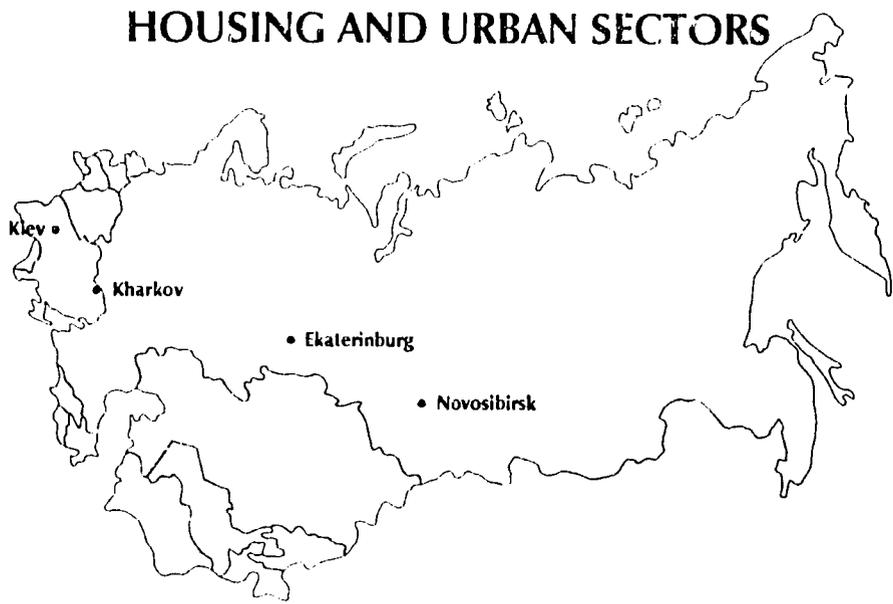


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FINAL REPORT

MANAGEMENT AND MAINTENANCE OF MUNICIPAL HOUSING STOCK IN NOVOSIBIRSK: PRESENT CONDITION AND PUBLIC OPINION

Working Paper No. 6

**Prepared for
Office of Housing and Urban Programs
Agency for International Development
Washington, DC 20523**

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EXECUTIVE SUMMARY

The Demonstration Project and Current Survey

A demonstration project employing new forms of municipal housing stock management and maintenance has been operating since April 1, 1993 in the city of Novosibirsk, Russia, pursuant to the Agreement on Technical Assistance between the United States Agency for International Development and the Novosibirsk Mayor's Office.

The Demonstration Project is designed to show that a private property management company, whose services are procured through a competitive bidding process, is able to achieve appreciably higher management and maintenance service efficiency under the same external conditions as the public sector maintenance organizations. External conditions maintained constant include municipal budget subsidy levels, equal initial material and technical base, and personnel qualifications.

A survey of the residents of the 33 buildings in Novosibirsk's Leninski District, which will be included in the Demonstration Project, was commissioned by USAID and planned and executed by a survey team of local housing economics specialists: Dr. Olga Bessonova and Dr. Svetlana Krapchan of the Institute of Economics and Industrial Production of the Siberian Branch of the Russian Academy of Sciences. The present report describes the survey and presents its findings, together with a set of indicators to be used in ongoing Demonstration Project monitoring. (A second survey was carried out 6 months into the Demonstration Project; its findings are presented in Working Paper No. 8, *Novosibirsk Housing Management Demonstration Project Monitoring: Resident Assessments and Indicators after 6 Months*).

Both the composition of the housing stock in the neighborhood surveyed and the forms of service provided by HMU No. 26 (Housing Maintenance Unit, or *Zhílishny Ekspluatatsiónny Uchástok*) are typical of Novosibirsk's municipal housing sector. The research results obtained in the survey can therefore confidently be generalized to other HMUs in Novosibirsk, to the entire system of services dealing with the municipal housing stock, and, eventually, to other Russian cities.

A specially developed questionnaire was used to collect data on resident assessments of housing services. In addition to assessing the level of services available in the current municipal housing management system, the survey was intended to obtain data on residents' attitudes towards the demonstration project, and information on the volume and composition of effective demand for housing services.

HMU Performance in Basic Services

The survey team developed 4 types of indicators to monitor how residents appraise individual elements of the HMU's services, and its overall performance. Each of the indicators is presented below, together with the survey findings on which it is based.

- **Specific Assessments** of individual HMU activities were compiled by clustering responses to questions on the quality of service provided in each HMU service area as an overall positive or negative proportion. The table below gives the values for these indicators.

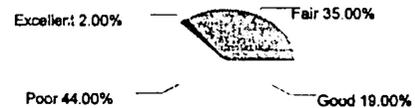
**Specific Assessments of HMU Performance
(1992, HMU-26, Leninski District, Novosibirsk)**

Service Area	"Specific Assessment" Proportion of Total Responses	
	Positive	Negative
Plumbing Equipment Maintenance	45 %	55 %
Electrical Equipment Maintenance	64 %	36 %
Upkeep of Grounds	17 %	83 %
Cleanliness of Entries	18 %	82 %
Heat System Maintenance	59 %	41 %
Water Supply System	34 %	66 %
Garbage Chute Maintenance	50 %	50 %
Elevator Maintenance	33 %	67 %

Repairs to the common areas (and to plumbing and electrical equipment) currently depend to a great extent on the material and financial resources of the HMU and District HMU involved. On the other hand, order and cleanliness in the entries, regardless of their state of repair, is directly determined by efficient and effective organization of the HMU itself. Only one fifth of the families surveyed (21%) said that their entries are always clean. The survey revealed a statistically significant relationship between the frequency of cleaning and the condition of the entry.

A certain amount of resident dissatisfaction with the quality of service can be attributed to inadequate financial and material resources in the city's entire housing sector, rather than to the individual HMU's operation. For this reason a reorganization of material procurement methods with an emphasis on competition is crucial to the success of the Demonstration Project private property management company. This step would uncouple material procurement for the HMU from its dependency on the city-wide supply network.

- An **Integral Assessment** of HMU activities is a family's aggregate rating for all aspects of the HMU's performance discussed in the questionnaire. Nearly 80% of the residents rated the housing maintenance services as "poor" or "fair", according to the Integral Appraisal indicator developed by the survey team. The accompanying chart illustrates the current values of the indicator.



- **The Level of Resident Satisfaction** with the overall performance of the HMU is determined in response to a direct question as to how well the household was satisfied: 16% were very satisfied, 32% not fully satisfied, and 52% totally unsatisfied (see Table 9 on page 18).



Despite their high degree of correlation, the Integral Appraisal and Level of Satisfaction indicators complement, rather than duplicate one another. Whereas the “Level of Satisfaction” is determined to a greater extent by the respondent’s emotional attitudes, tolerance, personal demands, and even socioeconomic position, the “Integral Appraisal” is more representative of the perception of real problems.

The survey team predicts that in the early period of the management company’s operation the Level of Satisfaction is expected to rise dramatically, as the residents begin to feel that their needs are being attended to, and new forms of organization and service are taking shape. The Integral Appraisal, which better reflects the pace of real change, will increase more gradually, lagging behind resident expectations. Over the long term it is anticipated that this indicator will increase in a straight line, while the Level of Satisfaction will oscillate in a wave pattern.

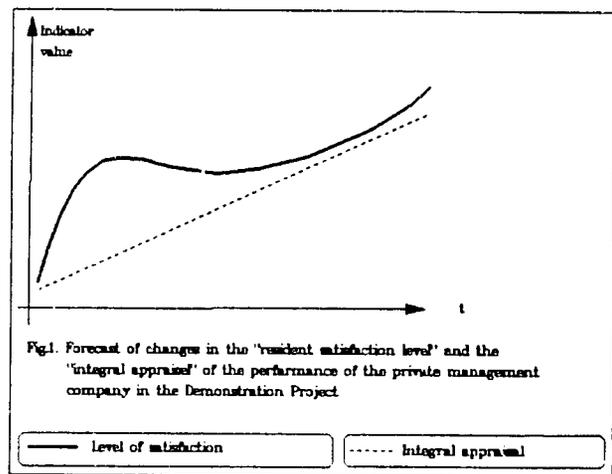


Fig.1. Forecast of changes in the “resident satisfaction level” and the “integral appraisal” of the performance of the private management company in the Demonstration Project

- **Repair Requests** are differentiated into 3 types on the basis of their level of urgency for the residents:
 - **Repair Requests.** Residents refer the first type of repair request directly to the HMU. The average frequency of such repair requests in the area under study was 1.5 per year per family. This type of repair request occurs when the residents cannot solve a problem on their own, but it is not yet acute enough to resort to higher authorities.
 - **“Active” or “Red Flag” Complaints** are the strongest form of repair request. Here residents appeal not to the HMU but to higher-level organizations and other institutions not directly concerned with housing services: deputies, local authorities, and the media. Interviews with families revealed that repair requests of this kind constituted 6% of the total number of problems brought to the HMU’s attention.
 - **“Latent” or “Hidden” Repair Requests** are repair requests voiced by residents when asked in the survey whether there existed problems in the maintenance of the

building and grounds for which they had never requested service from the HMU. The number of latent repair requests per family was 3.6. That is, each family pointed out 3 or 4 problems in these areas.

The overall distribution of the three types of repair requests averages 5.16 per family. They form something like a pyramid, with latent repair requests at the base (70%), routine repair requests in the middle (29%), and red flag complaints at the top (1%).

Clearly, repair requests are normal and are the reason housing maintenance organizations or property management companies are necessary. But sociological literature and practice in Russia have not yet yielded information on what level of repair requests can be considered average for the housing sector. For the purposes of monitoring the Demonstration Project, the current average level of repair requests in the residential area covered by the survey will be used as a benchmark. Variations from the current average number of repair requests will indicate improvement or deterioration in the effectiveness of the management service. Of course, repair requests used in this way function only as a relative indicator of change, and do not represent a goal for HMU performance.

HMU Response to Resident Repair Requests

The proportion of uncompleted repair requests reported by residents is very high. When uncompleted requests are combined with repair requests that require repeated calls, it is clear that the HMU is providing a very poor service product. For example, for plumbers and electricians, the two areas that received the most requests during the year:

- 36% of requests to plumbers and 37% of requests to electricians were met promptly and with good quality,
- 20% of requests to plumbers and 14% to electricians were met after repeated calls to the HMU
- 4% of requests to plumbers and 2% to electricians were met after calls to the HMU administration, and
- 40% of requests addressed to plumbers and 47% of requests addressed to electricians were not completed during the year.

The survey data show that most services are provided free of charge, consistent with municipal housing maintenance organization policy. However, residents paid in one form or another for 22% of plumbing services and 11% of electrical services. In such cases payment is not made according to an invoice from the HMU—that is, payment is not made into the HMU budget—but is kept by the worker who performs the service during normal working hours (18% out of the total 22% of paid plumbing services, and 9% out of the total 11% of paid electrical services).

The demand for such services from HMU personnel is a direct result of the fact that no organization exists that provides the full range of services necessary for unit maintenance, such as renovation specialists and private plumbing or electrical contractors.

The rate of repair requests made to the HMU appears low, as other survey data of the questionnaire suggest a large backlog of unsatisfied demand with respect to maintenance services. The survey team predicts that the total number of future repair requests will change only slightly, at least with respect to traditional HMU activities. The number of repair requests will decrease slowly if at all, since the backlog of unsatisfied resident claims built up over the years is quite considerable.

The most substantial changes are expected in the type of repair requests: the proportion of “latent requests” will decrease commensurate with an increase in the “repair request” segment, which will eventually stabilize and begin to contract if the management company is able to address a greater number of repair requests.

HMU Staff Attitudes

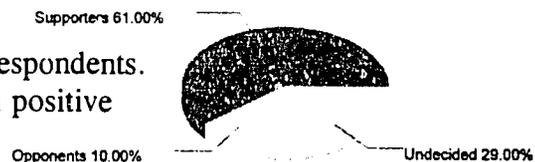
Resident comments on the attention they received from the HMU staff suggest that the HMU as a whole operates in a “passive-indifferent” mode. Residents describe the most frequent response to their repair requests as acceptable (43%) or indifferent (34%). The personnel responded rudely in 8% of cases, while it was attentive in only 14% of cases. These relative proportions are consistent across personnel categories, from front line staff to director. The residents are very resentful of this attitude. The open solicitation for recommendations to the new company generated 43 responses on this issue alone.

Resident Alienation from the HMU

Analysis of survey data also indicates a high degree of resident alienation from the housing management system. Of 2,051 families, 835 did not contact the HMU when in need of a repair. Four hundred fifty of the families that did not contact the HMU corrected the problem themselves, and 191 families did not cite a reason.

Resident and Staff Attitudes Toward the Demonstration Project. Residents were asked about their attitude toward the proposed Demonstration Project and whether they supported the idea of transferring responsibility for management services to private companies. Three groups were distinguished:

- **Supporters** of the Demonstration Project (1,245 families) accounted for 61% of the respondents. This group includes respondents who have a positive attitude toward the Demonstration Project and support the creation of private companies in the housing sector.
- **Undecided** (601 families) made up 29% of the respondents, including those who are either indifferent to the Project and private companies or take an inconsistent posture (e.g., support the project, but oppose the establishment of private companies).
- **Opponents** (200 families) represent 10%. These are families that are against both the project and the creation of private companies.



The survey did not confirm the widespread notion that residents are disinterested in getting involved in improving the quality of their building. On the contrary, they displayed a willingness to contribute their work, advice, and money to organizing the management of their buildings, of which many will become co-owners in the course of housing privatization.

The attitude of the HMU personnel toward the proposed Demonstration Project is more ambivalent. The housing sector has seen a succession of experiments, mostly dealing with the organizational aspect of housing maintenance. Attempts have also been made to change the economic mechanism of HMU operation. A central, but finally unsuccessful, idea in this context was to offer certain traditional services free of charge with a list of additional services provided for a fee.

Management and Maintenance of Municipal Housing Stock in Novosibirsk: Present Condition and Public Opinion

1 Methods for Evaluating the Current State of Housing Services: The Resident Survey

1.1 Resident Assessments as a Basis for Monitoring the Demonstration Project

Statistics currently available in Novosibirsk regarding the housing sector are not adequate for a full evaluation of the state of housing management and maintenance services. Available information offers only general discussion about employment in the industry, the quality of the housing stock, and its physical characteristics. They do not provide data on the efficiency of services or methods used.

Information of interest is currently available only through general observations offered by outside observers visiting Novosibirsk and by managers in the city's housing sector. These evaluations typically apply unrealistic standards, either glossing over or overemphasizing the difficulties involved in providing housing management services in the Novosibirsk context.

Outside observers, such as western experts in housing economics who visit Russia and compare the standards of the housing sector in Russia, and in Novosibirsk in particular, to the western level of housing sector development typically note the neglected and extremely inefficient housing sector. Dirty entries, walls daubed with graffiti, garbage on the landings and in the yards, and the absence of lawns catch the western visitor's eye.

While on the whole such judgments do reveal the degree of neglect in Novosibirsk's housing sector, they do not correlate with the Russian population's typical perception of housing service problems. The opinions of outside observers and foreign specialists are primarily of importance in gauging long-term trends for bringing Russia's housing sector up to western standards, rather than in analyzing short-term changes required in current activities.

Another block of opinion is voiced by the managers of the city's housing sector.¹ Their views of the area under their control recorded in the course of the survey team's monitoring, discussions, and interviews describe the situation in the sector as reasonably good given the severe conditions with which they must contend. Among the difficulties encountered they cite inadequate funding of the sector, low wages, and consequently a shortage of skilled personnel, the poor quality of newly built housing, and the severe deterioration of the existing stock. Their judgments are usually linked to efforts to maintain a minimum standard

¹ Among those interviewed were the head and leading specialists of the highest tier of the sector's administrative hierarchy, the Housing and Communal Services Committee of the Novosibirsk Mayor's Office, the heads of the Housing Trust and organizations of the Leninski district, and the heads of HMU-26 (Housing Maintenance Unit, or *Zhilishny Eksploatatsionny Uchástok*) in the Leninski district and HMU-55 and HMU-3 in the Zheleznodorozhny district, the lowest tier in the housing maintenance hierarchy.

of services under these conditions, which accounts for the tendency to overrate the current condition of their sector.

However, a third group of opinions comes directly from the consumers of housing services, that is, the residents of Novosibirsk's municipal housing. The survey carried out in the present study is the first in Russia to comprehensively assess resident needs, expectations, wishes, and opinions concerning housing management services.

Resident assessments will be the most appropriate indicator of the success or failure of the demonstration project's private property management company, since customer satisfaction with a service most directly reflects that service's true "market value". Resident views directly reflect the satisfaction of their needs according to local standards and without undue attachment or deference to existing methods of providing management services. A survey of resident assessments both before and during the demonstration project will most accurately gauge the results achieved by the company and its success in efficiently using the resources at its disposal.

For most practitioners trained under the Soviet system this approach represents a 180-degree reversal in their way of thinking about how their sector operates. The socialist, centralized approach, where management decisions are often made in isolation from the end consumer of housing management services, can lead to inefficiency and a lack of responsiveness to the needs and wishes of the residents. The views of officials in the city's housing sector summarized above reflect their focus on the production end of the sector, rather than the service/consumption end.

In a market-driven housing sector, characterized by open competition among independent providers of goods and services, the residents are free to contract or change service providers as they choose. Organizations must adapt to efficiently use the labor, financial, and material resources at their disposal, and perform to the residents' satisfaction, at a competitive price in order to attract enough business to survive. As a result the resident receives the best service possible under existing conditions, and the resources available to the housing sector are used in the most efficient manner.

1.2 The Demonstration Project as Representative of the City

Both the composition of the housing stock in the neighborhood surveyed and the forms of service provided are typical of the municipal housing sector of Novosibirsk. The research results obtained in the survey therefore can be generalized to other HMUs (Housing Maintenance Unit, *Zhílshny Ekspluatatsiólnny Uchástok*) in Novosibirsk, to the entire system of services dealing with the municipal housing stock, and, eventually, to other Russian cities.

The survey was carried out in the Leninski district of Novosibirsk, where the Demonstration Project is being implemented. This is an industrial and residential district built in the post-war period. It ranks at about the middle of the city residents' preference scale. It ranked 1.6 in a 1985 evaluation that rated the most desirable district at 2.0 and districts on

the city's outskirts at 1.1.² The district has an average standard of transportation infrastructure and of other facilities, such as schools, stores, and athletic centers.

Thirty-three buildings in the district were included in the Demonstration Project area. The distribution of the buildings (see Table 1) is representative of the typical building pattern in the district and the entire city. It is composed mostly of 5- and 9-story buildings built between the late 1950s and 1980s, in the period of massive residential construction. The 5-story *Khrushchovka* buildings, mostly built in the 1960s and 1970s, are distinguished by small kitchens and rooms accessible only through the main room, a combined toilet and bathroom. They are not equipped with elevators and garbage chutes. Most of the 9-story *Improved Design Apartment* buildings constructed in the 1980s have a larger kitchen and rooms with higher ceilings, a separate toilet and bathroom, hallway access to all rooms, and elevators and garbage chutes. There are also several low-rise buildings built before or immediately after the war.

While these old buildings can be converted into higher-quality housing through capital repairs, pending such improvements they are run-down and unsafe. For example, one such building awaiting repair poses serious maintenance problems (Kotoskovo 3/1, built in the 1930s). A similar building built in the 1950s on which capital repairs have been completed is one of the most attractive residential buildings (Kotoskovo 7/1). Table 1 shows the distribution of building types and ages in the Demonstration Project's stock. For details of the characteristics of each building see Appendix F.

**Table 1. Distribution of Buildings Included in the Demonstration Project
(1/1/1993, Leninski District, Novosibirsk)**

Type of Building	Total Units	Period Built			Building Material	
		1930-1956	1957-1979	1980 & Later	Brick	Concrete Panel
Low-Rise Buildings (2-4 stories)	4	4	-	-	4	-
5 Story <i>Khrushchovka</i> Buildings	23	1	22	-	14	9
9-12 Story Buildings (elevator and garbage chute)	6	-	2	4	6	-
Total	33	5	24	4	24	9

Before the Demonstration Project the management of these buildings was the responsibility of Housing Maintenance Unit (HMU) No. 26, Housing Maintenance Association No. 1, Leninski District Housing Maintenance Authority. The HMU is close to the city's average in terms of residential floorspace area served (151,500 square meters), the amount of city budget subsidies per square meter of residential floorspace (105.8 rubles in 1992), and the

²O. Bessonova, "On Apartment Rents in the USSR: the Case of Novosibirsk" (*K voprosu o kvartirnoi plate v SSSR (na primere Novosibirsk)*), Proceedings of the Siberian Division of the USSR Academy of Sciences, 1985, issue 1, no. 1, p. 59.

number, qualifications, and wages of the personnel (65 people paid an average of 8,200 rubles per month in November 1992). This is a result of the citywide policy on equal working conditions for HMUs serving the city housing stock.

Until 1992 HMU-26, like all other HMUs in the city, was the bottom level of a three-tier system for the management of municipal housing. In 1992 the Leninski District, unlike the other districts of the city, switched to a 4-tier system in which an additional tier of Housing Maintenance Associations was set up above the HMUs. However, this has had little effect on the HMU's status.³

1.3 The Structure of the Resident Survey

Data on resident assessments of housing services were collected by means of a comprehensive survey of families residing in buildings participating in the Demonstration Project. A specially designed questionnaire was used.

In addition to assessing the level of services available in the current municipal housing management system, the survey was intended to obtain data on residents' attitudes towards the demonstration project, and information on the volume and composition of effective demand for housing services.

The information collected during the survey is unique for the following reasons:

- A large enough array (2,000 questionnaire forms) was obtained, permitting the researchers to draw statistically significant conclusions on the patterns and underlying interconnectedness of the processes under investigation;
- The universal rather than sample nature of the survey allows the researchers to assert confidently that it represents all social strata of the population in a typical urban district, in comparison to the normally limited availability of information on the social stratification of the Russian population in the period of transition to a market economy;
- The concentration of all respondents in a limited area makes it possible to reduce the impact of variable external conditions on the respondents' appraisals in interpreting the results.

Questionnaire Structure. The full text of the questionnaire appears in Appendix A: *Interview Questionnaire: Housing Services Quality Evaluation*, and the full text of the findings in Appendices B through F. Its outline structure is as follows.

1. *HMU Services*
 - 1.1. Plumbing equipment maintenance
 - 1.2. Electrical equipment maintenance
 - 1.3. Condition of unit heating and water supply

³For a description of the HMU's organizational structure, see Section 1 of *The Housing and Communal Services Economy in Novosibirsk: The System of Ownership and Management, and Labor Organization and Wages*.

- 1.4. Elevator and garbage chute maintenance
- 1.5. The condition of the yards and entries
- 1.6. Treatment of residents by HMU personnel
- 1.7. Response to repair requests
2. *Attitude toward the Demonstration Project and Changes in the Housing Sector*
 - 2.1. Attitude toward the establishment of a private company
 - 2.2. Attitude toward housing privatization
 - 2.3. Attitude on the need for housing allowances
 - 2.4. Attitude on the need for and structure of additional services to the residents
3. *The Socioeconomic Position of the Residents*
 - 3.1. Housing conditions
 - 3.2. Property status
 - 3.3. Income
 - 3.4. Education
 - 3.5. Employment, employer, and position
4. *Residents' suggestions for the new company, additional services, and additional housing improvements*

Formulation of Survey Questions. In breaking down the segments of the questionnaire listed above to specific questions the survey team used not only closed (multiple-choice) questions, but also semi-closed (multiple-choice plus "other" option) and open-ended questions to a greater extent than is the standard practice. The intention was to "hear" the respondents' views, their language, their understanding of the problems, and their interpretation. The questionnaire included 52 closed questions, 27 semi-closed, and 21 open questions.

The survey team made use of classical questionnaire construction techniques that permit the researcher to verify the reliability of the information obtained: reference questions on related subjects in different parts of the questionnaire, interpreting and correlating data for generalization and constructing indicators, and verification of answers given to direct questions with data derived from answers to indirect questions.

Original methods were also developed, particularly for collecting data characterizing the families' socioeconomic position. The specific features of the method employed for assessing socioeconomic levels are described under Section 5 of this report.

