



PROMHOUSE - Promoting professional housing management in
Kazakhstan and Uzbekistan
PROMHOUSE - Профессионализация управления жилищным фондом в
Казахстане и Узбекистане



Summary:

Analyse of professional management capacity housing stock in the economy of Uzbekistan

2021



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Introduction

In recent years, in Kazakhstan and Uzbekistan, the need for professional management of residential real estate has increased significantly with the renewal of housing management legislation, which obliges homeowners to choose and implement a management method for their building. In both countries there is an acute shortage of qualified professionals for this area of housing management. *The PROMHOUSE project "Professionalization of Housing Management in Kazakhstan and Uzbekistan"* has set itself the task of satisfying this need by piloting the "Multi-Dwelling Unit Manager" and "Maintenance Supervisor" qualifications in vocational colleges and by developing an advanced training service in the partner associations of housing managers.

The aim of this analysis is first of all to find out the evidence for the need to increase the number of housing managers (both self-employed and management companies) and to improve their professional training. For this purpose, an overview of the housing stock in the partner countries is made - how many residential buildings exist, what is the rate of new construction and what is the housing demand of the population. The state and modernization of the residential buildings and the introduction of energy saving measures are also addressed. These issues are covered in chapter *1. Situation and main trends in the residential sector*.

Chapter 2. The housing management sector outlines the main problems that are trying to be solved by a radical revision of the management of multi-family houses. In 2019, the Law of the Republic of Uzbekistan "On Management of Multi-dwelling units" was adopted and came into force on August 1, 2020. The analysis provides a description of the three modes of management of multi-dwelling units and an overview of the legislation for the implementation of housing management activities. In addition, the current list of professions of employees of management companies and homeowners' organizations is reviewed.

Chapter 3. Description of the vocational training and qualifications system describes the national qualifications system and the practical work that is being done to implement this system. Today, ministries and agencies are developing qualification frameworks and professional standards for professions and specialties in their fields. The prerequisites for vocational training and existing training opportunities are examined at legislative level. Educational programs (educational standards, qualification requirements, curricula and programs) are currently being developed for these professions and specialties, including the management and maintenance of residential buildings. These curricula aim to form competences based on professional standards. The partners have gathered the necessary information for their work concerning the procedure in Uzbekistan in order to introduce a new training program in the field of vocational education and training.

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1 Situation and main trends in the residential sector

1.1 Housing stock - structure by floor area and by the year of construction

According to the results of 2019, there are 34 513 multi-dwelling units in the Republic of Uzbekistan, including 14 457 two-storey houses; 1 156 three-storey houses; 13 167 four-storey houses; 3 653 five-storey houses; 66 six-storey houses; 305 seven-storey houses; 88 eight-storey houses; 1 490 nine-storey houses; 122 houses with ten and more storeys¹. About 31% of multi-dwelling units (10,952 multi-dwelling units) are located in the city of Tashkent².

In 2019, the housing stock of the Republic of Uzbekistan amounted to 536,8 million m². Between 2010 and 2019, this figure increased by 25%, showing an average annual growth of just over 12 million m². Private ownership accounts for 99,4% of the total floor area of the housing stock.³

89% of all multi-family residential buildings in Uzbekistan were commissioned prior to 1990, while 61% were commissioned between 1967 and 1990. In terms of exterior wall construction, most buildings are made of brick and reinforced concrete (42% and 54% respectively)⁴.

