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**FACTORS OF INNOVATIVE MODERNIZATION  
AND IMPROVEMENT OF ACTIVITY OF HOUSING  
AND COMMUNAL SERVICES IN KAZAKHSTAN**

**Abstract.** The article shows the role of the sphere of housing and communal services for the quality of life of the population of Kazakhstan. It is shown that the sphere of housing and utilities is one of the main factors for the country's economy. The achievements in the basic directions of this sphere were considered in the conducted research of housing and communal services of the Republic. How many areas have been introduced, where there are followings: the area of public housing for waiting lists, the area of apartments for rental housing for young families, the area of housing loans through the system of housing savings, as well as in the context of the regions in 2016. But at the same time, with the development of this sector of the economy there are both positive sides and negative sides. The main problems are listed, and to effectively solve the problems it is necessary to find the points of sustainable development of housing and communal services.

The Program for the Development of the Regions to 2020 and ‘Nurly Zhol’ for 2015-2019 [1], as well as the priority tasks for effective modernization of housing and communal services at the state level are considered. For greater efficiency of housing and communal services, factors that influence the increase of efficiency of the system of modernization and innovative development of the sphere of housing and communal services are suggested.

**Key words:** housing and communal services, population, welfare, system modernization, innovations, factors, effect, services, development.

**Introduction**

In the market conditions of well-being and qualitative living standards of the Kazakh population is directly dependent on the effective functioning of the sphere of housing and communal services. This issue is also on the agenda in the state strategic plan for effective system modernization of the housing and communal services sector [1, 2]. It is based on the application of market reforms using modern, managerial, innovative and technological methods, as well as creating conditions for attracting private business and forming an institution of efficient homeowners [3].

In the economic literature, the issues of effective modernization of management and development of housing and communal services in the national economy are reflected, mainly, in the works of foreign scientists, but even in them the problems of the development of housing and communal services are not fully reflected. In general, the attention of scientists is focused on the processes of formation and functioning of housing and communal services. Separate aspects of it were devoted to the works of many economists, such as: Levina A.V. [9], Lembik S.A. [5], Mezentseva A.S. [23], Mozhevikina M.V. [8], Mursakina M.U., Islamov E.I. [10], Pavlenkov Yu.V. [4], Pronina L.I. [7], Primak L.V., Chernyshov L. [22], Ryakhovskaya A.N. [6], Sivaev S.B., Gordeev D.P., Lykova T.B., Rodionov A.Yu. [11], Simonov S.G., Shelomentsev P.Yu. [15], Uvarova N.N. [19, 20, 21] and others.

Reforms carried out by the Government over the past decades have not given proper innovative development of housing and communal services. In this regard, the purpose of the study is to identify problems and factors of innovative modernization of efficient, effective activity of housing and communal services in Kazakhstan.

**Methods of research.** To solve the goals set in the study, general scientific methods of cognition using system and comparative approaches, analytical, historical, generalizing methods, content analysis of information sources, induction and deduction methods, as well as other general scientific methods of cognition of economic processes were used.

**Results of the study.**

Currently, the housing stock of the Republic of Kazakhstan has 78371 apartment buildings, of which 20437 houses (26.1%) require major repairs.

At the same time, in the conditions of transformations and systemic modernization, in addition to the existing positive aspects there are accumulated shortcomings, which indicate that in this sphere there is not an insurmountable development crisis and problems to which [4, 5, 6, 7] refer:

- inconsistency of tariffs for payment of housing services to the level of their quality;
- inconsistency of the quality of most of the housing services with modern requirements and standards;
- high level of physical and moral deterioration of most of the objects of communal infrastructure;
- the need for accelerated modernization and technological re-equipment of public utilities infrastructure facilities in the housing and communal services sector;
- slow introduction of market management methods in the relationship of economic entities in the housing and communal services sector [9, 10];
- inadequate level of attracting private investors while reducing the state's participation in financing the development of the housing and communal services sector and a number of others [11].

For a comprehensive solution of all problems, it seems advisable to combine the efforts of state, regional and district management structures, together with economic entities in the housing and communal services sector and homeowners [12, 13, 14, 15, 16, 17, 18].

The specifics of the functioning of the housing and communal services sector is manifested in the specific features of the activities of its economic entities related to the operation and management of the use of the existing housing stock stock, as well as the organization of the housing and communal services market. As in our country the demand for housing, as well as the demand for adequate quality housing services, remains quite high, the influence of sanctions restrictions and the main problems associated with their actions, typical for most of the leading sectors of the economy of Kazakhstan, in the sphere of housing and communal services can be considered minimal. In this regard, the implementation of comprehensive modernization of the housing and communal services sector and the innovative development of its infrastructure is not only a prerequisite for its reform, but it can also become one of the so-called points of sustained economic growth throughout the country.

