

On the approval of the rules for the formation, processing, as well as the centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS

Unofficial translation

Order of the acting Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated March 31, 2020 № 172. Registered with the Ministry of Justice of the Republic of Kazakhstan on April 1, 2020 № 20245.

Unofficial translation

In accordance with subparagraph 10-24) of Article 10-2 of the Law of the Republic of Kazakhstan "On Housing Relations", **I HEREBY ORDER:**

Footnote. Preamble - as amended by Order № 43 of the Minister of Industry and Construction of the Republic of Kazakhstan dated February 5, 2024 (shall come into effect ten calendar days after its first official publication).

- 1. Approve the attached regulations formation, processing, as well as centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS.
- 2. The Committee for Construction and HCS of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, in the manner prescribed by law, shall ensure:
- 1) state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;
- 2) posting this order on the Internet resource of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan.
- 3. Control over the execution of this order shall be entrusted to the supervising First Vice Minister of Industry and Infrastructure Development of the Republic of Kazakhstan.
- 4. This order shall be enforced upon the expiration of ten calendar days after the day of its first official publication.

Acting
Minister of Industry and
infrastructure development
Republic of Kazakhstan

K. Uskenbaev

"AGREED"

Ministry of Digital Development, innovative and aerospace industry of the Republic of Kazakhstan The Rules for the formation, processing, and centralized collection and storage of information in electronic form, including the operation of information technology facilities in the field of housing relations and housing and communal services

Footnote. The Rules - as amended by Order № 43 of the Minister of Industry and Construction of the Republic of Kazakhstan dated February 5, 2024 (shall come into effect ten calendar days after its first official publication).

Chapter 1. General Provisions

1. These Rules for the formation, processing, as well as centralized collection and storage of information in electronic form, including the operation of information technology facilities in the field of housing relations and housing and communal services (hereinafter referred to as the Rules) have been developed in accordance with subparagraph 10-24) of Article 10-2 of the Law of the Republic of Kazakhstan "On Housing Relations" (hereinafter referred to as the Law) and shall determine the procedure of:

formation and processing of information in electronic form in information technology facilities in the field of housing relations and housing and communal services;

centralized collection and storage of information in electronic form from information technology facilities in the field of housing relations and housing and communal services;

functioning of information technology facilities in the field of housing relations and housing and communal services.

- 2. The following basic concepts shall be used in these Rules:
- 1) public utilities services provided to the consumer, including water supply, sewerage, gas supply, electricity supply, heat supply, garbage disposal, elevator maintenance, to ensure safe and comfortable living conditions (stay);
- 2) objects of information technology in the sphere of housing relations and housing and communal services (hereinafter referred to as Objects of information technology in housing and communal services) electronic information resources and information systems in the sphere of housing relations and housing and communal services;
- 3) the information system for the centralized collection and storage of electronic information resources in the sphere of housing relations and housing and communal services (hereinafter referred to as the IS for centralized collection) a state information system that ensures the consolidation of electronic information resources from housing and communal services information technology facilities for the analysis of the housing stock and housing and communal services and the implementation of state regulation in the sphere of housing relations and housing and communal services;

- 4) subjects of informatization in the sphere of housing relations and housing and communal services (hereinafter referred to as Subjects of informatization of housing and communal services) an authorized body, local executive bodies, subjects of natural monopolies, associations of property owners, simple partnerships managing an apartment building, management companies, subjects of service activities, owners of apartments, non-residential premises and other subjects in the sphere of housing relations and housing and communal services;
- 5) authorized body the central executive body that carries out management and intersectoral coordination in the sphere of housing relations and housing and communal services.

