



CONFERENCE PROGRAMME

HOUSING IN KAZAKHSTAN: LEGISLATIVE REFORMS, PROFESSIONAL HOUSING MANAGEMENT AND ENERGY EFFICIENCY IN MULTI-FAMILY RESIDENTIAL BUILDINGS

Almaty, Best Western Plus Atakent Park Hotel Business Centre,
'Khan-Shatyr' Hall, Ground Floor, 42 Timiryazev Street

11 September 2026 – starting at 10.00 am

09.10 – 10.00 Registration of participants, coffee break
10.00 – 10.10 Opening remarks Moderator: Aliya Bogaeva , Head of the “ZhKH-INFO” Training Centre, Almaty, Kazakhstan
I ENERGY-EFFICIENT MODERNISATION OF MULTI-FAMILY HOUSING
10.10 – 10.30 Modernisation programme in the Republic of Kazakhstan Arkady Rubtsov , Chair of the Almaty Housing and Utilities Association, Kazakhstan
10.30 – 10.50 The state of modernisation of multi-family residential buildings in Kazakhstan, using Almaty as an example. The role of NGOs in the transition to energy-efficient modernisation of multi-family residential buildings Bibigul Zhunuspaeva , Chair of the ‘Turan’ Association, Almaty, Kazakhstan
10.50 – 11.00 Q&A
11.00 – 11.20 Approaches to the energy modernisation of multi-family residential buildings in Belarus and opportunities for optimisation in Kazakhstan Gennady Kalenov , Expert, Private Educational Institution ‘International Institute of Management and Entrepreneurship’, Minsk, Belarus
11.20 – 11.30 Q&A
11.30 – 11.50 Comprehensive modernisation of multi-family residential buildings: an investment in comfort, energy efficiency and the future Larisa Schreckenbach , Project Manager, Housing Initiative for Eastern Europe (IWO), Berlin, Germany
11.50 – 12.00 Q&A
12.00 – 12.20 Regional experience in Uzbekistan: management, maintenance and modernisation of the multi-family residential buildings Rakhima Ortikova , Head of the Association of the organizations of professionally managing and serving housing funds (UYUSHMASI), Tashkent, Uzbekistan
12.20 – 12.30 Q&A
12.30 – 13.00 General discussion. Summary
13.00 – 14.00 LUNCH

II. HOUSING MANAGEMENT IN THE REPUBLIC OF KAZAKHSTAN

14.00 – 14.20 Recent legislative changes in the management of multi-occupancy residential buildings
Arkady Rubtsov, Chair of the Almaty Housing and Communal Services Association, Kazakhstan

14.20 – 14.40 Digital property management: technology and artificial intelligence “Aula.kz” LLP
Tair Kozhakhmetov, CEO, “Aula.kz” LLP, Almaty, Kazakhstan

14.40 – 15.00 A modern model for housing and communal services management: international experience and opportunities for application in Kazakhstan
Gennady Kalenov, expert, Private Higher Educational Institution “International Institute of Management and Entrepreneurship”, Minsk, Belarus

14.35 – 15.00 The House That Thinks: From Problems to Solutions with SMART Housing and Utilities
Asel Donets, Director of Partnerships and Communications, Almaty, Kazakhstan

15.00 – 15.30 Legislative requirements for the maintenance of multi-family residential buildings in Kazakhstan
Arkady Rubtsov, Chair of the Almaty Housing and Utilities Association, Kazakhstan

Q&A

15.30 – 16.50 International Quality Standard for the Management and Maintenance of Multi-occupancy Residential Buildings
Gennady Kalenov, expert, Minsk, Belarus

Q&A

16.50 – 17.10 Efficient heat supply and modern approaches to improving the energy efficiency of multi-family residential buildings
Dmitry Lebedev, representative of AITS, Almaty, Kazakhstan

IV. Training and Certification of Specialists in the Management and Maintenance of Multi-Family Residential Buildings

17.10 – 17.20 “ZhKH-INFO” Training Centre and AITS: Professional knowledge for the effective management of a block of flats
Aliya Bogaeva, Head of the “ZhKH-INFO” Training Centre, Almaty, Kazakhstan

17.20 – 17.30 A new approach and a new DOCUMENT for the recognition of qualifications
Sofya TARASENKO, Head of the Certification Centre, Almaty, Kazakhstan

17.30–18.00 General Q&A session, presentation of certificates to participants