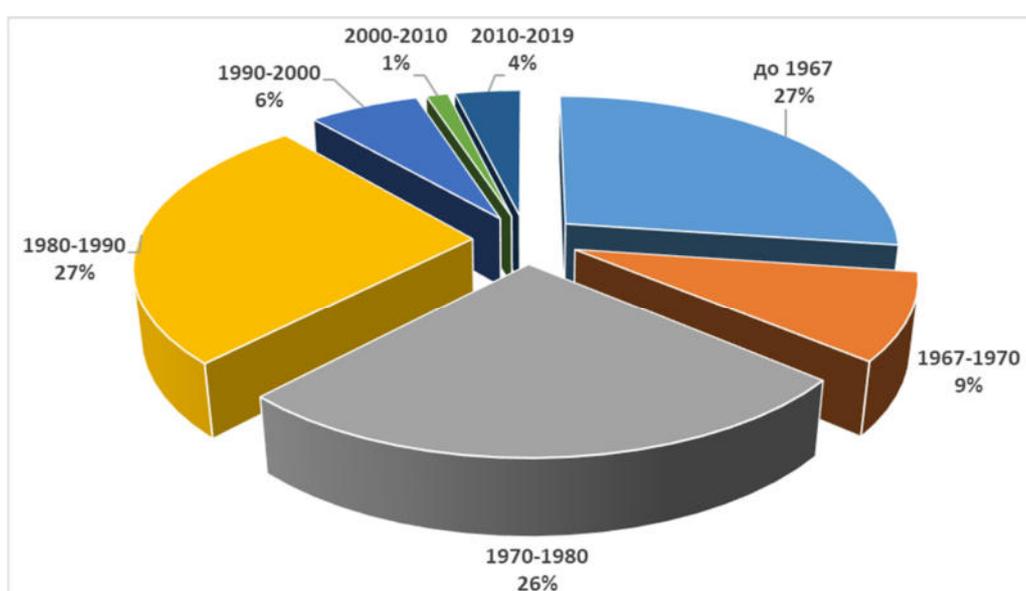


Figure 1.

Age structure of the multi-dwelling building stock⁵

1.2 Urban development – new construction

According to the basic parameters of the *Program for Construction and Reconstruction of Affordable Multi-Dwelling Units in Urban Areas for 2017-2020*, 1 236 houses with 51 350 flats were envisaged to be built in Uzbekistan; and 355 houses with 14 757 flats were envisaged to be built in 2020 (see Figure 2).

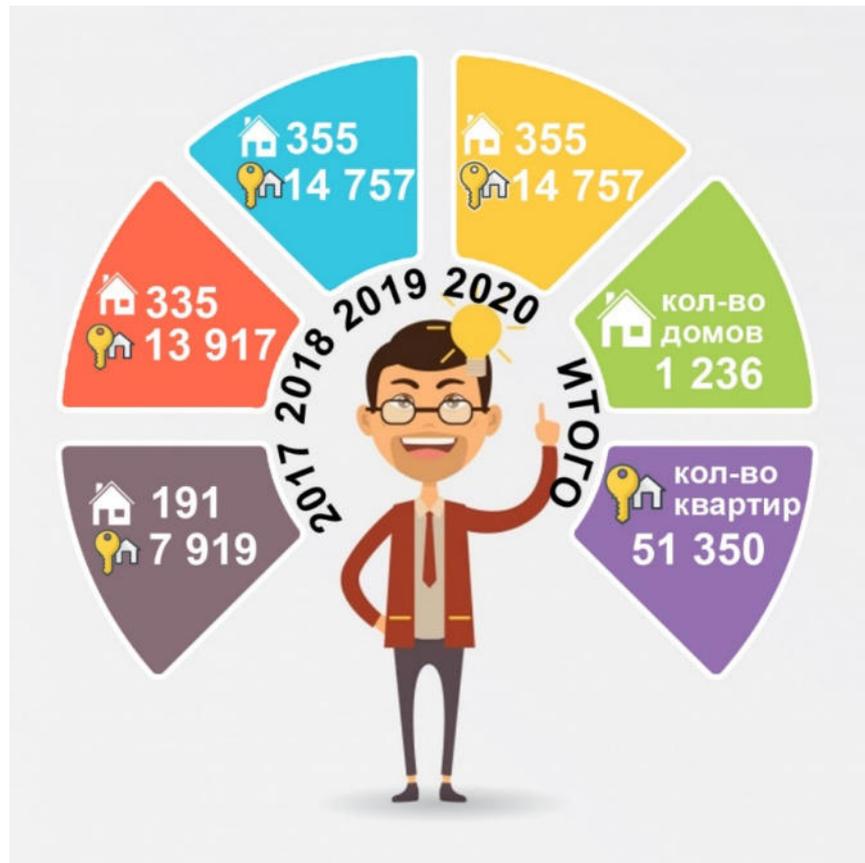
¹ Ministry of Housing and Communal Services of the Republic of Uzbekistan, 2019

² Concept of the Development Strategy of the Republic of Uzbekistan until 2035

³ State Statistical Committee of the Republic of Uzbekistan

⁴ State Statistical Committee of the Republic of Uzbekistan

⁵ State Statistical Committee of the Republic of Uzbekistan



Total: 1 236 multi-dwelling units; 51 350 flats

Figure 2.