The questionnaire was submitted for examination to specialists in mass surveys and the processing of large volumes of questionnaires at the "Sotsium-Siberia" Center for Sociological Research, and their comments were taken into account in finalizing the questionnaire.⁴

⁴The "Sotsium-Siberia" Center for Sociological Research was founded in 1992 as the western Siberian division of the Russian Center for Sociological Research, which has existed since 1989. The Center is made up of qualified sociologists and former members of the staffs of the Sociology Department of the Institute of

Pilot Survey. The authors carried out a pilot survey that resulted in the exclusion of a number of questions and the revision of others that might be misunderstood or create tension. For example, questions dealing with reforms in the housing sector had to be removed, as they called up associations that stimulated excessive discussions with a political bias, upsetting the flow of the interview and the intent of the question. Questions that caused discomfort in the respondents, such as questions related to income, expenditures, or possession of certain property items, were removed or modified.

Performance of the Survey. The survey of families living in buildings included in the Demonstration Project was conducted in February 1993 by interviewers of the sociological service, "Sotsium". One questionnaire was filled in per single-family unit, with multiple questionnaires in communal units shared by two or more families.

In the total of 2,206 units, interviewers surveyed 2,073 families: 1,874 families living in individual units and 199 families in communal units. In some units the residents refused to take part in the survey, while in others no one answered the doorbell even on a third visit.

The Sotsium specialists remarked that the residents' active participation in the survey was above the typical level, in spite of fears aroused by the high crime rate in the city as a whole, and particularly in the buildings under review. For example, while the survey was being carried out, a murder was committed in one of the buildings, and burglaries were committed on several occasions before and during the survey.

Careful preparatory work ensured the survey's success. Written notices of the dates of the survey were mailed to all residents on behalf of the HMU management with a contact telephone number for questions arising in the course of the survey. The residents made frequent use of that channel. The interviewers were issued special cards to confirm their identity.

Information Processing. The information collected is arranged in a numerical array. Answers to the open questions are presented in lists (see Appendices C to E). The numerical array was processed using SPSS, Supercalc, and QuattroPro software packages. The text information was processed using content analysis methods.⁵

Economics and Industrial Production of the Siberian Branch of the Russian Academy of Sciences. The Center carries out studies for local authorities and assists in carrying out studies for the Russian government, ministries and administrations, as well as western clients.

⁵V. Lisov, KSN (Doctor of Sociology) of the Novosibirsk regional branch of the Russian Social Survey Center in Moscow (*Vsesoyúznói Tsentri Izuchéniya Óbshchestvenno Mnéniya*) and I. Bessonov of the Institute of Mathematics in Novosibirsk, experts on socioeconomic information processing and analysis, also took part in processing the arrays.

1.4 Difficulties Encountered in Designing the Survey

The difficulties faced in developing methods and constructing the questionnaire stemmed from the fact that the housing sector had not previously been the subject of special sociological research. Thus no survey techniques or questionnaires existed that had been developed in Russia and tested in actual research.

Related to this problem is the lack of a consistent system of concepts describing the housing sector that are interpreted consistently by scientists, practitioners, and the lay population. For example, even the term *service* used with reference to HMU activities meets either with puzzlement or an ironic response on the part of the residents.⁶ For this reason a special methodological effort was necessary, aimed at formulating questions with the content prescribed by the researcher that would be adequately understood by the respondent.

The survey team also encountered the methodological problem of obtaining objective information through subjective satisfaction assessments. Quite often these assessments are influenced by external factors related to the status of individuals, their general outlook and current attitudes. Therefore the appraisal of services had to be supplemented with factual information on the standard of management and maintenance services to give a context to those assessments.

The use of assessments expressed by the residents as an indicator of the objective status of HMU activities was further complicated by the residents' differing views regarding the HMU's prescribed role in housing maintenance. In particular, they often contact the HMU and hold it responsible for all water supply and heating problems, which often are not the HMU's responsibility. For this reason it was essential to ascertain exactly what the respondent was dissatisfied with and add questions about problems in the services provided to the residents.

Finally, it was predictably difficult to obtain welfare and income status data in the course of the interview, the more so as the survey was conducted in the home, and not at the workplace as is usually the case with similar urban studies. This difficulty was aggravated by the respondents' conventional perception that such questions are not related to the appraisal of the housing sector. Therefore the methods used had to carefully integrate these questions into the general context to avoid psychological resistance on the part of the respondents and disruption of the normal course of the interview.

2 HMU Performance in Basic Services

Resident satisfaction with the HMU's performance was measured on the basis of problems they said they reported to the HMU, and their assessment of the HMU's performance in solving them.

⁶For some it may recall the Soviet ironic expression "unobtrusive service" (*nenavyázchivy sérvís*), as applied to shop clerks, waiters, and others in the service sector who are less than outgoing.

Table 2 shows the number and type of repair requests respondents said their families submitted to the HMU in 1992.

**Table 2. Number and Type of Repair Requests
(1992, HMU 26, Leninski District, Novosibirsk)**

Type of Request	Number of Families Making Requests	
	Total	Percent of All Families
Plumbing	1,026	50%
Electrical	563	27%
Water Supply	368	14%
Heat	276	10%
Other	360	13%
Total	2,593	n/a

The findings on repair requests in each of the categories of service differentiated in the survey are presented in Sections 2.1 through 2.4.

2.1 Plumbing and Electrical Equipment Maintenance

According to the survey, the residents most frequently requested plumbing services. Half the families (1,026 families) called the HMU for plumbing services, while only about 27% (563 families) requested electrical repairs, and 31% of the families (644) contacted the HMU about heat and water supply problems.

If direct repair requests to plumbers are combined with more general repair requests concerning heat and water supply that are not the plumber's responsibility but for which residents also typically call the plumber, the share of requests referred to plumbers exceeds 60%. It is reasonable to infer that the HMU is personified in the minds of the residents by the plumber, with whom they have to deal most often.

However, in spite of the residents' frequent repair requests, the plumbing service's efforts did not fully solve their problems. Survey findings indicate that 80% of the families have old (but functioning) plumbing equipment in their units that they believe needs to be replaced. This finding is also evidenced by resident answers to open-ended questions concerning necessary additional improvements in the unit: the most frequently voiced suggestions deal with replacing plumbing equipment.

2.2 Heat and Water Supply

The data in Table 3 show that heat and water supply problems were pointed out by 41% and 66% of the families, respectively.

**Table 3. Heat and Water Supply Problems
(1992, HMU 26, Leninski District, Novosibirsk)**

Subject of Problem	Total Number of Families Surveyed	Families Reporting Problems	
		Number	Percent
Heat	2,053	833	41 %
Water Supply	2,048	1,348	66 %

2.3 Maintenance and Cleaning of Common Areas

Maintaining cleanliness in the entries, stairways and hallways is the most visible aspect of the HMU's operation.

The results of the survey suggest that the condition of the common areas in the buildings under the demonstration project is typical of the city's housing stock: 39% of families interviewed mentioned peeling walls, 19% mentioned damaged stairs, 7% noted that the entry doors were broken, and 20% noted that the windows were broken.

Resident dissatisfaction with the state of repair of the common areas—75% reported that the entries were in poor physical condition—results more from the inadequate financial and material resources in the city's entire housing sector system than from the individual HMU's operation. A reorganization of material procurement methods with an emphasis on competition, so the HMU does not depend on the citywide supply network, is crucial to the success of the demonstration project private property management company.

Although physical repairs to the common areas currently depend to a great extent on the material and financial resources of the HMU and District HMU involved, order and cleanliness in the entries, regardless of their state of repair, is directly determined by efficient organization and reflects the operation of the HMU itself. Only one fifth of the families surveyed (21%) said that their entries are always clean.

When asked "How often is the entry cleaned?"

- 46% of the families said that cleaning was performed rarely or not at all,
- 20% indicated that the entry was cleaned often or even daily,
- 24% did not know how often the cleaning was done, and
- 10% answered that they often cleaned the entry themselves.

The survey revealed a statistically significant relationship between the frequency of cleaning and the condition of the entry (see Table 4). It showed that when an entry is cleaned often:

- 53% of respondents (209 out of 395) said the entry was always clean;
- 23% (91 out of 395) said it was sometimes clean; and
- 24% (95 out of 395) said it was always dirty.

The situation is reversed when the respondents said the entry was seldom cleaned:

- 4% of respondents (36 out of 890) said the entry was always clean;
- 37% (329 out of 890) said it was sometimes clean;
- and 59% (525 out of 890) said it was always dirty.

Table 4. Relationship between the Condition of the Entry and Frequency of Cleaning (1992, HMU-26, Leninski District, Novosibirsk)

Answers to "Is the Entry Clean?"	Answers to "How Often is the Entry Cleaned?"						
	Don't Know	Often	Seldom	Often Clean Ourselves	Total Answers		
					Cases	Percent	
Always Dirty	170	95	525	73	863	47%	
Sometimes Clean	143	91	329	59	622	32%	
Always Clean	111	209	36	48	404	21%	
Total Answers	Cases	424	395	890	180	1,889	100%
	Percent	22.4%	21%	47.1%	9.5%	100%	

It is also generally accepted that cleanliness in the entries depends not only on the efficiency of the cleaners, but also on the behavior of the residents, on whether strangers visit the entry, whether the building is located in a busy, central location, whether teenagers and other groups gather in the entry, etc.

2.4 Garbage Chute and Elevator Maintenance

Six of the buildings covered by the Demonstration Project are equipped with elevators and garbage chutes.

The technical condition of garbage chutes in newly-built buildings varies but is often unsatisfactory. There have been cases where the poor quality of the garbage chutes forced the HMU to weld them shut and remove them from service. Therefore some of the chute operation problems pointed out by the respondents can also be attributed to inadequacies in the city's housing sector as a whole.

The problem of cleanliness around the garbage chute appears to be the most relevant of all the problems mentioned. Of the 577 families who stated that their building had a garbage chute 47% (269 families) said that it did not pose any additional problems (see Appendix B). However, 33% (193 families) noted that the area around the garbage chute was littered, 8% (154 families) complained about an unpleasant smell in the entry, 12% said that the chute led to infestation by cockroaches and mice, that it was often clogged, the bucket broken, or suffered from other problems.

Elevator maintenance is performed jointly by the HMU and specialized organizations. Answers to questions concerning the elevator indicate that the main problems are not related to cleanliness in the elevators, and therefore do not reflect negatively on the HMU's cleaning operations. Only 85 families, or 15% of the 586 living in buildings with elevators pointed out that the elevator was dirty (see Appendix B).

Of greater importance to the residents are problems relating to the technical and aesthetic condition of the elevators. Fifty-two percent noted that the elevator often broke down (189 families), it was often switched off (106 families), the elevator was old, and/or control buttons were broken (71 families), it was noisy (28 families) and took a long time to arrive (18 families). Only one third of the residents (196 families) said that the operation of the elevator was satisfactory.

Clearly this low rating indicates that the Demonstration Project private management company needs to take the initiative in assuring that elevator service is consistently provided to the residents. In the absence of competitive elevator repair services, this assurance may need to be obtained by creative techniques that prove effective in obtaining services.

2.5 HMU Response to Residents' Repair Requests

When people call the HMU, they typically expect its personnel to solve their problem. Survey results regarding the extent to which their expectations are fulfilled are discussed below.

Taking the two areas that received the most requests during the year as an example, Table 5 presents the results of work done by plumbers and electricians at the request of residents:

- 36% of requests to plumbers and 37% of requests to electricians were met promptly and with good quality,
- 20% of requests to plumbers and 14% to electricians were met after repeated calls to the HMU
- 4% of requests to plumbers and 2% to electricians were met after calls to the HMU administration, and
- 40% of requests addressed to plumbers and 47% of requests addressed to electricians were not completed during the year.

Table 5. Repair Requests Completed by Plumbers and Electricians (1992, HMU-26, Leninski District, Novosibirsk)

Personnel Category		Total Requests	Completed Requests			Uncompleted
			Promptly, good quality	After Repeated Calls to HMU	After Calling the Management	
Plumbers	Requests	1,453	518	296	62	577
	Percent	100%	36%	20%	4%	40%
Electricians	Requests	653	243	89	89	309
	Percent	100%	37%	14%	14%	47%

It is clear that the proportion of uncompleted requests is very high. When uncompleted requests are combined with repair requests that require repeated calls, it is clear that the HMU is providing a very poor service product in these areas.

The survey data show that most services are provided free of charge. The data presented in Table 6 suggest that free services predominate, consistent with municipal housing maintenance organization policy. However, residents paid in one form or another for 22% of plumbing services and 11% of electrical services. In such cases payment is not made according to an invoice from the HMU—that is, payment is not made into the HMU budget—but directly to the worker who performs the service during normal working hours (18% out of the total 22% of paid plumbing services, and 9% out of the total 11% of paid electrical services).

**Table 6. Paid Services Completed by Plumbers and Electricians
(1992, HMU-26, Leninski District, Novosibirsk)**

Personnel Category		Residents Reporting Payment for Normally Free Services	Including Reporting that Payment was:			
			Not Made	Made According to Invoice	Made According to Invoice plus Payment to Worker	Made to Worker
Plumbers	Requests	863	679	35	5	144
	Percent	100%	79%	4%	1%	17%
Electricians	Requests	318	280	10	2	26
	Percent	100%	88%	3%	1%	8%

These data only include work on requests that come under the HMU's areas of responsibility and are completed by its personnel during normal working hours. Additional requests by residents for services not included in the HMU's basic range of responsibility, such as the replacement or installation of plumbing equipment, and the relocation of pipes or wiring, are usually filled by HMU personnel after hours for non-reported payments. Therefore, Table 6 does not reflect the full volume of paid services provided to the residents by HMU personnel.

The demand for such services from HMU personnel is a direct result of the fact that no organization exists that provides the full range of services necessary for the maintenance of units, such as renovation specialists and private plumbing or electrical contractors.

On the whole, the rate of repair requests to the HMU appears rather low, as other survey data of the questionnaire suggest a large backlog of unsatisfied demand with respect to maintenance services. Comparison of the data on Plumbing and Electrical requests in Table 2 with the figures on Heat and Water Supply requests in Table 3 indicates that, of the total of 833 and 1,348 families who mentioned these problems, only 276 and 368, respectively, called the HMU about them. That is, on average, less than a third.

2.6 HMU Staff Attitudes

In the collective conscience of the Russian people the service sector is often associated with indifferent, at times rude, behavior by personnel in contact with the public. Questions

concerning the treatment of residents by HMU personnel were designed to discover whether the housing sector was an exception.

Resident assessments of the quality of response to requests to HMU personnel are illustrated in Table 7. The most frequent response is “acceptable” (43% of “Entire Personnel”) or “indifferent” (34%). The personnel responded “rudely” in 8% of cases, while it was “attentive” in only 14% of cases.

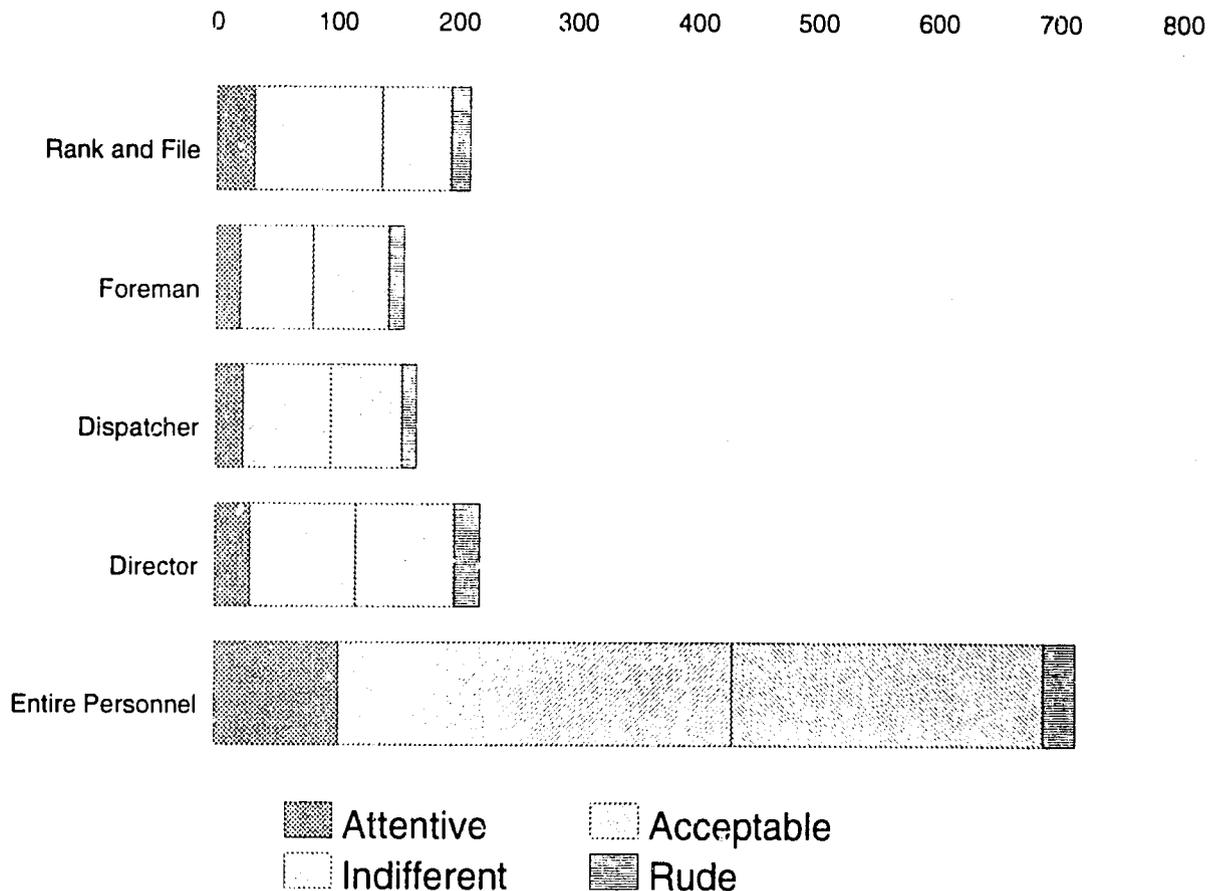


Table 7. Resident Assessments of Responses to Requests to HMU Personnel (1992, HMU-26, Leninski District, Novosibirsk).

The relative proportions of attitude categories are constant across the four personnel categories (front line staff, foremen, dispatcher, director). It is appropriate to say that the HMU as a whole operates in a “passive-indifferent” mode. The residents are very resentful of this attitude, as their recommendations to the company to treat people with consideration, inform them about developments, and show genuine concern about their problems reveal. The open solicitation for recommendations for the new company generated 43 responses on this issue alone (see Appendix C).

In summary, the residents point out a large body of problems in management and maintenance services, but they contact the HMU for about only a third of those problems.

About half of those resident requests are not acted upon. The cleanliness and general condition of the common areas are also unsatisfactory: only one family in five said that the entry was always clean; the cleanliness in the garbage chute area is also a real problem. Resident repair requests not completed by HMU plumbers and electricians during their normal working hours enable them to earn income "on the side" by doing the work directly for the residents, by-passing the HMU. The treatment of residents by HMU personnel is marked by indifference and sometimes rudeness, rather than attention and concern.

3 Indicators of Resident Attitudes toward HMU Performance

To evaluate the extent to which residents are willing to accept this situation, and monitor how they appraise individual elements and housing services in general, the survey team developed 4 types of indicators:

- **Specific Assessments** of individual HMU activities were compiled by clustering responses to questions on the quality of service provided in each HMU service area as an overall positive or negative proportion;
- An **Integral Assessment** of HMU activities is an aggregate household rating for all aspects of the HMU's performance discussed in the questionnaire, extrapolated from the specific assessments;
- The **Level of Resident Satisfaction** with the overall performance of the HMU, given in response to a direct question as to how well they were satisfied with the present state of services; and
- **Repair Requests** of 3 types, in descending order of urgency in residents' minds: "Active" or "Red Flag" Complaints, Repair Requests, and Latent Repair Requests.

The survey team developed these indicators to be used in an ongoing monitoring of the demonstration project. They are further elaborated in the report titled *Novosibirsk Housing Management Demonstration Project Monitoring: Resident Assessments and Indicators After 6 Months*, which presents the findings of a survey of the same area taken 6 months into the Demonstration Project, in October 1993.

3.1 Specific Assessments of Activities

Specific assessments characterize the opinions of the families interviewed regarding the level and quality of the service the HMU provides in several areas: operation and maintenance of electrical and plumbing equipment (that is, the quality of services provided by plumbers and electricians in the units), heating and water supply equipment, elevators and garbage chutes, the yards, and cleaning of entries. The indicator for each area is constructed as a proportion of positive and negative responses. Table 8 on page 16 summarizes the figures on which the specific assessments are based.

One hundred forty-nine families rated the **plumbing equipment maintenance** as "good". "Fair" assessments (577), which on the surface appear neutral, were grouped together with the "good" assessments in calculating the percentage of responses to plumbing services that were considered adequate. Nine hundred families (900) rated the plumbing service as

“poor”. According to this grouping, plumbing equipment maintenance rated 45% positive and 55% negative.

Two hundred three (203) families rated the **electrical equipment maintenance** as “good”, 790 as “fair”, and 561 as “poor”. Grouping “good” and “fair” together as explained in the previous paragraph, this translates into an indicator value of 64% positive and 36% negative.

Seventeen percent of families found the **grounds maintenance** satisfactory, 61% found it totally unsatisfactory, and 22% found it not quite satisfactory. The statement “not quite satisfied” points to certain problems in the upkeep of the yard, and so can be regarded as negative and combined with the “poor” assessments. The overall specific grounds maintenance assessment is 17% positive and 83% negative.

For **entry maintenance** (see Table 4 on page 10), 21% of families said the entry was always clean, 32% said it was sometimes clean, and 47% said the entry was always dirty. The answer “sometimes clean” was grouped together with the negative rating of the entry condition. In addition, the number of respondents who said the entry was always clean was reduced by the number of residents who said they clean the entry themselves (3% as shown in the chart). Thus, HMU performance in maintaining cleanliness in the entries rates 18% positive to 82% negative.

In calculating the specific assessments for the operation and maintenance of heat and water supply systems, elevators, and garbage chutes, an assessment was considered positive when no problems occurred in the operation of the networks and equipment, and negative if problems were reported. Eight hundred thirty-three (833) out of 2053 families reported problems in the **heating systems** (see Table 3), which translates into a specific assessment of 59% positive and 41% negative.

Residents rated the maintenance of the **water supply systems** at 34% positive and 66% negative. As Table 3 shows, 1,348 out of 2,048 families reported problems during the year.

For the maintenance of **garbage chutes**, 288 out of 577 families reported problems in the course of the year, which yields a specific assessment indicator of 50% positive and 50% negative.

And finally, 393 out of 586 families reported problems with the **elevators**, yielding a rating of 33% positive and 67% negative.

**Table 8. Specific Assessments of HMU Performance
(1992, HMU-26, Leninski District, Novosibirsk)**

Service Area	"Specific Assessment" Proportion of Total Responses	
	Positive	Negative
Plumbing Equipment Maintenance	45%	55%
Electrical Equipment Maintenance	64%	36%
Upkeep of Grounds	17%	83%
Cleanliness of Entries	18%	82%
Heat System Maintenance	59%	41%
Water Supply System	34%	66%
Garbage Chute Maintenance	50%	50%
Elevator Maintenance	33%	67%

3.2 The Integral Appraisal of HMU Activities

Nearly 80% of the residents rated the housing maintenance services described in the previous section as "poor" and "fair", according to the Integral Appraisal indicator developed by the survey team.

The Integral Appraisal of HMU activities is an aggregate household rating for all aspects of the HMU's performance discussed in the questionnaire, interpolated from the specific assessments. The indicator was constructed as follows:

- If a family noted the absence of problems in the operation of water supply and heating systems, elevators and garbage chutes in the entry, one "plus" was tallied for each of these aspects.
- A "plus" was also tallied for good (positive) assessments of performance in the maintenance of plumbing and electrical equipment, the yards and entries.
- A "minus" stood for the existence of problems or a negative assessment.

