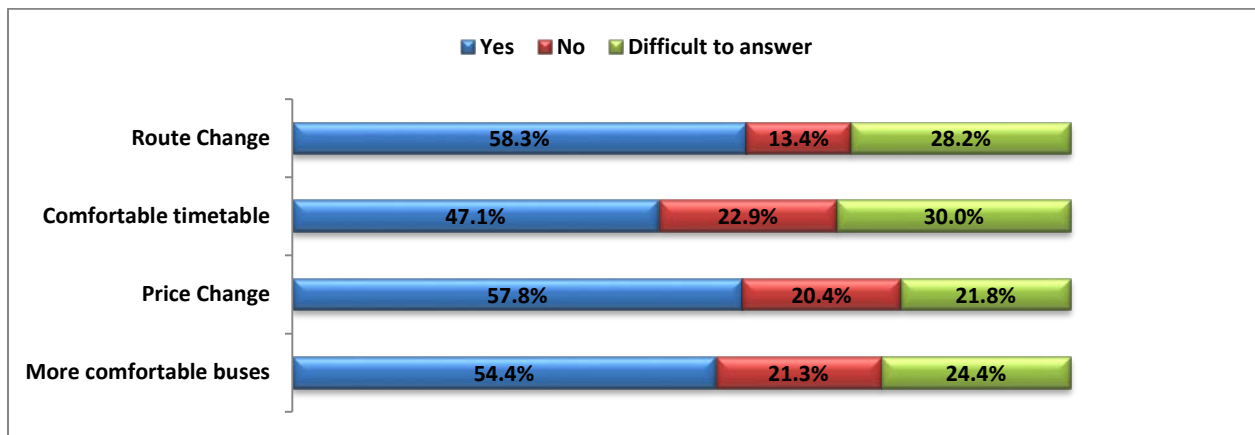
76,8% of the surveyees stated that they were aware about the public transport development program.

Graph 65. Awareness of the Public Transport Development Programme



54,4% of the surveyees think that there will be more comfortable buses, 57,8% thinks there will be changes in price, 47,1% thinks there will be a convenient schedule, 58,3% thinks there will be change in the traffic route.

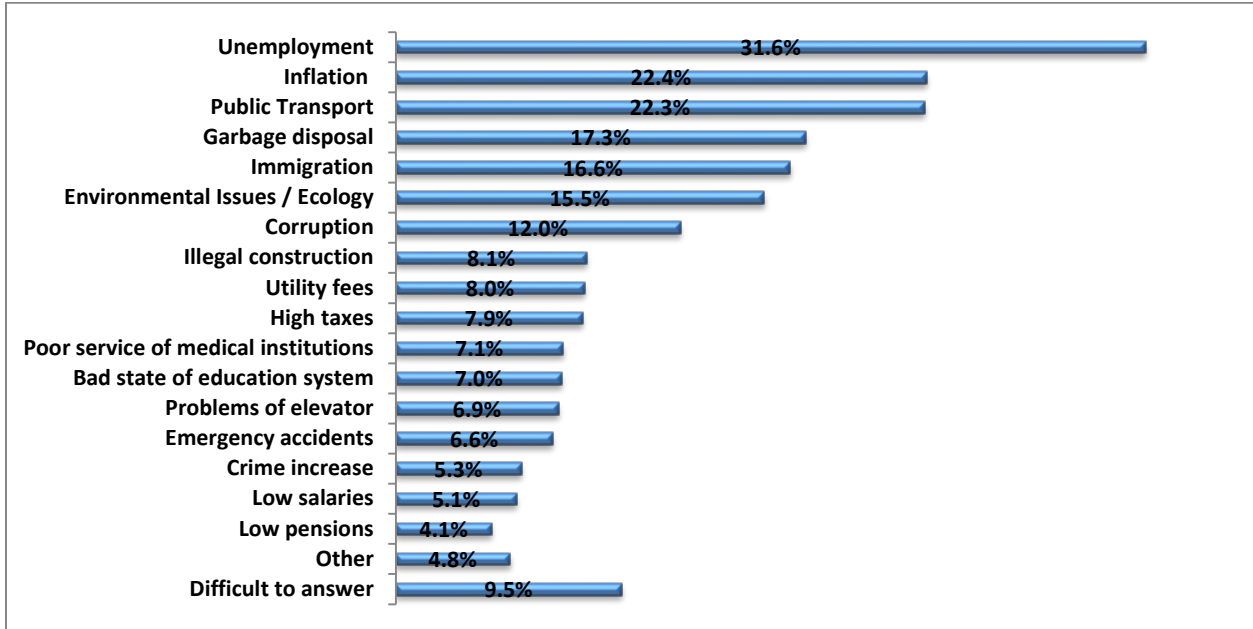
Graph 66. Expected Changes in the New Transport Network



5.2. Lighting, Sanitation of Yerevan

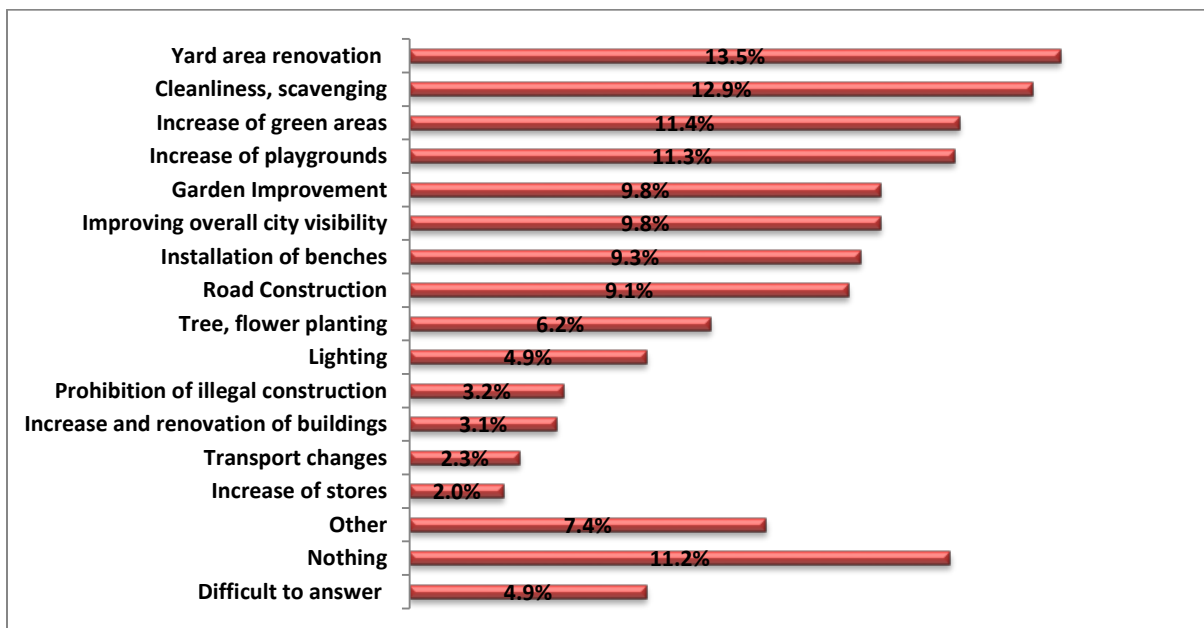
31.6% unemployment is the primary concern of the surveyees, then 22.4% inflation, and 22.3% public transport.

Graph 67. Issues of Yerevan



13.5% of surveyees noted, that improvement of yards in Yerevan was implemented over the last 3 years, 12.9% of them mentioned changes in cleanliness and garbage collection, 11.4% of them mentioned the increase of green areas, 11.3% of them mentioned increase of playgrounds. It should be noted that the surveyees in the administrative district and in Yerevan mainly identify the changes.

Graph 68. Changes in Yerevan over the Last 3 Years



The surveyees assess the cultural life of Yerevan by 3.5 points, urban transport - by 2.8 points, security - 3.3, cleanliness – 2.7, green areas - 3.1, lighting - 3.8.

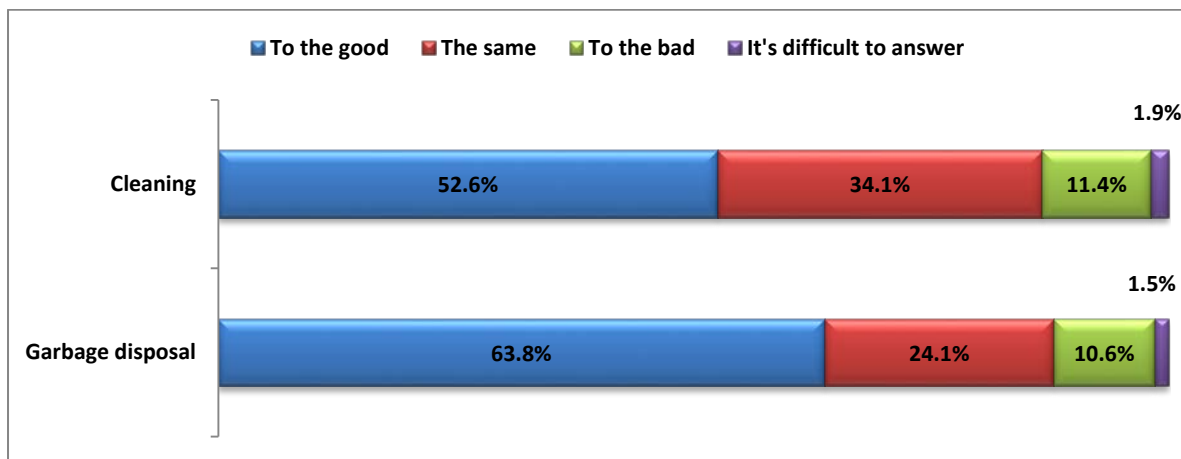
Graph 69. Specification Assessment of Yerevan

(The assessment was carried out by 1 - 5 point scale, where 1 is the lowest and 5 is the highest assessment. The graph shows the average assessment)



