

**TOURISM AND CULTURAL HERITAGE MANAGEMENT
MODELS OF COOPERATION BETWEEN STAKEHOLDERS**

**FINAL REPORT
IMPLEMENTATION OF THE ACTION
PLANS HOI AN - VIET NAM**



HOI AN, SEPTEMBER 2001

TOURISM AND CULTURAL HERITAGE MANAGEMENT MODELS OF COOPERATION BETWEEN STAKEHOLDERS



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PART I: INTRODUCTION

1.1. The value of the heritage of Hoian old town

1.1.1- The old Town of Hoi An, 30km south of Danang city, is in the center of Hoi An district and town, Quang Nam province. Hoi An old town has more than 1100 relics of 10 architectural forms (*living house, family ancestors worship house, village communal house, pagoda, temple, tomb, bridge, water well, market, assembly hall*).

1.1.2- Old Hoi An came into being in the late 16th century but the present architectural projects are mainly of the 19th century. This is the result of the econo-cultural exchange between Vietnam and the world, between Hoi An and other countries (*China, Japan, and European countries*).

(Appendix 1.1.2)

1.1.3- Hoi An is a living old town, where its residents, generation after generation, are living and working. In the old town, a great number of antiquities are kept, traditional craft villages are maintained, folk dishes, habits and customs, festivities are still alive.

1.2. Hoi An heritage site preservation and development viewpoint

1.2.1- Strong development of sustainable economy (*esp. Tourism and tourist services*) basing son the preservation of the local and national cultural value and character. Practically, tourism development and trade has occupied the biggest ratio in the town economic structure. Tourism in Hoi An is affirmed to be cultural tourism and therefore, culture is at the same time the motive and objective of development of tourist economy.

1.2.2- Preserving to the most all the original elements in tradition and culture and simultaneously meeting the needs of the present residents; both promoting the value of tangible and intangible properties of the heritage site for tourism development; improving the income, the standard of living of the people and at the same time protecting, enriching the local and national culture.

1.2.3- Tourism development must go with the protection of ecological, cultural environment as well as having timely discovery, prevention and eradication of all social evils that often go along with tourism development.

1.3. Action of Tourism upon the heritage of the old town of Hoi An

1.3.1- Active action

1.3.1.1- Tourism proves itself to be the top position in the economic structure of Hoi An. It has brought jobs and employment to hundreds of people in the area, participating considerrably in hunger eradication, poverty reduction; improving Hoianian standard of living, raising the awareness of the local people upon the good of bringing the cultural value of the

heritage into full play. The contribution of tourism development takes higher and higher proportion in the town GDP, paving the way for other economic sectors to develop.
(Appendix I.3.1.1a,b,c,d,e)

1.3.1.2- Returning the international role to the old town of Hoi An, pushing forth the cultural exchange between Hoianians and domestic and international visitors so as to strengthen the friendship, cooperation and mutual understanding between localities and peoples. Through tourism, the cultural value of Hoi An old town has been made known to far and near friends.

1.3.1.3- Part of the income from tourism has been reinvested to old buildings restoration, traditional festivities organisation, infrastructure improvement...and generally preserving the heritage tangibly and intangibly.

1.3.2- *Passive action:*

1.3.2.1- There has not been a reason in the density of tourist services, in the income of local homeowners in different streets or between those living in the street and living in the alleys.

1.3.2.2- There have come a big number of the go betweens and children who request tourists to buy things everywhere they see them. All these people are self established, not trained and often leave not good impression on the tourists.

1.3.2.3- Creating the danger of transforming the old buildings into the modern ones, injuring, bringing away the good tradition of Hoi An people (*international marriages, social evils...*)

Above is some feature of the situation of Tourism development in Hoi An and heritage management. Practical problems still need good solutions and the local government has directed agencies in concern to carry out their yearly working suitably including the 4 actions plans registered in the Bhaktapur (Nepal) conference in April, 2000.

PART II:

RESULTS OF THE IMPLEMENTATION OF THE ACTION PLANS

Action Plan II.1:

INCOME REDISTRIBUTION AMONG PEOPLE

* **Problem:**

There is a big difference of the income between people in the community. Only those who do business in Tran Phu, Le Loi streets get high income from tourism. Moreover, there are quite a big number of shops of the same type distributing in cluster along these streets.

