



RTA Welcome Pack to Croatia

Version 4.4

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SECTION 1 WHO IS WHO IN TWINNING

1.1. ABOUT TWINNING

Twinning is an initiative of the European Commission that was launched in 1998 in the context of the preparation for enlargement of the European Union.

Twinning is a joint project of a grant nature and is governed by the **Twinning Manual**.

The Manual, as well as all other information relevant for the instrument can be found on the following website:

http://ec.europa.eu/enlargement/tenders/twinning/index_en.htm

The website is regularly updated and contains the most important documents and manuals with rules and procedures which are to be applied by the Twinning stakeholders. Among the key items to be found on the website are:

- Twinning Manual
- Annexes to the Twinning Manual
- The consolidated list of Member State Mandated bodies
- National contact points 'Institution Building' - Member States
- National contact points 'Institution Building' - Candidate Countries
- The circulation of Twinning project fiches
- The latest issue of Twinning news

1.2. CENTRAL FINANCE AND CONTRACTING AGENCY (CFCA)



Central Finance and Contracting Agency (CFCA)

Twinning Directorate

Ulica grada Vukovara 284, objekt C, 10000 Zagreb, Croatia

Phone: +385 1 6042 400

Fax: +385 1 6042 598

E-mail: twinning@safu.hr

Web site: www.safu.hr

The CFCA is Agency responsible for the implementation of pre-accession programme IPA Component I and Transition Facility.

As the Implementing Agency, the CFCA is in charge of the overall management of funds available through the following instruments: tendering, contracting, payments, accounting and reporting on financing from a specific programme. Likewise, the CFCA has participated in the contracting of projects from the first generation programmes (CARDS, PHARE, ISPA) and from the part of the former IPA III Component.

The Republic of Croatia also uses the Transition Facility as a temporary instrument foreseen for new member states in their first years of membership – assistance in financing of development measures and strengthening of national administrative and judicial capacities for implementation and enforcement of EU legislation.

The CFCA carries out the tendering and contracting elements for Institution Building programmes and Investment support. The CFCA operates in close cooperation with the Senior Programme Officers (SPOs) and line Ministries and Governmental Bodies which are the final beneficiaries of the projects.

Moreover, CFCA acts as the Intermediate Body, Level 2 in management and control system of EU Structural Instruments in specific Operational Programmes.

In terms of Twinning projects implementation, CFCA has the role of the Twinning Administrative Office.

The CFCA consists of the following organizational units:

1. Executive Director's Office
2. Directorate for IPA TAIB and Transition Facility Projects Implementation
3. Directorate for Structural Instruments Projects Implementation

4. Twinning Directorate
5. Education and Human Resource Management Directorate
6. Quality Assurance Directorate
7. Contracting Directorate
8. Finance and Accounting Directorate
9. Common Affairs Directorate

CFCA is the signatory of Twinning contracts and has a role of the Contracting Authority with the rights and obligations emanating from this role.

In practice, the CFCA, among others, executes the following tasks:

- Coordinates, supervises and provides quality control during Twinning project fiche preparation phase;
- Coordinates and chairs Twinning selection meetings;
- Provides procedural support to Twinning partners and conducts control (financial and procedural) of all Twinning contracts during Contract preparation phase;
- Monitors implementation of Twinning projects, controls project reports, approves/co-signs amendments to the contracts, verifies the achievement of mandatory results and executes financial control as well as payments based on eligible and approved expenditures;
- Provides support to the RTAs in practical aspects of their secondment (liaising with other authorities, providing advice on procedural matters, etc.).

Croatian National Contact Point for Twinning projects implemented in Croatia as Beneficiary Country is the Head of the CFCA **Twining Directorate**.

As defined in the Twinning Manual, Twinning NCP has the following roles:

- The central point of communication between the Commission and the BC. Also the central contact point for other BC and MS NCPs;
- Channelling information to BC Ministries and other relevant bodies and coaching them on the process and development of Twinning projects and the subsequent contracts;
- Co-ordination of administration of all Twinning activities in the BC and resolving any horizontal administrative obstacles;
- Training the BC administrations involved in Twinning in the procedural, financial and technical provisions of the Twinning Manual;
- Attending Commission meetings with other BC and MS NCPs.

→ *CFCA and its Twinning Office are the main contact point for the MS and BC Twinning partners during the preparation and implementation of Twinning projects.*

→ *Newly arriving RTAs are requested to get in contact with the CFCA for all issues related to their installation in Croatia.*

1.3. EUROPEAN COMMISSION REPRESENTATION IN CROATIA

European Commission Representation in Croatia is in Zagreb. Its main tasks are to inform the media and public about EU policies and report to the European Commission on significant developments (political, economic, social) in the country.

European Commission Representation in Croatia
Ulica Augusta Cesarca 4
10000 Zagreb, Croatia
Phone: +385 1 4681 301
Fax: +322 2 985 796
E-mail: comm-rep-zag@ec.europa.eu
Web site: http://ec.europa.eu/croatia/index_hr.htm

1.4. MINISTRY OF REGIONAL DEVELOPMENT AND EU FUNDS

Ministry of Regional Development and EU funds
Račkoga 6, 10000 Zagreb
Phone: +385 1 6400 600
E-mail: kabinet@mrrfeu.hr; fondovi@mrrfeu.hr
Web site: <https://razvoj.gov.hr/>; <http://www.mrrfeu.hr>

Ministry of Regional Development and EU Funds is the principal Croatian authority responsible for the coordination of the EU assistance.

As regards the Twinning project, Ministry of Regional Development and EU Funds is responsible for their programming and monitoring of their implementation. It is also a member of Steering Committees of all Twinning projects.

SECTION 2 RTA INSTALLATION TIPS

As an introduction, every future RTA should attend a two-day seminar organized by the Twinning Coordination Team in DG NEAR in Brussels. The participants will receive guidance on the procedures governing Twinning, as well as have an opportunity to discuss the substance of their projects with representatives of the relevant DGs. The seminars are held every six months and each RTA receives an individual invitation to the training.