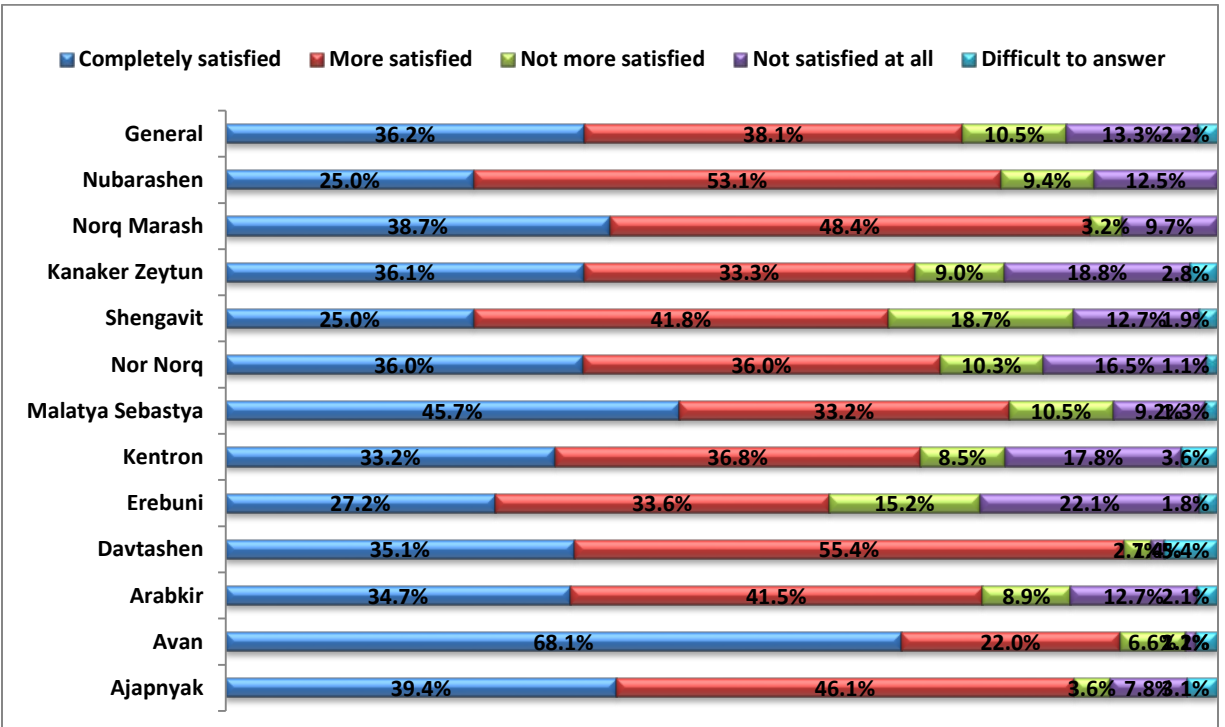
63.8% of the surveyees noted that during the last 1 year in Yerevan, the garbage collection situation was improved, 24.1% of them noted that the situation was the same. 52.6% of the surveyees think that the condition of cleanliness has been improved, while 34.1% of them noted that the situation was the same.

Graph 70. Assessment of Garabage Collection and Cleanliness of Yerevan



36.2% of the surveyees noted that they were fully satisfied with the yard lighting. The highest satisfaction was recorded in the administrative district of Avan - 68.1% and in the administrative district of Malatia-Sebastia - 45.7%.

Graph 71. Assessment of Yard Lighting

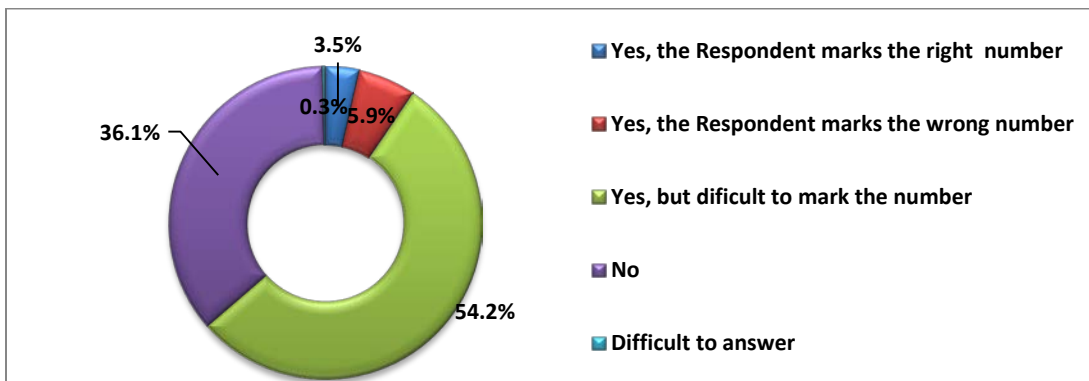


5.3. Services Provided by Yerevan Municipality

Yerevan Municipality has a "Hot Line" service, which aims at making the connection with the population more efficient, receiving various information and recommendations from the citizens, listening to their concerns, claims and complaints.

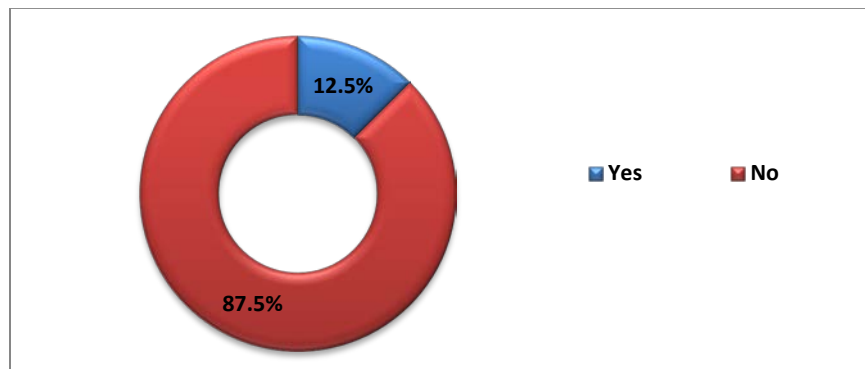
According to the results of the survey, more than half of the surveyees are aware that Yerevan Municipality has "Hot Line" service, but only 3.5% of them mentioned the "Hot Line" right telephone number. It should be noted that the surveyees mention that if necessary, they can check it from the website and call.

Graph 72. Awareness of "Hot Line" Service of Yerevan Municipality



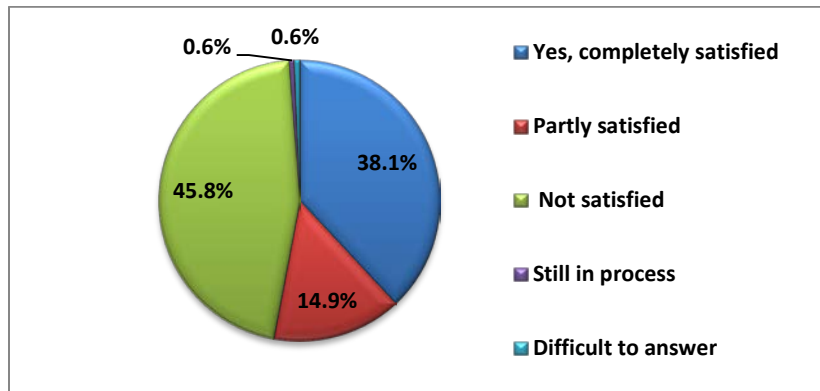
12,5% of the surveyees has ever used the "Hot Line" service.

Graph 73. Experience of Using "Hot Line" Service of Yerevan Municipality



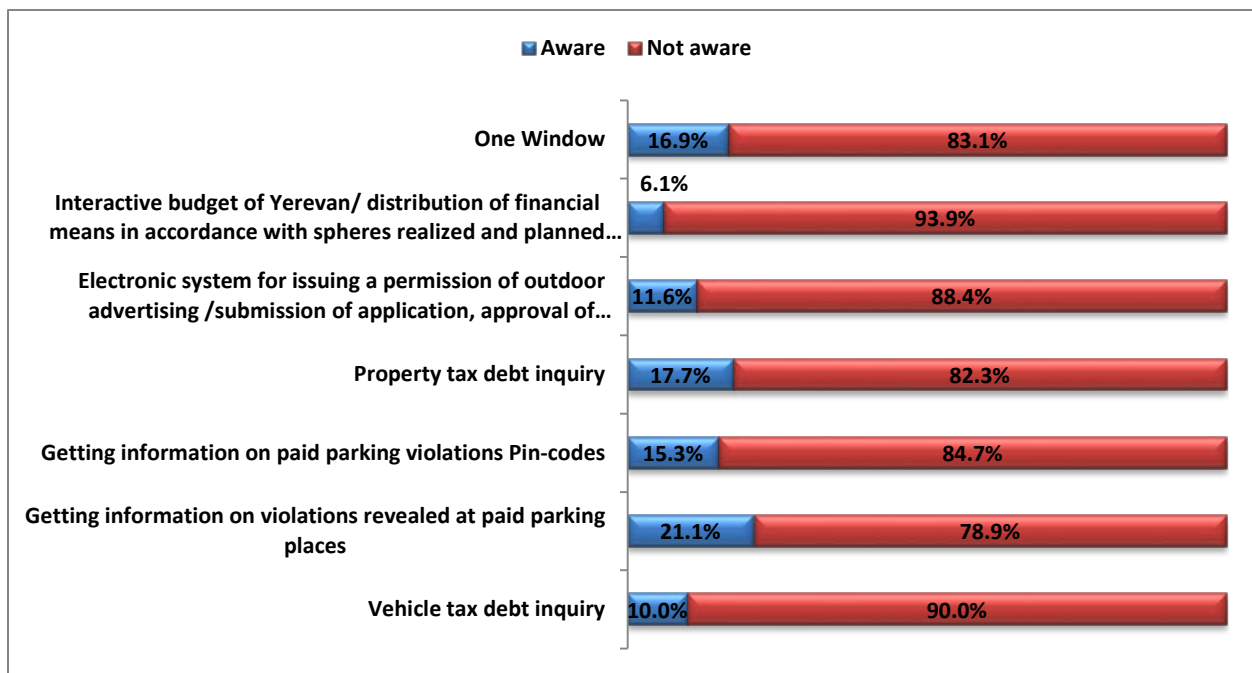
38.1% of the surveyees who applied to the "Hot line" stated that their application/request was fully satisfied, 14.9% said that it was partially satisfied, 45.8% said that it was not satisfied.

