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## Issues of Increasing the Efficiency and Quality of Housing Management in the Republic

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### Abstract

The article deals with issues related to the housing stock management system. A number of decrees and resolutions in the field of housing and communal services, government resolutions, in particular, the adoption of new laws and resolutions related to the management of apartment buildings by the President, have been clarified, their content and essence, as well as the quality of housing stock management based on analysis and existing problems in areas related to efficiency improvement and proposals for their solution are given.

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### Introduction

Meeting the needs of the population for housing is one of the priorities of the socio-economic policy of any country.

Housing is a thing that provides a person's need for security, confidence in the future, forms a person's attitude to the state, is a guarantee of stability and constitutional rights, influences human behavior in the socio-economic and innovative environment is the main element [11].

President of the Republic of Uzbekistan Shavkat Mirziyoyev, in his address to the Oliy Majlis on January 24, 2020, said: "My greatest intention is that every person in our country has his own "small homeland" - home, and our people and Creator will be satisfied." [4] and in his Message to the Oliy Majlis and the People of Uzbekistan dated December 20, 2022, "... I consider it necessary to include in our Constitution new articles on decent living and housing of the population.

We will increase the volume of construction of new housing for the population by 1.5 times to 90,000 ..." [5], is clear evidence of serious thoughtfulness of housing policy in Uzbekistan.

As a result of the privatization of the State housing stock in the republic, their current management system was established mainly by State authorities. This led to the fact that the owners had the opinion

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that the homeowners' association is not their equity organization, but the former housing department under a new name. As a result, the majority of the population still does not know their rights and obligations in relation to common property in their homes, does not fully understand their role in the management of the enterprise and their role in improving the quality of management. In this regard, the improvement of an effective housing stock management system in the republic is one of the important issues today [15].

"For 2022 - 2026" was approved in accordance with Appendix No. 1 to the Decree of the President of the Republic of Uzbekistan dated January 28, 2022 No. PF-60 "On the Development Strategy of New Uzbekistan for 2022 - 2026" Goal 33 of the "Development Strategy of New Uzbekistan" includes "Development of the basic scheme of population resettlement. On the basis of renovation and housing construction programs, urgent tasks include the construction of more than 19 million square meters of modern housing to replace dilapidated houses in cities, the creation of conditions for the resettlement of more than 275 thousand families in new areas [3]. . The successful implementation of these tasks requires the improvement of an effective housing management system in our country.

### **Analysis of the literature on the topic**

If we talk about scientific research conducted in this area, the possibilities of effective use and management of housing stock have been studied in the scientific works of a number of scientists from CIS countries, including S.A.Kirsanov, M.N.Lomova, K.S.Stepaev [8,9, 13].

Also, domestic scientists have studied some aspects of the maintenance and maintenance of the housing stock, its effective operation and improvement of the management system in the conditions of modernization and diversification of the economy of the republic. In particular, among them are the scientific works of R.I.Nurimbetov, V.U.Egorov and I.H.Davletov [7,11,14]. Also in the analytical works of researcher T. A. Hasanov [15], who conducts active scientific research in this area, as well as practitioners A. H. Nabiev, K. A. Tantibaeva and N. M. Vishnevskaya was given suggestions and recommendations on maintaining a private housing stock and improving its management system in the country [6, 10].

### **Research methodology**

The article uses scientific observation, statistical, comparative and systematic analysis, analysis and synthesis, methods of induction and deduction.

### **Analysis and results**

Scientific research conducted in the field of housing stock management in developed foreign countries focuses on improving the quality and efficiency of management activities in this area, in particular, decentralizing the housing stock management system and reducing state participation in management.

The housing stock management system is the provision of housing construction within the framework of the needs of the population and their distribution, interconnected and influencing each other with the use and maintenance of the housing stock, is a set of resources (gas supply of the housing stock, electricity supply, heat supply, etc.) and subjects of the housing stock forming a single whole [12].