As Figure 1 illustrates, the distribution of families with different sets of assessments was as follows:

- 2% of families noted 8 pluses;
- 6% noted 7 pluses and 1 minus;
- 13% noted 6 pluses and 2 minuses;
- 35% noted 5 pluses and 3 minuses;
- 32% noted 4 pluses or less, the rest minuses; and
- 12% noted 1 or 0 pluses, the rest minuses.

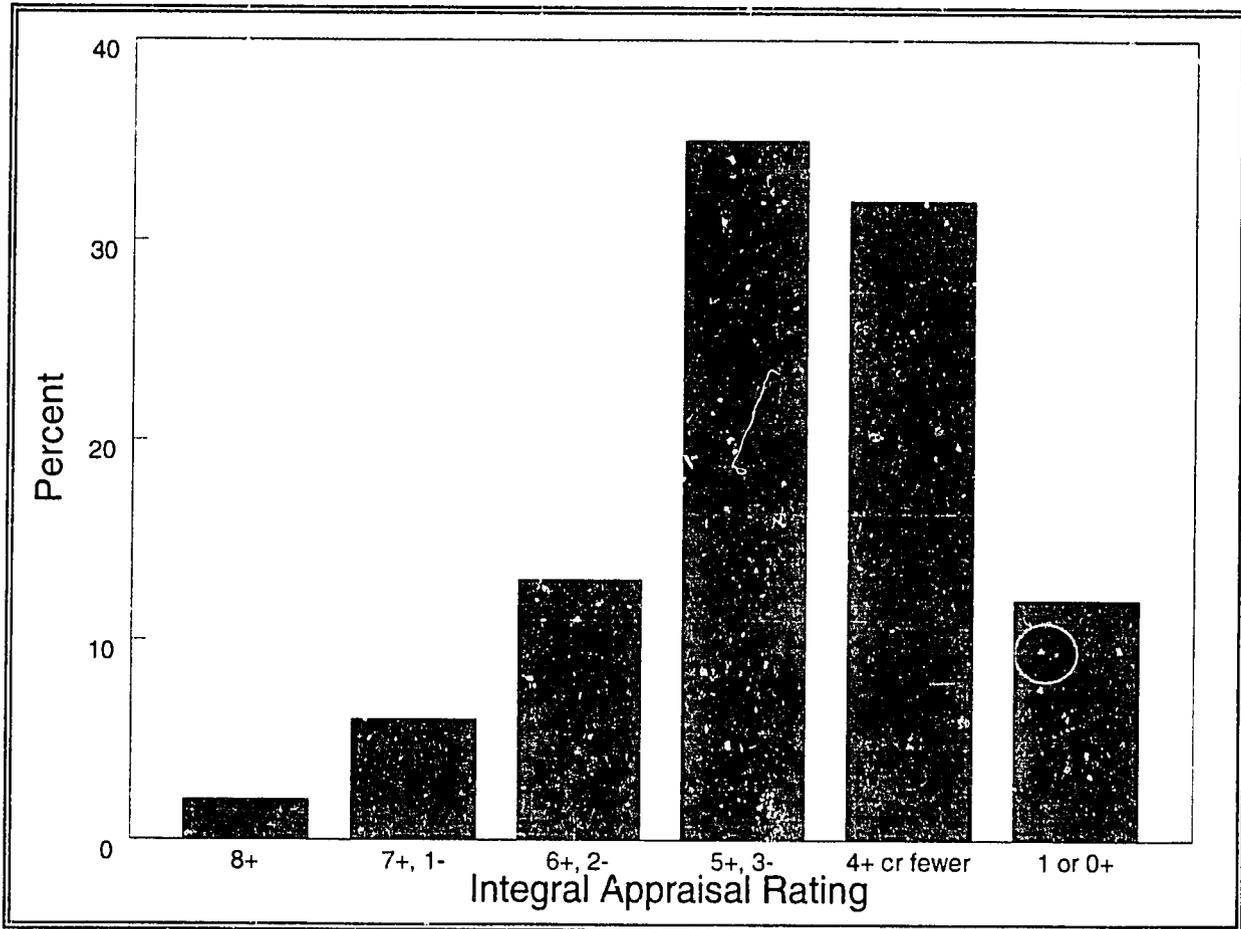


Figure 1. Distribution of data for the Integral Assessment Indicator.

And, grouping this data into four categories for the purposes of the indicator, 2 percent of families rated the HMU performance as “excellent”, 19% as “good”, 35% as “fair”, while the assessment of 44% of families can be interpreted as “poor”. The chart to the right illustrates the current value of the Integral Appraisal Indicator.



3.3 The Level of Resident Satisfaction with the Services

In developed market economies the quality of service an industry provides is generally judged by customer satisfaction. This study also applied this criterion. In a direct question, families were asked to what extent they were satisfied with the present state of services. The distribution of answers indicated that 16% were very satisfied, 32% not fully satisfied, and 52% totally unsatisfied (see Table 9 on page 18). Eighty-four percent of the families were dissatisfied to some extent.

3.4 The Complementary Character of the Integral Appraisal of HMU Activities and Level of Satisfaction Indicators

The logical conclusion reached in comparing the integral appraisal of HMU performance and the level of resident satisfaction is that on the whole the performance of the HMU fails to meet the residents' needs. The data in Table 9 comparing the distribution of families in terms of their levels of satisfaction and integral appraisals of services further reinforce this conclusion. The two indicators appear well correlated and reasonably consistent. Families completely unsatisfied with services mostly cite ratings of "poor" (53%) and "fair" (37%), with only 9% "good". The not-quite-satisfied show a prevalence of "fair" (35%) and "poor" (43%), with 21% "good". Families that are fully satisfied with services conversely have a high share of positive assessments: 8% rated services as "excellent", 46% as "good", and 28% as "fair".

Table 9. Relationship between the Level of Satisfaction and Integral Appraisal Indicators (1992, HMU-26, Leninski District, Novosibirsk)

Level of Satisfaction Indicator		Integral Appraisal Indicator Values					Total Answers	
		Excellent	Good	Fair	Poor	Cases	Percent	
Fully Satisfied		19	115	70	48	252	16%	
Not Quite Satisfied		6	107	180	220	513	32%	
Totally Unsatisfied		0	79	304	435	818	52%	
Total Answers	Cases	25	301	554	703	1583	100%	
	Percent	2%	19%	35%	44%	100%		

Despite their high degree of correlation, however, these housing maintenance indicators complement, rather than duplicate, one another. Whereas the level of satisfaction is determined to a greater extent by the respondent's emotional attitudes, tolerance, personal demands, and even socioeconomic position, the "integral appraisal" is more representative of the perception of real problems.

The complementary nature of the indicators is well illustrated in the first row of Table 9. Of the 252 families completely satisfied with services, 19% (48 families) evaluated the quality of services for specific problems as "poor". By contrast, only 19 families, or 2% of respondents, were completely satisfied with the services, rating them as "excellent".

The two assessments were mutually consistent at the time of the initial survey, when the dynamic evaluated using these two indicators was stable, and the quality of services was not changing perceptibly. However, with the changes anticipated from the demonstration project, increased resident expectations, new conditions and a faster pace of reforms, the behavior of the indicators should vary appreciably. Figure 2 shows the survey team's forecast for the dynamics of the proposed indicators assuming that the private management company's

operation is effective and stable. In the early period of the company's operation the "level of satisfaction" is expected to rise dramatically as the residents begin to feel that their needs are being attended to and that new forms of organization and service are taking shape. Conversely, the "integral appraisal of performance", reflecting the pace of real change, will increase more gradually, lagging behind resident expectations. Over the long-term it will increase in a straight line, while the "level of satisfaction" will oscillate in a wave pattern.

3.5 Resident Repair Requests as an Indicator

Practitioners have long made use of repair requests and complaints as a means of diagnosing the condition of a service system. Discussions and interviews with the managers of the City's Administration suggest that they, too, see themselves measuring and analyzing this item in some way. One of the primary tasks of this study was to develop methods for "objectivizing" repair requests as a strict sociological instrument—as an indicator of subjective discontent with the services. This indicator can be used in evaluating the state of housing services in different districts of the city or in different cities, and in tracing changes in the quality of housing services.

The buildings in Novosibirsk's housing maintenance system differ in quality and technical characteristics. The residential area covered by the Demonstration Project includes buildings in which the water and electric networks are in varying conditions and states of wear. Some are in need of capital repairs, partial roof repairs, etc. Naturally, the worse the condition of a building, the more problems encountered in its maintenance.

There are two ways to evaluate the problem potential of buildings served by the HMU. The first is to assess the need for certain improvements and maintenance based on the building's technical certificate (a record of building condition at initial occupancy and of subsequent capital repairs completed) and on a visual inspection. Second, an evaluation of the number, type, and frequency of repair requests provides an additional indicator to the HMU of problems in the building, signaling that certain types of preventive or capital repair work need to be done.

Today the city lacks the statistical and empirical data to determine what level of repair requests and complaints from the residents can be considered normal. This study attempts to define that level, fix it prior to the start of the Demonstration Project, and eventually analyze its variation.

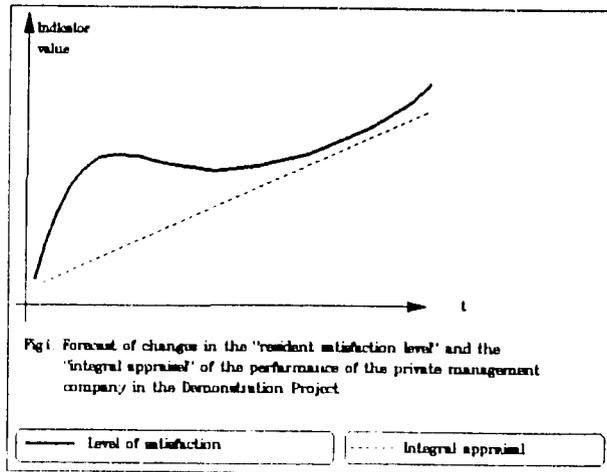


Figure 2. Projected Behavior of Integral Appraisal and Resident Satisfaction Level Indicators during the Demonstration Project.

Three types of repair requests can be differentiated on the basis of their perceived urgency:

- **Repair Requests.** Residents refer the first type of repair request directly to the HMU. The average frequency of such repair requests in the area under study was 1.5 per year per family. This value was obtained by totalling resident requests to the HMU over the year concerning all maintenance service issues. Given that only 59% of all families contacted the HMU about various problems, on average each of these families filed 2.6 “repair requests”. This type of repair request occurs when the residents cannot solve the problem on their own, but it is not acute enough yet to resort to higher authorities. This type of request is indicative of less severe problems.
- **“Active” or “Red Flag” Complaints** are the strongest form of repair request, where residents appeal not to the HMU but to higher-level organizations and other institutions not directly concerned with housing services: deputies, local authorities, and the media. This type of repair request usually implies a particularly severe problem, which housing maintenance organizations have failed to address and which residents believe the attention of some higher authority will help alleviate.

Interviews with families revealed that repair requests of this kind, that is, appeals to the local authorities and/or the media, constituted 6% of the total number of problems brought to the HMU’s attention, or 0.06 per family (see Table 10).

- **“Latent” or “Hidden” Repair Requests** are repair requests voiced by residents when asked in the survey whether there existed problems in the maintenance of the building and grounds for which they have never requested service from the HMU. The number of latent repair requests per family in the areas reviewed was 3.6. That is, each family pointed out 3-4 problems in the areas mentioned. If the questions had covered a broader range of HMU activities, the number of latent repair requests would probably have been higher. Latent repair requests signify less pressing problems that the residents have become accustomed to and have put off calling the HMU about because they believe they will not receive a response. Such repair requests constitute a reservoir that gradually overflows, causing repair requests and red flag complaints.

Table 10 shows the overall distribution of the three types of repair requests revealed in the survey. They form something like a pyramid, with latent repair requests at the base (70%), routine repair requests in the middle (29%), and red flag complaints at the top (1%).

**Table 10. Number and Type of Resident Repair Requests
(1992, HMU-26, Leninski District, Novosibirsk)**

Type of Repair Request	Total Repair Requests		Repair Requests per Family
	Cases	Percent	
Active (Red Flag) Complaints	119	1%	0.1
Repair Requests	3,109	29%	1.5
Latent Requests	7,428	70%	3.6
Total	10,656	100%	5.2

The number of repair requests of the three types averages 5.16 per family. As Figure 3 illustrates, the values of this indicator in the buildings surveyed vary in the range of 2.73 to 6.89 (see Appendix F for a detailed breakdown of repair requests by building). Since this area is served by one HMU and is not divided into service segments—meaning that the quality, forms of activity, and personnel are the same—the technical condition of the buildings largely accounts for this gap in values. Indeed, the largest number of repair requests comes from a building constructed in 1933 at 3/1 Kotovskovo, which is seriously deteriorated and requires substantial capital repairs. Interestingly, the buildings with the second and third greatest number of complaints date from 1984 and 1989, respectively.

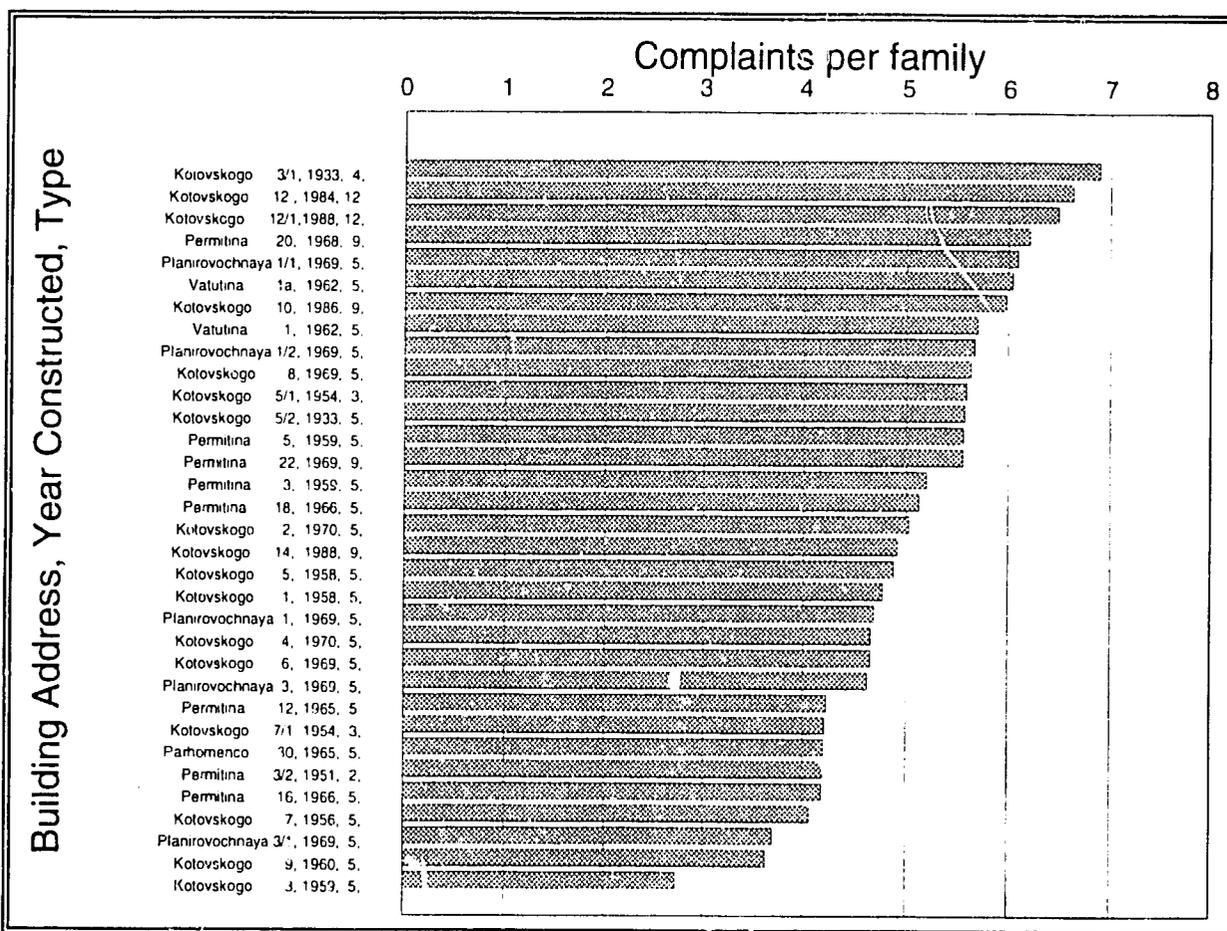


Figure 3. Repair Requests in Demonstration Project Buildings (1992, HMU-26, Leninski District, Novosibirsk).

The distribution of repair requests constitutes an inherent element of the operation of the housing sector or any other service system. Repair requests and complaints serve as signals providing feedback from the consumer to the producer of services. But in some instances, repair requests and complaints go beyond a pure information function and send out a warning that the service system is failing to do its job. This is true primarily of “red flag

complaints”, which are not directed toward the management and maintenance of the service system, but spill outside it, to the media, government agencies, etc.

Clearly, repair requests are normal and are the reason housing maintenance organizations or property management companies are necessary. But as has already been noted, sociological literature and practice in Russia have not yet yielded information as to what level of repair requests should be considered average for the housing sector. For the purposes of monitoring the Demonstration Project the current average level of repair requests in the residential area covered by the survey should be used as a benchmark. Variations from the current average number of repair requests by building can indicate improvement or deterioration in the effectiveness of that building’s management service. Of course, repair requests used in this way function only as a relative indicator of change, and do not represent a goal for HMU performance.

3.6 Projected Behavior of the Repair Request Indicator

Under existing conditions, some of the latent requests develop into repair requests as the problems become more acute. Most of them remain “latent”, however, considering, for example, the finding noted in section 2.5 that 4 out of 10 repair requests submitted to HMU personnel are never completed. In general, it can be assumed that under constant conditions this repair request ratio would remain stable.

However, if changes are initiated in housing management, “latent requests” can be expected to rapidly develop into repair requests or even active/red flag complaints. An analogy can be drawn to a similar phenomenon that occurred during the perestroika process in the USSR. Political reforms and glasnost policies provided mechanisms for articulating problems that already existed in the society. They passed from a latent stage, where they had been discussed by small groups “in the kitchen”, to an active form of expression where they were given prominence in the media. People began to voice complaints built up over the years in various forms. This gave rise to a perception that perestroika itself was causing the problems, which cost it support in some segments of the society and hindered its progress. If this effect is to be avoided in the Demonstration Project and in broader reforms of the housing sector in Novosibirsk, it is crucial to gauge from the outset the make-up of the “iceberg” of problems now beginning to emerge, while previously only its tip was visible.

The survey team predicts that the total number of repair requests will change only slightly, at least with respect to traditional HMU activities. The number of repair requests will decrease slowly if at all, since the backlog of unsatisfied resident claims built up over the years is quite considerable.

The most substantial changes are expected in the type of repair requests: the proportion of “latent requests” will decrease commensurate with an increase in the “repair request” segment, which will eventually stabilize and begin to contract if the management company is able to address a greater number of repair requests.

Given the attention to the Demonstration Project shown by local authorities and the mass media, it is reasonable to expect a rise in the number of active/red flag complaints. This attention stimulates appeals from the residents aimed at speedy resolution of their pressing problems. In this context *Zerkalo*, an information and advertising program on local television, provided a characteristic example. Information about the project was presented in conjunction with a collective complaint by the residents of one of the buildings in the project area. This action by the residents emphasized its critical condition with the idea of calling the attention of local public authorities to the building.

Buildings with an added problem potential include those with more sophisticated equipment requiring additional maintenance efforts. That is, the comparatively new nine-story buildings equipped with elevators and garbage chutes. As old relationships break down and new ones emerge among the various elements of the housing services, such as garbage collection and removal, elevator maintenance and operation, the maintenance of such buildings poses increasing problems for the HMU. Old buildings that now require capital repairs can also be included in this group.

Conversely, old buildings that have received capital improvements do relatively well on the repair request scale. They do not have complex equipment. Most of the tenants moved in long ago, and the population is stable. This results in the entries being cleaner, and the grounds better landscaped, often with trees and lawns, so that the buildings have fewer maintenance problems in general.

Thus, a diverse group of factors can be identified that determine the extent of the problems involved in building maintenance. These problems can be "measured" by the number of resident repair requests:

- The age of the building, which determines the degree of wear of the building and equipment (except where the building has been subjected to total or partial capital repairs), is a negative factor: the older the building, the more repair requests it produces. In the context of this study, five-story buildings built in the early 1960s cause more repair requests than those built in the late 1960s.
- The use of complex equipment renders the maintenance of the building more difficult. Although nine-story buildings are the newest in the area covered, they have one of the highest rates of repair requests.
- Capital improvements in a building sharply reduce the number of repair requests from its residents, even if the building is very old.

4 Attitudes of the Residents and the HMU Personnel

4.1 Alienation of Services from the Consumer

It should be borne in mind that the survey of residents on the state of management and maintenance services took place in the context of very weak interaction between the residents and the HMU. Usually residents do not know who is responsible for the maintenance of their entries and yards, and cannot readily assess the performance of HMU personnel. They have

little idea of what the staff is supposed to do. The interviewers report that many respondents even had difficulty answering the question of whether the family was satisfied with the services.

Analysis of survey data also indicates a high degree of resident alienation from the service system. Of 2,051 families, 835 did not contact the HMU, but only 191 cited lack of reasons. Four hundred fifty of the families that did not contact the HMU, although they had reasons to, carried out the repair themselves, while 194 families saw no use in calling the HMU.

Another example of residents solving housing maintenance problems without assistance from the HMU is provided by unit repairs data (see Appendix B). According to the survey, only 2% of the families that carried out major repairs in their units called the HMU and had the repairs performed for a charge. Sometimes the residents even take care of the upkeep of entries: 10% of the families reported cleaning entries themselves.

Resident alienation from the housing services system also finds expression in the changes that occur in the very nature of service problems. In Section 3.3 we pointed out the difference between the content of "latent repair requests" (perceived problems) and "repair requests" (the problems brought to the attention of the HMU). Whereas "repair requests" usually deal with central heat and water supply systems, internal networks, and in-unit plumbing and electrical equipment, "latent complaints" concern a wider range of housing management problems.

To assess the extent of this alienation, methods were developed for deriving an **alienation indicator** characterizing the interaction gap between the housing management system and the residents in solving maintenance problems.

Today's high value for the alienation indicator highlights housing organizations handling the resolution of a small proportion of all housing management problems at one "pole". The other pole represents residents resigned to poor quality service and trying to solve their problems on their own. A lower value for this indicator, which should be a goal for the Demonstration Project and for the development of housing services in general, implies that an increasing number of service problems pointed out by residents are being addressed by the HMU.

The high degree of isolation of the service system from the immediate user is manifested in the relatively low number of calls to the HMU about existing problems. This phenomenon is also reflected in the low share of requests dealing with housing management issues other than heat and water supply systems, and the skepticism of a large proportion of residents about the effectiveness of calling the HMU.

4.2 The Cause: Contraction of HMU Service Objectives

When HMUs were set up and operated in the pre-reform period, they fulfilled two essential functions. First, HMUs were in charge of maintaining the buildings, grounds, and water and electric networks in satisfactory condition. Second, residents obtained through the

HMU the necessary equipment, materials, and spare parts for replacement and repairs to their units. Such materials were practically unavailable in stores, as they were distributed centrally and reached the HMUs through established procedures. In other words, the HMU was not only an agency responsible for organizing housing maintenance, but also an intermediary between the residents and the state in procuring essential supplies.

Now that the situation has begun to change and the central allocation of material and technical supplies has virtually come to a halt, the HMUs have been unable to continue obtaining these materials to the same extent for the residents. Moreover, this inability to obtain supplies has also affected the performance of the first HMU function, building maintenance.

The main tasks of the city's housing management authorities have been reduced to providing only minimal services to the city's housing stock in order to maintain an adequate level of operations. This is evidenced by the staff composition of the housing management system and its very structure, with emergency repair units at the district level having the best supply of material and technical resources and skilled personnel. For example, the leading role in housing maintenance is now assigned to plumbers and electricians, while the proportion of carpenters, plasterers, joiners, painters, and roofers is becoming negligibly small. Consequently, whereas 20 years ago the range of service objectives was quite extensive, now HMUs under district housing authorities are becoming specialized workshops. They maintain the part of the central utility networks that is located within the city's housing stock.