Graph 74. Satisfaction of the Request/Application



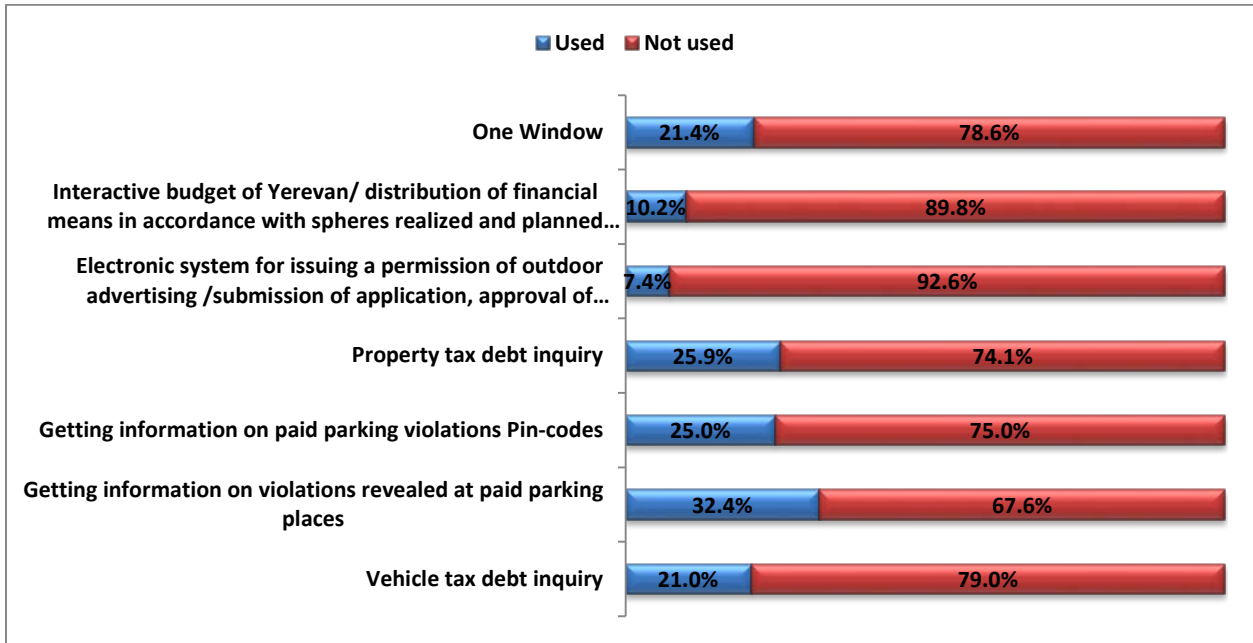
Graph 75 shows that the surveyees are aware of the electronic services in Yerevan Municipality. The highest awareness of electronic services has "Getting information on violations revealed at paid parking places" - 21.1%, the lowest - "Interactive Budget of Yerevan" - 6.1%.

Graph 75. Awareness of Electronic Services in Website of Yerevan Municipality



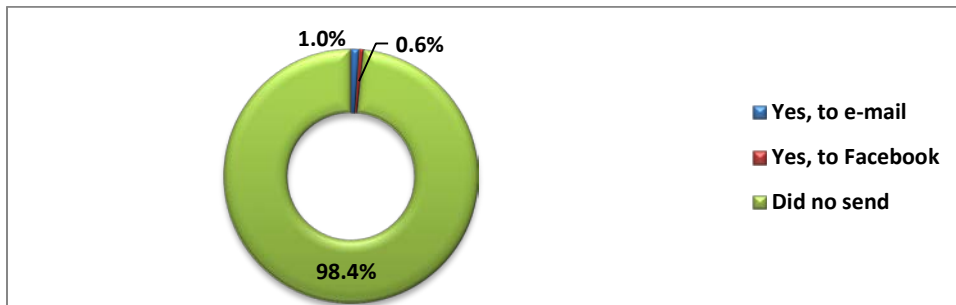
Those surveyees who noted that they were informed of electronic services, also mentioned, whether they have ever used it or not. Thus, the surveyees have much used the service of "Getting information on violations revealed at paid parking places" -32,4% and of "Property Tax Debt Inquiry" - 25,9%.

Graph 76. Use of Electronic Services in the Website of Yerevan Municipality



Only 1.0% of the surveyees sent letter/application to the e-mail address of Yerevan Municipality or the Mayor, and 0.6% of them- via Facebook.

Graph 77. Sending a Letter / Application to the E-Mail Address of Yerevan Municipality or the Mayor or via Facebook



Graph 78 shows the answers of the surveyees, who applied to Yerevan Municipality by e-mail or via Facebook.

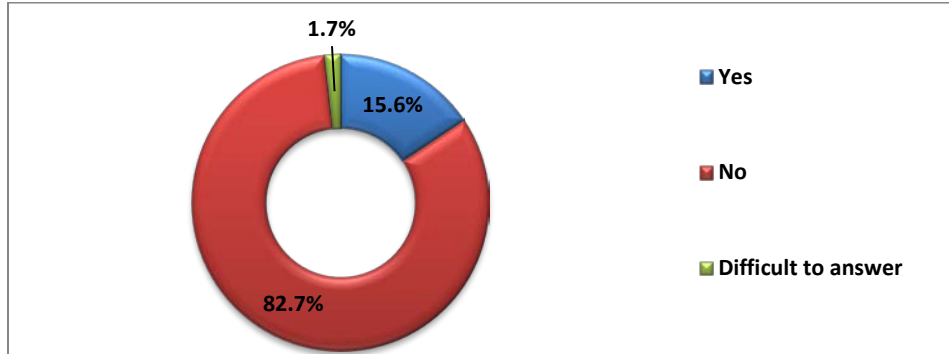
42.4% of the surveyees stated that the application was fully satisfied, 18.2% said that it was partially satisfied, 21.2% said that it was not satisfied at all.

Graph 78. Satisfaction of an Answer to a Letter / Application Sent by E-Mail or via Facebook



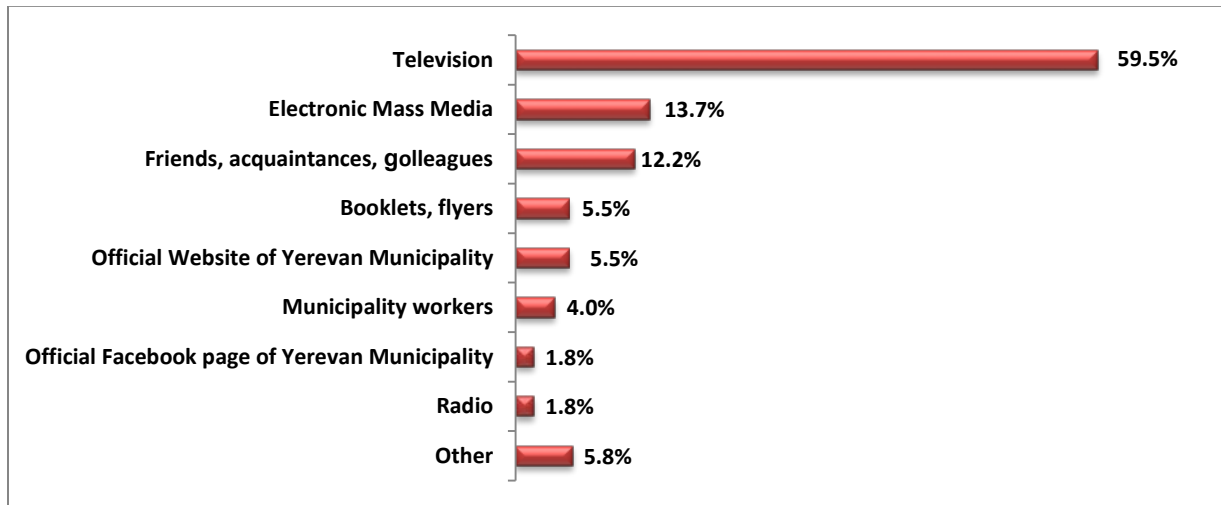
Only 15.6% of the surveyees are informed about the Yerevan Summer Program organized by Yerevan Municipality.

Graph 79. Awareness of the Yerevan Summer Program Organized by Yerevan Municipality



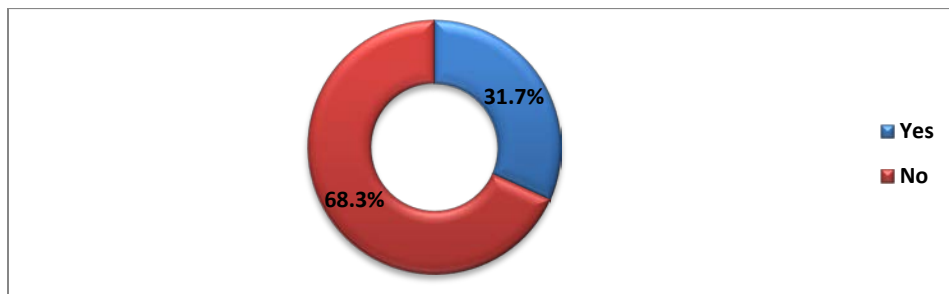
59.5% of the surveyees mentioned that they were informed about the program via television, 13.7% said via electronic media.

Graph 80. Information Sources of the Yerevan Summer Program



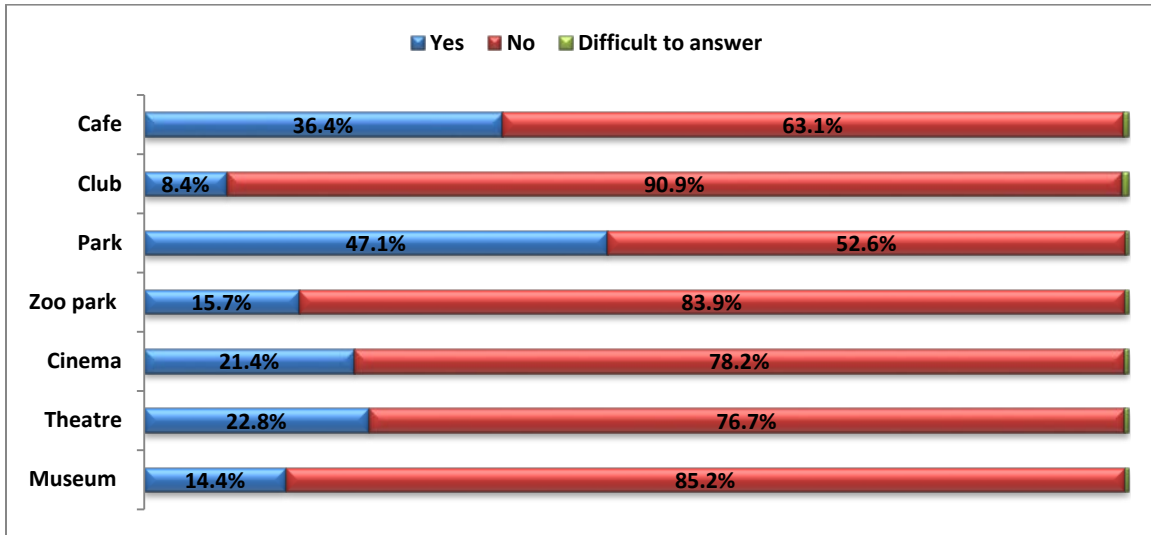
Graph 81 shows whether the surveyee or any of his/her family members participated in the Yerevan Summer Program. According to the graph, 31.7% of the surveyee took part in the Yerevan Summer Program.

