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### **Ways to improve the quality of housing-communal services\***

**Abstract:** Improving the quality of housing and communal services (HCS) is certainly relevant today, as the vector of development of the national economy of Kazakhstan is becoming more focused on improving the quality of life of the population. The quality of life of the population is crucial for the successful development of any country. The purpose of the study is to justify the functioning of urban housing and communal services and to develop mechanisms for its activation to improve the quality of services provided to the population.

A detailed study has shown that there is a mismatch of living conditions with the main parameters of comfortable living: the presence of a certain proportion of dilapidated housing; low solvency of the population to improve housing conditions; low activity of introducing innovative technologies in the housing sector; low investment inflow due to low profitability in the housing sector.

In order to determine the socio-economic prerequisites for the modernization of housing and communal services and urban economy conducted sociological surveys in the Kyzylorda region. The result of successful implementation of the improvement of the industry should be the effective functioning of enterprises of housing and communal services, ensuring their ability to provide the population with quality housing and communal services for a reasonable fee.

**Key words:** housing and communal services, quality, tariffs, investments, reform, new technologies, innovations, competition, discounts, family budget

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**Introduction.** The current state of the housing and utilities sector in the republic is characterized by an unsatisfactory financial position, high costs, and a lack of incentives to reduce costs. At the initial stage of the reform, most of the state ownership in the housing and utilities sector (housing and communal infrastructure objects) was transferred to the communal ownership. In a relatively short time it was assumed that at the expense of the population's funds the cost of housing and communal services would be fully covered. In turn, the preservation of the budget financing of housing and communal services clearly reflected in the increase in the level of depreciation of fixed assets and the inefficient work of enterprises in the industry. As a result, there was a decline in the quality of housing and communal services to consumers, a lack of safe conditions for the population to live in, an increase in the uncertainty in the operation of engineering and communal life support systems. This situation was complicated by the underdevelopment of the competitive environment in this area, the monopolistic position of housing and public utilities in the utilities market led to an unreasonable increase in tariffs for services in the industry [1,2].

**Formulation of the problem.** All of the above requires innovative changes in the mechanism of reforming the housing and utilities sector, which are concentrated on other principles: the transition from the traditional approach to the housing and utilities sphere to an organizational set, meeting the needs of the population in local executive services in a market economy and social protection.

The reform of the housing and public sector of the Republic has the following main goals:  
- Ensuring living conditions that meet quality standards;  
- Reduction of tariffs for relevant services and costs of service providers in improving their quality;

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- Improving the system of organization and management of enterprises in the housing sector;
- Creating conditions for the development of a competitive environment in the field of construction, housing management and operation; changes in the system of payment for housing and utilities; development and implementation of measures for social protection of the population.

**The purpose of the study** is to justify the functioning of urban housing and communal services and to develop mechanisms for its activation to improve the quality of services provided to the population.

**Story.** In the world scientific community, the concept of «housing and communal services» has been studied since the 20s of the 20th century, and in the 1960s, 1980s and 2000s there was a wide interest in the problem as a field of scientific research, in substantiating the terminology of housing and communal services from theoretical and methodological aspects.

The development of housing and communal services sectors through new technologies is to some extent investigated by Russian scientists (Chernyak V.Z., Korobko V.I., Larin S.N., Savostina S.V., Balyasina A.A., Lelyavina T .A., Ryakhovskaya A.N., Merkulov V.V., Shkurkin O.M.).

To study and analyze the problems of state regulation of the development of the social sphere as a whole, including the housing and communal sphere, scientific and practical research by A. A. Alimbaev, B. A. Akhmetzhanov, V. B. Baimuratov, A. E. Esentugelov, R.K. Zholamanova.

**Research Methods.** The state of housing and communal services determines the level of welfare and sustainable socio-economic development of the state. The state of housing and communal services in the modern world is determined by the use of innovative technologies, which are indicators of the quality of life of the urban population.