* **Objective:**

Redistributing the income resource by creating attraction for tourists and new businessmen in Nguyen Thai Hoc street where shops and tourist services are just a few.

* **Concrete actions and results achieved:**

II.1.1. Making the street more attractive:

II.1.1.1. Investment in house restoration, improving the infrastructure:

Since April, 2000, with the budgets from many sources, Hoian has restored and returned traditional architectures to 11 old buildings (*houses numbered 15, 17, 28, 52, 53, 55, 84, 115, 117, 130 and 134C*), improving the sidewalks, the water supply and drainage for the whole street with the total expenditure of 6,222 million VND, which is about 429,100 USD
(Appendix II.1.1.1a,b)

II.1.1.2. Reasonable reuse of the old buildings after restoration:

After restoration, these 21 houses in Nguyen Thai Hoc street have been re-using for living (*12 houses = 57.14%*), for offices (*2 houses = 9.52%*), for museums, library,

services... (2 houses = 9.52%), for business (4 houses = 19.05%), for community activities (1 house = 4.76%).
(Appendix II.1.1.2)

II.1.1.3. Traditional and cultural activities

On Saturday evenings, the traditional *in hut card game* is organized at the little garden near the *covered bridge* whereas the collective Chinese chess, the mat of classical opera, the traditional music concert, folk songs, poem recitation are held at 35, 46, 80, 84 Nguyen Thai Hoc street every full moon night (*legendary night*)

Many deteriorating old buildings have been restored and reused suitably; cultural and artistic activities, topic museums, exhibition rooms and library have made quite new places of interest to visitors and tourists.

II.1.2. Encouraging business doing and tourist services in Nguyen Thai Hoc street:

II.1.2.1. Priority for types of business doing:

Clothshops, ready made clothes, paintings, souvenirs, restaurants and other services are encouraged in Nguyen Thai Hoc street while all these kinds shops are not allowed in Tran Phu and Le Loi streets any more. There are 99 shops in Nguyen Thai Hoc street now (22 *business doing bases more compared with that in April, 2000*) selling house wares, handicraft articles, local dishes...

(Appendix II.1.2.1a)

Homeowners investing in services and their income increase increasingly. In 2001, the income for tax calculation increased up to 22.4%; average income tax increased (*per shop/servicing base*) up to 24% and tax that a service base paid lowest in a month is 3.88 times as much in 2000. The income difference between trading bases in Nguyen Thai Hoc and Tran Phu (*where there are a big density of shop*) streets has been narrower. Following is the comparison between average monthly income of business bases in Nguyen Thai Hoc and Tran Phu Streets in 2 years 2000 and 2001 (*proportion only*):

	Nguyen Thai Hoc Street	Tran Phu Street
Average monthly income tax (2000)	1	1.93
Average monthly income tax (2001)	1	1.67

(Appendix II.1.2.1b)

II.1.2.2. Traditional looking guest houses permitted:

Two homeowners have been permitted to turn their traditional old buildings numbered 2 and 41 into guesthouses. The latter has been in operation since February 2001, receiving 65 international guests and many domestic ones.

II.1.3. Vehicle limited in Nguyen Thai Hoc street:

Cars and lorries were completely removed off the whole core area of the heritage (*except for fire brigade, ambulance, funeral, VIP cars...*). Motorbikes are not allowed in Nguyen Hue street, in part of Bach Dang street (6:00pm-21:00pm on Saturday. All kinds of vehicles are lifted off the core area on the *legendary night of Hoi An* (the 14th of every lunar month).

Transport order is always assured, especially in the Hoi An Legendary Night when all the streets in the core area are for walkers only.

II.1.4. Promulgation of the statute on managing goods production, trade and services in the core area of Hoi An Old Town:

This statute consists of 4 chapters, 18 articles, generally stating regulations on organizing and managing trading activities and tourist services in the old town; regulations on awarding and getting fine policy; regulations on the types and kind of trading commodities, commercial order, environmental hygiene, commercial civilization, signboard measurement...

Papers of law are respected seriously, thus heightening the effect of the town management upon tourism development and heritage preservation.