Graph 81. Participation in the Yerevan Summer Program



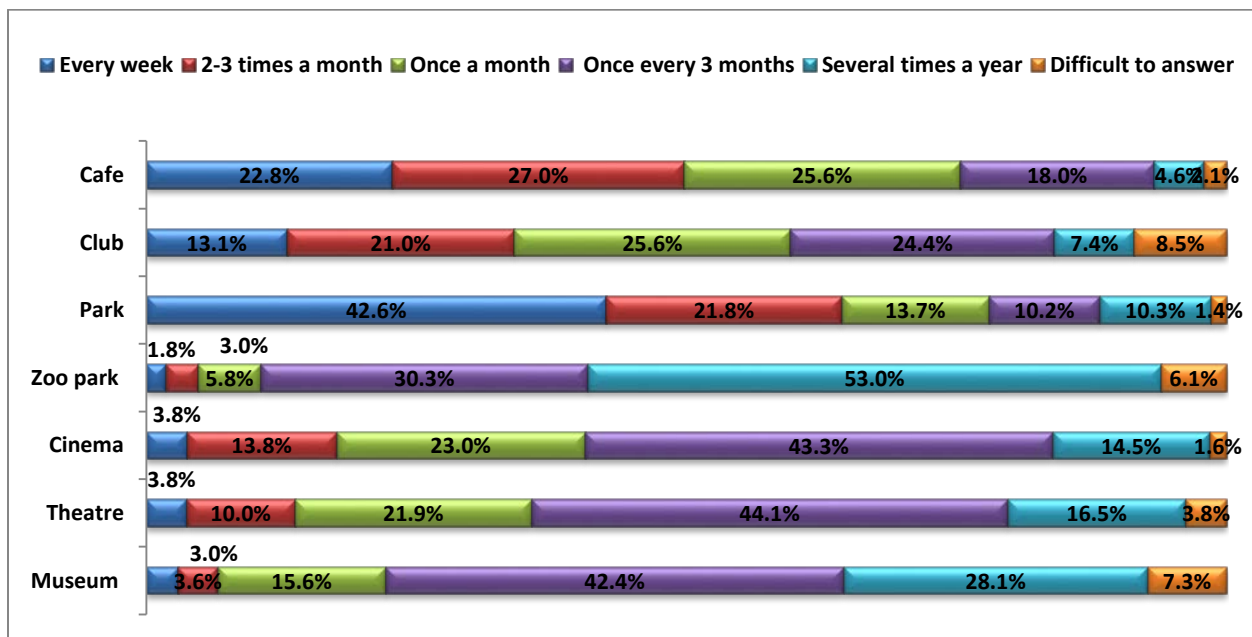
According to Graph 82, the surveyees spend most of their time in parks - 47.1% and in cafés - 36.4%.

Graph 82. Leisure Activities /Including Personal, with Family and Children/ on Weekends



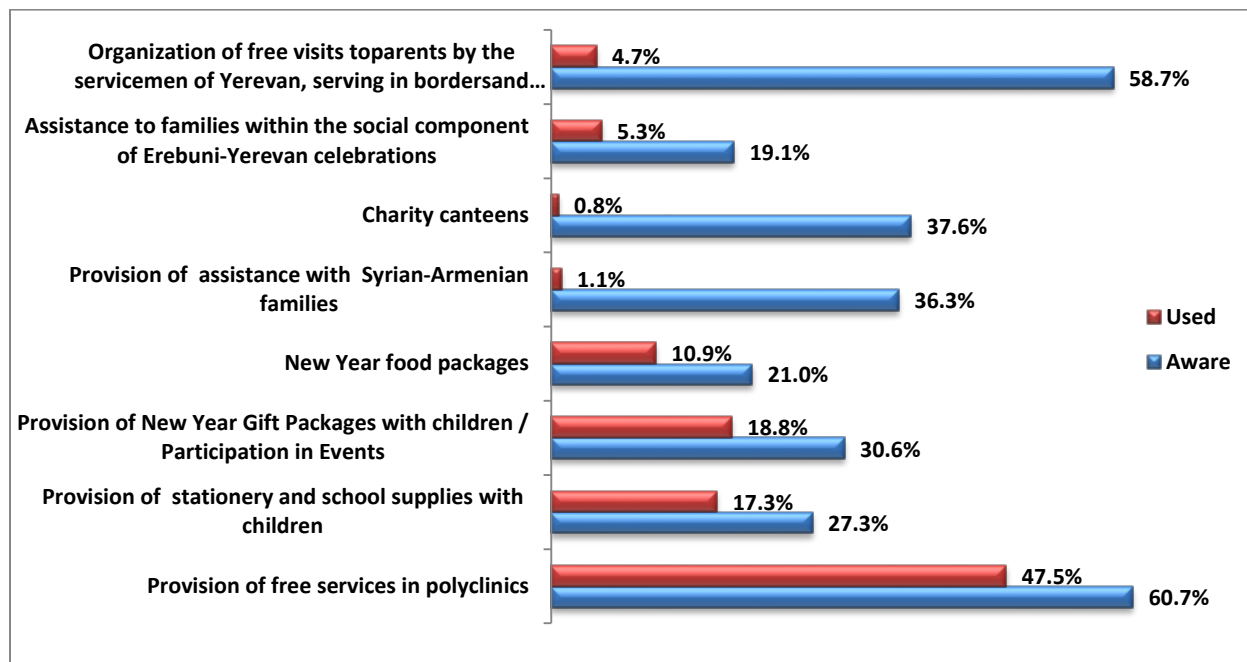
The surveyees often visit parks and cafés. 42.6% of the surveyees mentioned that they visited parks every week, and 22.6% of them visited cafés every week.

Graph 83. Frequency of Visiting Places of Entertainment



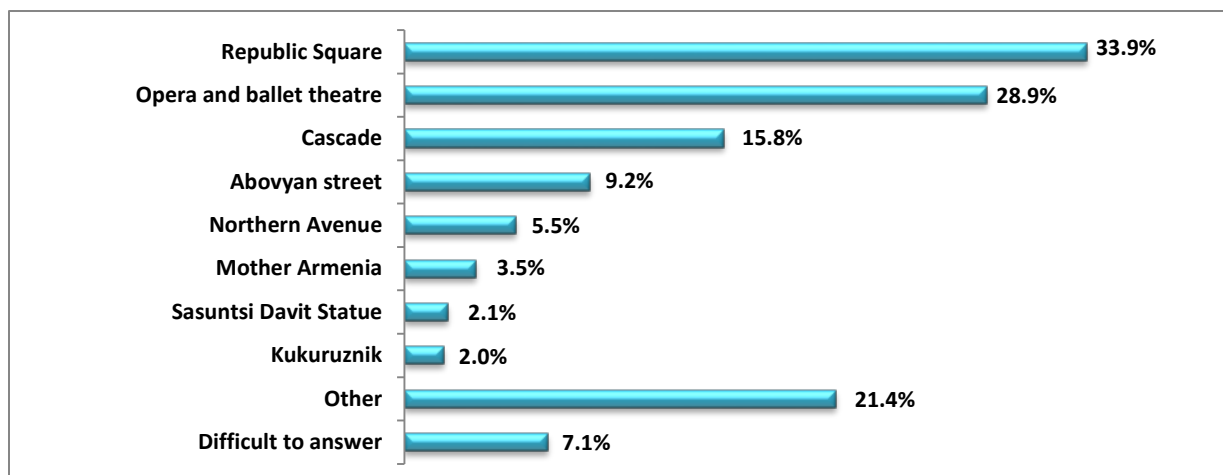
The most well-known program of the surveyees is the program of "Provision of free services in polyclinics" -60.7%, and "Organization of free visits of parents to the servicemen of Yerevan, serving in borders and Artsakh"- 58.7%. 47.5% of the surveyees mentioned that they took use of free services in polyclinics.

Graph 84. Awareness of Social Assistance and Health Programs Carried out by Yerevan Municipality and Experience of Use



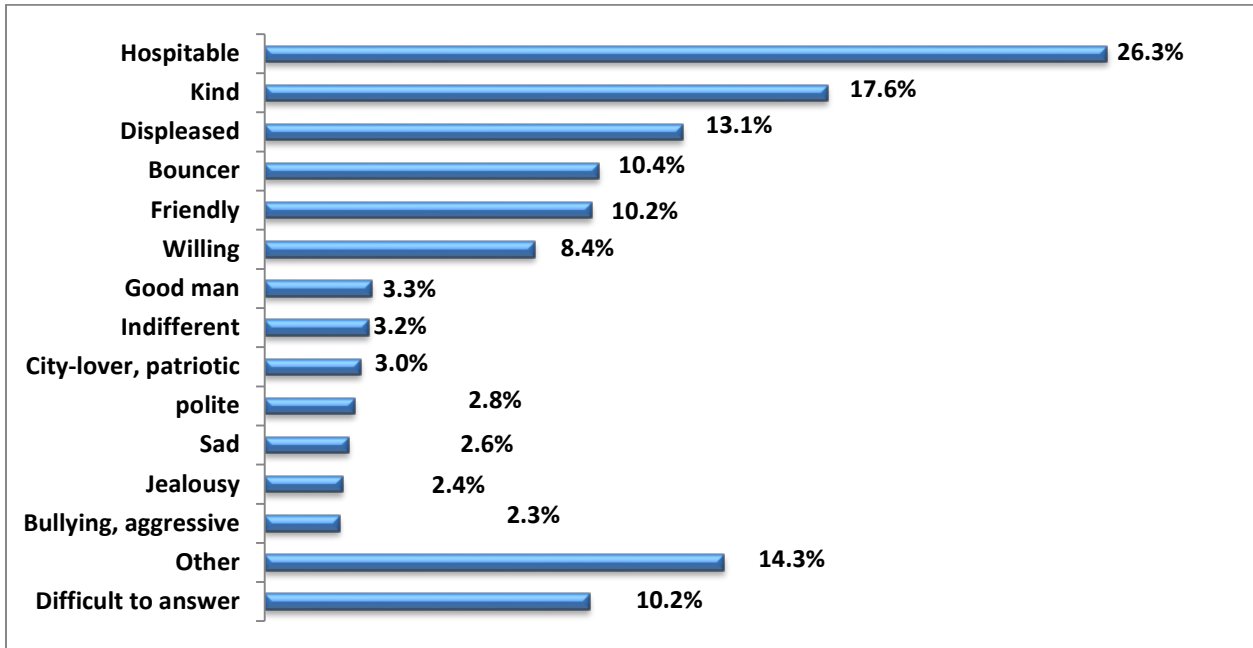
33.9% of the surveyees consider the Republic Square, 28.9% - the Opera House and 15.8% - the Cascade as the symbol of Yerevan.

Graph 85. Symbol of Yerevan According to the Surveyees



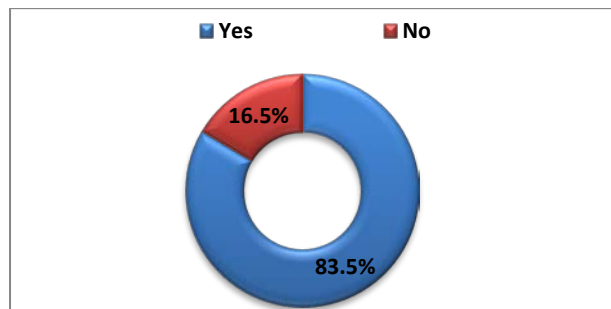
26.3% of the surveyees consider the residents of Yerevan to be hospitable, 17.6% - kind, 13.1% dissatisfied, 10.4% - boastful, and 10.2% - friendly.