Upon their arrival to Croatia, RTAs should contact the CFCA in order to arrange a short meeting to discuss RTA's installation, answer any questions and discuss any important issues related to the project. Member State Project Leader is requested to officially notify the CFCA of arrival of the RTA.

The RTAs are invited to contact the CFCA in case they require any guidance or information related to procedural aspects of their secondment or need assistance in their contacts with the Croatian authorities, as well as to discuss all other matters related to implementation of their respective Twinning contracts.

Before moving to Croatia, RTAs are expected to find a suitable hotel where he/she will stay for up to 30 days, after which the RTAs are expected to move to a permanent accommodation.

→ Newly arriving RTAs are invited to get in contact with the CFCA in order to obtain guidance on eligibility of costs and assistance in case of any installation problems.

2.1. STATUS OF RTA IN THE REPUBLIC OF CROATIA

The nationals of the European Union enter the Republic of Croatia on the basis of a valid passport or other valid proof of identity, issued by their respective country.

RTA needs to report his/her temporary stay at a competent police administration/police station according to his/her place of stay, not later than 8 days following the expiration of his/her 3-month stay period.

A certificate of reporting a temporary stay of the RTA is printed out of the MoI information system free of charge.

RTA is granted a stay and work permit outside the annual quota as a foreigner working pursuant to an international treaty, other than the treaty referred to in Article 79, paragraph 1, item 2 of the Aliens Act (*Official Gazette* No. 130/11, 74/13), i.e. a foreigner who performs activities or carries out projects in the Republic of Croatia pursuant to international agreements on expert and technical assistance concluded by the Republic of Croatia with the European Union, other countries or international organizations.

The first certificate of reporting a temporary stay and its renewal shall be issued with a validity period of up to one year. In case the certificate needs to be prolonged, the application for the renewal shall be submitted to a competent police administration no later than 60 days before the existing certificate of reporting a temporary stay expires.

In case of leaving Croatia permanently before the end of the validity of the temporary residence permit, RTA should inform the competent police administration about the departure (cancellation of residence).

2.1.1. Certificate of reporting a temporary stay

RTA's Residence Permit

The Certificate of reporting a temporary stay should be submitted in person at the competent police administration, i.e. at:

Police Headquarters in Zagreb
Department for Foreigners
Petrinjska ulica 30
1st floor, room 103
Phone: +385 (0)1 4563 639; +385 (0)1 4563 674

The following documents should be enclosed with the application:

- a copy of a valid identity card or a travel document, which will be certified by an authorised officer upon comparing it with the original,
- a certificate of employment or proof of being self-employed.
- Proof of health insurance (original and a copy),
- Proof of justified reasons for temporary stay, i.e. certificate issued by the CFCA indicating RTA's engagement in the Twinning project (original).

The documents to be enclosed to the application must be either originals or certified copies, and for foreign documents, a certified translation into the Croatian language may be needed. The documents must not be older than six months prior to the application.

It is the obligation of the Member State Project Leader to ensure that RTA is adequately insured. RTAs are obliged to contract insurance coverage, for themselves and their accompanying family members, for health care costs arising from accident or illness throughout the entire period of their secondment. Where there is a bilateral agreement for social security coverage between the Member State of origin and the Beneficiary Country, RTAs are obliged to make use of its provisions. RTAs are instructed to carefully inquire about the health insurance matters.

With the said confirmation, RTA shall report to the competent office of the Croatian Institute for Health Insurance (Hrvatski zavod za zdravstveno osiguranje – HZZO, www.hzzo.hr/).

Certificate of reporting a temporary stay of RTA's family member

In case RTA will be accompanied by the family, the family members have to register his/her temporary stay at a competent police administration/police station not more than 8 days following the expiration of his/her 3-month stay period. The following documents have to be enclosed:

- for the spouse (original and an authorized translation):
 - Wedding certificate (not older than 6 months)
 - In case of a common law marriage, a proof of the duration of such marriage of at least 3 years.

The request should be co-signed by RTA and a copy of the RTA's passport with a label of the RTA's residence permit in Croatia should be enclosed to the request.

Members of RTA's family should submit the same documents as stated above (except the letter from the CFCA).

- for the children (original and an authorized translation):
 - Birth certificates (not older than 6 months)
 - School attendance certificates (if children will attend school in Croatia).

Useful information and application forms are available also on the Internet:
<http://www.mup.hr/120027.aspx>.

In order to help in the process of obtaining the residence permit, please feel free to contact the CFCA: twinning@safu.hr.

2.1.2. RTA Mission Letter

Mission Letters are prepared by the CFCA. They are intended to facilitate the installation of RTAs and to accelerate the administrative procedures for registering in the country. They certify that the RTA is a long-term expert working on an EU-funded project. These official documents must be presented for certain purposes, for example when registering the car or renting an apartment.

There are two types of mission letters:

1. The CFCA prepares the Mission Letter (see model in Annex 2) and transmits it to the RTA at his/her home country work address, once the contract is endorsed by the CFCA. This letter is issued in English and Croatian and signed by the CFCA Director / Programme Authorising Officer.

2.1.3. Customs

RTAs are exempt from customs duties, import duties and other fiscal charges on import of personal belongings, including vehicle and house furniture. In case of need for further information or some specific situations, RTAs are instructed to contact relevant customs authorities.

2.1.4. Tax Exemptions

RTA is exempted from personal income tax on all income arising from the performance of his/her duties as RTA, in line with the Article 13 of the Framework Agreement between the European Commission and the Government of Croatia (International Contracts, Official Gazette 8/2002 and 11/2002).

1.2 ACCOMMODATION

2.2.1. Hotel accommodation

The RTA is entitled to up to 30 days (the actual number of nights spent in a hotel) of additional full allowance to stay in a hotel during the first days of his/her stay in Croatia. The spouse and the children of the RTA are entitled to 50% of the abovementioned rate. The claim for these extra per diem allowances must be substantiated by a hotel invoice.

