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Lin Changqing: Opening up the "last mile" of urban governance

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Lin Changqing, deputy to the Fujian Provincial People's Congress, vice president of the China Property Association, and chairman of Fujian Yongan Property, was interviewed by the media

Xinhuanet, Fuzhou, January 17 (Liu Feng) Residential community management concerns everyone and is the "last mile" of urban governance. During the second session of the 13th People's Congress of Fujian Province, Lin Changqing, deputy to the Fujian Provincial People's Congress, vice president of the China Property Management Association, and chairman of Fujian Yongan Property Management Co., Ltd., submitted to the conference "Suggestions on Strengthening Public Security in Residential Communities and Creating Safe and Happy Communities".

Car owners park their vehicles arbitrarily and occupy the fire passages in the community, owners illegally renovate and build illegally, group rental is common in the community, and a community all parties in property management has not yet been established... Lin Changqing believes that these problems that affect the public security of residential communities have blocked the "last mile" of urban governance. "With the full application of the Internet in various industries, a

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credible and active information communication platform needs to be established between the government, owners, property companies, and related real estate management service providers in order to achieve fast, effective, and equal information communication.” Lin Changqing suggested that the Fujian Provincial Housing and Urban-Rural Development Management Department take the lead in creating an information network platform as soon as possible to bring eight major types of relevant entities, including developers and construction units, construction units, property companies, third-party service providers of property management services, owners and property management committees, administrative departments, street offices, and neighborhood committees, into the platform.



Lin Changqing suggested that this online platform should include functional modules such as property management services, property management complaints, property management law enforcement, use of property management maintenance funds, property outsourcing service management, annual satisfaction surveys, owner voting, property owners’ committee elections, re-employment and selection of property management companies, so as to comprehensively improve the efficiency of property management services and communication efficiency.

Lin Changqing also suggested that Fujian should introduce relevant policies as soon as possible to address public security issues such as illegal renovations, illegal occupation of roads, noise and pet disturbances in residential areas, clarify the responsible entities for community governance, and that urban law enforcement, public security, housing management, street offices and other agencies should jointly enforce the law to ensure timely acceptance, timely law enforcement and timely feedback.

The following is the original text of Lin Changqing' s proposal:

On strengthening public security in residential areas in Fujian Province
Suggestions for creating a safe and happy community

As an emerging industry, although the history of property management is only a short 20 years, it has become an important part of urban comprehensive management, and an important part of urban and rural social governance and community governance, because it is related to the quality of life and living environment of urban and rural residents, and is a comfortable, safe, convenient and hygienic livelihood project. It is a guiding indicator of the happiness and sense of gain of the general public. This article analyzes the problems existing in the property management industry based on the current status of property management and community security in Fujian Province, and then explores countermeasures to promote the development of community governance in our province.

1. The current status and existing problems of public security in residential areas of our province

1. The visible and invisible walls of the community hinder administrative law enforcement from entering the community. According to the survey of the Provincial Property Management Association, the common disputes in our province' s communities are as follows: (1) Due to insufficient parking space allocation, car owners who have cars but no fixed parking spaces park their cars at will, occupying fire passages or even riding on green belts; (2) Owners illegally renovate, build privately, and do not renovate according to the prescribed time, causing noise disturbance to residents; (3) Many dog owners do not perform their care responsibilities well, causing pets to defecate everywhere and even injure people; (4) Some people wash personal items at will in the community landscape pool. The above-mentioned violations and acts that endanger public rights and interests have caused disputes between property practitioners and owners, and also caused disputes between owners.

2. An equal and open communication network information platform for all parties in property management has not yet been established. With the full application of the Internet in various industries, a credible and active information communication platform needs to be established between the government, owners, property companies, and relevant real estate management service providers in order to achieve fast, effective, and equal information communication.