Among these factors, first of all, it is necessary to distinguish the following:

1) provision of favorable conditions for the development of a competitive environment and entrepreneurship of housing and communal services, as well as attracting private business;

2) for private business in the context of sanctions restrictions [6, 19] the priority interest is represented by such industries and spheres of the economy that are weakly dependent on external factors. The sphere of housing and communal services is relevant to such industries, since its functioning is virtually independent of the impact of sanctions restrictions, and a significant part of the population of our country has a stable demand for housing and quality housing and communal services. In the Kazakh economy today, there is hardly even one more industry in which demand would be so stable and high. On this basis, we can say that the interest of private investors in the sphere of housing and communal services is growing, as it is a lucrative market with great potential for gaining additional profit on the invested funds. For this reason, private businesses are already showing their interest in implementing investment projects in the housing and communal services sector;

3) liquidation of inefficient management of the housing and communal services sector implemented by unitary enterprises, and transfer of housing stock and infrastructure to the operation and management of efficient owners and private enterprises [10];

4) development and implementation of modern mechanisms that reduce the participation of budgets of all levels in financial support for the development and modernization of the communal infrastructure of the housing and communal sector, primarily by taking into account the specifics of implementing investment projects for its comprehensive modernization by private business structures;

5) introduction of modern innovative technologies used in the implementation of complex modernization of communal infrastructure facilities and ensuring their effective operation;

6) improvement of the legal relationship in the provision of housing services between organizations, service providers and resources, and property owners, the development of the settlement system for the supplied utility services, regulation of settlement centers, the development of remote payment services [19];

7) introduction and implementation at the level of contracts of direct measures aimed at increasing payment discipline by homeowners and establishing their specific responsibility for late payment of housing and communal services [20, 21];

8) provision of measures for the transition to long-term tariff regulation in terms of providing homeowners with heat, electricity, gas, water and sanitation [22];

At the same time, the formation of tariffs for the supply of these services and resources must necessarily take into account the calculated entrepreneurial profit of the supplier organizations in the amount of not less than 5% (for unitary enterprises, the profit level may be set below this value);

9) development and implementation of measures aimed at saving all types of resources while providing homeowners with the necessary complex of housing and communal services and increasing the efficiency of their use [23];

10) the exclusion of unjustified increase of citizens housing services provided to them through the use of pay when calculating the total payment mechanism for long-term management of the citizen, to limit the size installed in the area of tariffs HCS payment;

11) improving the mechanisms for identifying orphaned infrastructure in the housing and communal services sector through the stimulation of local government bodies with subsequent registration of property rights on them.

In order to improve the quality, reliability, efficiency and improvement of public services, the activities of housing and communal services, the State adopted the Program for the Modernization of Housing and Communal Services until 2020, which consists of 2 stages of implementation.

For today, this program is at the second stage: 2016-2020 [2]. The necessary regulatory framework has been created for carrying out active and purposeful work on reforming the housing and communal services.

At present, the Kazakhstani economy is the sphere of housing and communal services (HCS) is one of the main strategic industries, since the quality of life of the country's population depends on its development [2, 3].

In total, during the years of the Program for the Development of the Regions (Modernization of Housing and Communal Services), 2.322 residential buildings were repaired in the amount of 33.6 billion tenge. Enterprises and organizations of state property for 2016 put into operation 1.0214 thousand square meters. meters of housing. The state sector occupies only 9.7% of the total volume of housing construction in the republic. Enterprises and organizations of private ownership and the population for the same period introduced 9140.2 thousand square meters. meters of the total area of residential buildings. A total of 89.385 housing units have been put into operation in the country,

35884 individual houses. In 2016, commissioned 103.2 thousand square meters. meters of the area of public housing for waiting lists (1.796 apartments) or 221% to the annual plan, 63.2 thousand square meters were put into operation. meters of rental housing for young families (1.047 apartments) or 226% of the annual plan. In 2016, commissioned 210.0 thousand square meters. meters of the area of apartments of credit housing through the system of housing construction (3.323 apartments), including: at the expense of the republican budget - 105.9 thousand square meters. meters (1.770 apartments); at the expense of the National Fund allocated in 2015 - 104.1 thousand square meters. meters (1553 apartments). With JSC 'Housing Construction Savings Bank of Kazakhstan' in 2016 concluded contracts for housing construction savings of 814.629 participants with a total accumulation of about 407.0981 million tenge. The largest share of contracts on housing construction savings falls on the cities of Astana (14.3%) and Almaty (13.5%), East Kazakhstan (8.1%), Aktobe (7.3%) and Karaganda (7.1% %) of the region.

At the beginning of 2017 with the implementation of regional development programs until 2020 and 'Nurly Zhol' in the 2015-2019 refund owners of apartments is 6.7 billion tenge at the plan of 9.7 billion tenge or 68.4%.

