

Improving the Efficiency of the Organization of Utilities in the Housing Stock Management System

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Abstract: In this scientific article, the formation of utilities in the system of management of the housing stock, users of Housing and communal services (population and economic subjects), on the other hand, are manufacturers of Housing and communal services (organizations that manage the housing stock; water supply, electricity networks, etc.). Attention is paid to socio-economic indicators, which are the main indicators of the efficiency of Housing and communal services, quality indicators modified on the basis of social and economic indicators caused by consumers as a criterion for efficiency of producers.

Keywords: housing fund, utilities, living standards of the population, housing and communal services, services, multi-apartment houses, residential buildings, housing demand, housing stock management, management methods, management mechanism, management companies.

Introduction

It is necessary to reform the mechanism of managing the activities of housing stock management companies. The provision of services to apartment buildings, the improvement of the environment and its infrastructure were carried out mainly at the expense of the state budget. Today, the reason for the desire of the population to live well, the increase in the number of inhabitants, the increase in modern housing, the satisfaction of the unlimited need of people with limited resources is considered precisely as the priorities of the state to reform the mechanism for regulating the activities of housing stock management companies. Therefore, a balanced approach is necessary for the most effective distribution of functions in the management process between the management companies of the housing fund and the owners of the housing property served by them.

In meeting the housing needs of the population, housing under construction by private construction enterprises serves to meet a certain part of the needs. For the disadvantaged part of the population, a certain part of the needs is also being met through state-built housing. But the interest of local investors and property owners is not at the level of demand for current and future housing repairs, reconstruction, supply of drinking water, heat and electricity, Environmental Protection, sanitary and hygienic condition, maintaining common user infrastructure facilities in a fit manner and the activities of management companies serving single housing by case.

The level of development of the social sphere in society is inextricably linked with the level of development of the household, living conditions and communal services sector of the population.

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The level of development of the housing and communal services system determines the internal organization of the living conditions of the population and the style of haèt. Therefore, it is in our republic that special attention is paid to the reform of the housing and communal services network. The housing and communal services sector is formed from the sum of associations, enterprises and organizations belonging to different sectors of the economy of the EEC, and they act as a unified system based on common laws and the goal set for them.

The science of communal economy studies the field of Housing and communal services as a single system, and this system is considered the subject of the science of communal economy.

In our republic, like all sectors of the economy, the housing and communal services sector was inherited from the old system by blind apartment houses, which are structurally imperfect in terms of execution, and an inefficient system of their maintenance and repair, based on the Administrative Command-building method of managing the sector, an economically inefficient system used to seeing the day when From the first days of independence in our republic, the reform of the utility system was initiated.

In order to radically improve the coverage of the population of the Republic with quality housing and communal services, further improve the system of use of the housing stock on the basis of the formation of a technological chain in which the cooperation of all organizations in the field of Housing and communal services is harmonized, create an effective system of technical control over compliance with the:

- implementation of unified public policy and inter-sectoral coordination in the field of Housing and communal services;
- implementation of customer functions on the construction of heat supply facilities, Organization of demolition of old and accident-prone housing;
- monitoring the technical condition of multi-family houses, including the organization of excellent and current repair work of the Multi-Family Housing Fund;
- implementation of control over compliance with the requirements for the Coordination of the activities of the management bodies of multi-apartment houses, the maintenance of a multi-apartment housing fund, determining the costs of their use and operation, the rules and norms of technical operation of multi-apartment houses, the observance of the storage of areas adjacent to multi-apartment houses in accordance with sanitary norms, rules;
- study and methodological support of the problems of the field of improvement of territories;
- development of water supply and sewerage facilities, Heat Supply Systems in connection with schemes and general plans for the development of settlements, development of modernization and reconstruction programs and organization of their qualitative implementation, coordination and management of the activities of organizations of this area;
- the implementation of resource and energy-saving technologies and equipment in the housing and communal services system, including the equipment of Housing and communal facilities with modern computing measuring instruments, the widespread use of domestic modern and high-quality building materials and items that ensure a decrease in the cost of construction and installation work;
- preparation of proposals for improving the regulatory framework in the field of Housing and communal services, development and introduction of modern forms and methods of Housing and communal services, taking into account the advanced experience of developed foreign countries.