The studies aimed at collecting and completing the meaning and content of the existing definitions made it possible to generalize the concepts of economic essence and the importance of housing and communal services in the urban economy. An analysis of literary sources, including scientific research in recent years, shows that special attention is paid to issues of social support and social guarantees of the population in various spheres of life. A detailed study has shown that there is a mismatch of living conditions with the main parameters of comfortable living: the presence of a certain proportion of dilapidated housing; low solvency of the population to purchase new housing or improve housing conditions; low activity of introducing innovative technologies in the housing sector; low investment inflow due to low profitability in the housing sector. At the same time, in the housing and utilities sector at the present stage of its modernization, a social protection strategy has not been developed and directions have not been defined. Insufficient knowledge of new technologies, a low level in the management and planning of housing and communal services, especially in the control of enterprises of housing and communal services, includes this industry among the most backward and unprofitable industries.

**Results:** Social protection of the population is expressed in the provision of socially important services guaranteed by the state to every citizen, regardless of the material level of the population.

An important place in the reform of the housing and utilities sector of the Republic of Kazakhstan is occupied by targeted targeted support to low-income families. This necessitated improved forecasting of the number of such families and the necessary financial instruments. The amount of subsidies should not depend on factors that cannot be regulated or assumed by local authorities (for example, on the minimum wage set at the republican level of the preferential level of payment for housing, and so on).

The study of state financing of housing and communal services indicates a steady increase in the share of budget financing, the emergence of new areas of financing, a significant increase in the share of water supply and water purification, urban improvement and landscaping. However, it should be noted that all sub-sectors of the industry cannot get the opportunity to use budget

financial resources. For example, lending to housing and communal services, aimed at updating fixed assets, supporting the efficient operation of an enterprise, is not provided for in the budget. In addition, it must be recognized that heat and gas supply are not provided with budgetary funds, insufficient funds for overhaul of the housing stock, etc. In table 1, the analysis of the security of the housing stock of the Kyzylorda region, presented as an object of study, characterizes the specific gravity of housing covered by the services of housing and communal services in the areas of water supply, sewage, central heating and gas supply.

Table 1

**Housing stock of utilities in the Kyzylorda region,%**

Indicators	Years				
	2014	2015	2016	2017	2018
The proportion of the total equipped area,%					
a) plumbing	75,1	77,4	80,1	82,8	85,1
b) sewer pipes	18,2	16,9	15,0	13,2	11,1
c) central heating	16,3	15,0	13,0	12,6	12,5
d) gas (including liquid gas))	96,8	97,4	97,1	97,9	98,4
f) hot water	1,8	1,9	2,1	2,5	2,8
The note is compiled on the basis of data from the department of energy and housing and communal services of the Kyzylorda region. [3].					

From table 1 it is seen that the sewer pipeline, the provision of heat with hot water are in a state of stagnation. We see that the availability of water supply has grown three times compared to 2014 and is growing annually in gas supply. The measures taken to maintain and maintain the existing communal system show that existing communications are not developing.

Characteristic features for enterprises of housing and communal services are the size of receivables (table 2). Despite the increase in inventories in 2018 and a significant decrease in accounts receivable, an increase in the share of cash in the structure of working capital of enterprises of housing and communal services was not observed. It does not yet allow enterprises to carry out the formation of savings for the implementation of investment programs, as well as to use borrowed sources of instruments. Due to the fact that the latter should not provide only material, but should also be creditworthy, capable of assuming high liquidity.

Table 2

**The structure of working capital of enterprises of housing and communal services of the Kyzylorda region, %**

Indicators	2014 y.	2015 y.	2016 y.	2017 y.	2018 y.
The structure of working capital by industry, %	18,7	34,2	39,0	39,3	41,5
Inventory					
Financial instruments	3,7	4,1	3,6	3,7	4,5
Accounts receivable	66,3	60,5	53,0	53,1	49,4
Other current assets	11,3	1,2	4,4	3,9	7,9
The note is compiled on the basis of data from the department of energy and housing and communal services of the Kyzylorda region [3].					

Table 3

**Share of financial results of enterprises of housing and communal services of the Kyzylorda region, %**

Indicators	Years				
	2014	2015	2016	2017	2018
Settlement institutions (excluding cooperatives of apartment owners))	100	100	100	100	100
Harmful enterprises	50	74	54	42	35
Profits of the enterprises	50	26	46	58	65
The note is compiled on the basis of data from the department of energy and housing and communal services of the Kyzylorda region [3].					