Graph 86. Characters of the Residents of Yerevan



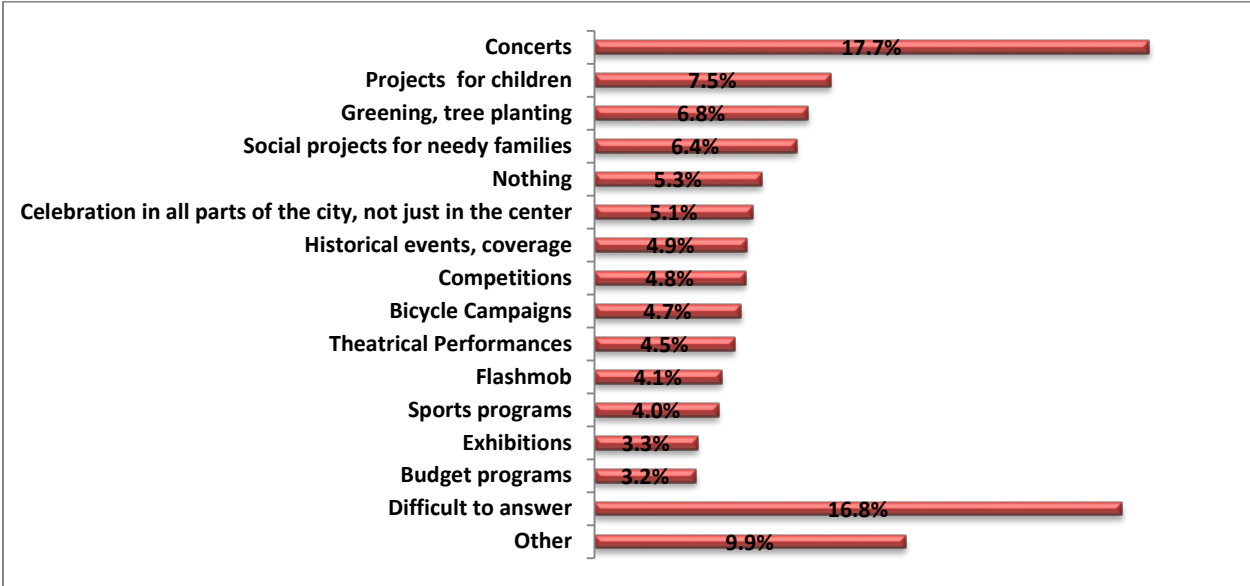
The majority 83,5% of the surveyees consider themselves a resident of Yerevan.

Graph 87. Consider Yourself a Resident of Yerevan



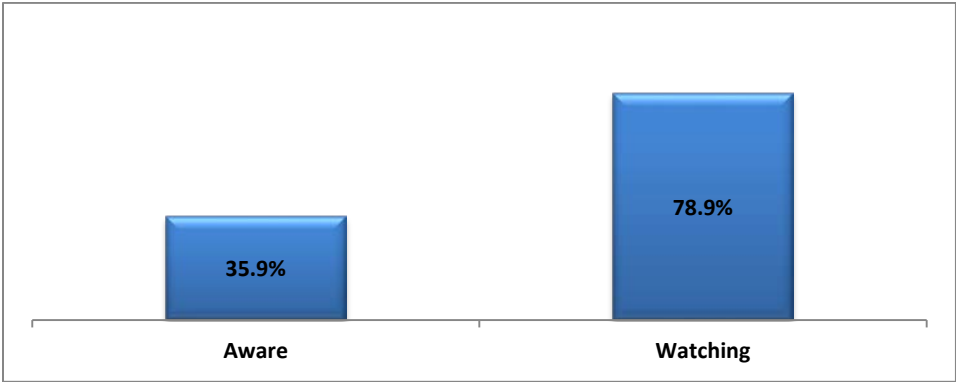
In the list of events dedicated to the 2800th anniversary of Yerevan, 17.7% of the surveyees would like to have concert programs, 7.5% -programs for children, 6.8%-planting, tree planting, 6.4% - social programs for families in need. 5.1% of the surveyees said they wanted to have events in all parts of the city, not only in the center.

Graph 88. Events Dedicated to the 2800th Anniversary of Yerevan that the Surveyees would like to be Held



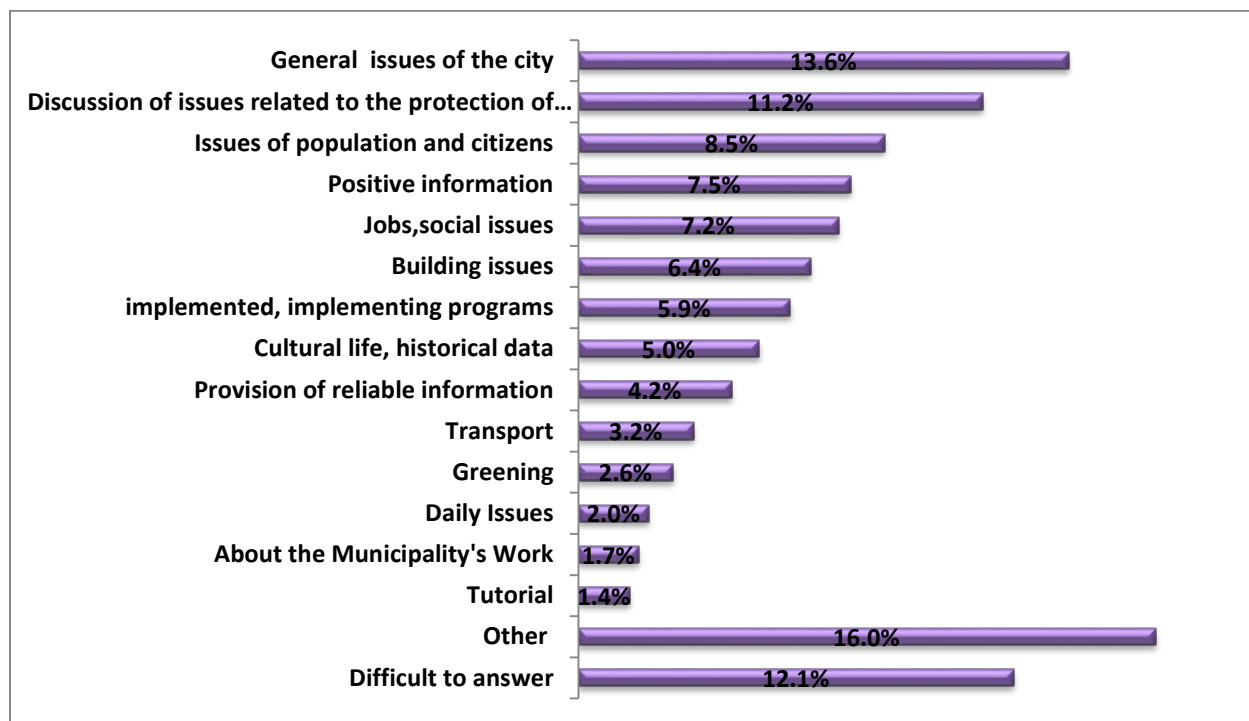
35.9% of the surveyees are aware that the program "Capital City" is shown on ArmNews TV on weekends. 78.9% of the informed surveyees noted that they were watching the program.

Graph 89. Awareness and Watching of the Program “Capital City”



13.9% of the surveyees mentioned that they wanted the general issues of the city to be covered in the scope of the program, 11.2% wanted discussion about issues of maintaining cleanliness, 8.5% wanted the issues of the population and citizens to be covered.

Graph 90. Preferred Ways of Covering in the Scope of the Program "Capital City"



Analytical Table

3. Households and Apartment Conditions

3.1. Condition of Apartment Buildings

Analytical Tables

3. Households and apartment conditions

3.1. The condition of Residential apartment buildings

Table 1. Building type

Residential apartment building	85,3%
Private house /separate house	14,7%

Table 2. Building tax. On which floor is the apartment?

Up to 5 floors	35,5%
6-9 floors	45,1%
10 and more	19,3%

On which floor is the apartment?

Up to 3 floors	35,3%
4-5 floors	28,4%
6-9 floors	28,4%
10 and more	8,0%

Table 3. The building/house exterior wall material

	Residential apartment building	Private house /separate house	General
Stone	35,5%	90,9%	43,6%
Panel	61,6%	0,3%	52,6%
Monolith	1,7%	0,6%	1,5%
Other	1,2%	8,1%	2,2%

Table 4. Number of rooms in the apartment.

1 room	11,0%
2 rooms	28,8%
3 rooms	41,5%
4 rooms	11,0%
5 and more	7,7%

Table 5. The condition of the windows in apartment building

	The windows are completely installed	The windows are partially installed	The windows are not installed	Other
Ajapnyak	26,8%	25,3%	33,2%	14,7%
Avan	35,4%	37,8%	20,7%	6,1%
Arabkir	52,2%	35,4%	10,6%	1,8%
Davtashen	28,6%	35,7%	20,0%	15,7%
Erebuni	31,7%	27,4%	34,1%	6,7%
Kentron	31,2%	28,1%	20,6%	20,1%
Malatya Sebastya	37,2%	28,4%	27,1%	7,3%
Nor Norq	31,4%	32,2%	28,4%	8,0%
Shengavit	29,9%	40,3%	22,5%	7,4%
Kanaker Zeytun	35,8%	42,3%	17,1%	4,9%
Nubarashen	42,3%	30,8%	26,9%	
General	34,6%	32,6%	23,9%	8,9%

Table 6. The condition of the entrance door/doors in apartment building

	Entrance doors are completely installed	Entrance doors are partially installed	The entrance doors are not installed	Other
Ajapnyak	67,4%	24,7%	7,9%	0,0%
Avan	75,6%	12,2%	12,2%	0,0%
Arabkir	79,6%	17,3%	3,1%	0,0%
Davtashen	55,7%	30,0%	12,9%	1,4%
Erebuni	46,3%	29,9%	21,3%	2,4%
Kentron	81,9%	14,6%	2,0%	1,5%
Malatya Sebastya	67,9%	22,5%	8,7%	0,9%
Nor Norq	60,2%	15,7%	22,2%	1,9%
Shengavit	63,2%	28,1%	7,4%	1,3%
Kanaker Zeytun	80,5%	17,1%	1,6%	0,8%
Nubarashen	76,9%	3,8%	19,2%	
General	68,0%	20,8%	10,1%	1,1%