Chapter 2. The procedure for the formation and processing of information in electronic form in housing and communal services information systems

- 3. For the purpose of generating and processing information in electronic form, housing and communal services IT facilities shall ensure automation of processes between housing and communal services IT subjects within the scope of their competence.
- 4. The created and (or) developed housing and communal services information technology facilities ensure the maintenance of information, depending on the competence of the housing and communal services information technology entity and the functionality of the housing and communal services information technology facility:

in the field of housing relations and housing management:

- 1) on the registration of multi-apartment residential buildings;
- 2) information about an apartment building, filled in by an association of property owners or a simple partnership, or by a manager of an apartment building, or by a management company, or by one representative of the owners of apartments, non-residential premises, in the case of direct joint management in accordance with Appendix 1, 2 of the Rules for the management of a condominium facility and the maintenance of common property of a condominium facility approved by order of the Minister of National Economy of the Republic of Kazakhstan dated February 19, 2015 № 108 (registered in the State Register of Normative Legal Acts under № 10528);
- 3) on the accounting of contributions from owners of apartments and non-residential premises for major repairs of a condominium property;
- 4) on planned activities for the maintenance and repair of common property in apartment buildings;
- 5) reports on the results of the activities of an association of property owners or a simple partnership, or a manager of an apartment building, or a management company for the maintenance of an apartment building;
- 6) on meetings of owners of apartments, non-residential premises of a multi-apartment residential building, as well as minutes of the results of the meeting and voting;

- 7) on the submission, processing and execution of applications for the management and maintenance of multi-apartment residential buildings;
- 8) under agreements concluded between entities involved in the information technology of housing and communal services;

in the field of public utilities:

- 9) passport of the utility provider;
- 10) on the registration of utility service providers;
- 11) on personal accounts of consumers of public utilities;
- 12) on the recording of common house and individual meters for public utilities;
- 13) on the readings of utility meters;
- 14) on tariffing, accrual, and payment of utility costs;
- 15) on public utility networks: heat supply, water supply, sewerage, sewage treatment facilities, electricity supply, gas supply.
- 5. The formation, processing, including ensuring the updating, completeness and reliability of information in electronic form in the housing and communal services information systems facilities is carried out by the housing and communal services information systems entities, in accordance with the legislation in the field of housing relations and housing and communal services, through a personal account.

A monthly report on the management of a condominium property and the maintenance of the common property of a condominium property shall be submitted by the chairman of the property owners' association or a trustee of a simple partnership or the manager of an apartment building or a management company or a temporary management company appointed by the housing inspectorate to the owners of apartments and non-residential premises before the tenth day of the month following the reporting period, through information technology facilities in the sphere of housing relations and housing and public utilities and shall be posted in publicly accessible places.

Monthly reports shall be filled out in the information technology facilities in the field of housing relations and housing and communal services in machine-readable form in accordance with the Standard Form of the Agreement on the Provision of Services for the Management of a Condominium Property and the Maintenance of Common Property of a Condominium Property, as well as the forms of monthly and annual reports on the management of a condominium property and the maintenance of common property of a condominium property, approved by the order of the Acting Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated March 30, 2020 № 164 (registered in the State Register of Normative Legal Acts under № 20247), and shall be subsequently transferred to the centralized collection information system through integration to ensure storage and access by local executive bodies, as well as at the request of the chairman of the association of property owners or a trustee of a simple partnership or the manager of an apartment building or a management company or a temporary management

company appointed by the housing inspectorate to the owners of apartments, non-residential premises.

If the subject of housing and communal services information technology does not own and/or possess an information technology facility in the sphere of housing relations and housing and communal services, monthly reports shall be filled out in the centralized collection information system through a personal account upon registration.

6. Access to the housing and communal services information system facility shall be provided by the housing and communal services information system facility owner and/or possessor thereof in accordance with an agreement on the right of access concluded between it and another housing and communal services information system facility.

Owners of apartments and non-residential premises shall not bear the costs of access to information, in subparagraphs 2) and 5) of paragraph 4 of these Rules, in the housing and communal services information technology facilities in the sphere of housing relations and housing services.

7. The formation, processing, including ensuring the updating, completeness and reliability of information by the subjects of housing and communal services information technology shall be carried out on an ongoing basis, in electronic form, including with the attachment of electronic documents or copies of documents in electronic form.

Documents created on paper shall be placed in housing and communal services information systems as copies of documents in electronic form.

- 8. Information under subparagraphs 5) and 6) of paragraph 4 of these Rules shall be posted in the housing and communal services information technology facilities after it has been signed with an electronic digital signature of the subject of the housing and communal services information technology facility.
- 9. Processing of information containing personal data shall be carried out by the subject of information technology of the housing and communal services sector, taking into account the requirements of legislation in the areas of information technology and protection of personal data.
- 10. The subject of housing and public utilities information technology, which is the owner and (or) possessor of the housing and public utilities information technology facility, shall ensure the transfer of information from the housing and public utilities information technology facility to the centralized collection information system in accordance with Chapter 3 of these rules.