In addition, this amount of income does not allow to finance the investment projects of the enterprise.

A study of the state of housing and communal services in the Kyzylorda region involves a study of the cost of services provided, as well as the dynamics of prices for these services.

Table 4 presents the cost structure and total costs of the industry for the production and implementation of activities.

In the structure of the cost of production, the main share of costs is occupied by the item “material costs”, which includes the cost of raw materials and materials, labor costs, which have increased significantly in recent years and currently account for 31%.

Table 4

**The cost of production and sales of housing and communal services,%**

Indicators	Years				
	2014	2015	2016	2017	2018
Costs of production and sales,%	100	100	100	100	100
Including:					
- Material costs	40,5	40,3	40,6	41,5	43,0
- Depreciation of fixed assets	4,6	5,1	5,7	6,2	6,9
- labor costs	30,7	30,9	30,6	29,8	28,6
- Other costs	24,2	23,7	23,1	22,6	21,6
The note is compiled on the basis of data from the department of energy and housing and communal services of the Kyzylorda region [3].					

Subsequent items essentially carry other costs, which include cost items that are not directly related to the production process. In our opinion, in this case there should be changes in the direction of reducing these cost items, since they can significantly reduce than other costs than non-core ones. This cost item provides a substantial reserve to reduce the cost of housing and communal services. The smallest share in the structure is outdated fixed assets. Nevertheless, a steady growth trend of this article also occurs in percentage terms - from 2.9 to 6.9%. This trend is determined by the lack of financial resources for updating fixed assets, requiring large costs for restoration work, accompanied by physical deterioration of equipment. Currently, in the Kyzylorda region, the number of apartment buildings requiring major repairs is 629 houses, and all utility bills in 2018 compared to 2013 increased by an average of 30%. Thus, we can draw the following series of conclusions:

- the value of the volume of overdue loans that do not allow firms to work normally;
- reserves and costs-a high share in the structure of raw materials and materials and low investment dynamics.

It is necessary to revise the policy in relation to traditional benefits for payment of housing and communal services to certain categories of citizens. The established practice shows that in each benefit should be provided sources of funding. Benefits granted to citizens on professional grounds should be financed from the budget of relevant organizations and institutions. It is necessary to reduce and streamline existing benefits.

The current system of benefits for the provision of housing and communal services to the population does not have the same values for citizens living in different conditions, as some of them live in a city or village, and some in homes where conditions are created, and others in homes where there are no conditions. Social security of some of them is at a very low level. Thus, due to the fact that a significant part of the population of Kazakhstan, living in the countryside, is not used, it is deprived of the possibility of obtaining benefits for housing and communal services.

Cheaper services for consumption may cause unreasonable growth in demand for it. Therefore, in the volume of consumption of services it is necessary to build a tariff policy in accordance with the «social regulation». That is, for a size not exceeding social standards, a preferential tariff should be established, and a higher tariff. This principle can be applied if it is possible to directly measure the volume of services consumed. All benefits for payment of

housing and communal services have a negative impact on the chain of non-payments and are an integral part of the loans of enterprises of housing and communal services, accumulated in the region's loans for energy and energy. In Kazakhstan, there was a need to develop a system of housing subsidies and adjustment of housing payments associated with the full payment of housing to citizens.

In the new economic conditions for services in the housing and communal services can not be privileges in free form. It must be remembered that the growth of the category of the population enjoying benefits increases the tax burden for other consumers.

Currently, in the field of payment for housing and communal services, the following areas can be identified that are closest to the economic order of the population:

1. General provisions Payment for services of the industry does not bear the burden for the family budget and is made in order;

2. Payment for services of the industry bears the burden for the family budget, however, if possible, it will be made consistently without accumulating a significant amount of debt. ;

3. Payment for services of the industry does not bear burdens for the family budget, but temporary debt will not be paid in time;

4. Payment for the services of the industry bears the burden for the family budget; payments are not made in a timely manner; debt is constantly accumulating.

