

ADVANCED FOREIGN EXPERIENCE IN THE IMPLEMENTATION OF REFORMS IN HOUSING AND COMMUNAL SERVICES

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Annotation. This article examines the best international practices in the implementation of reforms in housing and communal services. In particular, the experiences of the United States, France, Canada, Norway, Hungary and Russia are compared.

Key words: innovative development, investment, condominium manager, competence.

Introduction. In many parts of the world, there are no legal restrictions on the activities of management companies and individual managers working on a contract basis with homeowners.

Today, in order to protect homeowners in the formation of housing management services in Uzbekistan and other countries of the former Soviet Union, the issue of setting special requirements for professionals in this field on professional competence and conscientious approach to their work is widely discussed. The main reason for this is the relationship between housing managers and the population - the unsatisfactory and poor quality of services provided to consumers. This, in turn, has led to the development of a relationship between housing fund managers and the public as a “pricing” and a “payer” rather than a “service provider” and a “customer”.

In the world practice, the management of the housing stock is based on the principles of objectivity and customer orientation. [1]

The principle of objectivity means that the management of multi-storey houses should be based on the technical condition of each house, the landscaping of the area where the house is located and the landscaping of adjacent areas, based on the goals of homeowners.

The customer-oriented approach focuses on accepting homeowners as clients and meeting their needs. In other words, housing managers are required to operate within the scope of their contractual obligations with homeowners and to report regularly to them.

Managerial professionalism is the ability of homeowners to approach the services they provide as an order in determining their goals and needs.

It should be noted that in many countries around the world, such as the United States, Canada, Mexico, France, the Netherlands, Hungary, Poland, Slovakia, the Czech Republic, Singapore and Malaysia, housing fund management is considered a separate type of business. That is, management organizations provide services and benefit from contracts with homeowners' associations. In this case, management organizations are not responsible for reporting to homeowners. This is because they provide services on a contract basis, not with homeowners, but with their associations. [2, 3]

At the same time, the study of the experience of some developed countries in this area shows that in most countries, the provision of utilities, including the management, maintenance and use of real estate, is carried out through non-profit organizations (non-profit activities). Examples include Planning Unit Developments (RUD), Condominium Association, Housing Cooperatives in Canada, Syndicat in France, Apartment Owners in Finland, and Apartment Owners in Ukraine. In Russia, there are homeowners' associations and housing cooperatives. It should be noted that in the Republic of Uzbekistan, the joint management and maintenance, upkeep and maintenance of housing in apartment buildings is carried out as a voluntary association by private homeowners' associations and professional management organizations.

Private homeowners' associations are non-profit organizations established on the initiative of private homeowners.

In developed countries, the training of housing managers is also important. In a number of European countries, there are technical colleges and specialized colleges specializing in housing management. In

addition, the utility companies offer a variety of basic training courses for managers, as well as various in-service training courses.[4]

It should be noted that in developed countries, having a special qualification document that allows you to carry out this type of activity is a market requirement for housing managers, not just as provided by law. Homeowners, in turn, do not entrust the management of their homes to unskilled professionals. On the contrary, it allows qualified professionals, especially state- or internationally-recognized certified managers, to obtain large and high-paying orders from owners. It should be noted that the country does not have a well-organized system of training qualified personnel for quality housing management.

Conclusion. If we look at foreign experience in this regard, in Germany, the leaders of these enterprises must be highly educated economists, engineers, lawyers or social workers, as well as polite, able to negotiate and resolve conflicts. are required to have the qualities.

In Hungary, according to the Law on Homeowners' Associations, only those who have undergone special training can become condominium managers.[5]

Since 2019, courses in Hungary, specializing in "condominium manager" and "property manager" are conducted on the basis of a special state license. Both courses are organized in accordance with the rules approved by the Hungarian Ministry of Internal Affairs on the principle of special training and final examinations, which include lectures, consultations, practical assignments, preparation of course and diploma works, as well as final oral and written exams. enters. In particular, students in the specialty "condominium manager" will take a course of 200 hours (including 8 days of lectures), and those who specialize in "property manager" will take a course of 500 hours (including 20 days of lectures).

The Property Management course covers the entire condominium manager program. According to the Hungarian experience, the course on "condominium manager" covers mainly issues related to the management of residential and non-residential landowners' companies, ie landowners. The Property Management course covers all property issues, regardless of the form of ownership and management, as well as the management of landowners' property. Emphasis will be placed on the management of investment projects related to property, property valuation, profitability and integrated management plans. Today, there are 22 training centers in Hungary that offer the same course fees.

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