Program for Construction and Reconstruction of Affordable Multi-Dwelling Units in Urban Areas for 2017 – 2020

Multi-storey multi-dwelling units with 30 000 flats were planned to be built in 2020.

The introduction of a mechanism under which the State Entrepreneurship Development Support Fund would provide private contractors with partial compensation of loan interest costs and a guarantee of up to 50% of the loan amount was determined.

The need to extend mortgages issued under the new procedure from 15 to 20 years and to raise the upper limit of the mortgage amount based on market requirements was noted.

Presidential Decree No PP-3350 of 23 October 2017 "On additional measures for the effective implementation of the Program for Construction and Reconstruction of Affordable Multi-Dwelling Units in Urban Areas for 2017 – 2020 establishes that:

- The average down payment for the purchase of flats in affordable multi-dwelling units is maintained at 15%. As part of the implementation of the Program for 2019, a differentiated amount of the down payment based on the conditions for the sale of flats to young families, residents of dilapidated residential buildings and other categories of citizens who need to improve their housing conditions is being introduced;
- Land plots for the construction of affordable multi-dwelling units are granted in accordance with the established procedure by the Council of Ministers of the Republic of Karakalpakstan and the regional and municipal administrations exclusively in areas of high demand from the

population, based on applications from OOO IK "Uzshaharkurilishinvest" and participating commercial banks;

- Preparation of the construction site, demolition of buildings and transfer of utilities falling under the construction zone, as well as the construction of supply and intrasite networks of water supply, sewerage, electricity, gas supply and communications are carried out by the Council of Ministers of the Republic of Karakalpakstan, regional and municipal administrations, AO "Uzbekenergo", AO "Uztransgas" and AK "Uzbektelecom" at the expense of local budgets and own funds of operating organizations, respectively;
- Financing of the construction of multi-dwelling units is carried out as the list of potential borrowers and their initial contributions are formed in accordance with the established procedure.

At present, the total number of cities in Uzbekistan is 119. By 2030, this number is expected to increase to 135, mainly due to the transformation of large urban settlements and rural settlements, the main factor of which will be the creation of tourist and industrial centers, as well as satellite towns.

1.3 Housing availability – demographic development

The population of Uzbekistan grew by 60% between 1991 and 2019, meaning by 12,7 million people. From 2014 to 2018, the average annual population growth was about 552 000 people. The population growth, however, is even higher, as many residents have left the country during these years for economic reasons.

A study of the implementation of the *Program for Construction and Reconstruction of Affordable Multi-Dwelling Units in Urban Areas for 2017 – 2020* has shown that there is still a high demand for affordable housing in cities across the country.

More than 27,0 thousand needy families from cities and regions of the republic have applied to territorial commissions with the desire to purchase flats in affordable multi-dwelling units built within the framework of the Program in the coming years.

International organizations estimate that 145 000 flats need to be built annually to fully meet the population's housing needs.

Today, the republic is introducing a new system for the provision of housing in cities, towns and villages. From now on, the construction of houses will be carried out not by the state, but by the private sector. The state will support the demand for housing through the allocation of mortgage loans to the population on optimal conditions. Entrepreneurs will build houses with 13 750 flats in the capital and other cities using their own and borrowed funds. The entrepreneurs themselves will also take care of the design of the houses. The plots of land for building the houses will be allocated through auctions. Connection of houses to water supply and sewage networks, as well as construction of access roads will be financed from the national and local budgets. In 2021, about 1 trillion soums in subsidies will be allocated from the budget, thanks to which 16 000 families will be able to buy an apartment or a house in towns and villages. Document collection will be simplified. The population will not have to visit several authorities in order to collect the package of documents required for obtaining subsidies. Applications will be considered by standing commissions at the territorial offices of the Ministry of Economic Development and Poverty Reduction of the Republic of Uzbekistan, which will draw up a target list of low-income families.