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Due to the low solvency of the population for services provided by housing stock management companies, the fact that this industry has been financed by the state budget for years, the absence of an entrepreneurial environment and experience in the industry, the lack of access to quick and large income in the industry, the large number of shortcomings in regulatory legal acts protecting management companies and Therefore, conducting scientific research in the field of housing stock management is one of the relevant topics.

Analysis of thematic literature. The standard of living of the population will be associated with the development of Social Policy and the social sphere, which is being carried out in the country. In turn, the social sphere is formed from infrastructures that supply material and spiritual benefits to the population. While such areas as education, culture, art, Sport and health serve to educate the population as a perfect person, the development of the household and communal services system creates conditions for the comfortable living of the population and the formation of a decent lifestyle.

Looking at the history of Housing and communal services in this area, we will witness the existence of a school in our country with a long history and an unlimited resource. Even looking at the historical monument built by our ancestors, the oldest in Central Asia (10th century, 980s)-the "Tomb of the Samonians", we will see that it is an architectural monument created at the level of a unique work of art, along with the presence of a tarnov road, a drainage system and communications that provide air circulation. This means that we see that there is a certain experience in the field of engineering network construction in Central Asia at that time.

According to the results of archaeological excavations conducted by Uzbek-Yaron scientists on the territory of the city of Dalvarzintera in Surkhandarya region, considered the oldest in Central Asia, water supply to this city was carried out through special sorol quavers.

Russian economist A.R.Abdullina believes that "housing and communal services" - the necessary autonomy infrastructure of the economy is considered and interpreted as one of the main sectors that provide the population with vital services. At the same time, housing and communal services are defined by the researcher as follows: "housing and communal services are a set of areas that provide the activities of the autonomy infrastructure in different settlements, providing living facilities to citizens by providing comprehensive housing and communal services"[2].

There are several scientists in the CIS countries, including S.A. Kirsanov, M.N. Lomova, K.S. In the scientific work of the stepaevs, the possibilities of using the housing fund and organizing its effective management were studied[3,4,5].

R. from our local scientists.I.In the opinion of Nurimbetov and others, "as a result of the introduction of free market relations in the Republic and changes in ownership relations, opportunities arose to dispose of private property, to use it for various purposes. The issues of effective use of a residential building, especially the organization of rational use of residential buildings, have become one of the very important and pending issues today"[6].

The state of decline of Housing has become one of the most pressing problems of the state today. It mainly consists of issues such as the obsolescence of housing funds, the formation of tariffs for services provided, violations of the obligations of managing companies to the population, the implementation of current and capital repairs in a timely manner, the relocation of the population from accident housing[7].

The effectiveness of the management mechanism in housing and communal services enterprises largely depends on the role of local self-government bodies as well as on the wide involvement of consumers in the decision-making process [8].

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The management of housing funds is divided into substantive individual houses and multi-apartment houses. The management of multi-apartment houses has some complications rather than the management of the rest of the housing. That is, it will be difficult to embody the desire of residents living in multi-apartment houses to one goal. Therefore, the management of multi-apartment houses should be guided by clear principles.

There are different methodological approaches to the issue of determining the effectiveness of the housing and communal services sector. Some approaches see increasing the efficiency of the industry with relatively low funds and rational use of available resources with labor costs in more fulfilling the needs of consumers with a relatively higher quality of Service. [9]

Practice shows that management can be ineffective if the subject managing the uighjoy fund fails to achieve his goal; low efficiency—when too much resources and time are spent on achieving his goal; optimal - when the management goal is achieved quickly and at low cost. In a competitive market economy, the management system, organized taking into account socio-economic factors, is the most important. [10]

Most often, the "housing sector" is identified only with housing and communal services and is considered only as an element of the social sphere. In this case, we will not have focused on the complexity of the definition given to the "housing sector" and will have forgotten only the housing stock management system, which represents the infrastructure designed to provide the conditions necessary for the normal life of a person.[11]

Depending on the results of assessing the conditions created in the industry in the development of Housing and communal services in large cities, by bringing socio-economic and institutional changes to the housing stock management system, existing problems are solved and promising plans are developed. [12]

The organization of production of municipal Enterprises is fundamentally different from other enterprises in jaraèni. This differentiation of the activities of enterprises arises from the continuous (during the day) Organization of their activities. This is due to the fact that interruptions in the main types of utilities (electricity, gas supply, hot-cold water supply) cannot be allowed. In this case, the organization of production activities of enterprises requires the establishment of strict labor discipline and, in turn, a large salary fund. When determining the total volume of products and services of a utility, it is necessary to take the sum of the plans of each network.