Chapter 3. Centralized collection and storage of information in electronic form in the centralized collection information system

11. The authorized body shall determine the organization subordinate to it as the Administrator of the centralized collection information system.

The administrator shall provide methodological support for the functioning and formation of electronic information resources in the field of housing relations and housing and communal services, as well as centralized collection, analysis and storage, ensuring the safety and confidentiality of electronic information resources obtained from housing and communal services information technology facilities.

- 12. Information shall be posted in the centralized collection information system in the following ways:
 - 1) through personal account;
- 2) through the interaction of other housing and communal services information systems with the centralized collection information system.
- 13. Local executive bodies shall conduct an inventory of the housing stock and keep records of functioning multi-apartment residential buildings, filling out the final information in the centralized collection information system in accordance with the mandatory fields in accordance with the appendix to these Rules. The frequency of updating and confirming the final information in the centralized collection information system shall be at least once a year.
- 14. When posting information through the interaction of other housing and communal services information systems with the centralized collection information system, the housing and communal services information system subject, who is the owner and (or) possessor of the housing and communal services information system object, shall submit to the centralized collection information system an application for registration and integration of the housing and communal services information system object (hereinafter referred to as the Application).
- 15. Housing and public utilities IT entities shall indicate their functions (competencies) in the centralized collection information system in their application by selecting them from the directory contained in the centralized collection information system. If a housing and public utilities IT entity carries out several activities related to different functions listed in the specified directory, the housing and public utilities IT entity shall indicate several functions in the centralized collection information system.
- 16. The administrator of the centralized collection information system shall review the application within 5 working days and notify the housing and public utilities information system entity, which is the owner and/or occupier of the housing and public utilities information system facility, of the approval or rejection of the application to the e-mail address specified in the application.

The administrator of the centralized collection information system shall refuse an application if the information provided in the application is incomplete.

17. If the Administrator of the centralized collection information system approves the application, the authorized body shall agree with the housing and utilities information system entity, which is the owner and (or) possessor of the housing and utilities information system

facility, on the integration of the housing and utilities information system facility with the centralized collection information system and conduct testing of the housing and utilities information system facility.

- 18. When integrating a housing and communal services information system or a centralized data collection information system with the information systems of the "electronic government" of a state body, the integration shall be carried out in accordance with the legislation on information technology of the Republic of Kazakhstan.
- 19. Access to information and posting of information in the centralized collection information system shall be provided to central government agencies, local executive bodies, other government agencies and utility service providers through a personal account, in accordance with an agreement concluded with the authorized body.

Subjects of information technology in the sphere of public utilities, in the absence of ownership and (or) possession of a housing and public utilities information technology facility, shall keep records of the information specified in subparagraphs 9), 10), 12), 14) and 15) of paragraph 4 of these Rules in the centralized collection information system through a personal account upon registration in accordance with the agreement.

- 20. Access rights of housing and communal services IT subjects to the centralized data collection information system shall be terminated in the following cases:
- 1) expiration of the period for which access rights were granted in accordance with the agreement concluded with the authorized body;
- 2) placement in the information system of a centralized collection of information on the revocation of access rights;
- 3) posting in the centralized information collection information system about the refusal of access rights by a person who was granted access rights to perform actions in the centralized information collection information system on behalf of the housing and communal services information system entity;
- 4) termination of access rights of a user of the centralized collection information system who has granted authority to perform actions in the centralized collection information system on his behalf to another person;
- 5) termination or identification of the absence of grounds based on which a person was granted access rights;
- 6) identification of the fact that the subject of housing and communal services information technology submitted false information in the application to the centralized collection information system;
 - 7) in other cases provided for by the legislation of the Republic of Kazakhstan.
- 21. Subjects of information technology in the housing and communal services sector shall have access to the open part of the centralized collection information system and to the information posted in it without undergoing registration procedures.