Pursuant to *Presidential Decree No UP-5886 of 28 November 2019 "On Additional Measures to Improve Mortgage Lending Mechanisms"*, a new procedure for providing housing within the framework of mortgage lending has been introduced in order to further expand mortgage lending, create conditions for the development of private contractors, introduce new mechanisms for supporting people in need of better housing conditions, rationally use land resources and increase the urbanization of settlements. This procedure is based on the market principles and includes following measures:

- In order to provide the mortgage market with long-term resources, the Ministry of Finance of the Republic of Uzbekistan places money in commercial banks on market terms for a period of 15 years;
- Commercial banks provide mortgage loans to the population using their own funds and funds allocated by the Ministry of Finance of the Republic of Uzbekistan;
- Mortgage loans are provided at the market rate at the expense of funds allocated to commercial banks by the Ministry of Finance, with a ceiling on the amount of the loan per borrower and with the borrower's right to independently choose the location and size of the dwelling;
- Individuals, including those with low income and in need of better housing conditions, are paid subsidies from the State budget to compensate for part of the down payment and (or) interest on the mortgage loan.

A draft presidential decree *"On the Adoption of a Comprehensive Socio-Economic Development Concept for the Period up to 2030"* is currently being prepared. The draft provides that by 2030, Uzbekistan will join the group of countries with above-average incomes, reduce tension in the labour market, ensure income growth and poverty reduction by half, increase life expectancy to 78-80 years and reduce mortality by one and a half times. The forecast is for full satisfaction of public demand for housing (at least 20 sqm of living space per person), quality drinking water (100%), electricity (100%), and the halving of poverty by 2030.

1.4 Condition of residential buildings

There are currently 34 584 multi-dwelling units in the Republic of Uzbekistan, with a total of 1 197 318 flats and 4 227 358 people living in them, which represents 12,8% of the country's population. Of the 34 584 houses, 13 609 don't need repair; 20 520, on the contrary, are in need of repair and 455 are in disrepair (Figure 3).

Multi-dwelling units are managed by 4 361 homeowners associations and 256 professional housing management companies.

According to available data, as of 2014, only 4% of residential buildings have in-house heat metering devices. In Tashkent, only 2% of multi-dwelling units (181 buildings) are equipped with heat meters; 50% of flats are equipped with hot water metering devices; and 60% of flats are equipped with cold water metering devices⁶.

1.5 Energy efficient modernization of housing in the country

Today, the main priority of our state in this area is the widespread introduction of energy-saving technologies and alternative energy sources in the economy, the social sphere and in multi-dwelling units.

⁶ «Energy Efficiency in Buildings: A Hidden Resource for Sustainable Development in Uzbekistan». Centre for Energy Efficiency in the framework of the UNDP/GEF project, 2014

The basic principles of state policy for improving energy efficiency in multi-dwelling units are defined in the *Law of the Republic of Uzbekistan "On Rational Use of Energy"*⁷ (hereinafter referred to as the Law), which was adopted in 1997. The Law was substantially amended in 2020 to encourage the reduction of energy consumption in economic sectors and the social sphere, as well as to ensure the efficient use of fuel and energy resources. A new draft Law *"On Energy Saving and Energy Efficiency"* is currently being prepared.⁸

Priority areas and tasks for the implementation of state policy in the area of efficient energy use, including in buildings, are also defined and specified by *Resolutions and Decrees of the President of the Republic of Uzbekistan*:

- From 01.01.2018, when designing, reconstructing, constructing and commissioning buildings and structures of state bodies and institutions, as well as multi-dwelling housing stock, it is compulsory to check their compliance with urban planning norms and regulations with regard to the use of energy efficient and energy saving technologies⁹;
- From 01.01.2020, when designing, reconstructing and constructing all buildings and structures, except for individual housing construction, the following shall be compulsory¹⁰: ensuring the energy efficiency of buildings in accordance with the building code; providing an energy performance section for buildings and structures, taking into account the requirements of the building code in the examination of project documentation.
- From 01.01.2020, residential buildings must be equipped with energy efficient and energy saving equipment at the stage of design and construction works. Besides that, the buildings must obtain an energy audit certificate before being commissioned, except for BREEAM and LEED certified buildings¹¹.

In 2020, the President of the Republic of Uzbekistan tasked the Ministry of Housing and Communal Services, the Ministry of Economic Development and Poverty Reduction, the Ministry of Energy, the Ministry of Construction and the local authorities to develop a targeted *Program for 2020 – 2022 to Reduce Energy Consumption in Multi-Storey Residential Buildings* for heating and cooling purposes in all regions of the Republic by improving thermal protection of buildings as well as by introducing energy efficient technologies and renewable energy sources¹².