Other areas of economic discipline of citizens, as consumers of housing and communal services, include the following:

1. General provisions Self-installation of apartment meters when utilities are consumed by the population, while payment is made not according to city standards, but according to indications of devices .;

2. Use by the population of additional paid housing services;

3. Getting housing assistance to low-income citizens.

The studies conducted by the author are aimed at studying their self-esteem in terms of forecasting the future economic regimes of citizens as consumers of housing and communal services .:

- Evaluation of the material situation of the study participants and its change by 2019;

- Assessment of the quality of living conditions and the quality of housing and communal services, along with the open wishes of research participants to improve the quality of services in the industry;

- Assessment of the activities of participants in surveys of current areas of social protection of the population in the field of housing and communal services and the burden of payment for the services of the industry for the family budget;

- Assessment of the development of housing and communal services by survey participants from the point of view of the consumer;

- Evaluation by participants in the study of issues of obtaining housing assistance by their own, relatives, and just surrounding people.

The survey questions were made in a more accessible form with a simple causal link. Questions were conducted in public places, data were processed by the method of accumulated collections. The respondents answered standard questions: gender, age, type of activity, education, which made it possible to assess the compliance of the Kyzylorda region with a statistical society, the quality and structure of the choice. It should be noted that the answers to the above-mentioned standard questions are not so important for our study, since it is of a "family" nature, and not a personal opinion on the issue. This opinion is formed over the years in a specific family environment, along with making some additions to the social mentality of the individual.

The sample size is calculated on the coefficient of family as a result of the population of the city of Kyzylorda, taking into account the static reliability of the results in the greater frequency

(5%), on the ratio of favorable housing and amounted to 250 people [39]. The portrait of the survey participants was as follows: gender survey participants were equally distributed, mostly young people under the age of 30 participated in the survey, the share of pensioners was 5%, 58% were employees, 23% were students, 11% were workers, 2, 5% are unemployed. More than 54% of respondents have higher, secondary or special vocational education. About 80% of respondents are local residents.

Estimation of the standard of living showed a significant proportion of survey participants, high and average incomes -68%, incomes below the average-25%. Those who praised their standard of living were young people under the age of 20, that is, students. In the course of answering questions, a group of low-income families was formed at the level of 27% of respondents, consisting mainly of workers and employees. In 2014, the income level of the respondents grew only by 17%, only by 2% reduced. About 90% of respondents are satisfied with their housing situation, but 55% rate the quality of housing and communal services as unsatisfactory. Responses to optimistic views were again given by young people taking part in the survey, but half of them found it difficult to answer this question. As suggestions for improving the work of industry enterprises, survey participants showed an improvement in the material and technical state (52%) and increased responsibility of industry workers (9%).

The researchers paid special attention to answers to questions in the field of social protection of the population, which were the target result of the survey. According to survey participants, social protection of the low-income population should be expressed through:

- Termination of growth of tariffs for services of the industry-37%;
- Increase financing of housing and utilities enterprises from the city budget - 19%;
- Increase the amount of housing assistance-15%;
- Improving the management of enterprises of housing and communal services and demonopolization-14 and 3.5%, respectively.

In assessing the areas of social protection of the population, the survey participants first of all linked them to the real monetary equivalent and, accordingly, put them on advantage. In the practice of improving the management of enterprises, the possibility of reducing tariffs by 10%, as well as the low level of housing assistance, were highly appreciated by the respondents. So it can be said about the demonopolization of the industry. It should be noted that the population does not have the necessary information and knowledge, and they primarily rely on existing and own cash flow projections.

The statistical information allowed us to estimate, within 35%, the proportion of the population that is having difficulty paying for the services of the industry in the Kyzylorda region. The main part of this group lives in rural areas, where housing and communal services are much lower than in the city. But even in the city, this figure reaches 20% of families; these are mainly pensioners and people with disabilities who have low solvent. Analysis of cross-answers to questions related to solvency shows that 8% of respondents consciously encourage their solvency. This indicates that, in the first place, with respect to young people under the age of 30, the principle of “being rich and successful - status and fashion” is strongly manifested in society.

All previous questions and answers were descriptors of the proposed options and are not of a special nature. Further analysis of the issues that determine the existing and future economic regime of citizens in the field of housing and communal services.

