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Abstract

Real estate management has been changed since COVID-19 pandemic occurred. It also changed a lot in our daily lives. The paper presents the changes in real estate management systems concerning COVID-19 perspective. A case study of Poland was introduced.

Introduction

The COVID-19 pandemic has changed our daily lives in virtually every aspect. These changes also affect various aspects of the real estate market, including property management. Although real estate management systems differ from the history of regions, cultures and customs, the impact of COVID-19 is visible everywhere. The paper presents the changes in real estate management systems concerning new perspective. A case study of Poland was introduced.

Real estate management should be effective and based on sound legislative framework and procedures (Kaganova et al. 2008; Constantin et al. 2012; Pożega et al. 2014; Gross, Żróbek 2015; Marona, van den Beemt-Tjeerdsma 2018). Property managers had to face new challenges, and above all a new organization of work.

The aim of the paper is to emphasize the most important problems connected with COVID-19 pandemic in the scope of real estate management.

Data and Methods

The stages of the research were presented at Figure 1. The first stage was literature review. Then, with the use of desk research, the impact of COVID-19 pandemic on real estate management was introduced. The last stage was presentation of future trends and recommendations.

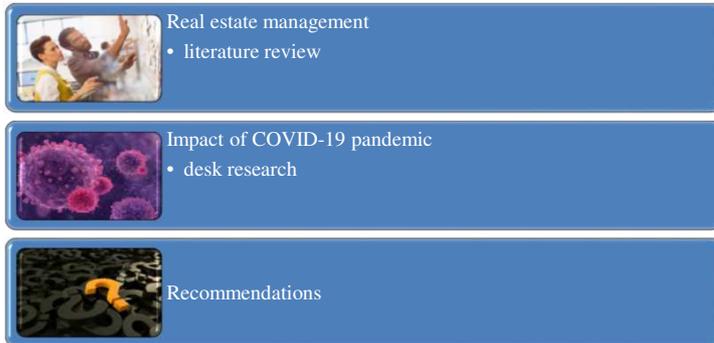
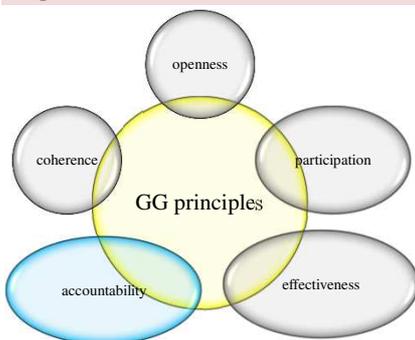


Fig. 1. The stages of the research and the methods used in the paper. Source: own study

Empirical results



The good governance concept (Figure 2) can be used to the assessment of real estate management. COVID-19 has an impact on 4 from 5 principles. The most important influence is because of many different strictnesses concerning inter alia social distance.

Fig. 2. COVID-19 impact on good governance principles. Source: own study

Table 1. Subjects of analyzed papers concerning the impact of COVID-19 on real estate. Source: own study

Themes of Covid-19 related papers	References
social impacts, management and governance	Sharifi and Khavarian-Garmsir, 2020
sustainable and green housing	Kaklauskas et al., 2021
Panic Buying Scale	Lins and Aquino, 2020
sale transactions	Marona and Tomal, 2020; Tanrıvermiş, 2020
maintenance management	Osunsanmi et al., 2020
built environment perspective (quarantine)	Ahsan, 2020
real estate and housing sector	Nicola et al., 2020
real estate policy, trends	"COVID-19: Global Real Estate Implications," 2020

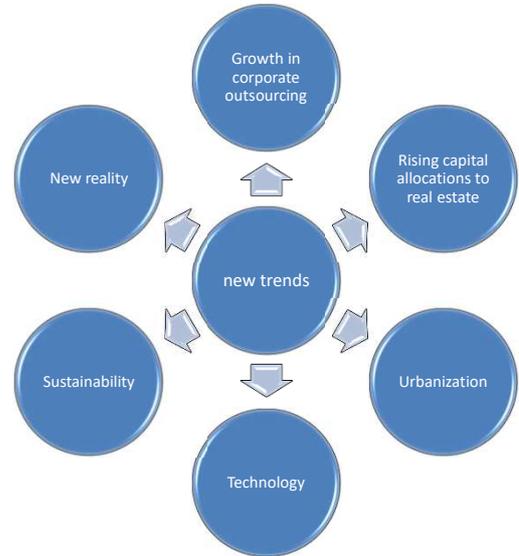


Fig. 3. New trends in real estate management. Source: own study based on "COVID-19: Global Real Estate Implications" (2020)

Key conclusions

The results achieved from the research justify the following conclusions:

1. COVID-19 pandemic forced a change of the management way.
2. Direct contact with property owners was limited because of limitation of social contacts (#stay at home). This has resulted in situation that even two annual meetings were not conducted in some homeowners associations (in 2020 and 2021).
3. New technology is used more often, even though there are such problems as access to the internet or just lack of IT exclusion (especially among elderly people).
4. Operating costs increased due to the need of common parts' disinfection.
5. Access to individual owner's flats is difficult in case of emergency or repairs due to the fear of infection.

There are a lot of problems connected with COVID-19 conditions. „But equally, there will be other consequences to the pandemic that will surprise us and that are not yet possible to predict” (“COVID-19: Global Real Estate Implications” (2020)).

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