The gap between the maintenance needs of residents and the present effective capabilities of HMUs was at its most obvious in resident suggestions for the operation of the private property management company (See Appendices C, D, and E). Specific suggestions concerned grounds development, improving the general condition of the building and entries, plumbing equipment repairs in the units, and changing forms of service. The residents appear unaware of the HMU's present responsibilities and refer their suggestions to the newly emerging entity replacing the HMU.

In summary, the evolution of the city's housing sector has given rise to the following situation: the maintenance needs of the population are satisfied to an ever decreasing extent, due to a lack of financial, material, and skilled staff capacity, while the existing DHMUs and HMUs focus mainly on the maintenance of the system of basic central services. Left on their own, residents are trying to solve their problems as best they can: some do the necessary work themselves, and some turn to other, usually private organizations. Some residents contact the HMU personnel directly, paying the staff directly for supplying the necessary parts and performing the work.

This situation has resulted in deteriorating service standards, mounting resident discontent and the growing alienation of housing management from the consumer. Since the former housing management system has effectively disintegrated and cannot fully exercise its

responsibilities under present conditions, it is imperative to find new methods and new organizational structures.

Since lack of materials and spare parts is one of the major obstacles affecting the HMUs' ability to provide service, the Demonstration Project private management company should take steps to change the current system of parts supply. HMU workers seem to be finding parts to sell to residents outside their regular duties. An accountability system could be instituted to "legalize" this trade. However, this approach can probably only be successful in the context of competition in materials supply and other elements of the housing management industry. Black market prices, and thus the incentive to provide supplies and services sub rosa, will remain until there is an incentive for supply to rise to meet demand. HMU staff will have an interest in continuing the black market trade in services until their wages reflect real market levels. The Demonstration Project company will suffer from the effects of centralized price and wage controls, unless it takes steps to rationalize salaries, establish staff accountability mechanisms, and introduce competition into the procurement of materials and services.

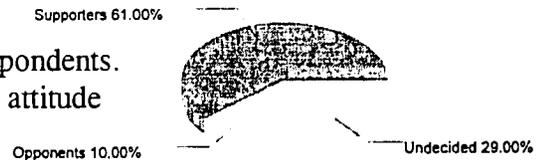
4.3 Attitudes toward Reforms shown by Residents and HMU Personnel

To assess the need for changes in the housing management system it is essential to consider not only its ability (or inability) to perform its functions, but also the attitudes of people who may or may not be prepared to embrace innovations. The survey yielded data that is useful in judging how the residents of buildings included in the Demonstration Project and the current housing maintenance personnel view the proposed changes.

4.3.1 Resident Attitudes

During the survey, residents were asked about their attitude towards the proposed Demonstration Project (Question 7), and whether they supported the idea of transferring responsibility for management services to private companies (Question 84). The use of the two related questions was designed to gain reliable information on a development that is innovative in the Russian context. The distribution of answers to the two questions proved similar. As illustrated in the chart below, three groups were distinguished in the data analysis according to their attitudes toward the Demonstration Project company.

- **Supporters** of the Demonstration Project (1,245 families) accounted for 61% of the respondents. The group includes those who have a positive attitude toward the Demonstration Project and support the creation of private companies in the housing sector.



- **Undecided** (601 families) made up 29% of the respondents and include those who are either indifferent to the project and private companies or take an inconsistent posture (e.g., support the project, but oppose the establishment of private companies).
- **Opponents** (200 families) represent 10%. These are families that are both against the project and the creation of private companies.

Comparative analysis of the amount of information about the project and attitudes towards it (see Table 11) indicates that typically those who know more about the project tend to regard it more favorably. Even among those who had no knowledge of the project at the time of the interview, 43% (326 out of 752) were well-disposed toward it. This, coupled with the large proportion of supporters, signifies a positive attitude toward reforms in the housing sector and toward attempts to effect changes, however small, in the current situation. The survey produced answers like "If only they would do something!"

Table 11. Relationship between Residents' Attitudes toward and Knowledge about the Private Company Demonstration Project (1992, HMU-26, Leninski District, Novosibirsk)

Answers to "Do you know about the Demonstration Project?"		Answers to "What is your attitude toward the Demonstration Project?"				
		Good	Indifferent	Bad	Total Answers	
					Cases	Percent
Yes, I know about it		84	48	8	140	7%
I've heard about it		579	396	77	1,052	54%
No, I don't		326	379	47	752	39%
Total Answers	Cases	989	823	132	1,944	100%
	Percent	51%	42%	7%	100%	

The interviewers' general impressions and information derived from open questions, primarily those concerning suggestions for a private company (Appendix C), point to massive support for the new initiative. Many wished the company success, prosperity, and showed willingness to cooperate. Expectations of resident backing are also reinforced by the distribution of answers to the question of who should be responsible for the condition of the building, the entry, the yard: the majority, 71% of the families, agree that the responsibility should be shared by the residents and the HMU (management company), 25% believe that the responsibility lies wholly with the HMU (management company), and 4% believe that the responsibility lies wholly with the residents (see Appendix B).

The survey did not confirm the widespread opinion that passive, dependant attitudes are prevalent among the residents. On the contrary, they displayed a willingness to contribute their work, advice, and money to organizing the management of their buildings, of which many will become co-owners in the course of housing privatization. They have shown themselves ready to share responsibility with the service organization for the maintenance of their housing.

4.3.2 HMU Personnel and Housing Sector Management Attitudes toward the Project

For a number of reasons, the attitudes of the HMU personnel toward the proposed Demonstration Project is more ambivalent. The housing sector has seen a succession of experiments, mostly dealing with the organizational aspect of housing maintenance. HMUs have merged, the number of managerial levels above them has increased (for example, in the Leninski district where the Demonstration project is located, HMUs are now accountable to

three instead of two superior authorities), changes have been made in the composition and number of personnel handling the same housing areas, and new regulations have been adopted for the organization of services.

In addition to purely organizational reforms, attempts have been made to change the economic mechanism of HMU operation. A key idea was complementing the traditionally free services with a list of additional services provided for a charge. However, the attempt to introduce paid services through the HMUs met with failure, because the prices for those services were set centrally at fixed rates rather than by market forces. In the same centralized manner, the HMUs were required to transfer to the government budget a major part (60%) of the income earned from the services. The actual producers of services, the HMU personnel, were paid only 10-15% of the price on top of their monthly wage rates, a negligible amount considering the inadequately low prices of paid HMU services. Therefore HMU personnel had no incentive for providing these services during working hours.

On the other hand, the introduction of paying for services that in principle had always been provided free of charge has served to prepare psychologically both the residents for the necessity of paying, and the HMU personnel for the right to demand remuneration for such services. In a context where it is usually impossible to get any services for free, and the only way to obtain them is by bargaining with the plumber or electrician, the scope of paid services has expanded dramatically. The "second income" earned by plumbers and electricians for providing such services is often higher than their regular wages at the HMU. (For a detailed description of HMU wage structures see Working Paper No. 7, *The Housing and Communal Services Economy in Novosibirsk: The System of Ownership and Management, and Labor Organization and Wages*).

The HMU management has some idea of the extent of this activity and concedes that it is justified as additional compensation for the personnel, since management does not have the latitude to raise their regular wages. The top management of the housing sector claims that these services are provided on a minor scale and after hours.

On the positive side, observations and discussions with officials at different levels of the city's housing management hierarchy show their awareness of the need for innovations. They all concurred that they lacked institutional and financial independence, and that the present regulations governing their activities were at odds with a transition to a market economy. As has already been noted, the HMU management overlooks the staff's unofficial income because they lack effective leverage over their performance. HMU managers with a long record in the housing sector note the merits of the former HMUs prior to their consolidation, when the number of buildings in their charge was smaller. This allowed the HMU to perform all the necessary work for maintaining the buildings and units, including roofing, carpentry, and painting. Today they provide only a limited set of services that fall far short of present maintenance requirements and resident demand.

The HMU personnel realize that the growing and increasingly complex housing stock calls for new forms of organizing services. They typically have positive expectations for the

demonstration project, hope that it will accelerate the housing management reform they agree is necessary, and bring it to the attention of city authorities and the public. Many expect that the forms and methods proposed in the Demonstration Project can later be transferred to the existing HMUs.

5 Socioeconomic Status of the Resident Families

So far in this report the residents have been analyzed as a homogeneous group without considering their economic stratification. But the survey data indicate considerable variation in families' socioeconomic characteristics. Although a relationship was sought between the values of those characteristics and attitudes toward the services, meticulous analysis and extensive calculations did not reveal such a relationship. For example, differences in educational backgrounds, incomes, and housing conditions taken in isolation did not affect the families' opinions of HMU performance, the integral appraisal of its operation, or the number of repair requests.

The absence of such links is understandable in a context where the HMUs, as has been observed, are out of touch with the residents' problems and perform an identical, very limited set of functions for all resident groups. The pretense of providing services free of charge also contributes to the HMU's view of residents as a homogeneous and monolithic community.

But this perception changes for plumbers and electricians who provide additional services to the residents during and after hours. When asked how much they charged, these technicians admitted that it "depends on both the nature of the service and the resident's means. We size up the furniture in the apartment and decide how much they can afford to pay. But if we do the work for a poor old woman, sometimes we don't charge anything."

Faced with a constant (constantly deteriorating) housing management pattern, the residents behaved as a homogeneous group. However, with the implementation of the Demonstration Project, this situation is likely to change. The residents will respond to these changes differently, depending on their individual socioeconomic characteristics. Already at this stage the private company needs to know the economic make-up of the resident population in order to foresee the differences in their demands and behavior.

Section 5.1 discusses the criteria unique to the Russian context used in classifying families by socioeconomic status. The findings are presented in sections 5.2 and 5.3. Section 5.4 develops the clear correlation of socioeconomic group and attitudes toward the Demonstration Project. Section 5.5 describes the distribution of the demand for services according to socioeconomic group.

5.1 Criteria for Classifying Families by Socioeconomic Characteristics

Defining the structure of the population by socioeconomic characteristics is usually a difficult task. It is further complicated today by the fact that the structure itself is in flux. Such analysis in the present context calls for a special methodological framework.

The survey team differentiated families' economic level using three groups of parameters:

- **Housing.** It was relatively easy to determine housing characteristics in the course of the interviews. They were closely related to the general aim of the survey and represented known objective data: floorspace, number of rooms, presence of amenities, communal/non-communal unit, tenure (depending on whether the unit is private, rented, or enterprise housing).
- **Possession of property.** It was clear from the outset that, given the striking gap between the "new rich" and "new poor", growing crime rates, and mutual mistrust and envy, it would be extremely difficult to collect reliable data on residents' income and property. Little could be learned through traditional methods using specific questions about ownership of various durable goods, and the level and structure of family income. Typically, people would flatly refuse to answer such questions.

The questionnaire relied on a different technique designed to "conceal" questions dealing with economic status. To begin with, a limited, consistently structured list of property was compiled that could serve as a basis for assessing the property status of the family. This set included:

- the basic needs of the family (a TV set, a refrigerator);
- supplementary sources of food and/or recreation (a garden plot or a dacha);
- the most expensive goods with the highest prestige value for a Russian family (a car and garage).

Since the cash value of such goods is often impossible to estimate, given galloping inflation and such questions often arouse suspicions, indirect indicators of the quality of the goods were used. For example, in describing a refrigerator the respondent was asked to state whether it was Soviet-made or imported, and whether it had a separate freezer compartment; for the TV set: whether it was black-and-white or color, Soviet-made or imported; for the garage: whether it was metal or permanent (brick or concrete) or both; for the dacha: whether it had one or two stories.

The position of these questions in the questionnaire fit into the general context of evaluating management and maintenance services. In other words, these questions did not appear pointed to the respondent but logically complemented the other items. For example, the question of whether the respondent had a car or where his garage was located was asked in conjunction with questions about the traffic in the yard and the convenience of the location of the parking lot. Within the series of questions about the project and the respondents' knowledge of it, the residents were asked whether it was necessary to develop cable TV and whether the family could receive cable TV programs, with an implicit query about the presence of a TV set and its quality. The question about the refrigerator cropped up in the discussion of the need for having window refrigerators and their adequacy for the family's food storage needs, together with the other refrigerators in the unit.

- **Family income.** Information on income was drawn from the families' own assessment as to which income group they belonged. The question was posed in the context of a

discussion of whether the family could continue paying for the unit if rents were raised substantially. The information provided by self-evaluation was checked against answers to the question about the potential need for housing allowances.

In this way the “sensitive” questions about property and income were uniformly distributed through the questionnaire and logically integrated into the subject of the survey. Usually they did not cause problems or tensions in the interview. In one case out of 100, however, typically in very affluent families, the alert respondents, when asked about the number and quality of refrigerators, would counter with the question: “Why do you want to know that, is it related to housing management?” This suggests that the original precautions were not misplaced. Generally, however, the method adopted enabled the interviewers to get around these problems.

Figure 4 shows the criteria used to classify families in terms of economic status. Housing conditions, property, and income factors were grouped into two general categories based on 12 components: one indicator represents the family’s standard of housing, and the other represents the family’s property/income status. Families were classified into low, medium and high groups for each of the two indicators yielding a three-by-three grid of categories, which are described in detail in the following two sections.

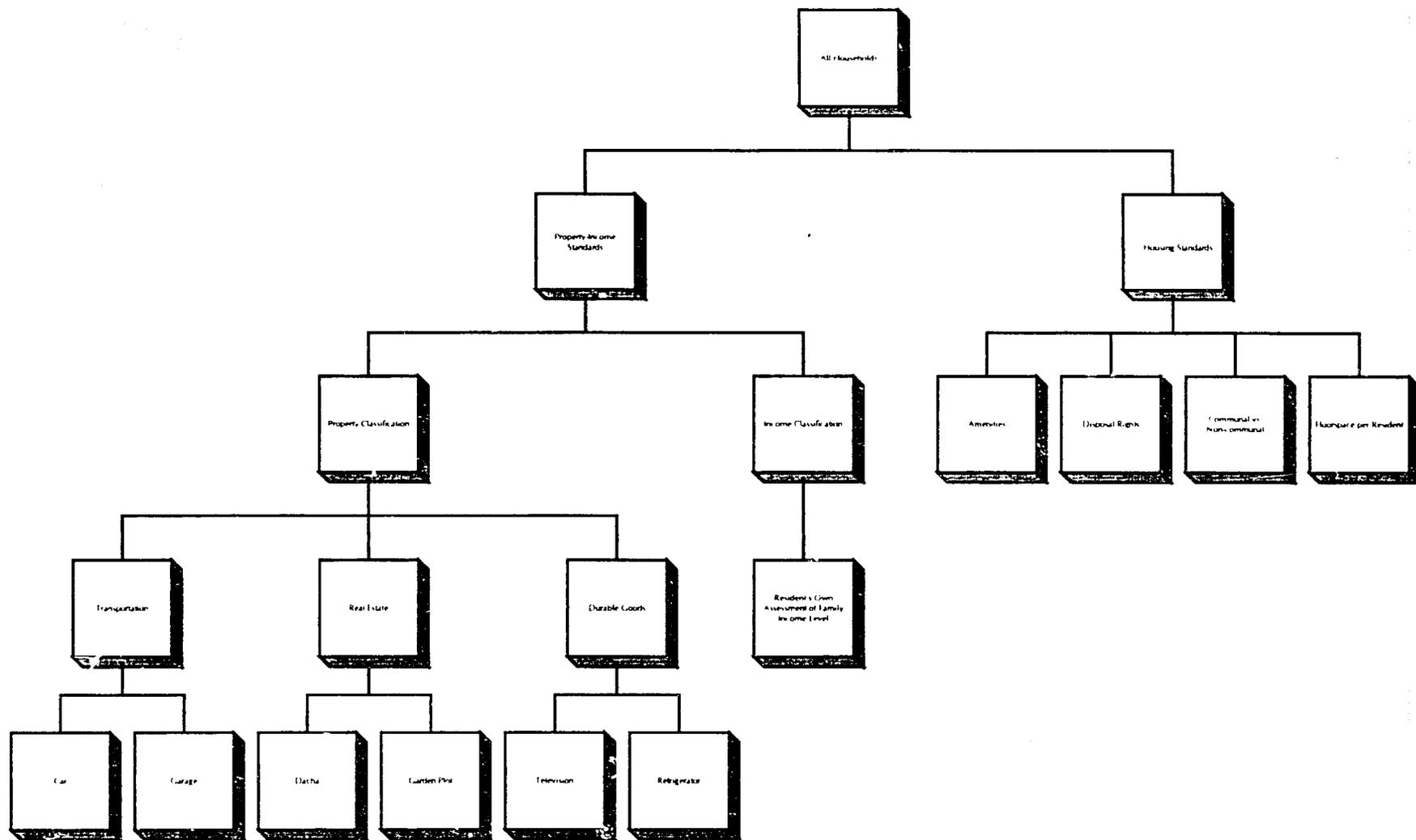
5.2 Findings: Housing and Property/Income Data do not Correlate

The survey team expected to find that groups with a low housing level would also have low property and income status, and vice versa. The data, however, revealed that both “rich” and “poor” were uniformly represented in groups with relatively good and relatively poor housing conditions. The reasons for this phenomenon are discussed in the following paragraphs.

In stable market economies housing and material levels are normally consistent, that is, richer families have better housing and a larger set of high quality durable goods. This results from the fact that the level of income ultimately determines the family’s opportunities both on the housing market and on the durable goods market. In stable non-market economies, like Russia’s before reforms, housing and material levels were usually related because both depended on the family’s position in the social hierarchy.

The discrepancy between housing and property/income found today reflects the current transition situation, where the former methods of distribution are no longer operating, but new market forms have not yet emerged. Since little new housing is now being built, free allocation of housing has practically come to a halt, while the housing market is only beginning to develop. The existing distribution of families by housing standards remains in place from an earlier period and is changing only very slowly. By contrast, levels of income and material status are directly related to the economic behavior of the family. Rapid changes in these areas represent the breakdown of the former system of employment and income generation and the rapid development of a new system. Therefore, current income distribution and property standards mirror the fast-changing situation.

Figure 4. Classification of Families by Housing-Property-Income Standards



2/10

In other words, the housing standards distribution is left over from the past; changes are still insignificant. On the other hand, the level of income and material standards are determined by other factors and are changing rapidly. For this reason the survey team developed a relatively complex, 9-group matrix reflecting the transitional situation in order to place economic level data in a meaningful context. The matrix is described in section 5.3

The combinations of characteristics in each of the groups governs the nature of their behavior in the developing market for housing and related services. The effectiveness of the new housing policy will largely depend on due adjustment for the differences.

5.3 Classification of Families by Housing-Property-Income Standards

The 9 housing-property-income groups are described below. The groups are defined on the basis of the data presented in Table 12. There are 3 groups of high, middle and low housing standards in each of 3 property-income level groups, in descending order:

- 1) **High property-income level, high housing standards.** At the top is a small (4.4%) group of families that can be described as prosperous. Two families out of three in this group have two refrigerators each, one usually imported, and as many TV sets. Every other family has a car and permanent garage, and 80% own a dacha with a garden plot. The income level is the highest of all groups. The number of rooms per unit typically exceeds the number of people in the household. This group typically includes former members of the nomenclatura (party and government elite) who have retained excellent housing and property benefits while either retaining well-paid government jobs or filling lucrative positions in newly emerging business organizations.
- 2) **High property-income level, average housing standards.** Next from the top is a group of families (4.7%) comprising representatives of the former, pre-perestroika "middle class." These families obtained housing from the state in accordance with established norms (about 10 square meters per resident), accumulated considerable property over the years and continue to do well at present.
- 3) **High property-income, low housing standards.** The third group (3.7%) includes young families who were not able to get housing under the old system. Although they now have high incomes, they have not yet acquired a corresponding level of housing. These are often young entrepreneurs who usually sublease their units. With the development of a housing market, this group is likely to generate the highest demand for housing of high standards.

The next three groups are marked by average property-income levels. They normally have a standard set of durable goods for a Russian family. As for expensive and prestigious property, they usually have either a dacha or a car, but not both as is frequently the case in the first three groups.

- 4) **Average property-income, high housing standards.** This group (15.4%), represents a segment of the top stratum in the former social structure. However, these families, unlike

the first group, lack opportunities for drawing high incomes because of age or qualifications.

- 5) **Average property-income, average housing standards.** The next group (15.7%) represents the section of the Soviet "middle class" that has managed to preserve its standards. These are typically white-collar workers and working pensioners.
- 6) **Average property-income, low housing standards.** This group (15.9%) mostly comprises families of blue-collar workers with a moderate income, or young white-collar workers who have not been allocated housing from the government.

The remaining three groups are all marked by low property income levels. They typically have one low-end refrigerator, an old Soviet-made black-and-white TV set, and do not own a car, dacha, or garage. However, 21% have garden plots where they grow greens and vegetables. Thus, although these families occupy the bottom rungs of the economic ladder, they cannot be described as poor families without means of subsistence.

- 7) **Low property-income, high housing standards.** The seventh group (14.6%) is mostly made up of non-working pensioners who do not have children or who live apart from them. Their present housing may have been provided for a larger family, but over the years the apartment has become occupied by a retired couple or a single pensioner. Given the constant rise in real estate prices, the high housing standards of these families shelter them from poverty and could enable them to join groups with a higher income/property status if they decide to sell or rent their unit and move into a smaller one.
- 8) **Low property-income, average housing standards.** Since the income and economic levels of the eighth group (10.8%) are quite low, and they lack the housing "nest-egg" of the previous group, they are less immune to the adversities of the current economic situation. The "social portrait" of the group is similar to that of the seventh group.
- 9) **Low property-income, low housing standards.** The most disadvantaged group (14.9%) are families of disabled persons, large families, those with young mothers staying home with a child, or single-parent families. They have not been provided adequate housing according to former norms, having on average less than 8 square meters of floorspace per person.

**Table 12. Characteristics of Housing-Property-Income Groups
(2073 families, Novosibirsk, 1993)**

Characteristics	Description of Groups									Average Value for All Families
	High Property-Income			Average Property-Income			Low Property-Income			
	High	Average	Low	High	Average	Low	High	Average	Low	
Group Number	1	2	3	4	5	6	7	8	9	
Number of Property Items per Family										
Percent of Total Families	4.4%	4.7%	3.7%	15.4%	15.7%	15.9%	14.6%	10.8%	14.9%	
Refrigerators	1.64	1.64	1.64	1.37	1.37	1.37	1.21	1.21	1.21	1.34
Televisions	1.57	1.59	1.53	1.33	1.47	1.38	1.10	1.11	1.15	1.31
Cars	0.50	0.50	0.60	0.30	0.30	0.20	0.06	0.09	0.05	0.20
Garages	0.50	0.50	0.50	0.30	0.30	0.20	0.08	0.10	0.06	0.20
Garden Plots	0.80	0.70	0.70	0.50	0.50	0.40	0.20	0.25	0.15	0.40
Dachas	0.80	0.70	0.60	0.50	0.50	0.30	0.20	0.15	0.09	0.34
Self-Assessment of Income										
- High	15%	14%	12%	0%	0%	1%	0%	0%	0%	2%
- Average	85%	86%	88%	39%	42%	42%	14%	21%	18%	37%
- Below Average	0%	0%	0%	58%	52%	54%	19%	22%	23%	34%
- Low	0%	0%	0%	3%	6%	3%	67%	57%	59%	27%
Floorspace: m ² per resident										
	17.1	10.1	8.0	17.1	10.1	8	17.1	10.1	8	11.8

The identification of these housing and property/income groups is significant from the standpoint of monitoring the Demonstration Project, because the groups will respond differently to imminent changes. One can already discern variations in the response of these groups to the current and expected innovations in the housing sector, as presented in the following section.

5.4 Attitudes toward the Demonstration Project by Housing-Property-Income Group

As noted in section 4.2, the analysis of resident attitudes toward the private management company demonstration project revealed that on average two-thirds of residents approve of it. However, support for the project by housing-property-income group ranges from 46.7% to 77.9% (see Figure 5).