As a result of the conducted research on the quality of the actual management of the housing stock and its effectiveness in the republic and the analysis of the conducted survey of the population, a number of shortcomings and problems have been identified. For example, the owners are not sufficiently familiar with the regulatory legal acts concerning the management of the housing stock, their participation in the management is weak or they do not want to participate in it, the managers of the housing stock (management organization, company, etc.) Both at a full-fledged and professional level, insufficient

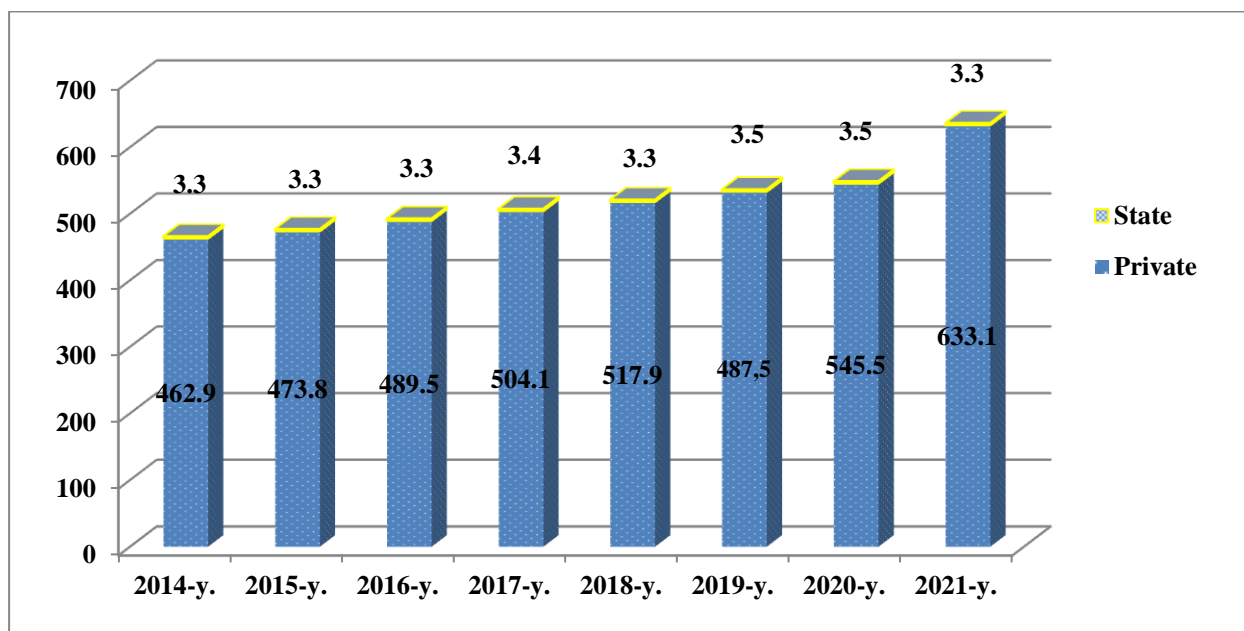
knowledge of public housing by residents, lack of propaganda and explanatory work among the population on the treatment and protection of common parts of houses as their property, financial and economic activities of companies, it can be noted the lack of openness and transparency in the activities of the HOA, in particular cases of misuse of contributions collected by homeowners, etc. This, in turn, can lead to the formation of mutual distrust between homeowners and managers and negative results in the management of the housing stock of the republic.

For this reason, the use of modern market mechanisms based on the experience of developed countries in housing stock management today, as well as the introduction of new market mechanisms for the provision of multi-apartment housing stock services on the basis of public-private partnerships are also important, in particular, management organizations and issues of widespread use of the practice of using the activities of other economic entities on a national scale.

The housing stock is considered a complex and unique object of management, and it is characterized by the fact that it requires a different method of management, based on the situation of each dwelling. That is, residential buildings can have different design and planning characteristics and, in turn, the degree of wear. In such cases, different approaches are required in the management of such buildings, based on their uniqueness [15].