Research methodology. The paper made extensive use of scientific studies and conclusions of theoretical aspects of housing stock management, comparative comparison, statistical data study and economic comparison and analysis, logical reasoning, scientific abstraction, analysis and synthesis, induction, and deduction techniques.

Analysis and results. Housing legislation regulates the relations of citizens, legal entities, state governing bodies and local public authorities on the following issues:

- occurrence, implementation, change and abolition of property rights, rights of ownership and use in residential areas;
- housing stock accounting;
- ensuring the Maintenance, Maintenance and repair of the housing stock;
- control over compliance with Citizens ' Housing Rights and targeted use of the housing stock.

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Relations related to the construction of houses, the redevelopment and transformation of residential premises, the use of Engineering Devices, the provision of utilities are regulated by the housing code and other legislation.

If, in the absence of a different procedure in the law or in the International Treaty of the Republic of Uzbekistan, the provisions of the housing legislation apply to housing relations involving foreign citizens, stateless persons, foreign legal entities

Until now, there are no forms of Organization of Housing and communal services by public-private partnership structures, since there are not enough experience and qualifications in the management of Housing and communal services. Therefore, it is necessary to refer to the experience of foreign countries.

In international practice, there are mainly English, North American and French management models and the entire range of services they provide. The unifying factor of all three models is the possibility of transferring ownership of the municipal and engineering infrastructure of the urban housing and communal services to private business. But here, for the sake of justice, it should be noted that, nevertheless, the entire infrastructure is strictly under the responsibility of local authorities.

A feature of the German model of municipal complex management is the transfer of public infrastructure to private entrepreneurship in part, and not in full, while retaining the right to management and control of utilities. In the Federal Republic of Germany, for example, municipalities manage water supply systems by establishing a shareholder society. At the same time, the authorized capital of the Enterprise includes tangible and intangible fixed assets, which do not belong to local authorities, but directly belong to the enterprise itself. The advantage of this management model is obvious, since here the mechanism of enterprise management is the basis, and the city authorities do not lose control supports of this type of activity, which is important for the city. The management and control of the municipal complex is carried out through the Supervisory Board of the Joint-Stock Company or other universally recognized market institutions.

A distinctive feature of the French model of the management of the municipal complex is that the property of the municipality for housing and communal services is preserved. At the same time, on a competitive basis, municipalities can attract private operators who provide consumers with electricity, water, gas, etc. Thus, local public authorities can create a healthy competitive environment in the field of managing their property, remaining the owners of the main funds of the housing and communal services.

A distinctive feature of the English model is that they are distinguished by the contrast of management to the French model. Here, the entire infrastructure is transferred to private ownership in full.

Today, the most common mechanism for managing housing and communal services is based on concession agreements or a public-private partnership agreement, which provides for a contract between territorial public bodies and private companies.

In the field of municipal and economic management, public-private, in fact, is a cooperation between local public authorities and private enterprises, which carry out investment activities in the private sector of the economy, establish public infrastructure facilities, and also aim to ensure the most efficient operation of all municipal systems without exception. Enterprises of the private sector of the economy may be very interested in managing the development of the housing and communal services of the city in which it operates. It can be said that the interest of the business in close cooperation with the city authorities is due to economic interests, for example, investments in the infrastructure of the city under the guarantee of the state or the possibility of obtaining orders from the city authorities.

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According to the analysis of world practice, the need for state regulation of housing construction is based on the following factors:

- lack of funds of the majority of the population for the purchase of housing;
- delimitation of the state budget to be directed towards housing construction;
- lack of financial and credit mechanisms for residents who intend to purchase housing;
- low confidence in the population compared to the participants of the housing market;
- lack of effective mechanisms for the population listed in the desire to improve housing conditions;
- -the fact that the main tamoiyils for the purchase of housing for all segments of the population were not introduced into practice, etc.

In this regard, we believe that the state's regulation of housing construction mainly consists of a set of measures aimed at supporting and increasing the payment capabilities of residents of different strata of the country, for this, it is advisable that the state's intervention in housing construction is carried out on the basis of the following methods (Figure 1).