3. The inaction and misconduct of the property management committee seriously affect the standardized management and harmonious co-governance of the community. It is understood that the proportion of property management communities across the country that have established property management committees is about 20%-30%, and less than one-third of the property management committees operate in accordance with laws and regulations after

they are established. Nearly two-thirds or more than two-thirds of the property management committees have different degrees of misconduct and inaction. Many property management committee members paid property fees in order to be selected as members of the property management committee during the preparation period. After becoming members of the property management committee, they felt that they had privileges and refused to pay property fees or asked the property management company to reduce or exempt them. They even intervened in the operation of public facilities such as parking lots, clubs, supermarkets, and kindergartens in the community, or subcontracted them to their relatives and friends for their own personal gain; what's worse, some of them embezzled the operating income of the community, and even narrowly understood that reducing property fees would "do practical things" for the owners, catering to the selfish mentality of individual owners who "free-ride" and "take advantage" to enjoy services. The property management committees bypassed the owners' meeting and arbitrarily decided on major matters in the community. I believe that the above chaos has seriously affected the healthy development of community governance and the community property service industry, and has led to and caused important causes of community security incidents and various disputes.

4. Community group rental seriously affects neighborhood relations and causes disharmony. The phenomenon of group rental is now common in our province, and even group rental has formed a relatively mature industrial chain. Group rental also has many disadvantages in the community: the layout of the group rental house changes greatly. For example, a 130-square-meter house was originally designed with two bathrooms, but it became five bathrooms after being used as a group rental house. Then there will be bathrooms above the restaurant downstairs, bedroom, and living room, which seriously affects the structural safety and quiet living space, and also affects the work and rest time of the surrounding neighbors and the frequency of use of public resources such as elevators, as well as the unfairness of water, electricity and maintenance fees. At the same time, because there are many tenants in each set, some group tenants have a high turnover rate, and the floating population is large and mixed, which also brings difficulties in community security management and safety hazards.

5. The governance of urban and rural communities in our province still lacks a new governance pattern of "co-construction, co-governance and sharing". At present, due to loopholes in security management in many communities, various cases, especially multiple property crimes such as burglary and motor vehicle theft, are increasing, which seriously affects the people's sense of security and satisfaction with the grassroots government, and also restricts the construction of safe cities, livable cities and civilized cities, and obstructs the "last mile" of the party and government to connect with the people.

II. Several suggestions on strengthening the public security work in Fujian Province

1. If the property management staff fails to dissuade the property management company from making complaints or reports to the government administrative departments such as planning, civil affairs, industry and commerce, public security, urban management, environment, and fire protection in writing or by phone regarding the community security situation such as illegal renovation, illegal road occupation, noise, and pet disturbance. If the above-mentioned departments only accept the complaints but fail to handle them in a timely manner in accordance with the law, which leads to the intensification of disputes in the community, the above-mentioned administrative departments should be given necessary ineffective warnings or public criticism.

2. The Provincial Housing and Urban-Rural Development Administration will take the lead in creating an information network platform as soon as possible, and introduce all eight major related entities, including developers and construction units, property companies, outsourced third-party service providers of property management services, owners and property management committees, administrative departments, street offices, and neighborhood committees, into the Internet platform to establish an open and shared network information platform. The platform includes functional modules such as property management services, property management complaints, property management law enforcement, property management maintenance fund use, property outsourcing service management, annual satisfaction surveys, owner voting, property management committee elections, and re-employment and selection of property management companies, in order to comprehensively improve the efficiency of property management services and communication. At the same time, accelerate the construction of property management e-government and community governance information platforms.

3. Grassroots governments (street offices or neighborhood committees) should strengthen supervision and restrict the misconduct of property owners' committees. When the property owners' committee changes its term or when the chairman or secretary general of the property owners' committee leaves office, a third party should be commissioned to conduct a comprehensive audit to reverse the current chaos of the property owners' committee as soon as possible and effectively safeguard the legitimate rights and interests of all owners. The provincial (municipal, district) housing and construction bureaus and all streets and towns should incorporate the organization and management of community property owners' committees into the important content of long-term community management. They should not only guide and instruct their establishment, but also effectively control their operations and not allow them to "grow wildly". Guide more party members, deputies to the National People's Congress, members of the Chinese People's Political Consultative

Conference, civil servants, and public officials from public security, procuratorial and judicial departments among community owners to devote themselves to community management, community services and community governance, which is the largest systematic livelihood project, to enhance the participation of high-quality owners and tenants, and ensure that harmonious, safe, law-based and livable community governance is truly implemented, so that the people have a greater sense of gain and happiness.