Table 7. Available elevator

	Yes	No	General
Up to 5 Floors	3,6%	96,4%	35,5%
6-9 floors	96,7%	3,6%	45,1%
10 and more	100,0%	0,0%	19,3%

Table 8. Working elevator

	In order	In bad order	Out of order
Ajapnyak	41,6%	55,8%	2,6%
Avan	52,4%	47,6%	0,0%
Arabkir	46,9%	51,9%	1,2%
Davtashen	55,7%	41,4%	2,9%
Erebuni	22,0%	76,3%	1,7%
Kentron	30,1%	63,2%	6,7%
Malatya Sebastya	60,3%	37,5%	2,2%
Nor Norq	30,0%	67,7%	2,3%
Shengavit	46,2%	45,4%	8,4%
Kanaker Zeytun	46,5%	41,9%	11,6%
Nubarashen	16,7%	83,3%	
General	42,2%	54,2%	3,7%

Table 9. Entrance lighting

	Completely lightened	Partially lightened	Generally not lightened
Ajapnyak	34,7%	52,1%	13,2%
Avan	62,2%	29,3%	8,5%
Arabkir	43,8%	42,5%	13,7%
Davtashen	55,7%	35,7%	8,6%
Erebuni	16,5%	32,3%	51,2%
Kentron	36,2%	45,7%	18,1%
Malatya Sebastya	35,3%	43,6%	21,1%
Nor Norq	27,2%	47,9%	24,9%
Shengavit	31,6%	35,9%	32,5%
Kanaker Zeytun	38,2%	48,0%	13,8%
Nubarashen	19,2%	7,7%	73,1%
General	35,0%	42,0%	23,0%

Table 10. The type of windows in the house

	Fully euro windows	Partially euro windows	Common wooden window	Other	I find it difficult to answer
Ajapnyak	50,8%	21,8%	27,5%	0,0%	
Avan	51,6%	22,0%	26,4%	0,0%	
Arabkir	44,5%	14,8%	40,7%	0,0%	

Davtashen	50,0%	8,1%	41,9%	0,0%	
Erebuni	49,3%	18,4%	31,3%	0,9%	
Kentron	45,3%	13,0%	41,3%	0,4%	
Malatya Sebastya	42,4%	25,3%	31,6%	0,3%	0,3%
Nor Norq	53,3%	18,4%	28,4%	0,0%	
Shengavit	50,4%	19,0%	30,6%	0,0%	
Kanaker Zeytun	52,1%	15,3%	32,6%	0,0%	
Norq Marash	45,2%	25,8%	29,0%		
Nubarashen	40,6%	28,1%	31,3%		
General	48,2%	18,6%	33,0%	0,2%	0,0%

Table 11. Parts in apartment building which need renovation

	Yes	No	Partially	Difficult to answer
Entrance halls	65,6%	22,2%	10,9%	1,3%
Staircases	58,4%	29,9%	9,3%	2,4%
Lighting system	59,3%	29,8%	7,6%	3,3%
Elevator	42,1%	33,7%	5,4%	18,6%
Roof	31,1%	17,2%	10,2%	41,6%

3.2. MANAGEMENT OF RESIDENTIAL APARTMENT BUILDINGS

Table 12. Awareness about the management body of Residential apartment building

	Yes	No	Difficult to answer
Ajapnyak	63,2%	35,8%	1,1%
Avan	65,9%	34,1%	0,0%
Arabkir	48,2%	50,4%	1,3%
Davtashen	88,6%	8,6%	2,9%
Erebuni	44,5%	54,9%	0,6%
Kentron	57,8%	40,7%	1,5%
Malatya Sebastya	54,6%	44,0%	1,4%
Nor Norq	63,6%	34,5%	1,9%
Shengavit	64,5%	32,5%	3,0%
Kanaker Zeytun	55,3%	43,1%	1,6%
Nubarashen	50,0%	50,0%	0,0%
General	58,5%	39,9%	1,6%

Table 13. Management body of Residential apartment building

The condominium	85,3%
The trust manager	8,4%
The entrusted manager	1,1%
Other	3,6%
Difficult to answer	1,5%
Other	3,6%

Table 14. Works implemented over the past 3 years by the Management body of Residential apartment building

	Yes	No	Difficult to answer
Cleanliness of the building	34,5%	58,8%	6,7%
Cleaning of the yard area	71,3%	23,1%	5,6%
Yard area lighting	51,6%	38,1%	10,3%
Entrance renovation	29,2%	64,5%	6,3%
Staircases renovation	12,5%	81,0%	6,5%
Elevator renovation	20,2%	60,9%	18,9%
Building thermal insulation	3,8%	89,1%	7,1%
Entrance thermal insulation	6,1%	87,0%	6,9%
Roof Renovation	12,9%	56,9%	30,2%

Table 15. Awareness of the functions of a condominium (manager) of Residential apartment building

Completely informed	7,5%
More informed	24,0%
Not more informed	14,3%
Not informed at all	50,4%
Difficult to answer	3,8%

Table 16. Evaluation of the condominium works of Residential apartment building

Completely positive	5,1%
More positively	28,5%
More negative	19,6%
Negative at all	27,1%
Difficult to answer	19,8%

Table 17. Awareness of the functions of apartment building condominium (manager)

Completely informs	7,6%
Partly informs	16,3%
Does not inform at all	64,7%
Difficult to answer	11,4%

Table 18. Preferred information sources about the work of the condominium of Residential apartment building

Statements posted in the building or elevator	46,4%
Meetings	30,2%
Flyers	9,9%
Web Sites	3,9%
SMS	2,7%
To inform by work	2,6%
Calls	2,1%
I don't want at all	5,4%
Other	5,3%
Difficult to answer	3,1%

Table 19. Actions for increasing the participation of the apartment owners in the building management process

Monthly or quarterly meeting / discussion with apartment owners	34,4%
Conducting regular surveys to understand the problems of the residents	32,9%
Providing information	21,5%
Increasing Accountability	13,2%
To do their work faithfully	6,4%
Other	2,8%

I am not interested (in no way)	5,5%
Difficult to answer	6,3%

Table 20. Have You ever participated in the general meetings of Your condominium?

Yes	7,9%
No, there was no wish to participate	18,4%
Did not participate, not informed	70,1%
I have never been participated	3,6%

Table 21. The topic of discussing in the condominium meetings

Entrance renovation	37,6%
Elevator	29,8%
Building renovation	24,8%
Elections	7,8%
Other	15,6%

Table 22. Wish to see a monthly report about apartment building management condominium works

	Yes	No	Difficult to answer
Ajapnyak	56,3%	40,5%	3,2%
Avan	52,4%	36,6%	11,0%
Arabkir	53,1%	39,4%	7,5%
Davtashen	70,0%	27,1%	2,9%
Erebuni	61,0%	33,5%	5,5%
Kentron	48,7%	45,2%	6,0%
Malatya Sebastya	53,2%	43,1%	3,7%
Nor Norq	55,9%	38,3%	5,7%
Shengavit	54,5%	41,1%	4,3%
Kanaker Zeytun	53,7%	39,8%	6,5%
Nubarashen	50,0%	50,0%	0,0%
General	54,9%	39,7%	5,4%

Table 23. Knowledge of payment for the maintenance of the building and other services provided

	Yes	No	Difficult to answer
Ajapnyak	55,8%	40,0%	4,2%
Avan	75,6%	23,2%	1,2%
Arabkir	49,6%	43,8%	6,6%
Davtashen	51,4%	42,9%	5,7%
Erebuni	47,0%	45,7%	7,3%
Kentron	49,7%	46,2%	4,0%

Malatya Sebastya	60,6%	35,8%	3,7%
Nor Norq	41,4%	52,1%	6,5%
Shengavit	57,1%	39,8%	3,0%
Kanaker Zeytun	56,1%	40,7%	3,3%
Nubarashen	57,7%	42,3%	0,0%
General	53,0%	42,3%	4,7%

Table 24. Method of calculating the amount of money

	Yes	No	Difficult to answer
Ajapnyak	32,6%	65,8%	1,6%
Avan	37,8%	61,0%	1,2%
Arabkir	18,1%	75,7%	6,2%
Davtashen	22,9%	72,9%	4,3%
Erebuni	17,1%	79,3%	3,7%
Kentron	19,1%	73,4%	7,5%
Malatya Sebastya	26,1%	70,6%	3,2%
Nor Norq	18,4%	76,2%	5,4%
Shengavit	31,6%	65,8%	2,6%
Kanaker Zeytun	30,9%	62,6%	6,5%
Nubarashen	11,5%	88,5%	0,0%
General	24,3%	71,4%	4,3%

Table 25. Satisfaction with the payment method

	Yes	No	Difficult to answer
Ajapnyak	63,7%	26,8%	9,5%
Avan	68,3%	15,9%	15,9%
Arabkir	50,4%	31,0%	18,6%
Davtashen	37,1%	57,1%	5,7%
Erebuni	51,8%	34,1%	14,0%
Kentron	51,3%	32,7%	16,1%
Malatya Sebastya	56,0%	29,8%	14,2%
Nor Norq	40,2%	30,7%	29,1%
Shengavit	52,8%	31,2%	16,0%
Kanaker Zeytun	48,0%	41,5%	10,6%
Nubarashen	65,4%	30,8%	3,8%
General	51,9%	31,9%	16,2%

Table 26. Satisfaction with the fact certifying document given by the condominium

Yes	62,3%
No	22,6%

Difficult to answer	15,1%
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Table 27. Awareness about how the amount of money is spent

Yes, completely	2,8%
Yes, partly	10,3%
No	82,6%
Difficult to answer	4,2%

Table 28. What would you like the building management body to draw attention to in its work

Cleanliness of the building	46,2%
Entrance renovation	39,6%
Entrance renovation	29,9%
Yard area planting	28,1%
Roof renovation	27,9%
Staircases renovation	27,6%
Elevator renovation	27,4%
Building yard lighting	25,9%
Entrance thermal insulation	20,3%
Building thermal insulation	19,9%
Cleanliness of the yard	3,2%
Rainfall Removal System	2,4%
Other	6,5%

4. HEATING, ELECTRIC EQUIPMENTS

4.1. Heating in HH

Table 29. Household heated area

	Completely	Partially	Not heated
Ajapnyak	53,9%	44,0%	2,1%
Avan	56,0%	44,0%	
Arabkir	51,3%	44,5%	4,2%
Davtashen	66,2%	31,1%	2,7%
Erebuni	53,0%	42,9%	4,1%
Kentron	56,3%	39,3%	4,5%
Malatya Sebastya	57,9%	38,8%	3,3%
Nor Norq	65,9%	32,6%	1,5%
Shengavit	57,8%	38,8%	3,4%
Kanaker Zeytun	56,9%	41,7%	1,4%
Norq Marash	41,9%	58,1%	
Nubarashen	62,5%	34,4%	3,1%
General	57,1%	40,0%	3,0%

Table 30. Heated area by the type of the building

	Residential apartment building	Private house /separate house	General
Completely	57,7%	53,6%	57,1%
Partially	39,2%	44,5%	40,0%
Not heated	3,1%	1,9%	3,0%

Table 31. Heating options (source of energy)

	Basic	Secondary
Electricity	25,0%	61%
Natural gas	70,7%	15%
Firewood	3,5%	5%
Oil or Diesel fuel	0,05%	6%
Liquid gas	0,1%	6%
Coal	0,05%	5%
Other	0,5%	1%

Table 32. The device used for heating.