* **Co-working:**

- **The People's Committee of Town:** General direction and policy promulgation
- **Department of Tourism and Commerce:** Trading license issuance, services and trading planning
- **Center of Monuments Management and Preservation:** Restoration, monument degrading prevention, reusing of monuments after restoration
- **Center of Culture and Sports:** Restoration of traditional festivities, cultural tourism products, traditional entertainments for local people and tourists
- **Department of finance:** Budget for all activities in concern.
- **Department of City Management:** Monument restoration and repair permits
- **Culture - Civilization - and Law Checking Team:** Supervision of monuments restoration, repair, transport order, environmental hygiene...
- **Police:** Order and security management, fire prevention...
- **Market Managing Team:** supervision of sorts of commodities, their quality, prices...
- **Department of Taxes:** Tax collecting management
- **People's Committee of Minh An Ward:** All suddenly managing eco-social activities in the area of the ward.
- **Home owners, shop owners:** Doing businesses in accordance with the laws.

Action II.2: CHILDREN EDUCATION, TOURIST COOPERATION AND COMMUNITY MOBILIZATION

* **Problem:**

Some street vendors, children and between- goers often follow tourists for asking gifts and for touting some services in Hoi An Ancient Town. This problem is not civilized and be worried for tourists while some their parent encourage or ignore their actions.

* **Objective:**

- Educating children on their cultural heritage love and their attitude toward tourists.
- Propaganda that tourists shouldn't give gifts to children directly.
- Mobilizing community on their consciousness and responsibilities for cultural heritage preservation and promotion in tourism business.

* **Actions and effects achieved:**

II.2.1. Education in schools:

The content of education on the cultural heritage preservation consciousness is taught in schools in town in order to provide the basic knowledge on heritage value, the love toward the heritage and civilized and polite attitudes when they are in touch with tourists. Besides, keeping on encouraging students to go to the art-architectural, historical relics and the museums in town.

Through near 2 years of implementation, this program have attracted 281 classes (46%) with 9,965 students (49% of 20,458 students) in all schools and there are more 5,000 students visiting the museums and relics in town.

(Appendix II.2.1)

II.2.2. Giving loans for solving employees and training careers:

The relevant offices and organizations co-operating with local authorities and their families educated, persuaded and gave loans for solving employments and training careers...,

gradually making the stable occupations for them. From April, 2000 up to now, Hoi An government have helped 17 difficult living standard children trained the embroidery in Thang Loi Company, 14 disabled children trained the sedge weaving in Mr. Dinh Loi's Workshop, 22 others trained wood carving and sculpture in Mr Huynh Ri's Workshop. After finishing the training courses, these workshops have received them for working and most of them have earned the enough money for their life.

Hoi An is carrying out the project for poor children sponsored by the Canadian Embassy and the Cordaid Foundation in Holland with total of USD 57,600. Now, Hoi An built 3 houses for producing cakes and processing and serving refreshments with the working of Hoi An 10 specially difficult life children trained in Ha Noi.

(Appendix II.2.2)

II.2.3. Establishing organizations for street vendors and between- goers:

Hoi An government had the registered list of street vendors and between- goers, then issued them licenses, certificates, divided them into 6 groups (*each group includes 6-8 persons*) and permitted 94 persons to operate as between going services for tourists. Contemporarily, Hoi An government also promulgated the provisional statute on the between going occupation on the area of Hoi An. This statute including 3 chapters, 11 articles regulates the management of between goers according to their groups to gradually form associations of people of the same occupations, improving the activities in the direction of better cultural and civilized services, making the social- cultural environment cleaner and more stable.

II.2.4. Mobilizing the people in order to enhance their consciousness of cultural heritage preservation:

Promulgating the statute on managing, preserving and using Hoi An relics and scenic spots (*supplemented and changed*). This statute including 4 chapters and 29 articles points out the general regulations and specific regulations on managing, researching, preserving, using Hoi An relics and scenic spots, awarding and punishing policies, and implementation article.

Compiling and publishing the booklet "*List of Hoi An relics and scenic spots*" (June, 2000) with information's about the relics, scenic spots as well as the list of them distributing on the area of all the urban quarters and communes in Hoi An (*1360 altogether*).

Listening to opinions and propositions of nearly 100 homeowners; requesting them to cooperate in protecting and preserving the heritage town; announcing specialized documents (*Statutes, regulations...*) and some missions needing cooperation and implementation.