The Ministry of Construction together with other interested ministries and departments have been instructed to develop a procedure for energy auditing of buildings and structures, issuing a passport of compliance with the established urban planning norms and rules or an opinion on the need to eliminate exceedances of the relevant norms. It also necessary to develop a procedure determining the energy efficiency class of buildings and structures, as well as to carry out critical examination of the existing urban planning norms and rules, ensuring their revision and state registration.

⁷ Law of the Republic of Uzbekistan "On Rational Use of Energy", 25.04.1997, No. 412-I, <https://www.lex.uz/acts/2054>

⁸ Paragraph 12 (item "b", part 3) of Presidential Decree No. PP-4779 of 10.07.2020 "On additional measures to reduce the dependence of economic sectors on fuel and energy products by improving the energy efficiency of the economy and the use of available resources", <https://lex.uz/ru/docs/4890075>

⁹ Paragraph 2 (part 4 (a)) of Presidential Decree No. PP-3379 of 08.11.2017, <https://lex.uz/ru/docs/3405582>

¹⁰ Paragraphs 1 (item "b"), 8 (item "a") of Presidential Decree No. PP-4422 of 22.08.2019, <https://lex.uz/ru/docs/4486127>

¹¹ Paragraph 1 (item "d") of Presidential Decree No. UP-5577 of 14 November 2018, <https://lex.uz/docs/4060068>

¹² Paragraph 11 of Presidential Decree No. PP-4779 of 10.07.2020 "On additional measures to reduce the dependence of economic sectors on fuel and energy products by improving the energy efficiency of the economy and the use of available resources", <https://lex.uz/ru/docs/4890075>

Achieving energy efficiency in existing buildings and multi-dwelling units through systematic modernization of equipment using modern technologies and materials and through energy efficient refurbishment (rehabilitation) has been studied based on foreign experience; a *Concept of Cooperation between the German Energy Agency (dena) and the Ministry of Housing and Communal Services* was developed in 2019. The aim of this Cooperation Concept is to implement energy pilot projects in Nukus, and to prepare proposals for the national housing program of the Republic of Uzbekistan. The project cooperation between *dena* and *the Ministry of Housing and Communal Service* continues to develop. The Association of Professional Housing Managers and Maintenance Organizations is following the progress of the project.

2 The housing management sector

2.1 Problems and basic law in residential property management

Relations regarding the establishment and operation of private homeowners' associations in multi-dwellings units are currently regulated by Law No ZRU-32 of 12 April 2006 "On Private Homeowners' Associations".

However, the analysis of the situation in this area has revealed a number of problematic and unresolved issues related to the activities of associations in the management, maintenance, operation and repair of multi-dwelling units. In particular:

- In accordance with applicable laws, associations are established for joint management and maintenance, security and repair of housing stock, and for the use of common property of private premises owners in a multi-dwelling unit. However, in practice, associations do not fully perform their duties arising from this provision of the law; works on capital and current repairs of the common property of the multi-dwelling units are performed poorly; there is misuse of the loan funds allocated for these purposes and unjustified increase in mandatory fees, which leads to dissatisfaction on the part of the premises owners of the multi-dwelling unit. Moreover, there is a tendency when the same people in the associations act both as customers and contractors (through their firms), which negatively affects the quality of work performed;
- Based on the status of the associations as a genuine institution of self-management of homeowners, which independently carries out its activities, the powers of state authorities to control this area are limited by law, which provides only for state support of associations. All issues related to the activities of associations, including control, are attributed to the competence of the general meeting of members of the associations and the auditing committee;
- Due to unprofessional approach to work planning and to the determination of the amount of mandatory contributions, improper maintenance and operation of multi-dwelling units, there are 1 401 emergency and 118 dilapidated buildings in the country; a large number of multi-dwelling units are in need of overhaul;
- No full-fledged and competitive market for the provision of services in the apartment sector has been created, due to the unattractiveness of servicing of houses by professional management organisations, their weak material and technical base, as well as the lack of benefits for these organizations in contrast to the associations; there is a high share of receivables from premises owners for the maintenance and operation of common property in the multi-dwelling unit;
- Improperly organized accounting and reporting;
- Real and specific approaches to work planning, as well as income and expenditure budgeting are not ensured.

In order to fundamentally revise the management of multi-dwelling units, the Law of the Republic of Uzbekistan "On Management of Multi-dwelling units" was adopted in 2019, providing for the regulation of the three modes of management of multi-dwelling units, i.e. management by associations, management directly by premises owners, and management by management organisations or administrators. This law enters into force on 1 August 2020.