	Basic	Secondary
Central heating (for several houses, building or several buildings)	0,2%	0,0%
Individual heating boiler (for HH)	53,8%	6,2%

Gas heater	22,4%	14,8%
Self-contained or non-refinery gas oven	0,7%	11,1%
Self-contained or non-refinery gas oven (wood, oil, etc.)	3,2%	12,3%
Electric stove, oil charge or other heater	17,8%	39,5%
Air Conditioner	1,4%	12,3%
Other	0,5%	3,7%

Table 33. The average house temperature in the dwelling area

Until 7° C	0,7%
8-14° C	5,5%
15-16° C	8,8%
17-18° C	24,5%
19-20° C	34,9%
21-22° C	17,2%
23° C and more	8,3%

Table 35. Satisfaction with the temperature

Fully satisfied	34,8%
More satisfied	35,0%
Not more satisfied	18,8%
Not satisfied at all	11,0%
Difficult to answer	0,4%

Table 36. The average amount of money spent for the heating per month in winter months for the period of 2017-2018 and for the period of last year, 2016-2017.

	2017-2018	2016-2017
Do not pay for heating	3,0%	2,6%
Until 10000 drams	10,3%	2,5%
10001-20000 drams	21,6%	8,9%
20001-30000 drams	24,8%	15,6%
30001 - 50000 drams	23,4%	29,8%
50 001-80000 drams	9,8%	22,0%
80001-100000 drams	1,0%	3,8%
100001-150000 drams	0,4%	2,0%
150001 and more	0,4%	1,0%
Difficult to answer	8,3%	12,0%

4.2. ELECTRIC EQUIPMENTS, ENERGY ISSUES

Table 37. Available equipments in household

	Yes	No
Washing machine	93,8%	6,2%
Vacuum cleaner	84,7%	15,3%
Refrigerator	97,7%	2,3%
TV set	98,6%	1,4%
Air Conditioner	20,4%	79,6%
Computer / laptop	74,3%	25,7%
Microwave oven	34,4%	65,6%
Freezer	18,1%	81,9%
Dishwasher	4,0%	96,0%

Table 38. Attention to the ABC classification of energy saving

	Yes	No	Difficult to answer	Not aware of that classification
Washing machine	20,1%	57,3%	5,0%	17,1%
Vacuum cleaner	15,0%	62,0%	5,9%	17,1%
Refrigerator	19,9%	57,7%	5,5%	16,9%
TV set	16,5%	60,9%	5,6%	17,0%
Air Conditioner	19,9%	55,6%	8,2%	16,4%
Computer / laptop	15,5%	61,8%	6,1%	16,6%
Microwave oven	17,9%	58,9%	5,7%	17,6%
Freezer	20,0%	55,0%	8,7%	16,3%
Dishwasher	33,3%	50,0%	7,1%	9,5%

4.3. Alternative Energy Sources

Financial Participation Readiness

Table 39. Estimate by the 1-7 point scale, to what extent would you like photovoltaic system to be installed on the roof of your building

Wouldn't like at all		10,7%
	2	0,7%
	3	1,7%
	4	3,8%
	5	12,1%
	6	6,9%
Would like a lot		49,6%
Difficult to answer		14,5%

Table 40. If it is necessary to implement co-financing with Yerevan Municipality for the installation of a photovoltaic system on the roof of your building, how much are you willing to pay per month for such a project within 6 months?

I will pay	31,3%
Cannot afford to pay	14,5%
Do not want to pay	23,7%
Difficult to answer	30,5%

Table 41. Amount of payment

Up to 10000 drams	74,5%
10001-30000 drams	8,9%
30001 drams and more	5,5%
Difficult to answer	11,1%

Table 42. you ready to provide money for the building envelope of Your building / such as walls, roof, windows, exterior doors / thermal insulation, which will reduce your expenses by more than 40% during the heating season?

	Yes	No
Ajapnyak	39,5%	60,5%
Avan	29,3%	70,7%
Arabkir	19,9%	80,1%
Davtashen	24,3%	75,7%
Erebuni	29,3%	70,7%
Kentron	17,6%	82,4%
Malatya Sebastya	33,0%	67,0%
Nor Norq	37,5%	62,5%
Shengavit	30,3%	69,7%

Kanaker Zeytun	22,0%	78,0%
Nubarashen	19,2%	80,8%
General	28,8%	71,2%

Table 43. For what structures are you ready to pay ?

Walls	56,4%
Windows	40,9%
External doors	37,2%
Roof	27,9%
Other	12,2%

Table 44. How much money are you willing to invest in for the Energy Saving Program?

Until 10000 drams	48,6%
10001-30000 drams	14,0%
30001 drams and more	6,5%
Difficult to answer	30,8%

Table 45. Would you like to create an accumulative fund for financing the immediate works of Your building?

	Yes	No
Ajapnyak	23,2%	76,8%
Avan	28,0%	72,0%
Arabkir	23,5%	76,5%
Davtashen	25,7%	74,3%
Erebuni	34,8%	65,2%
Kentron	22,1%	77,9%
Malatya Sebastya	26,1%	73,9%
Nor Norq	29,5%	70,5%
Shengavit	34,2%	65,8%
Kanaker Zeytun	22,0%	78,0%
Nubarashen	26,9%	73,1%
General	27,7%	72,3%

Table 46. An accumulative fund size

10% of service fee	46,3%
20% of service fee	18,1%
30% of service fee	6,4%
Other	7,8%
Difficult to answer	21,4%

Table 47. Would you like the condominium to obtain a loan for building improvement and renovation?

	Yes	No	Difficult to answer
Ajapnyak	7,9%	87,9%	4,2%
Avan	6,1%	92,7%	1,2%
Arabkir	5,8%	83,6%	10,6%
Davtashen	7,1%	74,3%	18,6%
Erebuni	14,0%	73,2%	12,8%
Kentron	15,1%	78,4%	6,5%
Malatya Sebastya	14,7%	73,4%	11,9%
Nor Norq	8,4%	80,1%	11,5%
Shengavit	13,4%	73,2%	13,4%
Kanaker Zeytun	12,2%	81,3%	6,5%
Nubarashen	7,7%	88,5%	3,8%
General	10,8%	79,4%	9,8%

4.4. LIGHTING IN HOUSEHOLD

Table 48. Lighting arrangement options

Incandescent	52,0%
Energy saving lamps	13,3%
Mixed options	34,7%

Table 49. The types of lamps that are used in Your HH

Incandescent	61,7%
Halogen Incandescent	3,5%
Fluorescent	12,0%
Light- emitting diode / LED /	22,8%

Table 50. Awareness of light-emitting diode (LED) lighting

Yes, aware	66,9%
Only hear	12,9%
Not aware at all	20,3%

Table 51. The advantages of LED lamps

Long-term savings in use as usual lamps	50,0%
Long Term Usage	18,7%
High efficiency	14,5%
High brightness	7,6%
I cannot specify anything	28,7%
Other	9,7%

Table 52. The disadvantages of LED lamps

Expensive, not accessible	19,9%
The color of light is not good	7,3%
Some types of lamps contain mercury	3,1%
Does not fit our chandeliers	0,9%
Other	17,8%
I cannot specify anything	57,2%

Table 53. LED lamp information sources

Relatives, friends, neighbours and others	44,8%
Stores, shops	21,4%
TV set	13,0%
Internet	7,3%
Newspaper, magazines	1,0%

Radio	0,4%
Outdoor advertising	2,1%
Other	1,9%
None	7,1%
Difficult to answer	14,9%

Table 54. Reliable source of information

TV set	22,2%
Internet	18,1%
Relatives, friends, neighbours and others	16,9%
Stores, shops	3,4%
Radio	1,7%
Newspaper, magazines	1,0%
Outdoor advertising	0,5%
Other	2,7%
None	28,9%
Difficult to answer	4,6%

Table 55. The reasons for not using LED lamps

Already use (completely or partially)	38,7%
Expensive	22,1%
Not aware of the advantages	7,4%
No need or necessary	7,1%
Do not trust quality	2,7%
Do not trust quality	1,4%
Other	14,1%
Difficult to answer	12,7%

Table 56. Payment amount for the LED lamp

500 drams	29,7%
501 – 800 drams	12,4%
801 – 1500 drams	16,2%
1501 - 2500 drams	6,1%
No need, don't want	7,4%
Other	7,1%
Difficult to answer	21,0%

5. Urban Services

5.1. PUBLIC TRANSPORT

Table 57. Assessment of Yerevan public transport: buses, route taxis by 1-5 point scale, where 1 means very bad, 5 means very good, and 9 means difficult to answer.

(Average)

	Bus	Route taxi
Workload	2,3	1,8
Technical condition	2,6	1,9
Timetable	2,7	2,5
Parking only at the stop	3,5	3,0

Table 58. Frequency of electric transport / trolleybus usage

Every day	2,5%
2-3 times a week	4,7%
1 time a week	4,8%
1 time a month	16,0%
Do not use at all	68,3%
Other	3,6%

Table 59. Reasons for not using electric transport / trolleybus?

