

Executive summary of the Action for 2023



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Project Description, Objectives

The overall objective of the project was to stimulate private sector development and economic diversification in Kazakhstan and Uzbekistan by building the capacity of BIOs and MSMEs in the field of housing management and maintenance to actively participate in housing policy decision-making processes, facilitate the development of a favourable legislative framework/standards for professional housing management and actively participate in the system of vocational education and professional development of specialists. Objectives: (I.) Expanding the vocational education system for housing management and maintenance - develop and approve professional standards for housing managers and caretakers; based on them developing educational programs, launching them in colleges; starting training of vocational students. (II.) Enhancing the involvement of BIOs and MSMEs (see the list of abbreviations below) in housing policy decision-making processes in the partner countries.

PROMHOUSE – the project and its results

(I.) Professional education system in partner countries expanded

The main achievement of the project is the introduction of new specialisations – "Housing manager" and "Caretaker" – into the sphere of vocational education. Initially it was planned to introduce only one specialisation, namely the "Housing manager". The project partners, working together with relevant ministries (in Kazakhstan: MIC RK, MON RK, MLSPP RK / in Uzbekistan: MCHCS RUz, MinHSSE RUz, MERL RUz), business representatives from the field of housing management and maintenance and vocational colleges developed professional standards and educational programmes for the two specialties and got them approved by state authorities. Modern topics such as energy efficiency in buildings, energy efficiency refurbishment and digitalisation were introduced into the educational programmes.

Since 2022 in Kazakhstan, 125 students have been trained in the specialty "Caretaker" in two colleges – Almaty Construction and Technical College and Astana Construction and Technical college. In 2024, the Almaty Construction and Technical College has obtained a licence for the specialisation "Housing manager" The college plans to start training in the specialisation



"Housing manager" as of September 2024. Two more colleges in Kazakhstan are on the way to obtain certification for the new specialisations – URBAN College in Astana and Construction College in Semey.

In Uzbekistan, the process of developing professional standards, educational programmes and their approval was longer due to the intensive reform of the entire vocational education system. In addition, the partner from Uzbekistan, ASSOCIATION UYUSHMASI, took more time to lobby for the introduction of the "Caretaker" specialty in vocational training. In 2023, by order of MinHSSE RUz, 5 professional technical colleges received quotas for enrolment of students in two new specialties. Almalyk College of Architecture and Construction received 100% state funding for the specialties "Caretaker" and "Housing Manager", other technical schools (Bukhara Technical College of Architecture and Construction, Samarkand Technical College of Architecture and Construction, Khorezm Technical College of Architecture and Construction, Margilan Architectural and Construction Technical School) received 50% funding. As the quotas (number of training places financed by the state) were granted from MinHSSE RUz very late, close to the start of the academic year, the colleges were not able to recruit enough students, so training in the new specialisations did not start in 2023. At the final conference of the PROMHOUSE project, the representative of MinHSSE RUz, Utkir Alizhonov, Head of Department, spoke about the enrolment of 18 students in the specialties "Caretaker" and "Housing Manager" and the possibility to start training for these students in December 2023. But, in the end, the training was postponed to 2024. Almalyk College of Architecture and Construction has launched an intensive campaign to advertise the new specialties in schools from the beginning of 2024. The other 4 professional colleges will also take steps to recruit students. The likelihood of successful recruitment of students in 2024 is high. There are two reasons for this: 1) public funding of training places; 2) the political course in the country has been taken towards the development of professional management companies (see Impact, Indicator in this report and in Logframe Matrix. The number of professional housing management companies providing services to homeowners increased from 334 at the beginning of 2020 to 795 at the end of 2023). For more details see activities A.5.1-A.5.8 of the WP5 project section (Final Report).

(II.) Enhancing the involvement of BIOs and MSMEs in housing policy decision-making processes in the partner countries

BIOs in Kazakhstan and Uzbekistan have built capacity and their involvement in housing policy decision-making processes has increased. The professionalism and quality of their services have improved, enabling them to provide professional support to target groups and final beneficiaries. Here are some significant examples of the BIOs' activities, which they have developed thanks to the knowledge and know-how gained from the project, not only from the German experience, but also from many post-Soviet countries, in which IWO conducts projects, and has a developed network of experts and thus disseminates this experience in Central Asia:

Within the framework of the project, a Qualifications Council was established in 2021 with the active participation of the ASSOCIATION SHANYRAK. In 2023, following the adoption of the Law on Qualifications, the National Council for Professional Qualifications under the Government of the Republic of Kazakhstan was established and Sectoral Councils under line ministries started to be created. The Qualifications Council of 2021 served as a basis for the establishment of the Sectoral Council under the Ministry of Industry and Construction of the Republic of Kazakhstan in 2023. Saken Makhambetov, Chairman of ASSOCIATION SHANYRAK

was elected Chairman of this Sectoral Council on professional qualifications in the field of housing and communal services.