For the complete list of hotels in Zagreb please refer to the www.zagreb-touristinfo.hr.

2.2.2. Permanent housing

General information

The Practical Guide for Twinners (also available at www.safu.hr/en/twinning) indicates the upper margins of acceptable rents for Croatia:

Family composition	No. of bedrooms	Proposal (max)
Single/Couple (no children)	2	€ 1600
Couple with 1 child	3	€ 2000
Couple with 2 children	4	€ 2400
Couple with 3 children	5	€ 2800
Couple with 4 children	6	€ 3200
Couple with 5 and more children	*	To be decided on a case by case basis by the CA

Lease agreement

In order to conclude the lease agreement, RTA and the landlord can use the standard lease agreement provided in Annex 1. The agreement should at least fulfil the following requirements:

- Identification of the landlord's bank account number
- Indication of the number of bedrooms
- Determination of the lease end-date set at no later than the end of the project's work plan duration

The RTA must keep the original of the lease agreement with the rest of financial documents of the project, for verification by the auditors and the CFCA.

Real Estate Agents

RTAs are advised to use a reputable real estate agent, the list of which is available on the internet. The agents' fee which is introduced in the Twinning contract budget and which fully covers the related costs is one month's rental fee.

1.3 RTA ASSISTANTS

RTA is responsible for selecting an assistant who will provide assistance through the entire period of the RTA secondment.

Assistants as a rule may not have or recently (past six months) have had any contractual relation with the beneficiary administration.

The recommended salary for the RTA assistant which should be introduced in the Twinning contract budget amounts to € 1.800,00 per month.

2.3.1. Recruitment

The MS is responsible for the recruitment of the RTA assistant. Please note that the selection process must be competitive. The award and conclusion of this service contract will in general be governed by the provisions of private sector input. These provisions are explained in the point 5.9 of the Twinning Manual and Annex A4 to each Twinning Contract "Contract Award Procedures". The recruitment of a suitable project assistant may commence before signature of the Twinning Contract and particulars inserted in the Twinning work plan.

A minimum of three candidates must be assessed/ interviewed.

The following documents are to be kept in the file in the English language following the recruitment process:

- Terms of Reference for the position (a short job description)
- CVs of at least three candidates
- Justification of the choice signed by the RTA

A copy of the CVs and the justification should be submitted to the CFCA for its records.

A template of an advertisement for the employment of the RTA assistant which can be used is attached as Annex 3.

Advertisements on internet websites

The costs of recruitment (press advertisements, interviews, employment agency fees, etc.) cannot be refunded from the Twinning budget.

Advertisement can be published on CFCA's website without any cost. In order to have your advertisement published on the websites please contact twinning@safu.hr.

In addition to the abovementioned websites, the MS may decide to publish the advertisement on the commercial sites dedicated for recruitment. Several sites of this kind are operating in Croatia and are easily accessible through internet. The costs related to publishing of advertisements on commercial websites are to be borne by the respective MS.

Advertisements in Daily newspapers

Advertisements can also be published in daily newspapers which charge fee for these services. The costs related to publishing of advertisements in daily newspapers are to be borne by the respective MS.

1.4 TELECOMMUNICATIONS

The list of telephone service providers in Croatia can be found on the web site of the Croatian Post and Electronic Communications Agency (HAKOM) at <http://www.hakom.hr/>.

Public telephones can be used with telephone cards bought in a post office or at a kiosk.

List of county telephone codes in Croatia:	
Telephone code	County
043	Bjelovarsko-bilogorska
035	Brodsko-posavska
020	Dubrovačko-neretvanska
052	Istarska
047	Karlovačka
048	Koprivničko-križevačka
049	Krapinsko-zagorska
053	Ličko-senjska
040	Međimurska
031	Osječko-baranjska
034	Požeško-slavonska
051	Primorsko-goranska
044	Sisačko-moslavačka
021	Splitsko-dalmatinska
022	Šibensko-kninska
042	Varaždinska
033	Virovitičko-podravska
032	Vukovarsko-srijemska
023	Zadarska
01	Grad Zagreb i zagrebačka

List of EU country telephone codes:	
Telephone Code	Country
+43	Austria
+32	Belgium
+359	Bulgaria
+357	Cyprus
+420	Czech Republic
+45	Denmark
+372	Estonia
+358	Finland
+33	France
+49	Germany
+30	Greece
+36	Hungary
+353	Ireland
+39	Italy
+371	Latvia
+370	Lithuania
+352	Luxembourg
+356	Malta
+31	Netherlands
+48	Poland
+351	Portugal
+40	Romania
+421	Slovakia
+386	Slovenia
+34	Spain
+46	Sweden
+44	United Kingdom

The list of mobile phone service providers in Croatia can be found on the web site of the Croatian Post and Electronic Communications Agency (HAKOM) at www.hakom.hr.

Both prepaid and post-paid service can be used. In case prepaid service is used, the accounts can be recharged by buying charging cards at kiosks, petrol stations, supermarkets, authorized dealers, ATMs, etc.

Please note that the purchase of a mobile telephone and the costs arising from its use can under no circumstances be financed out of the Twinning budget.

1.5 POST, COURIERS AND MESSENGERS

All the necessary information regarding postal services as well as the information on opening hours of postal offices is available at www.posta.hr.

The Central Post Office in Branimirova Street (next to the main Zagreb Railway station) is open 24 hours a day.

In addition to postal services, couriers/messenger service can be used as well. A messenger service can be ordered by telephone or on-line; all available information can be obtained from the internet.