There is no convenient route for me	47,4%
Have my own car	17,3%
Not convenient	15,8%
Not convenient in terms of time / rarely meet /	9,1%
It is slowly	3,2%
Feel ashamed to use a trolleybus	0,7%
Other	16,9%

Table 60. Frequency of the subway usage

Every day	3,1%
2-3 times a week	5,4%
1 time a week	5,5%
1 time a month	20,4%
Do not use at all	58,0%
Other	7,5%

Table 61. Reasons for not using subway

There is no subway in the administrative district	52,9%
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Have my own car	16,6%
Not convenient	14,3%
Other	12,4%
Difficult to answer	3,8%

Table 62 Judgments about the use of electric transport in Yerevan

	Completely agree	More agree	Not more agree	Do not agree at all	Difficult to answer
Electric transport is ecologically cleaner for the city	75,4%	13,2%	2,3%	3,1%	5,9%
Electric transport is more affordable	68,4%	14,6%	3,6%	2,8%	10,6%
Electric transport is more comfortable	60,3%	17,3%	7,6%	6,0%	8,8%
Electric transport is more secure	56,2%	17,5%	7,3%	7,3%	11,7%

Table 63. Judgments about the development of electric transport in Yerevan

Completely positive	61,6%
More positive	26,0%
More negative	4,7%
Difficult to answer	2,7%
Difficult to answer	5,1%

Table 64. Usage of vehicles

Route taxi	53,2%
Bus	52,4%
Taxi	27,9%
Own car	25,1%
Subway	14,7%
Trolleybus	14,7%
Other	4,4%

Table 65. Awareness of the implementation of the public transport reform program in Yerevan

Yes	76,8%
No	23,2%

Table 66. Changes in the new transportation network as a result of the reform

	Yes	No	Difficult to answer
More comfortable buses	54,4%	21,3%	24,4%
Price Change	57,8%	20,4%	21,8%
Comfortable timetable	47,1%	22,9%	30,0%
Route Change	58,3%	13,4%	28,2%

5.2. Lighting, Unitary cleaning

Table 67. Issues of Yerevan

Unemployment	31,6%
Inflation	22,4%
Public Transport	22,3%
Garbage disposal	17,3%
Immigration	16,6%
Environmental Issues / Ecology	15,5%
Corruption	12,0%
Illegal construction	8,1%
Utility rentals	8,0%
High taxes	7,9%
Poor service of medical institutions	7,1%
Bad state of education system	7,0%
Elevator issues	6,9%
Emergency accidents	6,6%
Crime increase	5,3%
Low salaries	5,1%
Low pensions	4,1%
Other	4,8%
Difficult to answer	9,5%

Table 68. Changes in Yerevan in the last 3 years

Yard area renovation	13,5%
Cleanliness, scavenging	12,9%
Addition of green areas	11,4%
Addition of playgrounds	11,3%
Garden Improvement	9,8%
Improvement of city overall visibility	9,8%
Installation of benches	9,3%
Road Construction, Asphaltting	9,1%
Tree, flower planting	6,2%
Lighting	4,9%
Prohibition of illegal construction	3,2%
Addition and renovation of buildings	3,1%
Transport changes	2,3%
Addition of stores	2,0%
Other	7,4%
Nothing	11,2%
Difficult to answer	4,9%

Table 69. Evaluation of Yerevan Characteristics

Lighting	3,8
Green areas	3,1
Cleanliness	2,7
Security	3,3
Urban Transport	2,8
Cultural life	3,5

Table 70. Evaluation of scavenging and cleanliness in Yerevan

	Scavenging	Cleanliness
To the better	63,8%	52,6%
The same	24,1%	34,1%
To the worst	10,6%	11,4%
Difficult to answer	1,5%	1,9%

Table 71. Evaluation of yard lighting

	Completely satisfied	More satisfied	Not more satisfied	Not satisfied at all	Difficult to answer
Ajapnyak	39,4%	46,1%	3,6%	7,8%	3,1%
Avan	68,1%	22,0%	6,6%	1,1%	2,2%
Arabkir	34,7%	41,5%	8,9%	12,7%	2,1%
Davtashen	35,1%	55,4%	2,7%	1,4%	5,4%
Erebuni	27,2%	33,6%	15,2%	22,1%	1,8%
Kentron	33,2%	36,8%	8,5%	17,8%	3,6%
Malatya Sebastya	45,7%	33,2%	10,5%	9,2%	1,3%
Nor Norq	36,0%	36,0%	10,3%	16,5%	1,1%
Shengavit	25,0%	41,8%	18,7%	12,7%	1,9%
Kanaker Zeytun	36,1%	33,3%	9,0%	18,8%	2,8%
Norq Marash	38,7%	48,4%	3,2%	9,7%	
Nubarashen	25,0%	53,1%	9,4%	12,5%	
General	36,2%	38,1%	10,5%	13,3%	2,2%

5.3 Services provided by Yerevan Municipality Usability

Table 72. Knowledge of the Hot Line Service of Yerevan City Hall

Yes, the respondent mentions the correct phone number	3,5%
Yes, the respondent mentions the wrong phone number	5,9%
Yes, but it's difficult to mention the phone number	54,2%
No	36,1%
Difficult to answer	0,3%

Table 73. Experience of usage the Hot Line Service

Yes	12,5%
No	87,5%

Table 74. Satisfaction with the request / application

Yes, completely satisfied	38,1%
Partly satisfied	14,9%
Not satisfied	45,8%
Still in process	0,6%
Difficult to answer	0,6%

Table 75. Awareness of the electronic services offered in the website of Yerevan Municipality

	Aware	Not aware
Vehicle tax debt inquiry	10,0%	90,0%
Getting information on violations revealed at paid parking places	21,1%	78,9%
Getting information on paid parking violations Pin-codes	15,3%	84,7%
Property tax debt inquiry	17,7%	82,3%
<u>Electronic system for issuing a permission of outdoor advertising</u> /submission of application, approval of sketch, grant of permission on placing the outdoor advertising/	11,6%	88,4%
<u>Interactive budget of Yerevan/</u> distribution of financial means in accordance with spheres realized and planned expenditures online/	6,1%	93,9%
One Window	16,9%	83,1%

Table 76. Usage of the electronic services offered in the website of Yerevan Municipality

	Used	Not used
Vehicle tax debt inquiry	21,0%	79,0%

Getting information on violations revealed at paid parking places	32,4%	67,6%
Getting information on paid parking violations Pin-codes	25,0%	75,0%
Property tax debt inquiry	25,9%	74,1%
<u>Electronic system for issuing a permission of outdoor advertising</u> /submission of application, approval of sketch, grant of permission on placing the outdoor advertising/	7,4%	92,6%
<u>Interactive budget of Yerevan/</u> distribution of financial means in accordance with spheres realized and planned expenditures online/	10,2%	89,8%
One Window	21,4%	78,6%

Table77. Have you ever sent a letter to Yerevan Municipality or Mayor via e-mail or Facebook?

Yes, to e-mail	1,0%
Yes, to Facebook	0,6%
Did no send	98,4%

Table 78. Has your request / application satisfied?

Yes, completely satisfied	42,4%
Partly satisfied	18,2%
Partly satisfied	21,2%
Did not receive answer	18,2%

Table 79. Are you aware of the Yerevan Summer Program organized by Yerevan Municipality, which includes about 60 events, including sports, cultural, tourist, and other events?

Yes	15,6%
No	82,7%
Difficult to answer	1,7%

Table 80. How did you get this information?

TV set	59,5%
Electronic Mass Media	13,7%
Friends, colleagues	12,2%
Booklets, flyers	5,5%
Official Facebook page of Yerevan Municipality	5,5%
Municipality workers	4,0%
Official Website of Yerevan Municipality	1,8%

Radio	1,8%
Other	5,8%

Table 81. Have you or your family ever been involved in these events

Yes	31,7%
No	68,3%

Table 82. Where do you prefer to spend your leisure time at weekends (including personally, with family, children) and how often? I'm visiting.

	Yes	No	Difficult to answer
1. Museum	14,4%	85,2%	0,4%
2. Theatre	22,8%	76,7%	0,4%
3. Cinema	21,4%	78,2%	0,4%
4. Zoo park	15,7%	83,9%	0,4%
5. Park	47,1%	52,6%	0,3%
6. Club	8,4%	90,9%	0,7%
7. Cafe	36,4%	63,1%	0,5%

Table 83. Frequency of attendance at leisure centers

	Every week	2-3 times a month	Once a month	Once every 3 months	Several times a year	Difficult to answer
1. Museum	3,0%	3,6%	15,6%	42,4%	28,1%	7,3%
2. Theatre	3,8%	10,0%	21,9%	44,1%	16,5%	3,8%
3. Cinema	3,8%	13,8%	23,0%	43,3%	14,5%	1,6%
4. Zoo park	1,8%	3,0%	5,8%	30,3%	53,0%	6,1%
5. Park	42,6%	21,8%	13,7%	10,2%	10,3%	1,4%
6. Club	13,1%	21,0%	25,6%	24,4%	7,4%	8,5%
7. Cafe	22,8%	27,0%	25,6%	18,0%	4,6%	2,1%
8. Other						

Table 84. As you know, Yerevan Municipality periodically carries out various social assistance and healthcare programs. Which of the following programs have you been informed of, which program have you used for the last 3 years?

	Aware	Used
Provision of free services in polyclinics	60,7%	47,5%
Provision of stationery and school supplies with children	27,3%	17,3%
Provision of New Year Gift Packages with children / Participation in Events	30,6%	18,8%
New Year food packages	21,0%	10,9%

Provision of assistance with Syrian-Armenian families	36,3%	1,1%
Charity canteens	37,6%	0,8%
Assistance to families within the social component of Erebuni-Yerevan celebrations	19,1%	5,3%
Organization of free visits to parents by the servicemen of Yerevan, serving in borders and Artsakh	58,7%	4,7%

Table 85. The symbols of Yerevan

Republic Square	33,9%
Opera and ballet theatre	28,9%
Cascade	15,8%
Abovyan street	9,2%
Northern Avenue	5,5%
Mother Armenia	3,5%
Sasuntsi Davit Statue	2,1%
Kukuruznik	2,0%
Other	21,4%
Difficult to answer	7,1%

Table 86. The characteristics of Yerevan residents

Hospitable	26,3%
Kind	17,6%
Displeased	13,1%
Bouncer	10,4%
Friendly	10,2%
Willing	8,4%
Good	3,3%
Indifferent	3,2%
City-lover, patriotic	3,0%
Polite	2,8%
Sad	2,6%
Jealousy	2,4%
Bullying, aggressive	2,3%
Other	14,3%
Difficult to answer	10,2%

Table 87. Do you consider yourself as a resident of Yerevan

Yes	83,5%
No	16,5%

Table 88. This year Yerevan will celebrate its 2800th anniversary. What cultural events do you want to be held for the City holyday?

Concerts	17,7%
Projects for children	7,5%
Greenery, tree planting	6,8%
Social projects for needy families	6,4%
Nothing	5,3%
Celebration in all parts of the city, not just in the center	5,1%
Historical events, coverage	4,9%
Competitions	4,8%
Bicycle Campaigns	4,7%
Theatrical Performances	4,5%
Flashmob	4,1%
Sports programs	4,0%
Exhibitions	3,3%
Budget programs	3,2%
Other	9,9%
Difficult to answer	16,8%

Table 89. The "Capital City" program awareness and watching

Aware	35,9%
Watching	78,9%

Table90. The preferred directions of coverage in the program "Capital City"

General issues of the city	13,6%
Discussion of issues related to the protection of cleanliness	11,2%
Issues of population and citizens	8,5%
Positive information	7,5%
Jobs,social issues	7,2%
Building issues	6,4%
Implemented, implementing programs	5,9%
Cultural life, historical data	5,0%
Provision of reliable information	4,2%
Transport	3,2%
Greenery	2,6%
Daily Issues	2,0%
About the Municipality's Work	1,7%
Tutorial	1,4%
Other	16,0%
Difficult to answer	12,1%