Over the last three years, the ASSOCIATION SHANYRAK has become an active member of three Subcommittees under the National Chamber of Entrepreneurs "Atameken" - the Housing and Utilities Subcommittee, the Qualifications Subcommittee, and the Commercial Real Estate Subcommittee. The Association is also a member of the Board of Directors of the Institute for the Development of Energy Efficiency and Energy Saving, the National Kurultai on Housing and Utilities, the Barriers Council under the Agency for Protection and Development of Competition of the Republic of Kazakhstan and actively cooperates with the KazCenter of Housing and Utilities on the establishment of the Competence Centre. In addition, thanks to the know-how obtained in the project and having increased its expertise, the Association is a member of the Working Group in the Majilis of the Parliament of the RK, Working Group on certification and qualification confirmation under the Ministry of Labour and Social Protection of Population of the Republic Kazakhstan. In 2020-2023 the association submitted proposals to improve legislation, participated in the development of secondary legislation, for the law on housing relations, the law on qualifications, the construction code, amongst others. With the active participation of the association in 2022-2023, the project developed the "Concept of condominium modelling in the Republic of Kazakhstan". The main idea of this concept is to develop improved legislation or better to develop the Law on Condominium and to describe in detail this special type of property and rules of use for apartment owners in an apartment building. Since November 2023 Saken Makhambetov has been participating in the work of the Project Office on "Increase of the population's income" under the Ministry of National Economy of the Republic of Kazakhstan. At the suggestion of the association, PROMHOUSE developed proposals for the organisation of the National Project Office on¹ "Energy Modernisation of the Housing/Buildings Sector in Kazakhstan". The document can serve as a basis for discussion between the main stakeholders of the housing sector on the issue of formation of a targeted policy on energy saving in buildings in the Republic of Kazakhstan. The documents (report and project office structure) can be found in the annex (see Annex_3_7_2024_report_Project Office_ru.pdf, Final Report).

ASSOCIATION UYUSHMASI worked closely with the Ministry of Construction and Housing of the Republic of Uzbekistan, the Ministry of Higher Education, Science and Innovation of the Republic of Uzbekistan and the Ministry of Employment and Poverty Reduction of the Republic of Uzbekistan during the project. PROMHOUSE improved the Law on Multi-Family Buildings Management developed by the association in close cooperation with MCHCS RUz under the previous PRO HOUSE project, in 2017-2019. In particular, the association submitted proposals to improve the housing sector, e.g. to develop a technical standard for the management, maintenance and operation of the housing stock. In 2021 and 2022, the Association, together with MZhKO RUz (now: MCHCS RUz), held a series of information events in many regions of Uzbekistan on the legislation in the field of housing management and on the introduction of

¹ *The presented Project Office is a collegial advisory body, the activity of which allows to accumulate the work of authorities, business and public institutions to identify and implement priority development projects. Also, the Project Office can be considered as a government body in accordance with the Rules of Project Management (Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 31 July 2023 № 301/HK).*



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the housing information system called "Mening Uyin". As a result of the positive cooperation between ASSOCIATION UYUSHMASI and MinHSSE RUz, MERL RUz approved educational programmes for the specialties "Caretaker" and "Housing Manager" in 2023. The work of the two EU projects has contributed to the development of housing policy towards the professionalisation of the housing management. Since 2022, MZhKO RUz (now: MCHCS RUz) has been committed to the establishment and support of management companies. In 2023, the Association of Professional Managers and Housing Services Organisations (ASSOCIATION UYUSHMASI) became a recognised expert in Uzbekistan on issues related to housing stock, its management and development of professional management companies (see Order of the Presidential Administration of the Republic of Uzbekistan, AF-25 dated 10 May 2023, Annex_3_UZB_policy process).

All these facts show that BIOs are fully involved in the decision making on housing policy issues. This is an achievement of the project, based on the realised activities through which representatives of BIOs, MSMEs, educational institutions and colleges, Nas / LAs have gained know-how and built their capacity:

- "Training of Trainer" (ToT) – 256 academic hours, 1300 participants, experts from 9 countries in Europe and CA, materials on the project website: <https://www.uyushma.uz/biblioteka> Many hours were devoted to the topics of energy saving in buildings, energy modernisation of homes and digitalisation as very important topics for housing managers.
- Exchange of international and regional experience on project topics: 2 study tours to Germany; 1 to Estonia; 2 trips to exchange experience in Kazakhstan and Uzbekistan; 3 international conferences; For the first time in the framework of the project a regional exchange in the field of housing between the countries was carried out. The fourth conference "Development of the market for professional management of residential real estate" was organised by the project partners themselves in Almaty. On the Uzbek side, the conference was attended by Ozoda Zhuraeva, Deputy Minister of MCHCS RUz.
- The BIOs, with the support of the project in 2020-2023:
 - **developed concepts for providing advanced training** services for housing managers and had the opportunity to organise and implement 20 days of training activities (in each partner country). 530 participants in Kazakhstan and Uzbekistan utilised BIOs advanced training services
 - **conducted and actively participated in round tables, information events, consultations** on project topics: 83 events / 4601 participants (Kazakhstan); 32 events / 757 participants (Uzbekistan)
 - **developed and published compendiums** intended for a wide range of users: employees of management and construction organisations, homeowners' associations (HOAs), owners of flats in multi-apartment buildings, as well as representatives of local authorities involved in housing issues
 - **created a website** <https://www.uyushma.uz/promhouse>, where you can find all information about PROMHOUSE – reports (section: Project Documents), training material (section: Library) and articles (section: Publications). 40 articles were written during the project <https://www.uyushma.uz/publikaci> and published in various media outlets.
 - **developed recommendations** based on the experience gained in the project.

Due to the development of professional education in the field of residential property management and maintenance in the partner countries, in which BIOs have taken an active part it can be expected that the development of the residential property management and maintenance market under the influence of BIOs will increase. As well as due to the development of advanced training services and considering the current situation, particularly how confidently BIOs participate in the political process. This is necessary to carry out modernisation / energy efficiency refurbishment, in particular the high volume of deteriorated housing stock from the 60-90's. This big challenge for Kazakhstan will require professional, well-trained housing managers capable of carrying out complex projects such as energy efficiency refurbishment of apartment buildings. Energy efficiency will continue to develop to be of higher priority which in turn drives the development of the market for residential property management and maintenance.

Various government bodies in both partner countries have expressed their positive views on the project. For Kazakhstan, corresponding letters have been received from the Ministry of Education (MON) of RK, the National Chamber of Entrepreneurs of the Republic of Kazakhstan "Atameken" and the Kazakhstan Centre for Modernisation and Development of Housing and Communal Services, Kazakhstan (KazCenter). For Uzbekistan, corresponding letters have been received from the Ministry of Construction and Housing and Communal Services (MCHCS) of RUz, and the Ministry of Employment and Labour Relations of RUz. (MELR) of RUz. See Annex_0_letter of appreciation, Final Report.

The list of abbreviations

A	Activities / project activity
ASSOCIATION UYUSHMASI	The Association of the organizations of professionally managing and serving housing funds, Uzbekistan / RU: Ассоциация организаций профессиональных управляющих и обслуживающих жилищный фонд, Узбекистан
ASSOCIATION SHANYRAK	Association of management entities, services and energy services in housing sector, Kazakhstan / RU: Ассоциация организаций профессиональных управляющих и обслуживающих жилищный фонд "Шанырак", Казахстан
BIOs	Business Intermediary Organisations
CA	Central Asia
IWO	Housing Initiative for Eastern Europe, Germany / DE: Initiative Wohnungswirtschaft Osteuropa, (IWO e. V.)
KazCenter	Kazakhstan Center for Modernization and Development of Housing and Communal Services, Kazakhstan (KazCenter) / RU: АО "Казахстанский центр модернизации и развития ЖКХ" (КазЦентр ЖКХ)
KSK	Unions of Homeowner Associations in Kazakhstan
LA / NA	Local Authorities / National Authorities
MIC RK	Ministry of Industry and Construction (MIC) of RK / RU: Министерство промышленности и строительства Республики Казахстан (МПС РК)
MZhKO RUz	Ministry of Housing and Public Utilities (MZhKO) of RUz. / RU: Министерство жилищно-коммунального обслуживания РУз. (МЖКО РУз)
MCHCS RUz	Ministry of Construction and Housing and Communal Services (MCHCS) of RUz. / RU: Министерство строительства и жилищно-коммунального хозяйства Республики Узбекистан (МС и ЖКХ РУз.)
MON RK	Ministry of Education and Science (MON) of RK / RU: Министерство образования и науки Республики Казахстан (МОН РК)
MSMEs	Micro, Small and Medium-Sized Enterprises
MLSPPP RK	Ministry of Labour and Social Protection of Population (MLSPPP) of the RK / RU: Министерство труда и социальной защиты населения Республики Казахстан
MELR RUz	The Ministry of employment and labour relations of RUz. (MELR) of the RUz. / RU: Министерство занятости и сокращения бедности Республики Узбекистана
MinHSSE RUz	Ministry of Higher and Secondary Specialised Education (MinHSSE) of the RUz. Министерство высшего и среднего специального образования РУз.
PROMHOUSE	Promoting professional housing management in Kazakhstan and Uzbekistan
ToT	Training of the Trainers
WP	Work package