Other conditions being equal, economic security has a positive effect on the perception of innovations in housing management. The share of supporters of the project is the largest among families that, with equal housing standards, have the highest property-income level: 77.9%, 74.7%, and 68.4% respectively. Line A in Figure 5 links these three groups.

Housing standards, by contrast, given equal property-income levels, have the opposite effect on attitudes toward the Demonstration Project. For example, in the "poor" group, homogeneous in terms of property-income levels, support for the demonstration project is inversely proportional to housing standards. In the "poor" group with the best housing standards, the share of supporters for the Demonstration Project is 46.7%, with average housing standards, 54.3%, and the lowest housing standards, 60.5%. Line B in Figure 5 illustrates this trend.

Both phenomena are consistent with a common belief that "private services" are synonymous with expensive services. Some respondents stated this directly, although none of the questions implied it. About 5% of respondents explicitly voiced fears of price increases as a result of the creation of the new company, while some said that they would only support the company on condition that prices were not raised. For these reasons, the better-off generally have a more positive stance on the demonstration project. Among the poor, the most serious apprehensions about the project are expressed by those who have better housing and worry that they will no longer be able to afford it.

Particular attention should be paid to the group where less than half (46.7%) support the demonstration project. These are the families with the lowest property-income level and the highest housing standards, typically single retired people (it should be remembered that they account for 14.6% of the total). They face a real threat that, in the event of a steep rise of maintenance costs, they will be unable to keep their apartments. Considering the representative character of the area surveyed, the proportion of this group in the total population of Novosibirsk is also about 15%. It is hard to predict how this group will behave in the face of the development of a market economy. They may put their apartments on the market, thus promoting its higher and better use, or actively press for a return to the old system.

5.5 Projected Demand for Services by Housing-Property-Income Group

During the survey, the respondents were asked whether their family needed additional services that could be provided for an extra charge. About 30% answered in the affirmative.

Analysis of the demand for such services by housing-property-income group shows that demand for such services falls into 3 categories. This finding is based not on the economic or housing standards in isolation, but on their specific combination (Appendices D, E). These 3 categories of demand for additional services illustrated in Figure 6 are:

- **Elite Services.** Category A represents the desires of the most affluent with the best housing standards (4.4% of the total). It has the highest demand (41.9%) for additional services. On the whole, the set of services these residents suggest could be described as a package for maintaining high living standards. These typically include remodelling the unit, mounting grilles on the windows, burglar alarms, security guards, and even domestic help.
- **Comfort Services.** Category B represents the desires of sufficiently well-to-do groups with average or lower housing conditions (24.3% of the total). High family incomes combined with housing conditions that they generally regard as unsatisfactory generate the demand for services that include additional repairs and decoration of the unit, installation of new plumbing equipment, double doors, and built-in closets.
- **Standard Services.** Category C comprises the desires of the other groups (71.3%), and normally include HMU deferred maintenance, such as replacing worn-out plumbing equipment, capital repairs in the building and units, and roofing work. This category also includes a high proportion of maintenance jobs: replacing a rusty pipe, changing electrical sockets, etc.

The distribution of these 3 “wish lists” reflects the present state of demand. It is defined by the means of the residents on the one hand, and the existing lack of services on the other. Additional monitoring of residents’ desires for supplemental services will be useful to the property management company’s efforts to establish the range and volume of services it provides.

In addition, this information should be useful in stimulating the development of other small businesses to provide these services, which are not necessarily provided by property management companies, e.g., housekeeping, security, and remodelling services.

Demand for Additional Services by Housing-Property-Income Group

(2073 Families, Novosibirsk, 1993)

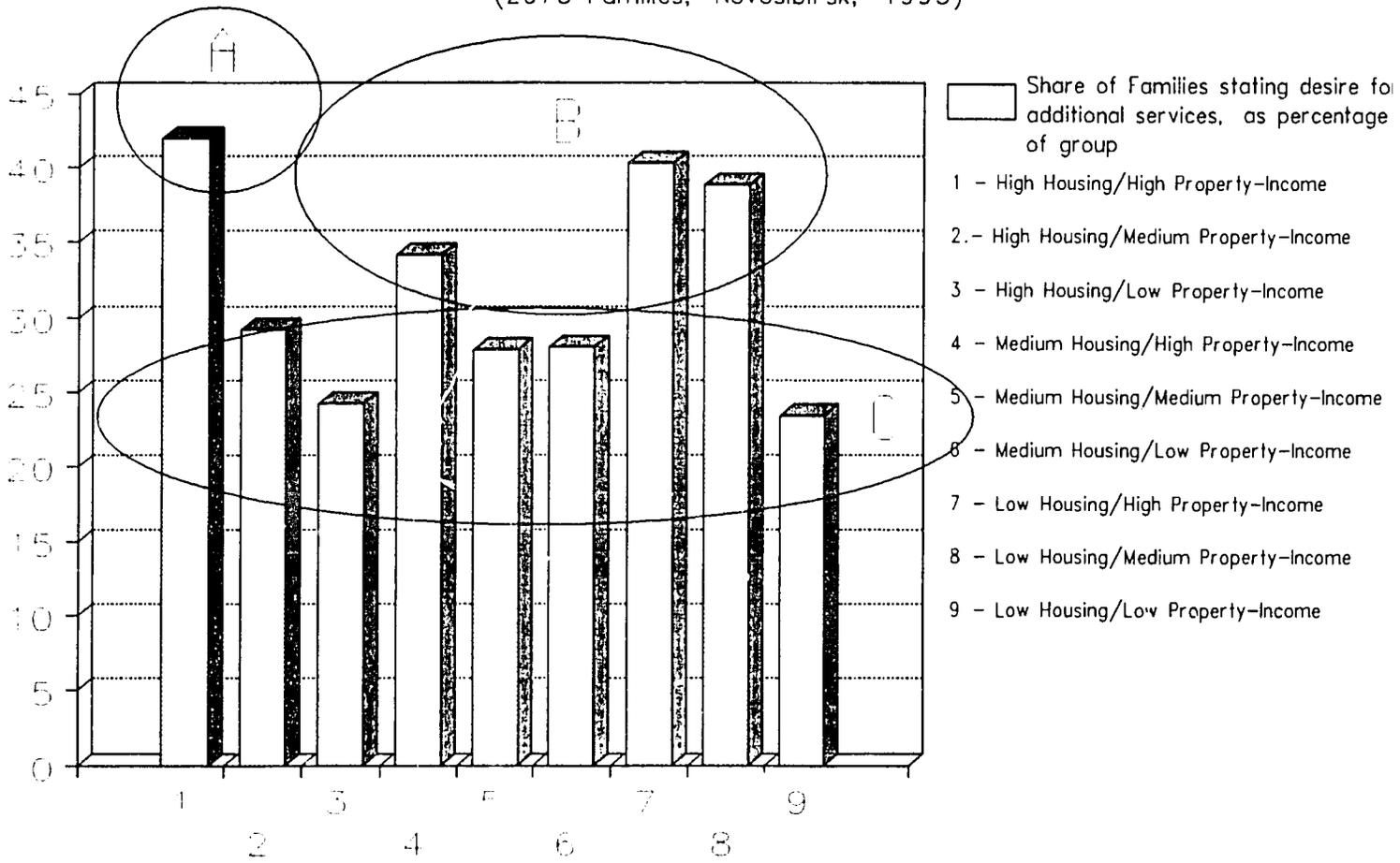


Figure 6

Appendix A

Interview Questionnaire: Housing Services Quality Evaluation

1. Questionnaire number _____
2. Building N _____
3. Entry N _____
4. Floor N _____
5. Unit N _____

TO THE ATTENTION OF THE INTERVIEWER: If the question ends with a question mark, do not read the prompts aloud. If the question ends with a colon, read the options and offer the respondent a choice.

6. Do you know that an experiment is going to be conducted under which the maintenance of your building and units will be provided not by the HMU but by a private property management company?
 1. yes, I know
 2. I've heard about it } - Let me remind you that . . .
 3. I don't know anything about it } - Then let me explain to you...

"The experiment is being conducted by the city authorities with the help of American experts within the American program of technical assistance to Russia in housing reform. The purpose of the experiment is to establish private management companies which will provide better (as compared to the present HMUs) maintenance and management services for the housing stock. It is assumed that the cost of services will not be changed, and it is subject to change only by the decision of city authorities for all municipal housing. This private company will be working in close contact with tenants, taking into account their interests and their views of the quality of services. Therefore, we are asking questions about the extent to which your family is satisfied with the current level of maintenance and services, do they correspond to your needs and preferences, what are your thoughts in this regard?"

7. What is your attitude towards such an experiment?
 1. good
 2. indifferent
 3. bad
8. Are satisfied with the current maintenance level?
 1. Completely satisfied

2. Not fully satisfied
 3. Not satisfied at all
 4. Other _____
9. Did your family apply to the HMU in 1992 for the resolution of any problems?
1. Yes, it did - proceed to question 11
 2. No, it did not.
10. Why did your family make no such applications?
1. Had no reason to.
 2. Handled everything ourselves.
 3. Consider such applications useless.
 4. Other _____
11. Now, we shall ask you several specific questions about the services of plumbers, electricians, the work of janitors, etc.

First, please, evaluate the maintenance of your unit by PLUMBERS:

1. good
 2. satisfactory
 3. unsatisfactory
 4. other _____
12. Did your household call the HMU for plumbing services last year?
1. no (move to question 28)
 2. yes

Please, make a list of problems you called the HMU about and how soon they were resolved:

NOTE FOR INTERVIEWER: Discuss and record each service separately.

13. Type of service _____
11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
14. How was your problem solved:
1. immediately and with high quality
 2. after multiple calls to the Dispatcher
 3. after multiple calls to HMU management
 4. still unresolved ---- move to question 18
15. Were your materials, tools, or spare parts used for this purpose?
1. yes
 2. no

16. Did you pay for this service and if you did, in what way?
1. no ---- move to question 18
 2. yes, according to HMU bill
 3. yes, according to HMU bill plus extra payment to the plumber
 4. yes, directly to the plumber

17. Can you recall how much you paid?

_____ rubles

1. a bottle of alcohol

2. other _____

18. What other plumber services did you request from the HMU last year? (if none, move to question 28)

Service _____

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

19. How was your problem solved?

1. immediately and with high quality

2. after multiple calls to the Dispatcher

3. after multiple calls to HMU management

4. still unresolved ---- move to question 23

20. Were your materials, tools, or spare parts used for this purpose?

1. yes

2. no

21. Did you pay for this service and if you did, in what way?

1. no ----- move to question 28

2. yes, according to HMU bill

2. yes, according to HMU bill plus extra payment to the plumber

3. yes, directly to the plumber

22. Can you recall how much you paid?

_____ rubles

1. a bottle of alcohol

2. other

23. What other plumber services did you request last year? (if none, move to question 28)

Service _____

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

24. How was your problem resolved?

240

1. immediately and with high quality
 2. after multiple calls to the Dispatcher
 3. after multiple calls to HMU management
 4. still unresolved ----- move to question 28
25. Were your materials, tools, or spare parts used for this purpose?
1. yes
 2. no
26. Did you pay for this service and if you did, in what way?
1. no ----- move to question 28
 2. yes, according to HMU bill
 2. yes, according to HMU bill plus extra payment to the plumber
 3. yes, directly to the plumber
27. Can you recall how much you paid?
- _____ rubles
1. a bottle of alcohol
 2. other _____
28. Please, give your evaluation of the work of HMU ELECTRICIANS maintaining your unit:
1. good
 2. satisfactory
 3. unsatisfactory
29. Did your household ask for HMU electrician services in the last year?
1. no ---- move to question 41
 2. yes

Please, make a list of the services you requested from the HMU and how soon the problems were resolved:

NOTE FOR INTERVIEWER: Discuss and record each service separately.

30. Service _____
11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

31. How was your problem resolved?
1. immediately and with high quality
 2. after multiple calls to the Dispatcher
 3. after multiple calls to HMU management
 4. still unresolved ----- move to question 35
32. Were your materials, tools, or spare parts used for this purpose?

1. yes
2. no

33. Did you pay for this service and if you did, in what way?
1. no ----- move to question 40
 2. yes, according to HMU bill
 3. yes, according to HMU bill plus extra payment to the electrician
 3. yes, directly to the electrician

34. Can you recall how much you paid?
- _____ rubles
1. a bottle of alcohol
 2. other _____

35. What other electrical services did you request last year? (if none, move to question 40)

Service _____
11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

36. How was your problem resolved?
1. immediately and with high quality
 2. after multiple calls to the Dispatcher
 3. after multiple calls to HMU management
 4. still unresolved ----- move to 40
37. Were your materials, tools, or spare parts used for this purpose?
1. yes
 2. no
38. Did you pay for this service and if you did, in what way?
1. no ----- move to question 40
 2. yes, according to HMU bill
 3. yes, according to HMU bill plus extra payment to the electrician
 3. yes, directly to the electrician

39. Can you recall how much you paid?
- _____ rubles
1. a bottle of alcohol
 2. other _____

40. Did you have any water supply problems in your unit last year?
1. no problems ---- move to question 42
 2. often cold (hot) water is cut off without any notice

3. insufficient water pressure in the taps and toilet

4. Other _____

41. Did you call the HMU about the above problems?

1. no ---- move to question 42
2. yes

41a. What were the reasons for the call(s) and the results?

No.	Reason	Result

42. Did you have any problems last year related to HEAT SUPPLY?

1. none ---- move to question 44
2. heat was put on too late
3. radiators are not hot enough
4. sometimes heat is cut off during the cold season
5. other _____

43. Did you call the HMU about the above problems?

1. no ---- move to question 44
2. yes

43a. What were the reasons for the calls and the results?

No.	Reason	Result

44. Do you seal the balcony (windows) for the winter or do you have to use it as a

refrigerator in the winter?

1. yes, I do
2. no

45-51. Do you have enough refrigerators in your unit? What type are they?

- | | | | |
|-----|----|--|-----------|
| 45. | 1. | built-in cold storage under (kitchen) window | No. |
| | 2. | single-chamber, Soviet-made | 46. 1 2 3 |
| | 3. | two-chamber, Soviet-made | 47. 1 2 3 |
| | 4. | single-chamber, imported | 48. 1 2 3 |
| | 5. | two-chamber, imported | 49. 1 2 3 |
| | 6. | freezer, Soviet-made | 50. 1 2 3 |
| | 7. | freezer, imported | 51. 1 2 3 |
| | 8. | other | |

52. Now, give your opinion of the entry to the building you live in:

1. non-residents frequently come and litter
2. always dirty
3. sometimes clean - after occasional sweeping
4. walls are dirty
5. always clean
6. other _____

53. What is the condition of your entry: windows, doors, walls, staircases, etc.?

1. the entry is in proper condition
2. the entry generally is in poor condition
3. peeling and untidy walls
4. stairs are partially damaged
5. entrance doors are broken
6. entrance doors will not close tightly
7. window panes are broken
8. the entry is cold
9. other _____

54. How often is your entry cleaned?

1. don't know
2. never
3. often
4. seldom
5. daily
6. we often clean it ourselves
7. other _____

55. How strongly is the cleanliness of your entry influenced by the presence of pets

- (dogs, cats, etc.)?
1. seriously influenced
 2. practically unaffected
 3. other _____
56. Do you have pets in your family?
1. a cat
 2. a dog (non-pedigreed)
 3. (a) pedigreed dog(s)
 4. a non-pedigreed dog and a cat
 5. a pedigreed dog and a cat
 6. neither dog nor cat
57. Do you have a garbage chute in your entry?
1. yes
 2. no ---- move to question 59
58. Are there any inconveniences in the entry due to the presence of garbage chute: (put in a box all the answers of the respondent)
1. I don't see any problems
 2. unpleasant smell in the entry
 3. trash is often scattered around the garbage chute
 4. infestation of roaches
 5. rats and mice are present
 6. other _____
59. The HMU is responsible for pest control, so it needs to know if there are insects or rodents in the hallways or units?
1. there are mice, rats
 2. roaches
 3. bed-bugs
 4. no insects or rodents
 5. other _____
60. Is there an elevator in the entry?
1. yes
 2. no ---- move to question 62
61. Please state your assessment of the elevator operation in the entry (box all the answers given by respondent)
1. elevator operates properly, no problems
 2. elevator is often switched off (at night, on week-ends and holidays)
 3. elevator is often out of order
 4. elevator cabin is dirty

5. elevator is very noisy
 6. elevator is old, control buttons are damaged
 7. waiting time is too long
 8. other _____
62. Do you have a lock in your entry?
1. yes
 2. no ---- move to question 65
63. Are you satisfied that a code lock has been installed in the entry?
1. yes
 2. no
 3. other _____
64. Are there any problems related to the code lock installed in the entry?
-
- 1 2 3 4 5 6 7 8 9
65. Do you think it would be a good idea to install a lock on the entry door?
1. yes
 2. no
 3. I don't care
66. Do you have any organizations, firms, agencies, etc. located on the ground floor of your entry or building?
1. yes (name them) _____
 2. no
67. Does the traffic outside the house or in the courtyard disturb you or your family?
1. no, it doesn't
 2. sometimes
 3. yes, it's a serious disturbance
 4. other _____
68. Do you think that measures should be taken to restrict traffic near the house; what measures in particular?
1. no, I don't think so
 2. something should be done, but I don't know what in particular
 3. vehicles should be barred from access to the house
 4. measures should be taken to set speed limits
 5. fences should be put up around the building
 6. other

69. Does your family own a car, a motorcycle or a scooter?
1. none
 2. a car
 3. a motorcycle
 4. a scooter
70. Do you have a garage?
1. no (move to question 72)
 2. metal garage
 3. permanent garage
 4. other _____
71. How far from your house is it located:
1. not far from home
 2. far from home
 3. other _____
72. In your opinion, are the parking lot and the access roads in your courtyard conveniently located?
1. yes
 2. no
 3. don't know
73. How convenient is the location of your building relative to transportation routes and bus, trolley-bus terminals?
1. there is a terminal nearby
 2. terminals are quite far
 3. other _____
74. Do you have a garden (orchard)?
1. none
 2. garden
 3. orchard
 4. both
 5. other _____
75. Do you have a house in your garden plot?
1. no
 2. a temporary house
 3. one-story house
 4. two-story house
76. Are you satisfied with the condition of your courtyard, walks, lawns, playground?
1. completely satisfied

- 2. not fully satisfied
- 3. totally unsatisfied
- 4. other _____

76a. Please explain (record the answer) _____

 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

77. Did you call the HMU last year about any problems other than summoning plumbers or electricians?
- 1. yes
 - 2. no ---- move to question 82

77a. What problems in particular did you cite when you called the HMU and what was the result:

No.	Problem	Result

When you came to the HMU, how was your complaint treated by (read out all categories:)

78. FRONT LINE STAFF
- 1. I did not speak to them
 - 2. attentively
 - 3. normally
 - 4. indifferently
 - 5. rudely

79. FOREMAN
- 1. I did not speak to him
 - 2. attentively
 - 3. normally
 - 4. indifferently
 - 5. rudely

80. DISPATCHER
1. I did not speak to him
 2. attentively
 3. normally
 4. indifferently
 5. rudely

81. HMU DIRECTOR
1. I did not speak to him
 2. attentively
 3. normally
 4. indifferently
 5. rudely

82. Did you call local authorities or other organizations other than the HMU about any housing maintenance problems ?
1. yes
 2. no ---- move to question 83

82a. Which agencies did you call, for what reason, and what was the result?

No.	Reason	Agency	Result

83. Who do you believe bears responsibility for the condition of the house, the entry, the yard? I will read three statements. Which of them would you agree with?
1. full responsibility rests with the HMU
 2. responsibility should be shared by the residents and the HMU
 3. full responsibility rests with the residents

84. How do you feel about transferring maintenance functions to private companies:
1. I support the idea
 2. More pro than con
 3. Against
 4. Categorically against
 5. It really does not matter to me

6. Other _____

Now we are going to ask you questions about housing conditions of your family.

85. How many rooms are there in the unit? _____

86. Is your family the sole occupant of the unit?

1. yes
2. we occupy 1 room in a 2-room apartment
3. we occupy 1 room in a 3-room apartment
4. we occupy 1 room in a 4-5-room apartment
5. we occupy 2 rooms in a 3-room apartment
6. we occupy 2 rooms in a 4-5-room apartment
7. we occupy 3 rooms in a 4-5-room apartment
8. other _____

87. How many rooms in your unit are isolated from others?

1. one
2. two
3. three
4. four
5. five

88. This housing is:

1. our own
2. rented
3. service
4. other _____

89. Living area (all rooms floorspace) _____ sq. m (to one decimal point)

90. Kitchen _____ sq. m (to one decimal point)

91. Do you have a pantry (built-in closet)?

1. Yes
2. No

92. What is its area: _____ sq.m (to one decimal point)

93. What is the total floorspace of your unit (including ancillary premises, the hall, toilet, bathroom, etc.) _____ sq.m (to one decimal point)

94. Balcony

1. yes

2. none
95. Loggia
 1. 1 unglazed loggia
 2. 1 glazed loggia
 3. 2 loggias (glazed or unglazed)
 4. none
96. Ceiling height
 1. high ceiling
 2. low ceiling
 3. other _____
97. Toilet and bathroom
 1. combined
 2. separate
 3. two toilets
98. Characteristics of plumbing equipment:
 1. imported
 2. new, Soviet-made
 3. old (repaired), Soviet-made
 4. other
99. Level of amenities
 1. with complete set of amenities
 2. no bathroom, no hot water
 3. without amenities (no toilet, stove heating)
100. Telephone
 1. yes
 2. no
101. How many years has your family lived in this unit? _____ years
102. How did your family get this unit:
 11. regular waiting list at the workplace
 12. privileged waiting list at the workplace
 13. regular waiting list of the District Administration
 14. privileged waiting list of the District Administration
 15. exchange
 16. exchange with relatives

- 17. bought
- 18. rented
- 19. provided as service housing
- 20. inherited from parents
- 21. other _____

103. How many years ago were major current repairs made in the unit: _____ years
- 98. repairs are currently in progress
 - 99. no repairs were ever made

104. What parts of the unit were subjected to repairs:
- 1. the whole unit
 - 2. kitchen
 - 3. toilet, bathroom
 - 4. hall
 - 5. all rooms
 - 6. some rooms (one room)
 - 7. other _____

105. Who did the repairs in the unit:
- 1. ourselves
 - 2. by agreement (for extra pay) with HMU employees
 - 3. hired workers
 - 4. hired the services of government-run agency
 - 5. hired coop (private company)
 - 6. other _____

106. Did you do any remodeling in your unit?
- 1. yes
 - 2. no

Decoration characteristics:

107. Floor in the living-room:
- 1. wooden, painted
 - 2. Soviet-made linoleum
 - 3. imported linoleum
 - 4. carpet (woollen) cover
 - 5. parquet
 - 6. other _____

108. Tiled walls lining
- 1. kitchen
 - 2. bathroom

3. toilet
 4. none
109. Doors in the rooms
1. standard
 2. made to order
110. Entrance doors
1. double door
 2. single wood-paneled door
 3. single padded leatherette-lined door
 4. single standard painted door
111. Do you need additional amenities in your unit; specify
1. do not need anything
 2. Yes, I do (write down in detail) _____

Now, we are going to ask questions about your family.