*** Co-working:**

- Department of Education and Training: Teaching on heritage in schools
- Hoi An Culture and Sports Center: Guiding students to visit the museums and relics in town.
- Department of Commerce and Tourism: Organizing and managing between going services toward tourists.
- Hoi An Children Care and Education Commission: Helping to train occupations and to organize services for the difficult life children.
- Production and business workshops: Training their occupations and receiving them for working.
- Youth Union: Organizing activities for youth and children.
- Hoi An Center for Monuments Management and Preservation: Compiling and announcing information's on cultural heritage management, preservation and promotion.

Action II.3: INTRODUCING HOIAN TO THE WORLD

*** Problem:**

There is a big gap in making Hoian known to the whole world. Tourists come to Hoian due to the recommendations of their friends, relatives or their tour is settled by the travel agencies in their countries. There are not many published books or guidebooks, brochures or

tourist maps about Hoian. This is not acceptable in such a world heritage town like Hoian. However, Hoian has been over introduced on domestic media like television, radio, magazine, periodical, newspaper...

* **Objective:**

Making the world know more and exactly about Hoian so that more tourists will come to Hoian in the coming time. This will be very important because the revenue capture from tourism industry on the world heritage of Hoian play an important role in the economic structure of town. One of the way out at present time is having a website on the internet so that tourists can have good and exact information about the place they will come. The website will contribute its part in bringing tourists to town.

* **Concrete actions:**

Since April, 2000, after the conference in Bhaktapur, Hoian started to build a website for the town. Under the direction of the Chairman of Hoian People's Committee, all the leaders of agencies in town (*Dept. of Culture and Information, Dept. of Tourism and Commerce, Dept. of City Management and Construction, Dept. of City Planning and Investment, Center for Culture and Sports, The Secretariat of Hoian People's Committee...*) agreed to take part in this project. With great efforts of all the staff, esp Hoi An Center of Monuments Management and Preservation and the Hoian Center for Culture and Sports, the website <http://www.hoianworldheritage.org> (with the languages of Vietnamese and English) was built and then opened on the 15th of December, 2000 and on August 31st, 2001, another language, French was added. So now it is a three language website.

* **Budget:**

Hoian is a small town and there are lots of works to do for the people. Reserving a big sum of money for the website is a serious consideration and decision of the local government. Very lucky for Hoian, the contractor who constructed this website loved Hoian very much and he agreed to help Hoian as much as he can. So, the total cost for constructing the website and keeping it for one year on the Internet is 10,670USD and the website now is of Hoian town, not only of the Hoian Center of Monuments Management and Preservation any longer.

* **Results:**

After 9 months (*Jan - Sept.*) the website <http://www.hoianworldheritage.org> receives 138,574 hits (*averagely 15,300hits/month*) We think that this is a good number and tanks to the website, the number of tourists coming to Hoi An this year will increase. Only in 9 months of 2001, nearly 94,556 tourists buy tickets to see the old town of Hoian and get 26% more than the number of nine months last year.

Action II.4: THE ASKING FOR SUPPORTING BUDGET FROM OUTSIDE

* **Problem:**

At present, we have not enough budget to restore hundreds of relics which are in degrading situations. It is necessary to requiring the survey of supporting capacities from outside.

* **Objective:**

- Finding out the ways to asking for supporting budget for restored relics.
- Establishing the information networks and contact lines between the national government and international sponsors.

* **Actions:**

- Carrying out to survey for selecting some projects, which need urgent donations.
- Contacting to Viet Nam National Commission for UNESCO, UNESCO Representative Office in Ha Noi and international organizations to receive information's of supporting budget capacities.

II.4.1. Donation request:

With the mobilization of the national budget resources from central to local levels for monuments preservation, restoration and promotion, the asking for support resources from outside have been carried out and obtained some initial positive results.

(Appendix 11.4.1)

11.4.2. Effects and promoting orientations of some completed monuments

11.4.2.1 Effects:

- Preventing in time the serious degradation of monuments themselves.
- Preserving the origin of landscape of Hoi An Ancient Town, especially some monuments in Nguyen Thai Hoc Street.
- Making the eagerness and consciousness of residents for monuments preservation.
- Providing the necessary and practical experiences for monuments restoration, consolidation and reconstruction in Hoi An Ancient Town at present as well as in future.

11.4.2.2. Promotion:

- Re-using some monuments for functions of living, production, business and services.
- Serving for tourists and researchers.

