OSPF has deleted all names and contact details in this letter at the complainants request to keep their identities confidential.

Mission of Asian Development Bank

Copy Mission of Asian Development Bank in Armenia.

Please consider the following request from communal residents of bld A & B "Zvartnots" airport.

It is already 26 years we are living jointly, 10 year of which we are waiting for new apartments, which were promised to be larger. However proposed 43 m² living surface (61 m² outer surface) is too small to ensure the comfort of the standard family. It doesn't have separate corridor which is required considering our cold climate. From entrance door you enter directly to the kitchen which is combined with dining room. Our current flats have separate kitchens (8.3 m²) with closed balcony (2.7 m²) we use them separately but not shared. In our flats one family occupies 19.86 m² with 4.5 m² closed balcony and the other family has room 10 m² with 2.7 m² closed balcony and other room has 13.65 m². Balconies in our current flats are closed and we use them as living surface which we cannot do in new flats. Utility facilities are already unbearable for life, after many years of aircraft noise, construction dust, and patient expectations due to the promises to get a small flat, is just a little unfair. For 2 & 3 room apartments in our buildings are designed large and comfortable where are taken into consideration specifications of both Armenian climate and lifestyle and we are grateful for that.

However our 6 families still stay in almost same situation as it was before, taking into consideration the surfaces of new apartments.

Communal apartments are just 3 and 6 families living there with their together 21 adult members. According to the plan of new buildings there are larger apartments having $52m^2$ ($72m^2$ outer surface) apartments. In Dec 2012 during the general meeting we were promised that the previous decision would be reviewed and will be provided those flats with $52m^2$ surface. And in case if we want to have more surfaces we could buy it for \$500 per 1 m^2 . In the general meeting, which took place in April 2013 the administration of the Airport "Zvartnots" withdrew their promise.

We ask you to perceive our request. Interfering into the house allocating process, considering just from a human point of view, we ask you to give larger apartments with $52m^2$ inner surface instead of apartments with $43m^2$. We also ask you to consider the condition to pay $500\$ for additional $1\ m^2$.

Thank you in advance