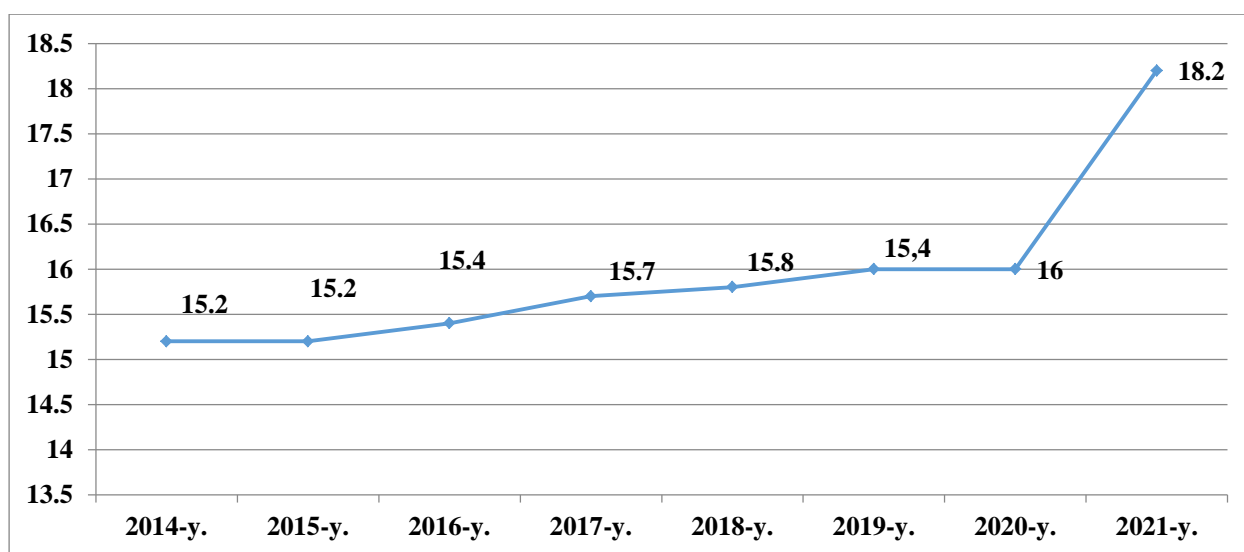
Resolution of the President of the Republic of Uzbekistan dated October 21, 2016 PQ-2639 "On the Affordable Housing Construction Program for updated standard projects in rural areas for 2017-2021", dated November 22, 2016 PQ-2660, dated November 24, 2018 "On the program of construction and reconstruction of affordable multi-apartment housing in cities for 2017-2020" "Expand the construction of affordable housing in rural areas and for certain categories of citizens On the basis of PQ-4028 decisions on additional measures, as well as on the basis of the programs "Prosperous Village" and "Prosperous district" affordable housing in cities and rural areas proportionally the construction work continues consistently to the constant growth of the population in our republic. Ensuring the fulfillment of the tasks specified in this decision and programs, in turn, provides an increase in the housing stock of the republic.

According to statistical data, currently the total area of the housing stock in the republic is 636.4 million m<sup>2</sup> (as of 01.01.2022. the housing stock is 633.1 million m<sup>2</sup> (99.5%), and the state housing stock is 3.3 million m<sup>2</sup> (0.5%) (Fig.1).



**Figure 1. Dynamics of growth of the housing stock of the republic in 2014-2021\* . (in million m<sup>2</sup>)**

Due to the fact that the level of demographic growth in the republic remains, the scale of work on the construction and reconstruction of housing, as well as meeting the needs of the population for housing and further improvement of housing conditions, special attention is paid to expanding the possibilities of purchasing housing on the basis of a mortgage loan and related benefits. This, in turn, leads to an increase in the average living space per capita. This indicator increased relatively in 2014-2021 from 15.2 m<sup>2</sup> in 2014-2015 to 18.2 m<sup>2</sup> by the end of 2021 (Figure 2).