1.6 TRANSPORT AND TRAVEL

1.6.1 Driving

RTAs who have been granted temporary residence and in possession of a vehicle registered abroad (with valid registration documents and insurance) are allowed to drive their personal car also in Croatia. However, it is expected that every three months they will get back with their car in their country of origin. In case of need for further information, it is advised to contact the Traffic Police Station at the address Heinzelova Street 98, Zagreb in order to acquire information regarding the vehicle registration.

Driving licences

European Member States' driving licenses are valid in Croatia.

Buying a vehicle in Croatia

RTAs that have registered their residence in Croatia are allowed to purchase a vehicle. The VAT exemption does not apply to buying a new or used vehicle, i.e. tax payment on the transaction has to be settled at the tax office.

The vehicle registration procedure is done at the Traffic Police Station (Heinzlova Street 98, Zagreb).

Traffic regulations

Traffic regulations in Croatia are similar to those in EU countries. When travelling around the country drivers should not exceed the following limitations:

- 50 km/h in populated areas,
- 80 km/h outside of populated areas,
- 130 km/h on motorways.

The use of front and rear seat belts is obligatory. The use of a mobile phone by the driver is not permitted, unless a "hands-free" device is being used. Headlights must be on during winter time i.e. outside the Daylight Savings Time period, as well as during the night or in instances of poor visibility.

The police can be reached by dialling 192 or 112.

Parking in Zagreb

Parking zones are always clearly indicated and it is prohibited to park anywhere else. In order to park in the centre of Zagreb it is necessary to purchase a parking ticket from a parking meter or by mobile phone. The parking meters are located every 100 meters in a parking zone (each zone has its own parking price as well as the allowed time of parking). With numeric signs of parking zone there are also differences in the colour of each zone that can be found on the proper traffic signalization.

The valid parking ticket (if not acquired through mobile phone) should be placed on the dashboard inside the car for inspection. If a driver does not buy the parking ticket or exceeds the parking time, he will be fined.

Subscription stickers are allowed to be both by those who live or work in that area, or those who have their residents or headquarters in one of those streets that are in parking zone. For those who live in the paid parking zone, it is possible to apply for a special parking permit. In order to request a permit the RTA has to be registered in an apartment within the parking zone.

For more information please refer to www.zagrebparking.hr.

Public Garages

In public garages the logic of zone parking is not in use nor there is a time limit. Prices are different for each garage individually. Public garages can be found on several locations throughout (mainly in the centre) of the town.

1.6.2 Public transport

Zagreb City Transport

Zagreb has a reliable, well-integrated bus and tram network. Maps and timetables can be found at www.zet.hr. Buses and trams cover most of the city. The major points where the public transport lines meet are **Trg kralja Tomislava** (near the main railway station) and **Trg bana Jelačića**.

Regular bus and tram routes close down around 11-11.30 p.m. From 11.15 p.m. to 4.45 a.m. night buses and trams are running. For the night timetables please check www.zet.hr.

Tickets for trams and buses can be bought in most of kiosks. For more information please visit www.zet.hr.

Taxi

There are several taxi operators in Zagreb, for more information please visit <http://www.zagreb-touristinfo.hr/?l=e&id=283>.

1.6.3 Inter-city transport

According to the Twinning Manual, local travel for the MS experts (RTA and short/medium duration missions) in the BC, but outside the capital, must be specified and budgeted separately. Whenever possible, the use of public transport is mandatory.

Detailed information about the train timetable and cost of tickets to all destinations is available on the Croatian Railways website www.hzpp.hr. Tickets can be purchased at railway stations or at most travel agencies.

For travel within Croatia, buses are a very convenient mean of transport and there are regular departures to all major towns. For more information on timetable please visit <http://voznired.akz.hr/voznired.aspx?lang=en>.

The airports in Croatia are situated in major cities: Zagreb (Pleso), Zadar, Split, Dubrovnik, Osijek, Pula and Rijeka. Zagreb is directly connected with most of the European capitals. Zagreb's Pleso airport is at 17 km from the city centre. For more information please refer to the following website: <http://www.zagreb-airport.hr/>

There is a Croatia Airlines **airport shuttle bus** connecting the airport and the city centre. The buses depart from the city's main bus station (Autobusni kolodvor) every half-hour. The latest airport bus timetable can be found at <http://www.plesoprijevoz.hr/en>. It takes less than 30 minutes from the airport to the city centre.

1.7 BANKING

Croatian currency is Kuna (HRK). One Kuna is made up of 100 lipa. Kuna banknotes come in 1000, 500, 200, 100, 50, 20 and 10 denominations. Coins are delivered in 5, 2 and 1 Kuna amounts and 50, 20, 10, 5, 2 and 1 lipa amounts.

Banks in Croatia provide full personal banking services.

The RTA is free to open a bank account, for which the following documents should be enclosed:

- Foreigners identity card (ID-card) or valid passport with residence permit (valid at least 6 months following the date of the abovementioned request)
- OIB (personal identification number) issued by Tax Administration, Local Office in Zagreb (location: Avenija Dubrovnik 32, 10000 Zagreb).

The RTA would have to go to the bank in person and fill out all the necessary applications forms, while the whole registration process lasts app. 20 minutes.

All major credit and debit cards can be used throughout the country.

The list of all banks can be found on the Croatian National Banks' website: www.hnb.hr.

1.8 MEDICAL SERVICES

1.8.1 Health insurance in Croatia

Croatia's health care system is centrally controlled and based on the principles of social health insurance. Provision and funding of services are largely public, although private providers also operate in the market. The public health care system is managed by a single public health insurance fund: the Croatian Institute for Health Insurance (Hrvatski zavod za zdravstveno osiguranje - HZZO).

Primary health care is delivered through health centres, emergency care centres, and pharmacies. Each municipality has health centre with a network of primary health care units, dentistry and pharmacy services. Health centres provide general medical consultations, primary care, care of pre-school children, school medicine and dental care.

In case of emergencies the numbers available are 194 and 112.