2.2 Characteristics of the residential property management sector

a. Management companies, service providers, HOAs and other authorities

Under the Housing Code, multi-dwelling units are managed by

- Associations of private homeowners;
- Owners of residential premises of the multi-dwelling unit (directly);
- Third parties on a commercial basis – organizations managing multi-dwelling units (professional management companies) or managers (individual entrepreneurs).

Currently, the common property of 34 513 multi-dwelling units in the country is maintained by:

- 4 480 professional management companies
- 247 associations of private homeowners
- Directly by apartment owners

In order to regulate the activities within all modes of management of multi-dwelling units, the Law of the Republic of Uzbekistan "On Management of Multi-Dwelling Units" was adopted. This law enters into force on 1 August 2020. Article 25 of the Law stipulates that in the case of provision of services and performance of works on management, maintenance and repair of common property, as well as improvement of the land plot adjacent to the multi-dwelling unit, the management organization or manager is exempt from payment of all types of taxes in terms of provision of services and (or) performance of these works. This legal provision is expected to stimulate the activities of management companies and their number will increase significantly.

b. List of professions of employees of housing management companies and homeowners' organizations

Article 13 of the *Education Law* of the Republic of Uzbekistan defines a vocational college as a three-year specialized secondary vocational and technical education institution, which provides students with comprehensive development of their professional aptitudes, skills and competencies and the acquisition of one or more specializations in their chosen professions.

In these vocational colleges, a 3-year compulsory education is organized for grade 9 graduates. The following professions in the colleges are intended for services for residential houses:

No	Profession	Code of the profession	Specialities
1	Maintenance Technician	3340301	Technician for the maintenance and operation of public amenities and housing facilities
			Technician (mechanic) for maintenance and repair of amusement facilities
			Greening technician

			Technician for landscaping, repair and maintenance of landscaping facilities
2	Registrar of Real Estate and Maintenance of Residential and Public Buildings	3340302	Registrar of real estate and maintenance of residential and public Buildings
			Technician for valuation and state registration of real estate
3	Technician for Repair and Operation of Lifting Equipment and Lifts	3340303	Mechanical technician for repair and operation of lifts and lifting mechanisms
			Electrician for maintenance of lifts and lifting mechanisms
			Dispatch operator for maintenance of lifts and lifting mechanisms
			Turner – milling operator
			Electric and gas welder
4	Technician for Installation, Operation and Repair of Water, Gas and Sewage Systems	3340401	Plumbing technician
			Electric and Gas Welder
			Operator-controller of gas and water consumption
			Technician for maintenance and repair of gas equipment
			Water and sewage pipes fitter
			Technician for manufacturing of parts and components for sanitary engineering systems and technological pipelines
			Category "B" or "BC" driver
5	Maintenance Technician for Public Utilities	3340402	Water and wastewater treatment systems installation and operation technician
			Water and wastewater treatment control technician
			Technician in a homeowners' association
			Electric and gas welder
6	Mechanical Technician for the Operation and Repair of Specialized Machinery and Sanitation Equipment	3340403	Technician for the operation of specialized machinery and sanitation equipment
			Maintenance and repair technician for specialized machinery and sanitation equipment
			Category "B" or "BC" driver
7	Mechanic for Installation, Operation and Repair of Main, Local and Network Pipelines (different branches)	3340404	Fitter for installation and repair of main, local and network pipelines
			Electric and gas welder
8	Technician for Installation, Operation and Repair of Ventilation Systems and Equipment	3340405	Maintenance fitter for ventilation systems and external pipelines
			Electric and Gas Welder
9	Loading and Unloading Machine Operator	3340406	Crane driver
			Crane operator
			Tractor operator
			Category "B" or "BC" driver

c. **Legislation for the implementation of housing management activities**

The legislative framework for housing and communal services consists of the Housing Code, laws, presidential decrees and resolutions, and the resolutions of the Cabinet of Ministers of the Republic of Uzbekistan.

