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Analysis of the housing stock management system in Tashkent city

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Abstract. This article analyzes the dynamics of the housing stock formation in Tashkent city, the organizational and legal framework for managing multi-apartment buildings, and the priority directions within the management system.

Keywords: housing stock, management service company, multi-apartment building, property owners, billing system, electronic registry, technical condition, capital repairs, digital management, Tashkent city.

Introduction. Today, the acceleration of urbanization, the growth of urban populations, and the expansion of new residential complex construction are making the effective management of housing stock a pressing scientific and practical issue. As the country's major administrative, economic, scientific, and service hub, the city of Tashkent, in particular, is a region with high population density, strong demand for housing, and a significant load on its engineering and communication infrastructure. Therefore, maintaining the technical condition of the existing housing stock, ensuring its rational use, organizing current and capital repairs, improving the quality of communal services, and coordinating the interests of property owners are all of critical importance.

In Tashkent, the housing stock is managed by professional management service companies, homeowners' associations, and through direct management by property owners themselves. In recent years, special attention has been given to implementing electronic registries, billing systems, online applications, electronic meetings, and digital reporting mechanisms in this sector. However, issues related to the physical deterioration of buildings, challenges in financing repair costs, insufficient collection of mandatory fees, the lack of transparency in management bodies, and the low level of owner participation in decision-making have not yet been fully resolved.

A modern model for managing the housing stock requires the integration of maintenance, financial management, digital monitoring, energy efficiency, and public oversight into a unified system. It is also crucial to create an electronic technical passport for each apartment building, forecast repair needs, evaluate the performance of management service companies based on specific criteria, and establish an open information environment for homeowners.

Literature review. International research considers the management of multi-apartment buildings to be a process intrinsically linked to their life cycle, maintenance, energy efficiency, capital repairs, and the participation of homeowners in management. The World Bank's "Resilient Tashkent" study emphasizes the importance of infrastructure resilience, preparedness for natural and man-made hazards, the reliability of utility networks, and the consideration of climate factors in the development of Tashkent. This approach signifies that managing the housing stock requires consideration not only of current services but also of risk management, energy efficiency, and reconstruction programs.

In their research on the long-term maintenance and renovation planning of multi-apartment buildings, Robert Bucon and Agata Czarnigowska argue for the necessity of an integrated assessment of technical inspection results, the condition of building elements, financial capabilities, and repair

priorities. The model they propose allows for the sequential planning of renovation activities and justifies the required size of the repair fund, which is formed from homeowner contributions. This approach is crucial for organizing capital and routine repairs for aging multi-apartment buildings in Tashkent based on proactive planning, rather than reactively "after an incident occurs."

Among local scholars, R.I.Nurimbetov and Kh.Sh.Kakhramonov investigated the implementation of digital technologies in housing stock management, highlighting the need to improve information exchange between management organizations, resource suppliers, government agencies, and property owners. D.Sh.Inoyatova interprets housing stock management as a multi-level system encompassing organizational-legal, technical, financial, and socio-communicative aspects. Her research identifies the safety of the housing stock, its technical condition, energy efficiency, mandatory contributions, electronic registries, billing systems, and the participation of property owners in management as interrelated factors. This approach provides an important theoretical basis for analyzing the housing stock in the city of Tashkent based on comprehensive criteria.

Research methodology. The article makes extensive use of scientific study and deduction, comparative analysis, statistical data review, economic comparison and analysis, and logical reasoning to examine the essence, functions, and participants of housing stock management, as well as the problems that arise in its implementation.

Analysis and results. Accelerated urbanization is increasing the demand for housing in Tashkent, making the preservation, rational use, and effective management of the existing housing stock a pressing issue. As of January 1, 2026, the permanent population of Tashkent reached 3,178,100 people, with an average density of 6,948.1 people per square kilometer. At the same time, the total area of the city's housing stock was 74.5 million square meters (Table 1).

Table 1.

Key Indicators of the Housing Stock in Tashkent.

Indicators	Quantity	Period
Permanent population	3,178,100 people	January 1, 2026
Annual population growth	2.1%	Compared to 2025
Population density	6,948.1 people/km2	January 1, 2026
Total area of the housing stock	74.5 million m2	January 1, 2026
Housing area per capita	23.4 m2	Based on calculations
Apartments completed in 2025	37,200	2025
Share in the national housing stock	10.1%	Based on calculations

In 2025, 37,200 apartments in multi-apartment buildings were commissioned in Tashkent. While this indicates a quantitative expansion of the housing stock, it also places additional demands on the management system regarding technical maintenance, utility infrastructure, financing, preservation of common property, and coordination of relations with property owners.