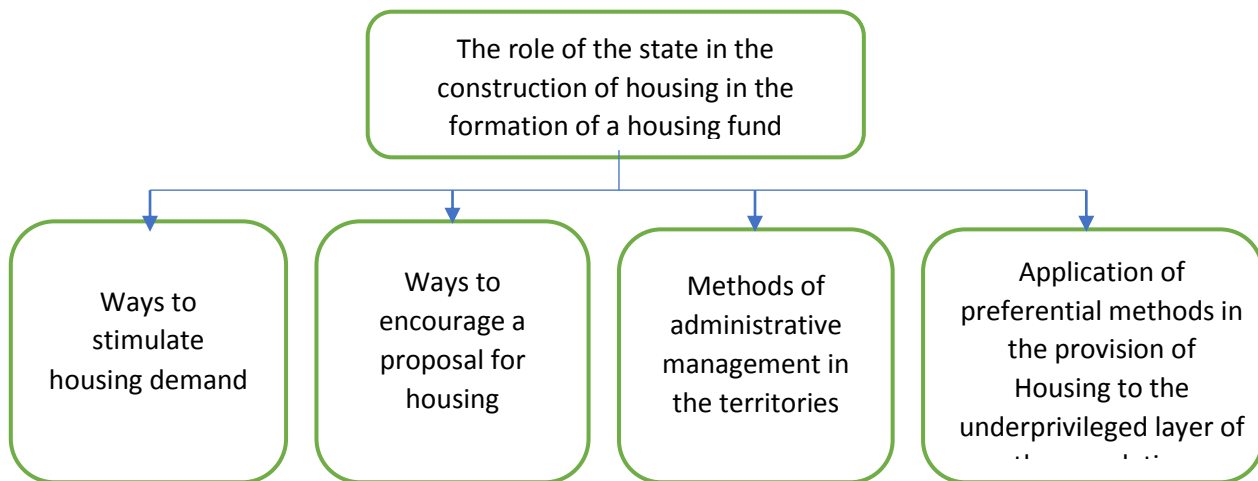


Figure 1. The role of the state in the construction of housing in the formation of a housing fund

The fact that the elasticity of demand for services offered by the utility market in the management of the housing stock is very low, that is, the choice of these types of services or the possibility of limiting the volume of consumption, necessitates a structural study of the market for services offered.

It is advisable to study the market in two segments, based on the characteristics of socio-economic relations in the field of housing stock management. Because this area of services simultaneously covers the market of Housing and communal services (Figure 2).

In the management of the housing stock, the utility market is not directly linked to the housing and communal services market, taking into its composition the residential land market, the housing finance market, the housing and communal services market. Together, the market of Housing Services within the household market and the market of utilities within the Municipal Market form the housing and communal services market, and enterprises operating in this market are the object of research work.

