

## The Role of Communal Reforms in the Interests of the Population

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### Abstract

*The article is devoted to existing problems in the communal sector of the Republic of Uzbekistan and the reforms being implemented to solve them. In particular, the examples are used to comprehend the problems that have been waiting for their solution for years in the management system of multi-storey buildings, the prospects for attracting innovative technologies and digitalization to the industry.*

**Keywords:** communal sector, management companies, housing owners' associations, reforms, digitalization.

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The main goal of the reforms implemented in the Republic of Uzbekistan at the present time is aimed at increasing the well-being, standard of living and quality of the population. No wonder the President of our country Shavkat Mirziyoyev said that "the main goal of the reforms is to ensure a decent level and quality of life for the population."<sup>1</sup> It is known that the role of the communal sector in improving the living standards and quality of the population of our country is very large. This situation requires special attention to the proper organization of the sector's activities and increasing its efficiency.

Housing and communal services are a complex economic system that serves to meet the vital needs of the population. In addition to the supply of necessary resources in the life of the population by enterprises and organizations belonging to various branches of the economy, the sector provides jobs to a large number of able-bodied people. The unique feature of the housing and communal service system is that it is multi-disciplinary and consists of various services. In turn, the system provides services to enterprises and organizations in the field of production and non-production with different organizational, legal and economic bases, and is of great importance in organizing their activities.<sup>2</sup>

Effective organization and management of activities in this area is in many ways closely related to the introduction of optimal economic mechanisms. For this purpose, in the strategy of action on the priority directions of the development of the Republic of Uzbekistan in 2017-2021, "Increasing the level of provision of communal services, first of all, through the construction of new water supply networks, the gradual introduction of modern economical and effective technologies, to provide residents with clean drinking water in rural areas special attention was paid to the issues of

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<sup>1</sup> Ўзбекистон Республикаси Презенти Ш.М.Мирзиёевнинг 2017-йил 14 январдаги Вазирлар Маҳкамасининг кенгайтирилган мажлисидаги маърузаси. //Зарафшон, 18 январь 2017 йил

<sup>2</sup> Санжар Бобоқулов. Коммунал хизмат кўрсатиш тизими самарадорлигини ошириш усуллари.// "Иқтисодиёт ва инновацион технологиялар" илмий электрон журнали. № 3, май-июнь, 2017 йил

fundamentally improving the supply of energy and building new power generation capacities and improving the provision of other fuel and energy resources to the population.<sup>3</sup>

Therefore, specific powers to conduct a unified state policy in the field of improving drinking and wastewater supply have been established.

After the creation of the Joint Stock Company "Uzsuvtaminot", the level of providing the population with drinking water supply and sanitation services is increasing through the maintenance, modernization and development of relevant facilities. As a result, over the past 5 years, the level of provision of the population with clean drinking water has increased from 64.3% to 72.5%, for the first time 6 million 500 thousand people are provided with drinking water.

On the basis of the State social order, 21 thousand residents of 4 microdistricts of remote districts of Andijan and Namangan regions were provided with centralized drinking water for the first time. It is noteworthy that representatives of the population were directly involved in this process as a mechanism of "public control".

It is known that the standard of living of the population and the environment in society are related to the effective functioning of the housing and communal sector, which is of significant social importance.

The management of multi-storey buildings is one of the most conservative sectors of the world economy. Despite its low share in the global market economy, the social importance of management services is very high today. Because its quality directly benefits the home owners.

The introduction of a comprehensive system of legal regulation of housing relations creates the need to revise state management in the housing sector and create effective regulatory mechanisms. In our country, the issues of improving the housing fund management system, improving the property and social relations of the population to their residences, and increasing the participation of homeowners in the management of their properties remain relevant to this day.

In particular, the system, which has been formed as an ineffective mechanism for several years, required the implementation of necessary reforms in the field. After all, people's trust and hope in the communal sector was fading. Based on world experience, management service companies have entered the industry market, and a number of benefits and guarantees have been established for these organizations in order to effectively organize a quality service system for the population.

Decree of the President of the Republic of Uzbekistan dated August 4, 2022 №PD-346 "On additional measures to further improve the management system of apartment buildings and financial recovery of managing organizations" was adopted. The decision provides for the improvement of the management of this sector, in particular the support of managing organizations serving multi-storey buildings.

According to the decree, in the case of termination of housing owners' associations by the decision of the owners, the management of the relevant multi-apartment buildings will be assigned to a management organization with a higher rating.