112. Who is the official lease-holder (put down how related to the respondent) _____
1. the respondent him/herself
 2. spouse (including one not registered officially)
 3. sons/daughters and their spouses
 4. parents and their spouses
 5. brothers, sisters and their spouses
 6. grandparents
 7. grandchildren
 8. distant relatives
 9. persons unrelated to the respondent
113. How many persons live in the unit? _____
114. How many of them are children aged up to 17? _____
- Could you provide some information about the adult family members (past school age):
115. Sex (interviewer fills in the answer himself)
1. male
 2. female
116. Year of birth? _____

117. Are you:
1. gainfully employed
 2. a student
 3. drawing a retirement pension
 4. drawing a disability pension
 5. temporarily out of work
 6. a housewife
 7. other _____

118. Your educational background:
1. academic degree
 2. higher education
 3. secondary technical education
 4. secondary and secondary specialized education
 5. incomplete secondary education
 6. elementary or less

119. Profession (fill in) _____

120. Place of work (study) _____

121. Position _____

Now tell us about other adults living in the unit:

TO THE INTERVIEWER: WRITE DOWN INFORMATION SEPARATELY ABOUT EACH ADULT

122. Who is he/she? How is he/she related to you? (one answer about the first adult)
1. spouse (including one not registered officially)
 2. son/daughter and spouses
 3. parents and their spouses
 4. brothers, sisters and their spouses
 5. grandparents
 6. grandchildren
 7. distant relatives
 8. persons unrelated to the respondent

123. Sex
1. male
 2. female

124. Year of birth? _____

125. Is he/she:
1. gainfully employed
 2. a student
 3. drawing a retirement pension
 4. drawing a disability pension
 5. temporarily out of work
 6. a housewife
 7. other _____
126. Educational background:
1. academic degree
 2. higher education
 3. secondary technical education
 4. secondary and secondary specialized education
 5. incomplete secondary education
 6. elementary or less
127. Profession (fill in) _____
128. Place of work (study) _____
129. Position _____
130. Who is he/she? How is he/she related to you? (one answer about the second adult)
1. spouse (including one not registered officially)
 2. son/daughter and spouses
 3. parents and their spouses
 4. brothers, sisters and their spouses
 5. grandparents
 6. grandchildren
 7. distant relatives
 8. persons unrelated to the respondent
131. Sex
1. male
 2. female
132. Year of birth? _____
133. Is he/she:
1. gainfully employed
 2. a student
 3. drawing a retirement pension
 4. drawing a disability pension

- 5. temporarily out of work
- 6. a housewife
- 7. other _____

134. Educational background:

- 1. academic degree
- 2. higher education
- 3. secondary technical education
- 4. secondary and secondary specialized education
- 5. incomplete secondary education
- 6. elementary or less

135. Profession (fill in) _____

136. Place of work (study) _____

137. Position _____

138. Who is he/she? How is he/she related to you? (one answer about the third adult)

- 1. spouse (including one not registered officially)
- 2. son/daughter and spouses
- 3. parents and their spouses
- 4. brothers, sisters and their spouses
- 5. grandparents
- 6. grandchildren
- 7. distant relatives
- 8. persons unrelated to the respondent

139. Sex

- 1. male
- 2. female

140. Year of birth? _____

141. Is he/she:

- 1. gainfully employed
- 2. a student
- 3. drawing a retirement pension
- 4. drawing a disability pension
- 5. temporarily out of work
- 6. a housewife
- 7. other _____

142. Educational background:

1. academic degree
 2. higher education
 3. secondary technical education
 4. secondary and secondary specialized education
 5. incomplete secondary education
 6. elementary or less
143. Profession (fill in) _____
144. Place of work (study) _____
145. Position _____
146. Who is he/she? How is he/she related to you? (one answer about the fourth adult)
1. spouse (including one not registered officially)
 2. son/daughter and spouses
 3. parents and their spouses
 4. brothers, sisters and their spouses
 5. grandparents
 6. grandchildren
 7. distant relatives
 8. persons unrelated to the respondent
147. Sex
1. male
 2. female
148. Year of birth? _____
149. Is he/she:
1. gainfully employed
 2. a student
 3. drawing a retirement pension
 4. drawing a disability pension
 5. temporarily out of work
 6. a housewife
 7. other _____
150. Educational background:
1. academic degree
 2. higher education
 3. secondary technical education
 4. secondary and secondary specialized education
 5. incomplete secondary education
 6. elementary or less

151. Profession (fill in) _____

152. Place of work (study) _____

153. Position _____

154. Do you think that your unit matches the size and composition of your family?

- 1. yes
- 2. no

155. Are you going to do something to improve your housing conditions?

- 1. no ---- move to question 157
- 2. yes
- 3. don't know

156. What are you going to do in particular: (read out the options and note the respondent's choice)

- 1. I am going to buy (build) an apartment in the near future
- 2. I have invested money (my employers invested money) in construction of an apartment
- 3. I have invested (my employers invested) in construction of a cottage (detached house) for my family
- 4. I am going to sign on a waiting list for a unit
- 5. I am on a waiting list for a unit
- 4. other _____

157. In the experiment of the transfer of your building maintenance to a private housing management company it is presumed that the same services will be provided for the prices. At the same time provision of additional services is possible for extra pay. Is there any need for additional services for your family?

- 1. yes
- 2. no ---- move to question 159

158. What additional services in particular would you need?

11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

159. Do you expect that your household income will allow you to pay for additional maintenance services?

1. yes
2. no
3. don't know
4. other _____

160. To what group, in your opinion, does your family belong (read the prompts):
1. high income level
 2. more than average level
 3. average income level
 4. lower than average
 5. low income level

TO THE INTERVIEWER: read the next question expressively! If the respondent does not know the "Wheel of Fortune" game suggest using his/her imagination.

161. Imagine that you are playing the "WHEEL OF FORTUNE" and in the Super Game you have the list of prizes which I will read to you now. Name, please, those necessary items which you would like to have (you can name more than one):

11. VCR
12. microwave oven
13. stereo system
14. camcorder
15. TV set
16. washing machine
17. fridge
18. car
19. yacht

162. Presently the raising of rent rates is being discussed. If the rent actually goes up dozens of times, will your household be able to pay for your housing by themselves or will you need some special government allowance to help you pay this increase?
1. no, it's unlikely that there will be a need for allowances
 2. it is possible that some allowances will be needed
 3. no doubt, we'll need allowances
 4. other _____

163. Have you privatized your apartment?
1. yes
 2. filed an application ---- move to question 166
 3. no

164. Are you going to privatize your unit?
1. yes ---- move to question 165

2. no

164a. Why don't you want to privatize your unit:

1 2 3 4 5 6 7 8 9

165. Why haven't you privatized your apartment yet? Were there any external circumstances that hindered your privatizing your apartment?

1. no obstacles
2. have not privatized because (fill in specifics)

166-167. How much do you expect your apartment could bring if sold now?

FOR THE INTERVIEWER: If the respondent finds it difficult to answer this question, try to obtain at least a tentative estimate of the price of this kind of unit in rubles. Fill in the price in US dollars if and only if the respondent cites it himself.

_____ rubles (or \$ _____)

168. The survey is coming to its end. The experiment will start in April. Information about the course of experiment and attitudes of residents will be broadcast on cable TV. Do you have a cable TV outlet in your unit?

1. yes
2. no

169-174. What is the type of your TV set(s):

- | | | |
|----|------------------------|------------|
| | | pieces |
| 1. | I don't have a TV | |
| 2. | old, black & white | 170. 1 2 3 |
| 3. | new, black & white | 171. 1 2 3 |
| 4. | old color, Soviet-made | 172. 1 2 3 |
| 5. | new color, Soviet-made | 173. 1 2 3 |
| 6. | imported color | 174. 1 2 3 |

175. Do you believe it necessary to have a cable TV extension installed in your unit?

1. yes
2. no

176. The experiment will continue for two years. During this period sociologists will be recording tenant attitudes and evaluations on the project site. Would you object to our calling on you once in three months to learn your opinion of the efficiency of the new

company, improvements in terms of cleanness of the yards and entries, etc.?

1. no objections
2. I object
3. other _____

176a. Do you have any wishes or recommendations regarding the activities of the new company? I will write them down:

Thank you very much, good-bye!

FILLED BY THE INTERVIEWER AFTER THE SURVEY COMPLETION:

Date:

Time: from _____ to _____

Attitude towards survey (interested, indifferent, hostile)

Character of answers (loquacious, with comments, reserved)

General impression of the unit (dirty, clean, etc.)

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Appendix B

Distribution of Answers to Interview Questions

Questions 1-5. N/A.

6. Do you know that an experiment is going to be conducted under which the maintenance of your building and units will be provided not by the HMU but by a private property management company?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes, I know	1	145	7.0	7.0	7.0
I've heard about it	2	1122	54.1	54.5	61.5
I don't know anything about it	3	793	38.3	38.5	100.0
.	.	13	.6	Missing	
		Total	2073	100.0	100.0
Valid cases	2060	Missing cases	13		

7. What is your attitude towards such an experiment?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
good	1	994	47.9	48.4	48.4
indifferent	2	826	39.8	40.2	88.6
bad	3	135	6.5	6.6	95.1
other	4	100	4.8	4.9	100.0
.	.	18	.9	Missing	
		Total	2073	100.0	100.0
Valid cases	2055	Missing cases	18		

8. Are satisfied with the current maintenance level?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Completely satisfied	1	306	14.8	14.9	14.9
Not fully satisfied	2	625	30.1	30.3	45.2
Not satisfied at all	3	1026	49.5	49.8	95.0
Other _____	4	103	5.0	5.0	100.0
.	.	13	.6	Missing	
		Total	2073	100.0	100.0
Valid cases	2060	Missing cases	13		

9. Did your family call the HMU in 1992 about any problems?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Yes, it did	1	1236	59.6	59.8	59.8
No, it did not	2	831	40.1	40.2	100.0
.	.	6	.3	Missing	
		Total	2073	100.0	100.0
Valid cases	2067	Missing cases	6		

10. Why did your family make no such applications?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Had no reason to.	1	142	6.8	17.1	17.1
Handled everything ourselves	2	455	21.9	55.0	72.1
Consider such applications useless.	3	196	9.5	23.7	95.8
Other _____	4	35	1.7	4.2	100.0
	.	1245	60.1	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	828	Missing cases	1245		

11. Now, we shall ask you several specific questions about the services of plumbers, electricians, the work of janitors, etc.

First, please, evaluate the maintenance of your unit by PLUMBERS:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
good	1	149	7.2	7.3	7.3
satisfactory	2	577	27.8	28.3	35.6
unsatisfactory	3	900	43.4	44.1	79.7
other _____	4	413	19.9	20.3	100.0
	.	34	1.6	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2039	Missing cases	34		

12. Did your household call the HMU for plumbing services last year?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	1013	48.9	49.7	49.7
yes	2	1026	49.5	50.3	100.0
	.	34	1.6	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2039	Missing cases	34		

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14. How was your problem resolved:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
immediately and with high quality	1	371	17.9	36.0	36.0
after multiple calls to the Dispatcher	2	222	10.7	21.5	57.5
after multiple calls to HMU management	3	54	2.6	5.2	62.8
still unresolved	4	384	18.5	37.2	100.0
.	.	1042	50.3	Missing	
		-----		-----	
Valid cases		Total	2073	100.0	100.0
1031		Missing cases	1042		

15. Were your materials, tools, or spare parts used for this purpose?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	218	10.5	33.0	33.0
no	2	443	21.4	67.0	100.0
.	.	1412	68.1	Missing	
		-----		-----	
Valid cases		Total	2073	100.0	100.0
661		Missing cases	1412		

16. Did you pay for this service and if you did, in what way?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	521	25.1	80.2	80.2
yes, according to HMU bill	2	26	1.3	4.0	84.2
yes, according to HMU bill plus extra payment to the plumber	3	4	.2	.6	84.8
yes, directly to the plumber	4	99	4.8	15.2	100.0
.	.	1423	68.6	Missing	
		-----		-----	
Valid cases		Total	2073	100.0	100.0
650		Missing cases	1423		

17. Can you recall how much you paid?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
a bottle of spirits	1	16	.8	13.9	13.9
other	2	13	.6	11.3	25.2

roubles:	3	2	.1	1.7	27.0
	4	3	.1	2.6	29.6
	5	3	.1	2.6	32.2
	10	4	.2	3.5	35.7
	11	2	.1	1.7	37.4
	13	1	.0	.9	38.3
	14	1	.0	.9	39.1
	15	7	.3	6.1	45.2
	17	2	.1	1.7	47.0
	20	1	.0	.9	47.8
	25	5	.2	4.3	52.2
	28	1	.0	.9	53.0
	30	3	.1	2.6	55.7
	35	1	.0	.9	56.5
	40	2	.1	1.7	58.3
	50	7	.3	6.1	64.3
	57	1	.0	.9	65.2
	60	3	.1	2.6	67.8
	70	1	.0	.9	68.7
	80	3	.1	2.6	71.3
	85	1	.0	.9	72.2
	90	2	.1	1.7	73.9
	100	9	.4	7.8	81.7
	111	1	.0	.9	82.6
	124	1	.0	.9	83.5
	145	1	.0	.9	84.3
	150	1	.0	.9	85.2
	167	1	.0	.9	86.1
	200	5	.2	4.3	90.4
	230	1	.0	.9	91.3
	250	1	.0	.9	92.2
	300	3	.1	2.6	94.8
	320	1	.0	.9	95.7
	360	1	.0	.9	96.5
	500	1	.0	.9	97.4
	800	1	.0	.9	98.3
	1000	1	.0	.9	99.1
	1500	1	.0	.9	100.0
	.	1958	94.5	Missing	

Valid cases	115	Total	2073	100.0	100.0
		Missing cases	1958		

19. How was your problem solved?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
immediately and with high quality	1	125	6.0	35.8	35.8
after multiple calls to the Dispatcher	2	61	2.9	17.5	53.3
after multiple calls to HMU management	3	6	.3	1.7	55.0
still unresolved	4	157	7.6	45.0	100.0
.	.	1724	83.2	Missing	
		-----		-----	
Valid cases	349	Total	2073	100.0	100.0
		Missing cases	1724		

20. Were your materials, tools, or spare parts used for this purpose?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	78	3.8	40.0	40.0
no	2	117	5.6	60.0	100.0
.	.	1878	90.6	Missing	
		-----		-----	
Valid cases	195	Total	2073	100.0	100.0
		Missing cases	1878		

21. Did you pay for this service and if you did, in what way?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	136	6.6	74.7	74.7
yes, according to HMU bill	2	8	.4	4.4	79.1
yes, according to HMU bill plus extra payment to the plumber	3	1	.0	.5	79.7
yes, directly to the plumber	4	37	1.8	20.3	100.0
.	.	1891	91.2	Missing	
		-----		-----	
Valid cases	182	Total	2073	100.0	100.0
		Missing cases	1891		

22. Can you recall how much you paid?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
a bottle of spirits	1	5	.2	12.8	12.8
other	2	6	.3	15.4	28.2

roubles:	3	3	.1	7.7	35.9
	5	1	.0	2.6	38.5
	10	1	.0	2.6	41.0
	15	1	.0	2.6	43.6
	20	2	.1	5.1	48.7
	21	1	.0	2.6	51.3
	25	1	.0	2.6	53.8
	30	2	.1	5.1	59.0
	40	1	.0	2.6	61.5
	80	4	.2	10.3	71.8
	85	1	.0	2.6	74.4
	100	2	.1	5.1	79.5
	120	1	.0	2.6	82.1
	150	3	.1	7.7	89.7
	200	4	.2	10.3	100.0
	.	2034	98.1	Missing	

	Total	2073	100.0	100.0	
Valid cases	39	Missing cases	2034		

24. How was your problem resolved?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
immediately and with high quality	1	22	1.1	30.1	30.1
after multiple calls to the Dispatcher	2	13	.6	17.8	47.9
after multiple calls to HMU management	3	2	.1	2.7	50.7
still unresolved	4	36	1.7	49.3	100.0
	.	2000	96.5	Missing	

	Total	2073	100.0	100.0	
Valid cases	73	Missing cases	2000		

25. Were your materials, tools, or spare parts used for this purpose?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	21	1.0	63.6	63.6
no	2	12	.6	36.4	100.0
	.	2040	98.4	Missing	

	Total	2073	100.0	100.0	
Valid cases	33	Missing cases	2040		

26. Did you pay for this service and if you did, in what way?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	22	1.1	71.0	71.0
yes, according to HMU bill	2	1	.0	3.2	74.2
yes, directly to the plumber	4	8	.4	25.8	100.0
.	.	2042	98.5	Missing	
		-----		-----	
Valid cases		Total	2073	100.0	100.0
31		Missing cases	2042		

27. Can you recall how much you paid?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
a bottle of spirits	1	2	.1	20.0	20.0
other	2	2	.1	20.0	40.0
		-----		-----	
roubles:	3	1	.0	10.0	50.0
	25	1	.0	10.0	60.0
	55	1	.0	10.0	70.0
	80	1	.0	10.0	80.0
	200	1	.0	10.0	90.0
	3000	1	.0	10.0	100.0
.	.	2063	99.5	Missing	
		-----		-----	
Valid cases		Total	2073	100.0	100.0
10		Missing cases	2063		

28. Please, give your evaluation of the work of HMU ELECTRICIANS maintaining your unit:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
good	1	203	9.8	10.2	10.2
satisfactory	2	790	38.1	39.6	49.7
unsatisfactory	3	561	27.1	28.1	77.8
other	4	443	21.4	22.2	100.0
.	.	76	3.7	Missing	
		-----		-----	
Valid cases		Total	2073	100.0	100.0
1997		Missing cases	76		

29. Did your household ask for HMU electrician services in the last year?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	1491	71.9	72.6	72.6
yes	2	563	27.2	27.4	100.0
	.	19	.9	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2054	Missing cases	19		

31. How was your problem resolved?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
immediately and with high quality	1	217	10.5	38.6	38.6
after multiple calls to the Dispatcher	2	79	3.8	14.1	52.7
after multiple calls to HMU management	3	12	.6	2.1	54.8
still unresolved	4	254	12.3	45.2	100.0
	.	1511	72.9	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	562	Missing cases	1511		

32. Were your materials, tools, or spare parts used for this purpose?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	86	4.1	30.0	30.0
no	2	201	9.7	70.0	100.0
	.	1786	86.2	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	287	Missing cases	1786		

33. Did you pay for this service and if you did, in what way?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	252	12.2	88.1	88.1
yes, according to HMU bill	2	9	.4	3.1	91.3
yes, according to HMU bill plus extra payment to the electrician	3	2	.1	.7	92.0
yes, directly to the electr-n	4	23	1.1	8.0	100.0
.	.	1787	86.2	Missing	
Total		2073	100.0	100.0	
Valid cases	286	Missing cases	1787		

34. Can you recall how much you paid?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
a bottle of spirits	1	5	.2	16.7	16.7
other	2	4	.2	13.3	30.0
roubles:	5	1	.0	3.3	33.3
	6	1	.0	3.3	36.7
	15	2	.1	6.7	43.3
	22	1	.0	3.3	46.7
	25	1	.0	3.3	50.0
	35	1	.0	3.3	53.3
	40	1	.0	3.3	56.7
	56	1	.0	3.3	60.0
	57	1	.0	3.3	63.3
	60	1	.0	3.3	66.7
	72	1	.0	3.3	70.0
	78	1	.0	3.3	73.3
	100	3	.1	10.0	83.3
	108	1	.0	3.3	86.7
	150	1	.0	3.3	90.0
	160	1	.0	3.3	93.3
	500	1	.0	3.3	96.7
	560	1	.0	3.3	100.0
.	.	2043	98.6	Missing	
Total		2073	100.0	100.0	
Valid cases	30	Missing cases	2043		

36. How was your problem resolved?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
immediately and with high quality after multiple calls to the Dispatcher still unresolved	1	26	1.3	28.6	28.6
	2	10	.5	11.0	39.6
	4	55	2.7	60.4	100.0
	.	1982	95.6	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	91	Missing cases	1982		

37. Were your materials, tools, or spare parts used for this purpose?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	11	.5	31.4	31.4
no	2	24	1.2	68.6	100.0
	.	2038	98.3	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	35	Missing cases	2038		

38. Did you pay for this service and if you did, in what way?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	28	1.4	87.5	87.5
yes, according to HMU bill	2	1	.0	3.1	90.6
yes, directly to the electr-n	4	3	.1	9.4	100.0
	.	2041	98.5	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	

39. Can you recall how much you paid?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
roubles:	6	1	.0	25.0	25.0
	15	1	.0	25.0	50.0
	46	1	.0	25.0	75.0
	50	1	.0	25.0	100.0
	.	2069	99.8	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	4	Missing cases	2069		

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40. Did you have any water supply problems in your unit last year?

	Value	Frequency	Percent
no problems	1	711	34.3
often cold (hot) water is cut off without any notice	2	917	44.2
insufficient water pressure in the taps and toilet	3	320	15.4
Other	4	400	19.3
	.	25	1.2
		-----	-----
	Total	2073	
Valid cases	2048	Missing cases	25

41. Did you call the HMU about water supply problems?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	1128	54.4	75.4	75.4
yes	2	368	17.8	24.6	100.0
	.	577	27.8	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	1496	Missing cases	577		

42. Did you have any problems last year related to HEAT SUPPLY?

	Value	Frequency	Percent
none	1	1220	58.9
heat was put on too late	2	232	11.2
radiators are not hot enough	3	572	27.6
sometimes heat is cut off	4	120	5.8
other	5	62	3.0
	.	20	1.0
		-----	-----
	Total	2073	
Valid cases	2053	Missing cases	20

43. Did you call the HMU about the above problems?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	726	35.0	72.3	72.3
yes	2	278	13.4	27.7	100.0
	.	1069	51.6	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	1004	Missing cases	1069		

45. Do you have enough refrigerators in your unit? What type are they?

	Value	Frequency	Percent
built-in cold storage under (kitchen) window	1	895	43.2
single-chamber, Soviet-made	2	1419	68.5
two-chamber, Soviet-made	3	233	11.2
single-chamber, imported	4	5	0.2
two-chamber, imported	5	3	0.1
freezer, Soviet-made	6	65	3.1
freezer, imported	7	1	0.0
other	8	24	1.2
.	.	338	16.3
		-----	-----
	Total	2073	
Valid cases	2735	Missing cases	338

52. Now, give your opinion of the entry you live in:

	Value	Frequency	Percent
non-residents frequently come and litter	1	349	16.8
always dirty	2	622	30.0
sometimes clean-after occasional sweeping	3	716	34.5
walls are dirty	4	78	3.8
always clean	5	421	20.3
other	6	159	7.7
.	.	9	.4
		-----	-----
	Total	2073	
Valid cases	2064	Missing cases	9

53. What is the condition of your entry: windows, doors, walls, staircases, etc.?

	Value	Frequency	Percent
the entry is in proper condition	11	524	25.3
the entry generally is in poor condition	12	804	38.8
peeling and untidy walls	13	392	18.9
stairs are partially damaged	14	49	2.4
entrance doors are broken	15	147	7.1
entrance doors will not close tightly	16	138	6.7
window panes are broken	17	407	19.6
the entry is cold	18	84	4.1
other	19	346	16.7
.	.	4	.2
		-----	-----
	Total	2073	
Valid cases	2069	Missing cases	4

54. How often is your entry cleaned?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
don't know	1	483	23.3	23.3	23.3
never	2	90	4.3	4.3	27.7
often	3	373	18.0	18.0	45.7
seldom	4	847	40.9	40.9	86.6
daily	5	38	1.8	1.8	88.4
we often clean it ourselves	6	194	9.4	9.4	97.8
other	7	46	2.2	2.2	100.0
.	.	2	.1	Missing	
		Total	2073	100.0	100.0
Valid cases	2071	Missing cases	2		

55. How strongly is the cleanliness of your entry influenced by the presence of pets (dogs, cats, etc.)?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
seriously influenced	1	430	20.7	20.8	20.8
practically unaffected	2	1561	75.3	75.5	96.3
other	3	76	3.7	3.7	100.0
.	.	6	.3	Missing	
		Total	2073	100.0	100.0
Valid cases	2067	Missing cases	6		

56. Do you have pets in your family?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
a cat	1	299	14.4	14.5	14.5
(a) pedigreed dog(s)	2	183	8.8	8.8	23.3
a dog (non-pedigreed)	3	109	5.3	5.3	28.6
a non-pedigreed dog and a cat	4	28	1.4	1.4	29.9
a pedigreed dog and a cat	5	36	1.7	1.7	31.7
neither a dog nor a cat	6	1414	68.2	68.3	100.0
.	.	4	.2	Missing	
		Total	2073	100.0	100.0
Valid cases	2069	Missing cases	4		

57. Do you have a garbage chute in your entry?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	577	27.8	27.9	27.9
no	2	1489	71.8	72.1	100.0
	.	7	.3	Missing	
		Total	2073	100.0	100.0
Valid cases	2066	Missing cases	7		

58. Are there any inconveniences in the entry due to the presence of garbage chute: (put in a box all the answers of the respondent)

	Value	Frequency	Percent
I don't see any problems	1	269	13.0
unpleasant smell in the entry	2	154	7.4
trash is often scattered	3	193	9.3
infestation of roaches	4	90	4.3
rats and mice are present	5	11	0.5
other	6	63	3.0
	.	1481	71.4
		Total	2073
Valid cases	593	Missing cases	1480

59. The HMU is responsible for pest control, so it needs to know if there are insects or rodents in the hallways or units?