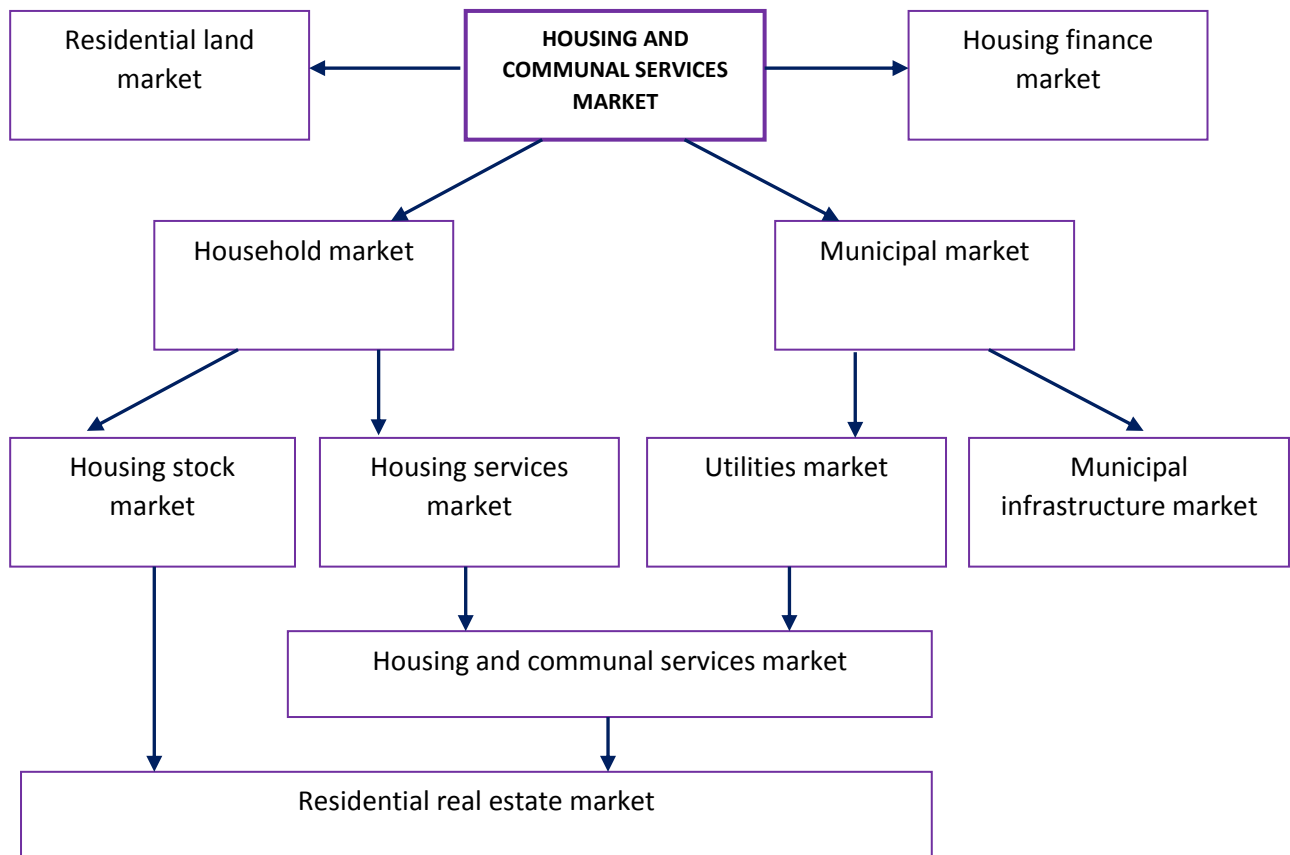


Figure 2. Classification of the utility market in the management of the housing stock

In housing stock management, the utility market provides consumers (residents) with the following two groups of services offered by the housing services market and the utility market (Figure 3).

1. Services provided by the housing services market: Housing Fund Management Services; Housing Fund Operation Services; Housing Fund Maintenance, Maintenance and current repair services; elevator maintenance and repair services; household waste removal services; general property and home occupied territories maintenance services; residential excellent repair services; residential rental services; residential insurance services; emergency repair services in the housing fund.
2. Services provided by the Municipal Services Market: water supply and sewerage services; Heat Supply Services; power services; natural gas supply services; comfort of living services; utilities.