1.8.2 RTA Health insurance

As described previously under the part 2.1.1. Residence Permit, the procedure of obtaining health insurance under the regulations on health insurance for foreigners in Croatia is managed by the Croatian Institute for Health Insurance (Hrvatski zavod za zdravstveno osiguranje – HZZO, <http://www.hzzo.hr/en/>).

Resident Twinning Advisers are obliged to contract insurance coverage, for themselves and their accompanying family members, for health care costs due to accident or illness for the entire period of their secondment. The maximum costs for such insurance as well as recommended coverage are defined in the Twinning Manual. It is the responsibility of the MS Project Leader to ensure that the RTA is adequately insured.

Where there is a bilateral agreement for social security coverage between the MS of origin and the host BC, RTAs are obliged to take the necessary steps. Complementary coverage for costs not covered under the bilateral agreement and for emergency repatriation in case of accident or severe illness may be charged to the project within the same ceilings.

Where there is no bilateral agreement on social security the project will reimburse full coverage for health care costs due to sickness or accident, including emergency repatriation as above.

The insurance coverage reimbursed by the project will not include capital indemnity in case of death or invalidity due to accident or illness. It is understood that the MS employer provides such coverage.

1.9 MEDIA

Croatian Public Radio broadcasts on 3 national and several regional channels. There are also a number of private radio stations broadcasting nationwide as well as numerous regional and local radio stations. Most radio stations transmit the RDS signal.

Croatian Public Television broadcasts on 4 national channels and 1 satellite channel. There are also several commercial TV channels.

Principal European dailies can be purchased at kiosks in the downtown and at larger Zagreb hotels. International newspapers, magazines and books can be purchased in major bookshops. The RTA's home embassy may provide national press reviews from the RTA's home country.

1.10 LANGUAGE COURSES AND SCHOOLS

1.10.1 Croatian language courses

There are several schools in Zagreb which offer classes in Croatian as a foreign language. The list of such schools can be found on the following website:

<http://www.studyincroatia.hr/learn-croatian/language-courses-in-croatia>

1.10.2 Schools for children

There are a number of schools for foreign nationals in Zagreb. Below is a list of international schools (primary and secondary) in Zagreb:

Name of school	Address of school
The American International School of Zagreb	Voćarska 106, 10000 Zagreb Phone: +385 (0) 1 7999 300 Fax: +385 (0) 1 4680 171 E-mail: aisz@aisz.hr Web site: www.aisz.hr
Deutsche Internationale Schule in Zagreb	Fratrovac 36, 10000 Zagreb Phone: +385 (0) 1 2347 655 Fax: +385 (0) 1 2347 664 E-mail: info@deutscheschule.hr Web site: www.deutscheschule.hr
École Française de Zagreb	Fratrovac 36, 10000 Zagreb Phone: +385 (0) 1 2347 710 Fax: +385 (0) 1 2347 696 E-mail: info@efz.hr Web site: www.ecolefrancaisedezagreb.hr
XV. Gymnasium (the International programme follows the International Baccalaureate Organization)	Jordanovac 8, 10000 Zagreb Phone: +385 (0) 1 2302 255 Fax: +385 (0) 1 2321 564 E-mail: xvg@mioc.hr Web site: www.mioc.hr

1.11 CULTURAL CENTRES

Name of institution	Address of institution
Austrian Cultural Forum	Ivana Gundulića 3 Phone: +385 (0)1 4881 250 Fax: +385 (0)1 4830 739 E-mail: agram-kf@bmeia.gv.at Web site: http://www.kulturforum-zagreb.org
British Council	Palmotićeve 60/1 Phone: +385 (0)1 4899 500 E-mail: exams@britishcouncil.hr; Projects@britishcouncil.hr; English@britishcouncil.hr Web site: http://www.britishcouncil.hr/en/contact
French Cultural Institute	Hebrangova 2, Phone: +385 (0)1 4893 650 Fax: +385 (0)1 4893 666 E-mail: institut@institutfrancais.hr Web site: http://institutfrancais.hr/?lang=fr
Goethe-Institut Kroatien	Ulica grada Vukovara 64, Phone: +385 (0)1 6195 000 Fax: +385 (0)1 6274 355 E-mail: info@zagreb.goethe.org Web site: www.goethe.de/zagreb
Italian Culture Institute	Preobraženska 4, Phone: +385 (0)1 4830 208/9 Fax: +385 (0)1 4830 207 E-mail: segreteria.iiczagabria@esteri.it; iiczagabria@esteri.it Web site: http://www.iiczagabria.esteri.it/

1.12 CLIMATE

Croatia is divided into two major climate regions: Continental and Mediterranean, although there are some variations within those climate zones. Generally, Croatia's climate is determined by its geography which is a mixture of mountains, plains, forests and a long littoral.

Average Monthly Temperatures for Zagreb:

Jan -1.6°C

Feb 4.6°C

Mar 7.9°C

April 14.2°C

May 17.5°C

June 21.6°C

July 20.9°C

Aug 23°C

Sep 16.6°C

Oct 13.3°C

Nov 9.2°C

Dec 0°C

In Zagreb the period of warm weather lasts from April/May until September. Summers are usually hot and dry with temperature reaching over 30°C.

Autumns are rainy and cold while in winter the snowy period usually does not last long.

The Mediterranean climate along the coast ensures warm and pleasant weather from March until October, sometimes even November.

1.13 ENTERTAINMENT

There are many cultural events all year organized in the form of exhibitions, festivals and concerts in the capital as well as in other cities, especially on the coast in summer.

Interesting sites to visit in **Zagreb** are its old town (**Gornji grad**), town centre (**Zrinjevac**) and the biggest city part (**Maksimir**). The interesting museums are the Museum of Contemporary Art, City museum, Museum of Naive Arts, Mimara Museum, Museum of Arts and Crafts, etc.

It is also worth seeing green surroundings of the city, particularly attractive can be the city of **Samobor** at about 30 km west from Zagreb (famous for its carnival), and the castles and parks of **Hrvatsko zagorje**.