The primary objective of managing multi-apartment buildings is to create safe and comfortable living conditions for residents, preserve and manage common property, and ensure the stable operation of engineering and utility systems. The Law of the Republic of Uzbekistan "On the Management of Multi-Apartment Buildings" specifies that the management method is determined by a general meeting of the owners, and this management process encompasses measures related to the maintenance of common property.

The data in the table indicate that the housing stock in the city of Tashkent is substantial. The city's 74.5 million square meters of housing area constitutes approximately 10% of the republic's total housing stock. The steady population growth and the acceleration of new residential construction demand that the housing stock be managed based on proactive planning rather than reactive management.

The management system for multi-apartment buildings in Tashkent can be conceptually divided into four main tiers (Table 2):

Table 2.

The Main Tiers of the Management System for Multi-Apartment Buildings in Tashkent.

Tier	Key Functions
Owners	Making decisions in a general meeting, selecting a management body, approving the cost estimate
Management Body	Organizing technical maintenance, sanitation, landscaping, repairs, accounting, and dispatching services
State Bodies	Legal regulation, oversight, maintaining a registry, and implementing standards
Digital Platforms	Billing, inquiries, accountability, electronic voting, and maintenance of the technical database

In their activities, multi-apartment building management bodies must conclude contracts with owners, be responsible for the quality of services, and ensure accountability for mandatory contributions and work performed. According to current regulations, the use of a billing system by management bodies is mandatory.

The management body must regularly provide owners with its contact details, the amount of mandatory contributions, planned repair work, and information about emergency dispatch services. These requirements create an important institutional framework for increasing transparency in the management system.

In the housing stock management system of Tashkent city, the following areas are priorities (Table 3):

Table 3.

Areas within the housing stock management system in Tashkent city.

Problem Area	Description	Improvement Measure
Technical Management	The need for regular assessment of the condition of a building's structural elements and engineering networks	Introduce an electronic technical passport for each building
Financial Stability	The need for clear planning of current and capital repair costs	Formulate a multi-year repair program and a dedicated fund
Transparency	Openness of information on expenses, services, and debt	Expand the billing system and online reporting
Homeowner Engagement	Level of participation in decision-making	Implementation of an electronic meeting and online voting system
Service quality	Prompt response to inquiries and resolution of issues	Digitalization of dispatch services and application of a KPI evaluation system

It is planned to create a unified electronic platform for managing multi-apartment buildings, containing data on technical condition, technical passports, engineering networks, the year of the last repair, and funding sources. This system will enhance the ability to manage the housing stock based on its life cycle.

In 2026, the "My Home" information and billing system is intended to provide mechanisms for submitting online inquiries, digitizing dispatch services, holding electronic meetings for property owners, and generating automatic reports on annual work and expenses. These initiatives will expand the opportunities for a transparent and effective evaluation of the activities of management service companies in Tashkent.

Conclusion. The volume of the housing stock, population size, and the growth in the construction of multi-apartment buildings in Tashkent are intensifying the need to improve the management system. By the beginning of 2026, the city's housing stock reached 74.5 million square meters, and the permanent population reached 3.178 million people, making technical maintenance, digital monitoring, and financial stability priority areas in housing stock management.

According to the research findings, it is necessary to focus on the following areas in the management of the housing stock in Tashkent city:

First, establishing an electronic technical passport and a digital monitoring system for each apartment building.

Second, managing current and capital repair costs based on a long-term financial plan.

Third, evaluating the performance of management service companies based on indicators of service quality, financial discipline, and handling of inquiries.

Fourth, openly providing homeowners with information on expenses, debts, work performed, and technical data through the "My Home" billing system.

Fifth, increasing homeowner participation in general meetings through electronic voting and online discussion mechanisms.

Sixth, integrating energy efficiency, safety, and sustainability criteria into the housing stock management system.

In summary, a promising model for managing the housing stock in Tashkent city should be based on close cooperation between state supervision, management service companies, financial institutions, digital platforms, and homeowners.

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