Systematic work is being carried out by the Ministry of Housing and Communal Services to improve the management system of multi-apartment housing, to support management bodies, and

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<sup>3</sup> Ўзбекистон Республикасининг Президенти Ш.М.Мирзиёев "2018–2022 йилларда иссиқлик таъминоти тизимини ривожлантириш дастури тўғрисида" ги қарори. Ўзбекистон, 24 апрель 2017 йил. 3568.

to maintain and repair common property in multi-apartment houses, and to clearly define adjacent land plots.

Today, there are a total of 39,691 multi-apartment houses in the republic, of which 35,773 multi-apartment houses are owned by 708 management companies, 1,579 multi-apartment houses are owned by 329 housing owners' associations, 809 multi-apartment houses are owned by other organizations, 765 the multi-apartment building is managed by self-management.

Also, no one can interfere in the activities of companies that do not have problem loans and are stable. As the decision of most appeals, this decision is undoubtedly of great importance. Indeed, today 167 companies operate without loans, and their activities satisfy the population.

By creating an enabling environment for the private sector in the management of multi-family buildings, a service market has been created that broadly involves them. In order to create a competitive environment in the field of housing stock management, and thereby provide professional and quality services to the population, the Institute of Management Organizations was introduced.

In 2021-2022 alone, more than 700 managing organizations were created in the republic. This year, they spent more than 150 billion soums on repairing houses and improving the infrastructure of the district.

Until 2020, there were no market relations in the management of apartment buildings. The houses were mostly run by companies - non-profit organizations.

One of the main factors hindering the development of competitiveness in the management of multi-storey buildings is the passivity of the majority of apartment owners, the lack of a sense of ownership. So, how to deal with this problem?! We believe that in today's era of global development, the complete digitalization of the industry can be an effective solution.

Digitalization is gradually affecting all sectors of the economy. The sphere of housing and communal services is no exception. Information technology ensures high security and continuous operation of the system in the field. It also reduces overspending<sup>4</sup>.

With the new generation of digital technologies, problems that have been in the system for several years can be eliminated. For this reason, innovative projects are being developed in the industry to organize new forms of management of apartment buildings.

In particular, now the management bodies of apartment buildings will be able to carry out their activities after being entered into the electronic register. It serves to increase transparency and quality of service in this area.

Online payments for drinking water and sanitation services have been launched in order to make the population more comfortable through the digitalization of the industry. Eliminated inconvenience when paying in cash.

Also, the billing system "My Home", launched by the Ministry of Housing and Communal Services, creates a single open electronic database of governing bodies, ensures the efficient and targeted use of the owners' funds, improves the quality of services provided, monitors their

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<sup>4</sup> Банных Г. А. Цифровизация проектов муниципально-частного партнерства в сфере ЖКХ / Г. А. Банных, Н. Г. Кожевникова. — Текст: непосредственный // Стратегии развития социальных общностей, институтов и территорий: материалы VII Международной научно-практической конференции. Екатеринбург, 19–20 апреля 2021 г.: в 2-х т. — Екатеринбург : Изд-во Урал. ун-та, 2021. — Т. 1. — С. 302.

compliance with requirements and standards. To date, more than 1.2 million subscriber data have been created in “My Home” billing system. Of these, 486 thousand subscribers of the city of Tashkent, and the remaining 731 thousand subscribers of other regions. At the same time, reports on the work carried out by the apartment management bodies are submitted to the owners in electronic form and online.

As well as the billing system "Electronic Government", an interdepartmental integrated platform, cadastral numbers of real estate objects for automatically generating a database of apartments in multi-apartment buildings, a register of unified addresses, a database of the Ministry of Justice for checking the debt of registration of owners by notary offices and by bank transfer of the Central Bank are integrated into the “MUNIS” system.

In the design documents of an apartment building, in the cadastral passport, in the permit for the operation of apartment buildings, the construction (reconstruction) of which is completed, residential and non-residential premises, a list of common property, area and boundaries of the land plot on which the apartment building and adjacent objects are located (plan, located objects) information display is set. If this information is not specified in the corresponding document, the document of the next stage is not issued.

The choice of the method of managing an apartment building accepted for operation is carried out by the developer. Simultaneously with the sale and purchase agreement for a newly built apartment building, a procedure is also introduced for informing the buyer about the method of management chosen by the developer and concluding an agreement with the managing organization. This increases the responsibility of construction organizations and ensures the construction of houses in accordance with state standards.

Housing is not just a shelter, it is a fortress that affects the mood and lifestyle of a person. Its conditions and comfort will save people from everyday problems and will benefit in their work. They feel like members of this society, they strive to put down deep roots in the place where they live, to find their place in life. Consistency of reforms in the development of communal industry encourages us industry officials to approach this work with great responsibility and diligence. At the heart of this are the great goals of seeing each of our compatriots so happy, to deeply inculcate the noble call "To live thinking about people's pain and worries is the highest criterion of humanity", and to make it our way of life.

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