4. Our province must introduce relevant policies as soon as possible to ban group rental housing in residential areas and prohibit residential conversion to commercial use. It must be made clear who (which department) will take the lead and who (which departments) will cooperate in each district (county). Urban law enforcement, public security, construction, housing management, and street offices must jointly enforce the law, ensure timely acceptance, timely enforcement, and timely feedback, and provide residents in residential areas with a peaceful, harmonious, and comfortable living environment.

5. In view of the current management model of community courtyards, it is recommended to establish a community governance mechanism of "co-construction, co-governance, and sharing" among all parties. This co-governance mechanism can be divided into four categories:

(1) A professional property management company manages the community. The developer or the owners' committee entrusts a formal property management company to manage the community. The property management company takes the lead, and the security team is the backbone of the community's safety management and potential safety hazard investigation. The community owners and the owners' committee actively participate in, protect, reasonably use and consciously maintain the security access control system, parking entry and exit monitoring system, and community perimeter alarm system, so that the community's safety management facilities can operate normally and effectively;

(2) Communities and units manage their own communities. Communities and units hire security guards or doormen to take charge of the specific work of community security prevention. However, communities and units must set up property owners' committees or management committees, establish a comprehensive security management system, a joint meeting system for community security and governance, etc., improve and perfect security hardware facilities, and make the investment, transformation and construction of security facilities a regular practice, so that all owners can benefit from it.

(3) Residents manage the community autonomously. The owners' committee or residents jointly fund the hiring of security personnel to be responsible for community security prevention work, and the community and street offices strengthen the guidance of community security management. The community and street offices should take the lead in establishing and improving a regular

joint meeting system for community security management work to improve residents' ability to self-manage, self-serve, and self-discipline. At the same time, we must increase publicity efforts to cultivate residents' civic subject consciousness, legal consciousness, sense of responsibility, and moral consciousness, and comprehensively enhance the participation capacity of all residents and various subjects in the community and the co-governance capacity of the core subjects;

(4) "Three-no" communities (no property management, no security monitoring system). This type of community accounts for a large proportion of our urban areas. Residents are generally responsible for public security prevention work on their own, with low public satisfaction and a high rate of public security incidents in the community. Therefore, "three-no" communities are blind spots in urban infrastructure construction and a shortcoming in urban public security governance. District (county) governments should include "three-no" communities as an important part of strengthening urban infrastructure construction. They should not only improve the communities, make the roads flat, the street lights bright, the ditches unobstructed, and the environment beautiful, but also improve the security monitoring and access control systems, and first improve the hardware of public security management. Strengthen the guidance and supervision of the owners' committees and property service companies by the community party organizations and community residents' committees; establish and improve the regular discussion and coordination mechanism among the community party organizations, community residents' committees, owners' committees, property service companies, and local public security police; explore the establishment of an environment and property management committee under the community residents' committee to urge the owners' committees and property service companies to perform their duties. Explore ways to improve the functions of the owners' committee and protect the legitimate rights and interests of the owners in accordance with the law; explore ways for qualified community residents' committee members to serve as part-time members of the owners' committee through legal procedures and participate in community public affairs management and public security governance.

In short, a large number of facts tell us that urban and rural community governance is the "last mile" of urban governance. If the nerve endings of the Party committee and the government that connect with and serve the masses are blocked, it will lead to necrosis or paralysis. Therefore, it is necessary to mobilize and organize various social forces and resources to form clear responsibility boundaries, smooth collaborative governance, and sound democratization, legalization, and socialization mechanisms. Only in this way can we truly form a large pattern of co-construction, co-governance, and sharing under the leadership of the government, and realize the instructions of General Secretary Xi during his investigation of strengthening community

governance in Shanghai: "To strengthen community governance, we must give full play to the leadership role of grassroots party organizations, as well as the self-governance function of residents, mobilize the enthusiasm and initiative of community residents, and ensure that everyone participates, everyone is responsible, everyone contributes, and everyone shares." Only then can the social security and community security work in our province be fundamentally improved.

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