*** Solutions for requesting donation:**

- Suitable policies for investment calling and encouraging.
- Projects have to be prepared in details and convince.
- Co-ordination and impacts between the agencies at local levels, between local, provincial and central agencies must be synchronous, unification, and in time.

*** Co-working:**

- Hoi An Center for Monuments Management and Preservation: Establishing projects following practical demands and project implementation.
- Vietnamese Government at many levels: approving and managing projects.
- UNESCO: Finding out and introducing the donation resources.
- Sponsors: Donating budget to implement projects.

PART III: STRATEGY OF HOIAN IN CAPTURING REVENUE FROM TOURISM

82,8 % of historic buildings in Old Hoian are of private or lineage ownership. Therefore, tourist tickets, if sold for each interesting place, will not be good enough for the restoration fund of the whole heritage town. More exactly speaking, this fund will be inconsiderable and thus the money will go directly to certain buildings whereas a great number of historic buildings under danger of collapse or serious deterioration will never have opportunities to get repaired or restored due to the lack of budget

In Hoian, since 1995, the ticket tourists must buy to visit the old buildings in town cost 50,000 VND # 3.5 USD. With this ticket, they can go and visit 5 of 12 places of interest put in 5 coupons.

Coupon number 1 is for 3 mini museums (*also old buildings*) in town: museum of Pre-historic time (*Sa Huynh Culture*), museum of Trade ceramics and museum of Hoian History and Culture

Coupon number 2 is for 3 Chinese assembly halls: Fujien, Canton and Trieu Chau

Coupon number 3 is for 4 old buildings: Tan Ky house, Quan Thang house, Phung Hung house and Tran ancestors worship house.

Coupon number 4 is for the unique covered Bridge and Quan Cong's temple

Coupon number 5 is for option.

After getting the ticket, one will think over and choose one place in each coupon to see. So he/she will be able to see 4 different old buildings of different forms. When he/she comes to visit a place he has chosen, the home owner or care taker will cut and keep the coupon to the end of the month, when he brings them to the Hoian Office of Tourist Services

to get his money in accordance with the number of coupon he has. The optional coupon is available for any one more place he has not visited yet. Payment for the coupons takes 14% for the staffs: 12% and the rest 74% will go directly to the heritage restoration fund (*for both tangible and intangible properties*).

The heritage restoration fund will be used to help homeowners to repair or restore their houses. Usually they will be supported from 20% to 80% and sometime 100% the total cost of the repairs or restoration according to the homeowners' concrete condition of their regular income. By doing so, during the last 6 years, scores of old buildings in Hoian have been restored, revitalized and the local government has always had the whole hearted support of the community and in turn, this helps much in convincing the people the importance and the good of heritage preservation. That's why Hoian has better social awareness of heritage preservation compared with other places in the country.

As for the way for tourists to visit old buildings in town there still be something "*not acceptable*" as tourists thought at the first time. "*I don't want to see what you want me to see. I pay but do not have the right to see what I think I will. This is not fair*", said many tourists. Then the local guides of Hoian had to explain to the tourists and request them to cooperate and regard that their tickets are meaningful donation to maintaining old Hoian. Most of them agree with the explanation, especially when they understood that three fourth of the ticket sold would go to the restoration of the whole town. Today there are no more complaints from tourists when they buy tickets to visit the town.

The money got from tickets sold in 1996 is 246,000USD; in 1997, 307992 USD; in 1998, 323,000 USD; in 1999, 353 846 USD; in 2000, 394,557 USD and in 2001, 405,000USD (*estimated*). In short Tourists come to Hoian more and more every year even in the time when Southeast Asian countries got into the currencies crisis. This partly reflects the reasonable combination of heritage preservation and heritage promotion by carrying out tourism development.

PART IV: NOT YET -IMPLEMENTED ACTIONS

Implementing the undertaken from Bhaktapur Conference (Nepal), Hoi An Case Study Team have co-ordinated to carry out the action plan and achieved many considerable results. However, due to some objective and subjective reasons, some actions haven't still carried out yet, as follows:

IV.1. Still the distribution of business doing bases between streets is not as wanted (*most crowded are Tran Phu and Le Loi streets*). Even in Nguyen Thai Hoc street, the part between the two crossroads Hoang Van Thu - Nguyen Thai Hoc and Le Loi - Nguyen Thai Hoc is still too transquil.