- 22. Access to the closed part of the system and to the information contained therein shall be ensured by providing functional capabilities in personal accounts intended for work in the centralized collection information system, and (or) using other information technology objects after completing the registration procedure and concluding an agreement with the authorized body.
- 23. Storage of information in housing and communal services information systems shall be ensured by housing and communal services information systems entities and in the centralized collection information system by the authorized body.
- 24. The subjects of information technology in the housing and communal services sector shall transfer information to the centralized collection information system in compliance with the requirements of the legislation of the Republic of Kazakhstan in the areas of information technology, information security and personal data protection.
- 25. The authorized body or the Administrator shall provide or distribute, including transfer, information about the subjects of information technology in the housing and communal services sector, in compliance with the requirements of the legislation of the Republic of Kazakhstan in the areas of information technology, ensuring information security and protecting personal data.

Chapter 4. Functioning of information technology facilities in the housing and communal services sector

- 26. To ensure the reliability and safety of the functioning of housing and communal services information technology facilities, technical means used for storing, processing and transmitting information shall be are carried out in accordance with the legislation of the Republic of Kazakhstan in the areas of information technology, ensuring information security and protecting personal data, as well as the standards in force in the territory of the Republic of Kazakhstan.
- 27. Voting of the owner of an apartment or non-residential premises shall be carried out through information technology facilities in the sphere of housing relations and housing and communal services, a cellular subscriber device and using other methods not prohibited by the legislation of the Republic of Kazakhstan, with mandatory identification of the owner of the apartment or non-residential premises.

The results of electronic voting shall be recorded through information technology facilities in the field of housing relations and housing and communal services.

When summing up the voting results, the votes of the owners of apartments and non-residential premises shall be taken into account at a meeting held in person and through an information technology facility in the sphere of housing relations and housing and communal services, by means of a written survey and through an information technology facility in the sphere of housing relations and housing and communal services.

When generating an electronic document, the storage of meeting minutes shall be carried out in accordance with the Law of the Republic of Kazakhstan "On Electronic Documents and Electronic Digital Signatures".

- 28. The information technology facility in the sphere of housing relations and the housing stock shall provide access to an information resource to ensure verification of an electronic digital signature in an electronic document, including one printed on paper.
- 29. Housing and communal services information systems shall be provided with the function of receiving and transmitting applications from consumers of communal services to suppliers of communal services through integration with the centralized collection information system.
- 30. The subject of housing and communal services information technology, who has posted information through a personal account in the housing and communal services information technology facility, shall receive an automatic notification of confirmation of the posting of information, with the date of receipt and transfer of the information recorded.
- 31. The use of functionality in housing and communal services information technology facilities shall be carried out in accordance with the access rights granted to housing and communal services information technology entities.
- 32. Centralized collection information systems provide information to housing and communal services IT facilities through integration, in accordance with an agreement concluded with the authorized body.
- 33. Housing and communal services IT facilities shall be provided with continuous operation.
- 34. The authorized body and the owner or holder of the information technology facility shall ensure the following:
- 1) uninterrupted year-round and round-the-clock operation of housing and communal services information technology facilities;
- 2) fast (no more than one hour) restoration of the operability of housing and communal services information systems facilities in the event of their failure;
- 3) continuous monitoring of events and the current state of the centralized data collection information system and housing and communal services information systems, which allows for continuous monitoring of the availability of the centralized data collection information system software and hardware complex and the current state of equipment use, as well as immediate generation of notifications to owners and/or holders of housing and communal services information systems regarding failure of the centralized data collection information system.

Appendix to the Rules for the formation, processing, and centralized collection and storage of information in electronic form, including the operation of information technology List of required fields of the Table for filling in the summary data in the information system for centralized collection and storage of electronic information resources in the field of housing relations and housing and communal services (IS for centralized collection) based on the results of the registration of functioning multi-apartment residential buildings