The coast can be reached at any time of the year and if it is not very windy, the stay there can be pleasant since even in winter the temperatures go over zero.

In summer there are plenty of cultural events such as **Dubrovnik** Summer Festival (July/August), **Motovun** (Istria) Film Festival (July or August), Eurokaz in Zagreb (festival of new theatre June/July).

Many folklore festivals, open-air concerts and theatre performances are organized all around the country during spring and summer months. Opera and ballet performances are performed in major Croatian cities, in the Opera houses (Croatian National Theatres – HNK).

For more information on cultural events, installation as a foreigner in Croatia, business information as well as entertainment and social events, the following websites are useful:

www.zagreb-touristinfo.hr
www.croatia.hr

1.14 USEFUL INTERNET ADDRESSES

Croatia Airlines	http://www.croatiaairlines.com/hr/
Croatian Bureau of Statistics	http://www.dzs.hr/
Croatian Government	https://vlada.gov.hr/
Croatian National Bank	http://www.hnb.hr/
Croatian President	http://predsjednica.hr/.hr/
Croatian Railways	http://www.udaljenosti.com/vozni-red-vlakova/
Croatian Tourist Board	http://www.croatia.hr/
European Commission Representation in Croatia	http://ec.europa.eu/croatia/index_hr.htm
International Airport in Zagreb	http://www.zagreb-airport.hr/
Official Gazette of the Republic of Croatia	http://www.nn.hr/
Parliament	http://www.sabor.hr/hr
Zagreb County Tourist Bureau	www.tzzz.hr
Zagreb Tourist Information	www.zagreb-touristinfo.hr

SECTION 3 ANNEXES

ANNEX 1. MODEL LEASE CONTRACT

Model Residential Lease Agreement

Concluded on 201X between the following parties:

....., PIN, resident of Zagreb at, hereafter called the LESSOR

and

....., the holder of Passport No., resident of at, hereafter called the LESSEE

§ 1 Subject of the Residential Lease Agreement

1) Subject to the terms and conditions set forth in this Agreement, LESSOR leases to LESSEE, and LESSEE leases from LESSOR the apartment located in Zagreb, building situated in, at....., floor, No., living area of: sq m, (hereafter called the Apartment). The Apartment consists of the following premises: (in case that LESSEE uses other premises in the building e.g. garage, afore mentioned must be stated in the agreement together with the fee for their use). The LESSEE is entitled to use the accompanying common part of yard and all common premises, parts and devices of the building according to their purpose.

2) The LESSOR declares that he is the owner

Obrazac: Ugovor o najmu stana

Zaključuje se dana 201X između stranaka:

....., OIB:, iz Zagreba, ul., u daljnjem tekstu: Najmodavac

i

....., vlasnik putovnice br., s prebivalištem u ul., daljnjem tekstu: Najmoprimac

§ 1. Predmet Ugovora o najmu stana

1) Ugovorne strane utvrđuju da pod uvjetima navedenim u ovom Ugovoru, Najmodavac daje u najam, a Najmoprimac prima u najam stan u Zagrebu, u stambenoj zgradi u, ul. kat, broj stana, površine čm (u daljnjem tekstu: stan). Stan se sastoji od sljedećih prostorija: (u slučaju da najmoprimac koristi ostale prostorije u zgradi npr. garažu, iste moraju izričito biti navedene u ugovoru zajedno s naknadom za korištenje). Najmoprimac ima pravo koristiti pripadajući zajednički dio dvorišta te sve zajedničke prostorije, zajedničke dijelove i uređaje stambene zgrade u skladu s njihovom namjenom.

2) Najmodavac kao vlasnik stana iznajmljuje

of the Apartment and thus entitled to lease the Apartment free of any burdens or right of third parties which would prevent LESSEE to properly use the Apartment according to this Agreement. The LESSOR is liable for any defects regarding the leased apartment according to Croatian legislation on mandatory relations.

3) The contractual parties hereby agree to sign the protocol which determines the condition of the Apartment at the time of the handover. This protocol forms a constitutive part of this Agreement.

4) The LESSEE is entitled to use the Apartment for living purposes only.

5) The contractual parties hereby agree that apart from LESSEE the Apartment will be used by following persons (the data on persons using the apartment with the LESSEE must be stated in the agreement).

§ 2 Rent

1) Both parties agree the LESSEE will pay rent in the total amount of: EUR per month, payable in currency of the Republic of Croatia (HRK) at the middle exchange rate published by the Croatian National Bank and valid on the date of payment.

2) The rent expressed in EUR in the previous paragraph is determined in the fixed amount and can be changed only by written amendment to the Agreement.

3) Rent will be paid by the of month for the current month and on the bank account of LESSOR, No., (bank). If the day payment is due falls on a non-business day or legal holiday, the rent is due on the next

isti neopterećen teretima i pravima trećih osoba koji bi ometali Najmoprimca u korištenju stana sukladno ovom Ugovoru. Najmodavac odgovara za nedostatke stana sukladno hrvatskim propisima o obveznim odnosima.

3) Ugovorne strane suglasno utvrđuju da će sastaviti zapisnik kojim se utvrđuje stanje u kojem se stan nalazi u vrijeme primopredaje. Zapisnik čini sastavni dio ovog Ugovora.

4) Najmoprimac je ovlašten koristiti se stanom isključivo za potrebe stanovanja.

5) Ugovorne strane su suglasne da će, pored Najmoprimca, stan koristiti i sljedeće osobe: (podaci o osobama koje koriste stan s Najmoprimcem moraju se navesti u Ugovoru).

§ 2. Najamnina

1) Ugovorne strane su suglasne da Najmoprimac plaća najmninu u iznosu od EUR mjesečno, plativo u valuti Republike Hrvatske (HRK) prema srednjem tečaju Hrvatske narodne banke važećem na dan plaćanja.