**Figure 2. Average living area per person in the republic in 2014-2021 (m<sup>2</sup>)†**

\* It was compiled based on the data of the Statistical Agency under the President of the Republic of Uzbekistan.

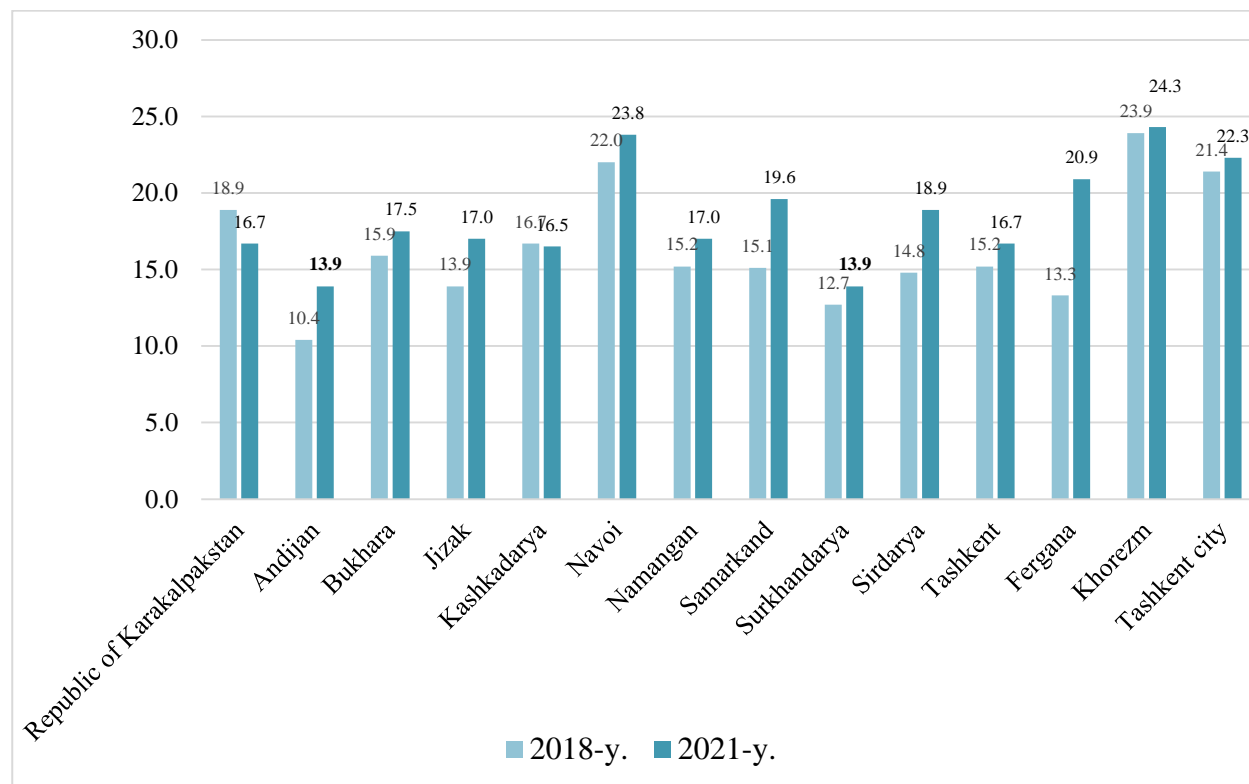
† It was compiled based on the data of the Statistical Agency under the President of the Republic of Uzbekistan.

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If we analyze the situation of the average per capita living space in the regions of the republic in 2018-2021, the greatest growth in the Ferghana region, from 13.3 m<sup>2</sup> in 2018 to the end of 2021, reached 20.3 m<sup>2</sup>, that is, the growth rate was 7 m<sup>2</sup>. In the Republic of Karakalpakstan and Kashkadarya region, indicators of decline were recorded, which amounted to -2.2 m<sup>2</sup> and -0.2 m<sup>2</sup>, respectively (Fig. 3).