Field name	Description	Data type
2	3	4
Cadastral number of the house	Selecting, entering and/or changing the cadastral number of a house.	Line, 200 characters
Classifier code	Classifier code of administrative-territorial objects from the Address Register.	Line, 500 characters
Registration code	House address registration code	String, 16 characters, leading zeros possible.
Target purpose (letter according to plan)	Provide the ability to change the intended use (plan letter) of a house. Select a value from the directory.	Meaning from the directory "Targeted purposes": for the construction and use of a multi-apartment residential building (hereinafter referred to as MRB)
Fund category	Provide the ability to change the fund category. Select a value from the directory.	Value from the directory " Fund categories": - Residential - Non-residential
Condominium registration availability	Indication of the state registration of the condominium property.	Values: Yes No
Availability of technical passport	Indication of the availability of a technical passport for the house.	Values: Yes No
Balance sheet ownership	Provide the ability to change balance sheet ownership. Select a value from the directory.	Value from the reference book "Balance Sheet Attribution": - Private (if there is common property in a condominium) - Private (all apartments and non-residential premises belong to a single owner) - State (state-owned enterprises); - State (state institutions)
	Cadastral number of the house Classifier code Registration code Target purpose (letter according to plan) Fund category Condominium registration availability Availability of technical passport	Cadastral number of the house Classifier code Classifier code of administrative-territorial objects from the Address Register. House address registration code Provide the ability to change the intended use (plan letter) of a house. Select a value from the directory. Provide the ability to change the fund category. Select a value from the directory. Condominium registration availability Availability of technical passport Balance sheet ownership Provide the ability to change the fund category. Indication of the state registration of the availability of a technical passport for the house.

9	Number of elevators	Indication of the availability of elevators in MRB.	Non-negative integer or zero if none exists.
10	Availability of electricity	Indication of the presence of electricity connection in MRB.	Values: Yes No
11	Year of construction	Provide the ability to change the year the building was built, if it differs from the year it was commissioned.	Non-negative integer indicating the year of commissioning.
12	Major repairs	Provide the ability to change < date.month.year > of the last major maintenance.	Date< date.month.year >
13	Total number of rooms in the house	Total number of premises in the building from the Address Register: Residential Non-residential Parking spaces.	Non-negative integer
14	Number of floors	Provide the ability to change the number of floors in the building.	Non-negative integer
15	Number of apartments	The number of premises with the type "Apartment" in the building from the Address Register.	Non-negative integer
16	Number of non-residential premises	The number of premises with the type " Non-residential premises" in the building from the Address Register.	Non-negative integer
17	Type of heat supply	Provide the ability to change the heat supply type . Select a value from the reference book.	Value from the directory " Heat supply type": - central - autonomous - individual units - none
18	Type of heat supply	Provide the ability to change the heating type. If the heating type is central, select a value from the directory.	Value from the directory " Type of heat supply": - open - closed
19	Gas supply type	Provide the ability to change the gas supply type. Select a value from the directory.	Value from the directory " Gas supply type": - network (natural) - liquefied (gas tank) - liquefied (cylinders) - absent
			Values:

20	Availability of a gas pipeline	Provide the ability to change the availability of a gas pipeline in MRB.	Yes No
21	Type of hot water supply	Provide the ability to change the hot water supply type. Select a value from the reference book.	Value from the directory " Type of hot water supply": - central - autonomous - individual installations - none
22	Water supply type	Provide the ability to change the water supply type. Select a value from the directory.	Value from the directory " Type of water supply": - centralized (network or pump) - decentralized (wells, boreholes)
23	Availability of running water	Provide the ability to change the availability of water supply in MRB.	Values: Yes No
24	Type of drainage	Provide the ability to change the drainage type. Select a value from the directory.	Meaning from the directory "Type of water disposal": - centralized - septic tank (cesspool) - outdoor toilet
25	Availability of sewerage	Provide the ability to change the presence of sewerage in MRB.	Values: Yes No
26	Number of common house meters	Provide the ability to change the number of common house meters in a building.	Non-negative integer
27	Situation at home	Provide the ability to change the situation at home. Select a value from the directory.	Value from the reference book "House Situation": - functioning - functioning (requires major repairs) - functioning (included in the renovation program) - not functioning (abandoned, empty, disconnected from infrastructure) - recognized as emergency
28	Reason for leaving the house	Provide the ability to change the reason for leaving home. If data exists in the field, display the value when using the passport data change function.	Line, 500 characters
			Values:

29	Availability of a	Yes
	barrier-free environment	No

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