In the state program [1], by 2020, sets the following priority tasks:

1. not less than 70% of consumers in each region of the country should be satisfied with the quality of public services;
2. Decrease in the volume of waste water from industrial enterprises entering urban sewage treatment plants by 2020 compared to 2010 - up to 15%;
3. Reducing the specific energy consumption of civil buildings to 180 kW per square meter;
4. increase in the share of scientific and innovation services from the total volume of services in the sphere of housing and communal services by 2020 compared to 2010 - up to 5%;
5. increase in the share of qualified specialists in the sphere of housing and communal services by 20% compared with 2010;
6. for today the deterioration of the networks of heat, water and sanitation is 60% and by the end of 2018 it is planned to reduce it to 57%;
7. It is planned to build and reconstruct 1778 km of engineering networks for: heat supply - 91 km; water supply – 1.578 km; water disposal - 109 km.

**Conclusions:** The practical implementation of the above factors to solve problems depends on the effectiveness of the comprehensive modernization and innovative development of the housing sector, then its successful development it seems appropriate to combine the national, regional and local governance structures effort, in conjunction with the economic actors housing sector and homeowners to ensure the successful solution of all problems.

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### **ҚАЗАҚСТАНДАҒЫ ТҰРҒЫН ҮЙ-КОММУНАЛДЫҚ ШАРУАШЫЛЫҚ ҚЫЗМЕТІН АРТТЫРУ ЖӘНЕ ЖАҢҒЫРТУ ФАКТОРЛАРЫ**

**Аннотация.** Мақалада Қазақстан халқының өмір сүру сапасы үшін тұрғын үй-коммуналдық шаруашылық саласының рөлі көрсетілген. Тұрғын үй-коммуналдық шаруашылығы ел экономикасы үшін негізгі салалардың бірі екені көрсетілген. Қазақстан Республикасының тұрғын үй-коммуналдық шаруашылық жағдайын зерделеу барысында осы саланың негізгі бағыттары бойынша жетістіктер қарастырылды: қанша тұрғын аудандары енгізілді, оның ішінде күту тізімдері бойынша мемлекеттік тұрғын үй ауданы, жас отбасыларға арналған жалдамалы тұрғын үй пәтерлерінің ауданы, 2016 жылға арналған тұрғын үй жинақтар жүйесі арқылы пәтерлерді несиелеу аудандары, сондай-ақ өңірлер бойынша Ұлттық қор қаражаттары есебінен несиеленген үйлердің аймақтары қарастырылды. Сонымен бірге, экономиканың осы секторының дамуында оң және теріс аспектілер байқалады. Тұрғын үй-коммуналдық шаруашылықты дамытудың негізгі мәселелері тізіліп, алға қойылған мәселелерді тиімді шешу үшін осы саланы тұрақты дамыту жолдары ұсынылады. 2020 жылға дейінгі өңірлерді дамыту бағдарламасы және 2015-2019 жылдарға арналған «Нұрлы жол» бағдарламасы [1], сондай-ақ мемлекеттік деңгейде тұрғын үй-коммуналдық шаруашылықты тиімді жаңғыртудың басым міндеттері қаралды. Тұрғын үй-коммуналдық шаруашылықтың тиімділігін арттыру үшін тұрғын үй-коммуналдық шаруашылықты жаңғырту және инновациялық дамыту жүйесінің тиімділігін арттыруға ықпал ететін факторлар ұсынылады.

**Түйін сөздер:** тұрғын үй-коммуналдық шаруашылық, халық, әл-ауқат, жүйелік жаңғырту, инновациялар, факторлар, әсер, қызметтер, даму.

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**ФАКТОРЫ ИННОВАЦИОННОЙ МОДЕРНИЗАЦИИ И СОВЕРШЕНСТВОВАНИЯ  
ДЕЯТЕЛЬНОСТИ ЖИЛИЩНО-КОММУНАЛЬНОГО ХОЗЯЙСТВА В КАЗАХСТАНЕ**

**Аннотация.** В статье показана роль сферы жилищно-коммунального хозяйства для качественного уровня жизни населения Казахстана. Показано, что ЖКХ является одной из главных отраслей для экономики страны. В проведенном исследовании состояния жилищно-коммунального хозяйства Республики Казахстан рассмотрены достижения по основным направлениям данной сферы - сколько площадей введено, из них площади квартир коммунального жилья для очередников, площади квартир арендного жилья для молодых семей, площади квартир кредитного жилья через систему жилстройсбережений, за счет средств Национального фонда, а также в разрезе областей за 2016 год. Но, в то же время, в развитии данной сферы экономики наблюдаются как положительные, так и отрицательные стороны. Перечислены основные проблемы развития жилищно-коммунального хозяйства и в целях эффективного решения поставленных проблем предложены пути устойчивого развития данной сферы.

Рассмотрена Программа развития регионов до 2020 года и «Нұрлы жол» на 2015-2019 гг. [1], а также приоритетные задачи по эффективной модернизации ЖКХ на государственном уровне. Для большей результативности ЖКХ предложены факторы, которые влияют на повышение эффективности системы модернизации и инновационного развития сферы жилищно-коммунального хозяйства.

**Ключевые слова:** жилищно-коммунальное хозяйство, население, благосостояние, системная модернизация, инновации, факторы, эффект, услуги, развитие.

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