	Value	Frequency	Percent
there are mice, rats	1	181	8.7
roaches	2	1037	50.0
bed-bugs	3	36	1.7
no insects or rodents	4	913	44.0
other	5	86	4.1
	.	23	1.1
		Total	2073
Valid cases	2050	Missing cases	23

60. Is there an elevator in the entry?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	586	28.3	28.5	28.5
no	2	1469	70.9	71.5	100.0
	.	18	.9	Missing	
		Total	2073	100.0	100.0
Valid cases	2055	Missing cases	18		

61. Please state your assessment of the elevator operation in the entry (box all the answers given by respondent)

	Value	Frequency	Percent
elevator operates properly, no problems	1	196	9.5
elevator is often switched off	2	106	5.1
elevator is often out of order	3	189	9.1
elevator cabin is dirty	4	85	4.1
elevator is very noisy	5	28	1.4
elevator is old, control buttons are damaged	6	71	3.4
waiting time is too long	7	18	0.9
other	8	166	8.0
	.	1484	71.6
		-----	-----
Valid cases	589	Missing cases	1484
		Total	2073

62. Do you have a lock in your entry?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	13	.6	.6	.6
yes, but it's broken	2	22	1.1	1.1	1.7
no	3	2013	97.1	98.3	100.0
	.	25	1.2	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	

Valid cases 2048 Missing cases 25

63. Are you satisfied that a code lock has been installed in the entry?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	12	.6	33.3	33.3
no	2	9	.4	25.0	58.3
other	3	15	.7	41.7	100.0
	.	2037	98.3	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	36	Missing cases	2037		

65. Do you think it would be a good idea to install a lock on the entry door?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	1388	67.0	67.1	67.1
no	2	370	17.8	17.9	84.9
I don't care	3	311	15.0	15.0	100.0
.	.	4	.2	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2069	Missing cases	4		

66. Do you have any organizations, firms, agencies, etc. located on the ground floor of your entry or building?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	903	43.6	44.0	44.0
no	2	1151	55.5	56.0	100.0
.	.	19	.9	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2054	Missing cases	19		

67. Does the traffic outside the house or in the courtyard disturb you or your family?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no, it doesn't	1	1212	58.5	58.5	58.5
sometimes	2	325	15.7	15.7	74.1
yes, it's a serious disturbance	3	509	24.6	24.6	98.7
other	4	27	1.3	1.3	100.0
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2073	Missing cases	0		

68. Do you think that measures should be taken to restrict traffic near the house; what measures in particular?

	Value	Frequency	Percent
no, I don't think so	1	1203	58.0
something should be done, but I don't know what in particular	2	382	18.4
vehicles should be barred from access to the house	3	203	9.8
measures should be taken to set speed limits	4	84	4.1
fences should be put up around the building	5	183	8.8
other	6	89	4.3
	.	15	.7
		-----	-----
	Total	2073	
Valid cases	2058	Missing cases	15

69. Does your family own a car, a motorcycle or a scooter?

	Value	Frequency	Percent
none	1	1607	77.5
a car	2	446	21.5
a motorcycle	3	55	2.7
a scooter	4	3	0.1
	.	3	.1
		-----	-----
	Total	2073	
Valid cases	2070	Missing cases	3

70. Do you have a garage?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	1537	74.1	75.5	75.5
metal garage	2	211	10.2	10.4	85.8
permanent garage	3	265	12.8	13.0	98.8
other	4	24	1.2	1.2	100.0
	.	36	1.7	Missing	
		-----	-----	-----	-----
	Total	2073	100.0	100.0	
Valid cases	2037	Missing cases	36		

71. How far from your house is it located:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
not far from home	1	232	11.2	46.0	46.0
far from home	2	262	12.6	52.0	98.0
other	3	10	.5	2.0	100.0
	.	1569	75.7	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	504	Missing cases	1569		

72. In your opinion, are the parking lot and the access roads in your courtyard conveniently located?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	685	33.0	34.0	34.1
no	2	689	33.2	34.2	68.3
don't know	3	637	30.7	31.7	100.0
	.	62	3.0	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2011	Missing cases	62		

73. How convenient is the location of your building relative to transportation routes and bus, trolley-bus terminals?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
there is a terminal nearby	1	1789	86.3	87.0	87.0
terminals are quite far	2	197	9.5	9.6	96.5
other	3	71	3.4	3.5	100.0
	.	16	.8	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2057	Missing cases	16		

74. Do you have a garden (orchard)?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
none	1	1029	49.6	49.7	49.7
garden	2	202	9.7	9.8	59.5
orchard	3	698	33.7	33.7	93.2
both	4	132	6.4	6.4	99.6
other	5	8	.4	.4	100.0
	.	4	.2	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2069	Missing cases	4		

75. Do you have a house in your garden plot?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	456	22.0	35.5	35.5
a temporary house	2	123	5.9	9.6	45.1
one-story house	3	473	22.8	36.9	82.0
two-story house	4	231	11.1	18.0	100.0
.	.	790	38.1	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	1283	Missing cases	790		

76. Are you satisfied with the condition of your courtyard, walks, lawns, playground?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
completely satisfied	1	353	17.0	17.2	17.2
not fully satisfied	2	329	15.9	16.0	33.3
totally unsatisfied	3	1268	61.2	61.9	95.1
other	4	100	4.8	4.9	100.0
.	.	23	1.1	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2050	Missing cases	23		

77. Did you call the HMU last year about any problems other than calling plumbers or electricians?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	360	17.4	17.6	17.6
no	2	1691	81.6	82.4	100.0
.	.	22	1.1	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2051	Missing cases	22		

78. When you came to the HMU, how was your complaint treated by:

RANK AND FILE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
I did not speak to them	1	195	9.4	48.1	48.1
attentively	2	31	1.5	7.7	55.8
normally	3	106	5.1	26.2	82.0
indifferently	4	57	2.7	14.1	96.0
rudely	5	16	.8	4.0	100.0
.	.	1668	80.5	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	405	Missing cases	1668		

79. FOREMAN

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
I did not speak to him attentively	1	231	11.1	59.7	59.7
normally	2	20	1.0	5.2	64.9
indifferently	3	60	2.9	15.5	80.4
rudely	4	63	3.0	16.3	96.6
	5	13	.6	3.4	100.0
	.	1686	81.3	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	387	Missing cases	1686		

80. DISPATCHER

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
I did not speak to him attentively	1	215	10.4	56.3	56.3
normally	2	23	1.1	6.0	62.3
indifferently	3	73	3.5	19.1	81.4
rudely	4	58	2.8	15.2	96.6
	5	13	.6	3.4	100.0
	.	1691	81.6	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	382	Missing cases	1691		

81. HMU DIRECTOR

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
I did not speak to him attentively	1	168	8.1	43.3	43.3
normally	2	29	1.4	7.5	50.8
indifferently	3	88	4.2	22.7	73.5
rudely	4	81	3.9	20.9	94.3
	5	22	1.1	5.7	100.0
	.	1685	81.3	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	388	Missing cases	1685		

82. Did you call local authorities or other organizations other than the HMU about any housing maintenance problems ?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	119	5.7	5.8	5.8
no	2	1934	93.3	94.2	100.0
	.	20	1.0	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2053	Missing cases	20		

83. Who do you believe bears responsibility for the condition of the house, the entry, the yard? I will read three statements. Which of them would you agree with?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
full responsibility rests with the HMU	1	521	25.1	25.3	25.3
responsibility should be shared by the residents and the HMU	2	1453	70.1	70.5	95.8
full responsibility rests with the residents	3	87	4.2	4.2	100.0
.	.	12	.6	Missing	
		-----	-----	-----	
Valid cases	2061	Total	2073	100.0	100.0
		Missing cases	12		

84. How do you feel about transferring maintenance functions to private companies:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
I support the idea	1	526	25.4	25.5	25.5
More pro than con	2	551	26.6	26.7	52.2
Against	3	137	6.6	6.6	58.8
Categorically against	4	62	3.0	3.0	61.8
It really does not matter to me	5	422	20.4	20.4	82.3
Other	5	366	17.7	17.7	100.0
.	.	9	.4	Missing	
		-----	-----	-----	
Valid cases	2064	Total	2073	100.0	100.0
		Missing cases	9		

Now we are going to ask you questions about housing conditions of your family.

85. How many rooms are there in the unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	312	15.1	15.1	15.1
	2	1002	48.3	48.3	63.4
	3	544	26.2	26.2	89.6
	4	212	10.2	10.2	99.9
	5	3	.1	.1	100.0
		-----	-----	-----	
Valid cases	2073	Total	2073	100.0	100.0
		Missing cases	0		

86. Is your family the sole occupant of the unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	1842	88.9	89.2	89.2
1 room in a 2-room ap-ment	2	42	2.0	2.0	91.2
1 room in a 3-room ap-ment	3	86	4.1	4.2	95.4
1 room in a 4-5-room ap-ment	4	41	2.0	2.0	97.3
2 rooms in a 3-room ap-ment	5	31	1.5	1.5	98.8
2 rooms in a 4-5-room ap-ment	6	18	.9	.9	99.7
3 rooms in a 4-5 room ap-ment	7	5	.2	.2	100.0
other	8	1	.0	.0	100.0
.	.	7	.3	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2066	Missing cases	7		

87. How many rooms in your unit are isolated from others?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
one	1	869	41.9	42.6	42.6
two	2	780	37.6	38.2	80.8
three	3	322	15.5	15.8	96.6
four	4	66	3.2	3.2	99.9
five	5	3	.1	.1	100.0
.	.	33	1.6	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0
Valid cases	2040	Missing cases	33		

88. This housing is:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
our own	1	1958	94.5	94.6	94.6
rented	2	66	3.2	3.2	97.8
service	3	36	1.7	1.7	99.5
other	4	10	.5	.5	100.0
.	.	3	.1	Missing	
		-----	-----	-----	
		Total	2073	100.0	100.0

89. Living area (all rooms floorspace) _____sq. m (with intervals of 4 sq.m.)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	8.00	3	.1	.1	.1
	12.00	42	2.0	2.1	2.2
	16.00	242	11.7	11.9	14.1
	20.00	161	7.8	7.9	22.0
	24.00	102	4.9	5.0	27.0
	28.00	420	20.3	20.6	47.5
	32.00	409	19.7	20.0	67.6
	36.00	170	8.2	8.3	75.9
	40.00	136	6.6	6.7	82.6
	44.00	150	7.2	7.4	90.0
	48.00	78	3.8	3.8	93.8
	52.00	68	3.3	3.3	97.1
	56.00	43	2.1	2.1	99.2
	60.00	5	.2	.2	99.5
	64.00	7	.3	.3	99.8
	68.00	2	.1	.1	99.9
	88.00	2	.1	.1	100.0
	.	33	1.6	Missing	
			-----	-----	
		Total	2073	100.0	100.0
Valid cases	2040	Missing cases	33	-----	-----

90. Kitchen _____sq. m (with intervals of 1 sq.m.)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2.00	3	.1	.2	.2
	3.00	3	.1	.2	.3
	4.00	131	6.3	6.8	7.1
	5.00	349	16.8	18.1	25.2
	6.00	518	25.0	26.9	52.0
	7.00	190	9.2	9.8	61.9
	8.00	304	14.7	15.8	77.7
	9.00	300	14.5	15.6	93.2
	10.00	62	3.0	3.2	96.4
	11.00	21	1.0	1.1	97.5
	12.00	27	1.3	1.4	98.9
	13.00	1	.0	.1	99.0
	14.00	7	.3	.4	99.3
	15.00	4	.2	.2	99.5
	16.00	1	.0	.1	99.6
	17.00	4	.2	.2	99.8
	18.00	1	.0	.1	99.8
	20.00	3	.1	.2	100.0
	.	144	6.9	Missing	
	Total	2073	100.0	100.0	

Valid cases 1929 Missing cases 144

91. Do you have a pantry (built-in closet)?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Yes	1	1356	65.4	66.3	66.3
No	2	690	33.3	33.7	100.0
	.	27	1.3	Missing	
		-----		-----	
Valid cases	2046	Total	2073	100.0	100.0
		Missing cases	27		

92. What is its area: _____sq.m

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.30	12	.6	.9	.9
	.40	8	.4	.6	1.5
	.50	223	10.8	16.7	18.2
	.60	46	2.2	3.4	21.6
	.70	23	1.1	1.7	23.3
	.80	28	1.4	2.1	25.4
	.90	1	.0	.1	25.5
	1.00	385	18.6	28.8	54.3
	1.20	17	.8	1.3	55.5
	1.30	8	.4	.6	56.1
	1.40	2	.1	.1	56.3
	1.50	277	13.4	20.7	77.0
	1.60	2	.1	.1	77.1
	1.70	1	.0	.1	77.2
	1.80	3	.1	.2	77.4
	2.00	202	9.7	15.1	92.5
	2.20	3	.1	.2	92.8
	2.30	1	.0	.1	92.8
	2.50	19	.9	1.4	94.2
	2.60	1	.0	.1	94.3
	3.00	38	1.8	2.8	97.2
	3.50	3	.1	.2	97.4
	3.60	1	.0	.1	97.5
	4.00	17	.8	1.3	98.7
	4.30	2	.1	.1	98.9
	4.50	1	.0	.1	99.0
	5.00	1	.0	.1	99.0
	5.60	1	.0	.1	99.1
	6.00	8	.4	.6	99.7
	7.50	1	.0	.1	99.8
	8.00	1	.0	.1	99.9
	10.00	2	.1	.1	100.0
	.	735	35.5	Missing	
		-----		-----	
Valid cases	1338	Total	2073	100.0	100.0
		Missing cases	735		

93. What is the total floorspace of your unit (including ancillary premises, the hall, toilet, bathroom, etc.) _____sq.m (with intervals of 5 sq.m.)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	20.00	1	.0	.1	.1
	25.00	19	.9	1.2	1.2
	30.00	120	5.8	7.5	8.7
	35.00	121	5.8	7.6	16.3
	40.00	243	11.7	15.2	31.5
	45.00	270	13.0	16.9	48.3
	50.00	192	9.3	12.0	60.3
	55.00	148	7.1	9.2	69.6
	60.00	180	8.7	11.2	80.8
	65.00	40	1.9	2.5	83.3
	70.00	73	3.5	4.6	87.9
	75.00	53	2.6	3.3	91.2
	80.00	82	4.0	5.1	96.3
	85.00	16	.8	1.0	97.3
	90.00	16	.8	1.0	98.3
	95.00	9	.4	.6	98.9
	100.00	15	.7	.9	99.3
	110.00	2	.1	.1	99.9
	130.00	1	.0	.1	100.0
	.	472	22.8	Missing	
Valid cases		1601			
Missing cases			472		
Total		2073	100.0	100.0	

94. Balcony

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	1164	56.2	56.6	56.6
none	2	891	43.0	43.4	100.0
	.	18	.9	Missing	
Valid cases		2055			
Missing cases			18		
Total		2073	100.0	100.0	

95. Loggia

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
1 unglazed loggia	1	271	13.1	13.2	13.2
1 glazed loggia	2	132	6.4	6.4	19.6
2 loggias (glazed or unglazed)	3	14	.7	.7	20.3
none	4	1640	79.1	79.7	100.0
	.	16	.8	Missing	
Valid cases		2057			
Missing cases			16		
Total		2073	100.0	100.0	

96. Ceiling height

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
high ceiling	1	619	29.9	30.0	30.0
low ceiling	2	1271	61.3	61.5	91.5
other	3	175	8.4	8.5	100.0
.	.	8	.4	Missing	
		-----	-----	-----	
Valid cases		Total	2073	100.0	100.0
2065		Missing cases	8		

97. Toilet and bathroom

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
combined	1	404	19.5	19.5	19.5
separate	2	1660	80.1	80.2	99.7
two toilets	3	6	.3	.3	100.0
.	.	3	.1	Missing	
		-----	-----	-----	
Valid cases		Total	2073	100.0	100.0
2070		Missing cases	3		

98. Characteristics of plumbing equipment.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
imported	1	24	1.2	1.2	1.2
new, Soviet-made	2	373	18.0	18.0	19.2
old (repaired), Soviet-made	3	1655	79.8	80.0	99.2
other	4	16	.8	.8	100.0
.	.	5	.2	Missing	
		-----	-----	-----	
Valid cases		Total	2073	100.0	100.0
2068		Missing cases	5		

99. Level of amenities

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
with complete set of amenities	1	2034	98.1	98.9	98.9
no bathroom, no hot water	2	18	.9	.9	99.8
without amenities (no toilet, stove heating)	3	4	.2	.2	100.0
.	.	17	.8	Missing	
		-----	-----	-----	
Valid cases		Total	2073	100.0	100.0
2056		Missing cases	17		

100. Telephone

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	695	33.5	33.6	33.6
none	2	1374	66.3	66.4	100.0
	.	4	.2	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2069	Missing cases	4		

101. How many years has your family lived in this unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	78	3.8	3.8	3.8
	2	75	3.6	3.7	7.4
	3	83	4.0	4.0	11.5
	4	128	6.2	6.2	17.7
	5	90	4.3	4.4	22.1
	6	120	5.8	5.8	27.9
	7	150	7.2	7.3	35.2
	8	108	5.2	5.3	40.5
	9	59	2.8	2.9	43.4
	10	106	5.1	5.2	48.5
	11	66	3.2	3.2	51.8
	12	61	2.9	3.0	54.7
	13	42	2.0	2.0	56.8
	14	31	1.5	1.5	58.3
	15	66	3.2	3.2	61.5
	16	38	1.8	1.9	63.3
	17	31	1.5	1.5	64.8
	18	34	1.6	1.7	66.5
	19	14	.7	.7	67.2
	20	80	3.9	3.9	71.1
	21	28	1.4	1.4	72.4
	22	67	3.2	3.3	75.7
	23	187	9.0	9.1	84.8
	24	40	1.9	1.9	86.8
	25	30	1.4	1.5	88.2
	26	44	2.1	2.1	90.4
	27	34	1.6	1.7	92.0
	28	14	.7	.7	92.7
	29	20	1.0	1.0	93.7
	30	33	1.6	1.6	95.3
	31	21	1.0	1.0	96.3
	32	38	1.8	1.9	98.1
	33	11	.5	.5	98.7
	34	4	.2	.2	98.9
	35	11	.5	.5	99.4
	36	4	.2	.2	99.6
	37	4	.2	.2	99.8
	39	2	.1	.1	99.9
	41	1	.0	.0	100.0
	54	1	.0	.0	100.0

		19	.9	Missing
	Total	2073	100.0	100.0
Û¿βΓδÑ Β¼πρά¿ 2054	ĩÑŕ «ΓóÑŕá	19		

102. How did your family get this unit:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Regular waiting list at workplace	11	696	33.6	33.8	33.8
Privileged waiting list at workplace	12	62	3.0	3.0	36.8
Regular waiting list of the District Administration	13	83	4.0	4.0	40.8
Privileged waiting list of the District administration	14	59	2.8	2.9	43.6
Exchange	15	665	32.1	32.3	75.9
Exchange with relatives	16	128	6.2	6.2	82.1
Bought	17	6	.3	.3	82.4
Rented	18	12	.6	.6	83.0
Provided as service housing	19	57	2.7	2.8	85.7
Inherited from parents	20	52	2.5	2.5	88.3
Other	21	242	11.7	11.7	100.0
		11	.5	Missing	
Valid cases	2062	Total	2073	100.0	100.0
		Missing cases	11		

103. How many years ago were major current repairs made in the unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
years:	1	444	21.4	21.6	21.6
	2	394	19.0	19.2	40.8
	3	264	12.7	12.9	53.7
	4	118	5.7	5.7	59.4
	5	123	5.9	6.0	65.4
	6	78	3.8	3.8	69.2
	7	30	1.4	1.5	70.6
	8	16	.8	.8	71.4
	9	3	.1	.1	71.6
	10	26	1.3	1.3	72.8
	11	10	.5	.5	73.3
	12	7	.3	.3	73.7
	13	3	.1	.1	73.8
	14	1	.0	.0	73.9
	15	15	.7	.7	74.6
	16	1	.0	.0	74.6
	17	1	.0	.0	74.7
	20	5	.2	.2	74.9
	21	13	.6	.6	75.6
	22	1	.0	.0	75.6

Valid cases 2047 Total 2073 100.0 100.0
 Missing cases 26

107. Floor in the living-room:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
wooden, painted	1	1355	65.4	65.7	65.7
Soviet-made linoleum	2	223	10.8	10.8	76.5
imported linoleum	3	52	2.5	2.5	79.0
carpet (woollen) cover	4	13	.6	.6	79.6
parquet	5	3	.1	.1	79.8
other	6	417	20.1	20.2	100.0
.	.	10	.5	Missing	
		-----	-----	-----	
Valid cases	2063	Total 2073	100.0	100.0	
		Missing cases	10		

108. Tiles wall lining

Value Label	Value	Frequency	Percent
kitchen	1	655	31.6
bathroom	2	949	45.8
toilet	3	505	24.4
none	4	995	48.0
.	.	7	.3
		-----	-----
Valid cases	2066	Total 2073	
		Missing cases	7

109. Doors in the rooms

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
standard	1	1988	95.9	96.6	96.6
made to order	2	71	3.4	3.4	100.0
.	.	14	.7	Missing	
		-----	-----	-----	
Valid cases	2059	Total 2073	100.0	100.0	
		Missing cases	14		

110. Entrance doors

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
double door	1	278	13.4	13.4	13.4
single wood-paneled door	2	152	7.3	7.4	20.8
single padded leatherette-lined door	3	970	46.8	46.9	67.7
single standard painted door	4	668	32.2	32.3	100.0
.	.	5	.2	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	

Valid cases 2068 Missing cases 5

111. Do you need additional amenities in your unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
do not need anything	1	1187	57.3	58.8	58.8
Yes, I do	2	832	40.1	41.2	100.0
	.	54	2.6	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	

Valid cases 2019 Missing cases 54

Now we are going to ask questions about your family.