According to article 42 of the Housing Code of the Republic of Uzbekistan, the social norm of the living space is a total area of at least sixteen square meters per person, and less than twenty-three square meters for people with disabilities in wheelchairs [1] From the analytical data presented in Figure 3, it can be seen that in the Andijan and Surkhondarya regions, this indicator is 2.1 m<sup>2</sup> less than the norm specified in the above document.



**Figure 3. Diagram of the analysis of the dynamics of changes in the average living space per person in the republic's territories in 2018-2021<sup>‡</sup>, m<sup>2</sup>**

The issues of solving the above problems, further regulation of relations in the field of management of apartment buildings, the phased introduction of market mechanisms in the field of maintenance, operation and repair of multi-apartment housing stock based on the conditions of public-private partnership has reached the level of policy are considered. In particular, the Law of the Republic of Uzbekistan No. ORZ-581 of November 7, 2019, consisting of 56 articles "On the management of apartment buildings" [2], 2021. President of the Republic of Uzbekistan

PC-5152 dated June 19 "On further improvement of the management system of apartment buildings" dated August 4, 2022 "On further improvement of the management system of apartment buildings and financial rehabilitation of management organizations" Decisions PC-346 "On additional measures in

<sup>‡</sup> It was compiled based on the data of the Statistical Agency under the President of the Republic of Uzbekistan.

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the field of sanitation" and a number of resolutions of the Cabinet of Ministers of the Republic of Uzbekistan.

Management of apartment buildings according to the Law "On Management of apartment buildings":

- directly by the owners of the seats;
- a managing organization - a legal entity or a manager - an individual on the basis of an agreement;
- it is established that it can be carried out by a non-profit organization, which is a partnership of homeowners [2].

Today, financial and organizational relations between the management and owners of many companies are built on a "closed" system. It has been revealed that homeowners do not know where, how and how much their money is spent, as well as the management of the enterprise arbitrarily spends funds in an inappropriate way and does not perform the necessary work on time. As a result, the maintenance of the housing stock and its rational use have become unsatisfactory, which is the reason for the dissatisfaction of homeowners.

### Conclusions and suggestions

In conclusion, it should be noted that structural changes in the sphere of housing and communal services, in particular, the adoption of new regulatory legal acts related to the industry, the improvement of the material and technical base of enterprises and organizations, increasing the efficiency of their activities, providing them with qualified specialists and the systematic implementation of other equally important tasks will ultimately ensure further improving the quality of public services, living standards and living conditions of the population in the republic.

In order to eliminate the above problems and improve the efficiency and quality of housing management in the republic, we consider it appropriate to implement the following proposals:

- management of the housing stock of the population, in particular, apartment buildings, is carried out directly by the owners of the premises, the company and the management organization (professional management company) or individual entrepreneurs, as well as their main activities and tasks in this regard, as well as systematically explain the content of regulatory legal documents regulating these processes;
- creation of a system of training and retraining of qualified personnel for housing management;
- develop a mechanism to ensure timely fulfillment of the obligations of homeowners and implement them in practice;
- creation of a website for performers of housing and communal services (management company, company, etc.), the introduction of interactive services to open the e-mail address of each homeowner and establish a holistic connection with them;
- widespread introduction of modern information and communication technologies into the housing stock management system;
- organization of telegram channels and bots in order to ensure openness and transparency, prompt provision of information to owners, remote access to the database and communicating their opinions to managers;
- based on an in-depth study and analysis of the experience of foreign developed countries in improving the housing stock management system, implementing their optimal aspects in practice.



The implementation of the above proposals, the entry of professional personnel into the housing fund management system, ensuring openness and transparency in the system will create a basis for further development of mutual trust cooperation between homeowners and housing fund managers. This, in turn, leads to an increase in the efficiency of the management system in the sphere and the quality of housing and communal services provided.

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