2) Najamnina izražena u EUR iz prethodnog stavka određena je u fiksnom iznosu i može se mijenjati jedino pisanim dodatkom ovom Ugovoru.

3) Najamnina se uplaćuje do u mjesecu za tekući mjesec, na bankovni račun Najmodavca, broj računa, banka. Ako isplata dopijeva na neradni dan ili državni praznik, kao dan

business day.

4) The costs of all overhead expenses (costs of heating, electricity, telephone costs and utilities) will be paid by the LESSEE. Any other charges and costs not mentioned in this Agreement will be paid by the LESSOR.

5) A security deposit of one month's rent, i.e. EUR, converted to HRK as stated in paragraph 1 of this Article, will be deposited by the LESSEE on the day this Agreement is concluded for which a receipt will be given by the LESSOR. This deposit will be held on the LESSOR'S bank account in lieu of any damages over and above ordinary wear and tear for the duration of the Agreement and will be returned to the LESSEE with interest within 30 days of the end of the tenancy.

§ 3 Duration of the Residential Lease Agreement

1) This Agreement is made for a fixed term of years beginning on 201X and is terminated upon expiration of afore mentioned term. This Agreement will continue for successive fixed term only by written agreement of the parties.

2) The LESSEE and the LESSOR may terminate this Agreement any time provided months' written notice is given ahead.

3) The contractual parties may terminate this Agreement under the conditions determined in the Croatian Apartment Lease Act and Civil Obligations Act currently in force.

§ 4 Duties of the Lessee

1) The LESSEE agrees to:

dospijeća uzima se sljedeći radni dan.

4) Sve režijske troškove (plin, struja, trošak telefona, komunalne usluge) snosi Najmoprimac. Ostale troškove koji nisu obuhvaćeni ovim Ugovorom snosi Najmodavac.

5) Najmoprimac se obvezuje dati polog u visini jednomjesečne najamnine tj. u iznosu EUR, plativo u HRK kako je navedeno u stavku 1. ovog članka. Polog se polaže na dan sklapanja Ugovora o čemu Najmodavac izdaje potvrdu o primitku. Polog se polaže na bankovni račun Najmodavca u ime oštećenja koje nadilazi redovito korištenje stana za vrijeme trajanja Ugovora i vraća se Najmoprimcu s pripadajućim kamatama najkasnije 30 dana po prestanku najma.

§ 3. Trajanje Ugovora o najmu stana

1) Ugovor o najmu stana se sklapa na određeno vrijeme u trajanju od godina i to počevši od 201X. Istekom navedenog roka prestaje važenje Ugovora. Ugovor se može produljiti za naredno razdoblje samo pisanim sporazumom stranaka.

2) Ugovorne strane su suglasne da svaka može raskinuti ovaj Ugovor uz otkazni rok od mjeseca. Otkaz se daje u pisanom obliku.

3) Ugovorne strane mogu raskinuti ovaj Ugovor pod uvjetima propisanim važećim Zakonom o najmu stanova te Zakonom o obveznim odnosima.

§ 4. Obveze Najmoprimca

1) Najmoprimac se obvezuje:

(i) properly use, operate and safeguard the premises and all furniture and furnishings, appliances and fixtures within the Apartment,

(ii) maintain the premises in clean and sanitary condition, and upon termination of the lease, to handover the Apartment to LESSOR in the same condition as when LESSEE first took occupancy, except for ordinary wear and tear,

(iii) notify LESSOR upon discovery of any damages, defects or dangerous conditions in and about the Apartment; and common premises of the building and make the premises available to LESSOR for the purposes of making repairs with reasonable notice of intent to enter,

(iv) reimburse LESSOR for the cost of any repairs to the premises of damages caused by misuse or negligence of LESSEE or his guests or invitees.

2) The LESSEE cannot change the designated purpose of the subject of the lease or make any adaptation without the LESSOR'S approval.

3) No portion of the Apartment shall be sublet without the prior written consent of the LESSOR.

§ 5 Duties of the LESSOR

1) The LESSOR is obligated:

(i) to hand over the apartment in habitable condition suitable for proper use,

(ii) make all necessary repairs upon LESSEE'S notice according to Article 4.1 point (iii) and maintain the apartment in suitable habitable

(i) stan koristiti na način da ga čuva od oštećenja, uključujući sav namještaj i opremu koja se nalazi u stanu,

(ii) održavati stan pažnjom dobrog gospodara te po prestanku najma predati stan Najmodavcu u istom stanju u kojem ga je primio, izuzev onih promjena do kojih je došlo redovitim korištenjem stana,

(iii) obavijestiti Najmodavca o oštećenjima te nedostacima u stanu i na zajedničkim dijelovima zgrade, te omogućiti Najmodavcu uz prethodnu najavu pristup stanu radi vršenja popravaka,

(iv) nadoknaditi štetu koju on ili korisnici stana te gosti najmoprimca prouzroče u stanu i na zajedničkim dijelovima i uređajima zgrade.

2) Najmoprimac ne smije mijenjati svrhu najma niti vršiti preinake u stanu bez prethodne suglasnosti Najmodavca.

3) Najmoprimac ne može bez prethodne pisane suglasnosti Najmodavca dati stan ili dio stana u podnajam drugome.

§ 5. Obveze Najmodavca

1) Najmodavac se obvezuje:

(i) predati stan u stanju pogodnom za stanovanje,

(ii) izvršiti nužne popravke na zahtjev Najmoprimca prema čl. 4.1 toč. (iii) ovog Ugovora te održavati stan u stanju

condition,

(iii) register the LESSEE and members of his family stated in Article 1.5 to competent Croatian authorities and bear all necessary taxes and charges according to Croatian legislation in force.

2) If LESSOR fails to make necessary repairs within 5 days upon LESSEE's notice and in the case of urgent repairs the LESSEE is entitled to make necessary repairs at LESSOR's expense and withheld the relevant cost of repair from the next rental payment.

3) The LESSOR bears the costs of the insurance of the Apartment.