112. Who is the official lease-holder (put down how related to the respondent)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
The respondent him/herself	1	1304	62.9	63.2	63.2
Spouse (including one not registered officially)	2	483	23.3	23.4	86.6
Sons/daughters and their spouses	3	37	1.8	1.8	88.4
Parents and their spouses	4	200	9.6	9.7	98.1
Brothers, sisters and their spouses	5	7	.3	.3	98.4
Grandparents	6	17	.8	.8	99.2
Grandchildren	7	4	.2	.2	99.4
Distant relatives	8	4	.2	.2	99.6
Persons unrelated to the respondent	9	8	.4	.4	100.0
	.	9	.4	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	

Valid cases 2064 Missing cases 9

113. How many persons live in the unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	241	11.6	11.6	11.6
	2	585	28.2	28.2	39.9
	3	545	26.3	26.3	66.2
	4	424	20.5	20.5	86.7
	5	179	8.6	8.6	95.3
	6	71	3.4	3.4	98.7
	7	23	1.1	1.1	99.9
	8	1	.0	.0	99.9
	9	1	.0	.0	100.0
	10	1	.0	.0	100.0
	.	2	.1	Missing	
		-----	-----	-----	

Valid cases	2071	Total	2073	100.0	100.0
		Missing cases	2		

114. How many of them are children aged up to 17?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	0	1148	55.4	55.4	55.4
	1	560	27.0	27.9	81.8
	2	322	15.5	16.0	97.9
	3	32	1.5	1.6	99.5
	4	7	.3	.3	99.8
	5	3	.1	.1	100.0
	7	1	.0	.0	100.0
Valid cases	2073	Total	2073	100.0	100.0
		Missing cases	0		

Could you provide some information about the adult family members (past school age):

V115. Sex

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
male	1	715	34.5	34.6	34.6
female	2	1353	65.3	65.4	100.0
	.	5	.2	Missing	
Valid cases	2068	Total	2073	100.0	100.0
		Missing cases	5		

116. Age (years)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Valid cases	2066	Missing cases	7		

117. Are you:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
gainfully employed	1	1172	56.5	56.6	56.6
a student	2	38	1.8	1.8	58.5
drawing a retirement pension	3	591	28.5	28.6	87.0
drawing a disability pension	4	57	2.7	2.8	89.8
temporarily out of work	5	106	5.1	5.1	94.9
a housewife	6	77	3.7	3.7	98.6
other	7	29	1.4	1.4	100.0
	.	3	.1	Missing	
	Total	2073	100.0	100.0	

Valid cases 2070 Missing cases 3

118. Your education background:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
academic degree	1	14	.7	.7	.7
higher education	2	515	24.8	25.2	25.9
secondary technical education	3	363	17.5	17.8	43.7
secondary and secondary specialized education	4	646	31.2	31.7	75.4
incomplete secondary education	5	345	16.6	16.9	92.3
elementary or less	6	157	7.6	7.7	100.0
.	.	33	1.6	Missing	
Total		2073	100.0	100.0	
Valid cases	2040	Missing cases	33		

122. Who is he/she? How is he/she related to you? (one answer about the first adult)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Spouse (including one not registered officially)	1	1191	57.5	69.4	69.4
Son/daughter and spouses	2	282	13.6	16.4	85.8
Parents and their spouses	3	172	8.3	10.0	95.8
Brothers, sisters and their spouses	4	16	.8	.9	96.7
Grandparents	5	15	.7	.9	97.6
Grandchildren	6	28	1.4	1.6	99.2
Distant relatives	7	10	.5	.6	99.8
Persons unrelated to the respondent	8	3	.1	.2	100.0
.	.	356	17.2	Missing	
Total		2073	100.0	100.0	
Valid cases	1717	Missing cases	356		

130. Who is he/she? How is he/she related to you? (one answer about the second adult)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Spouse (including one not registered officially)	1	37	1.8	4.8	4.8
Son/daughter and their spouses	2	501	24.2	65.5	70.3
Parents and their spouses	3	154	7.4	20.1	90.5
Brothers, sisters and their spouses	4	16	.8	2.1	92.5
Grandparents	5	20	1.0	2.6	95.2
Grandchildren	6	21	1.0	2.7	97.9
Distant relatives	7	11	.5	1.4	99.3
Persons unrelated to the respondent	8	5	.2	.7	100.0

			1308	63.1	Missing
			-----	-----	-----
Valid cases	765	Total	2073	100.0	100.0
		Missing cases	1308		

138. Who is he/she? How is he/she related to you? (one answer about the third adult)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Spouse (including one not registered officially)	1	12	.6	4.5	4.5
Son/daughter and spouses	2	156	7.5	58.0	62.5
Parents and their spouses	3	52	2.5	19.3	81.8
Brothers, sisters and their spouses	4	19	.9	7.1	88.8
Grandparents	5	13	.6	4.8	93.7
Grandchildren	6	13	.6	4.8	98.5
Distant relatives	7	3	.1	1.1	99.6
Persons unrelated to the respondent	8	1	.0	.4	100.0
	.	1804	87.0	Missing	
		-----	-----	-----	
Valid cases	269	Total	2073	100.0	100.0
		Missing cases	1804		

146. Who is he/she? How is he/she related to you? (one answer about the fourth adult)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
spouse (including one not registered officially)	1	2	.1	2.8	2.8
son/daughter and spouses	2	42	2.0	58.3	61.1
parents and their spouses	3	8	.4	11.1	72.2
brothers, sisters and their spouses	4	6	.3	8.3	80.6
grandparents	5	3	.1	4.2	84.7
grandchildren	6	8	.4	11.1	95.8
distant relatives	7	2	.1	2.8	98.6
persons unrelated to the respondent	8	1	.0	1.4	100.0
	.	2001	96.5	Missing	
		-----	-----	-----	
Valid cases	72	Total	2073	100.0	100.0
		Missing cases	2001		

154. Do you think that your unit matches the size and composition of your family?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	1062	51.2	52.9	52.9

no	2	947	45.7	47.1	100.0
	.	64	3.1	Missing	
		-----	-----	-----	
Valid cases	2009	Total	2073	100.0	100.0
		Missing cases	64		

155. Are you going to do anything to improve your housing conditions?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no	1	1388	67.0	68.9	68.9
yes	2	506	24.4	25.1	94.0
don't know	3	120	5.8	6.0	100.0
	.	59	2.8	Missing	
		-----	-----	-----	
Valid cases	2014	Total	2073	100.0	100.0
		Missing cases	59		

156. What are you going to do in particular:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
I am going to buy (build) an apartment in the near future	1	37	1.8	6.4	6.5
I have invested money (my employers invested money) in construction of an ap-ment	2	16	.8	2.7	9.3
I have invested (my imployers invested) in construction of a cottage (detached house) for my family	3	11	.5	1.9	11.2
I am going to sign on a waiting list for a unit	4	38	1.8	6.5	17.7
I am on a waiting list for a unit	5	236	11.4	40.5	58.2
other	6	243	11.7	41.8	100.0
	.	1492	72.0	Missing	
		-----	-----	-----	
Valid cases	581	Total	2073	100.0	100.0
		Missing cases	1492		

157. In the experiment of the transfer of your building maintenance to a private housing management company it is presumed that the same services will be provided for the prices. At the same time provision of additional services is possible for extra pay. Is there any need for additional services for your family?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	591	28.5	29.4	29.4
no	2	1417	68.4	70.6	100.0
	.	65	3.1	Missing	
		-----	-----	-----	

rent actually goes up dozens of times, will your household be able to pay for your housing by themselves or will you need some special government allowance to help you pay this increase?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No, it's unlikely that there will be a need for allowances	1	221	10.7	10.7	10.7
It is possible that some allowances will be needed	2	739	35.6	35.9	46.7
No doubt, we'll need allowances	3	1018	49.1	49.5	96.2
Other	4	78	3.8	3.8	100.0
	.	17	.8	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2056	Missing cases	17		

163. Have you privatized your apartment?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	565	27.3	27.4	27.4
filed an application	2	166	8.0	8.1	35.5
no	3	1331	64.2	64.5	100.0
	.	11	.5	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	2062	Missing cases	11		

164. Are you going to privatize your unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	540	26.0	41.5	41.5
no	2	760	36.7	58.5	99.9
	.	773	37.3	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	1300	Missing cases	773		

165. Why haven't you privatized your apartment yet? Were there any external circumstances that hindered your privatizing your apartment?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no obstacles	1	442	21.3	59.4	59.4
have not privatized because	2	302	14.6	40.6	100.0
	.	1329	64.1	Missing	
		-----	-----	-----	
	Total	2073	100.0	100.0	
Valid cases	744	Missing cases	1329		

166. How much do you expect your apartment could bring if sold now? (in rubles)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	7000	1	.0	.1	.1
	10000	8	.4	.5	.6
	19000	1	.0	.1	.6
	20000	1	.0	.1	.7
	40000	1	.0	.1	.7
	70000	1	.0	.1	.8
	100000	7	.3	.4	1.2
	120000	1	.0	.1	1.3
	200000	5	.2	.3	1.6
	300000	7	.3	.4	2.0
	400000	2	.1	.1	2.1
	500000	17	.8	1.0	3.2
	550000	1	.0	.1	3.3
	600000	12	.6	.7	4.0
	700000	6	.3	.4	4.4
	750000	1	.0	.1	4.4
	800000	14	.7	.9	5.3
	1000000	199	9.6	12.2	17.5
	1200000	2	.1	.1	17.6
	1300000	2	.1	.1	17.8
	1500000	183	8.8	11.2	29.0
	1700000	2	.1	.1	29.1
	1750000	1	.0	.1	29.2
	1800000	1	.0	.1	29.2
	2000000	309	14.9	19.0	48.2
	2250000	1	.0	.1	48.3
	2500000	95	4.6	5.8	54.1
	2530000	1	.0	.1	54.2
	2750000	1	.0	.1	54.2
	2800000	1	.0	.1	54.3
	3000000	313	15.1	19.2	73.5
	3500000	38	1.8	2.3	75.9
	4000000	97	4.7	6.0	81.8
	4300000	1	.0	.1	81.9
	4500000	16	.8	1.0	82.9
	5000000	148	7.1	9.1	92.0
	5500000	1	.0	.1	92.0
	6000000	40	1.9	2.5	94.5
	6500000	1	.0	.1	94.5
	6840000	1	.0	.1	94.6
	7000000	32	1.5	2.0	96.6
	7500000	4	.2	.2	96.8
	8000000	23	1.1	1.4	98.2
	9000000	5	.2	.3	98.5
	10000000	11	.5	.7	99.2
	12000000	1	.0	.1	99.3
	13000000	2	.1	.1	99.4
	15000000	2	.1	.1	99.5
	25000000	2	.1	.1	99.6
	47000000	1	.0	.1	99.7
	150000000	5	.2	.3	100.0
	.	445	21.5	Missing	

		Total	2073	100.0	100.0
Valid cases	1628	Missing cases	445		

167. How much do you expect your apartment could bring if sold now? (in US dollars)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1000	1	.0	4.2	4.2
	1500	1	.0	4.2	8.3
	2000	2	.1	8.3	16.7
	2500	1	.0	4.2	20.8
	3000	2	.1	8.3	29.2
	4000	4	.2	16.7	45.8
	4500	1	.0	4.2	50.0
	5000	3	.1	12.5	62.5
	6000	1	.0	4.2	66.7
	7000	1	.0	4.2	70.8
	9000	1	.0	4.2	75.0
	9999	2	.1	8.3	83.3
	10000	1	.0	4.2	87.5
	15000	1	.0	4.2	91.7
	120000	1	.0	4.2	95.8
	150000	1	.0	4.2	100.0
	.	2049	98.8	Missing	

		Total	2073	100.0	100.0
Valid cases	24	Missing cases	2049		

168. The survey is coming to an end. The experiment will start in April. Information about the course of experiment and attitudes of residents will be broadcast on cable TV. Do you have a cable TV outlet in your unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	267	12.9	13.0	13.0
no	2	1786	86.2	87.0	100.0
	.	20	1.0	Missing	

		Total	2073	100.0	100.0
Valid cases	2053	Missing cases	20		

169. What is the type of your TV set(s):

	Value	Frequency	Percent
I don't have a TV	1	54	2.6
old, black & white	2	508	24.5
new, black & white	3	231	11.1
old color, Soviet-made	4	694	33.5
new color, Soviet-made	5	463	22.3
imported color	6	23	1.1
	.	497	24.0
Total		2073	100.0

Valid cases 1576 Missing cases 497

175. Do you believe it necessary to have a cable TV extension installed in your unit?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
yes	1	550	26.5	28.2	28.2
no	2	1397	67.4	71.8	100.0
	.	126	6.1	Missing	

Valid cases 1947		Total	2073	100.0	100.0
		Missing cases	126		

176. The experiment will continue for two years. During this period sociologists will be recording tenant attitudes and evaluations on the project site. Would you object to our calling on you once in three months to poll your opinion of the efficiency of the new company, improvements in terms of cleanness of the yards and entries, etc.?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
no objections	1	1901	91.7	93.3	93.3
I object	2	34	4.1	4.1	97.4
other	3	52	2.5	2.6	100.0
	.	36	1.7	Missing	

Valid cases 2037		Total	2073	100.0	100.0
		Missing cases	36		

Appendix C

Answers to Question 176a

"Do you have any suggestions for the new company?"

1,210 or 59% of the families asked expressed suggestions for the new company.

The most common suggestions were for the improvement of the quality of services in general, and for better services compared with the current HMU: 383 people of 32%.

The next group of suggestions (307 respondents, or 25.4%) comprises concrete suggestions for the new company's activities. Of particular interest are suggestions relating to the HMU's traditional activities: regular preventive inspections, new plumbing and electric stoves, replacing spare parts and plumbing that has gone out of service, punctuality in fulfilling requests, improvements in the yards, building playgrounds. But there were also suggestions that are not customary for Russian HMUs: installing hot and cold water meters in the units, querying residents about their problems and possible requests, special uniforms for the staff.

Two hundred thirty-one respondents, or 19.1%, wished the new company success, expressed moral support, willingness to help and even to work in the new company, wished the staff of the new company health, success, ... and that they carry through to completion what they have begun. One family even wrote down in English, "All the best for you!"

Appendix D

Answers to Question 111

"Do you need additional amenities in your unit? Please specify"

Specific suggestions were offered by 613 persons, or 30% of the respondents. The most frequent suggestions are listed below.

Capital improvements and exterior work

Repair the roof: the ceiling leaks
Capital improvements in the unit
Provide a room or the kitchen with a balcony
Repair the balcony
Fix a roof over the balcony
Glaze the loggia
Put up a grille on the balcony
Glaze the balcony
Improve soundproofing

Carpenter work in the interior

Provide an attic in the unit
Additional niches
Provide built-in closets in the rooms and in the hall
Replace the window-frames
A built-in refrigerating cabinet under the window
Fill in the windows in the bathroom and toilet
Closets in the corridor
Replace the frames (window casings)
Replace doors in the interior
The balcony door is poor
Set up a partition in the corridor
Raise or repair the floor
Replace the plinth

Plumbing work

Replace all plumbing
Replace the pipes
Replace the sewerage
Replace the bathtub

Replace the faucets
Move the sink in the kitchen or the washbasin in the bathroom
Replace the flush cistern in the toilet
Replace the radiators
Wash out the radiators
Change the position of a radiator
Add new radiators (increase the number of heating elements in the radiators)

Reinforcement of the unit entrance door

Provide the unit with a double door
A steel-reinforced door
Door padding
Mount a metal door
Reinforce the entrance door
Replace the door and the door-frame

Decoration

Fill in ceiling joints and cracks in the ceiling
Smooth out the walls
Wall whitewashing and painting
Paint doors, windows, etc.
Line with tiles the bathroom, toilet, and part of the kitchen
Cover the floor with parquet, linoleum, or hardboard

Electrical work

Replace the electric stove
Replace electric equipment
Additional electric stoves
Repair the ventilation system

Unit Redesign

Carry out redesign of the unit

Provide a pantry

It is desirable to have a separate bathroom
and toilet

Provide the rooms with separate entrances

Enlarge the kitchen

Other wishes

Storage closets in the basement

Connect a common aerial

Help us get rid of the mold (dampness)

Non-recurrent suggestions

Give us an individual unit in a new house
and tear down this one

Add on a second room

Build a cellar in the loggia (ground floor
residents)

Install a lock and intercom in the entry

It would be desirable to hang imported
wallpaper

We need a separate corridor

We need a telephone

Help in privatization formalities

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Attachment E

Resident Needs for Additional Services

Answers to Question 158

"What additional services in particular would you need?"

Three hundred sixty-nine families, or 18 percent of respondents, gave answers to this question. The recommendations can be divided into 10 sections, 9 of which refer to certain services offered by the HMU, or certain specialties usually represented in the HMU personnel. Section 10 comprises resident recommendations for the new company, on the assumption that the new company, being independent, will be able to do more for the residents' money than they can demand from the HMU.

1. Services in the courtyard.

Build a parking lot near the apartment building
Build a playground
Improvements in the courtyard
Clean up the area near the garbage bins

2. Major repairs and services outside the building

Repair the roof
Close up the seam in the outside wall
Put a roof over the balcony
Install grilles on the windows
Glaze the balconies and loggias

3. Carpentry services in the units

Replace the floors
Replace the doors
Replace the window frames
Replace a window pane
Lay parquet floors
Install built-in closets
Repair the balcony door
Make a closet for use by several families in the common corridor

4. Plumbing services

Replace the pipes
Replace the radiators
Repair the sewers
Replace a bathtub, toilet, sink

Replace the vertical post in the lavatory
Repair all faucets
Conduct regular preventive maintenance of plumbing
Move the sink

5. Reinforcing the unit entrance doors

Install a double door
Put in metal doors
Put in an alarm system

6. Cosmetic repairs

Make repairs in the apartment
Lay down tile in the bathroom, lavatory, kitchen
Plaster over the telephone wires in the hallways
Help purchasing materials for the repairs made by the tenants
Lay linoleum
Put up wallpaper
Replace the doors

7. Electrician's services

Replace the electric oven
Replace the burners on the electric stove
Repair electric appliances
Replace the sockets
Install air conditioning
Install electrical wiring
Cover the electric meters
Conduct regular preventive maintenance of the electrical appliances

8. Changing the layout of the apartment

Change the layout of the rooms
Move the internal partitions in the apartment
Enlarge the kitchen

9. Other recommendations

Install a common door for three apartments in the hallway
Install a code lock on the door in the entryway
Clean in the corridors, hallways
Make it easier to request all types of services from the HMU
HMU personnel should give an exact day and time when they will come and do repairs

10. Recommendations for the new property management company

Give consultations and assist in apartment exchanges
Guard the apartment regularly or in the absence of the residents
Doorman/concierge in the hallway
Organize delivery of groceries, medicine to the tenants
Install cable television
Organize leisure time for the children, like in the past
Provide minor services for moderate pay
Assist in finding a maid
Clean the windows in the apartment, especially on the outside
Build facilities for storing vegetables in the winter
Install a telephone line in the apartment
Provide household services
Clear additional space in the basement for use by residents
Facilitate in finding workers to provide cosmetic repairs in the apartment
Provide veterinary services
Provide radio and television repairs
Open a mini-store where the tenants could order and buy food products
Assist in moving heavy items, furniture, etc.
Install telephone booths on the floors and in the hallway
Provide day-care
Obtain and deliver construction materials to be paid for by the residents
Make unit repairs on an individual basis
Open a laundry, dry-cleaning, deli
Provide services in reassembling furniture
Provide in-home care for sick people
Clean carpets
Deliver fresh milk, bread
Collect recycling materials
Provide land for growing potatoes

Appendix F

The Number and Type of Repair Requests in Demonstration Project Buildings
(1992, HMU-26, Leninski District, Novosibirsk)

	Building Address	Year Built	Floors	Families	Complaints per Family															
					Total	Red Flag Complaints	Repair Requests						Latent Complaints							
							Total	Plumbing	Electrical	Heat	Water Supply	Other (to HMU)	Total	Water Supply	Heat	Entry State of Repair	Entry Cleanliness	Yard Maintenance	Elevator Maintenance	Garbage Removal
1	Kotovskovo 1	1958	5	94	4.78	.04	1.36	.72	.15	.14	.24	.11	3.37	80	48	.62	.87	.61	.00	.00
2	Kotovskovo 2	1970	5	38	5.03	.05	1.84	.71	.47	.29	.16	.21	3.13	37	53	.68	.92	.63	.00	.00
3	Kotovskovo 3	1959	5	63	2.73	.02	.78	.57	.16	.02	.02	.02	1.94	03	.11	.54	.79	.46	.00	.00
4	Kotovskovo 4	1970	5	35	4.66	.09	1.37	.66	.34	.09	.20	.09	3.20	63	31	.71	1.00	.54	.00	.00
5	Kotovskovo 5	1958	5	57	4.88	.05	1.44	.63	.37	.12	.14	.18	3.39	44	.16	.96	.95	.88	.00	.00
6	Kotovskovo 6	1969	5	52	4.65	.02	1.73	.94	.40	.15	.15	.08	2.90	52	.17	.60	.92	.65	.00	.00
7	Kotovskovo 7	1956	5	65	4.06	.05	1.37	.65	.22	.17	.17	.17	2.65	31	.31	.46	.72	.85	.00	.00
8	Kotovskovo 8	1969	5	35	5.63	.14	1.80	.77	.26	.06	.46	.26	3.69	86	.23	.86	.97	.77	.00	.00
9	Kotovskovo 9	1960	5	52	3.63	.04	1.29	.71	.29	.06	.12	.12	2.31	60	.25	.38	.62	.46	.00	.00
10	Kotovskovo 10	1982	9	279	5.97	.05	1.53	.71	.44	.12	.14	.13	4.39	75	41	.89	.75	.41	.67	.51
11	Kotovskovo 12	1984	12	63	6.63	.08	2.14	1.13	.49	.16	.17	.19	4.41	68	.48	.94	.79	.51	.48	.54
12	Kotovskovo 12/1	1988	12	74	6.49	.04	1.22	.47	.41	.08	.20	.05	5.23	69	.43	.96	.97	.95	.78	.45
13	Kotovskovo 14			74	4.92	.08	1.07	.16	.38	.18	.08	.27	3.77	38	.32	.80	.84	.69	.41	.34
14	Kotovskovo 3/1	1933	4	35	6.89	.20	2.51	.91	.63	.29	.37	.31	4.17	89	.71	.97	.80	.80	.00	.00
15	Kotovskovo 5/1	1954	3	27	5.59	.15	2.30	1.19	.30	.19	.26	.37	3.15	56	.59	.30	.96	.74	.00	.60
16	Kotovskovo 5/2	1933	3	51	5.57	.12	1.55	.80	.29	.06	.14	.25	3.90	.76	.57	.90	.98	.67	.02	.00
17	Kotovskovo 7/1	1954	3	29	4.21	.00	1.76	.90	.52	.24	.03	.07	2.45	62	.45	.21	.83	.34	.00	.00
18	Permitina 3	1959	5	45	5.20	.04	1.51	.60	.22	.16	.24	.29	3.64	87	.64	.87	.93	.33	.00	.00
19	Permitina 5	1959	5	61	5.56	.05	1.57	.69	.26	.23	.08	.30	3.93	82	.85	.82	.75	.69	.00	.00
20	Permitina 12	1965	5	62	4.23	.05	.95	.42	.21	.06	.02	.24	3.23	.52	.32	.85	.76	.77	.00	.00
21	Permitina 16	1966	5	65	4.18	.02	1.17	.60	.14	.17	.09	.17	3.00	48	.37	.65	.74	.77	.00	.00

	Building Address	Year Built	Floors	Families	Complaints per Family															
					Total	Red Flag Complaints	Repair Requests						Latent Complaints							
							Total	Plumbing	Electrical	Heat	Water Supply	Other (to HMU)	Total	Water Supply	Heat	Entry State of Repair	Entry Cleanliness	Yard Maintenance	Elevator Maintenance	Garbage Removal
22	Permitina 18	1966	5	64	5.13	.02	1.67	1.08	.20	.17	.09	.13	3.44	.81	.34	.56	.92	.60	.00	.00
23	Permitina 20	1968	9	50	6.20	.02	1.02	.54	.20	.02	.14	.12	5.16	.72	.28	.96	.82	.64	.98	.76
24	Permitina 22	1969	9	51	5.55	.12	1.45	.69	.25	.12	.22	.18	3.98	.63	.35	.61	.73	.63	.75	.29
25	Permitina 3/2	1951	2	16	4.19	.00	1.25	.50	.13	.06	.06	.50	2.94	.13	.06	1.00	.81	.94	.00	.00
26	Planirovochnaya 1	1969	5	62	4.69	.02	1.11	.66	.15	.05	.08	.18	3.55	.42	.60	.82	.81	.92	.00	.00
27	Planirovochnaya 3	1969	5	91	4.63	.08	1.47	.67	.37	.09	.13	.20	3.08	.73	.32	.71	.47	.84	.31	.00
28	Planirovochnaya 1/1	1969	5	93	6.09	.06	2.28	1.04	.37	.23	.40	.25	3.74	.91	.42	.87	.71	.82	.00	.01
29	Planirovochnaya 1/2	1969	5	69	5.67	.07	1.96	.87	.41	.20	.26	.22	3.64	.83	.45	.74	.81	.81	.00	.00
30	Planirovochnaya 3/1	1969	5	84	3.70	.05	.95	.54	.23	.02	.04	.13	2.70	.46	.13	.57	.82	.71	.00	.00
31	Vatutina 1	1962	3	36	5.59	.00	1.61	.36	.28	.33	.50	.14	4.08	.97	.64	.92	.69	.86	.00	.00
32	Vatutina 1a	1962	3	48	6.04	.08	1.77	.65	.27	.27	.33	.25	4.19	.73	.85	.81	.96	.83	.00	.00
33	Parkhomenko 30			51	4.20	.10	1.71	.76	.22	.08	.53	.12	2.39	.98	.29	.37	.65	.10	.00	.00