According to the respondents, the existing social policy in the housing and utility sector is considered weak by 43% of respondents, only 8% are considered sufficient. Only young people under the age of 30 were more optimistic in their assessments, however, the majority of respondents declined to answer the question (42%). If we consider the level of implementation of social policy in the section between the state and the regions, then the respondents highly appreciate the state components, and in a smaller proportion:

- Women highly appreciate the state social policy;
- In the regional social policy, men give high marks.

A special place in the survey was given to housing benefits.

13% of respondents do not know anything about housing benefits, and 41% hear little. The lack of and ignorance of interest in the question posed was observed among young people under the age of 30 years old.

Among all the participants, only 8.5% said that there is no desire for the preparation of benefits, at least under what conditions. These are mainly young (under 20) and persons of pre-retirement age (51-60 years).

81% of respondents agree to prepare housing assistance either independently or with the help of utility services for a lesser amount.

26% of respondents are not eligible for housing benefits, mostly students, people with higher education and employees (Tables 5, 6).

Table 5

**Assessment of individual knowledge of survey participants on housing benefits in terms of types of services, %**

Suggested Answers	Kind of activity				
	Worker	Employee	Student	Unemployed	Pensioner
I heard, but I do not know how to use	7,5/33,5	60,0/33,4	10,2/16,2	2,9/70,7	19,4/60,6
I know	11,1/30,5	52,1/32,2	28,3/17,2	1,2/29,3	7,3/22,8
I don't know	14,3/24,6	47,1/14,4	33,3/24,7	-	5,3/16,7
I am not interested in this question	-	62,0/13,6	38,0/12,3	-	-
I want to know about it	6,7/11,4	38,6/6,4	54,7/29,6	-	-
Warning - The first digit in the column indicates the percentage of the line, the second - the percentage of the column.					

In the case of providing interesting is the dynamics of the number of persons receiving housing benefits. Data for the past two years and forecasts for the next two years show that the number of housing allowance users will be halved. At the same time, the size of housing assistance should be increased 2.5 times. Thus, there should be a general increase in the expenditures of the population on the payment of housing assistance.



Table 6

**Evaluation of obtaining housing allowances as a “constraining action” in terms of activities by personal participants,%**

Response templates	Kind of activity				
	Worker	Employee	Student	Unemployed	Pensioner
I do not know the answer	8,6/10,7	31,2/8,2	50,1/39,3	-	10,1/30,0
Yes, ashamed	10,7/21,0	57,7/17,2	19,4/12,4	12,2/50,0	-
Not ashamed	7,1/34,5	70,0/49,9	20,6/32,4	-	2,3/30,0
A bit ashamed	25,9/33,8	53,6/17,1	12,2/15,9	8,3/50,0	-
Very ashamed	-	82,0/7,6	-	-	18,0/40,0
Warning - The first digit in the column indicates the percentage of the line, the second - the percentage of the column.					

Analysis of the survey of residents of the city of Kyzylorda showed the following:

- Up to 35% of the population can be classified as low-income;
- The people assess the existing social policy in the housing and utilities sector as less mobile, but in general the industry has a rather high potential for reform;
- I am ashamed to be poor in society, especially among young people;
- In general, the population expects the right and well-thought-out steps to improve the work of the enterprises of housing and public utilities, to improve the quality of the services provided. Here, survey participants point out the need to improve the industry to implement these areas;
- The economic discipline of consumers depends on their solvency and the development of the economy as a whole in the region;
- The issue of paperwork for housing depends on three factors: the complexity of registration, the “shameful” problem for more than 30% of the population, it takes considerable time to obtain the necessary certificates.

Thus, up to 30% of low-income families in the Kyzylorda region, without resorting to housing allowances, have difficulty in paying utility bills and will be engaged in this area. This characterizes the overall situation in the payment industry services.

There is an acute question of the quality of the services provided and work related to the reform of the housing and utilities sector, the development of tenders for placing orders and attracting external enterprises. This is evidenced by the results of a survey of the population of the Kyzylorda region (Table 7).

According to the schedule, 51.1% of the population of the region reported that everyone is in a state-of-the-art condition, and 18.9% of the deterioration in the quality of housing and communal services rendered to the population of Kazakhstan.