§ 6 Applicable Law and Dispute settlement

1) The law of Republic of Croatia shall govern all matters not covered by the provisions of this Agreement.

2) All disputes which may arise in connection with this Agreement will be settled amicably. In case of failure to reach amicable settlement each party may refer the dispute to the Municipal Court of Zagreb.

§ 7 Final Provisions

1) The terms of this Agreement can be altered only by means of written amendment to this Agreement.

2) This Agreement is made in English and Croatian language. In the case of discrepancies the Croatian version will prevail.

3) This agreement is made in four (4) identical copies with two copies for each of

pogodnom za stanovanje,

(iii) prijaviti Najmoprimca i članove njegove obitelji navedene u čl. 1.5 nadležnim hrvatskim tijelima i snositi sve potrebne troškove i poreze prema važećem hrvatskom zakonodavstvu.

2) U slučaju da Najmodavac ne obavi potrebne popravke unutar 5 dana od obavijesti Najmoprimca te u slučaju popravaka koji ne trpe odgodu, Najmoprimac ima pravo popravke obaviti sam te odbiti troškove istih od iznosa najamnine za sljedeći mjesec.

3) Najmodavac snosi troškove osiguranja stana.

§ 6. Mjerodavno pravo i rješavanje sporova

1) Za rješavanje pitanja koja nisu uređena odredbama ovog Ugovora primjenjuje pravo Republike Hrvatske.

2) Ugovorne strane su suglasne da će sve eventualne sporove iz ovog Ugovora rješavati sporazumno, a u slučaju da u tome ne uspiju nadležan je Općinski sud u Zagrebu.

§ 7. Završne odredbe

1) Odredbe ovog Ugovora mogu se mijenjati samo pisanim dodatkom ovom Ugovoru.

2) Ugovor je sastavljen na engleskom i hrvatskom jeziku. U slučaju razilaženja, mjerodavna je verzija na hrvatskom jeziku.

3) Ugovor se sastavlja u četiri (4) jednaka primjerka s dva primjerka za svaku stranu.

the parties.

LESSOR:

LESSEE:

Najmodavac:

Najmoprimac:

ANNEX 2. RTA MISSION LETTER

TO WHOM IT MAY CONCERN

This is to certify that **(name of RTA)** is designated as Resident Twinning Advisor in Twinning contract **(name of the contract)**, contract no. **(contract number)**, signed by the Central Finance and Contracting Agency, on **(date of signature)**.

Mr/Mrs **(name of RTA)**, from **(MS administration)** will assist **(Name of Beneficiary Institution)** from **(date of beginning and end of the PAA assignment/project duration)**.

Under the Framework Agreement between the European Commission and the Government of Croatia signed on 27 March 2002 (NN, Međunarodni Ugovori, Number 8, 3 July 2002), ANNEX A: GENERAL CONDITIONS RELATING TO FINANCING AGREEMENTS, this expert is covered by the following provisions:

Articles 9 - General Privileges

Personnel taking part in Community financed MEASURES and members of their immediate family may be accorded no less favourable benefits, privileges and exemptions than those usually accorded to other expatriates employed in the state of THE RECIPIENT, under any other bilateral or multinational agreement or arrangements for economic assistance and technical co-operation programmes.

Articles 13 - Taxation and Customs, point 6

Personal and household effects imported for personal use by natural persons (and members of their immediate families), other than those recruited locally, engaged in carrying out tasks defined in technical co-operation contracts, shall be exempt from customs duties, import duties, taxes and other fiscal charges having equivalent effect, the said personal and household effects being either re-exported or disposed of in the state, in accordance with the regulations in force in the state of THE RECIPIENT after termination of the contract.

Central Finance and Contracting Agency requests your kind assistance in facilitating this expert's establishment in the country in accordance with the provisions above.

Zagreb, _____

**DIRECTOR
PROGRAMME AUTHORISING
OFFICER**

ANNEX 3. ADVERTISEMENT FOR THE EMPLOYMENT OF THE RTA ASSISTANT

MS flag(s)



EU funded Twinning Project under the IPA Programme 201X

“Please insert title of the project”

is seeking to recruit:

Assistant to the Resident Twinning Advisor - RTA
(RTA language assistant) (optional)

Duration: X months, from (month, year) to (month, year)

Position is based in: (please insert name of the beneficiary institution and town)

Gross monthly salary: 1.800,00 EUR fixed term contract

Tasks of the RTA assistant:

- Assisting to the RTA with project co-ordination and management
- Acting as interpreter and translator (Croatian to English and English to Croatian) on any issues relevant to the project
- Assisting RTA in organization of experts' missions, trainings, seminars, workshops, steering committee meetings, and other project events
- Drafting and editing minutes of meetings, assisting RTA in drafting and editing monthly, quarterly and final project reports and any other relevant documents
- Arrangement of travel, booking accommodation and study visit (study visit to be inserted only if envisaged)
- Office management, monitoring telephone and general correspondence
- Please insert additional tasks if necessary

Requirements for the candidates:

Please introduce obligatory requirement in accordance with the Twinning Manual (point 5.9 RTA assistant):

- The RTA assistant may not have or recently (past six months) have had any contractual relation with the beneficiary administration

(Please introduce additional requirements, e.g.)

- University degree
- Excellent command of spoken and written English language
- Computer literacy (e.g. Word, Excel, PowerPoint, Internet)

(Please introduce the assets if necessary)

Interested candidates are requested to submit their CV and a letter of application in English via e-mail to the following address: (please insert e-mail address/es) by (please insert date).

Shortlisted candidates only will be invited to attend an interview. Interviews are scheduled to be held on (please insert date) in (please insert place).

For any further information please contact: (please insert e-mail address)

The abovementioned Twinning project is a joint project between (MS partner) represented by (name of the MS institution) and Croatia, represented by (name of the beneficiary institution). The main objective of the project is (please indicate the objective).