IV.2. It is slow to see the income difference between streets because the sale force between them is far different from one another.

IV.3. Due to the daily life of the local residents, it is not suitable to lift motorbikes off Nguyen Thai Hoc street.

IV.4. Although the number of street vendors and children, between- goers has been reduced but not much and often increase in summer holidays.

IV.5. Some tourists still give small presents to children directly in the streets. Hoi An government has not yet subscribed a sum to poor children from tourists in their hotels.

CONCLUSIONS

Generally speaking, all the action plans registered at the conference in Bhaktapur are being carried out systematically. The working team consists of able and enthusiastic members from responsible agencies in town. In addition, there is the whole - hearted support from the local authorities and good co-operation of the people and community in the heritage town, all give an effective force that can lead the implementation of the action plan to success.

Although Hoi An government tried our best to implement the action plans, there are still many difficult actions which have not yet implemented. In the near future, from the year 2002, Hoi An case study team will help Hoi An authorities actively to continue implementing the next parts in order that this project will achieve more considerable results.

Hoi An, September 30th, 2001
Chief of Hoi An Case Study Team
Tran Anh

LIST OF RESTORED RELICS IN NGUYEN THAI HOC STREET
(From 1999 till now)

The year 1999	From April, 2000 till now
1. House N ₀ 09	1. Infrastructure
2. House N ₀ 21	2. House N ₀ 15
3. House N ₀ 33	3. House N ₀ 17
4. House N ₀ 46	4. House N ₀ 28
5. House N ₀ 92	5. House N ₀ 52
6. House N ₀ 100	6. House N ₀ 53
7. House N ₀ 113	7. House N ₀ 55
8. House N ₀ 114	8. House N ₀ 84
9. House N ₀ 132	9. House N ₀ 115
	10. House N ₀ 117
	11. House N ₀ 130
	12. House N ₀ 134C

THE COMPLETED PROJECTS LIST WITH FOREIGN DONATION FROM APRIL, 2000 UP TO NOW

NO	PROJECT CONTENT	BUDGET	DONATOR
01	Restoring originally the tomb of Mr. Gu-sokukun - A Japanese merchant in 17 century.	30,000 USD	Sumitomo Foundation (Japan)
02	Restoring originally the house NO 115 of Nguyen Thai Hoc street.	17,000 USD	JICA (Japan)
03	Restoring originally the house NO 117 of Nguyen Thai Hoc street.	15.000 USD	JICA (Japan)
04	Restoring originally the Truong family Chapel - a special relic.	50,000 USD	JICA (Japan)
Total		112,000USD	

PROJECTS LIST ASKING FOR DONATIONS

NO	PROJECT CONTENT	BUDGET	DONATOR
01	Supplying equipments for artifact protection audio-vision in some mini museums in Hoi An Ancient Town.	USD 500,000	JICA (Japan)
02	Improving, dredging and cleaning the environment of the West-Southern Japanese Covered Bridge area.	USD7,000,000	JICA (Japan)
03	Establishing some degrading monuments restoration fund in Hoi An	USD 60,000	Tasei Corporation (Japan)
04	Restoring originally some works of Khong Tu Temple.	USD 22,000	Canada Fund
05	Compiling, publishing and issuing the manual for monuments restoration and preservation of owners in Hoi An	USD 10,000	UNESCO
Total		USD7,592,000	

Appendix II.2.1

NUMBER OF STUDENTS EDUCATED ON HOI AN WORLD HERITAGE PRESERVATION IN THE SCHOOL

KIND OF SCHOOL	NUMBER OF CLASS	PERCENT (%)	NUMBER OF STUDENT	PERCENT (%)
Kindergarten	41/97	42	1,125/2,239	50
Primary school	84/286	29	2,630/8,209	32
Secondary school	116/163	71	5,008/6,809	74
High school	40/66	61	1,202/3,201	38
	281/612	46	9,965/20,458	49

CHILDREN SPONSORSHIP FUND

Unit: VND Million

CONTRIBUTOR	CONTRIBUTING MONEY			TOTAL	PURPOSES
	1999	2000	9 MONTHS OF THE BEGINNING IN 2001		
Offices in town International organizations	88 57	93 434	95 94	276 585	Organizing to train occupations, supporting budget for houses repair, buying notebooks, books learning tools...for difficult life children.
TOTAL	145	527	189	861	