- The *Housing Code of the Republic of Uzbekistan*, adopted in 1998 and amended in 2006, governs relations between citizens, legal entities, state administration bodies and local authorities regarding the following issues: the emergence, exercise, change and termination of ownership; possession and use of residential premises; security, maintenance and repair of the housing stock; and monitoring of compliance with citizens' housing rights and the targeted use of the housing stock.
Cabinet of Ministers Decision No 278 of 11 May 2020 adopted a Program for the elaboration and submission of draft legislation to the Legislative Chamber of the Oliy Majlis of the Republic of Uzbekistan. This draft legislation provides for the drafting of a new version of the Housing Code by the end of 2020.
- The Law of the Republic of Uzbekistan "*On Protection of Private Property and Guarantees of Owners' Rights*" of 24 September 2012 regulates relations in the area of protection of private property and guarantees of owners' rights.

On 18 April 2017, Presidential Decree No UP-5017 "*On measures to further improve the management of the housing and communal services system*" established the Ministry of Housing and Communal Services of the Republic of Uzbekistan.

Presidential Decree No PP-2922 of 24 April 2017 "*On measures to further improve the system of maintenance and operation of the multifamily housing stock for the period 2017 – 2021*" was adopted. This Decree defines the main directions for further organizational improvement of the system of maintenance and operation of the multi-dwelling housing stock.

Recent legislative changes and their implications for the development of professional residential and non-residential property management

On 1 August 2020, the Law "*On Management of Multi-Dwelling Units*" came into force.

The law applies to owners of residential and non-residential premises in multi-dwelling units, multi-dwelling units management organizations and managers, homeowners' associations, as well as other people whose activities are related to the management of multi-dwelling units.

The main principles of multi-dwelling units management are freedom of choice of management method, self-governance, collegiality, openness and transparency, organizational and financial autonomy, and systematic reporting to the apartment owners.

The law **defines a multi-dwelling unit (multi-apartment building)** as a combination of two or more flats that have independent exits either to a plot of land adjacent to the apartment building or to the common use premises in the building.

The management method of a multi-dwelling units is determined by the general meeting of premises owners. The building may be managed directly by the owners of the premises, by a legal entity – the management organization, or by a natural person (individual entrepreneur) - the manager acting on the basis of an agreement. The management may also be delegated to a

homeowners' association, which is a non-profit organization that unites owners of residential and non-residential premises in one or several compactly located multi-dwelling units.

State control over the management of multi-dwelling units is the responsibility of the Inspectorate for Control over the Operation of the Multi-Dwelling Building Stock under the Ministry of Housing and Communal Services (Zhilfondinspektsiya). The law provides for the Zhilfondinspektsiya to control compliance with the rules and norms of technical operation of multi-dwelling units; prevention of unauthorized reorganization and redevelopment of premises by owners; compliance with the established rules; and systematic repair and maintenance of common property, facades of buildings and in-house engineering communications.

3 Description of the vocational training and qualifications system

3.1 Legislative requirements

The national qualifications system comprises the following items:

- national qualifications framework;
- network qualifications frameworks;
- professional standards;
- educational programs (educational standard, qualification requirements, curriculum and syllabuses);
- certification of specialists.

Another important aspect of the implementation of the national qualifications system is that it defines specific training requirements.

Practical work is under way in the country to introduce this national qualifications system. Based on Presidential Decree No UP-5812 of 6 September 2019 "*On Additional Measures for Further Improvement of the Vocational Education System*", training requirements were established and a differentiated system of vocational education was introduced.

On 15 May 2020, a Decision of the Cabinet of Ministers of the Republic of Uzbekistan "*On Measures to Organise the Activities of the National System of Professional Knowledge and Skills Development in the Republic of Uzbekistan*" was adopted. This Decision approved the Regulation on the National System of Professional Knowledge and Skills Development and the National Qualifications Framework of the Republic of Uzbekistan.

Today, ministries and agencies are developing sectoral qualification frameworks and professional standards for professions and positions in their fields.

The problems of training competitive personnel capable of meeting the requirements of the domestic and foreign labour market, and the growing demand for mid-level training in today's rapidly developing science and technology have demonstrated the need for significant changes in the vocational education system.

Today, a differentiated system of vocational education has been established. Vocational education will be provided in the following institutions:

- Vocational schools, providing elementary vocational education in the form of full-time education based on 2-year integrated programs of general and special subjects; this

education takes place in groups formed from graduates of grade 9 of comprehensive schools;

- Secondary vocational colleges, which train specialists according to at least level 3 of the International Classification, based on the principle of "lifelong learning", providing at least general secondary education up to 2 years in full-time and extramural forms, depending on the complexity of professions and specialties and based on the state order and payment contract.