Table 7

**«How, in your opinion, did the growth of tariffs affect the quality of housing and communal services? « The result of answering the question**

Response templates	The conclusion in the form of percent, %
Improved	5,0
Slightly improved	17,2
Stayed at the same level	51,1
Worsened	18,9

Difficult to answer	7,8
TOTAL	100,0
Warning – Prepared by the author	

These arguments form social deviations to the results of the reform of the industry, feelings of social injustice and negative attitudes towards the structure of power in a certain part of the population.

As the main barriers to poor quality services, the consumer needs to carry out standardization of the industry, industry control and audit work, certification of works and services and certification of specialists.

The population and state bodies are interested in creating a competitive environment with the participation of enterprises of various forms of ownership that fall into a mutual struggle for an order for the provision of housing and communal services. The experience of functioning of communal services abroad shows that such important sectors as urban transport, water supply, and so on, provide for the needs of the population and develop in competitive conditions. In many cities of the republic there is competition among enterprises in the field of bus transportation, pharmacy services, funeral services. The participation of private enterprises leads to improved quality and lower costs in the performance of housing and communal services and lower tariffs.

Local authorities should promote competition in the communal sphere. To this end, it is necessary to eliminate barriers to the introduction of private capital into the industry: preventing wrong attitudes of the population towards the private sector and entrepreneurship and negative attitudes on the part of influential individuals, participation in solving financial problems, and stimulating private enterprise activity. At the same time, private enterprises strive to think about their benefits and always achieve greater revenues with lower costs. Therefore, management bodies should demand a clear concept for the conditions of service of these enterprises.

Local executive bodies with the involvement of the private sector are responsible for the following tasks: guaranteed offers for important services, access to the services of all groups of the population at affordable prices; ensuring the necessary quality standards.

Under market conditions, social protection in the housing and utilities sector should ensure the rights of utility consumers, provide benefits to pay certain categories of citizens, and provide targeted social assistance to low-income families by providing housing assistance. The transition of this industry to market relations and the realization of the goals of the reform are impossible without state intervention. However, the state should intervene only in processes in which market regulation cannot ensure effective development.

The privatization of property has changed the structure of the housing stock, has served as the basis for the formation of the housing market, has demanded a change in the foundations of the functioning of the housing and utilities sector. An important stage in the revival of the housing system is the creation of a new type of relationship between all actors operating on the basis of mutual interests, tasks and responsibilities, which include: homeowners, landlords, producers of housing and communal services.

The pursuit of a unified technical policy in the development of a system for the qualitative provision of housing and communal services is based on the state regulation of the standardization system for these services [4]. The quality management system should provide the necessary level of quality of public utility services, defining the requirements of regulatory and technical documents, creating the main part of the overall management system of the organization or on the terms of the contract.

#### **Conclusion:**

Thus, satisfaction with the quality of housing and communal services provided, along

with the availability and comfort of housing, affects the quality of life of the urban population. From the way enterprises and institutions of housing and communal services work, what is their number, production capacity, organizational structure and form of ownership, such is the degree of satisfaction with the quality of services of each individual person.

Improving housing conditions is one of the acute problems of the country, it involves a significant burden on budgets of all levels, on the one hand, and considerable dissatisfaction on the part of citizens, on the other hand, because the inability to provide everyone with quality housing causes social tension.

As proposals for improving the services provided by the housing and communal services for the analyzed research object - Kyzylorda region, the following changes are necessary: the introduction of voice assistants in homes, automation of all systems, improvement of infrastructure, resolution of problems with hot water and water supply to the upper floors, change the whole structure of housing and communal services, improving the quality of service, automation of all services, transparency of deductible payments, installation of the latest technology, digitalization, with time technology, non-contact service.

Housing and communal services should be considered from the perspective of the fact that they are, above all, social services, which should become a necessary element of any state. The state should regulate regulated prices for gas, heat and electric energy so that they are economically feasible and do not grow as free. It is necessary to organize such a mechanism of social support for the population that would be tightly tied to monthly accruals for housing and communal services: it is necessary to increase the amount of benefits and subsidies automatically after each increase in the level of tariffs for housing and communal services, that is, they should serve as the basis for calculating the benefits. Tariffs should combine the interests of all interacting parties: both service providers and recipients. Indeed, the reform of housing and communal services is assessed by the population, first of all, through tariffs, which obliges them to be maximally justified.

