

## Executive summary of the action 2020



Partner Meeting in Kazakhstan, 2020. Photo: © Delegation of the EU in Kazakhstan

### Project Description

Housing (not only residential buildings but also their surrounding environment) is one of the basic human needs. It must be safe and secure. Efficient and qualified housing management is a prerequisite for safe housing and for modernization of the, rapidly deteriorating, old housing stock in Central Asia. Which has not been substantially renovated since the 1990s. The project activities aim to introduce vocational training and training of housing managers. The housing management markets, of the partner countries, which are developing intensively, require highly qualified specialists. The project additionally develops organisational and institutional capacities as well as the professional potential of business intermediary organisations (BIOs).

### PROMHOUSE – the project and its results 2020

The project started at the beginning of the year 2020. A detailed overall and annual work plan/project schedule has been prepared, and tasks of each project partner were defined. A communication plan was developed. For this purpose, a corporate design with project templates was created. The internal communication takes place within the framework of the online partner meetings (minutes are created) and the daily communication.

Analyses of the existing legal and institutional framework for professional property managers in the target countries were carried out and the requirements for professional training were clarified.

Since the beginning of 2020 working groups of the project were created in partner countries: 'Curriculum' - development of educational programs for colleges; 'Standard' - development of professional standards for 'caretakers' in Uzbekistan; establishing a certification system for housing management specialists in Kazakhstan. The working groups included representatives from the ministries of education, other ministries as well as state structures responsible for housing and construction; members of Associations /BIOs - representatives of housing management companies; vocational college teachers.

Initially the project planned a study tour to Germany for the participants of the working groups. Because of the situation with the pandemic the trip was postponed until 2021 and replaced by a training programme developed by the project partners - 'Training of Trainers' (ToT) with a total of 256 training hours. The designed programme includes the most actual topics in the field of housing management, such as: duties and responsibilities of the housing manager (legal aspects), energy efficiency in buildings, digitalisation, communication, organisation of vocational training (teaching methods, dual training system), creation of a continuing educational service in associations, etc. The I. Phase of ToT took place from July to December 2020. The speakers were professors and experts from the European educational centre for the housing and real estate industry (EBZ). The training programme gave a good insight into the professional training of housing managers in Germany. The

participants were provided with additional materials in addition to the presentations. Representatives of the working group 'Curriculum' discussed the German curriculum and its adaptation to the Kazakh and Uzbek conditions.

In Kazakhstan work was carried out together with the Ministry of Education and Science, the Ministry of Labour and Social Protection of the Population and The National Chamber of Entrepreneurs 'Atameken'. The aim was to include the qualifications 'Housing manager' and 'Caretaker' in the Classifier of specialties and qualifications of technical and vocational post-secondary education, all based on the professional standards developed in 2019. This goal has been achieved. The qualifications have been added to the Classifier.

The professional standard was elaborated by the ASSOCIATION SHANYRAK in the project, PRO HOUSE, the predecessor of PROMHOUSE. Then, during the work of the 'Curriculum' group, supported by a methodologist, educational programs for technical and vocational education were developed, namely for the qualifications as: 'Housing manager' (4th level of the National / Sectoral Qualifications Framework (NQF / SQF) and 'Caretaker' (3rd level of the NQF / SQF).

The work of the partners from Uzbekistan has been organized in the same way. Unfortunately, due to the profound reforms in vocational education and major problems in this field concerning teaching staff and the training system itself, the curricula are yet to be prepared, however there are developments and proposals from the project's working groups. In 2020 the ASSOCIATION in Uzbekistan has done a lot of information work in the regions to explain new legislation in the field of housing management. Although, due to the pandemic, the situation was difficult. With the relaxation of restrictions, field visits to Karshi, Samarkand, Bukhara, Andijan and educational exchange visits for representatives of management companies in Karshi and Urgench to Tashkent were immediately organised. As the need for professional specialists in these regions is very high, the Association has already started to provide professional development services. The first two webinars on 'Business Administration in Professional Management Organisation' were conducted online.

The development of industry certification in the field of property management is a cornerstone in the overall development of the housing management industry, and its self-regulation. To address this problem, ASSOCIATION SHANYRAK established during the 2020 PROMHOUSE project a 'Qualifications Council' (QC), the body responsible for the development of industry certification. In collaboration with the regional associations from the field of housing management, a package of documents was developed, including a regulation on the Qualifications Council and the Chairperson of the Qualifications Council was elected. Currently the Council consists of 15 members representing 7 regions of Kazakhstan.

The housing sector has been greatly affected by the impacts of COVID. As many employees have shifted to home office, the use of all household utilities, gas, water, electricity, heating etc. have increased. Also, due to the decreased income of the population, the management companies are challenged by a shortage of funding due to the fact that residents do not pay the full amount for the utility services. In addition, professional housing management and maintenance companies continue to intensify maintenance, disinfection and cleaning of premises and common areas. Thus, the management companies not only did not cease their activities, but they have worked on an even tighter schedule. Several articles were published in the project to support housing managers during the COVID period. A total of 10 articles were published in the course of 2020, <https://uyushma.uz/publikacii>.