

## Who is he, the master of the house?

**Date: 2.10.2020 y.**



**The article was written as part of the PROMHOUSE project - Professionalization of housing management in Kazakhstan and Uzbekistan**

(Programm EU: Central Asia Invest V, Boosting Small Businesses Competitiveness)



**The project is funded by the EU. The views expressed in this publication are those of its authors and do not necessarily reflect the views of the European Commission**



Project information - <https://www.uyushma.uz/project>



The project is being implemented by the Housing in Eastern Europe Initiative (IWO e.V.), Germany - [www.iwoev.org](http://www.iwoev.org)

### Experience in implementing the qualifications of a housemaster in Kazakhstan

Managing an apartment building is a complex and painstaking process. Undoubtedly, the expected result is a high quality of life of owners. Unfortunately, this sphere, and not only in Kazakhstan, leaves much to be desired. To solve this systemic problem, which has developed over decades, last year the Professional Standard "Management of Residential Houses and Non-Residential Buildings" was adopted and approved, where, along with the real estate manager, the management of the MJD, the profession of "housemaster" was introduced.

Everyone knows the situation when your neighbors indignantly express claims on the quality of cleaning entrances and yards, dissatisfied with the state of heat, sewerage, ventilation networks. All these problems are growing from year to year, accumulating negativity on the part of owners and tenants.

Of course, one of the solutions may be to increase the payroll, but this infusion will justify itself only if skilled and experienced professionals are involved. Since the wages of workers in this area are not competitive, so people are reluctant to agree to such conditions, often combining a similar amount of employment. Another reason is the lack of systemic improvement in knowledge and skills. All these factors are a social problem - dissatisfaction with the level of service and maintenance of apartment buildings, which ultimately negatively affects the quality of life of people.

In summary, it can be concluded that the maintenance of an apartment building requires specialists trained and armed with knowledge of modern industry trends. The solution to this problem in Germany was the introduction of the "housemaster" institute in the 20th century, which literally translates as "master of the house". Therefore, a catalogue has been compiled on the qualification requirements of the housemaster in Germany, and on some counts are regulated at the legislative level.

Requirements for house-master in the modern format of management of apartment buildings are increasing. If previously it was necessary just a man-universal, who will repair, will make the prevention of life support systems, then nowadays with the development and implementation of "smart



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technologies", complex engineering systems of heating, water supply, electricity, ventilation house-master should understand all this.

The issues of training of house masters were discussed by colleagues from Uzbekistan, Kazakhstan, Germany at a webinar organized jointly by the Housing in Eastern Europe Initiative (IWO) (Berlin) and the Shanyrak (Kazakhstan) Association within the framework of the EU-PROMHOUSE project. The purpose of the webinar is to introduce participants to the activities of the housemaster, his tasks, competences and training in Germany and Belarus. As well as to organize a discussion on the implementation of the institute of house-master in the partner countries of the PROMHOUSE project - Kazakhstan and Uzbekistan.

Christian Thomas, a lecturer at the Academy of the European Educational Centre for housing and real estate economics in Bochum(Germany), spoke about the work of the housemaster..

-First of all, it is necessary to understand that the house-master must have technical knowledge and understand the issues of heating system, electrics, plumbing, as well as the general operation of the house, cleaning and care of plantings and territory. Of course, this person must be sociable, have practical skills and sleight of hand, able to make a small repair, be responsible.

-In Germany, a housemaster can work on an independent basis, i.e. on his own, to be an employee of a service organization, or joint homeownership. As a rule, the volume of services performed is necessarily regulated by a separate contract.

Gennady Kalenov, Director, International Real Estate Management Association shares experience of implementing housemaster in Belarus.

-Belarus has successfully adopted the experience of Germany and has introduced a house-master institute in the residential property management market, which has certainly improved the quality of service of apartment buildings. The whole process of implementation took 7 years, but the profession has taken root and is quite in demand in the country. Currently, the profession is in demand not only in housing and utilities, but also in kindergartens, educational institutions, offices of companies.

The overall goal of the PROMHOUSE project is to stimulate private sector development and diversify the economy in Central Asia by empowering and strengthening private housing management companies in Kazakhstan and Uzbekistan. Tasks: development/improvement of the professional standard for property managers, the initiation of vocational education for real estate managers, work with colleges, development of organizational and institutional opportunities, professionalism and development of the services of associations uniting specialists in the management and maintenance of residential real estate. Spreading international experience, innovative ideas, know-how, strengthening links and partner networks.

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