Generally, housing and communal services must meet the following requirements:

- respond strictly to the specific needs of consumers;
- compliance with applicable standards, technical or contract terms;
- meet the requirements of the society (requirements, legislative, instructions, rules, code relating to environmental protection, public health and safety););
- housing and communal services to consumers should be provided at an economically reasonable tariff;
- Housing and communal services should be accessible to consumers and consumers of organizations by resources.

To achieve this goal, the contractor must control all technical, administrative, economic and human factors affecting the quality of housing and communal services. The consumer of public services should count on the ability of the supplier to maintain the required level of quality of services and its achievements, as well as the ability of the resource-saving organization to improve the quality of housing and communal services.

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### **Тұрғын-үй коммуналдық қызметтердің сапасын жоғарылату жолдары**

**Аннотация:** Тұрғын үй-коммуналдық қызметтердің (ТКК) сапасын арттыру бүгінгі күні сөзсіз өзекті, өйткені Қазақстанның ұлттық экономикасының даму векторы халықтың өмір сүру сапасын арттыруға бағытталған. Халықтың өмір сүру сапасы кез келген елдің табысты дамуы үшін маңызды болып келеді. Зерттеудің мақсаты қалалық тұрғын үй-коммуналдық шаруашылықтың жұмыс істеуін негіздеу және халыққа көрсетілетін қызметтердің сапасын арттыру үшін оны жандандыру тетіктерін әзірлеу болып табылады.

Жүргізілген зерттеулер қолайлы өмір сүрудің негізгі параметрлеріне тұрғын үй жағдайының сәйкес келмейтіндігін көрсетті: тозған тұрғын үйдің белгілі бір үлесінің болуы; тұрғын үй жағдайларын жақсарту үшін халықтың төлем қабілетінің төмен болуы; ТКШ саласында инновациялық технологияларды енгізу белсенділігінің төмен болуы; ТКШ саласында кірістіліктің төмендігінен инвестициялардың аз болуы.

Тұрғын үй-коммуналдық және қала шаруашылығын модернизациялаудың әлеуметтік-экономикалық алғышарттарын анықтау мақсатында Қызылорда облысында социологиялық сұрау жүргізілген. Саланы жетілдіруді табысты іске асырудың нәтижесі ТКШ кәсіпорындарының халыққа ақылға қонымды ақы үшін сапалы қызмет ұсыну мүмкіндігін қамтамасыз ететін тиімді жұмыс істеуі болуы тиіс.

**Түйін сөздер:** тұрғын үй-коммуналдық шаруашылық, сапа, тарифтер, реформалау, инвестиция, жаңа технологиялар, инновациялар, бәсекелестік, жеңілдіктер, жанұялық бюджет

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### **Пути повышения качества жилищно-коммунальных услуг**

**Аннотация:** Повышение качества жилищно-коммунальных услуг сегодня, безусловно, актуально, поскольку вектор развития национальной экономики Казахстана становится все более ориентированным на повышение качества жизни населения. Качество жизни населения имеет определяющее значение для успешного развития любой страны. Цель исследования заключается в обосновании функционирования городского жилищно-коммунального хозяйства и разработке механизмов его активизации для повышения качества предоставляемых услуг населению.

Детализация проведенных исследований показала, что имеет место несоответствия жилищных условий основным параметрам комфортного проживания: наличия определенной доли ветхого жилья; низкая платежеспособность населения для улучшения жилищных условий; низкая активность внедрения инновационных технологий в сфере ЖКХ; малый приток инвестиций из-за невысокой доходности в сфере ЖКХ.

В целях определения социально-экономических предпосылок модернизации жилищно-коммунального и городского хозяйства проведены социологические обследования в Кызылординской области. Результатом успешной реализации совершенствования отрасли должно стать эффективное функционирование предприятий ЖКХ, обеспечивающее их возможность предоставления населению качественных ЖКУ за разумную плату.

**Ключевые слова:** жилищно-коммунальное хозяйство, качество, тарифы, инвестиции, реформа, новые технологии, инновации, конкуренция, скидки, семейный бюджет

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