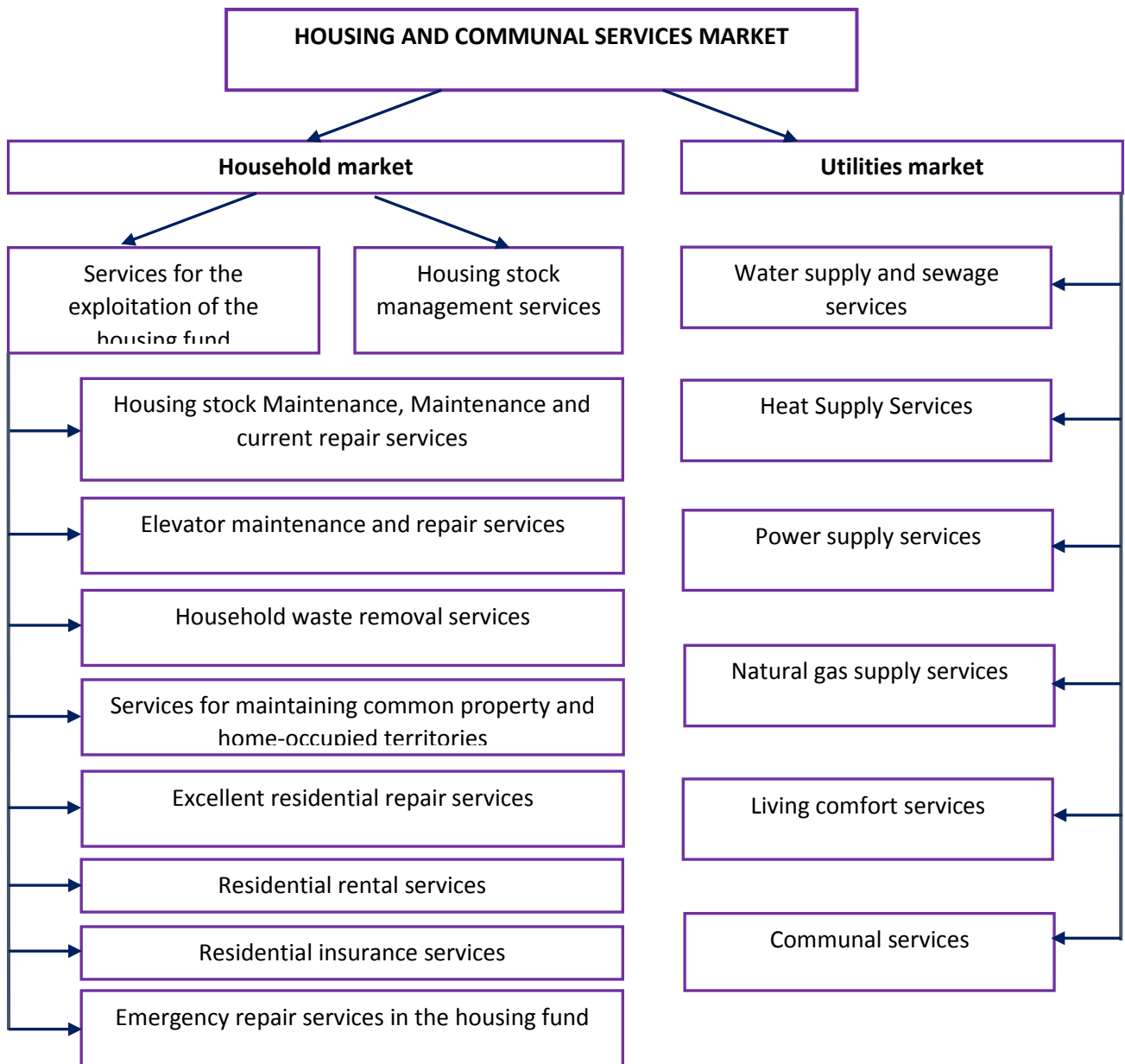


Figure 3. Classification of consumer services in the utility market in the management of the housing stock

In the management of the proposed housing stock, the classification of the utility market was developed not in order to cover the full range of services provided by the housing and communal services, but in order to facilitate practical activities to determine the limit of services in the market of specific regions and products.

Conclusion. In the management of a housing stock can be considered as a criterion for the effectiveness of the utility system. It is these indicators that make it possible to assess the state of Housing and communal services and draw conclusions about its changes. But we believe that these criteria should be supplemented with the following indicators:

1. The level of satisfaction of residents with housing and communal services (the number of complaints and applications of residents on housing and communal services, the possibility of free access to housing rights and freedoms of residents, etc.);
2. Indicators of entrepreneurial activity in the industry;
3. Investment activity level in housing and communal services;
4. Ensuring compliance of public services in the field of Housing and communal services with state social standards;
5. Reducing the cost of providing housing and communal services to the population under comparable conditions;
6. Reducing the consumption of fuel and energy resources in industry (saving resources), etc.

Housing and communal services for the population should not only be economical, but they should also be optimal for consumers and suppliers.

The main subjects of the housing and communal services market are, on the one hand, users of Housing and communal services (population and economic sub-entities), on the other hand, manufacturers of Housing and communal services (organizations that manage the housing stock; water supply, electricity networks, etc.). Each entity of the market makes its own demands on the effectiveness of Housing and communal services based on their own interests. On the one hand, the consumer associates the quality of Housing and communal services with socio-economic indicators, which are the main indicator of the efficiency of Consumer Housing and communal services, on the other hand, manufacturers associate the quality indicator, which is modified on the basis of social and economic indicators arising from consumers as a criterion of efficiency.

Managing the efficiency of utilities in the housing stock management system, in our opinion, consists in coordinating the activities of the represented parties and achieving an optimal balance between them.

The main principle and purpose of the activities of enterprises in the housing fund management system should not be. Social and economic efficiency only occurs in conditions where the standard of living for a large part of the population is eliminated, the absence of technical equipment and the deterioration of Housing and communal services. Obviously, in today's conditions and in the near future, the quality of services provided based on acceptable prices for consumers should be an indicator of social efficiency in this area.

In the process of providing utilities in the housing stock management system, it is important to ensure that the quality of services offered by enterprises complies with the requirements of consumers. The discrepancy between the quality of the services that consumers expect at a relatively high level and the quality of the low level of service offered by service providers in practice leads to a state of low consumer satisfaction with the services purchased.

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