One of the main objectives of the new vocational education system is the training of highly qualified personnel in accordance with the current needs of the domestic and foreign labour market.

Based on this, the "*Classifier of Professions and Specialities of Differentiated Vocational Education*" was developed and approved by Resolution of the Minister of Higher and Secondary Specialized Education No 131 of 20 February 2020.

3.2 Development and approval of educational programs

Paragraph 7 of Presidential Decree No UP-5812 of 6 September 2019 "*On Additional Measures for Further Improvement of the Vocational Education System*" provides for the development and approval of educational programs for primary, secondary and special vocational education by 1 June 2020.

Educational programs are currently being developed to meet this objective. A working group consisting of employees of ministries, departments and organizations, teachers from universities and vocational colleges will be formed to develop educational programs. The developed educational programs are discussed by the Methodological Councils and the Coordinating Council of Educational and Methodological Associations in the field of higher and secondary specialized vocational education. These programs are approved by a relevant resolution of the Minister of Education and Science.

In 2020, the Working Commission of the Ministry of Housing and Communal Services and the Institute of Pedagogical Innovations, Management of Vocational Education, Retraining and Professional Development of Teachers, which included members of the PROMHOUSE Project Curriculum Working Group, developed qualification requirements for the profession 4.81.03.07 *Service Specialist of Housing and Communal Sector*. These requirements were endorsed on August 14, 2020, at the 3rd meeting of the Coordination Council of Educational Methodological Associations under the Ministry of Higher and Secondary Specialized Education of the Republic of Uzbekistan and approved by the Resolution of the Ministry No 419 of August 14, 2020.

General and vocational competences are also defined. General competence requirements for graduates in the field of housing and communal services include the following items:

- Ability to choose ways of solving various problems arising in the process of professional activity;
- Ability to work in a team in order to reach the goal set by the leader;
- Enhancement of professional skills and personal maturity;
- Ability to work in a team and task-oriented group, communicate with customers, colleagues, supervisors and the public in a sincere, polite and efficient manner;
- Ability to express themselves orally and in writing in the language of instruction;

- To have human qualities, love their nation and homeland, take pride in themselves and respect national traditions and values;
- Ability to use information and communication technologies in professional activities;
- Ability to work with professional documents;
- Skills to follow safety and health regulations in the field of professional activity;
- Skills of a housing and communal services specialist:
- Ability to use housing and communal services, provision of safe conditions (labour protection, compliance with safety regulations);
- Knowing how to use engineering and communicational systems of housing and communal services, buildings and constructions: gas, water, heat, electricity; and knowing how to use modern technical equipment, tools and devices;
- Knowing how to assemble and repair engineering systems and communications of housing and communal utilities, buildings and constructions: gas, water, heat, electricity and modern controlling equipment;
- Organization of home preparation and qualitative performance of efficient work in due time;
- Multi-dwelling registration and reporting boxes and preparing multifamily housing stock for seasonal operation;
- Drawing up and reporting of technical and other documents related to the management of the multi-dwelling units.

Based on these requirements, a model curriculum has been developed by the Vocational Education Centre of the Ministry of Higher and Secondary Specialized Education of the Republic of Uzbekistan. This curriculum was sent to colleges as a recommendation. When using this curriculum in colleges for the training of housing and utilities professionals, the methodological council of the college may modify the curriculum by a maximum of 20%. The PROMHOUSE Curriculum team will work on the model curriculum in 2021 in cooperation with the colleges, with which agreements are in place to implement vocational training for professions related to residential property management and maintenance.



PROMHOUSE - Promoting professional housing management in Kazakhstan and Uzbekistan

PROMHOUSE - Профессионализация управления жилищным фондом в Казахстане и Узбекистане



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	<p>EU Regional programme CENTRAL ASIA INVEST (started in 2007) supports private sector development in the five countries of Central Asia, with a particular emphasis on the growth of Small and Medium-sized Enterprises (SMEs). A healthy private sector requires a reliable network of Business Intermediary Organisations (BIOs), which can support its members and act as a reliable source of the diverse private sector.</p> <p>The Central Asia Invest Programme has the following objectives: 1) to support private sector development in the region through reinforcement of the role and capacity of BIOs, whilst increasing their number; 2) to improve the business environment for SMEs by promoting and supporting policies that strengthen competitiveness, facilitate investments and access to finance, open new markets and reduce red tape.</p>
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